

Back to School



HEATHROW COMMUNITY RANGERS SUPPORT IMPROVEMENTS AT LOCAL SCHOOLS AHEAD OF NEW SCHOOL YEAR

Schools may have been closed over the summer, but our Heathrow Community Rangers were busy bees supporting our five local partner primary schools over the summer break with improvement works to their indoor and outdoor spaces, ready to welcome the children back for the next school year.

At William Byrd Primary the Rangers were able to offer support in a major tidy up of the 'Kitchen Garden' with much needed weeding and repair work of the raised beds, as well as cutting back the hedges.

Heathrow Primary benefitted from Ranger support with the re-barking of the 'Trim Trail' area, making it safer for pupils to explore and play on, as well as repainting the picnic benches.

The Rangers also built a new planter at Colnbrook Primary in addition to tidying up the sensory garden at Harmondsworth Primary and refilling their planters.

Pippins Primary School benefitted from a painting refresh of some of its corridors and a classroom.



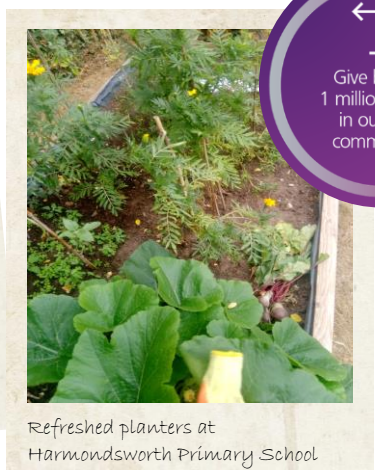
Heathrow Primary School trim trail



Before and after at Pippins Primary School



New planters at Colnbrook Primary School



Refreshed planters at Harmondsworth Primary School



Tidying up the 'Kitchen Garden' at William Byrd Primary School



Updating the gardening club facilities at Oriel Academy, Feltham



clearing overgrown areas at Sunshine Hounslow allotment grounds



Heathrow Community Rangers

The Heathrow Community Rangers continue to support local communities, groups and schools with practical support and green space maintenance.

Here are just some of the projects they have undertaken in the last few months.

If you'd like support from the Heathrow Community Rangers, please email:

RangerRequests@heathrow.com



Delivering surplus food to food banks



Installing planters with Cranford Action Group and Cranford Primary School



Supporting councils with covering up graffiti and litter picking ahead of HM Queen Elizabeth's funeral procession



Strimming and weeding at Harlington Hospice





Heathrow Biodiversity Team

Nature conservation in local communities



Wasp Spiders

July & August is around the time we notice female Wasp Spiders in our grasslands. A recent UK coloniser, these mainly Mediterranean spiders are about the same size as our garden spiders.

Easily recognised with distinctive yellow and black striped body markings, we have them on a few of our Biodiversity sites, even on some of the public access ones. They are harmless to humans and feed mainly on grasshoppers but beware if you are a male Wasp Spider. He is a fraction of her size and after mating she will eat him, as he is precious protein to help rear her young.



Female wasp Spider

Summer is a time for lots of surveys! We survey all sites to ensure we are managing their habitats in a way that is beneficial for biodiversity. We survey for grass snakes, butterflies, moths, birds, orchids, solitary bees & wasps, and bats.



Comma Butterfly at Colne valley



Grass snakes at Princes Lake



Bee orchid at Princes Lake

Meadow Maintenance

Towards the end of the summer and once all the wildflowers have started to seed, it's time for us to ensure all the wild flower grasslands and meadows on the sites are cut and all cuttings are removed from the area. We need to ensure that all the cuttings are removed so the grassland doesn't receive too many nutrients. Wildflowers thrive in a habitat with poor nutrient soil, so removing any cuttings helps future establishment.



Grass cutting on Causeway Nature Reserve

Gardener's Friend

This year has been a good year for wasps. That may not please some, but they are a gardener's friend eating all the aphids and bugs that attack plants. We have several nests across our sites and this year there was a quite impressive one taking up residence in a hawthorn tree on one of the sites. The queen will chew up wood to start creating this large paper masterpiece, where she will rear her first young to help her build it. There can be as many as 5000 wasps in a nest during the height of summer.



Wasp's Nest

A River Runs Through It

Causeway Nature Reserve

has the River Crane running alongside the length of it. We look after the footpath and ensure that invasive species on our side of the river bank are kept under control. On occasion the river gets blocked, causing litter and vegetation to collect, which forms a dam blocking the way for any fish and other wildlife to pass. A day in waders has helped clear the way again and makes the walk along the riverbank more inviting.



Before clearing the blockage on the Crane River



After clearing the Crane River



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Busy Bees!

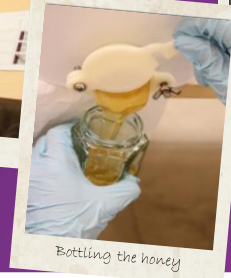


In July we received confirmation from the Animal Plant Health Agency (APHA) that one of our honeybee apiaries based at Princes Lakes biodiversity site will become an Enhanced Sentinel Apiary, a colony health monitoring system. APHA is a Government agency that houses the National Bee Unit, responsible for bee health programmes and beekeeping support in England and Wales. We put our hives forward for this because of their proximity to the airport and we were keen to ensure Heathrow bees are healthy and happy. We have inspections three times a year from a Regional Bee Inspector who will be checking for the presence of exotic pests like the Hive Beetle, which can be carried into country via cargo. We are delighted to be a part of this programme and we always learn a lot from the inspector each time he visits.

Honey Harvest 2022



The start of September saw the Heathrow Biodiversity Team harvest the honey from the five beehives they maintain across their sites. The whole process took the team and Heathrow volunteers three days, harvesting 31.7 litres from the 5 hives – totalling 195 jars!



September and October is the time we make sure the honeybees are ready for winter. We check the health of the queen and make sure that she is laying enough eggs to get her through the winter months. Larvae and bees that are weak or haven't made enough honey to see them through are fed sugar syrup by us to their stores. We give the hives a Varroa mite treatment to make sure the bees don't get weakened over the winter. Any smaller colonies are helped even further by reducing the space they need to keep warm. We remove frames they haven't used and replace them with insulating material. Finally, as they are in wooden hives, we surround them with chicken wire to help deter green woodpeckers and other predators from

attacking the brood box. We also add a mouse guard to the entrance which reduces it to single bee-spaced perforated metal strips. This prevents mice and other pests from raiding the hive.





Honouring the late HM Queen Elizabeth II

On 8 September we were saddened to hear of the loss of our monarch, HM Queen Elizabeth II.

We're thankful to have shared many key milestones with Her Majesty during her life, including welcoming her warmly in 1952 when she arrived back from Kenya as Queen.

The world has lost an irreplaceable and very special person.



1969: HM Queen Elizabeth II tours Terminal 1

During the ten days of state mourning we played a critical part in making the appropriate changes to our operations to ensure disruption was kept to a minimum, whilst also receiving a number of special guests.

Out in the community, we worked with Spelthorne and Hounslow Councils to help tidy up areas along the procession route ahead of the State Funeral procession. Our Community Rangers supported the boroughs with litter-picking, strimming, hedge cutting and painting over graffiti.

Heathrow and NATS colleagues supported the funeral procession by adjusting flight timings to avoid disruption and closing roads around Heathrow, allowing Her Majesty a safe passage to her final resting place in Windsor.

For the silences on 18 and 19 September, we paused all airport activity and ensured that security entry points were closed, allowing all passengers to be security cleared.



Watch a short video on Heathrow's special relationship with HM Queen Elizabeth II by scanning the QR code



HM Queen Elizabeth II at the Opening of Terminal 2: the Queen's Terminal



1977: HM Queen Elizabeth II visits Heathrow to open the Piccadilly Line extension

On the day of the funeral we arranged with our stakeholders for all non-essential retail to be closed and the State Funeral was shown on screens across our terminals, which allowed everyone to view the funeral procession, service and ceremony.

We also provided a Book of Condolence for our colleagues to send their condolences and share their memories of Her Majesty the Queen, which we will share with the Royal Household.

Heathrow Business Summit 2022

15 November



Maximise suppliers
achieving gold standard
against our Balanced
Scorecard

Reconnecting our business community



"We are excited to see Heathrow's Business Summit back up and running. As has always been the case, this summit provides a fantastic opportunity for Thames Valley businesses to connect with the largest employer in West London and seek out new opportunities. We look forward to our members showcasing the very best of our local SMEs and commerce once again."



Paul Britton, CEO at Thames Valley Chamber of Commerce Group

"While the last two years have presented an immense challenge for SMEs and local airport communities, we now have a huge opportunity to build back in a way that everyone can benefit from. That is why we are so keen for new SMEs to join our existing supply chain."



Helen Elsby, Chief Solutions Officer, Heathrow

The 24th edition of the Heathrow Business Summit is the first since 2019 and will take place on 15 November at the London Marriot Heathrow Hotel. It will enable SMEs to discover new opportunities at Heathrow and learn about how they can be a part of a sustainable supply chain.

Heathrow's role as the largest employer in West London – with SMEs comprising over 40% of the airport's supply chain – places the summit as a unique opportunity for local SMEs to find out how they can work with larger suppliers and Heathrow itself as it continues to recover.

The summit is only one of a range of initiatives Heathrow has already established to ensure its supply chain rebuilds sustainably. The airport's recently refreshed sustainability strategy – Heathrow 2.0: Connecting People and Planet – sets out how barriers to entry will be removed as well as a commitment to grow the proportion of SMEs in the airport's supply chain from 40% to 50%.

To find out more about our guest speakers and register for the event visit:
[Home – Heathrow Business Summit 2022](#)

COME AND JOIN THE Heathrow LOCAL COMMUNITY FORUM

Are you a member of a local community or resident group?

Is your neighbourhood impacted by Heathrow's operations?

If your group would like to work with Heathrow to make your community a better place to live or would like to know more then please contact us

CommunityEngagement@heathrow.com

We believe in an inclusive culture where everyone feels welcome and encourage applications from a diverse range of individuals, so the forum can be truly reflective of the communities it represents.

NIGHT FLIGHTS

We recognise that there was an increase in late running flights over the summer, and we appreciate that noise created at night can cause greater disturbance to people.

Unfortunately, a combination of closed and restricted airspace and resourcing pressures within the wider aviation community meant that we faced an exceptionally challenging summer season.

We acted in July to implement a cap on passenger capacity to ensure service remained at acceptable levels and since we introduced the cap, there was an overall reduction in late runners, especially over August and September.

Heathrow has made significant progress over time in tackling night noise, and we remain committed to that in the longer term.

CISHA OPEN FORUM

On 20th October the Council for the Independent Scrutiny of Heathrow Airport (CISHA) held their first annual Open Forum meeting.

CISHA ensures the independent oversight of the way Heathrow engages with stakeholders. Fully integrated with Heathrow's wider community forum structure, CISHA provides a transparent mediation process for constructive and effective engagement with the airport as set out in Section 35 of the Civil Aviation Act.

The meeting included a welcome from the CISHA Chair, Baroness Liz Sugg, as well as updates from the other Heathrow forum Chairs, Dr Roger Green (Local Community Forum) Andreas Lambrianou (Noise and Airspace Forum), The Rt. Hon. Lord Blunkett (Heathrow Local Recovery Forum), Valerie Shawcross (Heathrow Area Transport Forum) and Matt Prescott (Heathrow Air Quality Working Group)

The meeting then concluded with a Q&A with Heathrow's CEO John Holland-Kaye.

For more information on CISHA and to sign up to their mailing list, please visit www.cisha.org

RUNWAY INTERVENTION WORKS

Heathrow closed its southern runway from July to October 2020 to carry out repair works while traffic volumes were low. However, due to increased demand we were only able to complete around 60% of these works.

Since May of this year we have been undertaking the remainder of these works to the southern runway which also include essential repairs to the northern runway.

In order to carry out these works, we have been closing one runway each night at 10:30pm. This means that the remainder of the day's operation is completed on a single runway. We currently expect the works to finish in December.

To find out more information please click [here](#).

Financial Results

Majority of passengers had a good service this summer

This was achieved by everyone at the airport working together to serve passengers and has been helped by our joint efforts to keep capacity and demand in balance.

Removal of the cap from 30 October

The passenger cap introduced during the summer has now been lifted and we are working with airlines to agree a highly targeted mechanism that, if needed, would align supply and demand on a small number of peak days in the lead up to Christmas and avoid flight cancellations due to resource pressures.

Demand is stronger but we're not fully recovered

We forecast that total passenger numbers for 2022 will reach between 60-62 million, approximately 25% fewer than 2019. Headwinds of a global economic crisis, war in Ukraine and the impact of COVID-19 mean we are unlikely to return to pre-pandemic demand for a number of years, except at peak times.

Building back the airport

To do this, businesses across the airport need to recruit and train up to 25,000 security cleared people – a huge logistical challenge. We are supporting closely with Government on a review of airline ground handling and appointing a senior operational executive to invest in joint working.

Balance sheet remains robust despite losses

Our underlying losses have increased to £0.4bn in the year to date as regulated income fails to cover costs, adding to the £4bn loss in the prior two years.

Landmark ICAO agreement on net zero

The ICAO agreement on net zero international aviation by 2050 is a landmark in decarbonising a sector perceived as “hard to abate”. This brings the global industry in line with UK aviation, which committed to this in 2020. This year we introduced an incentive for airlines to use sustainable aviation fuel (SAF) and we continue to encourage government to introduce a SAF mandate.

Heathrow: Europe's Busiest Hub Airport

Almost 5.8 million passengers travelled through Heathrow in September, 15% below 2019 levels. The airport recorded the busiest summer of any European hub airport.

Passenger service levels took a dip at the beginning of July as passenger demand started to exceed the overall capacity of the aviation ecosystem, but it improved significantly after we introduced a departing passenger cap which successfully kept the supply chain and demand in balance. As a result, the vast majority of passengers travelling through Heathrow this summer had a good experience.

Demand outlook remains uncertain with growing economic headwinds, a new wave of Covid and the escalating situation in Ukraine. However we expect peak days at Christmas to be very busy. Resource levels across the airport, airlines and their ground handlers have been increasing and we removed the cap at the end of October. We are working with our airline partners to develop a more targeted mechanism to protect passenger service during peak periods.

Our focus over the next 12 months is to get capacity, service levels and resilience back to the high levels that they were before the pandemic. This relies on having a regulatory settlement that provides enough cash flow to invest in our operations and capital projects, and to maintain an investment grade credit rating.

Heathrow CEO John Holland-Kaye said:

"We can be proud that everyone at Heathrow pulled together to serve consumers this summer – ensuring 18 million people got away on their journeys, more than any other airport in Europe, with the vast majority experiencing good service. We have lifted the summer cap and are working with airlines and their ground handlers to get back to full capacity at peak times as soon as possible. As we look to the future, we encourage the CAA to think again at stimulating the long-term investment that will deliver the smooth and predictable journeys consumer value most, rather than focusing on short-term pricing which we have seen only benefits airline profits."



AIRSPACE MODERNISATION: PUBLIC ENGAGEMENT WORKSHOPS IN NOVEMBER

In July 2021 we began our programme to support the Government's Airspace Modernisation Strategy, which aims to modernise and upgrade the UK's airspace. Our Airspace Change Proposal will seek to redesign flight paths to and from our two existing runways using newer technologies. It is anticipated that new flight paths will be implemented in the period 2027 to 2029, following a full public consultation on final flight path options.

We are now in 'Stage 2: Develop & Assess' where we are building a comprehensive list of flight path options. We are inviting community stakeholders and members of the public to participate in workshops that will commence on 1 November.

If you attend, you can help us test our options against the Design Principles we agreed with stakeholders in Stage 1. Please contact the Airspace team to register your interest.

If you have any questions on airspace change then please contact the team at airspace@heathrow.com or visit [heathrow.com/airspacemodernisation](https://www.heathrow.com/airspacemodernisation)

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