

Connecting People & Planet

Giving Back to One Million Local People

HEATHROW LAUNCHES THE GIVING BACK PROGRAMME

Heathrow has launched its new Giving Back Programme, reasserting its commitment to the local community to make the area a great place to live and work. This is the first comprehensive community investment plan published by the airport, clarifying the various ways it already supports the local community, as well as setting out a variety of new initiatives.

Heathrow will meet its one million people pledge through a range of initiatives:



Connecting communities to the World of Work



Connecting communities with the local environment



Connecting communities to funding & Team Heathrow



Our Giving Back Programme is a clear reflection of what the local community has told us over the last year and our way of saying loudly that being a responsible neighbour will always be a priority. We've listened to the community's views – some of it good, all of it completely honest, and often highlighting areas where we can improve our work. The overriding message was clear: Heathrow must become a connector in the community once more.



John Holland-Kaye
Chief Executive

If you'd like to learn more about how you can get involved with the Giving Back Programme, including volunteering opportunities and helping us achieve our *One Million People Pledge*, visit our [website](#)

GIVING BACK PROGRAMME

CONNECTING HEATHROW'S COMMUNITIES TOGETHER





Preparations for Remembrance Sunday



Heathrow Community Rangers

The Heathrow Community Rangers continue to support local communities, groups and schools with practical support and green space maintenance.

Here are just some of the projects they have undertaken in the last few months.

If you'd like support from the Heathrow Community Rangers, please email: CommunityRelations@heathrow.com

Mari su



Tractor day at Stanwell clearing overgrown areas



Removing fly-tipping at Spelthorne



Colleague volunteering at litter-picking at Harmondsworth, tidying up St Mary's churchyard and repainting the scout hut



Donating Defibrillators

51 DEFIBRILLATORS DONATED TO LOCAL COMMUNITY GROUPS & BUSINESSES

After a recent update to defibrillators across all terminals, and after thorough testing, the Community Team wanted to donate these lifesaving units to local community groups, charities and businesses.

All units were under 10 years old and were free to all applicants either through the Heathrow Business Summit or through an advert in the local press.

The team received 50 applications and are happy to announce that 51 defibrillators have been successfully distributed to primary schools, sports clubs and community groups.

The first public defib was installed in Heathrow more than 20 years ago, and the airport now has more than 350 AEDs across the airport. The sheer number of the devices across Heathrow means that if a passenger should suffer a cardiac arrest, they should be no more than two minutes away from the closest defib.



A defibrillator in the right place can be a genuine lifesaver. That's why we want to make sure that every single one of these is given a good home in the local community.



Becky Coffin, Director of Communities & Sustainability



Give back to 1 million people in our local communities

Christmas in the Community

COMMUNITY RANGERS DELIVER CHRISTMAS

At the beginning of December, the Heathrow Community Rangers delivered 26 real Christmas trees to local schools and community groups to bring Christmas cheer to our local neighbourhoods.

They also supported with the decorating of the trees and community centres ahead of Christmas festivities of fetes and in local villages to spread some Christmas cheer on behalf of the airport.



Maximise suppliers achieving gold standard against our Balanced Scorecard

Heathrow Business Summit 2022



Reconnecting our business community



Scan the QR code to watch the video on the summit's highlights



November's Business Summit saw a more targeted approach, emphasising how local SMEs can seek opportunities at Heathrow – putting them at the heart of the summit's agenda.

With speeches from Heathrow's senior representatives and larger suppliers showcasing procurement prospects, the summit was a unique opportunity for local SMEs and Heathrow suppliers to reconnect as we push forward to create a thriving and sustainable local economy.

BUSINESS EXHIBITION

The Business Exhibition gave local SMEs the opportunity to showcase their products and services to a wide audience.

With over 40 local SMEs exhibiting on the day and many other SMEs and suppliers attending, the exhibition provided the ideal opportunity to network, make connections and create new business opportunities across Heathrow's supply chain network.

[Click here](#) to view the exhibitors.

The event was attended by over **300** attendees

OVER 40 SMEs exhibited at the summit

84% of the SMEs found Heathrow 2.0 Sustainability & Procurement Strategy extremely useful/very useful

82% of SMEs and Tier 1s agreed the business summit provided new partnerships opportunities



New format of summit creating more networking opportunities incorporated supporting creation of new business connections

2 SMEs have already obtained work from a Tier 1 so far



Networking opportunities for SMEs in the exhibition space and Tier 1 supplier break out rooms

Heathrow Successfully Re-accredited with Disability Confident Leader Status



"Receiving Disability Confident Leader Status is a testament to the hard work and dedication of teams across the organisation in helping us create a workplace that values and empowers all colleagues, regardless of their abilities."

While this is a significant milestone of progress, we know we can and must continue our progress towards becoming ever more inclusive and accessible. I hope this recognition highlights our continued commitment and inspires others at Heathrow to continue their efforts to break down barriers and provide equal opportunities for all."



*Paul Johnston,
Equality, Diversity & Inclusion Manager*

We're thrilled to announce that Heathrow has been re-accredited with Disability Confident Leader Status – the highest level of a Government scheme designed to support organisations in recruiting, retaining, and developing disabled talent. This achievement, led by our Equality, Diversity, and Inclusion team, highlights our continued commitment to creating an accessible and inclusive environment for all. Our Disability Confident Leader Status recognises the range of activities and commitments we've made to support those with disabilities, from workplace adjustments and inclusive recruitment practices to our mentoring program and work experience offerings. We've made strong progress since we became the first UK airport to achieve this status, but we know there's still a significant journey ahead to become more inclusive and accessible.

Heathrow Airport's Network for Disability HAND, is one of Heathrow's Equality, Diversity & Inclusion networks promoting the inclusion of every kind of disability and it promotes the diversity of all abilities as a prized asset.

To read more about diversity and inclusion at Heathrow visit [heathrow.com](https://www.heathrow.com)



HAND

Heathrow Airport's
Network for Disability
Diverse & inclusive Heathrow

In November, Heathrow colleague Jenny McLaughlin (Project Manager and lead for the disability network HAND) joined forces with fellow Engineering colleagues to present the Falcon 2 Programme to learners at Harrow College & Uxbridge College Group. The Falcon 2 Programme, a competition created by the Royal Aeronautical Society and partnered by Boeing, disabled flying charity Aerobility and Middlesex University, is designed for pupils to use their innovative and creative skills to design a flight simulator which will cater for both able-bodied and disabled people to

experience the thrill of flying a plane. The programme is made up of two challenges: a poster challenge and a Design, Develop & Build challenge.

Pupils were able to develop their ideas and bring them to life with the help of Heathrow colleagues and tutors to submit their designs into the programme competition. HCUC came third which enables them to enter the second stage part of the 'Big Build' which looks to build the submitted entry.



GENERATION AVIATION

2022 saw the launch by Government of 'Generation Aviation' a recruitment, awareness and engagement campaign supported by the Department for Transport at the Heathrow Employment & Skills Academy.

The Generation Aviation group is working with the DfT and the Heathrow Skills & Education Academy to help build an aviation workforce fit for the future, attracting diverse and talented people whilst inspiring the next generation and under-represented groups into aviation by breaking down the barriers to entering the sector.

Generation Aviation will look to deliver the skills required for the future of aviation as set out in the DfT's 'Flightpath to the future' strategy.

To read more about Generation Aviation and the DfT, click [here](#)



Inspiring the Next Generation



ENGINEERING IN CRANFORD COMMUNITY COLLEGE

In November Heathrow Engineer, Mo Taher, visited Cranford Community College to speak with Year 12 students on the importance of engineering in society and how they can use their problem solving skills in all walks of life. Mo shared his personal journey into engineering, the obstacles he came across and how he overcame them as well as discussing the possible routes into aviation engineering through apprenticeships and further education.

The session received positive student feedback on Heathrow apprenticeships, engineering and what happens behind the scenes at Europe's busiest hub airport.



ENGINEERING INSIGHTS

During October half-term, Heathrow hosted 13 young men and women to learn about the vast engineering opportunities at Heathrow. The students ranged in age and were predominantly from UTC (University Technical College) Heathrow.

During the week students were escorted by our award-winning apprentices; which allowed them to ask endless questions and be curious with role models they can relate to. As part of the week not only did the students get to see a wide number of our assets from the airfield to water reservoirs, security systems to our driverless trains and PODS (and everything in between) but they also received interview coaching experience and skills builder workshops. This ensured that by the end of the week not only were they aware of the incredible diverse engineering asset base and related roles that support the systems, but they were also prepared for competency-based interviews and how to demonstrate their passion for engineering and science. This was our first full event since returning to "normal" post-Covid operations and it relied on a cast of 30-plus people to deliver a full week of team building activities and engagement.

These students engaged at every level of the programme and are a fantastic testament to UTC Heathrow and their teachers, and we hope to welcome them into roles at Heathrow engineering in the future.

Heathrow takes Best Airport in Europe Crown

In October 2022 we were delighted to have won the Best Airport in Europe and Best Airport for Tax-Free Shopping. The 2022 Business Traveller Awards were announced on 31 October at London's Royal Garden Hotel, attended by more than 200 industry leaders.

The Business Traveller Awards are voted for by readers of the magazine, with the results authenticated by an independent auditing company, and are widely recognised as the market's benchmark for excellence. Ramping-up from Covid has been challenging for the industry and while there is more work to do, these results recognise the hard work of our colleagues to help more than 61 million people get away on their journeys last year.

To see the full list of winners visit [Business Traveller](#)



TRAVELWEEKLY

...and Best UK Airport

It makes us very proud to win. We have worked hard bringing so many families back together after the pandemic so it's lovely to see all our hard work pay off.

*Lizzie Beale,
Border Force Relationship Manager*

On 22 January and for the second year in a row, Heathrow scooped the top prize of 'Best UK Airport' in the Travel Weekly Globe Travel Awards 2023, outdoing stiff competition from other major UK airports.

The 2023 Globe Travel Awards were announced at a ceremony in JW Marriott's Grosvenor House.

The event took place in front of more than 1,200 guests with a star-studded line-up. The awards were based on tens of thousands of votes.

Heathrow's very own Janki Valand and Lizzie Beale attended the night to accept the award. To see the full list of winners on the night visit [Travel Weekly](#)

Heathrow getting back to its best

Over 5.4 million passengers travelled through Heathrow in January, the busiest start to any year since 2020. Heathrow has also seen passenger satisfaction levels reach back to or above pre-pandemic levels with 98% of passengers waiting less than 10 minutes for security in January. Border Force successfully managed recent strike action and trialled the use of eGates for children aged 10 and 11 in Terminal 5 over half-term. We are fully supportive of Border Force's aspirations to expand the use of eGates to more families and visa holders, assisting with smooth and seamless journeys. The half term getaway went well with our management teams out in the terminals supporting operational colleagues and helping passengers get on their way.



Heathrow is back to its best, with passenger satisfaction scores meeting or exceeding 2019 levels. We gave a warm welcome to families over the half term getaway by delivering excellent service and bringing back the magic of travel.



John Holland-Kaye
Chief Executive

Announcement from John Holland-Kaye

After nine years as CEO of Heathrow Airport, John Holland-Kaye has announced to the Board his intention to stand down as CEO during 2023. The transformation of the airport during John's time as CEO has been recognised, as Heathrow won a number of significant awards including Sunday Times Top 30 employer; one of the top 10 airports in the world (voted by passengers); and edie's Sustainable Business of the Year Award.

Among the most significant successes of John's tenure were the development of the plan for Heathrow's expansion which secured overwhelming Parliamentary approval, successfully navigating through the COVID-19 crisis and the recovery in demand, and his leadership in putting aviation firmly on course for net zero by 2050.

The Board has now initiated a selection process for John's replacement. In order to ensure a smooth handover, John will remain as CEO until his successor starts in post.

Heathrow Airspace Modernisation Update

Heathrow has now carried out its required statutory engagement at Stage 2A of the CAP1616 airspace modernisation process. Workshops were held with a number of community and local authority representatives as well as resident and school focus groups to share our approach to the initial stages of flight path options development. Following their feedback, we are now in the process of early evaluation of the work carried out so far.

Heathrow plans to carry out more engagement, additional to that required by the CAP1616 process, over the coming months to give local representatives the opportunity to provide feedback and ask questions.

We are aiming to progress to the next stage of the process (Stage 3) later this year, where work will continue before we undertake a full public consultation on the flight path options we have developed. This consultation should take place in 2025. If you would like any more information on airspace modernisation then please visit www.heathrow.com/airspacemodernisation or you can contact the team at airspace@heathrow.com

Heathrow head towards year of renewal

Results for the year ended 31 Dec 2022

Heathrow grew more than any other airport in the world last year

Passenger numbers in 2022 trebled to 62 million, as borders reopened in March after two years of closures which were tougher in the UK than in other major markets. Feedback from the vast majority of passengers was that they received great service, and we were pleased to be named "best airport in Europe". This is a great credit to the teamwork and commitment of colleagues across Team Heathrow.

We continued to be loss making throughout 2022

Annual losses have reduced from (£1,270) million to (£684) million, but inflation, lower passenger numbers and insufficient regulated charges impacted underlying profitability. No dividends were paid in 2022 and none are planned for 2023. Our financing remains conservative, with strong liquidity and gearing falling below pre-pandemic levels. The final decision on the H7 settlement from the CAA, which will determine investment levels in passenger service over coming years, is expected in March.

Service is getting back to pre-pandemic levels

The border closures and loss of skills deeply scarred the global aviation sector and it will take some time to fully recover. Over 25,000 people have started work at Heathrow in the last 18 months and resource levels are now close to pre-pandemic levels. The focus is now on improving skills, experience and building resilience. We are seeing the benefits in a successful Christmas and half-term getaway. In 2019, passengers ranked Heathrow as one of the top 10 in the world and we are determined to get back there.

We are making good progress on decarbonising global aviation

- We worked hard to secure the global agreement of net zero aviation by 2050 at ICAO. Sustainable aviation fuel (SAF) will play a critical role in decarbonising the sector and we have created a £38 million incentive scheme to encourage airlines to switch out kerosene for SAF - making us one of world's largest users of SAF. This year we have tripled our SAF target, and this has been oversubscribed. Later this year Virgin Atlantic will operate the first 100% SAF-powered transatlantic flight from Heathrow to New York, which will demonstrate that the faster we scale up SAF production the faster we can decarbonise aviation.

Further detail on Heathrow's financial results can be found on www.heathrow.com

ELIZABETH LINE – IMPROVING CONNECTIONS TO HEATHROW

The next phase of the Elizabeth Line commenced in November, with trains operating from the West of London through the central tunnel section to East and South-East London, seven days a week, and with an increased frequency between Paddington and Whitechapel. A diagram of the full route is shown below.

The Elizabeth Line will help meet our Heathrow 2.0 sustainability targets, by making public transport more attractive than driving. It will also improve Heathrow's catchment, by bringing more of South-East England's population within a shorter journey time.

Sustainable Travel to Heathrow

ELIZABETH LINE IMPROVEMENTS



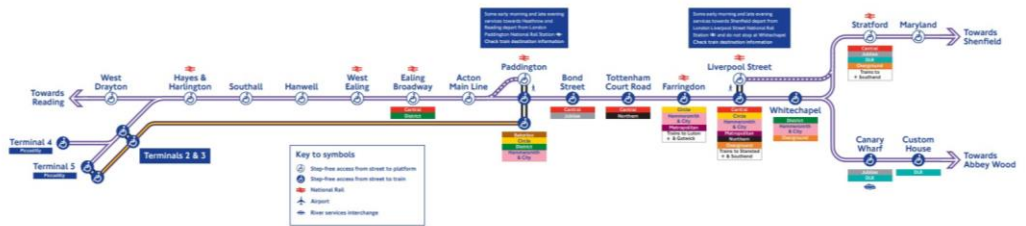
Services via Central London

Trains up to every 15 minutes

Check you have the right ticket before boarding the train.
PENALTY FARE OR PROSECUTION if you fail to show on-demand a ticket, validated smart card or other travel authority valid for the whole of your journey.
 Please speak to a member of the team if you require assistance.
 Use Quibar and contactless on both Heathrow Express and Elizabeth Line services.

Elizabeth line*
 28 miles to Paddington
 41 miles to Liverpool Street
 47 miles to Reading
 47 miles to Canary Wharf
 61 miles to Stratford
 61 miles to Shenfield
 59 miles to Abbey Wood
 * Some Elizabeth Line services will not include Heathrow

Heathrow Express
 18 miles express train direct to Paddington
 Elizabeth Line tickets are not valid on Heathrow Express services.



Check your travel tfl.gov.uk/travel-tools | 24-hour travel information 0343 222 1234* | Plan your journey Download the TfL Go app | Follow us on Twitter @heathrowexpress



FREE FLU JABS!



We still have free flu jab vouchers for local residents who would like to further protect themselves. To claim your free flu jab voucher code please contact the Community Relations team using the details below.

Once you have the voucher code, visit the [Boots](https://www.boots.com) website to book your jab (link is also included on the voucher) and select from over 2,000 stores. At check-out enter the voucher code to make the appointment free.

The flu jab normally costs £10. The voucher code is only redeemable at Boots and expires on 31 March 2023.

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