Heathrow’s number one priority is the safety, health and wellbeing of our colleagues, passengers, and anyone else affected by the airport’s activities. Making safety, health and wellbeing our priority is not just the right thing to do, it is the foundation of an efficient operation, a secure airport and a sustainable business.

I care about our people, and together with our Executive Team we share a commitment to making sure everyone goes home or reaches their destination safe and well at the end of every day.

We are all responsible for setting the highest safety, health, and wellbeing standards, and for showing leadership in keeping others safe from harm.

We positively encourage colleagues to report accidents, work-related ill-health and close calls because this information helps us to understand how we’re doing today, and what we might need to change for tomorrow.

At Heathrow, we don’t walk by: if we see something that could injure someone we take action to make it safe, and then report it as a close call. If we are asked to do something that we think could harm ourselves or others, we will stop and report it to our manager or supervisor and action will be taken.

If we all follow these commitments, we can look at ourselves with a clear conscience every day, knowing we have done everything we could to ensure everyone gets home safe and well.

John Holland-Kaye, Chief Executive Officer
January 2018

We will achieve this by:

- complying with legal requirements, understanding our risks and acting to prevent accidents and work-related ill health
- prioritising and effectively managing those risks which could cause loss of life or severe harm
- making our management systems, processes, safe systems of work and basic rules as clear and uncomplicated as possible so everyone can follow them
- engaging with our colleagues, Trades Unions, our business partners and our supply chain so everyone understands how to keep themselves and others safe and healthy
- nurturing a culture of openness where if people are worried about their safety, health or wellbeing they can raise their concerns, and they will be listened to
- providing colleagues with the right information, instruction, training, tools and equipment to work safely at all times
- maintaining safe and healthy workplace environments
- continually improving safety, health and wellbeing performance by setting and reviewing safety targets
- integrating safety, health and wellbeing into every business decision