

Heathrow

CONNECTING PEOPLE & PLANET

December 2023

COMMUNITY Bulletin.



Heathrow colleagues have been busy volunteering with the Heathrow Rangers, spreading Christmas cheer in local communities. From putting up and decorating Christmas trees in schools and local community centres to making festive decorations and wrapping presents for charitable organisations.

The team made over 170 decorative bows, wrapped and donated over 130 presents and delivered and decorated 12 Christmas trees.

A phenomenal effort by everyone involved – we give our heartfelt thanks to every colleague who volunteered their time to give back to our local communities at this magical time of year.





GIVING SOMETHING BACK

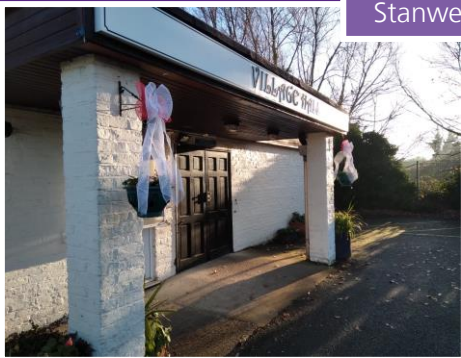
HEATHROW COLLEAGUES SUPPORTING COMMUNITIES



Harmondsworth



Stanwell Moor



Spout Lane North



Colnbrook



Cranford



Compass Centre



If you have a local community project that would benefit from Heathrow Ranger support, then please email communityrelations@heathrow.com





GIVING SOMETHING BACK



HEATHOW COMMUNITY RANGERS

The Heathrow Rangers have been working with HFEH Mind and Cranford Community College to deliver a range of workshops focusing on wellbeing and horticulture. The 6-week project saw students from Year 7 taking part in ground clearing, pruning techniques and maintenance as well as planting seasonal plants.



The Heathrow Rangers have also been working with the Harlington Resident's Association and local Heathrow Villages councillor on a beautification project for the green at Harlington. The Heathrow Rangers have started the project with planting around 1,000 spring and summer flowering bulbs for continuous colour. Work will progress throughout spring next year so watch this space for more updates!





NATIONAL TREE WEEK 2023



BIODIVERSITY & ENVIRONMENTAL ENGINEERING TEAM



Since 1973, National Tree Week has been the U.K.'s largest tree celebration, which takes place during a decided week in November. This year, it took place from November 27 to December 5. The purpose of National Tree Week, which is held to kick off the annual winter tree-planting season, is to encourage the public to plant trees and appreciate the beauty and importance of trees in our environment and life. Each year, the country's conservation sector, volunteer groups and tree-lovers come together to plant thousands of trees to mark the start of the tree planting season.

At Heathrow, colleagues from across the business had a delightful day planting a total of 60 trees around Colne Valley and Cains Lane biodiversity sites.



Trees offer many crucial benefits to our communities and environment, such as:

- Improving air quality
- Absorbing carbon
- Providing shade that reduces temperatures during extreme heat
- Creating natural habitats that support local wildlife
- Enhancing our physical and mental wellbeing through a connection to nature



You can read more about the work of our Biodiversity team in their [blog](#).



INSPIRING THE FUTURE GENERATION

De-Icing Journey in Winter Operations Airside



Brunel University Students Visit Engineering



Heathrow recently welcomed a group of local Civil and Environmental Engineering students from Brunel University for an immersive exploration of winter operations and the airport's commitment to environmental sustainability. During their visit, the students gained valuable insights into the technologies and processes employed to ensure safe and efficient aircraft operations during adverse weather conditions.

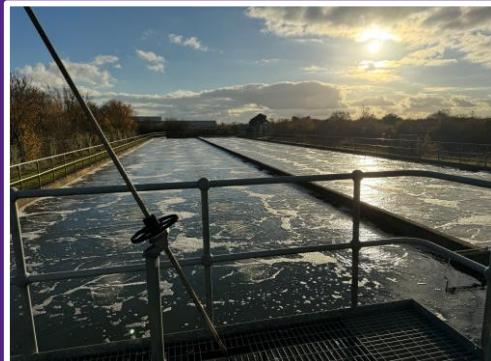
A key focus of the visit was the application of de-icing agents to aircraft surfaces. Students observed the meticulous process of applying these agents, which prevent ice formation and maintain optimal aerodynamic performance, even in challenging weather conditions.



The students gained a comprehensive understanding of the de-icer residue treatment process at Mayfield Farm's Reedbed treatment plant. This facility plays a pivotal role in environmental conservation by removing de-icing agents from surface runoff, preventing their harmful impact on local ecosystems.



This educational journey provided the students with a holistic perspective on the multifaceted nature of winter operations airside and the critical role of treatment plants in preserving the environment from de-icing agents. The visit highlighted the importance of innovation and sustainability in maintaining a responsible and resilient aviation industry.



HEATHROW COMMUNITY TRUST



Connecting communities to funding & Team Heathrow

FUNDING AND COMMUNITY PARTNERSHIPS



HEATHROW
COMMUNITY
TRUST

Heathrow Community Trust is an independent grant-making charity which receives funding from Heathrow Airport, noise fines levied on airlines when they break the noise regulations, and other airport companies, as well as funding from Heathrow staff via their fundraising activities.

Local Projects Funded in 2023

Funding rounds are centred around the themes of:

- Environmental & Sustainability
- Community Projects
- Research & Development Projects
- Projects for Young People

Amongst many other projects, this year the Heathrow Community Trust has supported:

- Hillingdon Narrowboats Association: adaptation of a narrowboat for wheelchair users.
- Richings Players: storage unit for costumes and van hire.
- Stanwell Events: marquee for multi-cultural fun day
- Harlington Hospice: creative workshops for bereaved children and young people

More information on projects that have been supported by the Heathrow Community Trust can be found [here](#).

Heathrow Apprenticeship Fund

The Heathrow Community Trust are delighted to be supporting this scheme which is funded by Heathrow Airport Ltd and administered by Heathrow Community Trust. Heathrow Airport has pledged to gift its apprenticeship levy transfer allowance to organisations which have received HCT funding in the last 5 years so they can offer training to their colleagues that would in turn support the organisation's work.

The aim of the Programme is to support community organisations to provide Apprenticeship training to their employees with the specific aim of:

- Increasing the sustainability of their organisation;
- Improving the ability of their organisation to support beneficiaries;
- Providing personal development opportunities for employees;

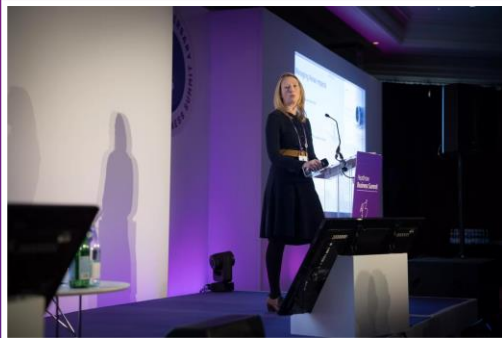
To download the Guidance, [click here](#) and to make an application [click here](#).



HEATHROW HOSTS 25th BUSINESS SUMMIT

CELEBRATION OF LOCAL SME'S

Heathrow brought together hundreds of local business leaders to celebrate and connect the SMEs and entrepreneurs who keep the UK's hub airport flowing. The 25th Heathrow Business Summit, which took place on 16 November, welcomed nearly 500 people from across the region and beyond to share tips and open doors for doing business in the airport's supply chain. The annual event gives unique access to leaders from across Heathrow and its direct suppliers, with exhibits from over 45 local SMEs.



The summit was held in partnership with local chambers of commerce and business groups and included over 20 speakers taking to the stage. They included panel discussions, suppliers and airport bosses, alongside speeches from Heathrow CEO Thomas Woldbye and Lord David Blunkett. Following the Business Summit, trophies were handed out to celebrate the airport's existing partners and SMEs at its Heathrow Awards. The evening event gave an opportunity to honour those who best embody the airport's vision for being a responsible business.



"We want to make this a great place to live and work and that means giving those who live closest the opportunity to get involved. We wouldn't be where we are today without the expertise and experience that SMEs bring to Heathrow. It was an honour to celebrate the great work of our partners and see new connections being made at our Business Summit."

Becky Coffin
Director of Communities and Sustainability



The awards also served as a fundraiser for local causes, with nearly £100,000 donated to the Heathrow Community Trust (HCT) by the end of the night. HCT is a grant-giving charity that helps hundreds of organisations to continue to deliver support to some of the area's most vulnerable residents.



Net Zero
By 2050

HEATHROW'S FIRST 100% SAF FLIGHT

VIRGIN ATLANTIC FLIGHT100 LONDON HEATHROW LHR TO NEW YORK JFK

The world's first 100% Sustainable Aviation Fuel (SAF) powered transatlantic flight by a commercial airline took off from Heathrow, on 28 November, marking a historic moment for aviation and its roadmap to decarbonisation. Flight100 departed London Heathrow for New York JFK fuelled entirely by sustainable aviation fuel.

virgin atlantic 



What is Sustainable Aviation Fuel and how does it work?

SAF is an alternative to traditional fossil-fuel based kerosene which can deliver up to 70% carbon savings in the lifecycle by using feedstocks like used cooking oil and other kinds of waste. The technology is proven, with hundreds of thousands of flights already powered in part by SAF. It can be dropped into existing aircraft at up to a 50% blend (in future 100% blend) with no need for infrastructure or aircraft engine changes.

"We're on the brink of a sustainable revolution in travel. Virgin Atlantic's flight powered by 100% SAF is evidence that it can be done. We should grab the opportunity with both hands and enable a domestic SAF industry. The UK has the resource and the skills, and now the industry needs to work alongside Government to couple this with policies which scale up SAF production, mandate increasing SAF use and introduce a price stability mechanism."

Thomas Woldbye, CEO Heathrow.



OPERATIONAL UPDATE

COMMUNITY VIEW ON AIR QUALITY & EASTERLY ALTERNATION

SUSTAINABILITY SCRUTINY PROJECT

As an independent body, the Council for the Independent Scrutiny of Heathrow Airport (CISHA) identify airport-related issues that can be improved and encourage actions to be taken to help us in our efforts to be a better neighbour. Part of their role is to scrutinise Heathrow's position on sustainability and the environment, which we have set out in our Heathrow 2.0 strategy.

CISHA have had many conversations with residents about what it's like living near one of the world's busiest airports. One of the key issues that residents and other stakeholders have raised at the CISHA forum meetings and elsewhere is their concerns around air quality.

They commissioned Thinks Insight and Strategy to conduct a public review of the local community's views on air quality, including perceptions of Heathrow's actions and commitments to improve air quality.

The project ran from June until October with activities including a closed survey, an open community survey, six focus groups, a webinar and a series of 16 in-person events around the community.

The findings of the project have led to a full report and summary report with a set of recommendations on how we can make improvements to our work on air quality.

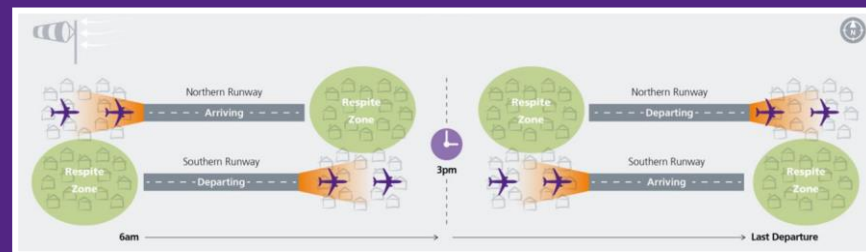
Visit the CISHA website to read the reports and recommendations <https://www.cisha.org/air-quality>

EASTERLY ALTERNATION UPDATE

Easterly alternation remains a priority for Heathrow, as it will bring periods of respite from aircraft noise to thousands of residents. Affected communities will share the burden and benefits of respite fairly and equally, as occurs today when we are on westerly operations.

Whilst easterly operations would distribute respite for residents living around the airport more fairly, some people will be newly impacted by noise. As part of our plans to enable easterly alternation, we are proposing a noise barrier to reduce noise for Longford residents. Planned proposals for the barrier will be submitted to the London Borough of Hillingdon as part of our full formal planning application next year. Before we submit our application, we are seeking views on our proposed barrier from residents in Longford and are writing to approximately 300 addresses in Longford encouraging residents to complete a short online survey.

All the latest information on our easterly alternation proposals can be found on our [website](#).



OPERATIONAL UPDATE

THANKSGIVING & DIWALI CELEBRATIONS DELIVER A NOVEMBER PASSENGER

MERRY
Christmas
TO YOU!

November 2023 Traffic Figures



6.1 million
passengers travelled through
Heathrow Airport



15

daily flights to
India for Diwali
celebrations



The first
100% SAF
fuelled flight
departed from
Heathrow



Over 50,000
passengers flew
to North America
ahead of
Thanksgiving
celebrations



Toronto



Singapore



Chicago

Joined the 'millionaire' club for 2023



6.1 million passengers travelled through Heathrow during November, swapping frosty mornings for winter sun and reuniting with friends and family to spend holiday festivities together

Traffic to North America peaked ahead of Thanksgiving with over 50,000 passengers flying across the Atlantic from Heathrow on the Friday before the holiday. Similarly, departures to India proved popular as passengers took advantage of the 15 daily flights to India that Heathrow serves to celebrate Diwali with their loved ones.

While around 220 flights depart or arrive from the USA to Heathrow every day, one particular flight in November made history. On 28 November, the first 100% Sustainable Aviation Fuel powered transatlantic flight departed Heathrow to New York, a pioneering moment for the UK aviation industry, which has its sights firmly set on achieving net zero by 2050.

Toronto, Singapore and Chicago all joined the 'millionaire' club in November with over a million passengers travelling on those routes so far in 2023. Lisbon, San Francisco and Edinburgh are all in the running to achieve this same milestone, an accolade set to be reached by over 20 routes operating at Heathrow by the end of the year.

A strong December is forecast with departure numbers predicted to peak in the week before Christmas Day. With 47 Christmas trees adorning the terminals, local choirs carolling and a festive ballet performance welcoming arriving passengers, Heathrow has got the festive season off to the best start.

CONTACT US

As always, our team is here to help with any questions you have about Heathrow.

Please get in touch – give us a call or drop us an email: T: 0800 307 7996 E: communityrelations@heathrow.com



CHRISTMAS LANDS AT HEATHROW

FAMILY AND FRIENDS ARE TRUE GIFTS OF CHRISTMAS

Christmas has landed at Heathrow with the arrival of magical activities, including live ballet performances, visits from Santa himself and a special visit from Heathrow Primary School Choir visiting Terminal 5. Over 30 excited students from Heathrow Primary visited Terminal 5 with Headteacher, Simon Giles, to sing Christmas carols to our arriving passengers.

With a visit from our giant polar bear and Santa himself the Christmas spirit at Heathrow is well underway!

"At Heathrow we're always looking for fun and unique ways to ensure our passengers have the best experience possible before jetting off on their holidays. The festive season is all about reuniting with family and loved ones. Here at Heathrow, we are proud to be at the heart of making that happen, which is why we're pulling out all the stops in our biggest Christmas ever."

Tonia Fielding
Director of Services, Heathrow



"Christmas is a special time of year and moments like this remind us how being connected is an important thing at this time of year".

Becky Coffin
Communities & Sustainability Director,
Heathrow

MERRY
Christmas
TO YOU!

Professional dancers performed a specially choreographed dance for passengers in arrivals throughout December. Titles "The Reunion", the dance celebrates the festive reunions at Heathrow and has 239 individual moves, representing the number of destinations travellers can fly to from Heathrow.

