

# COMMUNITY *Bulletin*

Connecting People & Planet

August 2023

## Giving Something Back: Heathrow colleagues supporting communities

Our Heathrow colleagues, supported by the Community Rangers, have been hard at work in local communities litter picking, clearing up community spaces at Stanwell Moor Village Hall and St Thomas Church, Colnbrook, as well as giving local primary schools a much-needed refresh before pupils return for the new school year.

A special mention goes to Team Heathrow colleagues from Mitie who undertook a special 'Big Spring Clean' challenge, with litter picking every Tuesday and Thursday throughout June in our local communities.

39 Mitie colleagues gave back 67.5 hours and their litter picking efforts covered areas in Harlington, Harmondsworth, Sipson and Stanwell.

A very big thank you to everyone involved!





Connecting communities with the local environment

# Community Rangers

Refresh of Cranford Primary School's Sensory Garden



Our Community Rangers have been busy helping out local communities and schools with a variety of projects.

If you have a community project that would benefit from Ranger support, then please email us at [communityrelations@heathrow.com](mailto:communityrelations@heathrow.com)

Stanwell Events garden refresh, and donated bench



Our Rangers spent some time with the Cranford Action Group, litter picking in Avenue Park and along the A312, collecting in excess of 30 bags of rubbish and miscellaneous items.



Donation and construction of a new shed for Harmondsworth Allotments.



Throughout the summer, our Community Rangers have been delivering surplus food from airline caterers to local food banks and community centres in Feltham, Stanwell and Harmondsworth.



Donation and construction at Pippins Primary School of a school community foodbank, which will benefit those families most in need with food donations.





# Heathrow Biodiversity

## Harvesting our Honey

It's that time of year again when our biodiversity colleagues from Ecology & Habitat Management become busy bees, harvesting the honey from our beehives situated on our Princes Lake Biodiversity site. This year saw volunteers from the Heathrow Engineering team lend their hands throughout the entire process – from the inspections, collecting of the frames, to spinning, filtering, bottling and labelling.



Whilst we love our honeybees, they can also cause a hazard when they decide to nest on the airfield. Our biodiversity team has already carefully moved seven swarms this summer!

The honey harvest was hosted by Green Corridor, who lent their kitchen space to process the 14.5 litres of honey that was harvested from 19 frames and filled a whopping 123 jars!





Connecting communities with the local environment

# Heathrow *Biodiversity*

## British Airways and Heathrow partner with London Wildlife Trust to help protect Hillingdon's wildlife



British Airways and Heathrow have announced a new partnership with the London Wildlife Trust to help protect local wildlife and ensure Hillingdon residents are able to enjoy the abundance of wildlife that surrounds them.

British Airways and Heathrow are jointly investing in the project, called 'Connecting with Nature in Hillingdon', which will help protect and enhance seven nature reserves and country parks in the

Hillingdon area. They include Minet Country Park, Cranford Country Park, Huckerby's Meadows, Yeading Brook Meadows, Ten Acre Wood, Gutteridge Woods, and Ickenham Marsh.

The project will also create volunteering opportunities in the community and build on the great work Hillingdon Council and the Trust are doing to ensure all corners of the community can access and enjoy the green spaces in their local area.

Hillingdon has many natural gems where residents and visitors can discover the likes of kingfishers and kestrels along the green lifeline of the Yeading Brook and Crane River.

Conservation work will be delivered with the expertise of London Wildlife Trust and include cattle grazing, path and fence maintenance, habitat restoration and new planting, as well as wildlife surveying.

To monitor progress, a ranger will be recruited to work closely with volunteers to look after the sites, and recruitment for these opportunities will open shortly. Regular events including guided walks and outdoor learning will also be organised, to help reconnect residents.

“Helping projects like this is exactly what our Giving Back Programme is all about, helping to make this area a great place to live and work.”

**Becky Coffin,  
Communities &  
Sustainability Director  
Heathrow**

“We're delighted to see the London Wildlife Trust working with Heathrow and British Airways to bring some welcome improvements to key wildlife sites in the south of the borough.”



**Cllr Eddie Lavery,  
Hillingdon Council  
Member for  
Residents' Services**



Connecting communities to funding & Team Heathrow



# Heathrow Community Trust



## Become a HCT Trustee!

The Heathrow Community Trust is seeking an individual with a passion for their community to join their board of trustees!

The board is diverse and includes community leaders, Heathrow employees, and charity professionals. Each trustee brings personal and professional expertise to their role and all trustees are motivated to support communities surrounding the airport.

We are looking for an enthusiastic person with an interest in the future of the communities surrounding Heathrow Airport to take on the role of Trustee to the Heathrow Community Trust.

We are particularly seeking to recruit a trustee with experience of working with young people, either directly with young people in community-based or educational roles, or significant experience within organisations supporting young people.

A full role description is available. To receive it, or if you would like an informal conversation about the role, please email CEO Claire Knight:

[ceo@hccomunitytrust.org.uk](mailto:ceo@hccomunitytrust.org.uk)

The closing date for applications is Monday 2 October at 12pm. Interviews will be held in October with successful applicants asked to provide two references.

For more information about the Heathrow Community Trust please visit the website: [www.heathrowcommunitytrust.org](http://www.heathrowcommunitytrust.org)

Funding is now available for community projects that support:

### ENVIRONMENT & SUSTAINABILITY

Grants available of up to £15,000 for projects with a total cost of up to £60,000.

Applications close on 24 October

### COMMUNITIES TOGETHER

Grants of up to £5,000 for projects with a total cost of no more than £20,000 supporting a wide range of community projects.

Applications close 3 October

### YOUNG PEOPLE PROGRAMMES

Grants of up to £15,000 for projects costing no more than £60,000 supporting young people aged 0-24 years.

Applications close 11 September

Please make sure you have read the grant making policy and tips document before applying.

All documents and application forms can be found on the website: [www.heathrowcommunitytrust.org/need-funding](http://www.heathrowcommunitytrust.org/need-funding)





Connecting  
communities to the  
World of Work

# Inspiring The Next Generation

The Heathrow Employment and Skills Academy is pleased to report that throughout this academic year, the Heathrow World of Work programme has delivered more than 4,000 experience of work days to schools in the local area. This has been accomplished through youth-targeted programmes for pupils in primary schools through to university students, and includes workshops, work experience, T-Level placements, and behind-the-scenes tours. Heathrow World of Work aims to build the skills and confidence of young people through real experiences of work, so they can unlock jobs and careers at the airport.

## Heathrow Young Explorers and Innovators

In our local primary school workshops, pupils designed a sustainable transport solution for the airport and then presented their ideas, building on their essential skills.

Pupils worked in groups of three to create their design, utilising 3D software and honing their presentation skills as they competed to design the most innovative transport solution.

As Heathrow Explorers, they came up with design ideas for a transport solution that will make travel throughout the airport even more sustainable.

The challenge provided an enjoyable way for students to explore roles at the airport while developing the core Heathrow World of Work skills.



## T-Levels

Our Tech team helped two students complete their T-Level placement over a 9-week period, and the Education & Skills team has just begun the next cohort with three additional students who have finished their initial 5-week placement. They will be back in January to complete their final four weeks.



## DofE celebration

In February, we delivered a celebration event for students from three local secondary schools who were working towards their Duke of Edinburgh Award. 43 students attended the event which included workshops, business challenges and meeting colleagues from across Heathrow Airport.

This provided them insight into the vast range of careers and opportunities at the airport, and we received positive feedback from the students.

- 90% of students who attended gained a better understanding of the operation at Heathrow airport
- 90% of students who attended now have a good awareness of the different job roles at Heathrow

We had eight colleagues who volunteered from across the business to deliver the 'Listen without Limits' sessions, where students had the chance to ask questions about their roles at Heathrow, and Heathrow colleagues had the chance to ask students about their opinions on future career prospects.



DofE Event

Scan the QR code  
for a video of the  
event



Connecting  
communities to the  
World of Work

# Inspiring The Next Generation

## Virtual Work Experience

This year over 4,000 local young people signed up for our virtual work experience initiative, which allowed them to complete online modules created to pique their interest in a job at the busiest airport in the UK. Business, IT, marketing, construction, and engineering were all options. 17 Heathrow colleagues and Team Heathrow partners presented online webinars where they discussed their professional backgrounds, the work they do at Heathrow, and how they all work together to keep Heathrow operating. Participants also received an employability masterclass to cap off the programme, which covered interview preparation, how to create a CV, and how to apply for jobs at the airport.



## Engineering Insights

Working alongside the Engineering team, the Employment & Skills Team delivered three Engineering Insights weeks for students in the local area. This programme is an excellent opportunity for young people to learn about the world of engineering at Heathrow and encourages them to apply to Heathrow's apprenticeship and graduate programmes.

The Education & Skills team hosted 13 college students in October, 11 school/college students in February, and 28 university and college students studying engineering degrees in July. February also saw our first ever all-female cohort, and in July we had a 50/50 split of young men and women completing the programme.

During their Insights weeks, students had the opportunity to explore and learn about a variety of engineering career options at Heathrow covering civil, electrical and mechanical engineering. As they visited sites such as the pods workshop, airside terminals and water services, students were able to observe and understand the technical needs of each area, and they soon realised just how different and varied engineering can be and how no two days are ever the same!

In between visits, the students also received tips for CV writing as well as mock interviews, they met with engineering staff and completed apprenticeship tests.

These Insights weeks could not have gone ahead without the collaborative support of many teams across the airport, and we have received some great feedback from students with many of them keen to join either our Engineering Graduate Programme or our Engineering Apprenticeship Scheme in the future. Further information about these schemes can be found on our [website](#).





# Let's do Business



## Business Exhibition

The Business Exhibition will give SMEs and larger companies the opportunity to showcase their products and services to a wide audience.

With up to 45 businesses exhibiting on the day, this will be the ideal opportunity to network, make connections and create new business opportunities across Heathrow's supply chain network.

## Business Summit

This year's Business Summit will highlight ways in which SMEs can help Heathrow continue to grow sustainably.

With speeches from Heathrow's senior representatives and suppliers showcasing procurement prospects, the Summit is a unique opportunity for local SMEs to find out how they can work with the airport's suppliers.

To find out more about the Business Summit, please take a look at our brand new website by clicking [HERE](#).



We are delighted to announce we will be hosting our 25<sup>th</sup> Business Summit on 16 November 2023 at the Radisson Blu Edwardian Hotel Heathrow.

As we mark our 25<sup>th</sup> anniversary, we reflect on all the amazing partnerships and relationships we have formed over the years from just doing business with all of our supply chain partners, big and small.

It is fitting, therefore, that the theme for this year's event will be "Let's Do Business". This event will offer the opportunity to promote economic growth in our local community for SMEs, suppliers, and Heathrow strategic partners by providing more visibility for upcoming opportunities within our supply chain. The event also aims to facilitate more collaborative relationships to form between SMEs and our largest supply chain partners.

This event will once again be held in partnership with our local Chambers of Commerce and Business Groups, connecting local SMEs and Heathrow suppliers together to create future business opportunities. The delegates will gain an insight into how working with Heathrow will enable SMEs to play a central role in the airport's operation and wider sustainable supply chain.

Book your **free place**

[Register now](#)





# Operational Update

## Summer gets off to a great start!

**Great service and resilient demand drive a strong start to 2023** – our teams welcomed 37 million passengers in the first half of 2023, which included some of the busiest days on record. We are giving great passenger service, with almost all passengers waiting less than five minutes at security as the summer peak gets underway. Overall passenger numbers still remain consistently below pre-pandemic levels, and the cost-of-living crisis is a material headwind for demand in the second half of the year.

**Connecting all of Britain to global growth** – passengers can choose from over 225 destinations this summer, as airlines add more routes and frequencies to their Heathrow networks. Loganair has taken advantage of our lower domestic charges to increase routes, and 12 UK airports are now connected to the UK’s hub airport. Heathrow remains the best gateway in Europe for flights to the US, with 248 daily flights to 31 US destinations, and is currently better connected to India and China than European hub competitors.

**Losses halved to £139 million** – adjusted losses before tax narrowed to £139 million in the first half, but we remain loss-making due to the CAA setting too low a revenue allowance in the H7 regulatory settlement to generate enough cashflow, and this has been appealed. Our balance sheet is strong with gearing well below pre-pandemic levels and £4bn of liquidity, sufficient to cover all of our commitments for at least the next 24 months. We are not forecasting any dividends in 2023.



“The summer getaway has got off to a great start, thanks to planning and close collaboration with airlines and their ground handlers. I am immensely proud of what we have achieved as a team in the last nine years, transforming Heathrow into a world-class airport that Britain can be proud of. Heathrow is now a leader in sustainability, with a diverse culture that reflects our local community and can attract the best talent from around the world.”

*John Holland-Kaye  
Chief Executive*

### LEADING AIRPORT BOSS APPOINTED AS NEW CEO

The Board of Heathrow Airport has confirmed the appointment of Thomas Woldbye, currently the boss of Copenhagen Airport, as the person to replace John Holland-Kaye when he steps down later this year after nearly 10 years in post.

Following an extensive recruitment process, Thomas emerged as the standout candidate among a pool of exceptional contenders both internally and from across the world.

Having served as the CEO of Copenhagen Airport since 2011, Thomas brings with him a wealth of experience and a proven track record as a CEO of a major airport championing passenger service, sustainability and growth.



35




Direct flights to US cities

7.6 million

Passengers through LHR in July

31 daily flights to



New York



Best Connected European Airport to North America

# Operational Update

## Heathrow Airspace Modernisation Update

We are coming to the end of Stage 2 of the formal airspace change process (CAP1616) to support the Government's national programme of airspace modernisation. At this early stage in the process, the purpose is to develop a comprehensive list of options for potential future flight paths and to undertake an initial assessment of them.

Our most recent round of stakeholder engagement concluded in July, where we informed community representatives of our approach to the initial appraisal of our options, and our process for shortlisting options following this assessment.

We submitted our Stage 2 documentation to the Civil Aviation Authority at the end of July for the Gateway assessment.

All of Heathrow's Stage 2 documents are publicly available to view on the CAA's [Airspace Change Portal](#).

In Stage 3 the options will undergo further refinement and detailed appraisal before being taken to a public consultation. The technical work will focus on assembling full system options that combine arrivals and departure routes, and their integration into the wider airspace network.

We will continue to update our communities on our plans for consultation, to ensure there is plenty of time for everyone to have their say, and to have these views taken into account.

### 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](mailto:communityrelations@heathrow.com)



## Cargo Wins the "Milk Run"!

After many years of work from colleagues across various departments we are delighted to announce a change to government policy regarding landside cargo movements otherwise known as "milk runs" at Heathrow and elsewhere in the UK.

Permitting these milk runs will reduce the number of vehicles required for landside deliveries and collections between cargo handlers, allowing loads to be conveyed to or from different sheds to be carried on the same vehicle, rather than separate vehicles. This change will reduce handlers' and forwarders' resource requirements, improve efficiency, and crucially reduce the 2,250 daily movements on our landside road network, with the subsequent emissions, noise and local community benefits.

Detail about Heathrow Cargo can be found on our [website](#).

## HEATHROW RUNWAY RESURFACING WORKS

Approximately every ten years, full-length resurfacing works take place on each of Heathrow's runways. The last time this was carried out was in 2013. The next resurfacing works for both runways are planned to commence on the evening of Sunday 3 September and will continue through to the end of summer 2025.

Because Heathrow is so busy, this work needs to take place at night. That will mean changes to our runway alternation pattern, particularly for night-time flights. Most aircraft flying after 10.30pm and before 6am will use a single runway while the resurfacing works take place overnight on the other runway.

The runway resurfacing will be conducted in phases, commencing on the southern runway and switching between the northern and southern runways over time. To find out more information, including how we plan to manage noise for residents, please click [here](#).

