



Heathrow Community Engagement Board Limited and the Council for the Independent Scrutiny of Heathrow Airport Terms of Reference

1. Background

- 1.1. Section 35 of the Civil Aviation Act 1982 (s35 CAA 1982) requires designated airports to provide adequate facilities for consultation with respect to any matter concerning the management or administration of the airport which affects the interests of its users, certain local authorities, and other organisations representing the interests of anyone concerned within the locality in which the airport is situated.
- 1.2. Heathrow Airport is a designated airport for the purposes of s35 CAA 1982.
- 1.3. The Department for Transport's preferred method for designated airports to discharge their functions under s35 CAA 1982 is through an Airport Consultative Committee as laid out in its Guidelines for Airport Consultative Committees issued in 2014 (DfT Guidelines).
- 1.4. The [Airports National Policy Statement](#) (ANPS) requires that an independent community engagement board be set up at Heathrow Airport to help to ensure that local communities can contribute effectively to the delivery of expansion, including consultations and evidence gathering during the planning process.
- 1.5. The Heathrow Community Engagement Board Limited (HCEB) was set up to fulfil and deliver the requirements of both an Airport Consultative Committee under s35 CAA 1982 and a community engagement board as set out in the ANPS.
- 1.6. Heathrow Airport Limited (HAL) is not currently pursuing the DCO process to seek to develop a third runway. Should the DCO process be reactivated, HCEB will establish an expansion focused sub-group of its Council for the Independent Scrutiny of Heathrow Airport (CISHA), with terms of reference and funding to be agreed.

2. CISHA terms of reference

- 2.1. HCEB will fulfil and deliver the requirements of an Airport Consultative Committee under s35 CAA 1982 through CISHA.
- 2.2. In meeting these requirements, CISHA oversees and coordinates the network of stakeholder engagement forums (see Appendix 1).

- 2.3. The independent Chairs of each of these forums will be members of CISHA, providing a written report to its quarterly meetings.
- 2.4. CISHA exists to ensure that HAL's decision-making processes are influenced and informed by the views, needs and interests of key stakeholders who are impacted by the current operations and any proposed future development of Heathrow Airport, including:
- Groups that represent local people affected by the airport's current operations, to include local resident and interest groups, environmental and noise groups and business and economic groups, including trade unions
 - Users such as the travel and tourism industry, and the aviation industry, including airlines, passengers, and on-airport businesses
 - Any local authority whose boundary abuts Heathrow airport or where communities are significantly affected by its operation.
- 2.5. In particular, CISHA has a formal role in monitoring progress against [Heathrow 2.0](#).
- 2.6. CISHA will provide the opportunity for two-way dialogue between HAL and its stakeholders, as well as amongst these stakeholders, to promote a shared understanding and facilitate compromise and conflict resolution.
- 2.7. CISHA will undertake this through the following activities, both within its meetings and through wider outreach:
- Coordination
 - Mediation
 - Scrutiny and challenge
 - Publicly calling HAL to account
 - Commissioning independent research
 - Prioritisation and escalation of issues
- 2.8. CISHA will set out its objectives in its annual Strategic Plan, to be discussed and agreed with HAL in advance. As a minimum, its meetings and activities will cover the requirements of s35 CAA 1982, and any additional requirements as set out in Schedule 3 of the Grant Funding Agreement (GFA).
- 2.9. There shall be no less than four CISHA meetings each year, one of which will be the annual Open Forum to be attended by the CEO of HAL. For non-members, attendance at the Open Forum will be offered on a first come first served basis through registration of interest on the CISHA website.

2.10. All members attending quarterly meetings of CISHA; attendees at the Open Forum or any other related meetings; and meetings of other forums in the engagement structure, will agree to abide by the Code of Conduct (Appendix 2).

2.11. There is an escalation of issues and feedback process in place to allow issues raised at the forums to be considered by CISHA (Appendix 3).

2.12. In discharging its obligations under these Terms of Reference, CISHA shall when relevant have regard to the [DfT Guidelines for Airport Consultative Committees](#).

3. HCEB

3.1. HCEB will perform its activities outlined in these Terms of Reference doing business as CISHA.

3.2. HCEB will be constituted as follows:

- Chair of CISHA, who will be the Executive Director
- Chair of Heathrow Passenger Forum, who will be a Non-Executive Director
- One or more other Non-Executive Director
- Company Secretary

3.3. The Chair of the Heathrow Passenger Forum, or another currently serving Non-Executive Director of HCEB nominated by the Board, shall be Deputy Chair.

4. Funding

4.1. HAL will provide funding to the HCEB under the terms of the GFA dated 18 September 2018, as amended, or updated from time to time.

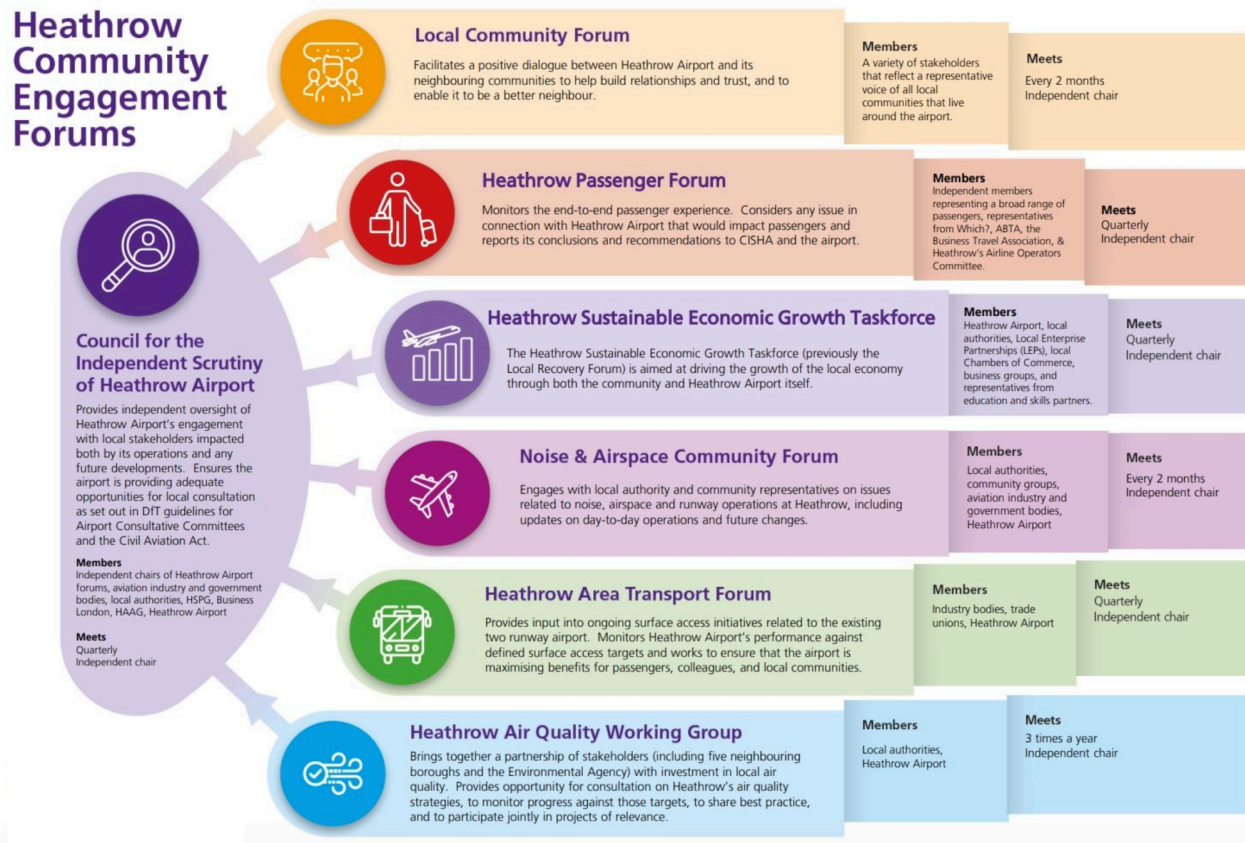
4.2. HCEB will be free to use the funding as it sees fit, provided that at all times the funding is used to further the functions of HCEB and CISHA.

4.3. HCEB is responsible for the funding and support of the CISHA and any related sub-committees, including the Heathrow Passenger Forum.

5. The Chair

5.1. The Executive Director of HCEB shall be the Chair of CISHA and shall be independent.

Appendix 1: Stakeholder engagement forums delivering the requirements an Airport Consultative Committee



Appendix 2: CISHA Code of Conduct

Council for the Independent Scrutiny of Heathrow Airport (CISHA) Code of Conduct

All attendees at CISHA, its Open Forums, and any other related meetings including those of the other engagement forums, will be asked to agree to abide by this Code of Conduct.

Respect:

A key purpose of the CISHA is to promote open and inclusive engagement with all of Heathrow Airport's wide-ranging stakeholders. To achieve this, participants must always treat each other with respect and courtesy. CISHA has a duty of care to all those who attend its meetings, and the Chair will actively intervene to prevent abusive and insulting behaviour. Examples of behaviour prejudicial to CISHA's aims and values include (but are not limited to):

- general rudeness
- shouting
- the use of vulgar or abusive language
- allegations, accusations, or other personal comments about another participant
- questioning another participant's motives in attending
- bullying
- intimidation
- any incident which might reasonably be seen to demonstrate hostility or prejudice based on age, disability, gender reassignment or identity, marriage and civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

Commitment:

Participants who are attending meetings in a representative capacity should dedicate sufficient time to prepare for and attend meetings. They should seek advice and views from those they are representing, feed back information from the meetings where appropriate, and be able to demonstrate that this has been done. Those attending in a personal capacity should be open about this and their reasons for attending.

Participation and Inclusivity:

Attendees should try to participate fully in meetings. They should listen to what others have to say, while contributing constructively to discussions.

Openness and Accountability:

Participants should be open and accountable to each other and those they are representing about any activities they are involved in related to CISHA.

Conflicts of Interest:

Participants should identify and declare any conflicts of interest (actual, potential, or perceived) as and when these arise.

Confidentiality:

Participants should respect the status of any confidential issues discussed.

Non-compliance:

Breaches of this Code of Conduct will not be tolerated. The right to attend any meeting or activity related to CISHA is at the discretion of the Chair of CISHA and/or Chair of the meeting if different. If they feel that this Code of Conduct has been violated, they may revoke the right of any participant to attend indefinitely with immediate effect.

If the participant concerned is attending in a representative capacity, the Chair reserves the right to request that the organisation send an alternative representative in the future. Failure to comply with such a request may result in said organisation being unrepresented and alternative arrangements will be made.

CISHA recognises that many participants give freely of their time and experience to represent their stakeholder organisations or groups. Participants who feel that they are subject to any breach of this Code of Conduct should contact the CISHA Chair or Secretary.

Agreement:

I understand that acceptance and adherence to this Code of Conduct is a condition of attendance at or participation in any meeting or activity related to CISHA.

Appendix 3: Escalation of issues and feedback process

Council for the Independent Scrutiny of Heathrow Airport (CISHA) - issue escalation and feedback process

There is a clear and transparent process in place for escalating issues raised at any of the forums in the engagement structure, or at CISHA meetings. This details how these will be taken forward with HAL's senior management team, or other appropriate authority, if they cannot be resolved at forum or CISHA level. Following this process, outcomes will be reported and published on the website, and if no steps are taken as a result a clear explanation will be given. Case studies showing how this process has functioned in practice will be included in the annual report. Clearly not all issues can be addressed at meetings and filtering them to identify themes is very important. The Chair of CISHA will take ultimate responsibility for managing this through open dialogue with the Chairs of the other forums, curating the whole system to ensure that it functions effectively.

Issue escalation and feedback process

