



SUSTAINABILITY POLICY FOR HEATHROW AIRPORT HOLDINGS LIMITED

PURPOSE

The purpose of this Sustainability Policy is to provide guidelines to all Heathrow colleagues, in particular the Heathrow Executive Committee, on how we will deliver our sustainability strategy and achieve our sustainable growth business priority.

As a business and key provider of UK transport infrastructure, Heathrow's vision is to give passengers the best airport service in the world. We will only be truly successful if we achieve this vision while also improving the world around us: our growth must be sustainable.

Heathrow 2.0 is our sustainability strategy. It represents a step-change for our business and captures the momentum of an industry-wide shift towards a sustainable future for aviation.

It will allow us to meet today's needs while delivering fair, sustainable air travel for future generations to enjoy.

Heathrow 2.0 sets out our plan to meet one of the four business priorities – sustainable growth. The purpose of this policy is to set out the framework for how we do business at Heathrow.

This Policy supersedes the Responsible Heathrow Policy published in 2015.

SCOPE

This policy applies to the management and operation of Heathrow Airport Holdings Ltd and its subsidiaries. This includes the activities of all who work for and on behalf of Heathrow (including contractors, subcontractors and temporary staff).

BACKGROUND

A Business Priority

Sustainable Growth is one of Heathrow's four business priorities, alongside Mojo, Transform Customer Service and Beat the Plan. Together, these will enable us to meet our vision to give passengers the best airport service in the world.

Sustainable growth means to operate and grow our airport sustainably, now and in the future.

Our 4 Pillars of Sustainability

The business case for a sustainable Heathrow is strong and clear across the four pillars of our sustainability strategy, Heathrow 2.0:

- A Great Place to Work is about helping our people fulfil their potential and work together to lead change with energy and pride.
- A Great Place to Live is about being a good neighbour and a responsible citizen, improving local quality of life.
- A Thriving Sustainable Economy is about delivering opportunities for business that will make the UK stronger and more sustainable.
- A World Worth Travelling is about ensuring that future generations can explore and enjoy our beautiful world. Tackling these challenges is critical to our licence to operate and to grow.

POLICY

How we will do this

Our Executive Committee and senior leaders in the business must:

1. Embed a sustainable approach in all of our core values, in particular 'Keep everyone safe' and 'Do the right thing'.
2. Support Heathrow colleagues to understand the business case for sustainability, and how they can include sustainability in business decisions and interactions.
3. Embed our sustainability strategy in our corporate strategy – it defines how we will deliver one of the four business priorities: sustainable growth.
4. Listen to our stakeholders when identifying our material sustainability issues.
5. For all of Heathrow's material sustainability issues, set objectives, goals, strategies, indicators and targets to continually improve our performance. (These are detailed in Heathrow 2.0).
6. Deliver our objectives, strategies, goals and targets through improvement plans embedded across all parts of our business.
7. Measure and review progress against our objectives, goals, and targets, and communicate our performance transparently.
8. Collaborate with our partners through the Heathrow Sustainability Partnership to lead, drive and create the conditions for change to improve the performance of Heathrow.
9. Lead and create the conditions for our partners to improve their performance where we do not directly control Heathrow's impacts (for example, noise and emissions).
10. Communicate to and engage our stakeholders throughout the development and delivery of our objectives, goals, strategies, targets and action plans.
11. Work constructively to influence the development of appropriate government policies.

To help the company deliver its sustainability strategy, all of our Heathrow colleagues should:

1. Embrace Heathrow's values and behaviours.
2. Consider sustainability in key business decisions and interactions, and encourage others to do so.

ACCOUNTABILITIES AND RESPONSIBILITIES

The Chief of Staff Executive Director is accountable for ensuring Heathrow has a Sustainability Policy appropriate to the material sustainability issues for Heathrow.

Our Executive Committee is responsible for ensuring that this policy is effectively deployed at Heathrow. Individual Executive Committee members are responsible for ensuring that plans are in place within their functions to deliver this policy.

All colleagues (including contractors, subcontractors and temporary staff) are required to consider this Policy during significant decision making.

COMMUNICATION OF POLICY

This policy will be communicated to all employees using the following methods:

- Company intranet
- Noticeboards
- Induction training and other training, as appropriate
- Company website

MANAGEMENT REVIEW OF THIS POLICY

This policy will be reviewed annually and updated as necessary by the Sustainability & Environment Director.

RELATED POLICIES

- Health & Safety Policy
- Environment & Energy Policy
- Sustainable Procurement Policy



John Holland Kaye,
Chief Executive Office, April 2017

To find out more:
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