Heathrow Safety Charter

A PROJECT FROM THE Heathrow Sustainability Partnership

Context
Heathrow is the UK's largest and only hub airport. With 350 companies employing 76,500 employees serving close to 200,000 passengers every day, operating the airport responsibly and safely is absolutely essential to the collective success of all stakeholders.

No company at Heathrow works in isolation, there is a complex web of relationships and interdependencies that make the airport work. However, these complexities and relationships also create their own challenges for each company in terms of delivering continuous improvement in safety performance.

The Heathrow Safety Charter is designed to establish a set of shared values and commitments that everyone working at the airport can agree to in order to promote a shared safety culture for everyone's benefit.

Commitments
All signatory organisations to this charter agree to: -

- Promote an open reporting culture where people actively report safety events and potential occurrences.
- Promote a just culture where people are treated fairly following a safety event and are clear about where the line must be drawn between acceptable and unacceptable behaviour.
- Strive for excellence in safety performance
- Demonstrate great safety leadership.
- Deliver the objective of 'never walking by an unsafe act or condition'
- Implement effective and open two-way safety communications between management and colleagues.
- Actively engage their workforce on safety issues.
- Establish a learning culture to reduce the risks of incidents.
- Work together to establish common standards on topics of shared interest.

As the airport's landlord, Heathrow Airport Limited is committed to supporting this charter and has also put in place an asset management objective "to harm no-one who builds, maintains, operates or uses our assets".

Delivery
In order to help deliver on these commitments the existing Heathrow Safety Culture Working Group will be maintained until such time as agreed otherwise.

Signatory Organisations

Graham Morphew **APCOA**		Andrew Walsh **Gate Gourmet**	
Paul Toyne **Balfour Beatty**		John Holland-Kaye **Heathrow**	
Lynne Embleton **British Airways**		Neil Cunningham **Hertz**	
Paul Cole **dnata**		John Proudlove **NATS**	
Ignacio Clopes **Ferrovial Agroman**		Fred Creighton **World Duty Free**	