

GIVING BACK PROGRAMME

CONNECTING HEATHROW'S
COMMUNITIES TOGETHER



Heathrow

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The area around West London has so much to be proud of. It is the home of world-class science and engineering universities, like Imperial and Brunel, as well as leading life sciences, technology and digital sectors.

It has one of the most diverse and unique communities anywhere in the UK, all bringing a richness to the area; and is filled with open green spaces for our communities to embrace and connect – stretching from Colne Valley Regional Park to Bedfont Lakes.

Our community has a wonderfully rich history.

Heathrow has been a key part of the local community since 1946, working with and supporting families, colleagues, business, schools, councils, community leaders and others to make our surrounding neighbourhoods a great place to live and work.

From investing in landscaping and greening projects, to delivering enterprise and career day workshops in local primary schools, our ambition has always been to have a positive impact on the communities around Heathrow and to bring our community closer together – finding ways to connect and improve peoples' lives.

Now, we need to look to the future, and find new ways to bring our local communities closer together. As we move from a period of recovery, post-pandemic, to a new era of sustainable growth, we need to assess how we serve and support the community around the airport.

We need to help connect our communities to each other. We need to go beyond simply being a global transport hub, but a hub for the local community as well. Quite simply, we need to be a better neighbour, bringing everyone together.

This will be at the heart of what we do.

By investing in and connecting communities, we will build a brighter future for residents – next year, next decade and beyond.

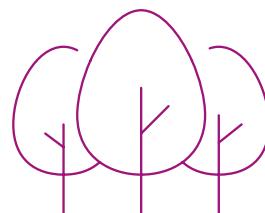


Giving Back Programme in numbers



10,000

Provide 10,000 local people with access to jobs, apprenticeships, and early career opportunities.



Double our Local Schools Partnership to 10 local schools in our community, to champion the local environment amongst the children.



Increase the hours of colleague volunteering towards community projects across the business.

Deliver 15,000 work experience days to 16-19-year-olds through virtual and in-person experiences of work.

15,000



450,000

Achieve a 2026 milestone of helping 450,000 people.



1 MILLION

Pledge to give back to more than one million local people by 2030.

£6.5 MILLION

Generate at least £6.5 million in funds by 2030 to support the charitable work of Heathrow Community Trust.

Launch two new community partnerships with Team Heathrow companies in 2023 and a further eight Team Heathrow partnerships by 2030.



200+ COMMUNITY PROJECTS

Support the funding of 200+ community projects through our Heathrow Community Take Off Fund on the issues that matter most to our local neighbourhoods (e.g., the cost of living, building a greener neighbourhood and supporting foodbanks).



① Foreword

On my first day as CEO, in 2014, I visited members of our local schools, community groups and council leaders to hear their thoughts on Heathrow. There was a long list of hopes, questions and honest feedback about Heathrow as a neighbour. That morning, I resolved to place the community front and centre again and recognise it for what it is: the lifeblood of our airport.

From the excellent local schools that give young people the best start in life, to the local businesses that provide long-lasting careers, to thousands of people and the charities and community groups which are there for those that need it the most, the community is what makes this area truly special and allows us to play our role as the UK's only hub airport.

Since 2014, I am proud to say that Heathrow has continued to contribute to the local area. In part thanks to our sustainability strategy launched in 2017, Heathrow 2.0, we have seen Heathrow become an accredited Living Wage employer, establish the Heathrow Responsible Schools Programme, recruit our growing team of Community Rangers and much more.

As we emerge from the challenges of the pandemic, it is right that we reassess our contribution to the community and give back where it is needed most.

Over the last year we have listened to the community's views – some of it good, all of it completely honest, and often highlighting areas where we can improve our work. The overriding message was clear: Heathrow must become a connector in the community once more.

We must play our part to help others feel connected: to each other, to the community and the people who offer the support when we need it. As the biggest business in West London, Heathrow can be a hub for everyone in the area, connecting us all together to help build stronger communities we can all be proud of.



The Giving Back Programme is therefore our new programme of investments in the local community and our way of saying loudly and clearly that being a responsible neighbour will always be a priority for me, my management team and everyone who works at Heathrow.

At the heart of it all is our new commitment to help benefit one million local residents by 2030.

This starts with taking action to upskill local people and supporting them into valuable and fulfilling work, whether at the airport or elsewhere. Our new inclusive employability programme, Heathrow World of Work, will inspire young people with real experiences of work into exciting and fulfilling employment at the airport and it remains a personal ambition of mine that someone from a local school should one day do my job. Our initiatives in this programme bring that possibility one (much bigger) step closer.

We will connect more people with nature and the local environment, developing our award-winning biodiversity sites and collaborating with local schools and groups to maximise the potential of their green spaces.

All the while, Heathrow Community Trust will continue to deliver the funding that allows local organisations to make such a difference to people's lives in their communities. Alongside this, our new volunteering programme harnessing the support of Team Heathrow will ensure people across the local area benefit from vital opportunities of training, work experience, skills, to the support we can provide to local networks and community groups.

Bringing these promises to life will be no easy feat. But I for one would rather be ambitious for what Heathrow can achieve than rest on our laurels and pull up the drawbridge. It is why I am looking forward to being one of many colleagues at Heathrow who will volunteer, support, and above all connect in our community in 2023 and beyond.

Heathrow will continue to work with our neighbours to improve our local area for everyone. And almost a decade on from my first day in the job, my ambition for us as neighbours of this special area of West London remains as strong as ever.



John Holland-Kaye
Chief Executive Officer



② Message from our local community

I am immensely proud to be part of the Stanwell Community. In 2018 I set up Stanwell Events. When asked why I started a charity, when my first born was just six months old, my response was simple: to ensure he has a community worth living and fighting for.

Founded on Good Friday 2018 with an Easter Egg Hunt, Stanwell Events is now a registered Charity which continues to grow and adapt to meet our community needs. We run a variety of multi-generational community groups and services, which aim to support and bring the community of Stanwell together.

In addition to Stanwell Events, in September 2018 I also set up Stanwell Foodbank with the amazing support from my volunteer team. After speaking with the community through the work we were doing at Stanwell Events, we became aware that households needed additional support accessing food. After several months of research, looking at various foodbanks and projects in the borough, we felt the model that would suit our community would be one run by the community.

Like many communities Stanwell has been through a lot of change, particularly as we have navigated our way through the pandemic in 2020. However, it is at times like these where the community in Stanwell have really come together. A particular milestone for us was when we secured our community building in Long Lane Park back in October 2019 which has enabled us to create a central hub within our community. It is a space where all are welcome, offering residents of Stanwell and surrounding areas support and building a sense of community that will be carried through generations to come.

But it is not always smooth sailing. Right now, times are getting tougher for everyone in the community. We see people still dealing with the aftershocks of the lockdowns, only just getting back on their feet and finding new challenges. We see families having to make tough decisions about whether to heat or eat when they can't make their pay packet stretch quite far enough. We see parents anxious about the opportunities their kids will have round here when they leave school.

Our neighbours need us. But we need help from our neighbours as well.





That is why it is been really important for us to be able to work directly with teams at Heathrow over the last four years and see them put their time, money and effort to use where it matters in the community. In addition, the ongoing guidance from our ever-changing demands and having a team we can call for support with no judgement.

We have been fortunate to benefit from the support of Heathrow, but I know there are many more people in the community who would benefit from their support. That is why I am really pleased to see this Giving Back Programme launched, promising to connect people to new funding, volunteering, and investment programmes.

It is important for Heathrow to play their part, to connect us to the support needed and maximise its impact as a good neighbour. There are no end of groups, schools and charities deserving of the grants given by Heathrow Community Trust or the volunteering hours Heathrow's employees give through their programmes. I am proud to say my dad was an employee at Heathrow from a young age until retirement and, like many in the Stanwell Community, Heathrow is seen as part of the community. Working together is key for that family to continue for generations to come.

It is easy to read reports or hear promises and react with cynicism. But if we all work together each pound given and each hour volunteered will make a real difference and change lives.

The Giving Back Programme is only the start and I look forward to seeing Heathrow translate their promises into results. The airport is an important part of the community and I know if we work together as good neighbours, we can make Stanwell an even greater place to live, an even greater place to work and a place we can all be proud of.

Anna-Marie Goodacre
CEO Stanwell Events



③ Where we are now

This corner of West London has been a great place to live and work long before Heathrow emerged as the nation's airport. A home for families, a place where children learnt about the world, an area where small business could find their feet before expanding their markets to the nation and then the world. Since Heathrow opened its doors, we have looked to enhance our local communities, playing our own small role in making this area somewhere we are proud to call our home.

From the establishment of Heathrow Community Trust – an independent grant-making charity – in 1996, through to the launch of the Heathrow Academy in 2004 and our Responsible Schools Programme in 2019, it has been our privilege to work with thousands of fantastic local people, businesses and institutions to help deliver positive change for all. From the oldest generation that lived here before the airport was built, to the youngest generation that will define not just the airport's future, but the hopes and dreams of our entire community.

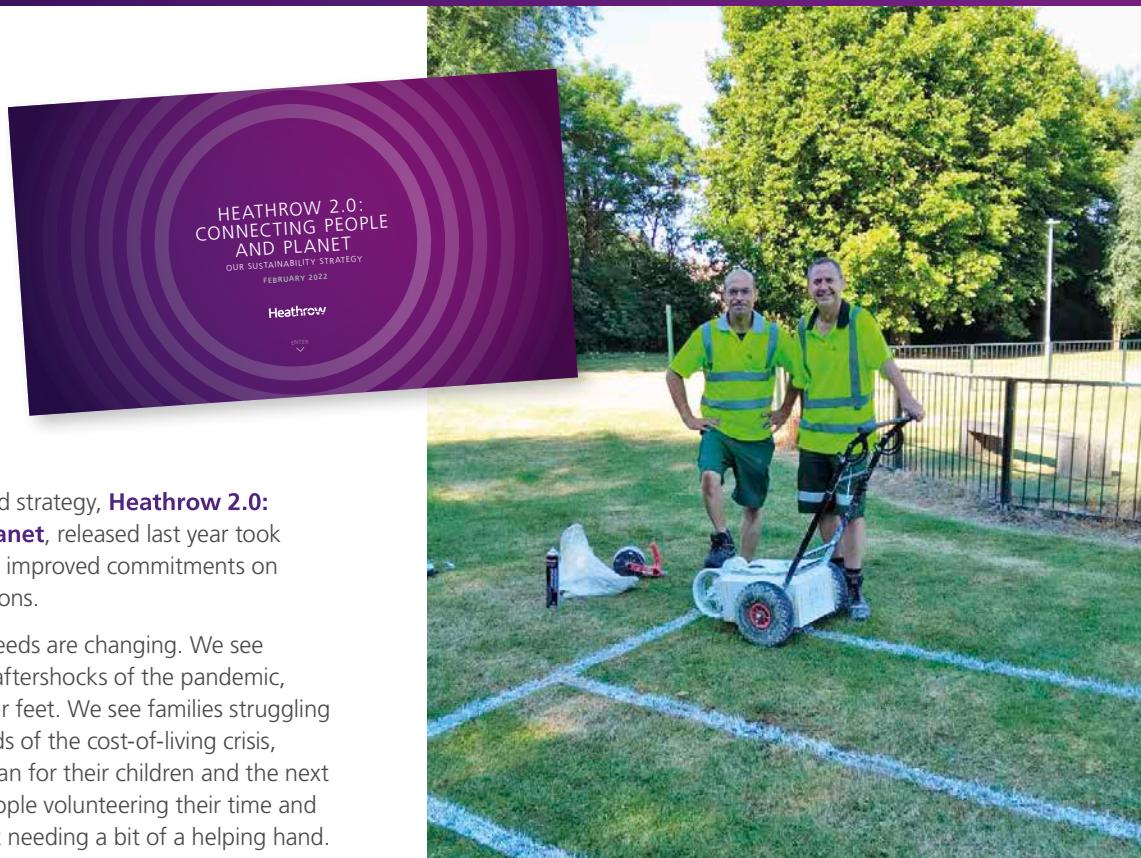
We are also proud of our work with the Hillingdon Community Trust, delivering on our pledge to donate £1 million each year – following the creation of Terminal 5 – to benefit the local community. Since its founding, the Trust has approved over £12 million of grants and will continue to meet community needs into the future.

Many of these life-changing initiatives came from our sustainability strategy, Heathrow 2.0, published in 2017: our landmark commitment to making Heathrow a great place to live and work. The updated strategy, **Heathrow 2.0: Connecting People and Planet**, released last year took this further, making new and improved commitments on biodiversity, noise and emissions.

But the community and its needs are changing. We see people still dealing with the aftershocks of the pandemic, only just getting back on their feet. We see families struggling to meet the financial demands of the cost-of-living crisis, worried for what it could mean for their children and the next generation. We see great people volunteering their time and doing valuable work, but just needing a bit of a helping hand.

The time was right for us to re-evaluate what we do as a business and redefine how we give back.

So, we went out to the community to understand what their challenges are, what they need and what they expect of us. Much of the feedback was frank, but honest.



The overriding theme of the feedback was that people wanted Heathrow to play its role in revitalising and repairing communities. Not adopting altruism for altruism's sake but instead embracing its responsibility as a community connector. A business that can connect young people with education and skills, connect people with nature, connect people with the help and sustainable community investment the area needs.

Our Giving Back Programme sets out our plan for how we are going to make these connections. It outlines our commitments for our neighbouring villages and regions – from investment and careers to biodiversity and volunteering, all designed to connect the communities and organisations to support and opportunities they wouldn't otherwise have.

Being a good neighbour to our local communities

We work closely with our community to ensure we are a better neighbour, and that we engage on issues of concern in a constructive way.

Our community investment activities have seen us partner with five local primary schools, delivering educational activities and providing support; fund a full-time team of Heathrow Community Rangers who landscape and litter pick in our local communities, and partner with Heathrow Community Trust, an independent charity, to empower them to invest in local community groups.



③ Where we are now

We are incredibly proud to have supported in some of the following ways:

Heathrow's 10,000 books donation

In 2021, Heathrow partnered up with Heathrow Community Trust, to donate 10,000 books to our 5 local primary schools. Each of Colnbrook Primary, Pippins Primary, William Byrd Primary Academy, Harmondsworth Primary and Heathrow Primary received 2,000 fiction books to help children find their love of reading.

Supporting pupils learning during the pandemic

The Heathrow Rangers, during the winter months in 2021, delivered 700 workbooks to the homes of children who attended William Byrd Primary Academy, helping their pupils to continue learning at home.

Supporting our local foodbanks over the Christmas period

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 which were delivered to 50 families in the local community.



Being a good neighbour has always been at the heart of our work in the community. We hope that through this Programme, we will be able to work more closely with our local communities and make it an even better place to live and work.



● The Heathrow Community Rangers have done an amazing job in creating an allotment site for our service users. Green space is so important for mental health and this wonderful garden has allowed space to grow, both plants and personally."

Angela Stango, Chief Executive Officer Mind in Hillingdon



● Harmondsworth has received valuable support from Heathrow, either funding to run community events or from the Heathrow Community Rangers who have supported our annual Christmas event. Without their help we wouldn't be able to do improve community life across Harmondsworth Village. I look forward to strengthening our partnership."

Hardip Singh, part of the Harmondsworth Village Allotment and Horticultural Association and part of Friends of the Great Barn

● Since 2019, Heathrow Community Trust has provided £1.6 million of grants into local communities to fund a wide range of community projects, supporting young people to raise aspirations, bring communities together and also sustain environmental projects."

Claire Knight, CEO of Heathrow Community Trust



**HEATHROW
COMMUNITY
TRUST**

④ Our Vision – Heathrow's Million Person Pledge

Our vision for the future

We want to make the neighbourhoods around Heathrow even better places to live and work by addressing the real needs of the community. Heathrow will connect residents and organisations with the support and opportunities that unlock meaningful benefits for our communities.

We have listened to our local communities

The last two years have shown us that no one and no community can live in isolation. Connectivity is vital: for us, for our families and for our closely knit communities. As the largest business in West London, Heathrow is a hub for our local area, using our size, volunteers and local community work to connect us all together. To build stronger communities that we can all be proud of.



Heathrow and Heathrow Rangers have helped us a lot. They gave us planters, and for our Christmas event, donated a Christmas tree and lots of gifts for the kids. The Rangers work with you, they listen to you and they help you as much as they can. They go above and beyond, and that's not just me saying that, but that's what they do."

Moureen Gordon, The Stanwell Village Hall Committee



Heathrow helping communities connect

Our new programme is about addressing our community's needs, linking them up with the solutions and opportunities that make a difference to them. Heathrow will connect our communities to the world of work, our local environment, and to key funding where it is needed the most. A Heathrow that plays an active and positive role as an employer, neighbour and partner.

Our One Million People Pledge to our community

We pledge to **benefit more than one million local residents by 2030**. To do this, we will partner and connect with local community groups and organisations, employers and residents to make our local community an even better place to live and work. Our milestone for progress will be helping 450,000 people by 2026.

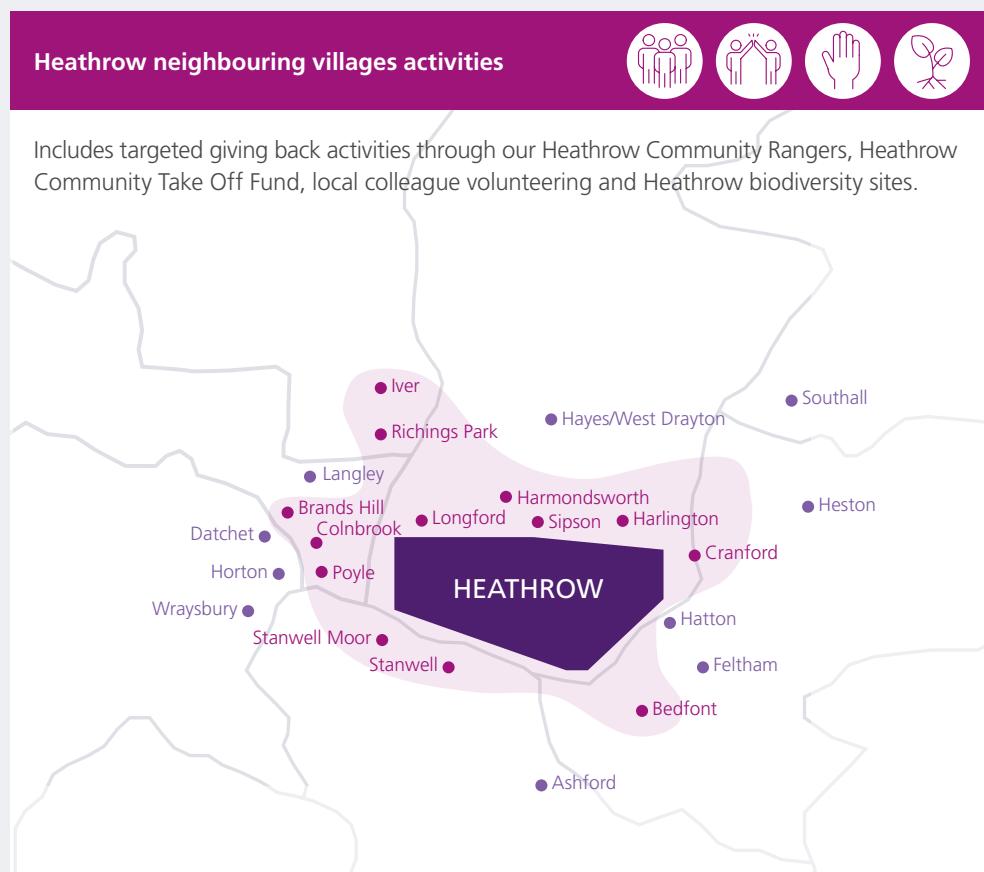


I am so proud of the work we do and the support we give the community which is only possible because of our relationship with Heathrow. Not only is Heathrow our primary funder but they have helped to promote the charity internally among colleagues. Community groups and charities in the nine local boroughs around the airport rely on our funding for their projects and activities, relating to young people, community resilience and sustainability. I look forward to working closer with Heathrow to raise more funds and support more impactful projects in the community."

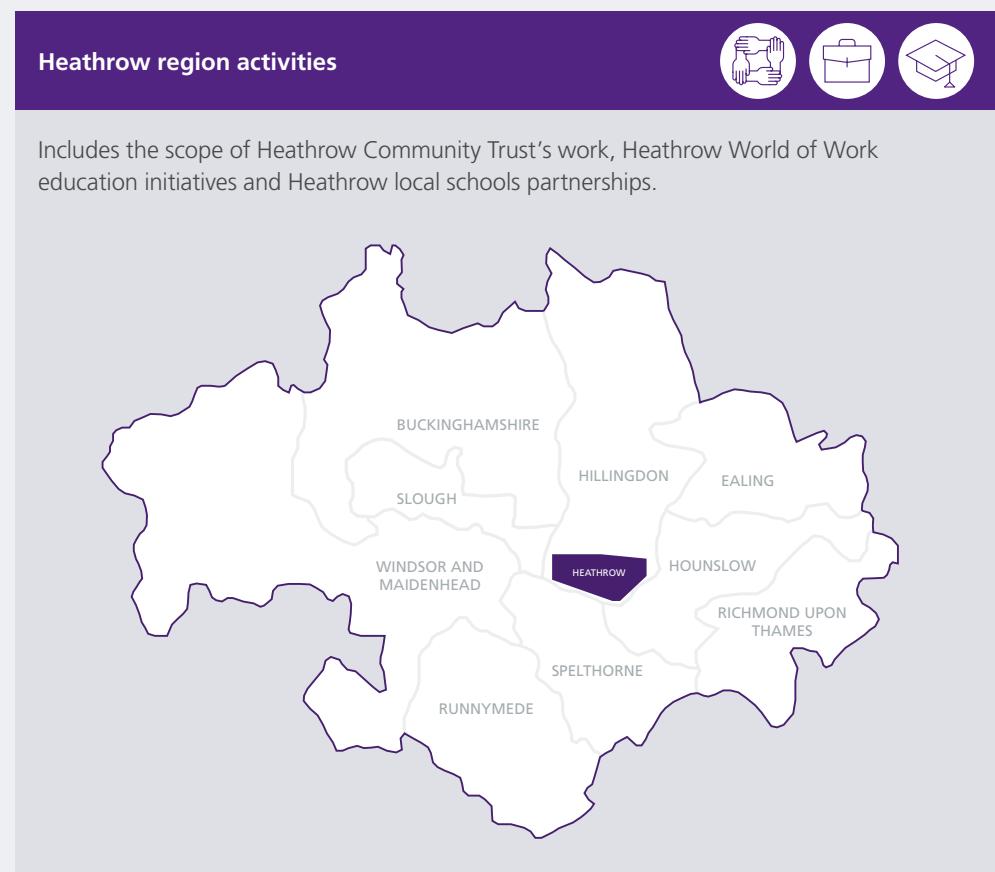
Dr Prabhjot Kaur Basra (Bobby), Chair of Heathrow Community Trust

④ Our Vision – Heathrow's Million Person Pledge

Map of Heathrow's community investment activities in our neighbouring villages and regions



- Villages currently involved in activities in the programme
- Villages targeted for future involvement in the programme



⑤ Our new programme to connect communities together

What we will focus on

To reach our **One Million People Pledge by 2030**, we have created a new programme of eight community investment initiatives to connect our community to the opportunities they need and want. This will bring both new investments and a strengthening of our existing initiatives to build on the valuable work we have already done.



**Connecting
communities to the
World of Work**



**Connecting
communities with
the local
environment**



**Connecting
communities to
funding & Team
Heathrow**



Connecting communities to the World of Work

We can all remember our first job, whether it was doing the local paper round, helping out at one of the local pubs/restaurants or landing a role at one of the stores on the high street. And we can all remember the feelings of confidence, independence and achievement these jobs gave us.

As the largest single-site employer in the UK, Heathrow has a unique role to play connecting local residents to jobs, opportunities and the world of work, both at the airport and through the businesses in our £188bn supply chain. We will help everyone in the community develop new skills and opportunities, engaging with residents of all ages, from early years education to life-long careers.

Connecting local people with opportunities to develop their careers at and around the airport is our priority as we grow. And we know from our conversations with residents over the last year, they want and need to see more long-term career prospects – more opportunities and jobs we can all be proud of. We are refreshing our existing work schemes to expand the opportunities available for every age group.

What we have done:



900 primary school children took part in our virtual Heathrow Young Explorers activity in 2022.



Our Virtual Work Experience programme was completed by 1,435 young people in 2022. Delivered a series of Essential Skills Masterclasses to 200 students with additional learning needs from Harrow & Uxbridge Colleges.



Since 2019, delivered enterprise and career day workshops to 5 partner primary schools in Hillingdon and Slough.



Supported our partner schools over the pandemic by donating school supplies and laptops for virtual learning.



The career workshops which Heathrow deliver at Pippins School, have been outstanding in terms of Heathrow colleagues coming in as experts, and working with our pupils in the upper key stages, to support them with a greater understanding and context of the working world. Exuding absolute professionalism at all times, they have facilitated, led and guided pupils through entrepreneurial learning opportunities, bringing the curriculum alive in real life contexts; albeit developing their soft skills at the same time. If it wasn't for Heathrow's support, our pupils will not have unfettered exposure to such role models, and a growing awareness of the many career opportunities at Heathrow. Indeed, I often remark that having the world at our doorstep (Heathrow Airport) and the growing desire to work collaboratively, will certainly pave the way, for the next CEO of Heathrow, to be a Pippins pupil! Additionally, there is a unanimous agreement among our parents and the wider community, that if it was not for the level of support afforded by Heathrow, the school really would not be in the position, it is today."

**Min Jalaf, Headteacher
of Pippins Primary School**



What will we do:

By 2030, we will:

Expand our employment initiatives to **provide 10,000 external jobs, apprenticeships, and early career opportunities.**

Deliver 15,000 work experience days

to 16 – 19-year-olds through virtual and in-person experiences of work, such as airport tours, T-Level placements, and a Virtual Work Experience programme.

Grow our Heathrow World of Work programme, ensuring it reaches young people in every single local borough around the airport.

Double our Local Schools Partnership to 10 local schools in our local community, that will enhance school grounds for children to enjoy the open space outside of the classroom.

How we will do it:

Initiative 1 – Heathrow World of Work:

We will launch our refreshed inclusive employability programme to connect young people in our community with first-hand experiences of the workplace, helping them get their foot on the careers ladder. Essential Skills Masterclasses, STEM challenges, airport visits and Virtual Work Experience opportunities will empower local young people with the confidence and skills they need to unlock jobs and careers at the airport and beyond. Heathrow World of Work will help connect people at three core life stages:



Take-off (ages 7-11)

At primary age, Heathrow World of Work offers pupils a light-touch and fun introduction to work through sustainability themed challenges.

In-flight (ages 11-16)

For secondary school students and those in further education colleges, we develop skills and confidence through virtual work experience and skills masterclasses, reaching over 1,400 young people in 2022 alone.

Destination (ages 16 and beyond)

Beyond 16 years old, Heathrow is unlocking early career pathways and entry level job opportunities across the airport that empower young people to start their career journey.

As the largest single-site employer in the country, we can and will make a real difference to the career prospects of thousands of people in the local community.



Connecting communities to the World of Work

Initiative 2 – Relaunching our Local Schools Partnership

We will be an airport that supports its neighbouring families and school-age children. Heathrow will relaunch our Local Schools Partnership offering tailored support to local schools that will enhance children and young people's experiences outside of the classroom – be it through the improvement of outdoor play spaces or building planters so children can grow plants and vegetables to further their understanding of nature and seasonality.

We will look to expand our partnerships of local schools beyond the boroughs of Hillingdon and Slough. We will continue to build on the positive feedback of parents by providing volunteering opportunities for colleagues within our schools and opening up nature conservation spaces for school trips to connect young people in our community to the outside world.



● ●

In Hounslow and Heathrow's other neighbouring communities, we have a collective responsibility to empower young people to think about their future, bolster their access to skills, education, and employment, and build them with confidence as they enter the world of work. I look forward to working closely with Heathrow and our local schools over the coming years, to help young people embrace the opportunities this Programme is providing, and help them to build a more sustainable, brighter future for themselves."

Councillor Shantanu Rajawat, Hounslow Council Leader



How to get involved?

We are keen to work with more schools in our local community, to help educate and inspire a future generation of children and give them the opportunity to start their career journeys. If you would like to learn more about how you can get involved with these initiatives, please contact:

✉ communityrelations@heathrow.com
📞 0800 307 7996



Connecting communities with the Local Environment



We know from what residents have told us over the past year that they love the green spaces throughout our community.

From toddlers with their favourite playgrounds, to young people learning about nature and local sports teams using parklands, the green spaces throughout our community bring countless hours of joy to everyone. We need to ensure these local green spaces are looked after, grown and preserved for the community and for future generations.

Heathrow also has a unique role helping our communities connect with these outdoor green spaces. We currently manage around 170 hectares of land for nature conservation purposes – roughly 10% of the entire airport footprint and equivalent to 230 football pitches of green space!

Through Heathrow's biodiversity team, we will continue to preserve these green spaces for future and current generations to enjoy, supporting flora and fauna to thrive around the airport. But we will ensure these green spaces are better connected to local communities, opening up these spaces for residents and protecting our shared environment.



Connecting communities with the Local Environment

What we have done:



In 2021, Heathrow was a founding signatory of the Get Nature Positive campaign, committing to work towards halting and reversing the decline of nature by 2030.



Heathrow is one of only 13 organisations to hold the Wildlife Trusts' Biodiversity Benchmark Award. This is the only standard that certifies the management of a business land use and is rigorously assessed on an annual basis.



We supported our 5 partner local primary schools with enhancements such as painting Pippins Primary School, planting bushes, trees and planters at schools and installing benches, sheds and sensory gardens.

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I have always wanted the school's disused outdoor space to be a nice space the pupils can enjoy. With help from the Heathrow Rangers this space has now been fully transformed. The gardening club has massively expanded and there's a reading corner, picnic area and even a sensory activity space for our SEND pupils. I cannot wait for the space to open and for the kids to enjoy it."

Rachel Almaliki, Year 5 Teacher & Science Lead at Oriel Academy



What will we do:

By 2030, we will:

Develop a programme of community events, **centred around championing biodiversity**, as well as environmental enhancement and ecological conservation, that Heathrow, local community groups and schools can participate in, from 2023 and beyond.

Identify and support 3 longer-term environmental conservation and enhancement projects in our local community, **prioritising projects with a lasting positive impact on our community**.

Expand the reach of our Heathrow Community Rangers to an additional **10 neighbouring villages** surrounding the airport.

Work with our local school partners to champion the local environment and provide **opportunities for children to engage with green spaces** and outdoor initiatives.

How we will do it:

Initiative 3 – Heathrow Community Rangers:

Heathrow currently employs four full-time Community Rangers who are out and about in our community every day. Georgie, our supervising Heathrow Ranger, and her team bring a wealth of expertise in landscaping, woodwork and enhancing outdoor spaces to assist on projects to make our local area a better place to live and work.

Our Rangers currently serve our neighbouring villages close to the airport, including Colnbrook, Poyle, Stanwell and Stanwell Moor. They work closely with local community groups, schools and councils to improve the local environment through gardening/landscaping activities, litter picking and bringing community assets such as community centres back to life.

We want to build on the valuable work of our Heathrow Rangers by expanding the area the rangers cover to more neighbouring villages, focusing on local community improvements and green space projects that will leave a lasting legacy and benefit for local communities.



Initiative 4 – Connecting Communities to Heathrow's Habitats:

Heathrow's 170 hectares of natural space are an important local resource. We want our local community to access the airport's green spaces where possible and promote the important nature conservation work we do. By connecting our local community with the great outdoors, we can ensure our younger generations appreciate the unique natural beauty of these habitats and have access to vital outdoor opportunities. Collaborating with local schools, Team Heathrow, and our many colleagues, we will start to connect our community with guided visits to these sites.



How to get involved?

We are keen to work with charities, community groups, residents and others to bring communities together to champion and improve the local environment, preserving our vital green spaces for future generations to enjoy. If you would like to learn more about how you can get involved with these initiatives, please contact:

 communityrelations@heathrow.com
 0800 307 7996



Connecting communities to Funding and Team Heathrow

We know from our community that the past few years have been tough. Heathrow's role as a connector of community groups and organisations to funding is more important than ever. We are determined to support the fantastic work of so many community groups and organisations that are delivering an invaluable contribution to improve quality of life day in day out in our local communities.



What we have done:

- In 2022, Heathrow Community Trust awarded Power2 £4,419 to support their Teens and Toddlers programme delivery in Ealing. This 16-week project supports disadvantaged young people to mentor toddlers in a local nursery alongside classroom sessions with Power2 staff. Eleven young people completed the programme and teachers spoke of the increases their confidence in both social situations and in the classroom as well as improved school attendance."

**Power2 via Claire Knight CEO of
Heathrow Community Trust**

Within our means, we continued to support Heathrow Community Trust throughout the pandemic knowing that our support was vital to local communities during such a difficult period. We continued our quarterly donations, our passenger donation scheme, and held colleague fundraising "HCTea Parties" at our own Compass Centre.

What will we do:

By 2030, we will:

Generate at least £6.5 million of funding to Heathrow Community Trust, regularly signposting funding and fundraising opportunities for community groups.

Fund 200+ community projects through our Heathrow Community Take Off Fund on the issues that matter most to our most local neighbourhoods (e.g. the cost of living, building a greener neighbourhood and supporting foodbanks).

Organise an annual 'Day of Giving' across Heathrow's local neighbourhoods, connecting Team Heathrow to its local community through coordinated volunteering activities.

Launch two new community partnerships with Team Heathrow companies in 2023 and a further **eight Team Heathrow community partnerships by 2030**.

Host an annual **Giving Back Awards** starting in 2024, recognising local community champions.

How we will do it:

Initiative 5 – Heathrow Community Trust:

Heathrow Community Trust (HCT) is the airport's independent, primary charity partner. HCT has been an integral part of the local community for over 25 years, supporting a range of projects and organisations across nine local boroughs surrounding the airport, such as helping young people to raise their aspirations, promoting community cohesion and enhancing the local environment. Heathrow will commit to generate at least £6.5 million in funds by 2030 to support their vital charitable work.



Initiative 6 – Heathrow Community Take Off Fund:

The Heathrow Community Take Off Fund is a new reactive fund, administered directly by Heathrow, that will be used to support local community/voluntary groups and organisations with access to funding for community projects that matter most to local people and will improve quality of life in the neighbourhoods closest to the airport.

This crucial funding will support smaller bespoke projects often inspired by community groups with limited access to funding that will provide enduring benefits for Heathrow's local neighbourhoods as well as being responsive to changing community needs. Examples of funding could include set up costs for a community initiative aimed to tackle the cost of living or support for events that promotes community togetherness.





Connecting communities to Funding and Team Heathrow



This support will use our size as our strength. Over 66,000 people currently work at Heathrow across over 400 companies. Together they are Team Heathrow. We will develop a new volunteering programme with our airport partners to deploy the skills and resources of Team Heathrow where they are needed. Alongside this new programme, we will align with the work of the Heathrow Community Trust and our wider community investment activities to ensure a unified approach that maximises our reach, benefits, and connections into our local communities.

Initiative 7 – Team Heathrow Community Partnerships:

We will work with our airport partners to raise awareness of and support our local communities access a wide range of initiatives from vital skills and training opportunities to environmental enhancement projects that our Team Heathrow partners provide. We will also work with our supply chain through our balanced scorecard to support local networks and community groups around Heathrow with colleague volunteering opportunities.



British Airways – Better World Community Fund

For more than 30 years British Airways has supported colleagues and customers in charitable giving in the communities they serve. In March 2022 they launched their new BA Better World Community Fund, to further the positive work they do in communities across the UK. Through their BA Better World Community Fund, they hope to create more life-changing opportunities and support organisations and projects that have a positive impact in communities within the UK, enabling them to support projects that deliver benefits for climate, communities, colleagues and nature. For more information visit: [BA Better World Community Fund](#).

At British Airways, we know how important it is to continue to connect with and invest in communities across the UK. We are really proud of what the BA Better World Community Fund has achieved so far and look forward to what the future holds. We're excited to work alongside Heathrow in bringing together our people, customers, partners and neighbours to meet the needs of the local community and ensure BA Better World is part of everything we do.

Mary Brew, Community Investment Manager, British Airways



SEGRO – Responsible SEGRO: Community Investment Plans

A key focus of SEGRO's community investment plans is geared towards helping disadvantaged, unemployed and vulnerable members of the community to change their lives through access to training, skills development and employment support. Working with its suppliers and customers, SEGRO is working with schools in UK and Europe, including Slough and Greater London, to inspire careers by bringing the world of work to life. The company has set a target of engaging 50,000 students in their Work and STEM Schools Programme, while reaching an additional 15,000 people with skills, training and job brokerage initiatives over the next ten years.

- Being a responsible business is incredibly important to SEGRO as we aim to be a force for societal and environmental good. Our community investment plans are already making a real and positive difference to young and unemployed people in our local community, complimenting the airport's own World of Work programme and connecting people to valuable opportunities in the freight and logistics industry."

Neil Impiazzi, Partnership Development Director



Initiative 8 – Giving Back Awards:

From 2024 onwards, Heathrow will look to host its first annual Giving Back Community Awards, bringing together charities, schools, community groups, volunteers and more to recognise and celebrate the invaluable work these groups have been doing to give back to the local community. The awards will be an opportunity to build community spirit, make connections and provide an opportunity to raise the profile of fantastic initiatives and organisations in our wider community.



How to get involved?

We are keen to work with charities, community groups, residents and others to bring communities together and make the neighbourhoods around Heathrow a great place to live and work. If you would like to learn more about how you can get involved with these initiatives, please contact:

✉ communityrelations@heathrow.com
☎ 0800 307 7996

⑥ Volunteering

Bringing the heart of Heathrow to the community

As the UK's largest single-site employer, our colleagues are our greatest strength – going above and beyond every day to make Heathrow a great place to live and work. Our colleagues are residents and active members of the community already, contributing to their local areas in many different ways.

Over the last couple of years, our colleagues have led on various initiatives and projects, supporting and giving back to the local communities around Heathrow. We are proud to have played an important role in bringing together our wonderful colleagues and community, to really give back to our local neighbourhoods and the residents that make it such a great place to live. From painting the Pippins Primary School and decorating the Christmas trees at our five partner schools, to planting herbs and flowers at Stanwell Village Hall and trees at the Cranford War Memorial, our volunteering initiatives have brought our communities closer together.



•• My team wanted to be out helping in the community, so we joined the Community Rangers for the day. We were tasked with painting the foodbank facility at Stanwell Events which community members use for socialising and mealtimes. It is amazing what a group of 10 volunteers can do when we work together. The other half of our team went out litter picking, coming back with really filled bags, a job well done especially in the rain!"

Nikkie Allen, Senior Category Leader – Operations Procurement at Heathrow

•• I was honoured to be a volunteer at Heathrow's Honey Harvest in September. Our biodiversity sites allow us to protect and cultivate local flora, fauna and wildlife that may otherwise be lost. I thoroughly enjoyed my volunteering day with everyone involved. Not only did I get to sample some delicious honey but I got to learn so much about bees and all the great work done by the team! I cannot wait for the 2023 honey harvest to get stuck in again, I highly recommend everyone gives it a go!"

Asad Parkar, Engineering Resilience Partner at Heathrow. Volunteer at Honey Harvest event



But we know there is so much more that we can do. Through the initiatives set out in the Giving Back Programme, we will expand projects such as these and give as many colleagues as possible the opportunity and time to connect with the community through volunteering.

This is why we will increase the hours of colleague volunteering towards community projects across the business.



To do this we have listened to the views of our colleagues and community members during the volunteering days and through our local engagement forums. We understand that Heathrow has a valuable role in making our community a great place to live and work, and there are more areas where Heathrow can play a role in connecting our communities together.

The community volunteering programmes Heathrow will introduce throughout 2023 and beyond, will play a key role in helping Heathrow to give back to one million residents in our local community. We will set out further detail on the volunteering initiatives and opportunities Heathrow will be introducing for colleagues to get involved throughout the year.



⑥ Volunteering

Championing diversity in our communities

As we set out in our Heathrow 2.0 strategy, Heathrow is on a journey to become a truly great place to work, where anyone can fulfil their potential and feel they truly belong at Heathrow.

We have clear goals in place to make sure our workforce reflects local diversity at every level. We are making some progress towards this goal, particularly for gender balance, but still have a lot of work to do.

Therefore Equality, Diversity, and Inclusion (ED&I) remain a fundamental part of our business strategy, and we have built clear plans and put in place a roadmap to help us achieve our goal by 2030.

Heathrow also has four diversity networks, focused on gender equality, LGBTQ+, disability, culture, and ethnicity: we are proud of their achievements and excited about their future plans.



HAND

Heathrow Airport's
Network for Disability
Diverse & inclusive Heathrow



Altitude

Gender Equality
Network
Diverse & inclusive Heathrow



**en-haNCE Culture
& Ethnicity Network**
Diverse & inclusive Heathrow



**PROUD
Network**
Diverse & inclusive Heathrow

We know that the diversity within our communities brings immeasurable value to our business. These networks provide a forum for Heathrow colleagues to share ideas, raise awareness of different perspectives and to act as a voice for diverse groups within Heathrow, as well as the local community.

Through these networks, Heathrow will create volunteering opportunities that promote the ED&I agenda locally – reaching all corners of our community to make a real difference and bring communities closer together.



Heathrow's commitment to ED&I is shown through our strategy and our ambitions to be as diverse as our local community, but also in striving to create an inclusive culture for our colleagues. This culture and diversity is so important for the success of our business and to ensure colleagues feel a sense of belonging and for them to fulfil their potential. These plans are supported by the work of our diversity networks, which provide a safe space for colleagues but also play an important part in connecting us to communities and people with same lived experiences, which is vital in helping us understand what we need to offer for colleagues and how we improve our inclusion."

Adam Sunderland, Head of Equality, Diversity & Inclusion, Heathrow

I have worked at Heathrow for over 15 years now. I live locally to Heathrow, and senior management have always encouraged me to get involved in projects, get creative and run with ideas that I'm really passionate about, like Diwali for example, where we have sold sweets in the local community to raise money for the charities Heathrow supports. Heathrow's diversity is one of its biggest strengths, and because of that, I really couldn't see myself working anywhere else"

Maunika Patel, PMO Support Analyst, Heathrow

To find out more about volunteering opportunities at Heathrow, and how you can get involved please contact:
communityrelations@heathrow.com **0800 307 7996**



7 Measuring the impact

There is a lot of work to do to ensure we are reaching our **One Million People Pledge** by 2030. It is therefore vital that we track our progress and keep improving what we do, so that we deliver for the community.



Assessing our community needs and measuring progress

Annual Local Community Survey

Heathrow's Annual Local Community Survey will provide our community with an opportunity to feedback to Heathrow on the Programme, its focus, and whether it is having the desired impact at a local level. By sharing your voice, and views, you will help us understand the impact our investment and involvement is having, and where it can be improved.

Community engagement and forums

Heathrow will organise bi-annual feedback with local community members to learn how the Programme is performing, and how it can be focussed to have maximum impact. As part of this, we will set up an advisory group through our existing community forums (such as the Local Community Forum and the Local Liaison Group) to enable local voices to be heard.

We want feedback on all our work across the World of Work, Local Environment and Funding & Team Heathrow pillars, as well as our key annual volunteering milestones. With this feedback, we will continually improve the Programme and help our local community.



7 Measuring the impact

Reporting on the progress

Annual Sustainability Report

Each year an overview on the progress of our programme will be published in our Sustainability Report, along with updates on how we will strengthen our impact locally in the future.

The Report will identify how we have progressed against our KPIs, including:

Progress towards our pledge to help one million local people by 2030

Progress towards generating at least £6.5 million for Heathrow Community Trust by 2030

Total value of local community investment through the eight initiatives (£)

Total number of colleague volunteering hours in local community

Support leveraged from other sources (for example colleague fundraising or Team Heathrow community investment in the local area)

Feedback on local community needs and level of community satisfaction with our investment activities, through our local survey and community engagement forums (see above)

We are aware that there is no one-size-fits all approach, and that the issues facing our local communities will change. Heathrow will look to regularly review and evolve these measures to ensure we report on a range of inputs (for example cash donations), outputs (for example individuals reached) and impacts (for example on the quality of life of residents in local boroughs or the quality of the local environment). We will also review our volunteering targets and three key pillars over the coming years, working closely with our local community to maximise impact, and ensure that the support we offer through this Programme truly makes a difference.



Recognising the great work across our community

Giving Back Community Awards

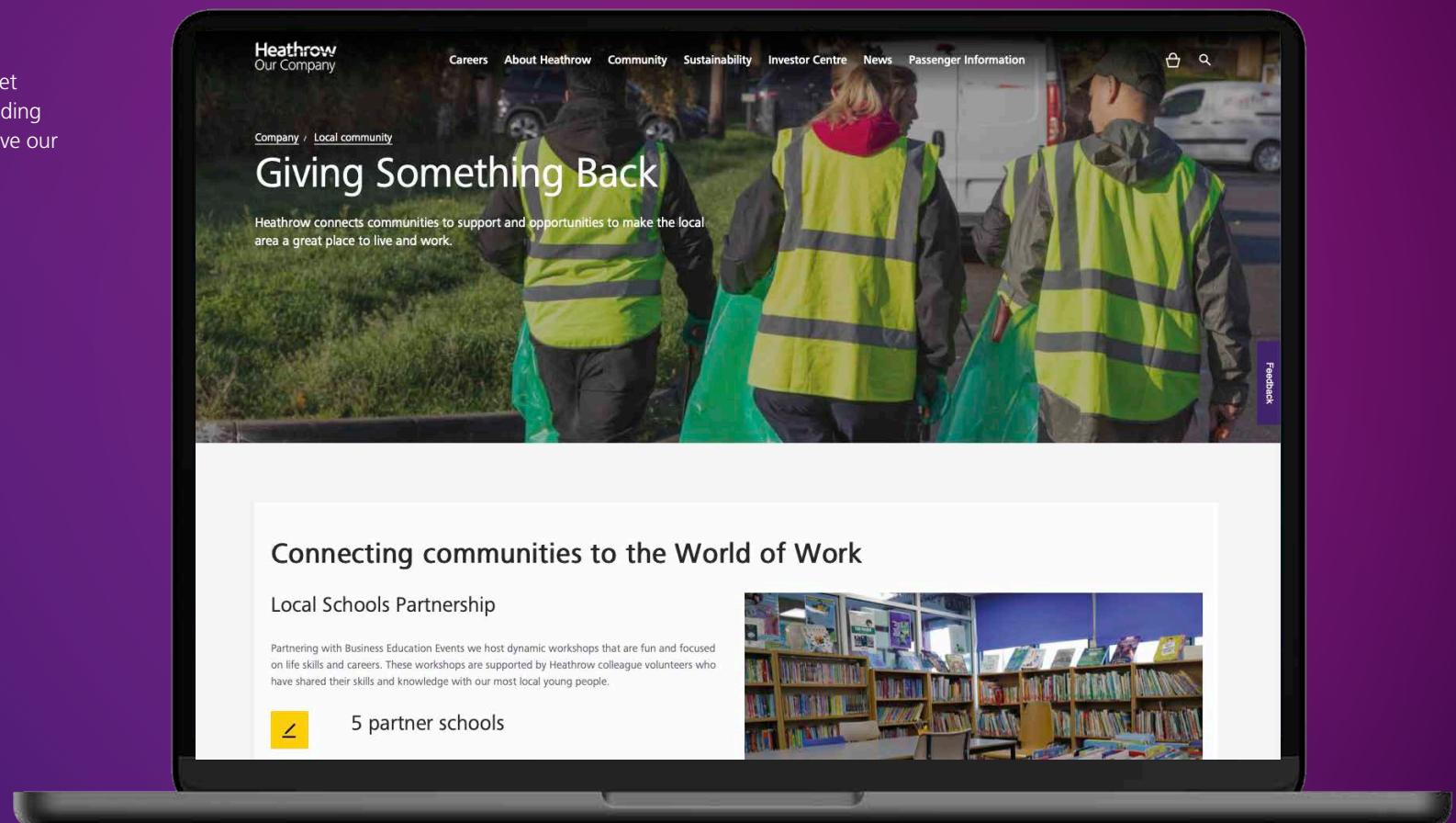
From 2024 onwards, Heathrow will look to host its first annual Giving Back Community Awards, bringing together charities, schools, community groups, volunteers and more to recognise and celebrate the invaluable work these groups have been doing to give back to the local community – making it an even better place to live and work.



⑧ How you can get involved

Website

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



The image shows a smartphone displaying the Heathrow Giving Something Back website. The website has a dark header with the Heathrow logo and navigation links for Careers, About Heathrow, Community, Sustainability, Investor Centre, News, and Passenger Information. Below the header is a large banner image showing three people in high-visibility vests working outdoors. The text "Giving Something Back" is overlaid on the banner. A subtext below the banner reads: "Heathrow connects communities to support and opportunities to make the local area a great place to live and work." The main content area features a section titled "Connecting communities to the World of Work" with a sub-section for "Local Schools Partnership". It mentions partnering with Business Education Events to host dynamic workshops focused on life skills and careers, supported by Heathrow colleague volunteers. A yellow icon indicates "5 partner schools". To the right of this text is a photograph of a library or classroom setting with bookshelves filled with books.

Heathrow