At Heathrow we value the health and safety of our colleagues, passengers, and neighbours above all else. Our focus on health and safety 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 colleagues, passengers and neighbours, and together with my Executive Team we share a commitment to making sure everyone goes home or reaches their destination safe and well every day.

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

At Heathrow, we care for each other. 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 to ensure the activity can be done safely.

If we all notice and care by reporting incidents, work-related ill health and close calls, and share what we know about working safely, we will understand how we are doing today and make things better for tomorrow.

By following these commitments, we can look at ourselves with a clear conscience every day, knowing we have done everything we could to ensure everyone goes home safe and well.

John Holland-Kaye,  
Chief Executive Officer  
April 2019