

Connecting People & Planet



Celebrating the King's Coronation with Local Communities

Our Heathrow Community Rangers were out and about supporting local communities getting ready for their King's Coronation celebrations at the start of May. Alongside the Big Help Out, the Rangers were supported by 63 colleague volunteers from Heathrow's Legal, Solutions Infrastructure, Surface Access, Community & Sustainability and Procurement teams to prepare, decorate and tidy up in local areas such as Stanwell, Harmondsworth, Colnbrook and Cranford.



Colnbrook



Stanwell



Harmondsworth



Stanwell Moor



Colleague Volunteering



May saw our biggest colleague volunteer project to date with 81 Heathrow volunteers from Finance and Baggage teams all lending helping hands to the refurbishment of Hanworth Community Hall.

The teams were on site painting internal walls, corridors, fencing and they even found some extra time to respray the metal window grills, giving a much-needed refresh to the frontage.

The work undertaken to Hanworth Community Hall means that the team there can run more events that benefit the local community.



 **81** colleagues

 **3**
Heathrow Teams

 **453**
Volunteer hours

 **7** Working days





Inspiring the Next Generation



As part of Heathrow's World of Work, in April Heathrow's Education & Skills team launched the Heathrow School Governor Programme. Working in partnership with Governors for Schools, this programme will offer colleagues the opportunity to support the needs of a local school or college, while developing skills in leadership, teamwork and strategy. Governors for Schools is a national education charity which works with volunteers to place and support them as school governors.

Following a successful information webinar, 10 colleagues have completed their applications to become a school governor with two of these in final stage discussions with schools. This is a really positive start to the programme and will support Heathrow's commitments to making local communities great places to live and work.

At the end of May, our CEO John Holland-Kaye, Chief Operating Officer Emma Gilthorpe, and Chief of Staff Nigel Milton volunteered at one of our partner schools, Pippins Primary School in Slough, for the Heathrow Young Explorers programme.

They engaged with Year 6 students, sharing the diverse range of careers available at the airport and presenting them with an exciting innovation challenge – to design sustainable solutions for passenger transportation at the airport. Our volunteers supported the students in bringing their creative ideas to life using 3D modelling tools, hoping to inspire and encourage the next generation of innovators.

This initiative is part of the Heathrow World of Work programme, which aims to provide inclusive employability opportunities for local young people as part of our Heathrow 2.0 commitments to deliver 15,000 work experience days by 2030. This year, we are proud to extend the programme to over 1,600 pupils from 26 local primary schools – an exciting opportunity to inspire more young minds in creativity and innovation.



The Heathrow Education & Skills team hosted the London Irish Foundation event in May called 'Maddy's Mark' which supports girls from local neighbourhoods with low socio-economic or ethnically diverse backgrounds. Having arrived at the Heathrow Academy whilst watching the planes land on the northern runway, the girls then went on to hear from a range of colleagues on the various career opportunities within the airport and the diversity of its operations. Colleagues that supported the event came from Procurement, Engineering, Cyber Security, Infrastructure and Airline Relations teams and were on hand throughout the afternoon to answer questions and advise on future career opportunities within aviation. Feedback was very positive with attendees commenting that it was "a day to remember and gave the girls an opportunity that they wouldn't normally get and opening their eyes to their own potential."





Heathrow Biodiversity



In May, Heathrow's Environmental Team welcomed engineering students from the University of West London onto some of our environmental sites. Students were taken to have a look at the Moving Bed Bioreactor (MBB) and the lagoon at Spout Lane, where some of the airport's runoff water treatment takes place. The purpose of the visit was not only to educate but also to enhance students' understanding of water treatment in a live working environment. The students fed back that they found the session truly enriching and inspirational to their studies and that they hope to be able to one day put their knowledge into practice at the airport.

Our Airfield Management team was also busy volunteering in May, as they headed to the Causeway Nature Reserve to carry out some essential litter picking and vegetation management, controlling the Himalayan balsam, and making bat boxes.



Biodiversity Benchmarking Award

Following an audit by The Wildlife Trust, Heathrow has retained the Biodiversity Benchmark Award for 2022. The Wildlife Trust has issued Heathrow the award every year since 2008 and 10 out of our 13 biodiversity sites have been assessed, each with the same result. That's 14 years of high-quality management and maintenance of biodiversity sites, as well as continuous improvements in the area.



Our newly developed management plans, that will adopt DEFRA's metric for net gain with a target of 10% biodiversity net gain over 5 years, was particularly praised by the auditor. This is a novel approach to the management of existing sites, as net gain mainly aims to contribute to the recovery of nature while developing land.

The auditor also found our multi-disciplinary co-operation and information exchange in monitoring for nesting mining bees airside to be remarkable. The biodiversity team monitors for nesting bees and then informs airside engineers, so they can be extra vigilant when working on aircraft and prevent bees nesting in parts of aircraft.

This award is a testament to continuous efforts of our biodiversity team who successfully manage the sites to a high standard, and to Heathrow's commitment to make the local environment a better place.

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

Find out more about our plan to reduce noise

Have your say on our proposals at [heathrow.com/quieter](https://www.heathrow.com/quieter)

Heathrow is committed to being a quieter airport, across everything that we do.

We are continually looking at how we can reduce noise from aircraft taking off and landing, and from our operations on the ground.

A great deal of progress has been made, and we plan to become even quieter.

How we intend to reduce noise has been set out in our proposed Noise Action Plan 2024-2028, and we would like to have your views on it before we put it into action.

Please visit our dedicated consultation website to understand more about our plans to become quieter and learn about how you can take part in our consultation.

If you would like to get in touch with us about the consultation, please contact us:

Email: quieter@heathrow.com

Phone: 0800 344844

Visit: www.heathrow.com/quieter

Scan to have your say



Aviation Policing – update



The Aviation Policing Safer Airport Team have been busy targeting rogue Meet & Greet operators at the airport and have successfully recovered 112 vehicles since the start of 2023. Many of these vehicles had been used in criminal activity around the UK.

It can often be difficult to spot a rogue parking operator so here are some checks consumers can make themselves:

- Only book official Heathrow Meet and Greet services via our [website](#) – Heathrow does not endorse the use of any third-party companies and will not use comparison websites to advertise parking
- Always check if the company is approved by the British Parking Association or is Trading Standards approved with a 'Buy With Confidence' mark.
- Do check the credentials of the person collecting your vehicle

The Heathrow Local Community Forum (LCF) has made local parking issues a priority for 2023 and is working collaboratively with Aviation Policing, the Council for the Independent Scrutiny of Heathrow Airport (CISHA) and the Heathrow Area Transport Forum (HATF) to tackling this on behalf of residents to make these areas better places to live.

To find out more about Heathrow forums please see our [website](#).



HEATHROW
COMMUNITY
TRUST



Are you working to improve the lives of young people aged up to 24 years old?

Do you have an idea to give young people new skills and self-confidence? Perhaps getting them into training, work or more involved in their community?

Alternatively, you may have a project to increase young people's resilience?

If so, you could qualify for a grant from HCT Projects for Young People programme.

Grants of up to £15,000 for one year are available for community groups working in Ealing, Hillingdon, Hounslow, Slough, Spelthorne, Richmond, Runnymede, South Bucks, or Windsor & Maidenhead.

This funding programme has two rounds in 2023.

Round 2 opens on 10 July and closes on 11 September. Each round closes at 10am on the closing date.

Please note, for applications to Round 2, the project must NOT start before the HCT board decision date of 20 November.

To find out more about the Heathrow Community Trust and what funding is available, visit their [website](#)

Heathrow increases lead over EU rivals for flight connections to the USA



“The unrivalled choice of destinations and high frequency to cities like New York make flights from Heathrow vital trade routes with the USA, Britain's most important export market.

*John Holland-Kaye,
Chief Executive*

Heathrow currently has more daily flights than ever before between the UK and USA as airlines switch capacity to North Atlantic routes and away from European and East Asian markets, which have been slower to recover.

In May alone, 1.6 million Heathrow passengers flew across the North Atlantic. One in four passengers flying between the USA and Europe in May passed through Heathrow thanks to the choice of destinations and frequency. 248 daily flights to and from Heathrow now connect Britain to 31 US destinations, building trade links with the UK's most important export market. As well as having more flights to New York than any European hub (over 30 daily departures), Heathrow is the only hub with a direct flight to Cincinnati.

The benefits this brings through trade and tourism to local businesses demonstrate that Heathrow remains critically important as the UK's gateway to the world. The triple bank holiday in May also helped drive monthly passengers at Heathrow up to 6.7 million.