

Community Bulletin

WINTER 2021



COMMUNITY SUPPORT

In December the Heathrow Community Rangers lent a hand at the five primary schools we work with and decorated Christmas trees for their playgrounds. This month, as we entered another lockdown, the Rangers delivered 700 workbooks to the homes of children who attend William Byrd Primary Academy, helping their pupils to continue learning at home. The Heathrow Rangers have been busy helping to make a difference to the Waye Avenue Allotments in Cranford by building planters, delivering soil, and undertaking maintenance work as well as gardening at St Thomas Church Colnbrook, cutting back overgrown hedges and brambles.



Rangers planting in Stanwell Moor



HWBL Christmas Hampers

Heathrow has also been supporting local foodbanks, with our Rangers providing assistance with deliveries and helping with donations.

One of the groups who benefited was Heston West Big Local (HWBL), a community group in Heston that is focused on transforming the local area. Our donation supported their community Christmas hampers (pictured left) which were delivered to 50 families in the local community. For more information watch the [HWBL video](#) of the hampers being delivered. Heathrow made three other foodbank donations, to The Ivers Parish Council, Colnbrook Cares and Stanwell Foodbank,

HEATHROW DEFIBRILLATOR DONATION

We are delighted that the defibrillators that we offered to the community in our autumn edition of the Bulletin are now on their way to new homes. The defibrillators at Heathrow were upgraded last year so that they could be monitored remotely which means they can be used more efficiently in emergencies. As a result, we had surplus stock of working defibrillators that we were able to offer to the local community and we have managed to allocate these life-saving devices to well-deserving local community groups, businesses and individuals.

Colin Clode, Chairman at Hampton and Kempton Waterworks and Railway Limited, was one of the grateful recipients. He said: *“Thank you for organising these wonderful and potentially life-saving machines.”*

Due to the National lockdown, deliveries of the defibrillators have been temporarily paused. We will be resume them again as soon as it is safe to do so.

HEATHROW COMMUNITY TRUST

In November, the Heathrow Community Trust (HCT) provided a further £50,000 worth of Covid-19 resilience funding to local community groups to help them support the most vulnerable members of society in the local area.

The Heathrow Community Trust is an independent grant-making charity, predominantly funded by Heathrow. For 2021, HCT has become our sole charity partner, with all company efforts going to support them. This also includes our coin collection boxes in the airport terminals. If a passenger donates, either leftover currency or by phone, this will go on to help our local community, via the trust.

You can find out more on the [HCT website](#)

NOISE INSULATION SCHEMES

COVID-19 has, and continues to have, a devastating impact on Heathrow’s operations. In order to maintain a viable business, we are continuing to reduce the airport’s operating costs. As a result, we have made the difficult decision to pause some of our noise insulation schemes while we undertake a review in 2021. This is a disappointing decision to have to take and we are very sorry to those residents affected by this. However, our objective is to implement the updated noise insulation and mitigation schemes from 2022.

Further details and the current status of each of our noise insulation schemes are provided on the [Heathrow website](#).



Laleham C of E School receiving their defibrillator

COMMUNITY FORUMS REVIEW

We are running a consultation to gain feedback from our local communities on our current community forums and meetings, with the aim of simplifying and streamlining our engagement in the future.

We want to hear from as many people as possible. For more information please take a look at our [community forum review](#) web pages. Alternatively, you can download the [questionnaire](#) and send it back to us at communityengagement@heathrow.com before Friday 12 February 2021.

HCEB INDEPENDENT FORUM

The Heathrow Community Engagement Board (HCEB) Independent forum took place on Wednesday 13 January. The Forum is a quarterly public meeting providing open and transparent monitoring and challenge of Heathrow Airport’s day-to-day operations and future plans. You can watch the live stream of the event on [Facebook](#).

COVID- 19 TESTING

All international arrivals to England, including UK nationals are now required to present a negative Covid-19 test taken up to 72 hours prior to departure. Passengers will be subject to an immediate fine of £500 if they fail to comply with new regulations.

Heathrow has been calling for the introduction of pre-departure testing since last April and we support this development which ensures passengers can continue to travel safely. Other safety measures in our terminals include: UV robots, UV handrail technology, anti-viral wraps, hand sanitiser dispensers, Perspex screens and the mandatory use of face masks in all areas of the airport.

OPERATIONAL UPDATE

As a result of ongoing tighter government COVID-19 restrictions and with a large number of countries now closed to UK air traffic, we have seen a significant reduction in passenger numbers at Heathrow, in addition to resourcing constraints. Consequently, on 1 January 2021 we consolidated our operations and returned to single runway operations.

At present we are not able to predict how long we will need to operate in this way, but we will continue to review this situation and will look to revert to our usual operation when the number of daily aircraft movements significantly increases

SUPREME COURT VERDICT ON AIRPORTS NATIONAL POLICY STATEMENT

On 16 December 2020 the Supreme Court handed down its judgment on Heathrow's appeal against the Court of Appeal decision regarding the Government's Airports National Policy Statement (ANPS). The Supreme Court has overturned the Court of Appeal's decision which sees the ANPS reinstated as Government policy, ruling that the ANPS had made provision for the Paris agreement. This decision confirms Heathrow's expansion plan is compliant with the UK meeting its Climate Change obligations.

Whilst recovering from the devastating impact of Covid-19 will remain our priority, this decision will help the country's future economic recovery and success on the global stage post-Brexit. This privately funded project will secure the global links that the UK needs and will create tens of thousands of jobs across every nation and region of the UK, supporting the Government's levelling up agenda. We will now consult with investors, government, airline customers, and regulators on our next steps.

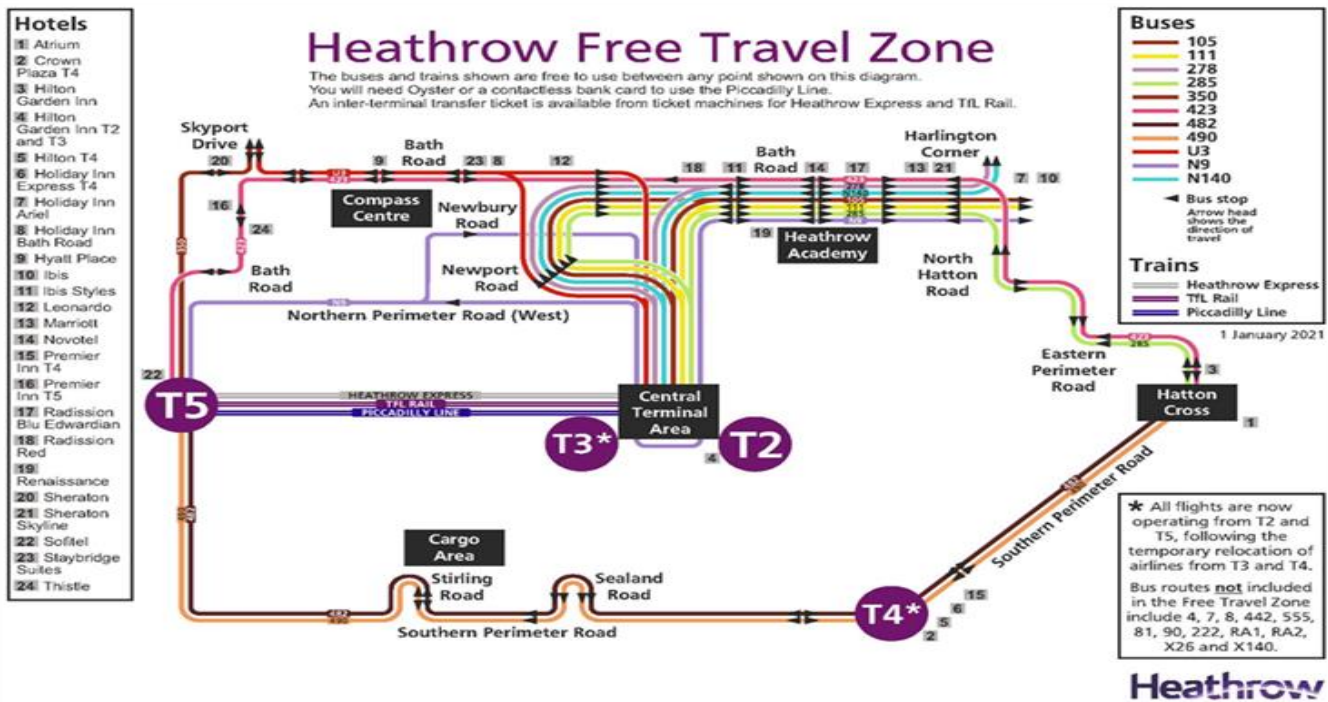
We have supported the local community throughout this unprecedented pandemic and we remain committed to doing so moving forward. We know the benefits that Heathrow expansion can bring – increased trade, travel and jobs for the local community as well as across all of the nations and regions of the UK. But we also appreciate there are some who are dealing with a huge amount of uncertainty at this time. We are committed to continue to work through this process and bring clarity as soon as possible.

SURFACE ACCESS UPDATE

Regrettably we had to take the difficult decision to temporarily suspend the Heathrow Free Travel Zone and end some subsidies, effective from 1 January 2021. The changes and withdrawals include:

- Heathrow's financial support for bus and coach services is being withdrawn for 2021. This means some services may need to be adjusted or even withdrawn. We are working with the operators to understand the effects of our subsidy cuts.
- The Heathrow Travelcard scheme for discounted travel on buses and coaches is discontinued. It is no longer possible to purchase a Heathrow Travelcard for bus and coach services (effective from 18 November 2020)
- From January 2021, the 75% discounted for Team Heathrow colleagues on the TfL Rail service between Paddington and Heathrow and GWR services between Reading and Heathrow (change at Hayes & Harlington) is no longer available.
- From January 2021, some bus services within the Heathrow Free Travel Zone (FTZ) will cease to be free.
- Later in 2021, the remaining buses within the Heathrow FTZ will cease to be free.

We are sorry that we have had to make these tough choices and regret the impact that this will have on our colleagues, communities and passengers. We have made these decisions to safeguard the future of Heathrow. Once financial health has been restored, we hope to introduce bigger and better subsidies and sustainable travel offers.



Updates about public transport services, to and from Heathrow, are available at the following locations:

- Heathrow’s website – **Local buses | Heathrow and Airport maps | Heathrow**
- Heathrow’s dedicated commuter website – **Public transport | Heathrow**
- Electronic display boards at Terminal 2, Terminal 5 and the Central Bus Station
- Printed information at Terminal 5 and the Central Bus Station.

FORECOURT ACCESS CHARGE

In December 2020, Heathrow announced it was exploring a proposal to implement a Forecourt Access Charge (FAC) for vehicles in late 2021 to prevent a car led recovery at the airport from the COVID-19 pandemic. Heathrow remains committed to its long-term sustainable transport goals and the introduction of an access charge for vehicles is aligned to this ambition. The charge, expected to be around £5, would be similar to forecourt charges already in place at 8 out of the 10 largest UK airports.

Consultation has begun with stakeholders on the details of Heathrow’s new proposal, including how the FAC will be administered, with details to be finalised in the first half of 2021. The FAC will apply to all vehicles entering the departures forecourts of Heathrow’s terminals, although some exemptions will apply.

In the coming months we’ll be sharing more information with local communities on the developing proposals but would welcome feedback in the meantime. Please send feedback to our [Community Relations email](#).

BIODIVERSITY SITE UPDATE

We hope that since our last bulletin you’ve been able to go and visit one of our Biodiversity sites.

If you would like information on how the sites are managed, please contact the Biodiversity Conservation Officers via the [Community Relations email address](#).

BBQs, fires, motorcycles and quadbikes are not permitted at the sites. If you see anything suspicious on one of Heathrow’s biodiversity sites, please call Heathrow’s Airport Operations Centre on 020 8745 7672.

CONTACT US- As always, our team is here to help with any questions you have about Heathrow. Please do get in touch either by phone or email: **T:0800 307 7996**
E: communityrelations@heathrow.com