



CONNECTING COMMUNITIES WITH HEATHROW'S WORLD OF WORK

Local Schools' Partnership

Heathrow have partnered with five local primary schools as part of their initiatives in the Giving Back Programme: Colnbrook Primary, Harmondsworth Primary, Heathrow Primary, Pippins Primary and William Byrd Primary Academy.

Each school receives a bespoke programme of curriculum enhancing workshops based on their individual needs and are hosted by our schools partner Business Education Events (BEE). These bring our colleagues and the pupils together via dynamic, fun, and focused activities that also help our local schools meet an effective careers provision. The workshops are centred around the curriculum and cover the themes of careers, entrepreneurship, essential skills, preparing for secondary school and resilience. So far this year, they have delivered five sessions for pupils aged seven to eleven with 45 Heathrow colleagues volunteering their time and expertise to support a total of 240 pupils.

Thanks to the incredible support from our Rangers, William Byrd Primary's outdoor space has undergone a remarkable transformation. It has been turned into a vibrant garden oasis, named the 'Growing Hope Garden.' With a variety of plants, wild seeds and vegetables, this garden is now a thriving green space where the pupils can learn, play, and connect with nature. Alongside the successful completion of this project and Heathrow's continuous support via the curriculum enhancing workshops and funding; William Byrd were also thrilled to share the exciting news that they were awarded a 'Good' rating from Ofsted. Congratulations to William Byrd Primary for this well-deserved recognition.

To read more about the school and their latest Ofsted Report, please click [here](#) to visit their website.

Headteacher at William Byrd Primary Academy, Nicola Edwards said:

"We are grateful for our partnership with Heathrow Airport over the years who have also been on this journey with us. Their generous contributions and voluntary work not only has made a positive difference to the school environment but also has put smiles on countless faces. We really look forward to continuing to work together to provide more opportunities for our children in the future."

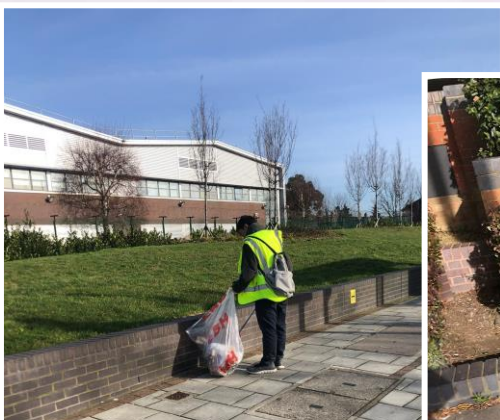




Connecting
communities with
the local
environment

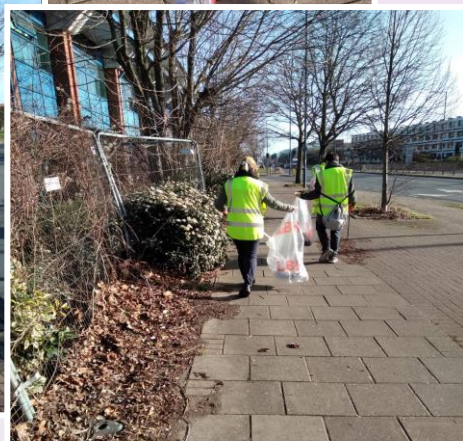
GIVING SOMETHING BACK

HEATHROW COLLEAGUES SUPPORTING COMMUNITIES



Our Heathrow colleagues, with the assistance of our Community Rangers, have been back out braving the winter weather and volunteering in local communities – litter picking and tidying communal areas.

A massive thank you to all who took part and making these special moments happen within our local community.



Our Rangers alongside Cranford Action Group (CAG), Lets Go Outside and Learn completed a litter pick at Avenue Park. They collectively picked numerous bags from across the park and arranged collection with the local authority.



Here are some moments captured from when our Solutions and Planning teams volunteered litter picking along the Bath Road and Sipson.



COMMUNITY RANGERS

HEATHROW RANGERS SUPPORTING COMMUNITIES



Recycled materials used for new garden features at the Community Garden at Stanwell Moor Village Hall.



Albany Park litter pick bags were removed from site and taken to Colnbrook Recycling Centre.



Litter pick with CAG at Berkley Meadows, with a total of 29 bags collected.



Numerous bags of litter removed by our Rangers at Holloway Road, Harmondsworth

Our Rangers installed a buddy bench at the Breakaway Charity in Slough.



If you know of a local community group that would benefit from the Heathrow Community Rangers support, then please email: communityrelations@heathrow.com



Spout Lane, Stanwell Moor underpass was weeded and cleared and had a footpath cut back.



GIVING SOMETHING BACK

2023 COMMUNITY DAY FACTS & FIGURES

2023 STATS & FIGURES



As we bid farewell to 2023, it's time to celebrate the remarkable achievements and unwavering support that defined last year. Let's delve into the stats and facts that highlight our collective efforts:

Community Days and Volunteering Hours:

In 2023, we organised an impressive 61 community days, bringing together a dedicated team of 521 volunteers. These committed individuals contributed 1,991 hours of their time. Notably, we surpassed our annual volunteering target of 1,500 hours by the third quarter. This was a significant increase on 2022 which saw 19 community days, with 211 volunteers participating and 624 hours delivered.

Community Day 2023: The King's Coronation:

Our community spirit soared as we launched the first community day of 2023 in April. A total of 10 community days were held, setting the tone for a year of impactful initiatives.

The Grand Endeavor: Hanworth Village Hall Project:

Our most ambitious undertaking was the transformation of Hanworth's Village Hall. Over the course of 8 days, a whopping 90 colleagues joined forces, dedicating 480 hours.

A Blooming Success:

Our Heathrow Ranger's horticultural expertise played a pivotal role in securing victories for Harmondsworth in 3 categories at the London in Bloom and Spelthorne in Bloom competitions.

Spreading Holiday Cheer: Christmas Community Day:

As the festive season approached, we hosted a heartwarming community day at Compass Centre. Volunteers came together to wrap presents, which were then delivered to 4 local charities and organisations.



Connecting
communities to the
World of Work

INSPIRING THE FUTURE GENERATION

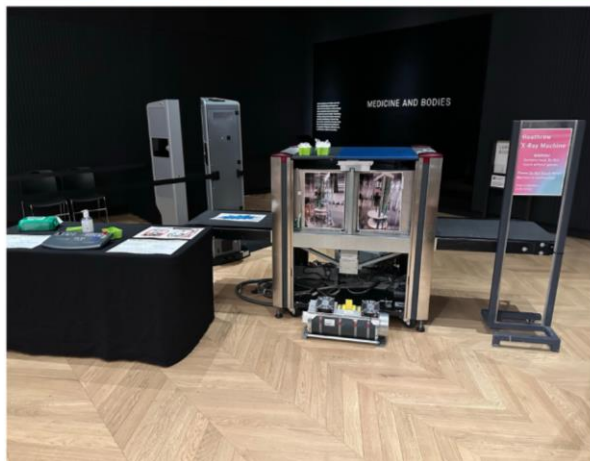


"TAKE OVER" OF THE TECHNICIAN GALLERY AT THE LONDON SCIENCE MUSEUM



Members from our Heathrow Engineering team, were invited to the London Science Museum, in collaboration with the Civil Aviation Authority and the Department of Transport, to do a "Take Over" of the Technician Gallery. Our four colleagues, with a passion for engineering and a drive for discovery, dedicated their time to transform this space into an interactive hub of ingenuity and inspiration.

From arranging all the equipment being showcased, transporting it all to the gallery, to being asked plenty of questions from thousands of visitors each day, our dedicated engineering team represented Heathrow with pride as they showcased various technologies from across the airport.



Among the items on display was a sustainable travel POD wrapped in one of the winning designs from the PiP (Pursuing Independent Paths) charity, an evolved body scanner and a dismantled x-ray machine as well as an engineering video highlighting of all the varied areas in Heathrow our engineers are involved in as well as showcasing engineering apprenticeship opportunities.

A massive thank you to all involved and who have visited so far. Heathrow Engineering is committed to inspiring wonder, igniting curiosity, and shaping the future of STEM education for the next generation. If you would like to read more on the take over, click [here](#).



Connecting
communities to the
World of Work

INSPIRING THE FUTURE GENERATION



ENGINEERING INSIGHTS TOUR

Heathrow's Engineering team recently hosted 10 students from local colleges on the Engineering Insights Tours. These weeks are designed to help develop the students' knowledge of Heathrow Engineering and what we do, why we do it and how we do it. **Facts on what the weeks involve:**

- 4 weeks a year in February/May/July/October
- 10/16 students are given tours of Engineering from local schools/colleges and universities.
- Various areas visited such as Water Service, Airside, Track Transit Systems, Pods, Workshop and Hold Baggage systems.
- Team building activities.
- CV writing techniques and tips.
- Mock interview with an Engineer and feedback.
- Meet members of SLT team.
- Meet ex and present Apprentices and Graduate Engineers.
- Develop presentation skills.

Two of our accomplished engineering graduates took charge of the week, bolstering their own confidence while paying it forward to future generations. The next cohort takes place on May 28th for 4 days. If you are interested in taking part on the next tour, please contact Jodie Cotton, Our Engineering Apprentice and Graduate Manager at communityrelations@heathrow.com.





HEATHROW
COMMUNITY
TRUST

HEATHROW COMMUNITY TRUST GRANTS 2024

Heathrow Community Trust is an independent grant-making charity which receives funding from Heathrow Airport, noise fines levied on airlines when they break the noise regulations, and other airport companies, as well as funding from Heathrow staff via their fundraising activities.

This year, Heathrow Community Trust is able to award funding for projects lasting up to two years. Each of their main grant programmes will be open for both single and multi-year applications, so please consider what will work best for your project and your organisation. Project grants of up to £4,999 will be available for up to one year, with grants of £5,000 to £15,000 per year available for up to two years.

The first grant programme to open for 2024 is our Communities Together Small programme, which opened to applications from Wednesday 3rd January 2024. The Communities Together Small programme Round 1 is for grants of up to £5,000 and closes on 6th March 2024.

The following Themes apply for this programme, please select the Theme that best fits your project:

- S1 Protecting and enhancing our local environment
- S2 Bringing communities together and increasing community cohesion
- S3 Improving quality of life through increasing social inclusion
- S4 Improving community facilities for all

Further information can be found on the HCT [Communities Together page](#), where the online application form can also be found.

For 2024, the Communities Together, Projects for Young People and Environment & Sustainability grant programmes are all open to new applications. We are pleased to share the opening and closing dates for each grant programme:

Communities Together Small (grants of up to £5,000 per year)
Round 1 opens 03/01/2024 and closes 06/03/2024
Round 2 opens 01/07/2024 and closes on 03/09/2024

Communities Together Large (grants of up to £15,000 per year)
Round 1 opens 28/03/2024 and closes on 30/05/2024

Environment & Sustainability (grants of up to £15,000 per year)
Round 1 opens 15/01/2024 and closes on 18/03/2024
Round 2 opens 18/06/2024 and closes on 20/08/2024

Projects for Young People (grants of up to £15,000 per year)
Round 1 opens 05/02/2024 and closes on 09/04/2024
Round 2 opens 01/08/2024 and closes on 03/10/2024

If you have any questions, please do not hesitate to contact the team at hct@groundwork.org.uk

HEATHROW'S SUSTAINABILITY REPORT 2023

CONNECTING PEOPLE AND PLANET

Heathrow

HEATHROW'S SUSTAINABILITY REPORT 2023

PUBLISHED FEBRUARY 2024



As the UK's only hub airport, Heathrow is a national asset that helps connect Britain to the world, boosting jobs and growth across the country. We want to ensure that everyone benefits from the advantages that Heathrow brings, whilst we minimise our impact. Our Sustainability Report 2023 provides an important update on the progress of the *Heathrow 2.0: Connecting People and Planet sustainability strategy* and its targets and objectives that were established in 2022. To read more about how these affect you and the stories behind them please click [here](#).

2023 HIGHLIGHTS – GREAT PLACE TO LIVE AND WORK



Launched a 5th colleague diversity network focused on parents and carers

Consulted on Heathrow's forthcoming Noise Action Plan 2024-28, receiving over 800 responses



Launched Giving Back Programme to benefit 1 million local people by 2030

"I am pleased to announce my first Sustainability Report as Chief Executive of Heathrow. 2023 marked the airport's return to business as usual. We achieved this by remaining focused on our purpose to make every journey better, which also applies to our commitment to address the sustainability challenges we face. Our progress in 2023 provides a strong foundation for working alongside our partners to continue delivering our commitments."

Thomas Woldbye
Chief Executive Officer

BIODIVERSITY BENCHMARK

Retained the Wildlife Trust's Biodiversity Benchmark award for the 15th year



1,000+

Over 1,000 colleagues participated in local community volunteering

60%

Increased quantity of SMEs in our supply chain to over 60% by highlighting opportunities to do business at Heathrow



450



Heathrow Business Summit attended by over 450 people and 45 suppliers

5,340 EXPERIENCES



Delivered 5,340 experiences of work opportunities through the Heathrow World of Work Programme



43%

43% of passengers accessed Heathrow by public transport – a 5% increase since 2022, largely driven by the Elizabeth Line



PAWS AND PODS AT HEATHROW

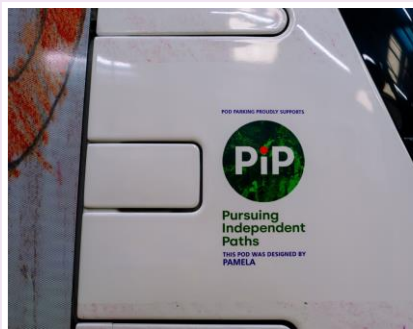


PIONEERING PARTNERSHIPS AND NEWLY WRAPPED PODS BY PiP

We are delighted to announce that our partner, Wilson James, has joined forces with The Guide Dogs for the Blind Association to enhance accessibility at Heathrow Airport. These puppies in training have been given the opportunity to experience every aspect of Heathrow Airport, from check-in to security, departure lounges, gates, baggage halls, and even stepping aboard a plane. Immersed in the hustle and bustle, they have encountered all the sights, smells, and sounds our airport has to offer.

This initiative not only ensures that guide dogs are well-prepared to assist their owners in navigating our unique environment but also provides invaluable insights for our teams to continuously improve the passenger experience at Heathrow Airport. A huge thank you to Wilson James and British Airways for their support in facilitating this initiative. We can't wait to welcome more trainee puppies to the airport in the future!

To read more about the great work of the charity Guide Dogs click [here](#).



PiP – Pursuing Independent Paths

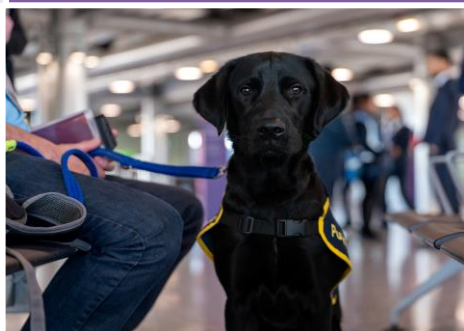
PiP are an organisation that support adults with Learning Disabilities and Autism to achieve their ambitions. Here at Heathrow, we had the pleasure to welcome PiP that worked alongside Heathrow Express and Heathrow's Rail Engineering team to make a design come to life.

Heathrow Express proudly revealed the newly wrapped pods beautifully designed by PiP. Highlighting the creativity of adults with learning disabilities and autism. The students were invited to Terminal 5, and design winner Pamela came to witness her creation come to life at Heathrow Airport.

Pamela's winning design not only brings joy and colour to the airport, but also serves as a powerful reminder of the unique contribution's individuals with learning disabilities and autism can bring to the world.

A huge thank you to Heathrow Express for making this collaboration a reality, and to the Heathrow Rail Engineering team for turning Pamela's vision into a tangible masterpiece.

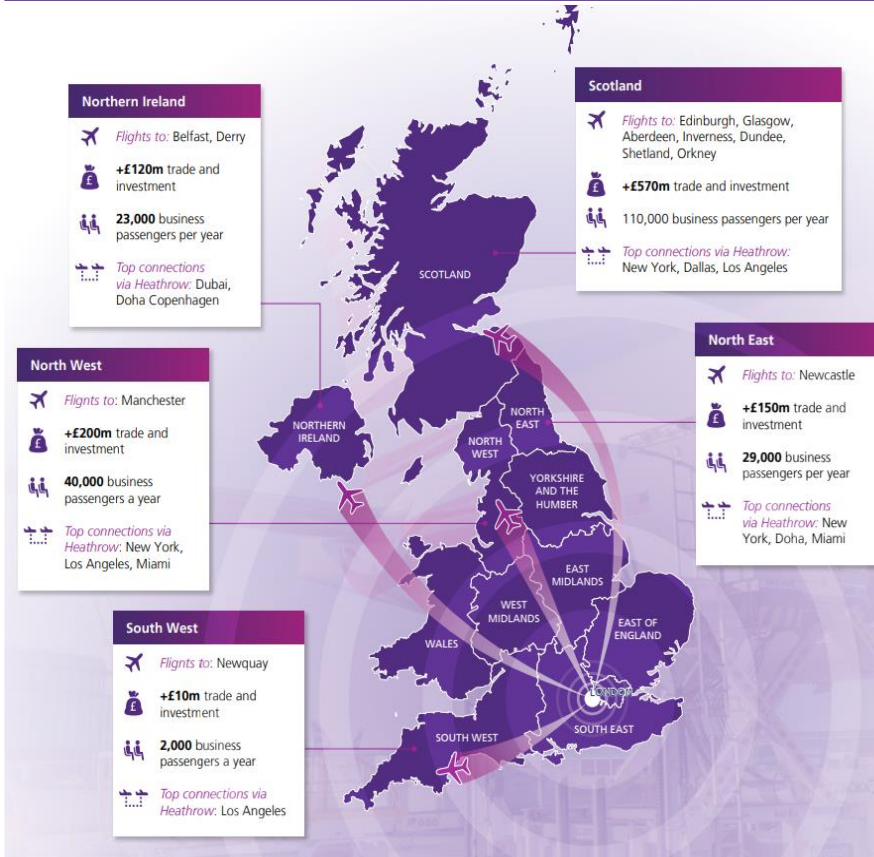
Click [here](#) to see the images come to life.



EXPORTING EXCELLENCE

BOOSTING UK TRADE, DRIVING ECONOMIC GROWTH

Exporting is the backbone of the UK economy. In 2022, the UK ranked fifth globally for total value of exports with exports adding roughly £900 billion to the economy and supporting around 300,000 businesses. As the UK's only hub airport, Heathrow is a vital partner to these businesses, helping to connect the whole of the UK to global growth. UK exports to non-EU nations via Heathrow were alone worth over £100 billion last year. Hub connectivity makes this possible. It enables us to pool passenger and cargo demand to optimise trading opportunities for UK businesses. That's how we reach 239 destinations in 89 countries across the world. And 95% of our air cargo travels in the belly hold of passenger aircraft. However, as the UK export market has continued to grow and evolve, so have the challenges and barriers many businesses face.



Through our conversations with businesses and Chambers of Commerce across the country, Heathrow has identified three key areas where business, Government and industry can work together to create a stronger export market for UK businesses. These are:

1. Sustainability: UK exporters said that they want to be more sustainable. But this is challenging in a market where inflationary costs affect business operations and revenues. Businesses will not be able to decarbonise if the costs remain high. They are keen to export sustainably via air cargo powered by sustainable aviation fuel (SAF); businesses support the need for Government to go further and faster in delivering a domestic SAF industry.

2. Customs modernisation: Businesses want a more modern customs process. While Heathrow welcomes the progress made towards digitalisation, further modernisation is needed to make exporting more efficient and effective.

3. Skills: Many businesses are suffering from a shortage of exporting skills. Although exporting offers fulfilling career prospects and skills development, there is little awareness about exporting as a career. Further collaboration between industry, Government and local chambers of commerce is vital to show the opportunities a career in exports offers jobseekers and people leaving education.

To read the full report click [here](#).



HIGHLIGHTING SUCCESS HEATHROW AIRPORT'S PRESTIGIOUS AWARDS



HEATHROW STARTS THE YEAR CELEBRATING BEST UK AIRPORT

We are thrilled to announce that Heathrow has been named the Best UK Airport at the highly regarded Globe Travel Weekly UK Awards 2024. This prestigious award recognizes Heathrow's commitment to providing an exceptional passenger experience, with a focus on innovation, sustainability, and customer service. Our colleagues Natalie Dobson and James Davies, from Tonia Fielding's team, Director of Services, were the Heathrow representatives who attended the ceremony to accept the award. Their work has significantly enhanced the experience for passengers.



SILVER WINNER

Enriching the Customer Experience

SPONSORED BY TRACSIS

Improving Route 442

Carlone



#Madelt

#BusWinners23

Our Surface Access team were also celebrating the success of the 442 bus service, which won a Silver Award, at the UK Bus Awards, for Enriching the Customer Experience. Another great award for improving connectivity for our local community and Heathrow colleagues.



Shortlisted
2024

Heathrow Equality, Diversity and
Inclusion Team

Heathrow Airport Ltd

Diversity Team
of the Year



Our colleagues for Heathrow's Equality, Diversity and Inclusion team have been shortlisted for Diversity Team of the Year at the British Diversity Awards 2024. BDA will announce the 2024 winners on the 20th March. Best of luck to the team.

Click [here](#) for more information on the nominees at the British Diversity Award.



OPERATIONAL UPDATE



Strong Start To The Year For The UK's Best Airport



January 2024 Traffic Figures



6 million
passengers travelled through Heathrow Airport



196,661
passengers on Blue Monday



Heathrow named **best UK airport** for the **3rd consecutive year**



122,255
tonnes of cargo processed at Heathrow



Launched **12 Exporting Excellence** reports



Continued campaigning for **tax-free shopping**

UK's hub flies high in 2023 with much improved service and strong growth

2023 was a strong year for Heathrow, with passenger numbers recovering to 79.2 million, the third highest year in Heathrow's history. The UK's hub outperformed all other European hubs by being rated as the "best airport in Europe", claimed the title of the world's "most connected" hub and broke into the top five largest airports in the world. These achievements are a great credit to the teamwork and commitment of colleagues across Team Heathrow and set a strong foundation for 2024 as we attempt to welcome a record 81.4 million more passengers than ever before.

Sustainability remains at the heart of Heathrow

Significant strides were made towards our Heathrow 2.0 commitments, including launching the Giving Back Programme which deliver activities to nearly 100,000 local people. Record amounts of Sustainable Aviation Fuel (SAF) were used at Heathrow during 2023, including powering the inaugural 100% SAF transatlantic flight, and we committed to incentivising the use of up to 155,000 tonnes of SAF in 2024.

Our full-year 2023 financial results

2023 in numbers



Heathrow named 'Best Airport in Europe' & Third 'Best Airport in the World' (*Business Traveller*) and 'World's Most Connected Hub' (*OAG*)



594

colleagues were promoted

2,465

colleagues participated in training and development programmes



79.2 million

passengers were welcomed through Heathrow (our third highest year in history)

3,800



hours given towards volunteering and supporting the local communities (Giving Back Programme)

74%

of passengers rated their overall satisfaction with Heathrow as 'Excellent' or 'Very good'

Heathrow CEO Thomas Woldbye said:

"2023 was a good year for Heathrow from a challenging start to a great finish. We delivered much improved service for our customers and managed to turn a small profit after three consecutive years of losses. That's a great platform to build on, although in 2024, we are expected to deliver even further improved service to more passengers, but with airport charges cut by 20% in real terms. We will have to pull every lever to become more efficient and make tough choices on where we spend and invest our money to overcome the huge cost challenge set by the CAA and remain profitable over the next three years."

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