

Heathrow 2.0 2020 Sustainability Progress





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Introduction

Heathrow 2.0 is our plan for sustainable growth. Launched in 2017, it sets out how we will improve life for colleagues and communities, contribute to a thriving economy, and help to tackle global challenges including climate change.

We report annually on progress against our plan. Given the significant, ongoing challenges facing our business as a result of Covid-19, for 2020 we have streamlined our reporting to focus on updates against a subset of key indicators for the period 1st January – 31st December. Much of our planned activity was disrupted so there are examples where data collection has not been possible. The information in this report is designed to supplement the content within our [Annual Report and Financial Statements 2020](#), which was published in February 2021. In 2020 we have focused on the most significant sustainability challenges we face: tackling the global climate emergency, providing targeted support to local communities and enhancing our work on equality, diversity and inclusion.

Despite the huge impact of the pandemic, sustainability remains core to our strategy. We are working on updating our sustainability plan, adapting it for the new reality Heathrow is operating in as we recover from the pandemic and focusing our efforts where we can have the greatest impact as we build back better. We will share the detail of our revised strategy early in 2022.

We welcome feedback on our plans and performance. Contact us here: sustainability@heathrow.com

External assurance

We engaged Bureau Veritas to undertake limited assurance on our carbon footprint. For the full details please see pp 36-38.

TCFD

We recognise the importance and value of the recommendations from the Financial Stability Board's Task Force on Climate-related Financial Disclosures. For our full disclosure for 2020, please see pp. 64-71 of our [Annual Report and Financial Statements 2020](#).





Welcome from our CEO

The events of 2020 made it unprecedented on many levels. Covid-19 has impacted every part of our business, affecting our partners, suppliers, colleagues, passengers and communities and leading to a significant decline in passenger volumes and revenues. Much of our attention has been devoted to protecting our business, with safety and security as our top priority.

I feel immensely proud of every member of the Team Heathrow community. They have risen to the challenges facing our sector with an enduring determination to do the right thing for each other, for passengers and for local people, even with limited resources and ever-changing ways of working.

In the face of the crisis, we haven't deviated from our focus on tackling climate change and getting to net-zero aviation emissions by 2050, a focus that is increasingly shared across the global aviation community. In 2019 the UK industry became the first national aviation sector in the world to commit to achieving net zero carbon emissions by 2050 and 72% of Heathrow's airline capacity now shares that commitment. The UK Government's Jet Zero Council has brought together a group of leaders with Emma Gilthorpe, Heathrow's Chief Operating Officer at the helm. Together they are focusing on Sustainable Aviation Fuel as the most promising solution to decarbonise aviation in the short-term.

Locally we've continued to focus on doing what we can to manage the impacts of the airport on our local communities, particularly in relation to noise and minimising the number of late running aircraft departing from Heathrow. Through the pandemic, we've also targeted support to where it's most needed. By adapting and responding quickly we've been able to donate laptops to local school children, distribute surplus food to food banks and deliver our colleague reading partner programme virtually. We know that thousands of jobs will have been lost in the communities around the airport so, alongside local stakeholders, we published the Heathrow Local Recovery Plan to focus together on recovery and economic growth.

We've not shied away from shining a light on diversity and inclusion. Across the business, colleagues have actively engaged in challenging conversations to explore difficult issues. While at times uncomfortable, it is only by coming together to share our stories and learn from each other that we can truly drive progress on this agenda.

Although we've had to prioritise our sustainability efforts in the extraordinary year that was 2020, the strength of our values means we've remained committed to action on the most important issues. With this firmly in mind, we're continuing to work on updating our Heathrow 2.0 plan and I look forward to sharing the detail in the coming months. We also recognise the vital role Heathrow expansion will play in the UK's future and we welcomed the Supreme Court's decision in December 2020 to reinstate the Airports National Policy Statement (ANPS) as lawful policy. When demand returns to pre-Covid levels, meeting that demand at Heathrow airport will be essential. We will continue to consult with investors, Government, airline customers and regulators on our next steps.

John Holland-Kaye
Chief Executive Officer

Our strategic framework

Our strategic framework ensures that our purpose is at the heart of what we do. It reminds us of our priorities and values which reflect a simple business logic: engaged people deliver excellent service. Sustainable growth is one of our four priorities, meaning that sustainability is fundamental to how we operate the airport. Our values underpin everything we do and continue to guide us through the challenges we've faced as a result of the Covid-19 pandemic.

Vision	To give passengers the best airport service in the world
Purpose	Making every journey better
Priorities	
Values	

How we engage

Our stakeholders

We partner and engage with a wide range of stakeholders as we work towards our sustainability goals. Our strategic stakeholder groups are passengers, colleagues, airlines, investors, UK communities and environment. We also engage with statutory authorities, supply chain and commercial partners.

Sustainability culture

Sustainability is embedded in our culture through our governance structures:

- **Heathrow Airport Holdings Limited Board of Directors:** Our Board has a dedicated sub-committee which reviews and challenges sustainability progress quarterly: the Sustainability and Operational Risk Committee. In 2021, the Chair of the Audit Committee assumed a responsibility for climate change to further strengthen governance on climate at Board level.
- **Executive team:** Our Chief Executive and the Executive leadership team provide strategic direction for the delivery of Heathrow 2.0 through their functions. In 2020 we created the role of Chief Carbon Officer to reflect the importance of decarbonisation to our success as a business.
- **Carbon and Sustainability Leadership Group:** Ensures that Heathrow 2.0 is embedded and implemented across the business. Its members are senior departmental leaders.



Our sustainability strategy

Launched in 2017, our Heathrow 2.0 plan seeks to help inspire and enable a positive future for the aviation sector, the communities around Heathrow and the people who work at the airport. It includes ambitious goals and targets for how we will address the negative impacts of our business and go even further to deliver positive change. Our plan has four pillars, underpinned by 12 objectives and a range of goals and indicators. Despite the disruption to our business in 2020, we have continued to prioritise key areas of our plan while we revise the refresh the detail to ensure it's fit for the future. We will publish our updated strategy later in 2021.

Sustainable Development Goals

The United Nations' Sustainable Development Goals (SDGs) were launched in 2015. They are a universal call to action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. They feel more relevant than ever as we look to refresh our strategy. To show how Heathrow 2.0 supports the 17 goals, we have summarised which goals apply to each of the four pillars within this report.

A great place to work



1. Safe and well

A place where everyone can get to their destination and return home, safe and well.

2. Careers, not just jobs

A place where anyone can reach their potential.

3. Culture of sustainability

A place that lives and breathes sustainability.



A thriving sustainable economy



7. Connecting the UK

A place that provides a gateway hub for the UK to the world and the world to the UK.

8. The next economy

A place that nurtures small and medium sized businesses and social enterprises.

9. Sustainable supply chain

A place that drives change throughout our supply chain.



A great place to live



4. Respite for residents

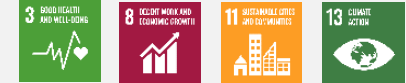
A place that's getting quieter.

5. Quality air, locally

A place where local air improves.

6. Sustainable communities

A place where local people shape their future.



A world worth travelling



10. Zero carbon airport

A place that's run on renewable energy and delivers zero waste.

11. Accelerating the era of sustainable flight

A place where innovators work together for carbon neutral growth.

12. Responsible gateway

A place that strives to end trafficking of people and wildlife.



In focus: tackling the global climate emergency

Delivering net zero underpins the future success of our business and sector. It is positive that in the midst of the worst crisis in the aviation sector's history, momentum on addressing climate change has continued to build and progress has been made. The focus now is to place climate change at the centre of the industry's recovery and accelerate progress.

In early 2020 we published our 'Target Net-Zero' plan. Our ambition is for 2019 to be the year of peak carbon emissions from Heathrow, driven by the accelerated retirement of older aircraft because of the pandemic, and with urgent action by the Government to scale up Sustainable Aviation Fuel (SAF).

Our plan is focused in two areas:

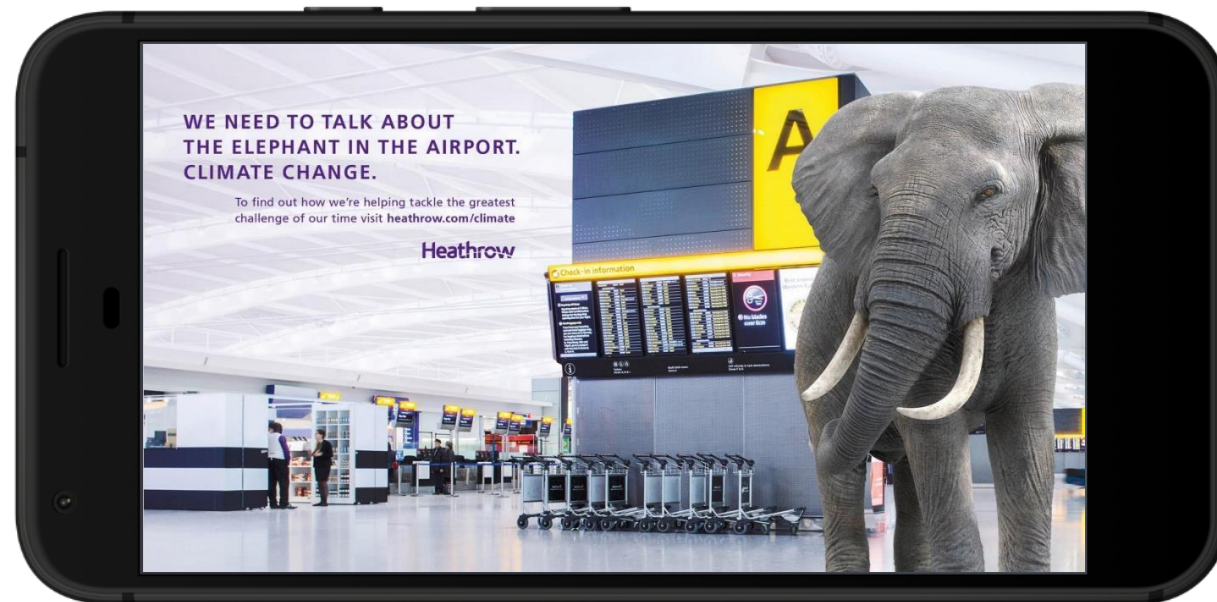
- Working with our industry partners, Government and passengers to decarbonise flight.
- Eliminating carbon on the ground from surface access, vehicles and airport infrastructure.

Over 95% of Heathrow's carbon footprint is from flights. The journey to net-zero aviation has two parts. First, removing the carbon from flying. Second, putting any carbon we do emit back in the ground through natural climate solutions or through engineered carbon removal.

To remove the carbon from flying there are two choices: "change the plane" or "change the fuel". Changing the plane means developing new zero-emissions aircraft. Electric and hydrogen technologies may both be options for shorter journeys. The 70% of aviation carbon that comes from longer journeys will require a different solution: changing the fuel. That means feeding new, lower carbon SAF into existing pipelines and aircraft. These fuels are proven, have the potential to cut carbon by at least 70% and meet strict sustainability standards.

Carbon removal will be a key part of getting aviation to net zero. We are a founding member of the Coalition for Negative Emissions which is working to support an overall UK policy framework for nature-based and engineered carbon removals.

Advocacy remains a priority for us as the global industry continues to develop its long-term response to addressing climate change, before gathering at the ICAO General Assembly in 2022 to agree a global net-zero emissions target.



For our 2020 carbon footprint please see page 33

Key achievements in 2020

Our airport buildings and infrastructure became carbon neutral through carbon offsetting.*

We launched a platform for customers to purchase quality carbon offsets to cover flights.

We invested in our advocacy role, through business groups, the media, and participating in key speaking events.

We worked through industry groups to understand how the scale up of Sustainable Aviation Fuels can be achieved and build momentum to action.

We joined the Government's Jet Zero Council, a group of leaders tasked with agreeing and delivering the plan for net-zero aviation.

*"Airport buildings and infrastructure" refers to Heathrow's gas, electricity, operational vehicles and business travel, making Heathrow carbon-neutral for our scope 1 and 2 emissions.

In focus: supporting communities through the pandemic

In response to the challenges facing our local communities due to the pandemic, in 2020 we focused on sharing resources with those who needed them most. This included donating laptops to local primary schools (funded personally by members of the Executive Committee), supporting Team Heathrow companies to distribute surplus food to foodbanks, donating face masks to NHS hospitals, and redeploying our Heathrow Community Rangers to provide support to community organisations. In 2021 space within our head office is being used as a vaccination centre.

We continued to provide support to the villages closest to the airport. The Heathrow Community Rangers maintained their landscaping and litter-picking work and supported our five most local primary schools to maintain their outdoor space. During school closures, the Rangers delivered thousands of learning packs, breakfast packs and school reports to children at home. We also transitioned our education programmes, such as weekly reading partners with colleague volunteers, to a virtual delivery towards the end of the year.

Heathrow's engagement in 2020 had to quickly adapt so that we could keep connecting with our communities to be able to listen to them and understand their needs. This meant that our regular forums (Local Focus Forum and Heathrow Community Noise Forum) were replaced with paper updates and then transitioned to virtual meetings. In the Summer of 2020, the first quarterly e-bulletin was circulated to local community members. Throughout 2020, we have continued to maintain the community phoneline, which receives queries and complaints from local residents. The Heathrow Community Engagement Board (HCEB) continued to operate and held its first quarterly Independent Forum in July. HCEB also published a report, with Oxford Economics, on the impacts of reduced activity at Heathrow on the local area.

In November, following collaboration with local stakeholders, we published the [Heathrow Local Recovery Plan](#) to help drive local economic growth post-pandemic. Research from Oxford Economics revealed that there could be 16,000 fewer jobs in the communities around Heathrow in 2021 versus 2019 as a result of the devastating economic impacts of Covid-19. The plan sets out a clear agenda for the recovery of our local economy and will be implemented by the Heathrow Local Recovery Forum ('HLRF'), chaired by Lord Blunkett that was established in September 2020.

Heathrow Community Trust



Heathrow Community Trust is an independently run grant-making charity. The Trust's grant programme funds projects that improve quality of life for communities near the airport. This year, our donation to the Trust in the second half of the year was reduced to reflect the challenging environment that the business is operating within. In 2020 we gave £425,000 and a further £10,900 was leveraged from airline noise fines. This, along with funds raised in previous years, allowed the Trust to distribute grants worth £438,000 in 2020, including through three rounds of emergency COVID-19 resilience funding, as well as several rounds of their usual grant programmes at the beginning of the year. In 2020 projects funded by the Heathrow Community Trust directly benefitted 10,902 people, of which 4,797 were young people, and maintained or improved 236,827m² of community green space, including planting 11,181 trees.



In focus: championing equality, diversity and inclusion

Diversity and Inclusion is a fundamental part of our business strategy and to demonstrate our commitment we have set ourselves ambitious goals to ensure we are representative of our local community at every level by 2025. 2020 was a pivotal year for diversity and inclusion. The Covid-19 pandemic and the Black Lives Matter protests of 2020, sparked by the killing in Minneapolis of George Floyd, highlighted that both institutional and societal racism and inequality are still prevalent around us. This cannot continue.

The pandemic has created numerous challenges for our business, including making difficult workforce decisions about jobs, salaries, furloughing and returning to work. We aimed to protect our diverse colleagues through this change, ensuring our diversity representation saw little impact. We will continue to monitor our progress against our diversity and inclusion goals quarterly through our newly created Diversity and Inclusion People Committee, chaired by the Chief People Officer.

The Black Lives Matter Movement can be traced back to 2013 but the killing of George Floyd took the movement to areas it had not reached before and will result in lasting change. We responded directly to this movement and this was passionately led by our CEO. Heathrow held dedicated companywide discussions giving colleagues a voice and platform to share their experiences, to explore the movement and show support for anti-racism. Most importantly, our CEO gave a very clear message; At Heathrow, everybody is welcome.



In October Heathrow took part in Wear Red, a national day of action led by educational charity Show Racism the Red Card. Terminals 5 and 2 were lit up in red.

Pay Gap Reporting

In 2020, the median Gender Pay Gap has increased to 4.5% (vs, 3.0% in 2019). The mean Gender Pay Gap has improved by 1.0% to 8.8% (from 9.8% in 2019). The median Bonus gap has remained flat at 0.3%, with both the median male and female colleagues paid the Airport Profit bonus. The mean Bonus gap has improved by 1.0% to 27.0% (from 28.0% in 2019). We are proud of the progress we have made, but there is still more to do and our [2020 Gender Pay Gap Report](#) sets our ongoing plans to improve.

We are committed to increasing the representation of Black, Asian and Minority Ethnic colleagues across all levels of our organisation. In 2020 we voluntarily calculated our Ethnicity Pay Gap data which will be used to inform our Race Action plan to publish our first Ethnicity Pay Gap report in 2021. We know that reducing our pay gap and changing the representation of our workforce will take time and we continue to implement and develop key levers to support us achieving our goals.

Disability Confident Leader Status



Heathrow was awarded Disability Confident Leader Status in 2020 recognising our efforts to support the recruitment, retention and development of disabled colleagues. We have demonstrated that we have:

- Challenged attitudes towards disability.
- Increased the understanding of disability.
- Removed barriers to disabled colleagues and those with long-term health conditions.
- Ensured that disabled colleagues can fulfil their potential and realise their aspirations.
- Provided adjustments during recruitment and once employed as a colleague.
- Implemented several changes to our recruitment processes including guaranteed interview if you meet the minimum requirements for the role.

Performance data and progress update

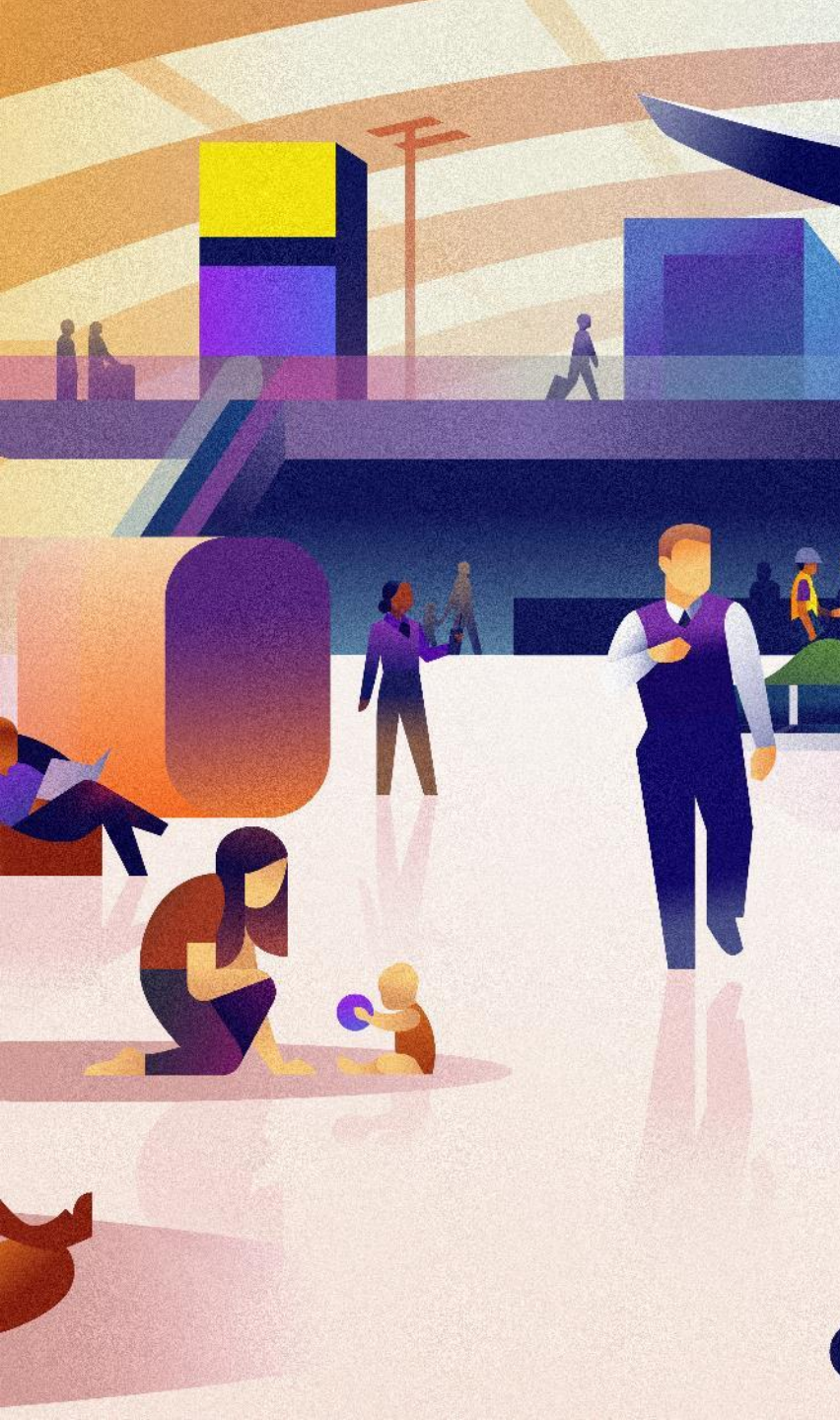
We report annually on progress against our plan. Given the significant, ongoing challenges facing our business as a result of Covid-19, for 2020 we have streamlined our reporting to focus on updates against a subset of key indicators for the period 1st January – 31st December, so this is a more concise review than in previous years. We are working on refreshing our sustainability plan and reporting and we will share our updated performance indicators later in 2021. The information in this report is designed to supplement the content within our [Annual Report and Financial Statements 2020](#), which was published in February 2021.

Our data covers Heathrow, and in some cases also reflects Team Heathrow (other businesses working at the airport). Our annual data collection process has been impacted by the pandemic and in many cases 2020 data is not comparable with previous years, or where data collection has not been possible. Where there are gaps, these are highlighted within the report.



Our flagship goals are some of the key targets and aspirations from Heathrow 2.0. Further detail can be found throughout the report, indicated by a flag symbol.





A great place to work

We believe the places we work should provide people with opportunities and, at Heathrow, that starts with the work itself. We want everyone who works here to feel they can be happy, motivated and developed in ways which encourage them to flourish. We want every individual to know they have the right to put their own safety, and the safety of all those around them, before anything else. And we want our people to understand that they can shape our future too. For us to create a true culture of sustainability, we must do it together. Everyone at Heathrow needs to live and breathe Heathrow 2.0.

1

Safe and well

We want everyone working at or visiting Heathrow to go home safe and well. That starts with having the right processes in place to manage safety risks. Just as important though is creating a culture where colleagues feel empowered to put safety first and to prioritise the mental and physical wellbeing of everyone at the airport.

2

Careers, not just jobs

At Heathrow we talk about careers, not jobs. Every role should offer a sense of purpose and progress, with opportunities for our colleagues to develop and grow. We want Heathrow to become a truly great place to work where anyone can fulfil their potential. By 2025 our goal is for our workforce to reflect local diversity at every level.

3

Culture of sustainability

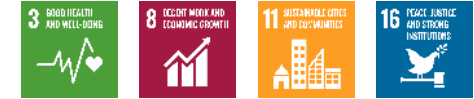
We want to embed sustainability into our culture at Heathrow, so all our colleagues know they have a part to play in shaping our future. That philosophy is at the core of a joined-up programme to attract and retain the best talent, develop our leaders and give every colleague the ability to help deliver our sustainability goals.



Heathrow

A great place to work

Safe and well



1.2 Develop an interactive balanced scorecard

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
For Heathrow colleagues, year on year improvement in our colleague home safe measure	Heathrow	On track	Both the number of incidents per 100k hours worked and the total number of incidents reduced significantly compared to 2019.	0.42 incidents per 100k hrs worked 57 incidents	0.93 incidents per 100k hrs worked. 152 incidents	0.74 incidents per 100k hrs worked 104 incidents
Year on year reduction in our passenger incidents which are within Heathrow's control (CAT 3)	Heathrow	Behind	Although there were significantly fewer incidents in 2020 than in 2019, in large part due to much reduced activity, there was a small increase in the rate of incidents per one million passengers.	14 incidents MAFR 0.63 per one million passengers	48 incidents MAFR 0.59 per one million passengers	61 incidents MAFR 0.76 per one million passengers

A great place to work

Careers, not just jobs



2.1 Establish ourselves as the best community employer in the UK

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Increase proportion of Team Heathrow employers engaged in recruiting through the Heathrow Academy from 15% in 2016 to 40% by 2020	Team Heathrow	Behind	Although precise data is not available and despite recruitment being severely impacted by the pandemic, employers have continued to recruit through the Heathrow Academy, albeit for a reduced number of roles.	Data not available	Data not available	20%
Increase number of local people completing accredited employability programme to 1,600 by 2020	Team Heathrow	Target not met	Although we fell short of our target for 2020, we were able to maintain the programme through the year, despite the impact of the pandemic.	1279	1265	1152
Increase people helped by the Heathrow Academy into employment at Heathrow to 2,000, of which 80% secure sustained employment (over six months) by 2020	Team Heathrow	Target not met	The low number for 2020 reflects the significant impact of the pandemic on Heathrow and the aviation sector.	97	946	751
Increase the number of apprenticeships by 600 in 2020	Team Heathrow	Target not met	Both the COVID-19 pandemic and the delay to our expansion plans have impacted delivery of our apprenticeships strategy as employers at the airport retrenched and reduced their workforce. We remain committed to apprenticeships as a way of supporting people to develop sustainable careers. In 2020 this was demonstrated through our ongoing delivery of the Shared Apprenticeship Scheme in Construction, with the 39 learners already on the scheme able to continue. Our flagship goal of 10,000 apprenticeships by 2030 was linked to our expansion plans and the additional opportunities that would create. In the light of changes to those plans and the impact of Covid-19, we are reviewing and revising our strategy.	32	1093	159

A great place to work

Careers, not just jobs, continued



2.2 Reflect local diversity at every level by 2025 so that we can become a truly great place to work whilst helping local people find careers that can fulfil their potential

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
% senior managers live in the local community	Heathrow	On track	The percentage of senior managers from the local community increased slightly in 2020 compared to 2019. This is encouraging due to significant organisational change taking place in 2020.	28.97%	27.34%	28.14%
% new recruits from the local community	Heathrow	On track	Performance was very similar to 2019, although recruitment was minimal in 2020 so the overall number of new recruits was significantly lower than in a typical year.	46.80%	47.63%	38.38%
Reflect the diversity of the local community for female colleagues (49% by 2025)	Heathrow	On track	Representation across Female colleagues is positive. Although the overall proportion fell slightly in 2020, the % for senior managers increased.	40.8%	43%	43%
Reflect the diversity of the local community for Black, Asian and minority ethnic colleagues (39% by 2025)	Heathrow	On track	Representation across Black, Asian and Minority Ethnic colleagues is positive and reflects the diversity of the local community.	45.9%	43%	42%
Reflect the diversity of the local community for Senior Managers for female colleagues (CEO, Exec, A-C) (49% by 2025)	Heathrow	Behind	Female representation at senior management level is encouraging and we are working on activity to support further progression in future.	37.2%	35%	33%
Reflect the diversity of the local community for Senior Managers for Black, Asian and minority ethnic colleagues (CEO, Exec, A-C) (39% by 2025)	Heathrow	Behind	BAME representation at senior management level indicates a significant representation gap. Future activity to support progression is being developed.	17.2%	17%	15%
Create an inclusive culture by supporting participation in the Heathrow colleague diversity networks	Heathrow	On track	In 2020 all our networks have adapted the way they operate and found new ways to engage with colleagues virtually, for example through online debates and informal coffee morning conversations.	Various virtual events	Approx. 30 events	Not yet tracked

A great place to work

Careers, not just jobs, continued



2.2 Reflect local diversity at every level by 2025 so that we can become a truly great place to work whilst helping local people find careers that can fulfil their potential continued

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Create an environment where colleagues can record their diversity information and feel confident in doing so - % disability disclosure rate	Heathrow	On track	Activity is currently being developed to support colleagues in being confident to disclose.	19.1%	not yet tracked	not yet tracked
Create an environment where colleagues can record their diversity information and feel confident in doing so - % sexuality disclosure rate	Heathrow	On track		19.1%	not yet tracked	not yet tracked

A great place to work

Culture of sustainability

3.1 Everyone working at Heathrow understands and values our sustainability plan

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
100% of Heathrow colleagues rating 'Sustainability Culture' positively by 2020	Heathrow	Data not available	Our colleague survey did not take place in 2020.	Data not available	85%	85%



A great place to live

Being a responsible neighbour means making sure that we are taking steps to improve quality of life for those living near Heathrow. We want to benefit our local community, not detract from it, and that can only happen if we take the time to listen to the people around us. We know noise impacts lives in many ways, so we're collaborating with airlines and researchers to reduce its negative effects. We know the main cause of local air pollution is road vehicles, so we're cutting our road emissions in and around the airport. Above all, we're building stronger relationships with our communities. Because only by better understanding their needs can we help them to thrive.

4

Respite for residents

Noise from aircraft has an impact on the lives of people living near to Heathrow. We've been working for many years to reduce noise disturbance including by incentivising the use of quieter aircraft and reducing flights at night. Noise levels have fallen but there is still more we can and will do.

5

Quality air, locally

We're committed to improving air quality around Heathrow so our local communities can breathe clean air. Our Emissions Strategy and Action Plan sets out how we will reduce harmful emissions by: improving efficiency and minimising fuel use; employing the latest technologies; and using our size and scale to encourage others to act.

6

Sustainable communities

We aim to have a positive impact on the communities around Heathrow, collaborating with local people and partners on projects that make their areas even better places to live. Whether it's enhancing green spaces, investing in skills or supporting local community group, we aim to support the wellbeing and economic prosperity of our neighbours.





A great place to live

Respite for residents

4.1 Quieter planes - we will work with our airline partners to ensure that Heathrow operates with a 'best in class' fleet mix and report annually

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
0% Chapter 3 aircraft by 2020	Team Heathrow	Target not met	The trend towards more modern, quieter aircraft continues. Although we didn't quite meet the target of no Chapter 3 aircraft, movements were minimal and the increase in Chapter 14 and continued decrease in Chapter 4 is encouraging.	0.10%	0.11%	0.06%
At least 60% Chapter 14 aircraft by 2020 (High, Base and Low)	Team Heathrow	Achieved		70.84%	65.40%	62.60%
0% Chapter 4 aircraft by 2045	Team Heathrow	On track		29.05%	34.50%	37.30%

4.2 Quieter Procedures - we will work with all our stakeholders to explore and employ best practice, lower noise operating procedures to reduce the impact of aircraft on residents

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
We will take steps to work towards a 100% compliance (subject to safety) with the 4% minimum climb gradient	Team Heathrow	On track	We've worked with airlines to continue to improve compliance against this requirement to over 99%.	99.9% compliance	99.8% compliance	Not yet tracked

A great place to live

Respite for residents, continued

4.4 Operating restrictions and voluntary measures - we will seek to introduce voluntary measures to address specific issues and, where required, consider introducing operating restrictions

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Reduce the number of late running aircraft post 23:30 to 219 by end of 2020	Team Heathrow	Target not met	The figure for 2020 is significantly lower than 2019 because of the operational impacts of the pandemic which reduced annual movements by 63%. Taking this into account, 2020 performance was level with 2019 which would be above the target of 219.	68	257	268

4.5 Working with local communities - to engage openly and constructively with local communities to understand and, where possible, address their concerns

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
We will continue to direct all money raised by departure noise infringements to the Heathrow Community Fund to distribute to community projects in the Heathrow airport area and provide an annual publication of list of community projects funded by the fines.	Heathrow	On track	The detail is available on our website here .	n/a	n/a	n/a
We will annually commission the production and reporting of the noise contours report to include summer contours (Leq 16hr day), night (Leq 8hr, Leq 6.5hr) and 'END strategic mapping' noise contours (Lden, Lday, Lnight) as well as additional supplementary contours and information.	Heathrow	On track	The 2019 contours will be published in Q3 2021 and will be available on the Noise pages of our website . The 2018 contours are available here .	n/a	n/a	n/a



A great place to live

Quality air, locally

5.1 Reduce emissions from road transport by working with partners

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Reduce nitrogen oxide (NOx) emissions from airport related traffic by at least 40% by 2020 and 60% by 2025 (from 2013 baseline)	Team Heathrow	Data not available	We are planning to undertake an emissions inventory in 2021 to determine a 2019 baseline and understand 2020 performance.	Data not available	Data not available	25% reduction
% of vehicles entering Heathrow that are Euro 6 or better	Team Heathrow	Behind	Automatic Number Plate Recognition (ANPR) will be used at Heathrow when Terminal Drop off charges are introduced later in 2021.	Not yet tracked	Not yet tracked	Not yet tracked
Year on year increase in number of electric vehicles (EV) charging points	Team Heathrow	Behind	No new charging points were added in 2020.	130	130	129
Year on year increase in kWh consumed at landside electric vehicle (EV) charging points	Team Heathrow	Behind	The data for 2020 reflects the significant decrease in vehicle activity around the airport as a result of the pandemic.	108,591	375,012	147,593
Year on year increase in low emissions and electric vehicles salary sacrifice scheme uptake	Heathrow	Behind	We saw a drop to 28 low emission and electric vehicles in the salary sacrifice scheme at the end of 2020 due to colleagues leaving the business.	28	39	40



A great place to live

Quality air, locally, continued

5.1 Reduce emissions from road transport by working with partners continued

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Year on year increase for % of vehicles using logistics centre that are Euro VI or better	Team Heathrow	Achieved	The positive trend towards Euro VI vehicles continues.	84%	73%	51%
Year on year increase for consolidation factor of delivery trips	Team Heathrow	Behind	The consolidation factor of delivery trips rose slightly in 2020.	1.3	1.2	1.3
Year on year increase in percentage of low emission/Euro VI freight trips in Heathrow area	Team Heathrow	Not yet tracked	Freight vehicles coming to Heathrow will be subject to the expanded London Ultra Low Emission Zone (ULEZ) fees (the expanded London ULEZ will apply to HGVs and LGVs in all of London – including Heathrow). The extension has been delayed until October 2021. We expect this will provide sufficient incentive to upgrade vehicles resulting in an increase in the percentage of freight vehicles in the Heathrow area which are Euro VI or better.	Not yet tracked	Not yet tracked	Not yet tracked
Year on year increase in kg of hydrogen (H2) filled at Heathrow hydrogen filling station.	Team Heathrow	On track	The data is encouraging and shows a positive trend for use of the hydrogen filling station.	2,487 (2019 and 2020 combined)	Data not available	1,313
Year on year increase in number of vehicles using Heathrow hydrogen filling station	Team Heathrow	Behind	Data not available	Data not available	Data not available	27



A great place to live

Quality air, locally, continued

5.2 Reduce emissions from airside vehicles by working with partners

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Reduce NOx emissions from airside vehicles by at least 50% by 2020 and 70% by 2025 (from 2013 baseline)	Team Heathrow	On track	We are planning to undertake an emissions inventory in 2021 to determine a 2019 baseline and understand 2020 performance.	Data not available	Data not available	35% reduction
100% airside vehicles meet latest and most stringent, relevant emission standards (Euro 6/VI, Stage V, etc.) by 2025	Team Heathrow	On track	Where vehicle replacements have been required, we've continued to transition our airside fleet to electric and Euro 6/VI.	Not yet tracked	Not yet tracked	Not yet tracked
Year on year increase in kWh consumed at airside electric vehicle charging points	Team Heathrow	Data not available	For 2020 we are unable to distinguish between airside and landside charging points.	Data not available	32,753	23,859
£ invested in charging infrastructure across the airport	Team Heathrow	Achieved	No additional investment in 2020.	£7m (cumulative)	£7m (cumulative)	£6m (cumulative)
% airside vehicles that are low emissions and electric	Team Heathrow	Behind	Data is not currently available.	Not yet tracked	Not yet tracked	Not yet tracked
100% Heathrow's cars and small vans electric or plug-in hybrid by end of 2020	Heathrow	Target not met	No change on 2019 data.	101 vehicles	101 vehicles	72 vehicles
Reduce Heathrow vehicle total fuel usage (petrol and diesel) to 500,000 by 2020	Heathrow	On track	Total fuel usage was significantly lower in 2020 due to reduced operations as a result of the pandemic.	373,307 litres	514,394 litres	515,897 litres



A great place to live

Quality air, locally continued

5.3 50% of airport passenger journeys made by public transport by 2030, supporting no more airport-related cars on the road, so local areas can thrive without increased congestion and halve colleague car trips

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
At least 41% of passengers to use public transport by end of 2020	Team Heathrow	Behind	Despite a significant reduction in 2020, we continue to encourage use of public transport as passenger numbers increase in 2021 and beyond.	34	41.5	40.6
An increase in the number of trains arriving at Heathrow from 18/hr in 2017 to 36/hr by 2030	Team Heathrow	Behind	For part of 2020 trains arriving at Heathrow reduced to 16 per hour due to reduced demand for Heathrow Express as a result of Covid-19.	18	18	18
Reduce the number of colleague car trips by 25% by 2030 and 50% by 2040	Team Heathrow	On track	A baseline figure for colleague car trips has been established for 2013 which will be used to measure progress towards achieving the 2030 and 2040 targets. The process for measuring colleague car trips will be based on Automatic Number Plate Recognition (ANPR).	Not yet tracked	Not yet tracked	Not yet tracked
0% of flights by pre-CAEP standard aircraft by 2020	Team Heathrow	Target not met	The trend towards more modern, more efficient aircraft continued in 2020. Although we didn't quite meet the target of no movements by pre-CAEP aircraft, movements were minimal at only 1%, and the increase in CAEP 6 or newer to over 75% is encouraging.	1.0%	2.0%	4.0%
At least 60% of flights by CAEP 6 or newer aircraft by 2020	Team Heathrow	Achieved		77.5%	68.1%	64%
Year on year increase in kWh of pre-conditioned air (PCA) consumption	Team Heathrow	On track	PCA consumption increased slightly which is encouraging considering reduced movements of aircraft.	0.5 gWh	0.3 m kWh	1.4 m kWh
Year on year increase in % aircraft using electric towing or single engine taxiing	Team Heathrow	Behind	It has not been possible to collect this data for 2020.	Data not available	11.8	14.6
Data from our air quality monitoring is uploaded within 24 hours after collection 95% of the time	Heathrow	Achieved	Website uptime for 2020 was 99.82%.	99.85%	99.82%	99.86%



A thriving sustainable economy

More than 400 businesses operate from or supply goods and services to Heathrow, but our influence stretches far beyond our boundary. As the UK's hub airport, we have a critical role to play in the national economy – both today and in the future. To us, that means enabling UK businesses big and small to take advantage of an ever-growing range of global opportunities; especially innovative, forward-looking businesses that provide sustainability benefits for all. And it means rewarding our colleagues fairly for all the work they do to help us achieve our shared objectives. We want to use our influence to drive change that is ethical, low carbon and sustainable. Change that creates a prosperous future for this and every generation.

7

Connecting the UK

Heathrow is the UK's hub airport, used by international passengers connecting to other destinations around the world. We want to make it easy for passengers to complete their journeys via Heathrow and to increase the economic benefits the airport brings across the UK.

8

The next economy

Small and medium sized businesses (SMEs) and social enterprises (SEs) play an important role in the UK economy as job creators and sources of innovation. Through Heathrow 2.0 we aim to support SMEs across the UK, helping them to join our supply chain and offering opportunities for them to showcase their products to Heathrow passengers.

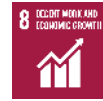
9

Sustainable supply chain

With more than 900 companies operating from or supplying goods and services to Heathrow, our influence stretches far beyond our boundary. We want to use that influence to encourage others to adopt ethical, low carbon and sustainable practices.



Heathrow



A thriving sustainable economy

Connecting the UK

7.1 Support sustainable surface connections to Heathrow for the 100 largest towns and cities while preserving essential domestic air routes

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
100 towns and cities in UK connected to Heathrow by 2033 (measured by number of connections from Heathrow to UK cities, by air (direct), rail (max one change), and bus and coach (direct))	Team Heathrow	On track	No new connections in 2020	64	64	60

A thriving sustainable economy

The next economy

8.1 Support the growth of small and medium sized businesses (SMEs) and social enterprises (SEs) across the UK

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Establish Heathrow Business Summits in all 12 regions of the UK by 2025 (2016 baseline of 4 regions)	Team Heathrow	Behind	Our programme of Business Summits was suspended in 2020 and we are looking at how we can restart in the future.	n/a	11	10
Deliver World of Opportunity grant programme offering awards up to £2k for SMEs to spend on travel and trade missions to help them reach new markets	Heathrow	Behind	Our World of Opportunity programme was suspended in 2020.	n/a	20 grants, 9 regions	20 grants, 11 regions

A thriving sustainable economy

Sustainable supply chain, continued



9.3 Reduce carbon emissions throughout our supply chain, and support our suppliers to prepare for future changes in climate

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
90% of strategic suppliers to undertake an assessment of climate change vulnerability and action on adaptation by 2020	Team Heathrow	Target not met	This data is not yet tracked.	Not yet tracked	Not yet tracked	Not yet tracked

9.4 Work with our supply chain and Team Heathrow to tackle anti-slavery and human trafficking in all its forms

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
All risk assessed suppliers registered on external auditing software tool	Team Heathrow	On track	All our risk-assessed suppliers are registered on the external auditing software tool - Sedex.	100%	100%	100%



A world worth travelling

Travelling through our amazing world is one of life's great joys. But if we want subsequent generations to share in the fullness of that joy, we must do more to protect our unique planet. Whether it's through developing zero carbon infrastructure, taking the best possible care of everyone and everything that passes through our gates or uncovering innovative new ideas, as a major international airport, we at Heathrow have an extraordinary opportunity to lead a more sustainable future for air travel.

10

Zero carbon airport

Our goal is for Heathrow to be a zero carbon, resource efficient airport with zero waste. To get there, we're integrating efficiency into the way we design and run our buildings and infrastructure. We're also trialling new technologies and innovative approaches that can help us cut down on the energy and water we use, reduce waste and increase recycling.

11

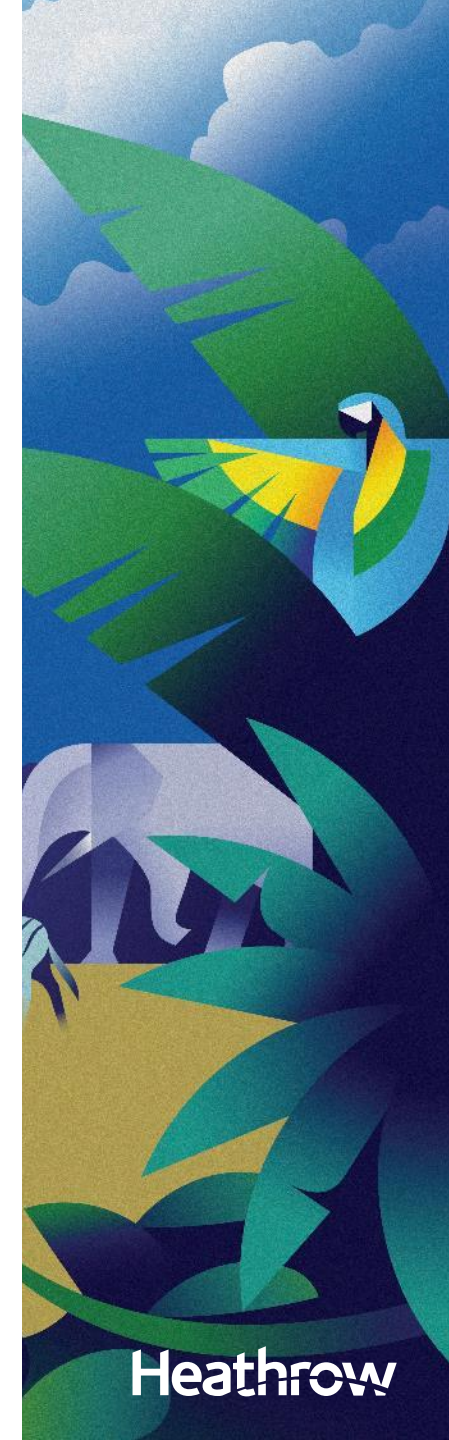
Accelerating the era of sustainable flight

We want to play our part in transforming and decarbonising the aviation industry, helping to speed up the rate of change.

12

Responsible gateway

As an international hub, we have a responsibility to take care of everyone and everything that passes through our gates. We're collaborating with partners across Heathrow and beyond to tackle pressing issues such as slavery, human trafficking and poaching of endangered species.



Heathrow

A world worth travelling

Zero carbon airport



10.1 Operate zero carbon airport infrastructure (buildings and other fixed assets) by 2050 with clear interim targets

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Zero carbon emissions generated from energy used in fixed infrastructure by 2050; and a 34% reduction by 2020 against a 1990 baseline	Heathrow	Achieved	We compare our annual carbon emissions from fixed infrastructure against a 1990 baseline, using both location and market-based measures. In 2020 we achieved reductions of 73% (against a target of 34%) for location-based emissions and 95% for market-based emissions.	location based emissions – 73% reduction market based emissions – 95% reduction	location based emissions - 61% reduction market based emissions - 92% reduction	location based emissions - 57% reduction market based emissions - 93% reduction
Improve energy efficiency to 248.2 kWh/m ² by the end of 2020	Heathrow	Achieved	Although Terminals and buildings were closed during 2020 the floor area was included in the calculation as the buildings were still occupied by tenants and Heathrow employees	212.2kWh/m ²	244 kWh/m ²	241 kWh/m ²
Proportion of energy generated from on-airport or local renewable sources (%)	Heathrow	On track	The biomass CHP performed very strongly in the first half of 2020, operating up until early July, the longest ever running period. Industrial action prevented it from operating during the second half of the year.	11.1%	7.6%	8.5%
Proportion of energy sourced from off-site renewable sources (%)	Heathrow	On track	We purchase our electricity from renewable sources, predominantly offshore wind. We also purchase renewable electricity on behalf of our business partners. This is a Renewable Energy Guarantee of Origin (REGO) backed scheme. In 2018 we signed a contract to supply renewable gas for T2, making this our first terminal run entirely on renewable energy sources	100% (electricity only) Gas used to heat Terminal 2 is supplied with offsets for renewable gas	100% (electricity only) Gas used to heat Terminal 2 is supplied with offsets for renewable gas	100% (electricity only)

A world worth travelling

Zero carbon airport, continued



10.2 All the water Heathrow uses will come from sustainable sources by 2050 and we will work to enhance our local water catchment

Activity, target or indicator	Collaboration with Team Heathrow?	Status*	Comments	2020	2019	2018
10% reduction in total water consumption by 2020 (against 2010 baseline of 2,186,407)	Team Heathrow	n/a	Total water consumption reduced dramatically because of the sharp decline in passenger numbers. This is due to a reduction in potable water consumption. Non potable water consumption increased from the previous year following work done to get all three boreholes operational early in the year.	1,633,774m3 25.3% decrease	2,402,993m3 – 9.9% increase	2,378,395m3 – 8.7% increase
20% reduction in total water consumption per passenger by 2020 (against 2010 baseline of 33.19 litres per passenger)	Team Heathrow	n/a	Whilst total water consumption reduced significantly compared to 2019, there was a dramatic reduction in passenger numbers also. This has resulted in an increase in the total water consumption per passenger figure. Water was still required for processes such as building cooling and aircraft de-icing, which aren't directly related to passenger numbers.	73.9 litres per passenger – 122.6% increase	29.7 litres per passenger – 10.6% decrease	29.7 litres per passenger – 10.6% decrease
Increase proportion of total water from non-potable sources (%)	Heathrow	n/a	Work was completed early in 2020 to get all three boreholes operational. Together with the reduction in potable water consumption, this has resulted in a bigger share of total water consumption coming from non potable sources.	26%	15.5%	15%
30% reduction in potable water consumption by 2020 (against 2010 baseline of 1,841,720 litres)	Team Heathrow	n/a	Potable water consumption dramatically reduced because of the sharp decline in passenger numbers and the work done to get all three boreholes at Heathrow operational early in the year.	1,208,805m3 – 34.4% decrease	2,030,509m3 – 10.2% increase	2,028,089m3 – 10.1% increase
40% reduction in potable water consumption per passenger by 2020 (against 2010 baseline of 28.01 litres per passenger (include use of rainwater harvesting)	Team Heathrow	n/a	Whilst potable water consumption reduced significantly compared to 2019, there was a dramatic reduction in passenger numbers also. This has resulted in an increase in the total water consumption per passenger figure.	54.7 litres per passenger – 95.3% increase	25.1 litres per passenger – 10.4% decrease	25.3 litres per passenger – 9.7% decrease

*Disruption to our data for 2020 means that it is not possible to report a status against our 2020 targets

A world worth travelling

Zero carbon airport, continued



10.3 Deliver a resource efficient, zero waste airport and support a circular economy

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Year on year reduction in total waste generated to achieve zero waste generated by 2050 (tonnes waste)	Team Heathrow	On track	Waste volumes dramatically reduced as passenger numbers reduced and facilities were closed down.	6,887	23,937	25,201
Sustain operational waste per passenger at 2014 levels (0.38kg) through to 2020 and consider measures that could deliver further reductions	Team Heathrow	On track	Grammes per passenger increased due to operational waste continuing to be generated, despite the significant decrease in passenger numbers.	0.38	0.3	0.31
Recycle 70% of our operational waste by 2020	Team Heathrow	Behind	This is a challenging target given the volume of aircraft cabin waste that has to be incinerated to meet strict regulations on international catering waste. In 2019 we installed new passenger bins, providing passengers the opportunity to better segregate waste at source. Improvements are expected to continue through better management of passenger waste from terminals and increasing engagement with our retail and lounge business partners.	49.4%	48.9%* (includes secondary recycling)	47.7% (includes secondary recycling)

A world worth travelling

Accelerating the era of sustainable flight, continued



11.3 As well as establishing the Heathrow Centre of Excellence, we will trial 25 sustainable innovations by 2025. This will be measured by successful pilots completed at Heathrow

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Trial 25 sustainable innovations by 2025. This will be measured by successful pilots completed at Heathrow	Team Heathrow	Behind	Although our Centre of Excellence programme has been suspended, we are continuing to focus on innovation. For example, we are working with a cross-sector consortium as part of Innovate UK's Future Flight Challenge to research ground-breaking concepts that, in future, could help to reduce emissions, cut costs and make the airport more efficient as the industry works to recover from the impacts of Covid-19.	n/a	4	4

A world worth travelling

Responsible gateway



12.1 No people trafficking occurs through Heathrow For Heathrow's 2019 Modern Slavery Policy statement, [click here](#)

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Hold one awareness campaign per annum until 2020, then review	Team Heathrow	Achieved	In 2020 we continued to feature A21's Can You See Me? campaign at Heathrow which promotes the Modern Slavery helpline as a way for individuals to report concerns.	n/a	n/a	n/a

12.2 No illegal wildlife or animal products pass through Heathrow

Activity, target or indicator	Collaboration with Team Heathrow?	Status	Comments	2020	2019	2018
Passenger surveys show increased levels of awareness of wildlife trafficking (measured by annual passenger surveys)	Team Heathrow	Behind	The survey was not carried out in 2020.	Data not available	39%	47%

Heathrow Carbon Footprint 2020

Our methodology for carbon reporting follows the [GHG Protocol](#) and [Airport Carbon Accreditation](#) (ACA) guidelines and this year we have continued to enhance our methodology, data quality and coverage. We have expanded the scope of the footprint to now include the additional areas of de-icer and construction vehicles.

Heathrow Airport Limited continues to maintain Carbon Neutrality by purchasing the equivalent amount quality carbon offsets (Verified Carbon Units) to match our scope 1 carbon footprint (tCO₂e) and business travel for 2020.

Scope 1 emissions fell by 11.5% owing to the consolidation of operational terminal space and reduced vehicular activities.

Scope 2 emissions are zero as we continue to procure 100% renewable electricity.

Scope 3 emissions had the largest overall reduction, of 56%, owing most significantly to the 63% reduction in passenger air traffic movements and 73% reduction in passengers travelling to the airport.

Notes:

- We continue to apply the same footprint boundaries to reflect our operational control both at the airport and offsite – including our parking pod test track and Business Support Centre (BSC) – and to align with the Greenhouse Gas Protocol (GHGP), which provides accounting and reporting standards, as well as sector guidance.
- Grid electricity consumption – market based: Market based emissions for grid electricity have been used to calculate total emissions.
- Guarantee of Origin (REGO) backed contract. The REGO certificate covers HAL (Heathrow Airport Limited), our parking pod test track and BSC (in Glasgow), all of which fall under Scope 2 electricity.
- Scope 3: This footprint does not currently include supply chain emissions, specifically from freight and logistics activity. However, we are currently mapping out these emissions as part of our Carbon Trust supply chain accreditation.
- Third party fuel consumption – utilities: Market based emissions for grid electricity have been used to calculate total emissions; includes Heathrow Express (HEX) depot.
- Improvements have been made to our methodology for accounting for refrigerant emissions and so emissions for previous years have been recalculated and uplifted.
- Fuel Consumption Utilities includes gas oil, natural gas, green gas and biomass.

SCOPE 1			
EMISSIONS SOURCE	GREENHOUSE GAS EMISSIONS (tCO ₂ e)		
	2020	2019	2018
Fuel consumption utilities - market based	18,903	21,942	23,604
<i>Fuel consumption utilities - location based</i>	18,903	24,335	25,711
Operational vehicles	1,121	1,668	1,817
LPG for fire training	0	35	34
Refrigerants	2,777	2,871	2,875
De-icer	407	NA	NA
SCOPE 2			
EMISSIONS SOURCE	GREENHOUSE GAS EMISSIONS (tCO ₂ e)		
	2020	2019	2018
Grid electricity - market based	0	0	0
<i>Grid electricity - location based</i>	52,392	71,163	79,921
SCOPE 3			
EMISSIONS SOURCE	GREENHOUSE GAS EMISSIONS (tCO ₂ e)		
	2020	2019	2018
Aircraft in LTO	511,056	1,250,648	1,325,101
Cruise Emissions from all departure flights	8,049,981	18,742,505	18,932,351
Business Travel	245	1,070	996
Operational Vehicles & Equipment	18,075	33,015	37,940
Passenger Surface Access	195,040	632,348	567,106
Colleague Surface Access	66,428	115,531	128,946
Waste*	1,407	588	564
Water	980	2,068	1,814
Construction Vehicle Fuels	771	NA	NA
De-icer	1,517	NA	NA
Third party grid electricity consumption - market based	125	146	185
<i>Third party grid electricity consumption - location based</i>	28,790	43,706	50,653
Fuel Consumption - Utilities	266	272	242
SCOPE 1	23,209	26,515	28,330
SCOPE 2	0	0	0
SCOPE 3	8,845,890	20,278,192	21,045,899
TOTAL	8,869,099	20,804,708	21,074,329
OFFSETS (Equivalent to 1tCO₂e)	23,454	25,496	29,328

*The marked increase in emissions from waste compared to previous years was due to a steep increase in the quantity of landfill of certain types of waste generated by our suppliers.



INDEPENDENT LIMITED ASSURANCE STATEMENT

To: The Stakeholders of Heathrow Airport Limited

Introduction and objectives of work

Bureau Veritas UK Limited (hereafter 'Bureau Veritas') has been engaged by Heathrow Airport Limited (hereafter 'Heathrow') to provide limited assurance over Heathrow's greenhouse gas (GHG) emissions data included in the Heathrow Carbon Footprint 2020 report for the period 1st January to 31st December 2020 (the 'Report'). This Assurance Statement applies to the related information included within the scope of work described below.

Scope of work

The scope of our work was limited to assurance over Heathrow's Scope 1, 2 and selected Scope 3 GHG emissions data (the 'Selected Information') for the period 1st January to 31st December 2020.

The boundary of the verification included the following GHG emissions and associated data from the activities under Heathrow's operational control for the following:

- Scope 1
- Scope 2
- Selected Scope 3:
 - Aircraft in landing and take-off (LTO) mode
 - Passenger surface access
 - Staff surface access
 - Water
 - Business travel
 - Waste
 - De-icer
 - Construction Vehicle Fuel
 - Cruise emissions for aircraft flying from Heathrow

Limitations and Exclusions

Our assurance process was subject to the following limitations as we have not been engaged to:

- Review activities outside the defined reporting period;
- Review positional statements (expressions of opinion, belief, aim or future intention by Heathrow) and statements of future commitment;
- Determine the suitability of the Reporting Criteria;
- Determine which, if any, recommendations should be implemented;
- Review the appropriateness of the reporting criteria.

Where data has been derived by independent third parties for Cruise and LTO emissions, our assurance work did not include examination of the derivation of the data but was limited to gaining and understanding of the underlying data sources and methodology applied.

This limited assurance engagement relies on a risk based selected sample of sustainability data and the associated limitations that this entails. This independent statement should not be relied upon to detect all errors, omissions or misstatements that may exist.

Responsibilities

The preparation and presentation of the Selected Information is the sole responsibility of the management of Heathrow.

Bureau Veritas was not involved in the preparing of the Selected Information. Our responsibilities were to:

- Obtain limited assurance about whether the Selected Information has been appropriately and accurately prepared;
- Form an independent conclusion based on the assurance procedures performed and evidence obtained; and
- Report our conclusions to the management of Heathrow.



INDEPENDENT LIMITED ASSURANCE STATEMENT

Reporting Criteria

The Selected Information are reported according to the Heathrow Corporate Carbon Footprint Inventory Management Plan. The definitions for Heathrow's GHG reporting are aligned with the Greenhouse Gas Protocol Corporate Accounting and Reporting Standard (revised edition).

Assessment Standard

We performed our work to a limited level of assurance in accordance with ISO 14064-3:2019 Greenhouse gases - Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions.

Summary of work performed

As part of its independent verification, Bureau Veritas undertook the following activities:

1. Assessed the appropriateness and accuracy of the Selected Information;
2. Conducted interviews with relevant personnel of Heathrow;
3. Reviewed the data collection and consolidation processes used to compile the Selected Information, including assessing assumptions made, the data scope and reporting boundaries;
4. Reviewed a sample of the Selected Information against the corresponding source documentation provided by Heathrow; and
5. Performed a selection of aggregation calculations of the Selected Information.

Conclusion

On the basis of our methodology and the activities described above for the agreed scope, nothing has come to our attention to indicate that the GHG emissions data as stated below are not fairly stated in all material respects.

Heathrow Airport: Reported GHG Emissions		
Scope 1: 23,209 tCO ₂ e	Scope 2 (location based): 52,392 tCO ₂ e	Scope 2 (market based): 0 tCO ₂ e
<p>Scope 3 Categories: 8,845,890 tCO₂e</p> <ul style="list-style-type: none"> • Aircraft in landing and take-off (LTO) mode • Passenger surface access • Staff surface access • Water • Business travel • Waste • De-icer • Construction Vehicle Fuel • Cruise emissions for aircraft flying from Heathrow 		



INDEPENDENT LIMITED ASSURANCE STATEMENT

Statement of Independence, Integrity and Competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental, health, safety and social accountability with over 190 years' history. Its assurance team has extensive experience in conducting verification over environmental, social, ethical and health and safety information, systems and processes.

Bureau Veritas operates a certified¹ Quality Management System which complies with the requirements of ISO 9001:2015, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Bureau Veritas has implemented and applies a Code of Ethics, which meets the requirements of the International Federation of Inspections Agencies (IFIA)² across the business to ensure that its employees maintain integrity, objectivity, professional competence and due care, confidentiality, professional behaviour and high ethical standards in their day-to-day business activities. The assurance team for this work does not have any involvement in any other Bureau Veritas projects with Heathrow.

Bureau Veritas UK Limited
London
23 July 2021



¹ Certificate of Registration available on request

² International Federation of Inspection Agencies – Compliance Code – Third Edition

Heathrow
Making every journey better