

HEATHROW 2.0: CONNECTING PEOPLE AND PLANET

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Heathrow

Heathrow 2.0

Connecting People and Planet

Net zero aviation



Net zero in
the air



Net zero on
the ground

Great place to live and work



Clean air at and
around the airport



Quieter nights,
quieter flights



Nature positive
airport



Zero waste
airport



Thriving sustainable
supply chain



Better quality of life in
Heathrow's neighbouring
communities



Inclusive employer
of choice for local
diverse talent



Ethical and
responsible business



Safe and
secure airport

Foundations: Responsible business

For more detail please visit:

www.heathrow.com/sustainability

Heathrow 2.0 Connecting People and Planet. Our 2030 Goals



Up to 15% cut in carbon in the air compared to 2019



At least 45% cut in carbon on the ground compared to 2019



Reduce NOx airside by at least 18% compared to 2019



Limit and where possible reduce the number of people highly sleep disturbed and highly annoyed compared to 2019



Work with partners to support a nature network around Heathrow



Maximise reuse, recycling and recovery of materials used at Heathrow



Maximise suppliers achieving gold standard against our Balanced Scorecard



Give back to 1 million people in our local communities



Reflect the diversity of our local community at all levels

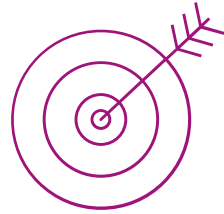


10,000 external jobs, apprenticeships, and early career opportunities

Net zero aviation 2022 highlights

NET ZERO BY 2050

Net zero 2050 goal for whole global aviation sector agreed at ICAO General Assembly.



CUT CARBON

Trial with American Airlines of a new plug-in electric cooling solution to save airlines running engines on stand and cut carbon.



0.5% SAF

At least 0.5% of fuel delivered to airlines at Heathrow during the year was sustainable aviation fuel.

ZERO EMISSIONS AIRCRAFT

Heathrow published findings from project NAPKIN, showing that hydrogen-fuelled services could dominate domestic air travel by 2040.

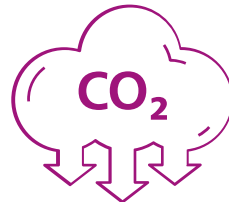


SUSTAINABLE AVIATION FUEL

SAF pocket guide launched at COP27 with Sustainable Markets Initiative – explainer for how to buy SAF and create corporate demand.

£200M

£200m investment in decarbonisation for our next five-year business plan backed by the CAA.



£500,000

£500,000 investment in carbon removal through UK woodland creation and peatland restoration by the end of the winter planting season.



⑥ Key actions at a glance

By 2030, our goal is to cut carbon by up to 15% in the air
(2019 baseline)

IN THE AIR – SUMMARY

There are four main solutions to cutting carbon the in air

GOAL 1:

AIRSPACE AND OPERATIONAL EFFICIENCY

Contribute up to 1% of the 2030 goal with technology delivering more efficient operations and by **investing £70m modernising airspace around Heathrow**



GOAL 2:

NEW CONVENTIONAL AIRCRAFT

Use less fuel, contributing up to 8% of the 2030 goal, as a result of airline

fleet renewal improving conventional aircraft and engines



GOAL 3:

CHANGE THE FUEL

Switch to low carbon sustainable aviation fuel (SAF) pumped into today's planes, contributing up to 7% of the 2030 goal, accelerated by our **SAF landing charges incentive**



GOAL 4:

CHANGE THE PLANE

New zero carbon aircraft entering into service will deliver further carbon reductions. We will continue **R&D to prepare the airport infrastructure for zero carbon flight**



Actions in the net zero plan will help cut local air pollution too, particularly those focused on surface access and airport vehicles

6 Key actions at a glance

By 2030, our goal is to cut carbon by at least 45% on the ground
(2019 baseline)

ON THE GROUND – SUMMARY There are four main solutions to cut carbon on the ground

GOAL 5:
NET ZERO SURFACE ACCESS
 Changes to surface access for passengers and colleagues, cutting carbon by 49% by 2030, through the **switch to electric vehicles and new public transport links**



GOAL 6:
SUPPLY CHAIN
 Leveraging our procurement role to deliver a net zero supply chain, cutting carbon by 35% **working with suppliers to set net zero targets**



GOAL 7:
AIRPORT VEHICLES
 Shifting airport vehicles to zero emissions, cutting carbon by 87%. **By 2030, all airport vehicles will be zero emissions or use biofuels**



GOAL 8:
BUILDINGS AND INFRASTRUCTURE
 Energy efficiency and technology cutting carbon by 39% by 2030 from our buildings and infrastructure, including through **starting to switch off gas**

Actions in the net zero plan will help cut local air pollution too, particularly those focused on surface access and airport vehicles

Heathrow Sustainable Travel Zone

PRIORITY 1

Ensure existing public transport operates at the times required by all colleagues. Many colleagues work early or late shifts which start or end at times when public transport is not always an option.



67%

67% increase in the number of bus and coach³ services arriving at Heathrow before 04:00



47%

47% increase in the number of bus and coach services departing Heathrow after 23:00



326%

326% increase in passengers using bus route 4 (Slough – Heathrow)

PRIORITY 2

Improve active travel options for those living close enough to walk or cycle.

PRIORITY 3

Improve campus connectivity by ensuring free, easy sustainable transport options are available for journeys needing to be made during the working day and for the first and last mile of commutes.

PRIORITY 4

Discounted travel. Bus service providers, particularly those operating from outside Greater London, will be encouraged to provide discounted tickets for Team Heathrow colleagues. This also includes some coach services where stops are within easy commuter distance.

PRIORITY 5

New or significantly improved services to serve new areas or improve the service on existing routes (eg increased frequencies).

50% SAVING

50% saving for Team Heathrow colleagues purchasing a 28-day ticket for bus routes 4, 7 and 8 (£35 instead of £70.90) (Maidenhead – Slough – Heathrow Central; Britwell – Slough – T5; Slough – Staines – T5)



40% SAVING

40% saving for Team Heathrow colleagues purchasing a 10-trip ticket for bus route 442 (£15 instead of £25) (Englefield Green – Stanwell – T5)



30% SAVING

30% saving for Team Heathrow colleagues purchasing an annual ticket for the Airline coach from High Wycombe (£1,000 instead of £1,440 for 12 monthly tickets)

FREE TRAVEL

Free travel between Heathrow terminals and Hatton Cross on the Piccadilly line

192

192 journeys on Christmas Day on route 4



A great place to live and work 2022 highlights

SUSTAINABLE TRAVEL ZONE



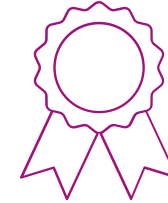
New Sustainable Travel Zone introduced to bring together the ways Team Heathrow can travel to work more sustainably, including enhancements to 14 local bus and coach routes.

GLOBAL NOISE TASK FORCE



Secured support to establish a Global Noise Task Force via Airports Council International (ACI).

BIODIVERSITY BENCHMARK



Successfully retained the Wildlife Trust's Biodiversity Benchmark award for the 14th year.

IMPROVED WASTE INFRASTRUCTURE



Improvements to waste infrastructure across the airport, with consistent colour-coding to provide clarity for Heathrow colleagues and passengers.

SETTING STANDARDS

Launched a Procurement Balanced Scorecard to Tier 1 Suppliers, setting standards for Heathrow's strategic aims across carbon, social value and community.



LIVING WAGE EXTENSION

Extension of the London Living Wage to all directly employed colleagues and those working in Heathrow's direct supply chain, benefitting at least 1,300 people.



BUSINESS SUMMIT

Heathrow Business Summit attended by over 300 people including 100 Heathrow tier 1 suppliers and more than 100 local SMEs.



1m



Launched a new Giving Back Programme to benefit one million local residents by 2030.

INCREASED DIVERSITY



Improvements in gender (+2.38 to 39.48%) and ethnicity (+1.18 to 18.28%) representation at senior levels of the business.

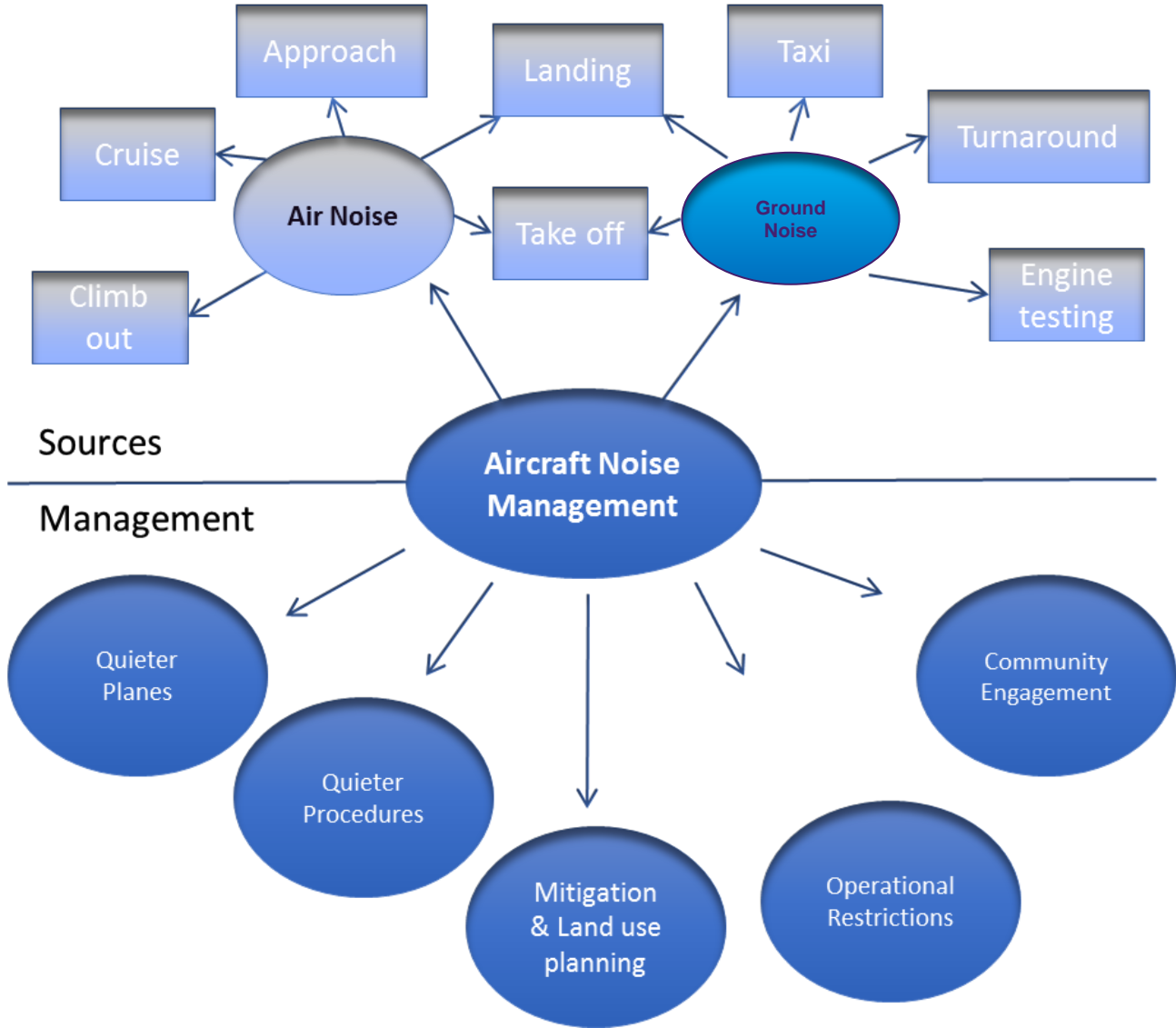
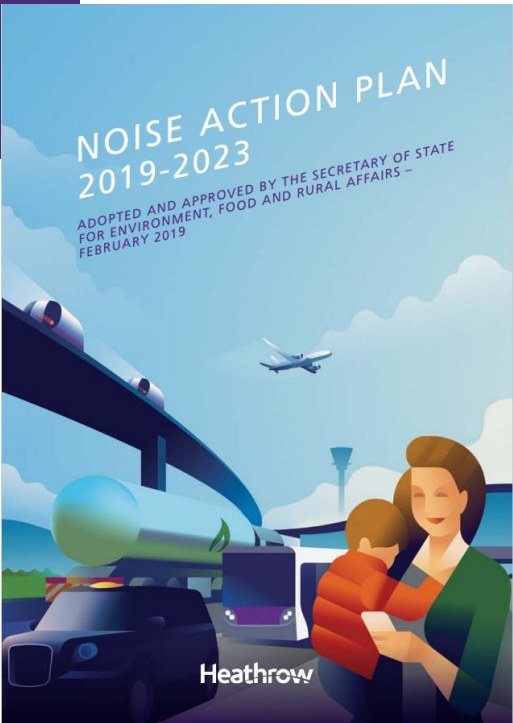
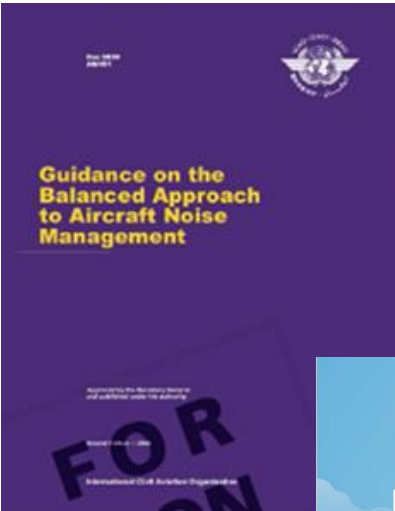
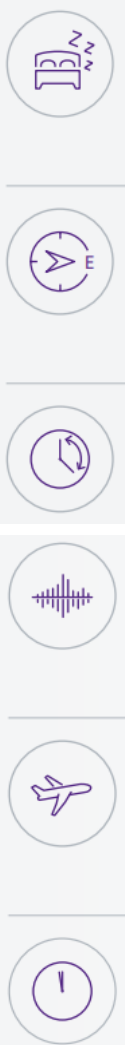
3,000

Delivered over 3,000 experience-of-work days to local young people across a range of programmes.

2,500

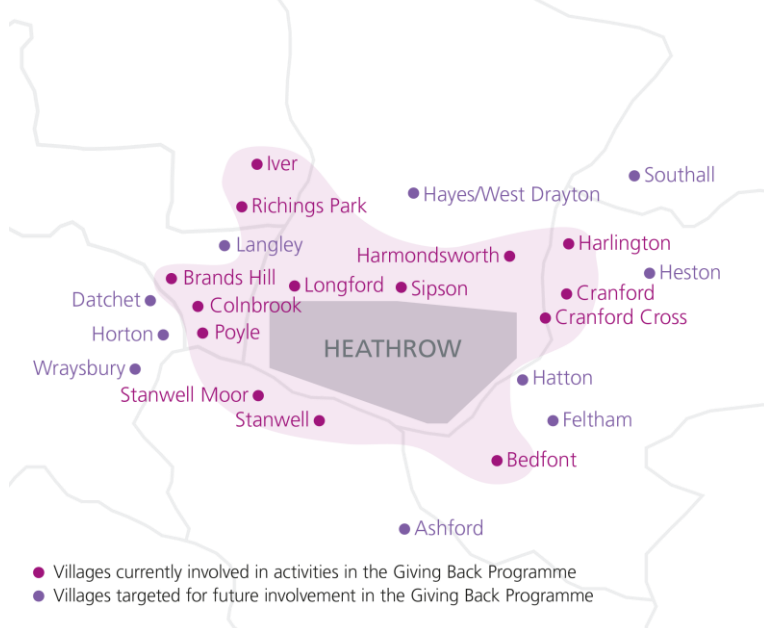
Over 2,500 career opportunities at Heathrow and other airport business, brokered by the Heathrow Employment and Skills Academy.

Our approach to noise management

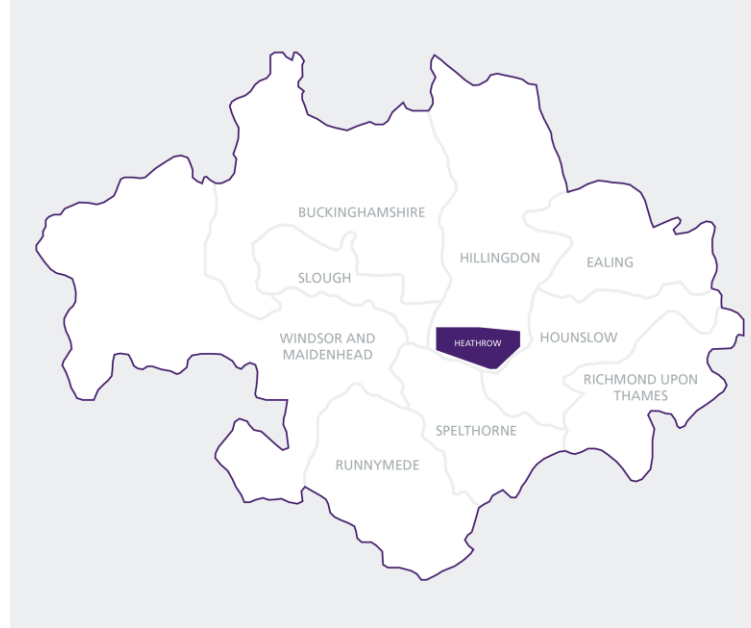


Where we engage locally

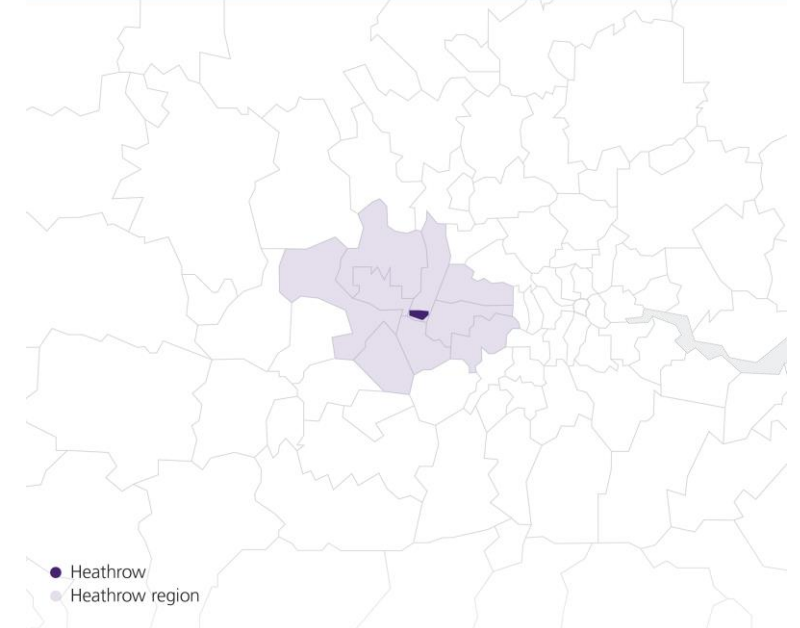
HEATHROW NEIGHBOURING VILLAGES



HEATHROW REGIONS



BROADER COMMUNITIES



GIVING BACK PROGRAMME

CONNECTING HEATHROW'S COMMUNITIES TOGETHER

ENTER



1 MILLION

Pledge to give back to more than one million local people by 2030.



Connecting communities to the World of Work



Connecting communities with the local environment



Connecting communities to funding & Team Heathrow

Heathrow Local engagement forums

The Local Community Forum (LCF) facilitates a positive dialogue between Heathrow Airport and its neighbouring communities to help build relationships and enable Heathrow to be a better neighbour. It is independently chaired by Dr Roger Green, and its members are nominated representatives of Local Community groups and organisations and Heathrow. In 2023 the forum will set out to grow and diversify its current membership, ensuring that a wide range of views and topics are discussed. As the LCF begins to grow, we will look to reintroduce The Local Liaison Working Groups, to ensure we are working with communities on the issues that matter most to the local community.

The Heathrow Local Recovery Forum (HLRF) was set up in 2020 to collaborate with stakeholders on local economic recovery and growth post-pandemic and to deliver the recommendations set out in Heathrow's Local Recovery Plan. It is independently chaired by Lord David Blunkett, and its members are representatives of local councils, enterprise partnerships, education providers, business groups, chambers of commerce and Heathrow.

The Noise and Airspace Community Forum (NACF) engages on issues related to noise, airspace and runway operations at Heathrow, including updates on day-to-day operations and future changes. It is independently chaired by Andreas Lambrianou, and its members are representatives of local authorities, community groups, aviation industry and government bodies and Heathrow.

The Council for the Independent Scrutiny of Heathrow Airport (CISHA) ensures independent oversight of the way in which Heathrow engages with stakeholders. It is a separate legal entity, integrated with Heathrow's wider community forum structure and provides a transparent mediation process for constructive and effective engagement with the airport as signified in Section 35 of the Civil Aviation Act. It is independently chaired by Baroness Liz Sugg, and its members are the independent chairs of other Heathrow forums, together with senior representatives of the aviation industry and government bodies, Heathrow Strategic Planning Group and Heathrow. From 2023, CISHA will undertake scrutiny on a limited number of distinct commitments within Heathrow 2.0 that will have a material impact on the quality of life in surrounding communities. These reviews will take stock of the current target and the direction of travel, what communities want – established through broad community engagement and involvement – and conclude with recommendations to Heathrow.

The Heathrow Area Transport Forum (HATF) provides input to ongoing surface access initiatives related to the Heathrow. It is independently chaired by Val Shawcross, and its members are industry bodies, trade unions and Heathrow.

The Heathrow Air Quality Working Group (HAQWG) provides a forum for consultation on Heathrow's air quality strategies and progress towards meeting those targets. It is chaired by Heathrow, and its members are representatives of local authorities and Heathrow.

The Heathrow Strategic Planning Group (HSPG) is a partnership of many of the local authorities and Local Enterprise Partnerships (LEPs) responsible for planning the land use, transport, environment, economic development and sustainable development of the sub-region surrounding Heathrow Airport. It is independent but works constructively with Heathrow.



Heathrow