

2019 AEC Consultation Report

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Executive summary

Heathrow undertook the 2019 Airport Expansion Consultation (AEC), its third consultation, on its proposed airport expansion programme and preferred masterplan between 18 June and 13 September 2019. The 2019 AEC took place over a period of 12.5 weeks and sought views on the preferred masterplan, construction programme, future airport operations, surface access strategy, environmental mitigation, community compensation measures and property policies.

Engagement included direct consultation with prescribed consultees, local authorities, persons with an interest in land, community organisations, businesses, elected representatives and the wider public. Consultation materials were made available online, at 41 document inspection locations and through 43 public exhibition events. Extensive publicity was undertaken through direct mailings, newspaper notices, digital communications, social media campaigns, radio advertising and community engagement activities.

Over 7,100 people attended the public exhibitions and we received 11,411 consultation responses. Feedback covered a broad range of topics relating to the principle of expansion, environmental impacts, airport operations, surface access, property acquisition and compensation, construction activity and community effects.

There was mixed feedback, with some respondents supporting the potential economic, employment and connectivity benefits associated with an expanded Heathrow.

Many respondents raised concerns about the proposals regarding:

- Accessibility of consultation information.
- The principle of Heathrow expansion based on the potential concerns around impacts to public health, noise and air quality and climate change.
- Uncertainty over future flightpaths.
- The effectiveness of mitigation measures, such as the Environmentally Managed Growth Framework and noise mitigation.
- Loss of homes and local community cohesion in Longford and Harmondsworth.
- Loss and displacement of community facilities.
- Loss of Green Belt land, open space and countryside character.
- Sufficiency of the night-flight ban.
- Potential pressures from traffic, congestion, parking on surrounding communities.
- Reliance on future public transport improvements.
- Construction impacts and whether mitigation would be in place before works begin.
- Greater clarity on location and need for relocated hotels, offices, freight facilities and displaced uses.

Since the conclusion of the 2019 AEC, we have carefully reviewed and analysed all consultation feedback alongside ongoing technical assessments, stakeholder engagement and evolving policy and regulatory requirements. The consultation has contributed to a range of refinements, including:

- **Car parking** – reduction in the scale of the proposed Northern and Southern Parkways by 10,500 and 2,000 spaces, respectively.
- **Hotels** – proposals have been consolidated into fewer, more efficient locations on existing airport land.
- **Freight forwarding** – proposed sites have been reviewed and altered.
- **Community facilities** – continued refinement of proposed relocation for the Harmondsworth Primary School and understanding of other schools that may be affected by aircraft noise to develop appropriate mitigation.
- **Water environment** – proposed flood storage areas have been required to be increased in response to updated hydrological and climate change guidance.
- **Landscape** – proposed Green Loop and wider landscape approach enhanced and to include improved connectivity and deliver long-term environmental benefits.
- **Construction** – refinement of Construction Support Sites and their uses.
- **Runway** – retention of current 3pm runway alternation and a new option for alternation happening overnight.
- **Surface Access** – improved cycling connections and refinements to the car parking strategy to result in fewer cars on the road and help achieve modal shift targets.
- **Environmentally Managed Growth** – further details on the proposed approach.
- **Noise Insulation and Property Policies** – further development of property policies and support schemes.
- **Community fund** – further clarity is provided on the purpose of the fund, including the principles for what the fund can and cannot support, eligibility criteria and when the fund could support projects.

This 2019 AEC Consultation Report explains how Heathrow undertook the 2019 AEC, summarises the feedback received from consultees and demonstrates how that feedback has been considered in the ongoing development of the Project. The Report should be read alongside the current consultation materials, which present Heathrow's updated proposals and seek further feedback before the proposed Development Consent Order Application is finalised.

1. Introduction

1.1 Purpose of the Report

- 1.1.1 This document constitutes the Consultation Report relating to the previous public consultation on Heathrow's expansion proposals – the 2019 'Airport Expansion Consultation', referred to as the '2019 AEC' throughout this document.
- 1.1.2 This Report has been produced to summarise the activities which took place as part of the 2019 AEC and to set out Heathrow's response to the feedback that was provided by consultees to those consultation activities.
- 1.1.3 The feedback that was received has helped inform the development of our expansion proposals since work on the Project has re-started, and this Report explains how this is the case. It should be read alongside other key documents published as part of this consultation, such as the **Consultation Document**, and the **'In Your Area' booklets**.
- 1.1.4 As part of the Development Consent Order (DCO) Application for Heathrow expansion, we will submit a similar report setting out the consultation activities currently being undertaken, and our response to the feedback received.

1.2 Structure of the Report

- 1.2.1 An overview of the structure of this Report is provided in set out in **Table 1.1**

Table 1.1: Structure of the Consultation Report

Chapter	Title	Overview
Volume 1 – Introduction and overview of Consultation		
Chapter 1	Introduction	Sets out the purpose of the Report, details of applicant and the DCO Project, and structure of the Report.
Chapter 2	Overview of Consultation approach	Provides a summary of Heathrow's general approach to pre-application consultation and its legislative context.
Volume 2 – Approach to 2019 AEC		
Chapter 3	Approach to the 2019 AEC	Provides details of the approach to the 2019 AEC.
Volume 3 – How Heathrow has considered feedback from the 2019 AEC		
Chapter 4	Approach to analysing feedback	Explains how Heathrow has analysed the feedback received during the 2019 AEC.

Chapter	Title	Overview
Chapters 5– 33	• Airport operations • Airspace • Air quality • Biodiversity and natural environment • Climate change, carbon and greenhouse gases • Community • Community fund • Construction • Consultation • Costs • Development Consent Order • Economic development • Environmentally Managed Growth • Equalities Impact Assessment • Health and wellbeing • Historic environment • Land quality • Landscape and visual • Managing early growth • Masterplan • Night flights and early morning arrivals • Noise • Noise insulation • Noise objectives and noise envelope • Property and compensation • Runway operations, directional preference and alternation • Surface access and network user effects • Waste • Water environment	Summarises the feedback received from consultees by topic during the 2019 AEC and how Heathrow has considered it in developing the DCO Project.

Chapter	Title	Overview
Chapter 34	Summary of the Project following the 2019 AEC	Provides a summary of how the DCO Project evolved overall following the 2019 AEC.
Chapter 35	Conclusions and next steps	Sets out the conclusions on the 2019 AEC. This is followed by an explanation of the process going forward to submission of the DCO application.

2. Overview of Consultation approach

2.1 Introduction

- 2.1.1 This chapter of the Report provides an overview of the consultation process undertaken by Heathrow to date in respect of the Project.
- 2.1.2 It also sets out the legislative context applicable to consultation on the Project.

2.2 Approach to Consultation

- 2.2.1 Heathrow sees pre-application consultation as not just a key legal requirement but as a crucial method in raising awareness and understanding about the Project. It also helps to develop a two-way dialogue with our local communities and consultees to understand the issues that are important to them.
- 2.2.2 Given the scale and complexity of the Project and taking into account best practice, guidance and legislative requirements that previously existed, Heathrow has undertaken a multi-stage pre-application consultation process to ensure that consultees had the opportunity to provide feedback at appropriate points in the development of the Project. The stages of consultation undertaken were:
 - **Airport Expansion Consultation One (January to March 2018):** This comprised the first stage of consultation on the emerging plans for the Project and took place at an early stage in the development process focussing on options for the various components of the Project.
 - **Airspace and Future Operations Consultation (January to March 2019):** This comprised the second stage of consultation on future airspace, future runway operations and how the airport could grow sustainably.
 - **Airport Expansion Consultation (June to September 2019):** This comprised Heathrow's statutory consultation on the preferred masterplan and proposed application in accordance with the requirements of Sections 42, 47 and 48 of the Planning Act 2008, as they stood at the time.
 - **2026 Consultation (October to December 2026):** Heathrow's current consultation on the up to date proposals for the Project, following the previous pause on the project in 2020.
- 2.2.3 The approach has allowed the refinement of the Project at each stage through a design, evaluation and assessment process that takes into account consultee feedback.

2.3 Legislative context

- 2.3.1 In July 2026, the statutory requirements for consultation under the Planning Act 2008 were removed, with new guidance released by the Ministry of Housing, Communities and Local Government in July 2026. The current consultation has had regard to that

guidance, and this will be explained more fully in the Development Consent Order (DCO) application.

- 2.3.2 However, those statutory requirements did exist at the time of the 2019 Airport Expansion Consultation (AEC), and so the consultation activities were undertaken in accordance with those provisions.
- 2.3.3 The key statutory provisions at the time of the 2019 AEC, in relation to consultation with the public and prescribed consultees (all of which, save where noted, are now removed), were as follows¹:

Duty to consult under Section 42

- 2.3.4 Section 42 of the Planning Act 2008 required the following parties to be consulted about the proposed application:
 - Such persons as were prescribed in the Infrastructure Planning (Applications: Prescribed Forms and Procedures) Regulations 2009 (as amended) (**‘the APFP Regulations’**).
 - The Marine Management Organisation (offshore schemes). As the Project does not affect tidal rivers or the sea, it was not necessary to consult the Marine Management Organisation.
 - Each local authority that was within section 43 of the Planning Act 2008, being those authorities in which the scheme is located (‘host authorities’) and those local authorities that share a boundary with those host authorities.
 - The Greater London Authority if the land is in Greater London.
 - Each person who was within one or more categories that were set out in Section 44 of the Planning Act 2008. A person was within Section 44 of the Planning Act 2008 if Heathrow knew that the person was an owner, lessee, tenant or occupier of the land (Category 1, Section 44(1)), was interested in the land or had power to sell and convey the land or to release the land (Category 2, Section 44(2)), or was entitled to make a relevant claim if the order sought by the proposed application were to be made and fully implemented (Category 3, Section 44(4)).

Duty to notify under Section 46

- 2.3.5 As required by Section 46(1) of the Planning Act 2008 at the time, the Secretary of State was notified and provided with a copy of the consultation documents in advance of the Section 42 consultation.

Duty to consult local community under Section 47

- 2.3.6 Section 47(1) of the Planning Act 2008 required Heathrow to prepare a Statement of Community Consultation (SoCC). The SoCC was required to set out how we intended to consult the people living in the vicinity of the land on the proposed application. There was a duty on us to consult the relevant local authorities (local

¹ Note this is a summary, and does not seek to set out the full detail of all pre-application consultation requirements at the time (e.g. notifications to PINS, which Heathrow did undertake).

authorities within Section 43(1)) in respect of the content of the SoCC (Section 47(2)) because their knowledge of the local area may have influenced decisions on the geographical extent of consultation and the methods that will have been most effective in the local circumstances, and to have regard to their feedback on the SoCC in finalising it. Regulation 12 of the Infrastructure Planning (Environmental Impact Assessment) Regulations 2019 (**'the EIA Regulations'**) stipulated that the SoCC must set out whether the proposal is EIA development and, if so, how Heathrow intended to publicise and consult on preliminary environmental information.

- 2.3.7 The SoCC was required to be made available for inspection by the public in a way that was reasonably convenient for people living in the vicinity of the land (Section 47(6) (za)). A notice was also required to be published in a newspaper circulating in the vicinity of the land (stating where and when the SoCC could be inspected), and the SoCC had to be published in a manner prescribed by regulations (Sections 47(6)(a) and (b)).
- 2.3.8 Consultation was then required to be carried out in accordance with the proposals set out in the SoCC (Section 47(7))

Duty to publicise the proposed application under Section 48

- 2.3.9 Section 48(1) of the Planning Act 2008 requires Heathrow to publicise the proposed application at the pre-application stage. This duty remains in force under the Planning Act 2008.
- 2.3.10 Regulation 4 of the APFP Regulations prescribes the manner in which this publicity must be undertaken (which has been amended in recent legislative changes). Regulation 13 of the EIA Regulations stipulates that, where the application for development consent is an application for EIA development, Heathrow must, at the same time as publishing the notice of the proposed application under Section 48(1), send a copy of the notice to the 'consultation bodies' (as defined by the EIA Regulations) and to any person notified to Heathrow by the Planning Inspectorate (PINS) in accordance with Regulation 11(1)(c) of the EIA Regulations.

Duty to have regard to responses under Section 49

- 2.3.11 Section 49 of the Planning Act 2008 required Heathrow to have regard to the responses to consultation and publicity when deciding on the form and content of the DCO application for the Project.

Preliminary Environmental Information Report – Regulation 12 of the EIA Regulations

- 2.3.12 Regulation 12 of the EIA Regulations also required Heathrow to consult on 'Preliminary Environmental Information (PEI)', as set out in Regulation 12(1)(b) of the EIA Regulations. PEI was defined in the EIA Regulations as:
 - Information referred to in Part 1 of Schedule 4 (information for inclusion in environmental statements) which

- has been compiled by Heathrow
- is reasonably required for the consultation bodies to develop an informed view of the likely significant environmental effects of the development (and of any associated development))

3. Approach to the 2019 Airport Expansion Consultation (AEC)

3.1 Introduction

- 3.1.1 This chapter sets out details of the approach taken by Heathrow to the 2019 Airport Expansion Consultation (AEC).
- 3.1.2 Details of how we have considered the feedback received from the 2019 AEC is summarised in Chapters 5 to 33 of this Report.
- 3.1.3 Non-statutory engagement with consultees has also continued prior to, between and following the 2019 AEC, and this engagement has informed the proposals that have been brought forward at this consultation. This will be explained further in the Development Consent Order (DCO) application.

3.2 Details of the 2019 AEC

Purpose

- 3.2.1 The 2019 AEC set out our preferred masterplan and proposed approach to key matters. As part of the consultation, views were specifically sought on:
 - The preferred masterplan
 - The proposed construction activities and measures to minimise effects
 - The future operation of a three-runway airport
 - Surface access proposals
 - Managing the effects of expansion
 - Growing within environmental limits
 - The community fund
 - The proposed property and compensation measures

When did the consultation take place?

- 3.2.2 The 2019 AEC took place for a period of 12.5 weeks between 18 June and 13 September 2019. This more than doubled the statutory minimum of 28 days for statutory consultation that existed at the time under the Planning Act 2008.

Where did the consultation take place?

- 3.2.3 To ensure compliance with Sections 42(1)(d) and 47 of the Planning Act 2008 at the time, the 2019 AEC was undertaken within the following consultation zones:

- Zone A – This area comprised the proposed land required for the construction and operation of the Project and contained property over which rights or interests would be required either temporarily or permanently as a result of the Project.
- Zone B – This area included all properties within which aircraft arriving and departing the airport would be travelling at 4,000 feet or less above ground level. This was the area within which there was considered the potential for likely significant noise effects to occur.
- Zone C – This covered the area within which aircraft arriving and departing the airport would be travelling between 4,000 and 7,000 feet above ground level. This zone was used as the widest extent of the Consultation Zone in both Airport Expansion Consultation One and the Airspace and Future Operations Consultation.

3.2.4 The consultation was not geographically restricted to respondents in these areas and feedback was received from respondents across the UK. Information was made available online for electronic download and by request in hard copy via the consultation information phone line.

Who was consulted?

Section 42 (as at 2019)

Prescribed Consultees

3.2.5 A wide range of consultees drawn from the list in Schedule 1 of the Applications: Prescribed Forms and Procedures (APFP) Regulations were contacted. This included statutory bodies such as the Civil Aviation Authority, relevant Highways Authorities, Natural England, Historic England and the Environment Agency as well as the parish councils.

Local Authorities

3.2.6 In accordance with Section 42(1)(b) of the Planning Act 2008 at the time, the following local authorities were consulted.

Table 3.1: Local Authorities consulted during the 2019 AEC

Section 43 Grouping	Description	Local Authorities
A	A neighbouring authority that shares a boundary with a unitary council or lower tier district council within whose area the development is situated	• Wycombe District Council • Runnymede District Council • Elmbridge District Council • Chiltern District Council • LB Hammersmith & Fulham • LB Ealing • LB Harrow

Section 43 Grouping	Description	Local Authorities
		• Hertsmere District Council • Watford Borough Council • St Albans Council • Dacorum Borough Council • LB Wandsworth • LB Kingston upon Thames • Bracknell Forest BC • Wokingham BC • Surrey Heath BC
B	Either a unitary council or lower tier district council in which the development is situated (a host authority)	• LB Hillingdon • LB Hounslow • Slough Borough Council • South Bucks District Council • Spelthorne District Council • Three Rivers District Council • LB Richmond upon Thames • RB Windsor & Maidenhead
C	An upper tier county council in which the development is situated (a host authority)	• Surrey County Council • Buckinghamshire County Council • Hertfordshire County Council
D	A local authority which is not a lower tier district council and shares a boundary with a 'C' authority	• Kent CC • Northamptonshire CC • Oxfordshire CC • West Sussex CC • East Sussex CC • Hampshire CC • Central Bedfordshire Council • Milton Keynes Council • LB Sutton • LB Croydon • LB Bromley

Section 43 Grouping	Description	Local Authorities
		• South Downs National Park Authority • Luton Council • Cambridgeshire Council • Essex County Council • LB Barnet • LB Enfield
	The Greater London Authority (if the land is in Greater London)	• The Greater London Authority

Persons with an Interest in Land

3.2.7 In accordance with Section 42(1)(d) at the time, persons with an interest in land (PILs) were consulted, as set out below:

- Category 1 – an owner, lessee, tenant or occupier of the land
- Category 2 – a person interested in the land or has power to sell and convey the land or to release the land
- Category 3 – a person who would be entitled to make a claim under the Compulsory Purchase Act 1965 or Land Compensation Act 1973

Section 47

Statement of Community Consultation (SoCC)

3.2.8 In accordance with Section 47(1) of the Planning Act 2008 at the time, we prepared a Statement of Community Consultation (SoCC) setting out how we proposed to consult about our proposed application with people living in the vicinity of the land. As part of our preparation and in accordance with Section 47(2) at the time, we undertook two stages of consultation with local authorities on the approach to and content of the SoCC.

Emerging draft SoCC

3.2.9 To provide local authorities with an early opportunity to feedback on the approach to the SoCC and our formal consultation, an emerging draft SoCC was prepared and issued to local authorities within Consultation Zone B (see paragraph 3.2.3), the Heathrow Community Engagement Board (HCEB) and the Heathrow Strategic Planning Group (HSPG) on 16 November 2018.

3.2.10 The emerging draft SoCC set out Heathrow's initial thinking on the consultation methods to be used for the formal consultation as well as an initial list of consultation exhibition venues, document inspection locations and publications that would be

used to advertise the consultation. The local authorities were given 31 days to respond (by 17 December 2019).

3.2.11 In total, 18 responses were received on the emerging draft SoCC.

These included responses from local authorities (including borough, district and county councils), the Colne Valley Regional Park (as a member of the HSPG) and HCEB. A full schedule of the responses received on the emerging draft SoCC.

3.2.12 A summary of the feedback received and the changes that were made to the emerging draft SoCC is presented below:

- Comments were received that the language in the emerging draft SoCC was overly technical and legalistic. Heathrow reviewed the document and simplified wording where it was considered possible. Diagrams and plans were also included to aid understanding and further explain the process and the proposals.
- Comments were received that terms such as the “Project” were used inconsistently. The emerging draft SoCC was reviewed and edited to ensure consistency of terminology throughout, for example referring to the “Project” rather than “Proposed Project”.
- Comments were received that given the complexity of consultation and its timing, partly over the summer holidays, consideration should be given to extending its duration. In response, Heathrow extended the duration of the originally proposed period of 10 weeks to 12.5 weeks.
- Requests were made that the consultation material be made available in different languages to aid accessibility. As well as its commitment to provide summary consultation material in large copy print, Braille or audio format on request, the text in the emerging draft SoCC was clarified to also include translation into alternative languages on request.
- Clarity was sought on whether properties that would receive the consultation letters included both residential and business addresses. Heathrow amended the emerging draft SoCC to clarify that business premises as well as residential properties would receive the community information leaflet.
- Suggestions were received that all properties in Consultation Zones A-C should receive a copy of the community information leaflet. Heathrow considered that a direct mailing to Zone C would be disproportionate as it would involve sending a direct mail to over 8 million properties. However, in Zone C a combination of out of home advertising and social and digital media advertising were proposed to raise awareness of the consultation.
- Suggestions were received that Heathrow should consider independent facilitators of workshops and public meetings to avoid the potential for conflict of interest. Heathrow made clear that public meetings would not be held but that it would consider requests to attend meetings organised by local organisations on a case-by-case basis.

- A number of requests for additional or alternative consultation venues were received. Heathrow included additional or alternative consultation venues at the Square, Camberley; Brent Civic Centre, and Brentford Lock. Heathrow also committed to holding events in Ealing, Southall and Vauxhall. Requests for events at the same venue across multiple days/nights were not taken forward. A request for an event in Battersea was also not taken forward given the proximity of other proposed events.
- A number of requests for additional or alternative document inspection locations were received. Heathrow included additional or alternative document inspection locations at Epsom Library, Civic Offices in Sutton, Leatherhead Library,; Reigate Town Hall, West End Parish Council Offices, The Curve in Slough, Brixton Library and John Harvard Library. Heathrow also relocated the document inspection location proposed for Hounslow Civic Centre to Hounslow Library.
- A number of requests for additional or alternative newspapers/publications to raise awareness of the consultation were received. Heathrow included the following additional newspapers and publications: Brent and Kilburn Times, Epsom Comet, Staines Informer, Slough Observer, Fulham and Hammersmith Chronicle, and the VOICE. Requests to publicise information on the Surrey section of the BBC website were not however taken forward as Heathrow does not have editorial control of content and therefore could not guarantee that the information would be displayed.
- Comments were received that radio advertising should be undertaken across different timeslots to ensure a wider variety of audiences. Heathrow updated the emerging draft SoCC to reflect that radio advertising would be carried out across a range of timeslots during the Airport Expansion Consultation period with selected media stations to raise awareness of the Consultation.
- Comments were received that copies of the documents should not be charged to the individual, particularly if they are from a hard to reach group. Given the volume and scale of consultation materials, Heathrow considered it appropriate to retain the option to recover a reasonable copying charge for hard copies of the technical documents. However, the emerging draft SoCC made clear that this would be reviewed on a case-by-case basis.
- Clarification was sought on whether the consultation postal address would be freepost. At the time of the emerging draft SoCC consultation a freepost address had not been set up or secured. Once confirmed, Heathrow added text to the emerging draft SoCC to clarify that the postal option for returning hard copy feedback forms would be via a Freepost address.

Draft SoCC

- 3.2.13 Following consideration of the feedback received on the emerging draft SoCC and definition of the proposed application, a formal consultation was held on the draft SoCC between 7 March and 8 April 2019, a period of 31 days.

- 3.2.14 Consultation on the draft SoCC took place with all host local authorities and those local authorities in whose areas Heathrow considered communities may experience likely significant environmental effects from the Project. This ensured that Heathrow understood how consultation might best be undertaken with those affected communities and that the views of these local communities could be taken into account when finalising the proposals for the Project.
- 3.2.15 In addition to the draft SoCC, those local authorities that submitted comments on the emerging draft SoCC were provided with details of how their previous comments had been taken into account.
- 3.2.16 In total 24 responses were received from local authorities and HCEB on the draft SoCC. A full schedule of the responses received on the draft SoCC.
- 3.2.17 A summary of the feedback received and the changes that were made to the draft SoCC is presented below:
- Comments were received that the DCO process diagram should be more user friendly and clarified to make clear that interested parties can register with the Planning Inspectorate. Heathrow updated the diagram to make this clear and sought to simplify wording where considered possible.
 - Comments were received which suggested that the consultation should include the airspace change proposals as well as those for expansion. Heathrow confirmed that as part of the 2019 AEC, a preliminary assessment of the effects of flights resulting from a three-runway airport, using indicative flightpaths, would be presented in the Preliminary Environmental Information Report ('PEIR') that formed part of the 2019 AEC materials. However, the physical expansion of the airport and the airspace change process have separate consenting requirements, procedures and programmes. Consequently, the proposals for airspace change will (and continue to be in 2026) be subject to a separate programme of consultation and engagement led by the United Kingdom Airspace Design Service (UKADS).
 - Clarification was sought on how 'local communities' had been defined. Heathrow added text to the draft SoCC to make clear how it had defined community consultees for the purposes of Section 47 of the Planning Act 2008 at the time.
 - Comments were received which suggested that the SoCC could be clearer on how regard would be had to consultation responses. Heathrow added text to the draft SoCC to confirm that, in line with statutory requirements at the time, details of the regard had to consultation feedback will be presented in the Consultation Report which accompanies the DCO application.
 - Comments were received that the objectives for the consultation should be expended to ensure that information provided is easy to understand and provides appropriate levels of detail. Heathrow updated the objectives for the consultation to confirm that clear, concise, technical and non-technical information would be provided, what is and is not part of the DCO Project, what is fixed and why, and the proposals for mitigation and compensation.

- Comments were received that disagreed with the approach of defining the geographical extent of the consultation based on noise impacts and within the area affected by overflying aircraft below 4,000 feet. The 4,000 feet consultation zone was derived from the Air Navigation Guidance 2017 which says that from ground to 4,000 feet, the priority is to limit and where possible reduce the total adverse effects on people. The 4,000 feet also closely aligns with the extent of the lowest observable adverse effect level (LOAEL), the area within which likely significant effects (from aircraft noise) may occur. Whilst this area was used to define Consultation Zone B, the consultation was not limited to those in this area and a range of out of home advertising, social and digital media advertising were used across Consultation Zone C (the area within which aircraft arriving and departing the airport will be travelling between 4,000 and 7,000 feet) to raise awareness of the consultation and encourage participation.
- Clarity was sought on whether community premises, as well as business premises and residential properties would receive the community information leaflet advertising the consultation period. Heathrow amended the wording in the draft SoCC to make clear that community properties within Consultation Zone B would receive a copy of the leaflet.
- Comments were received which suggested that it should be made clear in the SoCC that hard-copy technical appendices for the PEIR would not routinely be available at either the consultation exhibitions or the document inspection locations. Heathrow added text to the draft SoCC to confirm this and that all materials would be available on the project website.
- A number of requests for additional or alternative consultation venues were received. Heathrow included additional or alternative consultation venues at H G Wells Conference Centre, Woking; Beaconsfield; Methodist Church, Leatherhead; Yiewsley and West Drayton Community Centre, and Longford Thistle. Requests for events to be added at Tringham Hall, the Barbican library, Epsom racecourse and Hendon Town Hall were not taken forward due to the proximity of other proposed events. Requests for events in High Wycombe and East Croydon were not taken forward as they were outside of Consultation Zone B, the area within which events were proposed.
- A number of requests for additional or alternative document inspection locations were received. Heathrow included additional document inspection locations at Bracknell Library, Horsley library, Banstead library, Croydon library, Barbican library, Guildford library, Richmond Reference library, Twickenham library, Watford library, Uxbridge library, Xcel Centre, Windsor library and Old Windsor Parish Council. Heathrow also changed the location of the proposed document inspection locations at North Finchley Library to Hendon Town Hall and from Maidenhead Town Hall to Maidenhead Library. A request for two further document inspection locations in Hounslow was not taken forward as a location was proposed within 4 miles of the suggested alternatives and consultation events were also proposed within the borough.

- A number of requests for additional or alternative newspapers/publications to raise awareness of the consultation were received. Heathrow included the following additional newspapers and publications for the receipt of press releases and adverts about the consultation: Surrey Matters, Bracknell News, Surrey Mirror, Bucks Free Press, The Evening Standard and the Barnet Times. However, given the costs of advertising, and in light of the advertising strategy being comprehensive, Heathrow did not take forward a request for advertising to be ongoing throughout the consultation period.
- Comments suggested that the draft SOCC should clearly state the criteria that would be used to determine the exceptional circumstances for accepting oral feedback. Heathrow confirmed that the exceptional circumstances in relation to the acceptance of oral feedback would include consultees who are hard of sight or that have difficulty in forming their own response. Heathrow also confirmed that each request would be considered on a case-by-case basis but that further definition of the criteria under which oral submissions would be accepted was not required.

3.2.18 As a result of continued development of the expansion proposals in the run-up to the 2019 AEC, following the consultation on the draft SoCC Heathrow wrote to three local authorities (Hertfordshire County Council, the London Borough of Richmond upon Thames and Three Rivers District Council) to explain that their status had potentially changed to a host authority rather than a local authority whose communities may experience physical or other effects from the project. Due to this potential change in status, Heathrow re-provided these local authorities with the draft SoCC and gave them a further 29 days between 29 April and 29 May to comment. No further comments were received from these local authorities.

Final SoCC

- 3.2.19 The SoCC was updated to incorporate changes to the wording, tone and content suggested by the local authorities.
- 3.2.20 At the start of the Airport Expansion Consultation the SoCC was made available for inspection at each of the document inspection locations (see **Table 3.6**) and Section 47 Notice was placed in fifty publications circulating in the vicinity of the land (see **Table 3.7**).
- 3.2.21 The 2019 AEC was undertaken in accordance with the methods set out in the published SoCC. **Table 3.2** sets out a summary of the consultation methods set out in the SoCC and how Heathrow complied with them during the 2019 AEC.

Table 3.2: Summary of compliance with the consultation methods set out in the SoCC

Paragraph reference	Commitment	Detail
3.2.2	The preliminary results of the Environmental Impact Assessment will be presented in a Preliminary Environmental Information Report (PEIR).	The PEIR and a non-technical summary were published as part of the 2019 AEC. These were available to view on the project website, at consultation events, at the document inspection locations and copies were available on request.
4.1.6	Consultation Feedback Reports summarising the feedback received from the non-statutory consultations and explaining how it has influenced the development of the Project, the approach to consultation and the proposed application will be published as part of the Airport Expansion Consultation.	As part of the 2019 AEC, the following Consultation Feedback Reports were published: • Consultation One Consultation Feedback Report • Future Operations Consultation Feedback Report These reports provided details of the non-statutory pre-application consultation undertaken together with a summary of the feedback received and how it had influenced the development of the Project.
4.3.11	Heathrow will engage with local authorities to identify seldom heard groups and to understand what techniques might be appropriate to maximise participation in consultation.	Heathrow undertook four engagement sessions between February 2019 and July 2019 with local authorities who were members of the Heathrow Strategic Planning Group, to help identify seldom heard groups and the techniques appropriate to maximise participation in consultation. Following a session in early June, an email was sent to Local Planning Authorities requesting contact details for their specific equality officers or community and voluntary sector representatives to enable Heathrow to access their lists of voluntary organisations and charities to engage with on the EqIA.
4.3.13	Heathrow will write directly to all seldom heard groups identified, to inform them of the consultation and invite them to take part.	Heathrow emailed a number of community groups to inform them of the Consultation in May 2019 and to invite them to participate.
4.3.13	Heathrow will target advertising through social media and other mediums that seldom heard groups may use regularly.	A newspaper advert raising awareness of the consultation was placed in The Voice, a British Afro-Caribbean weekly newspaper on 27 June 2019. A Gujarati-language advert was also placed in the Garavi Gujarat newspaper on 3 August 2019.
4.5.1	At the start of the Airport Expansion Consultation, Heathrow will write directly to all properties in Consultation Zone A and all those with an	At the start of the consultation all properties and businesses within Consultation Zone A were sent a Community Information Leaflet (see Appendix A). The leaflet provided an overview of the consultation, details of the public exhibitions and explained where the project

Paragraph reference	Commitment	Detail
	interest in land affected by the project.	information could be viewed and how feedback could be provided. Letters to properties in Consultation Zone A were sent out dated 13 June 2019. The letter included the community information leaflet. This explained where more information about the project could be found, the location and timing of consultation events and the addresses for document inspection locations. It confirmed how feedback could be provided and the deadline for providing feedback. It also explained that additional copies of consultation documents could be supplied on request.
4.5.2	All residential, community and business properties in Zone B (approximately 2.6 million) will be sent a community information leaflet.	Community Information Leaflets were sent out to all properties in Zone B on 17 June 2019.
4.5.4	The project website aec.heathrowconsultation.com will provide information about the Airport Expansion Consultation, as well as being a resource for all Project materials.	The project website went live at 08:00 on 18 June 2019 and closed at 23:55 on 13 September 2019 at the address https://aec.heathrowconsultation.com The website explained Heathrow's preferred proposals for developing and operating an expanded Heathrow, the effects of expansion and how Heathrow intended to manage these effects. It set out links to documents and information that provided more details about the proposals including the preferred masterplan and PEIR. It also allowed feedback via an electronic feedback form as well as providing details on other ways to provide feedback including by post and email.
4.5.7	Copies of consultation documents, including the feedback form, will be made available to download from the Project website	Copies of all consultation documents, including the feedback form, were downloadable from the project website at: https://aec.heathrowconsultation.com/documents/
4.5.7	Copies of consultation documents, including the feedback form will be available for inspection at public exhibitions and document inspection locations.	Copies of all consultation documents were available for inspection at the consultation events and document inspection locations detailed in Table 3.4 and Table 3.6 .
4.5.10	Heathrow will hold public exhibitions to highlight topics and issues relevant to the area in which the exhibitions are	Forty-three public exhibitions were held. The exhibitions included boards highlighting certain topics and issues which also showcased localised information to reflect the

Paragraph reference	Commitment	Detail
	held. These will include a range of interactive materials.	areas in which the exhibitions took place. A copy of the event boards are provided as Appendix B .
4.5.10	The exhibitions will be staffed by members of the Project team who will be able to answer questions on a range of topics related to Heathrow expansion.	Members of the Project team were on hand to answer questions from attendees to the consultation exhibition events.
4.5.14	Posters publicising Airport Expansion Consultation dates and event locations will be produced and displayed at public exhibition event venues. They will also be made available for display on local parish notice boards and at other community venues within the Consultation Zones.	Posters advertising the consultation were displayed at all venues where public events were held. The posters were also sent to parish councils, community centres and a number of other prominent local venues throughout the Consultation Zone for display on their notice boards.
4.5.16	At the start of the Airport Expansion Consultation Heathrow will publish statutory notices in local and national newspapers giving details about the Consultation.	Section 47 Notices were placed in 21 newspapers prior to the start of the 2019 AEC. These ran between 13 and 21 June 2019. Section 48 Notices were placed in 26 newspapers at the start of the Consultation. These ran between th 19th June and 30th July 2019.
4.5.17	Heathrow will issue a press release at the start of the Airport Expansion Consultation and mid-way through the consultation period in a number of publications to raise awareness about the Consultation and encourage people to take part.	A press release was sent to a range of publications set out in Table 3.9 at the start of the consultation on the week commencing 12 June 2019 to raise awareness and encourage involvement. A further press release was issued mid-way through the consultation period on the week commencing 5 August 2019.
4.5.17	Heathrow will issue a press release to media commonly used by seldom heard groups.	A newspaper advert was placed in The Voice, a British Afro-Caribbean weekly newspaper on 27 June. A Gujarati-language advert was also placed in the Garavi Gujarat newspaper on 3 August 2019.
4.5.18	During the Airport Expansion Consultation, Heathrow will use targeted advertising in local online news media, as well as in London-wide news media and publications.	Targeted advertising was used in local online news media and the London Evening Standard to raise awareness of the Consultation and the events.

Paragraph reference	Commitment	Detail
4.5.19	Heathrow will also use YouTube and Instagram to increase awareness across a range of demographic groups.	Heathrow's YouTube channel was used to upload videos on the 2019 AEC, with these being collated into a playlist (https://www.youtube.com/playlist?list=PL9Fhg_ZlcClXvcUYDWrkC8CzeAsROcYG2). A sponsored post on Instagram was placed to advertise the Consultation and the closing date for responses.
4.5.20	Heathrow will use a range of digital marketing tools, targeted locally, as part of a strategy to reach seldom heard groups and people considered likely to have a particular interest in the Project.	Facebook, YouTube and PPC Google Search advertisements were used for targeted advertising of the Consultation. Paragraph 3.2.35 provides further details on the number of social media impressions, posts and re-tweets.
4.5.21	Radio advertising will be carried out across a range of timeslots during the Airport Consultation Expansion period with selected media stations to raise awareness of the Consultation.	The following audio advertisements were undertaken: • Spotify. • Asian FX (5 July to 5 August) • Panjab Radio (5 July to 5 August) • Radio Jackie (17 June to 17 July). • Sunrise FM (17 June to – 17 July) • Smooth FM (18 June to 13 September)
4.5.22	Heathrow will operate a freephone enquiry 0800 307 7996 Monday to Friday, 09:00 to 18:00.	The freephone enquiry line was live and operational from Monday to Friday between 09:00 and 18:00 for the duration of the consultation.
5.1.1	An interactive online feedback form will be provided on the Project website setting out the specific areas on which we would like feedback.	The online feedback form was live, functional and accessible on the 2019 AEC website for the duration of the consultation. The feedback form was designed to enable a respondent to select a topic they are interested in, to read more about the topic, and then provide a response. It also confirmed how many questions a respondent had answered – similar to an online shopping cart thereby allowing a respondent to quickly check if they wanted to answer further questions. It was also designed to enable respondents to save their responses before returning at a later date during the consultation to submit their response, should they wish to do so. https://aec.heathrowconsultation.com/how-to-respond/
5.1.1	A hard copy feedback form capable of being completed by hand will also be available for download on the Project	A PDF copy feedback form was available to download and print from the Project website (https://aec.heathrowconsultation.com/documents/feedba)

Paragraph reference	Commitment	Detail
	website as well as at the document inspection locations or on request and will be returnable using the Project 'Freepost' address.	ck-questionnaire/) and at document inspection locations or on request. A Freepost address was made available to enable feedback forms to be returned (see Appendix C).

Wider/Other consultees

3.2.22 In addition to the consultees detailed above, Heathrow also consulted several other local bodies and individuals not identified as prescribed bodies in Schedule 1 of the APFP Regulations 2009. These included:

- Local bodies, faith organisations and technical consultees such as local Wildlife Trusts, the National Trust and the Royal Society for the Protection of Birds (RSPB).
- Ward Councillors and MPs in relevant areas.

Consultation methods and activities

Consultation materials

3.2.23 The following documents were made available as part of the consultation:

Table 3.3: AEC consultation materials

Document	Content
Airport Expansion Consultation document	A document summarising the main elements of the Project, the construction programme and the potential likely significant environmental effects.
Local area documents	Described the likely effects of the Project on particular communities. Ten documents were produced covering the following locations: • Bedfont and Mayfield Farm • Brands Hill • Colnbrook and Poyle • Cranford, Hatton and North Feltham • Harlington and Cranford Cross • Harmondsworth • Longford and Bath Road • Richings Park • Sipson • Stanwell and Stanwell Moor

Document	Content
Preferred Masterplan	Described the physical aspects of the Preferred Masterplan for the expansion of the airport and explained what had influenced its selection.
Construction proposals	Set out the proposed construction schedule, phases, methodologies and site arrangements for constructing the Project.
Updated Scheme Development Report	Explained the process and progress made in developing options for the key components of an expanded airport and its supporting facilities. It also explained how they came together to form the Preferred Masterplan, as well as the options for how Heathrow would construct and then operate an expanded airport.
Future Runway Operations	Set out the preferred proposals for operating an expanded Heathrow, and the reasons for taking these proposals forward for consultation. It explained how Heathrow proposes to manage noise, runway alternation and night flights.
Early growth	Explained Heathrow's proposals for addressing early air transport movements (ATM) growth, by the increased use of the two existing runways prior to the opening of the new third runway.
Surface access proposals	Explained the strategies and initiatives that Heathrow proposes to implement to improve surface access at the airport. (Surface access refers to the ways in which passengers, visitors, colleagues and goods travel to and from Heathrow including public transport, taxis, cars, lorries, walking and cycling.)
Preliminary Environmental Information Report –non-technical summary	Provided an understanding of the design and preliminary environmental issues related to the Project.
Preliminary Environmental Information Report	A preliminary assessment of the likely significant environmental effects of the Project and the measures to minimise those effects. It reflected the written output of the EIA process that had been undertaken up to that point for the Project. The PEIR was designed to accord with the minimum requirements for an Environmental Statement (ES) as set out in Regulation 14 and Schedule 4 of the EIA Regulations as far as possible on the basis of known information. Table 5.1 of the PEIR signposted to where the information provided in the PEIR was pursuant to Regulation 14 and Schedule 4 of the EIA Regulations. In preparing the PEI for consultation, regard was had to PINS Advice Note Seven: PEI, Screening and Scoping. The findings presented in the PEIR were based on a preliminary assessment and reflected the design process at that stage and understanding of baseline conditions, allowing for conclusions as to the likely significant effects to be drawn. Although preliminary, the findings of the assessment set out within the report allowed an informed view to be developed of the Project, the assessment approach that had been undertaken, and drew preliminary

Document	Content
	conclusions on the likely significant effects of the Project and the environmental measures proposed. The PEIR took into account the target audiences, the complexities of the Project and the receiving environment. Where the design was still evolving or further information on baseline conditions was still to be obtained, a precautionary approach was applied to ensure a reasonable worst case was assessed in the PEIR. The PEIR presented a level of preliminary assessment appropriate to support the 2019 AEC and for consultees to develop an informed view of likely significant effects, and helped to inform their consultation responses on the Project. This enabled both the design of the Project and the EIA to take into consideration any comments received through the Airport Expansion Consultation.
Preliminary Transport Information Report	Provided information about future changes to the use and operation of the surface transport networks associated with the proposed expansion of Heathrow Airport. Transport modes considered were walking, cycling, equestrian, public transport, private cars, taxis and road freight.
Equality Impact Assessment: Initial Findings Report	Provided an initial view of the different equality impacts which may occur as a result of expansion. It also set out measures to mitigate negative, and enhance positive, effects during different phases of the DCO Project.
Proposals for Mitigation and Compensation	Set out Heathrow's proposals for mitigating negative impacts and, where this is not possible, compensating communities. It focused on property policies, noise insulation schemes and the community fund.
Draft Code of Construction Practice	Outlined the proposed measures and standards of work that will be implemented by Heathrow and its main contractors throughout the construction period.
Noise Insulation Policy	Set out the basis, definition and delivery of Heathrow's Noise Insulation Schemes. It addressed noise from aircraft movements in the air and on the ground, and road, rail and construction noise associated with the Project.
Economic Development Framework	Set out Heathrow's ambitions to maximise the economic benefits of the Project focusing on two broad themes: Education, Employment and Skills – and Business & Innovation. The consultation sought views on the principles and objectives set out in the document.
Environmentally Managed Growth	Provides a framework for managing growth within agreed environmental limits. It sets out the process for monitoring, reporting and independent scrutiny of environmental effects.

Document	Content
Property Policies Information Paper	Provided information on the discretionary property compensation schemes for owners or occupiers of residential, commercial and agricultural properties who may have to have land acquired to enable the construction and operation of an expanded Heathrow.
Property & Land Acquisition and Compensation Polices – Interim Professional Fees	Provided guidance on the circumstances in which owners of property can expect to recover professional fees that are incurred in Heathrow's acquisition of their property in connection with the Project.
Property & Land Acquisition and Compensation Polices – Interim Property Hardship Scheme	Set out details on the Property Hardship Scheme (PHS). The PHS aims to assist eligible property owners who have a compelling need to sell their property but have been unable to do so, except at a substantially reduced price, as a direct result of the proposals for the Project and as a consequence are facing significant hardship.
Property & Land Acquisition and Compensation Polices – Interim Property Hardship Scheme Panel Guidance	Contained the Panel Guidance for the Interim PHS. It set out set out the operating procedures and working arrangements of the Panel.
Property & Land Acquisition and Compensation Polices – Interim Agricultural Land and Property	Set out the general approach to the acquisition of agricultural property and land and the proposed compensation offer.
Property & Land Acquisition and Compensation Polices – Interim Residential Property	Set out the general approach to the acquisition of residential properties and the proposed compensation offer.
Property & Land Acquisition and Compensation Polices – Interim Commercial Property	Set out the general approach to the acquisition of commercial properties and the proposed compensation offer.
Consultation One Consultation Feedback Report	Presented the results of the Stage One non-statutory preapplication consultation that took place on the Heathrow expansion project between 17 January and 28 March 2018 (the Airport Expansion Consultation One).
Future Operations Consultation Feedback Report	Presented the results of the Future Operations elements of the consultation that took place on the Heathrow expansion project as part of the Airspace and Future Operations Consultation between 8 January and 4 March 2019.
How do we obtain approval to expand Heathrow?	Explained the Development Consent Order process for examining National Significant Infrastructure Projects (NSIP) such as Heathrow Expansion. It also explained the relationship of the DCO with other processes including flightpath changes, applications for planning permission that do not constitute NSIPs and the environmental impact assessment process.

Document	Content
Feedback Form	A feedback form was provided for anyone wishing to respond to the consultation. The feedback form contained 24 questions structured under the following ten main headings: • Masterplan • Construction • Future Operations • Surface Access • Preliminary Environmental Information and Managing the Effects of Expansion • Environmentally managed growth • Community fund • Property and compensation • Development Consent Order • General Comments

Habitats Regulations

- 3.2.24 Under the Conservation of Habitats and Species Regulations 2017 (as amended) (**'Habitats Regulations 2017'**), Competent Authorities have a duty to have regard to the Habitats Directive and the Birds Directive in the exercise of any of their functions. This includes undertaking an assessment to determine the likely significant effects of the Project on sites protected under these Directives.
- 3.2.25 In undertaking an appropriate assessment to determine whether or not there are likely significant effects on a European site the Secretary of State must consult the appropriate statutory nature conservation body (Natural England) and have regard to any representations that it makes. Natural England is also commonly consulted in the process of screening projects to establish whether an appropriate assessment is required. Further, Regulation 63(4) directs the competent authority to consult the general public where appropriate.
- 3.2.26 Although there is no statutory requirement under the Habitat Regulations for an applicant to undertake consultation to support this process, there is a legal requirement to provide the information necessary to enable the Competent Authority (the Secretary of State in their role as decision maker) to comply with their duties under Regulation 63 of the Habitats Regulations 2017.
- 3.2.27 To support this process, information to support the Habitats Regulations Assessment (HRA) process collated at the point of the 2019 AEC, was published in Chapter 8: Biodiversity of the PEIR and a preliminary draft of the HRA screening report was provided in Appendix 8.8: HRA Screening Report, Volume 3.
- 3.2.28 In preparing the preliminary HRA screening report for consultation, regard was given to Planning Inspectorate Advice Note Seven: Preliminary Environmental Information,

Screening and Scoping and Advice Note Ten: Habitat Regulations Assessment relevant to Nationally Significant Infrastructure Projects.

3.2.29 Heathrow used and continues to use the Evidence Plan process as set out in Defra (Department for Environment Food and Rural Affairs) guidance, 'Habitats Regulations: Evidence plans for Nationally Significant Infrastructure Projects' published in 2012, as the basis for consultation with Natural England.

This process was widened to include all elements of biodiversity assessment associated with the DCO Project (for example, the Environmental Impact Assessment) and included other relevant stakeholders, and was termed the Biodiversity Evidence Plan process. The aims of this process, with regard to HRA, were to:

- Discuss and agree the methods and scope of data collection required to form a robust baseline.
- Discuss the emerging biodiversity baseline and agree amended approaches to data collection as necessary.
- Discuss and agree the approach to the HRA.
- Discuss the type and efficacy of potential mitigation measures, as required.
- Agree the other plans and projects for inclusion within the in-combination assessment.
- Agree all meeting minutes and other communications during the preapplication process, to facilitate the completion of Statements of Common Ground as part of the DCO application.

3.2.30 Discussions were undertaken with a range of stakeholders on the content and approach to the HRA, as detailed in **Table 1.1** of the draft HRA Report within the PEIR. All of the stakeholders listed in this (and others who declined invitations to attend meetings) were asked whether they wished to participate within a formal framework of the Evidence Plan process, provide feedback on a more ad-hoc basis following the provision of information at meetings or via correspondence or respond formally directly to the Planning Inspectorate at appropriate project milestones. Although the stakeholders listed in **Table 1.1** were positively engaged by the Project, the majority were not included within a formal Evidence Plan process due to the extra demands that this would place on their time and resources. Only Natural England was engaged in the formal agreement of the evidence base, approach to assessment and efficacy of any required mitigation.

3.2.31 The HRA Screening process was also informed by the HRA information submitted in support of the ANPS, responses to previous consultation exercises for the Project, and supplementary advice on the conservation objectives published by Natural England for the affected sites.

Feedback form

3.2.32 A feedback form was made available for anyone wishing to respond to the consultation. The feedback form contained 24 questions and was capable of being

completed on-line via the website or in writing by hard copy. A copy of the feedback form is presented at **Appendix C**.

Channels of communication

- 3.2.33 To ensure the 2019 AEC was inclusive and open to all, a number of communication channels were utilised to allow consultees to access project information and members of the team.

Website

- 3.2.34 At the start of the consultation, a dedicated website² was launched. This remained live for the duration of the consultation. It contained the information described above as well as short videos explaining the proposals, a frequently asked questions section, details of the public exhibition events, contact information and details of how to respond to the consultations.

Social media

- 3.2.35 Facebook, YouTube and PPC Google Search ads were used to reach seldom heard groups and people considered likely to have a particular interest in the Project.
- 3.2.36 The combined number of social media impressions during the consultation reached 10,091,759.

Consultation phonenumber

- 3.2.37 At the start of the 2019 AEC Heathrow launched a freephone helpline. The phonenumber was available to consultees to deal with questions relating to the Project. Members of the public were able to call this to discuss any questions and concerns they had about the Project.
- 3.2.38 During the consultation, Heathrow received 1,704 calls to the phonenumber, most of which requested copies of documents or sought clarity on aspects of the Project or the public exhibitions.

Information email address

- 3.2.39 In addition to a Project specific email address for providing feedback to the consultation an information email address was also set up at the outset of the consultation. This operated alongside the consultation phonenumber and was available for consultees to request further information or ask questions in relation to the proposals.
- 3.2.40 During the 2019 AEC Heathrow received 1,384 emails to this address. Most of these requested copies of the materials or sought clarity on aspects of the Project, how to provide feedback or the public exhibitions. A small number of consultation responses were also received by this email address and these were all included and considered in the same way as consultation feedback received through other channels.

² www.heathrowconsultation.com

Public exhibitions

- 3.2.41 In total 43 public exhibitions took place during the 2019 AEC at publicly accessible venues across Consultation Zones A and B. These were open exhibitions where members of the public could view the proposals, talk to project team representatives and get guidance on completing feedback forms. Venues were primarily chosen based on their suitability as a community facility, feedback from the local planning authorities, their proximity to potentially affected communities, disabled access and availability.
- 3.2.42 Details of the public exhibitions were provided on the Project website by direct communications, locally displayed posters, press and radio advertising and social media. In total 7,119 people attended the exhibitions. **Table 3.4** provides details of venue locations, dates, times and the number of attendees at each exhibition.
- 3.2.43 Heathrow colleagues and representatives from a variety of technical disciplines as well as a Heathrow director and community team representative were on hand to answer questions from members of the public attending the events. Exhibition boards explaining the Project were displayed at all venues. A scale model was provided at a number of the events. It showed the end result of Heathrow's preferred masterplan and made use of augmented reality to show more information about construction and proposed facilities. As well as the reference copies of the information listed in **Table 3.3**, hard copy feedback forms were also available for completion at the exhibition or to be taken away and completed later.
- 3.2.44 At a number of the events, sound and virtual reality demonstrations were available. This allowed consultees to obtain an understanding of what aircraft may look and sound like at different heights, both outside and indoors. Due to space constraints it was not possible to have these demonstrations at all events – as a result the website clearly indicated which events these facilities would be available at.

Table 3.4: Public exhibition events

Event	Date and time	Venue	Address	Attendance
Wandsworth*	Tuesday 2 July, 14:00 to 20:00-8pm	Wandsworth Civic Suite	Wandsworth High St, London, SW18 2PU	144
Harmondsworth*	Wednesday 3 July, 14:00 to 20:00	St Mary's Church	High St, Harmondsworth, West Drayton, UB7 0AQ	232
Chelsea*	Friday 5 July, 14:00 to 20:00	Chelsea Old Town Hall	King's Rd, Chelsea, London SW3 5EE, UK	69
Maidenhead*	Saturday 6 July, 10:00 to 16:00	Nicholsons Shopping Centre	Nicholsons Lane, Maidenhead, SL6 1LB	182

Event	Date and time	Venue	Address	Attendance
Stanwell Moor*	Sunday 7 July, 10:00 to 16:00	Stanwell Moor Village Hall	123 Horton Road, Stanwell Moor, Staines, TW19 6AQ	363
Longford*	Tuesday 9 July, 14:00 to 20:00	Thistle London Heathrow Terminal 5	Bath Road, Longford, UB7 0EQ	50
Ealing*	Wednesday 10 July, 14:00 to 20:00	DoubleTree by Hilton London - Ealing	2-8 Hanger Lane, Ealing Common, London, W5 3HN	251
Woking	Thursday 11 July, 14:00 to 20:00	H.G. Wells Conference Centre	Church Street East, Woking, GU21 6HJ	147
Rickmansworth	Friday 12 July, 14:00 to 20:00	Watersmeet	High Street, Rickmansworth, WD3 1EH	118
Yiewsley and West Drayton*	Saturday 13 July, 10:00 to 16:00	Yiewsley & West Drayton Community Centre	228 Harmondsworth Rd, West Drayton, UB7 9JL	148
Gerrards Cross	Tuesday 16 July, 14:00 to 20:00	Colston Hall	8 East Common, Gerrards Cross, SL9 7AD	133
Northolt	Wednesday 17 July, 14:00 to 20:00	Northolt Leisure Centre	Eastcote Lane North, Northolt, UB5 4AB	61
Lambeth*	Thursday 18 July, 14:00 to 20:00	Wheatsheaf Community Hall	Wheatsheaf Lane, off South Lambeth Rd, London, SW8 2UP	179
Central London*	Friday 19 July, 14:00 to 20:00	20 Cavendish Square	20 Cavendish Square, London, W1G 0RN	146
Leatherhead	Saturday 20 July, 10:00 to 16:00	Leatherhead Methodist Church	Church Rd, Leatherhead, KT22 8AY	128
East Molesey	Tuesday 23 July, 14:00 to 20:00	Imber Court	Ember Lane, East Molesey, KT8 0BT	111
Hammersmith*	Wednesday 24 July, 14:00 to 20:00	Hammersmith Town Hall	King Street, Hammersmith, W6 9JU	133

Event	Date and time	Venue	Address	Attendance
Harrow	Thursday 25 July, 14:00 to 20:00	Harrow Leisure Centre	Christchurch Avenue, Harrow, HA3 5BD	60
Feltham*	Saturday 27 July, 10:00 to 16:00	Feltham Assembly Hall	Feltham Park, Hounslow Rd, Feltham, TW14 9DN	122
Bracknell*	Tuesday 30 July, 14:00 to 20:00	Grange Bracknell Hotel	Charles Square, Bracknell, RG12 1ED	168
Sipson*	Wednesday 31 July, 14:00 to 20:00	London Heathrow Marriott	Bath Road, Harlington, Hayes, Middlesex, UB3 5AN	108
Beaconsfield	Thursday 1 August, 14:00 to 20:00	The Fitzwilliams Centre	Windsor End, Beaconsfield, HP9 2JW	126
Hounslow*	Friday 2 August, 14:00 to 20:00	Hounslow House	7 Bath Road, Hounslow, Middlesex, TW3 3EB	108
Stanwell*	Saturday 3 August, 10:00 to 16:00	Stanwell Village Hall	13 High Street, Stanwell Village, TW19 7JR	187
Brentford*	Wednesday 7 August, 14:00 to 20:00	Holiday Inn Brentford Lock	Commerce Road, Brentford, TW8 8GA	192
Harlington*	Thursday 8 August, 14:00 to 20:00	St Peter and St Paul's Church Harlington	High Street, Harlington, Hayes, UB3 5DN	139
Ewell	Friday 9 August, 14:00 to 20:00	Bourne Hall	Spring Street, Ewell, KT17 1UF	286
Colnbrook*	Saturday 10 August, 10:00 to 16:00	Colnbrook Village Hall	Vicarage Way, Colnbrook, SL3 0RF	218
Camberley	Tuesday 13 August, 14:00 to 20:00	The Square	The Square, Camberley, GU15 3SL	266
Brent*	Wednesday 14 August, 14:00 to 20:00	The Drum at Wembley, Brent Civic Centre	Brent Civic Centre, 32 Engineers Way, Wembley HA9 0FJ	52

Event	Date and time	Venue	Address	Attendance
Walton-on-Thames	Thursday 15 August, 14:00 to 20:00	Xcel Sports Hub	Waterside Drive, Walton-on-Thames, KT12 2JG	230
Staines*	Friday 16 August, 14:00 to 20:00	The Hythe Centre	36 Thorpe Road, Staines, TW18 3HD	204
Wimbledon*	Saturday 17 August, 10:00 to 16:00	Everyday Church	30 Queens Road, Wimbledon, SW19 8LR	232
Uxbridge	Tuesday 20 August, 14:00 to 20:00	Brunel University London, Conference Services	Uxbridge Campus, Kingston Lane, Uxbridge, UB8 3PN	126
Ascot**	Wednesday 21 August, 14:00 to 20:00	Ascot Racecourse	High Street, Ascot, SL5 7JX	194
Richings Park*	Thursday 22 August, 14:00 to 20:00	Absolute Fitness - Richings Sports	34A Wellesley Avenue, Richings Park, Iwer, SL0 9BN	150
Chiswick*	Friday 23 August, 14:00 to 20:00	Chiswick Town Hall	Heathfield Terrace, Turnham Green, London, W4 4JN	220
Windsor*	Saturday 24 August, 10:00 to 16:00	Windsor Youth and Community Centre	Alma Road, Windsor, SL4 3HD	136
Kingston upon Thames*	Tuesday 27 August, 14:00 to 20:00	Kingston University	Penrhyn Road Campus, Penrhyn Road, Kingston upon Thames, KT1 2EE	236
Richmond*	Wednesday 28 August, 14:00 to 20:00	Richmond Adult Community College	Parkshot, Richmond Upon Thames, London, TW9 2RE	278
Slough*	Thursday 29 August, 14:00 to 20:00	The Curve Slough	William St, Slough, SL1 1XY	160
Twickenham*	Friday 30 August, 14:00 to 20:00	York House	Richmond Road, Twickenham, TW1 3AA	258

Event	Date and time	Venue	Address	Attendance
Southall*	Saturday 31 August, 10:00 to 16:00	The Dominion Centre	112 The Green, South	68
TOTAL				7,119

* Sound Demonstration Lab was available at these venues.

** Heathrow had organised for a Sound Demonstration Lab to be at the Ascot event but due to a road traffic accident on the way to the venue it was not possible to set up the Lab for this event.

3.2.45 In addition to the 43 public exhibitions detailed above, during the 2019 AEC Heathrow also attended 8 public meetings on request from local MPs and local groups, and held one MP event. **Table 3.5** sets out the date and timing of the MP event.

Table 3.5: MP Event

Location	Date and Time	Venue	Address
Westminster	25 June 2019 16:00 to 17:30 4pm – 5:30pm	Churchill Room Houses of Parliament	12 Bridge Street, Parliament Square, London SW1A 2JX

Document inspection locations

3.2.46 Inspection copies of the consultation documents listed in **Table 3.3** and the SoCC were made available to view free of charge from the start of the consultation at 41 locations across London and the south of England. The list of locations is provided in **Table 3.6**.

3.2.47 During the consultation period three visits were made to each of the venues to ensure that the documents were visible within the venues and/or replace any missing copies of documents.

3.2.48 During the consultation Heathrow was notified that one of the document inspection locations (Islington Central Library) had to close for refurbishment. In liaison with the venue Heathrow arranged for the documents to be relocated to Islington West Library. A poster advising that the documents had been moved and were available for inspection at Islington West Library was also erected at the original location.

Table 3.6: Document inspection locations

Document Inspection Locations
Banstead Library, The Horseshoe, Bolters Lane, Banstead, SM7 2AW
Barbican Library, Silk Street, London EC2Y 8DS
Bracknell Central Library, 2 Town Square, Bracknell, RG12 1BH
Brent Civic Centre, Engineers Way, Wembley HA9 0FJ

Document Inspection Locations
Brixton Library, Brixton Oval, London SW2 1JQ
Charing Cross Library, 4-6 Charing Cross Road, London, WC2H 0HF
Croydon Central Library, Clocktower, Katharine Street, Croydon CR9 1ET
Ealing Council Offices, Perceval House, 14-16 Uxbridge Rd, Ealing, London W5 2HL
Elmbridge Borough Council Civic Centre, High Street, Esher, Surrey KT10 9SD
Epsom Library, 6 Epsom Square, Epsom, Surrey KT19 8AG
Gayton Library, 5 St Johns Road, Garden House, Harrow HA1 2EE
Guildford Library, 77 North Street, Guildford, Surrey GU1 4AL
Hammersmith Library, Shepherds Bush Road, Hammersmith W6 7AT
Hendon Town Hall, The Burroughs, Hendon, London NW4 4BG
Horsley Library, Parade Court, Ockham Rd S, East Horsley, Leatherhead KT24 6QR
Islington Central Library, 2 Fieldway Crescent, London N5 1PF
John Harvard Library, 211 Borough High Street, London SE1 1JA, UK
Leatherhead Library, The Mansion, 68 Church St, Leatherhead KT22 8DP
Hounslow House, 7 Bath Road, Hounslow, Middlesex TW3 3EB
London Borough of Sutton Offices, 24 Denmark Road, Carshalton, Surrey SM5 2JG
Maidenhead Library, Saint Ives Road, Maidenhead SL6 1QU
Merton Civic Centre, London Road, Morden SM4 5DX
Old Windsor Parish Council Offices, Jubilee Hub, St Lukes Road, Old Windsor, Berkshire SL4 2QL
Reigate & Banstead Town Hall, Castlefield Road, Reigate RH2 0SH
Richmond Reference Library, Old Town Hall, Whittaker Avenue, Richmond TW9 1TP
Kensington Town Hall, 8 Hornton Street, London W8 7NX
Kingston Library, Fairfield Road, Kingston KT1 2PS
Runnymede Civic Centre, Station Road, Addlestone, Surrey KT15 2AH
South Bucks District Council Offices, Capswood, Oxford Road, Denham, Uxbridge UB9 4LH
Spelthorne Borough Council Offices, Knowle Green, Staines-upon-Thames TW18 1XB
Surrey Heath Borough Council Offices Surrey Heath House, Knoll Road, Camberley GU15 3HD
The Curve Slough, William Street, Slough SL1 1XY
Swiss Cottage Library, 88 Avenue Road, London NW3 3HA
Three Rivers District Council, Three Rivers House, Northway, Rickmansworth, Hertfordshire WD3 1RL
Twickenham Library, Garfield Road, Twickenham TW1 3JT

Document Inspection Locations
Uxbridge Library, High Street, Uxbridge UB8 1HD
Wandsworth Town Hall, Wandsworth High Street, London SW18 2PU
Watford Central Library, Hempstead Road, Watford, Hertfordshire WD17 3EU
West End Parish Council Offices, The Sports Pavilion, Benner Lane, West End, Woking, Surrey GU24 9JP
Windsor Library, 9 Bachelors Acre, Windsor SL4 1ER
Woking Borough Council Civic Offices, Gloucester Square, Woking, Surrey GU21 6YL
Xcel Sports Hub, Waterside Drive, Walton-on-Thames KT12 2JG

Notification of consultees

- 3.2.49 Notification letters were sent to the prescribed consultees on 13 June 2019, local authorities and the Greater London Authority. This included all Regulation 11 consultation bodies under the EIA Regulations. The letter confirmed the consultation would be held between 18 June 2019 and 13 September 2019. It enclosed the Community Information Leaflet and a copy of the Section 48 publicity Notice explaining more about the proposals and where further information could be acquired. It confirmed the various consultation channels that were available to provide feedback and that the deadline for receipt of feedback was 11.55pm on 13 September 2019. It also confirmed that additional copies of the consultation documents or a USB stick containing the complete set of documents electronically could also be supplied on request.
- 3.2.50 Notification letters were also sent to Persons with an Interest in Land (PILs) as defined under Section 44 of the Act at the time (residential properties within the Compulsory Purchase Zone and persons with an interest in other land affected by the Project) on 13 June 2019:
- Category 1 – an owner, lessee, tenant or occupier of the land.
 - Category 2 – a person interested in the land or who has power to sell and convey the land or to release the land.
 - Category 3 – a person who would be entitled to make a claim under the Compulsory Purchase Act or Land Compensation Act.
- 3.2.51 A letter was also sent to those living within the Wider Property Offer Zone (WPOZ).
- 3.2.52 As part of ongoing diligent enquiries to identify all those with land or property that may be affected by the Project, information was received during 2019 AEC which identified new interests. As these interests were not directly contacted as PILs during the 2019 AEC, Heathrow contacted them via letter on 24 September 2019 and provided:
- List of document inspection locations
 - A map of the Project from the Community Information Leaflet

- A hard copy Feedback Form and freepost envelope

3.2.53 The newly identified PILs were given until 7 November 2019 to provide feedback, a period of six weeks.

Section 47

3.2.54 At the start of the consultation all properties and businesses within Consultation Zones A and B (over 2.7 million) were sent a Community Information Leaflet. The leaflet provided an overview of the consultation, details of the public exhibitions and explained where the project information could be viewed and how feedback could be provided.

Wider consultees

3.2.55 Notification letters were sent to the non-statutory consultees (including community groups, members of parliament and non-statutory stakeholders) on 13 June 2019. The letter confirmed the consultation would be held between 18 June 2019 and 13 September 2019. It enclosed the Community Information Leaflet and a copy of the Section 48 publicity Notice explaining more about the proposals and where further information could be acquired. It confirmed the various consultation channels that were available to provide feedback and that the deadline for receipt of feedback was 23:55 on 13 September 2019. It also confirmed that additional copies of the consultation documents or a USB stick containing the complete set of documents electronically could also be supplied on request.

Advertising and publicity

Advertisements

Section 47

3.2.56 **Table 3.7** sets out the publications and dates for the Section 47 Notice. The notice provided details of the locations where the SoCC was available to view, the consultation events, the ways in which feedback could be provided and the deadline for receipt of feedback. The Section 47 Notice was also published in the London Gazette during the week of 10 June 2019.

Table 3.7: Publications containing the Section 47 Notice

Publications	Publication Dates
Bexley Times	13 June 2019
Bromley Times	13 June 2019
Ilford Recorder	13 June 2019
Romford Recorder	14 June 2019
Herts Advertiser	13 June 2019
Welwyn Hatfield Times	12 June 2019

Publications	Publication Dates
Hackney Gazette	13 June 2019
Brent & Kilburn Times	13 June 2019
Southwark News	13 June 2019
Lambeth Weekender	13 June 2019
Maidenhead Advertiser	13 June 2019
Windsor, & Slough Express	14 June 2019
Camden New Journal	13 June 2019
Islington Tribune	14 June 2019
Heathrow Villager	15 June 2019
Henley Standard	21 June 2019
Bucks Herald	19 June 2019
Crawley & Horley Observer	19 June 2019
Hemel Hempstead Gazette	19 June 2019
Dartford & Gravesend Messenger	20 June 2019
Barnet Borough Times	12 June 2019
Bracknell & Wokingham Weekender	13 June 2019
Oxford Mail	13 June 2019
The Villager	14 June 2019
Croydon Guardian	13 June 2019
Richmond & Twickenham Times	14 June 2019
Surrey Comet	13 June 2019
Sutton Guardian	13 June 2019
Wandsworth Guardian	14 June 2019
Wimbledon Guardian	14 June 2019
Slough observer & Reading Chronicle	13 June 2019
Harrow Times	13 June 2019
Tottenham and Wood Green Independent	14 June 2019
Bucks Free Press	14 June 2019
Ealing Gazette	21 June 2019
Hounslow Chronicle and Staines Informer	14 June 2019
East Grinstead Courier	14 June 2019

Publications	Publication Dates
Surrey Advertiser	14 June 2019
Surrey Mirror	20 June 2019
Uxbridge Gazette	19 June 2019
Epping Forest Guardian	13 June 2019
Epsom Comet	13 June 2019
Watford Observer	14 June 2019
Staines Informer	14 June 2019
Bexley Times	13 June 2019
Bromley Times	15 June 2019
County Border News	19 June 2019
Lewisham, Greenwich News Shopper	19 June 2019
Bromley News Shopper	12 June 2019
Herts Mercury	20 June 2019
Bexley Times	13 th June 2019

Section 48

- 3.2.57 A Section 48 Notice was published for two successive weeks (weeks commencing 17 and 24 June 2019) in the publications detailed in **Table 3.8**. The Section 48 Notice was also published in The Guardian during the week commencing 17 June 2019 and in the London Gazette during the week commencing 29 July 2019.
- 3.2.58 The notice provided details of the Project, how copies of consultation documents could be obtained, details of all of the document inspection locations including opening hours, the ways in which feedback could be provided and the deadline for receipt of feedback. The Notice also confirmed that the Project is classified as EIA development and that a Preliminary Environmental Information Report was published as part of the consultation.

Table 3.8: Publications containing the Section 48 Notice

Newspaper	Published Dates
Barnet Borough Times	19 & 26 June 2019
Bracknell & Wokingham Weekender	20 & 27 June 2019
Croydon Guardian	20 & 27 June 2019
Richmond & Twickenham Times	21 & 28 June 2019
Surrey Comet	20 & 27 June 2019
Sutton Guardian	20 & 27 June 2019

Newspaper	Published Dates
Wandsworth Guardian	21 & 28 June 2019
Wimbledon Guardian	21 & 28 June 2019
Barnet Borough Times	19 & 26 June 2019
Slough Observer/Reading Chronicle	20 & 27 June 2019
Harrow Times	20 & 27 June 2019
Tottenham & Wood Green Ind.	21 & 28 June 2019
Bucks Free Press	21 & 28 June 2019
Herts Mercury Series	20 & 27 June 2019
Ealing Gazette	21 & 28 June 2019
Hounslow Chronicle & Staines Informer	21 & 28 June 2019
The Gazette	30 July 2019
The Guardian	22 June 2019
Southwark News	20 & 27 June 2019
Lambeth Weekender	20 & 27 June 2019
Maidenhead Advertiser	20 & 27 June 2019
Windsor, & Slough Express	21 & 28 June 2019
Camden New Journal	20 & 27 June 2019
Islington Tribune	21 & 28 June 2019
Brent and Kilburn Times	20 June & 4 June 2019
Uxbridge Gazette	19 & 26 June 2019

3.2.59 As a result of an administrative error at the Brent and Kilburn Times, the second Section 48 Notice was not published during the week commencing 24 June. On recognising its error, the newspaper ensured the notice ran for a second time during the week commencing 1 July 2019.

Wider advertising

3.2.60 The formal notices required under Sections 47 and 48 were supplemented by:

- Adverts in the local newspapers set out in **Table 3.9** at the beginning and halfway through the consultation period.
- Adverts on media websites and online publications across the Consultation Zone throughout the consultation period.
- A thirteen-week campaign of poster advertising in community hubs within the Consultation Zone.

- An eleven-week advertising campaign in London underground and surface rail stations across the Consultation Zone.
- A thirteen-week campaign of billboard advertising at Heathrow Terminal 5.
- An eight-week campaign of bus stop adverts across the Consultation Zone.
- A twelve-week campaign of radio advertising on Smooth London and a four-week campaign on Panjab Radio, Asian FX, Radio Jackie and Sunrise Radio and on Spotify that provided coverage across the Consultation Zone.

3.2.61 These campaigns commenced at the start of the consultation so that they would run during the period of public exhibitions.

Table 3.9: Publications containing advertisements about the consultation

Publication		
Barnet Borough Times	Hemel Hempstead Gazette	Slough Observer/Reading Chronicle
Bexley Times	Henley Standard	Southwark News
Bracknell & Wokingham Weekender	Herts Advertiser	Surrey Advertiser
Brent & Kilburn Times	Herts Mercury Series	Surrey Comet
Bromley Times	Hounslow Chronicle & Staines Informer	Surrey Mirror
Bucks Free Press	Hounslow Matters	Sutton Guardian
Bucks Herald	Ilford Recorder	The Gazette
Camden New Journal	Islington Tribune	The Guardian
County Border News Series	KCW Today	The Villager
Crawley & Horley Observer	Lambeth Weekender	The Voice
Croydon Guardian	London Evening Standard	Tottenham & Wood Green Ind.
Dartford & Gravesend Messenger	Maidenhead Advertiser	Uxbridge Gazette
Ealing Gazette	News Shopper (Bexley)	Wandsworth Guardian
East Grinstead Courier	News Shopper (Bromley)	Watford Observer
Eastern Eye	Oxford Mail	Welwyn Hatfield Times
Epping Forest Guardian	Richmond & Twickenham Times	Wimbledon Guardian
Hackney Gazette	Romford Recorder	
Guravi Gujarat	Romford Recorder	

Publication		
Heathrow Villager	Southwark News	

Press releases

3.2.62 Throughout the 2019 AEC, there was extensive coverage of the Project in the local media. At the start of the consultation Heathrow issued a press release to local media including TV, radio and newspapers and invited them to a media briefing.

Social media

3.2.63 A social media strategy using Facebook, Twitter, Instagram and website banner adverts was implemented across the Consultation Zone to raise awareness of the consultation and direct stakeholders to where they could find out more information and provide feedback.

Hard to reach groups

3.2.64 In addition to the methods outlined in preceding chapters, to ensure that all stakeholders were able to engage in and respond to the consultation, Heathrow offered the following solutions for people requiring additional assistance:

- Videos on technical aspects of the Project which were available on the website and at consultation events.
- Details on how to obtain a large text or alternative format of the documents on the community information leaflet and the consultation documents.
- An on-request translation service to provide documents in alternative languages, braille and audio formats, and translators at consultation events.

3.2.65 To support requests for hard copy documents and/or alternative document formats, a consultation phone line and information email address was provided throughout the period of the consultation.

3.2.66 A health and safety audit was undertaken of the exhibition venues to strike a suitable balance between accessibility of the buildings and proximity to the residents wishing to attend. All the exhibition locations used were Disability Discrimination Act (DDA) compliant. Members of the Project team were in attendance to facilitate access and assist the public.

Feedback mechanisms

3.2.67 Consultation feedback could be provided in the following ways:

- Online feedback through the website – This could either be completed and submitted online or could be downloaded from the website and either emailed via the Project email or posted via the freepost address.

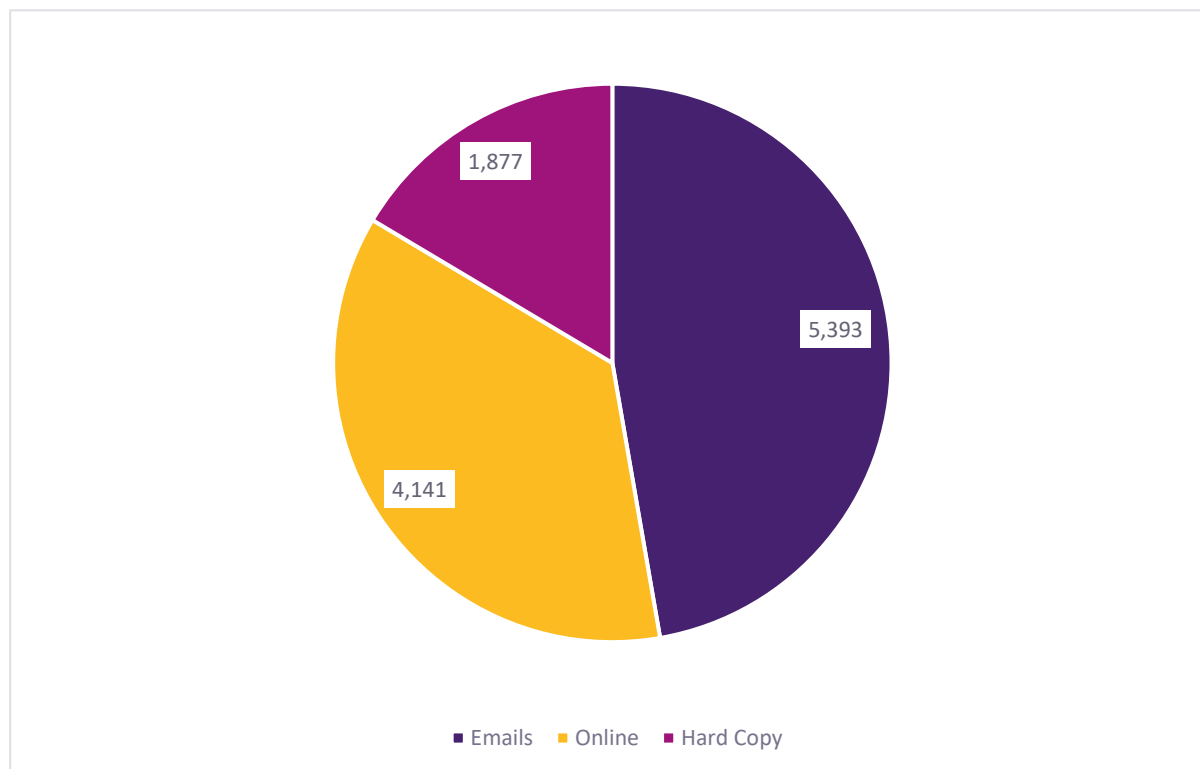
- Hard copy feedback forms – Hard copy feedback forms were available at consultation drop-in events and on request. These could either be handed in at the events or returned by post using the freepost address.
- Feedback could also be provided by:
 - Writing to the freepost address at Freepost LHR EXPANSION CONSULTATION
 - Sending an email to expansion.feedback@heathrowconsultation.com

3.2.68 Verbal feedback was not accepted, with the exception of, where necessary, to recognise an individual's circumstances which would otherwise stop their view from being taken into account. Assistance with completing feedback forms was provided at exhibitions for those who requested it.

Feedback received

- 3.2.69 A total of 11,411 pieces of feedback were received. A small number of these were received either shortly before the commencement of the consultation or shortly after the close of the consultation period. All were coded and analysed in the same way as the responses received during the consultation period and included as valid consultation responses.
- 3.2.70 Responses were received from local authorities, national, regional and local organisations, businesses and the local community. The feedback received comprised:
- Hard copy feedback forms and letters – 1,877
 - Online feedback forms – 4,141
 - Emails – 5,393

Figure 3.1 Composition of responses



4. Approach to analysing feedback

4.1 Consultation analysis

- 4.1.1 All responses received (whether received online or offline) to the 2019 AEC were logged with a unique 6-digit identification number before being uploaded or transcribed verbatim into a computer coding programme to allow analysis.
- 4.1.2 The purpose of the coding programme is to create a 'coding framework' which provides a list of themes and topics (codes) raised by the consultation feedback, by which the feedback can be organised. For example, the noise objective is a prevailing theme identified and within this there are several topics such as "comments on specific wording" and "other objectives to noise objectives". The coding framework was regularly updated to reflect any new themes and topics that were identified, and reviewed to ensure there was no duplication or fraudulent feedback.
- 4.1.3 Analysts applied the coding framework to all feedback received, to capture and organise the issues raised in a systematic way to ease interrogation and analysis.
- 4.1.4 Once the coding framework had been applied to the feedback received, Heathrow grouped similar themes together and organised them into categories. Summaries of the feedback by theme and topic were provided to technical specialists within the Project team, together with the full consultation responses to enable them to consider feedback and take it into account in the design, assessment and evaluation processes.
- 4.1.5 All personal data received as part of the consultation was processed in accordance with relevant confidentiality standards and legislation, including the General Data Protection Regulations 2018.
- 4.1.6 A record of the collated feedback received in response to the proposals is provided in chapters 5 to 33 of this Report. The material has been divided into 28 topics, with a chapter per topic that summarises the issues raised by consultees, grouped by consultee type. These summaries provide a clear and objective precis of the views expressed by consultees and have been broken down using sub-headings. Where sub-headings are not presented this is because no feedback was received from that stakeholder group on that topic.

4.2 Quality assurance

- 4.2.1 Quality assurance measures were put in place at different stages of the data entry and analysis stages to ensure that responses were accurately captured and analysed.
- 4.2.2 At the data entry stage, a system was implemented which involved 90% of the work of each trained data entry operator being reviewed by a senior member of staff. If errors were identified they were corrected, and an increased proportion (up to 100%) of the operator's work was reviewed.

- 4.2.3 At the collation and analysis stage a minimum of 10% of the coding of each analyst was quality checked or verified. This was undertaken through a back-checking exercise which required double-checking each coder's outputs to ensure consistency in approach. In the event of errors being found within this 10% quality sample a full review of the coder's work was undertaken by a senior member of staff.
- 4.2.4 Weekly team meetings and updates to discuss the process and compare working notes were held to ensure a consistent and accurate approach was taken by each analyst. Heathrow project team also reviewed the summary and raw data reports and provided feedback to analysts on their content.

4.3 Heathrow's responses

- 4.3.1 Following identification and categorisation of the feedback, Heathrow reviewed the feedback received as part of its ongoing design, assessment and evaluation processes for the Project. This involved a multi-disciplinary review of feedback by the Project technical teams (e.g. noise, historic environment, property etc).
- 4.3.2 The technical teams received all matters raised by consultees, in a tabulated format. The tables include verbatim extracts from the consultation feedback, grouped into similar matters raised along with a summary for each group. The technical teams noted how they had taken into account the feedback by entering their response within the table. This included identifying where feedback, including suggestions and/or alternatives, require further consideration and identifying where Heathrow agree or disagree with the feedback and why.
- 4.3.3 A summary of Heathrow's consideration of the AEC feedback is provided in each of the topic chapters (5 to 33) of this Report. This response follows the summary of the consultation feedback received, setting out how Heathrow has had regard to the feedback in preparing the DCO application, and where further information and evidence is contained within the submitted DCO documents.

5. Airport Operations

5.1 Introduction

- 5.1.1 As part of the 2019 AEC Heathrow described how the expanded airport would operate. In relation to safety considerations, Heathrow published their assessment of major accidents and disasters. This outlined the potential major accidents and disasters which may arise due to the construction and operation of the proposed Heathrow expansion, and measures for reducing their potential.
- 5.1.2 These matters were set out in the following documents:
- **Preferred masterplan**
 - **Updated Scheme Development Report**
 - **Chapter 16 (Major Accidents and Disasters) of the Preliminary Environmental Information Report**
- 5.1.3 This chapter provides a summary of the relevant consultation feedback and responses in relation to the following key matters:
- Safety considerations – flightpath and terminal buildings
 - Demand management
 - Capacity and slot allocation
 - Airport passenger experience
- 5.1.4 Responses to other operational considerations are discussed in **Chapter 6: Airspace** and **Chapter 30: Runway Operations**.

5.2 Safety considerations –flightpath and terminal buildings

Consultation feedback

- 5.2.1 The Civil Aviation Authority (CAA) expressed support for the current emergency plan used for aircraft accidents/incidents and said that they expected this to be updated to capture the Project. They also provided detailed comments on the operational safety aspects of the masterplan and construction to be considered by the proposals.
- 5.2.2 There were concerns from other respondents about the increased geographical area affected by flights using the new runway and potential for accidents, and whether the potential risks and environmental effects were clearly identified in the assessment methodologies.
- 5.2.3 Feedback sought that fire safety and emergency service response considerations be incorporated into the detailed design of the terminal buildings and airport operations.

Response

- 5.2.4 Heathrow has engaged with the CAA, local authorities and stakeholders since the 2019 consultation to ensure the **Environmental Statement** assessment methodology and terminology in relation to major accidents and disasters will be appropriate for the DCO application.
- 5.2.5 The assessment reported in the **Environmental Statement** will be based on the level of detail of the proposals at the time of submission, with mitigations, such as Public Safety Zones, management plans and design codes to be secured through the DCO to incorporate controls for the detailed design and operation of the development.
- 5.2.6 Heathrow also has an ongoing Multi-Agency Security Steering Group covering matters of national security, such as terrorism, and attendees that include Heathrow, the DfT, CAA, CPNI and Police, where advice on the future design and operation of the expanded airport will be taken into consideration. Safety and security issues will be comprehensively addressed through a formal engagement process involving security experts at the relevant government agencies, law enforcement, the CAA and the emergency services.
- 5.2.7 The airspace changes required for Heathrow expansion will now be sponsored by the United Kingdom Airspace Design Service (UKADS), not Heathrow. UKADS will design airspace change for the South East of England, which includes the airspace change for our new runway and additional capacity. UKADS will consult with affected stakeholders on the design of new coordinated routes and consider their potential effects, including safety and environmental impacts. A key principle of the airspace change process is that airspace change proposals must consider safety and demonstrate the impacts on safety of any proposed changes, and the CAA's primary responsibility in determining airspace change proposals is to maintain a high standard of safety.
- 5.2.8 Further engagement on the physical expansion works will also be held with regulatory stakeholders through the preparation and examination of the DCO application and subsequently during the detailed design stage.

5.3 Demand management

Consultation feedback

- 5.3.1 Some respondents queried the commercial need for the project and called for appropriate demand management of air travel. This was suggested through increased taxation of aviation fuel and passenger travel, banning domestic flights or through optimisation of aircraft including use of larger planes and utilisation of entire capacity.

Project response

- 5.3.2 Whilst taxation matters are the responsibility of the Government, locally at the Airport Heathrow have incentive schemes to help tackle challenges on aviation fuel and to support the environment.

5.4 Capacity and slot allocation

Consultation feedback

- 5.4.1 There was support for maintaining or increasing domestic flights by ring-fencing extra slots for domestic operations, for air passenger duty on domestic flights being scrapped, and for effective links for local flights to Heathrow to be ensured, particularly for business travellers.
- 5.4.2 Airlines and aviation stakeholders broadly supported increased Heathrow capacity but emphasised that expansion must improve competition, operational resilience, connectivity and passenger service levels.

Project response

- 5.4.3 The current and future slot regulations in the UK (and therefore those that direct slot allocation at Heathrow) are, a matter for the UK Government. We will continue to engage with government on domestic connectivity and expectations under the ANPS and possible replacement by the current draft HENPS.

5.5 Airport passenger experience

Consultation feedback

- 5.5.1 Responses sought improvements to the passenger experience across the airport as part of Heathrow expansion in relation to the following:
- The ease and time taken to change between terminals.
 - Efficient passport control and immigration procedures.
 - Adequate facilities and access for disabled, elderly and vulnerable people, those with children and those with mobility issues.
 - Opportunities for sleeping and leisure facilities.
 - Better links to public transport facilities and improved experience for those travelling with luggage.

Response

- 5.5.2 Our proposals will result in fewer, larger terminals, which will significantly improve connection times and resilience; especially so when transferring between terminals. This is supported by the moving of the proposed Terminal 2D satellite building further

east, shortening the distance for passengers and bags and thus improving the passenger experience.

- 5.5.3 There will be a number of initiatives to improve the passenger experience for passengers connecting at Heathrow including improved lounges, entertainment areas and shower areas.
- 5.5.4 Heathrow are working with the UK Border Force to make sure the existing and new terminal infrastructure will deliver the best service, such as the expansion of the use of eGates, and appropriate staffing levels for peak periods.
- 5.5.5 Building on the current offer in the terminals such as quiet areas, rest and relaxation rooms and reclining seating, Heathrow are focusing on delivering good quality passenger facilities across the airport including improving the layout and variety of comfortable seating, reclining seats, and options designed for passengers requiring support or accessible seating areas.
- 5.5.6 Links through the airport and to connecting public transport will be designed considering the needs of passengers and their luggage, through minimising walking distances where possible and providing moving walkways for longer distances.

6. Airspace

6.1 Introduction

- 6.1.1 This chapter provides a summary of the relevant consultation feedback received on the topic of airspace change and flightpath design at an expanded Heathrow. This has been grouped under the following headings:
- Flightpath routing considerations
 - Timing of separate airspace change process
- 6.1.2 Details of emerging airspace change proposals associated with Heathrow expansion were previously consulted on as part of Heathrow's June 2019 consultation. It is important to note, however, that the process for considering and approving airspace change proposals, as set out in the CAA's 'CAP 1616 – Airspace Change Process' is separate to the DCO process. Following recent reforms to the airspace change process, the UK Airspace Design Service (UKADS) now has responsibility for developing and consulting upon the modernised airspace designs needed for a new runway at Heathrow.
- 6.1.3 The following chapter acknowledges and summarises the scope and nature of the comments received on airspace changes associated with Heathrow expansion along with our response in relation to:
- Flightpath routing considerations.
 - Timing of separate airspace change process.

6.2 Flightpath routing considerations

Consultation feedback

- 6.2.1 Feedback generally expressed concern about the potential for cumulative impacts in relation to noise and air quality arising from changes to airspace at other airports in the south-east alongside Heathrow and the wider area that could be now subject to new flightpaths.

Response

- 6.2.2 Through the effective management and control of environmental, neighbour and neighbourhood noise within the context of Government policy on sustainable development, we will seek to:
- Avoid significant adverse impacts on health and quality of life.
 - Mitigate and minimise adverse impacts on health and quality of life.
 - Where possible, contribute to the improvement of health and quality of life.

- 6.2.3 Consent for an airspace change must be obtained from the CAA by following the airspace change process (CAP1616). CAP1616 is a separate process to the DCO. The DCO deals with the design and operation of the airport and its runways but not the design of flightpaths themselves.
- 6.2.4 The airspace changes required for Heathrow expansion will now be sponsored by the United Kingdom Airspace Design Service (UKADS), not Heathrow. UKADS will design and deliver airspace change for the South East of England, which includes the airspace change for our new runway and additional capacity.
- 6.2.5 Following consultation, in June 2025 the DfT and CAA jointly set their intention to proceed with the creation of UKADS. They noted that respondents saw “reducing fragmentation” as a key advantage of UKADS over the earlier system³. The move to UKADS should consequently help to manage and mitigate the potential impact from changes to multiple airports’ flightpaths.
- 6.2.6 As a part of CAP1616, UKADS will consult with affected stakeholders on the design of new coordinated routes and consider their potential effects, including environmental impacts. Communities will have the opportunity to make representations on the airspace design as a part of this process. Further detail is available in the Future Runways Operations document.
- 6.2.7 Furthermore, the **ES** submitted with the DCO Application will provide a cumulative assessment of effects from the proposals, including impacts from changes to airspace, which will inform the proposed mitigation.

6.3 Timing of separate airspace change process

Consultation feedback

- 6.3.1 Respondents expressed concern with the airspace change process following the DCO. Particularly, how the potential effects from the changes to flightpaths in the south-east could be sufficiently understood in assessments, and how to ensure proposed mitigation would be effective.

Response

- 6.3.2 The airspace change process, which is administered by the CAA, will develop designs to coordinate routes between all London’s airports. This process will consider the airspace designs (including flightpaths) needed for a new runway and additional capacity at Heathrow. UKADS will be responsible for developing proposals for changes to the airspace design to accommodate an expanded Heathrow. As part of the CAP1616 process, those proposals will be subject to environmental assessment and consultation with local communities and other stakeholders before a decision is taken on whether they are approved.
- 6.3.3 The DCO application will seek development consent for the construction and operation of the new runway and other airport infrastructure forming part of the Heathrow expansion project. As part of its DCO application, Heathrow is required to

³ CAP 3106 ‘Airspace Modernisation: Outcome of the consultation on a UK Airspace Design Service’ (www.caa.co.uk/data-and-publications/publications/documents/content/cap3106/) para. 4

carry out an assessment of the likely significant effects of the proposed development on the environment, including the effects of noise from aircraft operating at the expanded airport. The Airports National Policy Statement (ANPS) makes clear (paragraph 5.52) the aircraft noise assessment for the DCO application should be undertaken in accordance with the developing indicative airspace design and that this may involve the use of appropriate design parameters and scenarios based on indicative flightpaths (see also paragraph 5.41 of the draft Heathrow Expansion National Policy Statement).

- 6.3.4 Landing and take-off points for airspace are limited by the location of the runways and therefore a noise envelope and mitigation can be confidently proposed as part of the DCO Application. This will be subject to ongoing discussions with UKADS to set parameters for the airspace.
- 6.3.5 The wider impacts of airspace change across London, and the South East of England will be considered as part of the airspace change process for all London airports. This should be in place before the operation of the new runway.
- 6.3.6 Accordingly, the design parameters, scenarios and indicative flightpaths included in the DCO application may be different to the final ACP presented by UKADS and approved by the CAA. The ACP will be in place before the operation of the new runway.

7. Air quality and odour

7.1 Introduction

7.1.1 The 2019 AEC outlined activities and operations that could give rise to air quality and odour effects, together with measures to minimise effects, such as best practice measures during construction, design proposals to help control and manage emissions and a range of proposals to manage road traffic around the airport. These were provided in the following:

- **Section 7 of the AEC document.**
- **Section 8 of the AEC document on Environmentally Managed Growth (EMG).**
- **Chapter 7 of the PEIR.**

7.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:

- Aircraft emissions
- Assessment methodology and scope
- Baseline
- Mitigation
- Monitoring, reporting and enforcement
- Principle of expansion

7.1.3 Further information on air quality is provided in the **Environmental Information Consultation Document, Chapter 9: Air Quality and Odour** as part of this submission.

7.2 Aircraft emissions

Consultation feedback

- 7.2.1 Respondents highlighted serious health and respiratory impacts, and some disagreed with Heathrow's aircraft emission dispersion claims. There were calls for rigorous sensitivity testing, fleet modernisation and airline partnerships.
- 7.2.2 Suggestions were made by consultees to reduce odour risk through operational mitigation, such as prioritising arrivals rather than departures on the Northwest Runway during certain weather conditions.

Response

- 7.2.3 We recognise that the potential air quality effects of the Project are a concern to communities around the airport and other interested stakeholders. We also

appreciate that current air quality across the UK can have an adverse impact on health, and steps are required to ensure national compliance with legal thresholds as quickly as possible. It should be noted that the “Greater London Urban area” was compliant with the nitrogen dioxide (NO₂) and particulate matter (PM₁₀ and PM_{2.5}) annual mean limit values in 2024⁴.

- 7.2.4 The **EICD** includes examination of pollutant concentrations in the Heathrow area. Detailed dispersion modelling of emission sources (including road traffic, airside operation vehicles, aircraft and static point sources) is used alongside available monitoring data to understand the total concentrations at relevant receptors. Where required, conservative assumptions have been made, and sensitivity tests have been run (such as with multiple years of meteorological data) to inform the assessment and ensure the conclusions are appropriately robust.
- 7.2.5 Emissions from road traffic has been recognised as a primary cause of elevated pollutant concentrations in London and at a number of locations in the Heathrow area. This includes traffic that is not related to the airport, such as traffic utilising the M4.
- 7.2.6 Airport related traffic and aircraft emissions also influence local air quality. At locations close to the airport boundary, the emissions from aircraft ground movements are particularly influential to pollutant concentrations. However, with distance from the airport boundary, the influence of these aircraft emissions on local pollutant concentrations decreases. This is due to the dispersion of pollutants with distance from their source. The same principle applies to emissions from road vehicles, which disperse with distance from the kerbside of roads. This is why those locations in London where the NO₂ objective values are exceeded are predominantly close to the kerbside of busy roads.
- 7.2.7 Heathrow has developed a broad suite of measures to manage emissions related to the airport operation at source, which in turn reduces the risk of significant increases in pollutant concentrations as a result of the Project. We are fully committed to playing our part in meeting the Government’s national Air Quality Objectives (AQOs) and the UK achieving compliance with European air quality limits.
- 7.2.8 It is expected that there will be a number of locations which experience increases in pollution concentrations as a result of the Project (when compared to the future without scheme scenario), but the total concentrations are predicted to be well below the AQO threshold. As reported in the **EICD**, adverse impacts are forecast in relation to annual mean NO₂ concentrations at locations closest to the Northwest Runway which are affected by emissions from aircraft taking off and landing. These Adverse impacts are concentrated in the Community Areas of Harlington, Harmondsworth and Sipson, and although predicted concentrations in all scenarios are well below the AQO, given their large magnitude they are considered to have a significant effect. At all other locations, effects are considered to be not significant.
- 7.2.9 Despite predicted increases in pollutant concentrations in specific assessment years, it is still the case that over time air quality is predicted to improve across the study

⁴ Defra (2025), Air pollution in the UK 2024: compliance assessment summary. Accessed from: <https://www.gov.uk/government/publications/air-pollution-in-the-uk-2024/air-pollution-in-the-uk-2024-compliance-assessment-summary>

area. In the majority of locations projected concentrations in later assessment years are lower than those during construction or within the opening year, despite growth in passenger numbers and aircraft movements.

- 7.2.10 In addition to assessing the likely effects of the Project in the context of national air quality targets, the **EICD** also considered the potential effects of changes in air quality on health. The outcomes of this assessment are reported in **Chapter 11: Health**.
- 7.2.11 Heathrow understands that odour from aircraft is a concern, and odour sniff-test surveys are currently underway. The methodology for a detailed assessment of odour impacts is being developed, and all appropriate mitigation measures will be considered as appropriate following the assessment.

7.3 Assessment methodology and scope

Consultation feedback

- 7.3.1 Several respondents considered that there were deficiencies in the surface access modelling, with some noting that the assessment area's geographic scope was too restricted.
- 7.3.2 Several consultees said that specific pollutants, in particular ultrafine particles (UFPs), had largely been ignored or were unquantified. Some also noted there was a failure to consider cumulative impacts from some nearby major infrastructure projects, such as Grondon Lakeside Energy from Waste Plant (EfW) and Western Rail.
- 7.3.3 There were also some disagreements over compliance and policy interpretation such as with the Airports National Policy Statement (ANPS), EIA Regulations, local council guidance and WHO targets.

Response

- 7.3.4 At locations close to the airport boundary, the emissions from aircraft ground movements are particularly influential on pollutant concentrations. Nevertheless, with distance from the airport boundary, the influence of these aircraft emissions on local pollutant concentrations decreases. This is due to the dispersion of pollutants with distance from their source. The same principle applies to emissions from road vehicles, which disperse with distance from the kerbside of roads.
- 7.3.5 It is therefore reasonable to assume that the worst-case impacts have been considered in the assessment area as numerous receptors close to the airport boundary and proposed North West runway, which is the main source of additional emissions, are included in the assessment and no overall significant effects were identified.
- 7.3.6 There are currently no set targets or thresholds for UFP levels, or recognised methodologies for assessing their potential effects. The **ES** will consider the up-to-date position on the science and emerging policy relating to UFPs. We will also

continue to engage with relevant stakeholders to develop an appropriate and credible methodology for assessing UFPs, and this assessment will be included in the **ES**. A monitoring programme for UFPs is in place and results will be reported in the **ES**.

- 7.3.7 Emissions from the Lakeside EfW plant have been explicitly included in the air quality modelling.
- 7.3.8 The Western Rail Link to Heathrow is a proposed 6.5-kilometer (4-mile) rail project designed to connect the Great Western Main Line directly to Heathrow Airport's Terminal 5. The project was put on hold during COVID-19, and its future is uncertain as it will require private investment. As such the Western Rail link is not considered in the assessment.
- 7.3.9 The ANPS and National Policy Statement for National Networks (NNNPS), as well as the draft Heathrow Expansion National Policy Statement (HENPS) which has been published for consultation, set out a number of air quality related tests. Specifically, they state that the Project is to comply with the UK's legal obligations on air quality and must not cause air quality impacts that result in any new breaches of legal obligations on air quality or make existing breaches materially worse. These legal obligations also include meeting National Emissions Ceilings Regulations, which are annual upper limits for total emissions of certain pollutants, but do not include other targets such as those set by the WHO and GLA. It should be noted that the **EICD** predictions show that all locations will meet the above policy tests, as well as the GLA's target for PM_{2.5}.

7.4 Baseline

Consultation feedback

- 7.4.1 Respondents welcomed the proposals for baseline dust monitoring and odour surveys but noted more detailed information could be provided on these, and for these to also include more localised baseline surveys and ongoing monitoring.
- 7.4.2 Some consultees noted that there were gaps in the geographic coverage of automatic monitoring stations and another expressed scepticism of the future baseline assumptions used for NO₂.

Response

- 7.4.3 The results of the baseline odour surveys will be available and presented in detail in the **ES**. The scope of these surveys is considered sufficient to capture the current baseline around the airport.
- 7.4.4 In addition to the ongoing air quality monitoring conducted by the local authorities, Heathrow has carried out continuous air quality monitoring at locations on and around the airport since 1993.
- 7.4.5 The Heathrow Air Quality Working Group (a partnership between Heathrow, London Borough of Hillingdon, London Borough of Hounslow, Slough Borough Council, Spelthorne Borough Council, the GLA, TfL and the Environment Agency) works

collaboratively to monitor, share and publish data from continuous air quality monitoring stations within approximately 20km of Heathrow.

- 7.4.6 One of these monitoring stations is located within the airport boundary (called LHR2) and several are located immediately within the vicinity of Heathrow, many of which are funded by Heathrow.
- 7.4.7 NO₂ diffusion tube monitoring data collected by local authorities as part of the LAQM regime is available at a much larger number of sites than the continuous air quality monitoring stations.
- 7.4.8 The air quality assessment presented in the **ES** will be based on the most up-to-date available monitoring data.
- 7.4.9 The monitoring network may be revised based on any likely significant effects identified by the **ES**. Focus will be placed on locations where there is predicted to be a risk of adverse air quality effects during either construction or operation. The new monitoring strategy will be developed taking into account the EMG Framework. Heathrow has committed to continue to monitor UFPs, as discussed above.
- 7.4.10 The assessment assumes that emissions from road traffic decrease into the future with improvements in the fleet as older vehicles are retired. It is considered that this is a reasonable approach.

7.5 Mitigation

Consultation feedback

- 7.5.1 Some respondents criticised the mitigation proposals for having a heavy reliance on surface access and public transport strategies, being un-quantified and lacking in detail and evidence to guarantee that they will actually work, such as no indication of low-emission plant machinery and overstating of forecast benefits of managing freight movements.
- 7.5.2 Consultees also raised concerns with regard to the design, timing and unintended consequences of the proposed Heathrow Ultra Low Emission Zone (HULEZ), such as adverse perimeter effects and questions on how these would be measured.
- 7.5.3 Recommendations were made for further specific technical and operational mitigation measures such as landing charges for higher polluting aircraft and stronger commitments to Fixed Electrical Ground Power (FEGP) . Wider concerns were also raised around controlling heating plant emissions.
- 7.5.4 While some respondents welcomed Heathrow's recognition of the importance of air quality and gave their general support for the proposed mitigation measures, other respondents emphasised that the Project must align with regional policies such as Legal Compliance, "Air Quality Neutrality", "Good Growth" and "Healthy Streets", and not cause local air quality to deteriorate.

Response

- 7.5.5 Heathrow has already implemented a range of measures at the airport to support evolution of the vehicle fleet and use of electric vehicles (EVs), including replacing our own vehicles, and installing EV charging points to support staff, passengers and operators in the switch to ultra-low emission vehicles.
- 7.5.6 The proposals for the Project include doing more, including providing further EV charging infrastructure, including within the new consolidated parkway facilities to the north and south of the Airport. Our strategy is to continue to support a transition from the use of petrol and diesel fuelled vehicles to electric and plug-in hybrid alternatives.
- 7.5.7 The proposed HULEZ is no longer required as the London ULEZ has expanded to include the airport.
- 7.5.8 The surface access modelling includes the planned increased frequency of trains on the Piccadilly Line, and existing trains being replaced with modern trains, which will allow central London services to increase from 24 to 27 trains an hour which will be in place from between December 2026 and June 2027.
- 7.5.9 Further detail on measures to further improve or mitigate air quality will be developed and provided in the **ES**.
- 7.5.10 Construction plant will comply with the London Non-Road Mobile Machinery (NRMM) emissions limits. Construction traffic will be appropriately managed and the air quality impacts assessed in detail in the **ES**.

7.6 Monitoring, reporting and enforcement

Consultation feedback

- 7.6.1 Respondents expressed a need for more extensive, targeted and continuous monitoring to capture localised impacts such as outside schools, in country parks and near roads expected to see increased traffic due to the Project.
- 7.6.2 The EMG independent scrutiny panel was widely welcomed by respondents as having merit, however some expressed concern that it may reduce the role of local government in monitoring environmental health and that they must retain enforcement powers.
- 7.6.3 Several respondents said that there would need to be enforcement mechanisms if the air quality legal limits for compliance are not met, and others mentioned that the Project would impair their ability to meet their own legal obligations to improve local air quality and undermine the work that they have already done.

Response

- 7.6.4 It is considered that the existing monitoring network is sufficient to inform the air quality modelling. A revised monitoring programme will be considered once final modelling results are available. The **ES** will include a source apportionment exercise, which will highlight locations that may require specific monitoring in order to ensure

that any excessive emissions from the airport are captured and managed. In addition, Heathrow will set out the commitments for monitoring of UFP as part of the DCO.

- 7.6.5 Air quality will continue to be monitored as part of the EMG Framework and associated Independent Scrutiny Panel, where air quality will be considered by a technical panel. The EMG will include thresholds along with limits to provide additional transparency, act as an early warning, and demonstrate the actions being taken to avoid limits. In the event of reaching a threshold a Prevention Plan would then be provided to address the non-compliance. Further detail is set out in the **Environmentally Managed Growth Topic Paper**.

7.7 Principle of expansion

Consultation feedback

- 7.7.1 Respondents called for refusal of consent on air quality grounds, for reasons such as an exceedance of the legal limits on the A30 Great South-West Road, while many others showed conditional support contingent on air quality protections.
- 7.7.2 Several respondents said that the environmental consequences of expansion would be significant, long-lasting and felt far beyond the immediate airport boundaries.

Response

- 7.7.3 The Government designated the ANPS in June 2018. This policy confirmed the need for additional airport capacity in the South East of England and the Government's view that this need is best met by a Northwest Runway at Heathrow Airport.
- 7.7.4 In designating the ANPS the Government determined that, over time, the existing capacity constraints of airports in the South East of England would impose increasing costs on the UK economy. This includes lowering economic output with knock-on effects in lost trade, tourism and foreign direct investment. It is on this basis that the Government concluded that there is a need to increase capacity in the South East of England by 2030.
- 7.7.5 The designated ANPS was informed by an Appraisal of Sustainability, which describes the analysis of reasonable alternatives to the preferred scheme following assessment of the potential economic, social and environmental impacts of options to increase airport capacity.
- 7.7.6 In June 2026, the Government published the draft Heathrow Expansion National Policy Statement (HENPS) for consultation, which sets out a number of specific air quality tests that will form the primary basis for decision making on the DCO application. Specifically, the Project is to comply with the UK's legal obligations on air quality and must not cause air quality impacts that result in any new breaches of legal obligations on air quality or make existing breaches materially worse.
- 7.7.7 The **EICD** presents the results of the preliminary air quality assessment. The findings of the detailed air quality assessment of the Project will be reported within the **ES**. As

reported in the **EICD** the Project is not predicted to result in significant adverse effects on local air quality. Preliminary results show that there will be a number of locations which experience increases in pollutant concentrations as a result of the Project, but total concentrations are predicted to be below the Air Quality Objective thresholds. As also set out within the **EICD**, it is not expected that the Project will affect the UK's ability to comply with legal air quality obligations.

- 7.7.8 The **EICD** results indicate that the contribution of aircraft to total concentrations is likely to be concentrated close to the airport. A detailed source apportionment analysis will be included in the **ES** to demonstrate that the impact from aircraft is limited to the area that has been modelled.

8. Biodiversity and natural environment

8.1 Introduction

- 8.1.1 As part of the 2019 AEC, Heathrow set out a series of biodiversity and natural environment principles that were informing the design and development of the Heathrow expansion project (the Project) together with a number of measures to avoid, minimise and compensate impacts on biodiversity.
- 8.1.2 Heathrow provided a range of information on biodiversity for consideration by consultees including the provision of baseline information (as available at the time of consultation), the approach to Ecological Impact Assessment and the way in which Biodiversity Net Gain (BNG) was being approached (noting that BNG was in its infancy at the time of publication).
- 8.1.3 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
 - Assessment methodology, surveys and baseline information.
 - Habitats and species.
 - Mitigation, compensation and Biodiversity Net Gain (BNG).
 - Landscape and open space

8.2 Assessment methodology, surveys and baseline information

Consultation feedback

- 8.2.1 Consultation feedback was received from a wide range of consultees including Natural England, the Environment Agency, local authorities and a variety of organisations focused on biodiversity and access to nature.
- 8.2.2 The majority of stakeholders noted that at the time of PEIR the surveys were ongoing, which meant that a full understanding of the impacts of the Project could not be gained without reliance on broad assumptions. A number of consultees requested that outstanding surveys be completed, the results shared and further consultation undertaken before conclusions are finalised.
- 8.2.3 Further survey results or clarification on data collection were requested to understand how the conclusions within the assessment were reached, with particular emphasis on understanding movements of the designated features of the South West London Waterbodies Special Protection Area and how proposed mitigation and compensation would function within a fragmented landscape. In general, further survey information was requested for a wide range of habitats and species including birds, bats, badgers, reptiles, great crested newts, dormice, toads and fish.

- 8.2.4 Consultees also requested further information on how impacts may be realised at designated sites including Richmond Park, Wimbledon Common, Bushy Park and Chobham Common. Further assessment of direct, indirect and cumulative effects on these locations was requested. In addition, the potential effects of changes in air quality on designated sites across a wide area was raised as an issue that requires further consideration including agreeing the scope of the assessment and the approach to air quality modelling.

Response

- 8.2.5 Data collection for the Project began in the winter of 2015 and progressed during and after the submission of PEIR with surveys ongoing until the end of 2019. The approach to surveys was discussed with Natural England, the Environment Agency and the local authorities (as part of the Heathrow Strategic Planning Group (HSPG)). Use of remote sensing and other techniques was being considered prior to a pause in the Project, to account for areas where access for surveyors had not been granted.
- 8.2.6 The data available by the end of 2019 is highly likely to have been one of the largest broad-spectrum programmes of biodiversity surveys in the UK, with a scope of specialist surveys not typically deployed on development projects (for example radio-tracking of bats and use of meta-barcoding sampling to identify a range of species from eDNA). In addition, further survey effort was proposed for 2020. The data collection was discussed with consultees to ensure as many gaps could be filled as possible.
- 8.2.7 Following 2019, the approach to Biodiversity Net Gain (BNG) has evolved, including how habitat condition is to be recorded in the field, with the introduction of the statutory regime, requirements and metrics. In addition, updated survey guidance has been published for a range of species including dormouse and bats. Surveys began in winter 2025 to begin the process of updating survey information gathered in 2019 and prior. The approaches have been discussed and agreed with Natural England and the Environment Agency. This information is also supplemented by other survey programmes undertaken by Heathrow in the intervening years. This includes data gathered in the local area in support of the Easterly Alternation Infrastructure project (consented by the London Borough of Hillingdon in December 2025 - reference 41573/APP/2024/2838) and surveys undertaken across the 13 sites (170 ha) managed as biodiversity sites by Heathrow.
- 8.2.8 In addition, the scope of the assessment of designated sites (particularly European sites) has been reviewed with Natural England and the Environment Agency, and the approach to air quality assessment is being developed.
- 8.2.9 The Project's aim is to use previous desk study and field survey data to provide context (where appropriate) to data gathered in 2026 and to be gathered in 2027, ensuring a robust understanding of ecological features in the area allowing for effective mitigation and compensation design and Ecological Impact Assessment by the time of application.

8.3 Habitats and species

Consultation feedback

- 8.3.1 Consultees highlighted the need to understand how various species were using the landscape and how they may interact with the Project once delivered. Key themes were the loss of habitat, disturbance from construction and operation (including from noise, light and human presence), fragmentation and pollution.
- 8.3.2 The concerns raised often overlapped with points around data collection (see **Section 8.2**) and mitigation and compensation (see **Section 8.4**). There were requests to ensure that the direct and indirect effects could be quantified to enable suitable levels of mitigation and compensation to be specified and secured.

Response

- 8.3.3 Following the publication of PEIR a further survey has taken place to understand how various ecological features respond to the fragmented and disturbed environment that they currently exist in. This has included understanding which species can cross the motorways and A roads (via underpasses etc.) and whether waterbirds using the reservoirs and flooded gravel pits frequently respond to overflight of aircraft.
- 8.3.4 Effort is also being made to understand the current levels of noise and light that are tolerated by ecological features to ensure that the Ecological Impact Assessment can make informed decisions regarding the level of impact predicted.
- 8.3.5 The data collection and assessment effort is focused on ensuring that a clear quantified narrative can be provided for each habitat, species or species group under consideration. The approach to assessment and mitigation, compensation and enhancement are being discussed with Natural England and the Environment Agency with the aim of reaching an agreed approach prior to application.

8.4 Mitigation, compensation and Biodiversity Net Gain

Consultation feedback

- 8.4.1 Consultees highlighted that existing habitats around the airport are variable in extent and quality, with extensive fragmentation caused by motorways, A-roads, the airport, commercial development and residential areas. The encroachment of the Project on rivers that provide the best connectivity through the Colne Valley was identified as a major concern and it was noted that additional information on how the proposed blue and green infrastructure would function was needed.
- 8.4.2 Further information on the mitigation and compensation being offered was also requested, alongside concerns of how this would be managed appropriately in the long term and adjacent designated sites protected. Other consultees highlighted the need for further consideration of wildlife hazards associated with habitat creation,

green infrastructure and new waterbodies. They stated that biodiversity enhancement proposals should be compatible with aviation safeguarding requirements and requested greater clarity regarding wildlife hazard management measures and acceptable levels of risk.

Response

- 8.4.3 The Blue and Green Infrastructure design continues to evolve following the publication of PEIR. Emphasis has been placed on the following considerations:
- Ensuring the multifunctional approach (e.g. land providing a range of functions such as flood storage, public open space and biodiversity) is embedded and assumptions are realistic with regards long term goals (e.g. recognising the tension between public access and biodiversity).
 - Reducing the effects of fragmentation through developing connectivity through identification and proposed enhancements of existing key points of connection (such as motorway underpasses), ensuring indicative habitat designs are providing connectivity along appropriate corridors to areas of wider opportunity for sheltering and foraging, and identifying new points of connection and designing appropriate responses (e.g. badger tunnels and green bridges).
 - Phasing of delivery and extent of mitigation and compensation to react to medium- and long-term effects to maintain local populations and retain the ability for newly created and enhanced habitats to be colonised.
 - Integration with other opportunities outside of the draft Order limits and within the wider Local Nature Recovery Strategies, Colne and Crane Valleys Green Infrastructure Strategy and relevant catchment management plans to ensure a landscape scale approach.
 - Ensuring the Blue and Green Infrastructure design is appropriate with regards wildlife hazard management through the testing of options with specialist advisors.
- 8.4.4 The Blue and Green Infrastructure within the draft Order limits aims to provide long-term mitigation and compensation for the effects of airport expansion. The vision is for well-connected and managed habitats that support the type of ecological features that are affected by the development. The design of the Blue and Green Infrastructure will also interface with other local strategies (Local Nature Recovery Strategies) where possible, seeking to maximise benefits and connectivity through the wider area.
- 8.4.5 In addition, there has been discussion with Natural England, the Environment Agency, Local Planning Authorities and other local stakeholders with a nature conservation remit to aid the development of an approach to delivering biodiversity enhancements outside of the draft Order limits. This has included understanding opportunities to work with partners to deliver projects that will help to deliver enhancements for habitats and species in the wider landscape, and how these may be secured in the long term. The mechanisms for delivery and the securing of these

measures are still under consideration, with further development necessary prior to application.

- 8.4.6 Biodiversity Net Gain (BNG) will also be mandatory for the Project to deliver as of November 2026. While at PEIR a voluntary commitment had been made to deliver BNG, the approach was based on guidance that has now been superseded several times. Defra, with support from Natural England and the Environment Agency, has now detailed how BNG should be calculated, delivered and secured for nationally significant infrastructure projects. Detailed discussions with Natural England and the Environment Agency have been held, and will continue, to ensure that the application is in line with the requirements.
- 8.4.7 There is the opportunity to deliver some BNG within the Blue and Green Infrastructure within the draft Order limits. At this stage however, it is anticipated that there may be a shortfall in onsite BNG delivery. This shortfall could be met in a number of ways including working with partners to develop offsite habitat banks, through the purchase of land to create bespoke habitat banks or via purchases of units from the commercial market. The approach is being discussed with Natural England and the Environment Agency and will be developed further prior to application.

8.5 Landscape and open space

Consultation feedback

- 8.5.1 Natural England thought that the areas of re-provided green space identified in the consultation documents looked small and suggested an overall loss of greenspace. They felt that there was insufficient detail in the consultation documents in order for them to make judgements on the amount of land that will be used to deliver green infrastructure and net gain.
- 8.5.2 Consultees raised concerns on whether there is sufficient land available to deliver proposed green space.
- 8.5.3 Consultees expressed concern that significant elements of land required are located outside the DCO boundary and failure to secure this land could compromise the Green Loop.
- 8.5.4 Natural England stressed a need for Heathrow to clarify the delivery, management and maintenance procedures for the green infrastructure proposals in advance of the DCO submission.
- 8.5.5 Consultees felt there was a lack of clarity regarding the management and maintenance proposals for the green and blue infrastructure and active travel network. They set out their expectation for a comprehensive management and maintenance proposal in perpetuity for the whole area around the airport.
- 8.5.6 Consultees said that Heathrow's consultation documentation provides no detail of how newly created habitats will be protected and managed. They said that the proposals refer to Horton Road Quarry being 'public open space for wildlife and

people,' but no indication is provided of how people and wildlife will be separated to protect the species proposed for relocation

Response

- 8.5.7 The scheme has been refined since the 2019 AEC to ensure all green space is included within the DCO boundary and all sections of the Green Loop to avoid any compromise.
- 8.5.8 The scheme ensures that the areas of re-provided green space are greater in quantum than the overall loss and will be secured in the DCO application. Site selection for ecological mitigation has also been driven by ensuring connectivity and the ability to be able to deliver quality greenspace.
- 8.5.9 The intention is for Heathrow to own the management and maintenance for the green and blue infrastructure, as well as the Green Loop, as Heathrow currently does on many sites already. However, this will be subject to agreements with the relevant landowners, where it is not owned by Heathrow.
- 8.5.10 Regarding Horton Road Quarry, this is currently outside of the DCO boundary and therefore, there are no proposals for site.

9. Climate change, carbon and greenhouse gases

9.1 Introduction

- 9.1.1 The statutory Airport Expansion Consultation (AEC) set out a series of principles that were informing the design and development of Heathrow expansion together with measures to minimise effects on climate change, carbon and other greenhouse gases (GHGs).
- **Section 7 of the AEC**
 - **Volume 1 PEIR Chapter 9 – Carbon and greenhouse gases**
 - **Volume 1 PEIR Chapter 10 – Climate change**
- 9.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- Assessment methodology and scope
 - Carbon budgets and targets
 - Offsetting and mitigation

9.2 Assessment methodology and scope

Climate change

Consultation feedback

- 9.2.1 Consultees said that the climate change assessment should cover wider cumulative impacts, infrastructure interactions and regional resilience, as well as operational and air traffic risks to the airport itself.
- 9.2.2 Consultees questioned the assumptions used in the climate change assessment, including the use of 2050 as the worst-case construction year and the 100-year assessment period.
- 9.2.3 The Environment Agency requested greater consideration of flood risk including fluvial flooding, and the application of higher and upper-end climate change allowances across the construction, operational and decommissioning phases. Natural England requested that the assessment evaluate climate impacts on future water levels. It was also requested that the assessment consider the combined effects of increased groundwater, more frequent heavy rainfall and future climate projections levels.

- 9.2.4 Consultees commented that the assessment overlooked urban heat island (UHI) effects. They requested that UHI effects, temperature extremes and associated public health risks be evaluated in detail.
- 9.2.5 Consultees requested that the Climate Change Adaptation Plan (CCAP) detail how Heathrow will adapt to risks including flooding, overheating, water scarcity and extreme weather. They also urged the plan to incorporate green infrastructure, consider infrastructure dependencies and use sustainable design to reduce climate impacts.

Response

- 9.2.6 The **EICD** as presented at consultation confirmed that the technical assessment considers interdependencies between airport assets and wider regional systems through the In-combination Climate Change Impacts Assessment which focuses on environmental effects across aspects such as transport, communities, health, biodiversity and water resources, alongside operational risks to runways, taxiways and air traffic.
- 9.2.7 The revised outline construction programme extends over a period of more than two decades, although the majority of construction activities are anticipated to occur prior to the opening of the extended runway in the late 2030s. Nevertheless, it is reasonable to assess construction activities against a 2050 climate scenario, in addition to the 2030s, as this represents the period during which projected changes in climatic conditions are expected to have the greatest potential influence on the construction programme. The adoption of the 2050 assessment year therefore provides a reasonable basis for evaluating climate change effects on construction activities. The wider CCR and ICCI assessment considers the lifespan of the proposed development and the best available climate data. The furthest future climatic period in the assessment is the 2080s.
- 9.2.8 The **EICD** applies Environment Agency climate change allowances for rainfall intensity within airfield drainage, flood retention and water treatment design, utilising detailed flood modelling and groundwater evaluations to ensure resilience against extreme precipitation and changing water levels.
- 9.2.9 The **EICD** identifies potential UHI effects and heat-related health risks, noting embedded measures such as airfield grassland planting and building design standards to help manage local overheating. This will be developed further for the **ES**.
- 9.2.10 The CCAP is no longer required as since the 2019 PEIR, Heathrow has published its Adaptation Strategy which provides information on how Heathrow is adapting to climate change.

Carbon and GHG

Consultation feedback

- 9.2.11 Consultees criticised the carbon baseline as outdated for preceding the Climate Change Act net zero amendment. They challenged claims that 2050 emissions equal 1.2% of the UK target, noting the exclusion of international flights from UK Carbon Budgets and non-CO₂ effects like nitrogen oxides and water vapour, contrary to Committee on Climate Change (CCC) advice. They also highlighted omissions regarding regional carbon budgets, cumulative emissions from 21 other UK airports, surface transport, cargo and embedded construction carbon.
- 9.2.12 Several consultees argued the carbon and GHG methodology relied on aspirational measures rather than guaranteed, quantified commitments, underestimating worst-case scenarios. They highlighted uncertainties like climate-altered wind patterns requiring further study and urged Heathrow to align with the Greenhouse Gas Protocol, provide transparent calculations, and set enforceable limits.

Response

- 9.2.13 The **EICD** aligns the assessment with the Climate Change Act net zero 2050 target and the 6th and 7th Carbon Budgets, which have been adopted since the AEC was undertaken and which explicitly include emissions from international flights. The **EICD** presents an updated evaluation of the contribution of the DCO Project to UK Carbon Budgets. The assessment scope incorporates all flight departures, surface transport, cargo and embodied construction carbon, while confirming that arriving flights will be quantified and that the assessment of non-CO₂ effects (such as nitrogen oxides and contrails) will be developed further for the **ES**.
- 9.2.14 The **EICD** uses an assessment methodology adhering to the principles of the Greenhouse Gas Protocol (Scopes 1, 2, and 3), PAS 2080, and ISEP guidance, covering all direct and indirect GHG emissions resulting from the Project (described through four categories: construction, ABAGO, surface access and air transport). The **ES** that will be submitted in support of the DCO application will set out clearly and transparently the carbon assessment methods, inputs and assumptions.
- 9.2.15 To ensure carbon mitigation commitments, the DCO will secure an overarching Carbon Management Plan (CMP) as a single control measure across all emission categories, supported by the Environmentally Managed Growth (EMG) framework (covering surface access and ABAGO emissions), the draft Code of Construction Practice (CoCP), and other measures to be defined in the **ES**. The CMP will detail emission reduction strategies and planned measures to clearly communicate an emission reduction pathway consistent with 2050 aviation sector targets.
- 9.2.16 The **EICD** assessment adopts a reasonable worst-case approach, with future emissions calculated using government-published forecasts and decarbonisation trajectories and applies the same assumptions consistently to the with- and without-DCO Project scenarios.

- 9.2.17 The assessment does not assess cumulative carbon emissions since this is not required, for the reasons stated within the industry (ISEP) guidance. UK Government policy and forecasts however do consider cumulative emissions from UK airports.

9.3 Carbon budgets and targets

Consultation feedback

- 9.3.1 Consultees considered that the Project is fundamentally incompatible with the UK's legally binding target of net zero emissions by 2050 and the goals of the Paris Agreement. A major recurring issue was raised by numerous local authorities who have declared climate emergencies; they expressed serious concern that the project's projected increase in emissions would directly undermine their local carbon-neutral targets.
- 9.3.2 Respondents challenged claims that expansion would not materially affect national carbon budgets as misleading, given Heathrow is the UK's largest single-source emitter. Criticisms focused on omitting international flights, over-relying on carbon offsetting, and concerns that Heathrow would monopolise up to 65% of the UK's 2050 aviation carbon quota at the expense of other regional airports and industries.

Response

- 9.3.3 The **EICD** demonstrates that expansion is compatible with the UK Climate Change Act net zero 2050 target and Paris Agreement obligations, noting that government planning under the Jet Zero Strategy explicitly embeds a third runway at Heathrow within its national aviation decarbonisation trajectory.
- 9.3.4 The **EICD** incorporates international flight departures into its core assessment and applies the ANPS test, concluding that expansion will not materially affect the Government's ability to meet Carbon Budgets. While the DCO Project's contribution is forecast to reach 5% of the 7th Carbon Budget during 2038–2042, these additional emissions remain within the relevant government aviation and national decarbonisation trajectories and would not materially affect the Government's ability to meet its Carbon Budgets and net zero commitments. Decarbonisation is driven primarily through in-sector measures, such as the Government's statutory SAF Mandate, with residual 2050 aviation emissions acknowledged and managed via economy-wide greenhouse gas removals in line with Government policy.
- 9.3.5 Heathrow's emissions are assessed as a contribution to the UK aviation sectoral pathway. The assessment shows that, although the DCO Project increases Heathrow's contribution, emissions remain within the relevant Jet Zero trajectories.
- 9.3.6 The assessment includes emissions from all flight departures. International arrival emissions are not included in the Carbon Budget comparison because UK carbon accounting considers only outbound aviation emissions to avoid double counting. Outbound international emissions will be quantified for the **ES**.

9.4 Offsetting and mitigation

Consultation feedback

- 9.4.1 Consultees shared concerns regarding reliance on carbon offsetting, particularly the Carbon Offsetting and Reduction Scheme for International Aviation (CORSIA), to justify expansion. Critics viewed CORSIA as an inadequate, temporary, and voluntary mechanism that lacks commitment from major nations like India and shifts the mitigation burden to developing economies. Furthermore, because CORSIA only targets emissions growth above a baseline, some respondents suggested offsetting should instead cover all domestic and international flights.
- 9.4.2 Respondents argued that offsetting fails to deliver genuine, immediate net reductions and should be used only as a last resort. Local nature-based proposals, such as tree planting and peatland restoration, were dismissed as slow, unmonitored, and insufficient to counter the continuous operational footprint of 280,000 additional annual flights.
- 9.4.3 Consultees criticised proposed mitigation measures as generic and overly reliant on unproven technologies, questioning how emissions could fall while flights increase, and expressed concern over missing low-carbon building design standards. However, they welcomed ground-based initiatives including new rail links, on-site renewables, and operational improvements such as one-engine taxiing and redesigned taxiways. To ensure accountability, respondents urged Heathrow to set a binding carbon envelope, utilise landing charge tariffs, and mandate airline fleet upgrades.

Response

- 9.4.4 All ongoing carbon management efforts focus on reducing overall GHG emissions at source. Airlines operating from Heathrow are subject to the requirements of the UK Emissions Trading System (ETS) and CORSIA depending on their destination. Both are regulatory schemes aimed at reducing GHG emissions from aviation. As clearly set out in the Carbon Strategy Topic Paper consideration of greenhouse gas removals is the last measure for consideration in the mitigation hierarchy. This is consistent with net zero targets at UK level and the approach to managing residual emissions.
- 9.4.5 As indicated in the Blue and Green Infrastructure Topic Paper, the **ES** will quantify carbon emissions and removals from natural habitats and woodland taking into account relevant guidance. The Carbon **EICD** explicitly acknowledges that these emissions or savings will be very small in the context of overall Project emissions, confirming they are quantified in direct response to Scoping Opinion requirements rather than relied upon to offset operational flights.
- 9.4.6 The **EICD** details mitigation commitments, mandating the Heathrow Carbon Management Standard (PAS 2080 and RICS standards) for capital projects, which sets explicit carbon intensity targets for concrete, steel, and asphalt, and commits to diesel avoidance. Ground operations incorporate fossil-fuel-free building design and

airside vehicle electrification, while flight emissions are reduced through Differential Landing Charges, the Sustainable Aviation Fuel (SAF) Incentive Programme, and airfield efficiency tools including Intelligent Approach and Departure Spacing Optimisation to cut holding delays. These measures represent the current developing proposals and will be refined and enhanced during the period leading to the DCO Application.

10. Community

10.1 Introduction

10.1.1 The 2019 AEC presented Heathrow's preliminary assessment of the potential effects of the DCO Project on local communities. Relevant information was principally provided through:

- the **Community Chapter of the Preliminary Environmental Information Report (PEIR)**.
- the **Scheme Development Report**, including the proposed approach to the relocation and re-provision of community facilities.

10.1.2 These were also supported by, and should be read alongside, the separate 2019 AEC material relating to the Equality Impact Assessment, property and compensation proposals, and the Community Compensation Fund.

10.1.3 This chapter summarises the feedback and Heathrow's response under three themes:

- Assessment methodology, scope and baseline – for assessing impacts on people and their homes, social infrastructure and community facilities.
- Residential displacement and relocation, and community sustainability.
- Displacement and re-provision of community facilities.

10.2 Assessment methodology, scope and baseline

Consultation feedback

10.2.1 Consultees considered that insufficient local detail was available to understand the full scale and significance of community effects. They questioned whether the assessment would be able to identify the potential effects on communities at a local scale if they are undertaken using larger scale study areas.

10.2.2 Further detail was sought in relation to demographics of the local population and how this was considered in the assessment.

10.2.3 Consultees also requested a clearer, geographically focused presentation of the significant environmental effects, such as those to noise and air quality, and associated mitigation relevant to individual communities.

Response

10.2.4 The accompanying **Environmental Information Consultation Document (EICD)** follows the same approach as the 2019 consultation for continuity. **EICD Chapter 4** describes the community baseline including the demographic composition of the relevant study area(s) using the latest data sources. Spatially these are set out as an inner study area (made up of 23 distinct Community Areas) and a core study area

(made up of nine local authority areas). These study areas are generally considered to be representative of the scale at which housing markets operate and at which the community facilities and public services which may be affected by the DCO Project are provided.

- 10.2.5 The assessment of potential effects on local communities is geographically focused and considers the effects arising from the DCO Project on people and their homes, social infrastructure, community facilities and whether any measures are required to retain acceptable amenity levels. These are informed by the effects that communities could experience, such as noise, air quality and traffic, which are the subject of separate topic-specific assessments. Furthermore, the 'In Your Area' documents provided as part of this consultation summarise how the DCO Project proposals (including during construction and operation) will impact the local areas around the airport, including the community effects, as well as environmental measures intended to mitigate them, proposed surface access changes and any relevant noise or property policies which will be adopted in respect of those areas.

10.3 Residential displacement and community sustainability

Consultation feedback

- 10.3.1 Consultees raised concerns about the demolition of homes and displacement of established communities, particularly the loss of Longford and substantial change in Harmondsworth. Respondents considered that displacement would disrupt community cohesion, separate established social and support networks and permanently alter the character of affected villages.
- 10.3.2 Consultees queried whether financial compensation alone would address the social and personal consequences of displacement. They requested greater clarity on the support for residents required to move, particularly those with additional needs or experiencing prolonged uncertainty.
- 10.3.3 Concerns were also raised about the long-term viability of affected villages and the transition during property acquisition and demolition. Consultees highlighted the potential effects of empty properties, population turnover, loss of social networks and reduced access to community facilities, services and local businesses.

Response

- 10.3.4 Heathrow has sought to minimise the number of homes and the extent of land required for the Project. However, where displacement of homes and land cannot be avoided, Heathrow would seek powers under the DCO to acquire compulsorily, if necessary, under the Compulsory Purchase legal process. For residents there are two zones with different acquisition powers proposed:
- The **Compulsory Purchase Zone (CPZ)** where the demolition of property will be required to build the North West runway and any supporting facilities.

- the **Wider Property Offer Zone (WPOZ)** – the area within which Heathrow will be offering voluntary purchase of homes under the same terms as within the CPZ.

- 10.3.5 Heathrow will not solely rely on financial compensation for those displaced by Heathrow expansion and is committed to engaging with property owners in the CPZ throughout the examination of the DCO application. This involves establishing a variety of support services alongside the relocation process in order to guide, advise and help property owners and residents. This will include the development of a **Home Relocation Support Service**.
- 10.3.6 Further schemes have been developed, details of which are contained in the **Property Policies Information Paper** (provided as part of this consultation), such as the Home Purchase Scheme and the Interim Property Hardship Scheme.
- 10.3.7 The potential for local areas around the airport and their resident communities to experience substantial change as a result of the DCO Project is acknowledged. Accordingly, Heathrow is developing strategies to mitigate effects and to minimise the extent of any changes which may bear on the long-term sustainability of community facilities, as well as community integration and cohesion. Likely measures include, for example, planning for replacement and new green space, and re-provided community facilities. In addition, Heathrow also intends to establish a community compensation fund. Further information about the fund can be found in the **Community Compensation Fund Document**.

10.4 Displacement and re-provision of community facilities

Consultation feedback

- 10.4.1 Consultees raised concerns about the displacement or loss of community facilities and requested clearer information on which facilities would be affected, where they would be relocated and how replacement provision would be secured and delivered. Concerns related to schools and nurseries, special needs centres, allotments, recreation grounds, playing fields and sports facilities, community centres and emergency service facilities.
- 10.4.2 Consultees sought assurance that replacement facilities would remain accessible to existing users, provide equal or better provision, comply with relevant standards and be delivered before existing facilities closed. Concerns included location, catchment, journey times, capacity, site size, quality, security and the needs of children and other vulnerable users.
- 10.4.3 Schools were a particular concern. Respondents questioned the suitability of the proposed Stockley Road site for Harmondsworth Primary School and requested clarity on the future of other environmentally affected schools.

Response

- 10.4.4 A range of community facilities (including schools) have been identified as requiring relocation as a result of the DCO Project. Engagement with the relevant community facilities and local authorities, as well as assessment of the relocation requirements of each facility, is ongoing and will continue during the pre-application stage of the DCO Project and beyond. The aim of this engagement will be, where possible, to agree a mitigation strategy and package of measures with the objective of minimising disruption and, so far as possible, maintaining continuity of service.
- 10.4.5 The approach to assessing the effects on displaced (and environmentally affected) community facilities and public spaces is set out in **Chapter 6 (Community)** and **Chapter 7 (Recreation and Amenity)** of the **EICD**, and supplemented by the **Community Facilities Topic Paper**, with summaries of key community impacts set out in the **In Your Area** documents. Information on the effects on community facilities and their users will be developed further as the EIA progresses and reported in the Environmental Statement which will accompany the DCO application.

11. Community compensation fund

11.1 Introduction

11.1.1 The 2019 AEC sought feedback on the content and form of the community fund ('the Fund'), which was a direct requirement from the Airports National Policy Statement (ANPS). The relevant details relating to the community fund were provided within the following published consultation material:

- **Section 9 of the Airport Expansion Consultation Document**
- **The 'Community Fund' chapter in the Proposals for Mitigation and Compensation Growing Sustainably document**

11.1.2 This chapter summarises the consultation feedback and project responses in relation to the following matters:

- Purpose and scope of the Fund
- Size of the Fund
- Source of the Fund
- Management and review of the Fund

11.2 Purpose and Scope of the Fund

Consultation feedback

- 11.2.1 The majority of feedback was supportive of the principle of the Fund in supporting local communities impacted by Heathrow expansion.
- 11.2.2 On how the Fund should be spent, feedback included a wide range of ideas for the types of projects the Fund could support. Some feedback also asked for greater clarity on the distinction between direct mitigation secured through the DCO process, through physical works and wider compensation, or through offsetting provided through the Fund.
- 11.2.3 On where the Fund should be spent, there was support for focusing funding on areas where impacts would be felt most, including communities closest to the airport. There was also support for the Fund being available across a wider area.
- 11.2.4 On when the Fund should be spent, some consultees said they wanted the Fund to start spending either now or once construction begins. In terms of duration, there was support for the Fund remaining available over the long term.

Response

- 11.2.5 Heathrow's emerging proposals provide further clarity on the purpose of the Fund, including the principles for what the Fund can and cannot support. As set out in the ANPS and draft HENPS, projects supported by the Fund would need to be 'relevant

to planning’ and ‘proportionate to the environmental harm caused by the expansion’. For these purposes, this means projects would have a clear link to the proposed DCO works and provided at a scale proportionate to the harm caused. Heathrow is also consulting on the proposed eligibility criteria, to provide a consistent framework for assessing projects seeking funding, with projects to be assessed in two stages. First, they would need to meet the Gateway Criteria, which would confirm whether a project is eligible for the Fund. Eligible projects would then be considered against a set of more detailed secondary criteria, to help prioritise funding by the type of impact it addresses, the location and community needs.

- 11.2.6 The ANPS and draft HENPS state that community compensation should be proportionate to the environmental harm caused by Heathrow expansion. It is recognised that impacts of expansion are likely to be experienced in different places at different times. Heathrow is therefore seeking views on its proposed approach to identifying areas which would receive funding. These would help guide where funding should be focused geographically, informed by evidence such as the findings of the Environmental Impact Assessment (EIA), local administrative boundaries and community areas.
- 11.2.7 In relation to timing, it is recognised that some effects may begin to be experienced during construction; these will be subject to the findings of the EIA to be submitted with the DCO Application and taking into account any mitigation to be secured through the DCO. Initial EIA findings for both construction and operations effects are provided in the **EICD** forming part of this consultation.
- 11.2.8 Heathrow therefore proposes that the Fund would begin supporting projects once there is clear evidence that they meet the eligibility criteria. In line with the ANPS and draft HENPS, Heathrow proposes that the Fund could remain open for as long as the money raised is being spent in accordance with the eligibility criteria, subject to the proposed governance and review process. Further information on the Fund is provided in the accompanying **Community Compensation Fund Information Paper**.

11.3 Size of the Fund

Consultation feedback

- 11.3.1 Regarding the scale of the Fund, feedback suggested that it should be large enough to sufficiently address the impacts of Heathrow expansion. Some feedback asked for greater clarity on the annual size of the Fund, or the total amount of the Fund over a number of years.

Response

- 11.3.2 In accordance with the ANPS, Heathrow considers that the size of the Fund should be proportionate to the scale of harm caused by Heathrow expansion. This means that the Fund should be sufficient to support projects that help offset impacts and changes to quality of life for affected local communities. The size of the Fund should also be variable over time; if the scale or nature of impacts increases or decreases,

the level of funding should be reviewed and adjusted where appropriate, so that it remains proportionate.

- 11.3.3 To determine the appropriate size of the Fund, Heathrow first needs to understand the likely residual effects of the DCO Project. A fuller understanding of the likely residual significant effects, after mitigation has been taken into account, will be available once the EIA has been completed.
- 11.3.4 Heathrow also recognises that the further into the future we look, the more difficult it is to predict the nature and extent of impacts in detail. Heathrow therefore proposes that the size of the Fund should be reviewed at key points in the lead-up to the opening of the third runway, and at regular intervals after it opens.

11.4 Source of the Fund

Consultation feedback

- 11.4.1 Feedback on the source of the Fund was mixed. Some feedback suggested that funding should come from Heathrow and its operations, while others suggested that funding should be split between Heathrow, the airlines using the airport and/or Heathrow's passengers.

Response

- 11.4.2 Heathrow has considered different ways in which the Fund could be sourced. This includes whether funding could come directly from Heathrow or airlines, from a charge linked to passengers using the airport, or from business rates collected at the airport. Heathrow is seeking further views on these options through the 2026 Public Consultation.
- 11.4.3 One option is a passenger levy. This would be a small charge added to departing passenger tickets, with the levy collected used to support affected communities. It would also mean that, as passenger numbers at Heathrow grow, more funding could become available to support local communities affected by expansion.
- 11.4.4 Another option is the local retention of business rates generated by the airport. Business rates are a local property tax on non-domestic properties, such as shops, offices and warehouses, based on the value of those properties.

11.5 Management and review of the Fund

Consultation feedback

- 11.5.1 Feedback suggested that the Fund should be run "independently", although this meant different things to different people. Some feedback said governance of the Fund should be independent from Heathrow but involve local authorities, while others felt that local authorities should not be directly involved in the decision-making process.

Response

- 11.5.2 Heathrow would play a role in helping to develop the Fund, including establishing clear and transparent governance, delivery and review arrangements. These arrangements should enable local communities affected by Heathrow expansion to have a meaningful role in decisions about how funding is allocated, and in shaping the projects and priorities supported by the Fund.
- 11.5.3 To help ensure the Fund remains relevant to those affected by expansion, Heathrow considers that local authorities and local community groups should have an important role in its governance. Heathrow is also considering whether the Fund could be managed through an independent fund body, such as a community foundation or similar organisation, supported by a separate scrutiny role to review how the Fund is performing and whether decisions are being made fairly and transparently.
- 11.5.4 The detailed governance and delivery arrangements are still being developed and will need to balance the different views expressed through the 2026 Public Consultation. The overall aim would be to make sure that the Fund is properly established, transparently managed, accessible to local communities and used only for its intended purpose.
- 11.5.5 Heathrow proposes that the Fund would be guided by a Fund Strategy. This would set out priorities for spending, including how the Secondary Criteria would be applied when assessing eligible projects. The Fund Strategy would be reviewed regularly, so that the Fund can remain responsive to changing impacts, local needs and community priorities.

12. Construction

12.1 Introduction

12.1.1 The 2019 AEC outlined the indicative construction programme, construction and logistics management proposals, and the approach to managing the effects of construction for the DCO Project. These were provided in the following documents:

- Construction Proposals Document
- Draft Code of Construction Practice (CoCP)

12.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:

- Access, traffic and transport
- Construction mitigation and safety
- Construction support sites and working hours
- Phasing

12.2 Access, traffic and transport

Consultation feedback

12.2.1 Feedback raised concerns that there would be significant change to local access during the construction period arising from diversions to the M25, M4 and M4 Spur, the A4 and A3044. Multiple authorities requested more detailed modelling of construction movements ahead of the DCO to gain a better understanding of potential congestion, delays and displacement effects.

12.2.2 It was suggested that Heathrow's commitment to generate no more airport-related road traffic than today should also include construction traffic, to help to minimise construction-related vehicle movements.

12.2.3 Some authorities welcomed the outline Construction Traffic Management details within the consultation material, with requests for further information and assurances sought to include:

- Detailed construction route plans, utilising the strategic road network
- Traffic management agreements
- Monitoring and enforcement measures
- Controls preventing HGVs entering residential areas

Response

12.2.4 Heathrow will propose construction-related traffic routing, including the selection and adherence to designated access routes. Access routes for construction traffic will be

limited, as far as reasonably practicable, to the strategic road network and A roads, avoiding local communities, air quality hot spots and sensitive sites (e.g. Schools), as far as possible.

- 12.2.5 Where use of local roads cannot be avoided, such as town/village centres and high streets that provide the only access route to or from specific 'island' sites (e.g. flood storage areas, demolition sites, mitigation sites away from the airport), access will be restricted but may at times be necessary; for instance, to enable transport or delivery of locally sourced materials and thereby minimising the direct impact of construction vehicle trips. Details of proposed construction vehicle routes and their management will be set out in a Framework Construction Transport Management Plan (FCTMP) submitted with the DCO Application. It should be noted this was previously referred to as an Outline Construction Traffic Management Plan. However, its title has altered to capture the fact it will address a wider range of transport and traffic aspects.
- 12.2.6 Further details on the construction transport strategy are provided in the **Transport Information Consultation Document (TICD) Part 5** as part of this consultation and in **chapter 4 of the Consultation Document** also published as part of this consultation. Detailed modelling and any mitigation required to ensure the transport networks continue to operate within capacity will be presented in the Transport Assessment as part of our DCO Application.
- 12.2.7 Vehicles trips related to the construction of the DCO Project are not included as part of our No More Traffic (NMT) pledge. The NMT pledge aims to ensure movements related to the day-to-day operation of the airport do not increase with Heathrow expansion and are not aimed at the construction of the DCO Project itself. It would not be feasible to meet the pledge if construction vehicle trips were to be included.
- 12.2.8 Nevertheless, while construction vehicle trips for Heathrow expansion are excluded from the pledge, Heathrow will take steps to manage construction traffic impacts and construction traffic. A key part of this approach is the use of a new railhead in Colnbrook to the north-west of the new runway, where materials will be delivered and waste removed. Further detail is provided in **chapter 4 of the Consultation Document**, which explains the range of measures proposed to reduce traffic impacts and manage construction traffic through a combination of:
 - Off-site manufacturing logistics hubs
 - Use of the Colnbrook railhead to transport materials into and waste away from the site
 - Phased approach to delivery to sequence works to reduce the effects of construction, including during peak periods
 - Construction of internal haul roads across the project site to limit local traffic movements.
- 12.2.9 Any localised increases in traffic will be mitigated through the FCTMP alongside an ongoing monitoring and mitigation process related to permanent works (Transport Related Impacts Monitoring and Mitigation Strategy “TRIMMS”), details of which will be provided in the DCO Application.

12.3 Construction mitigation and safety

Consultation feedback

12.3.1 Respondents generally supported the principle of the proposed mitigation in the draft CoCP but sought further detail and control of:

- Construction traffic, including lorry movements, worker travel and road congestion.
- Greater use of rail freight, improved public transport and clearer transport mitigation proposals.
- Robust controls on construction vehicle emissions, dust management, non-road mobile machinery standards and ongoing monitoring.
- Mitigation being implemented before construction begins.
- Mitigation leaving a positive long-term legacy for affected communities.

Response

12.3.2 A further update of the draft CoCP is provided as part of this consultation and explains the measures to ensure all construction activities follow good practice and minimise disturbance to the local area. This includes measures relating to worksite management, air quality and dust, landscape and visual amenity, and traffic and transport, among others.

12.3.3 The CoCP will be refined through engagement with stakeholders before and during the DCO Application to ensure the measures are sufficiently robust.

12.3.4 The CoCP will set out a suite of mitigation measures to mitigate construction impacts across all environmental topics, and will form part of a suite of management plans, including an FCTMP and Outline Construction Workforce Travel Plan to be submitted with the DCO application. These will form a package of control measures for the construction of Heathrow expansion.

12.3.5 The 'In Your Area' booklets and Consultation Document published as part of this consultation set out site specific mitigation measures that have been developed in specific areas.

12.3.6 It is assumed Construction Support Sites (CSS) will be restored and in many instances be incorporated into wider enhanced landscape and biodiversity and open space. These along with the proposed Green Loop, providing pedestrian and cycle links around the airport, would provide long-term benefits to local residents following construction.

12.4 Construction support sites and working hours

Consultation feedback

- 12.4.1 Feedback considered the location, use and phasing of construction support sites and potential impacts to local communities.
- 12.4.2 There were queries around the need for CSS01 north of Colnbrook in addition to the larger CSS13 in the area between Colnbrook and the Colnbrook bypass to the north.
- 12.4.3 Comments sought further clarification whether CSS10 or CSS11 north of Stanwell and Stanwell Moor would operate 24/7 for 365 days a year and where 'appropriate' buffer zones will be used.

Response

- 12.4.4 CSS locations have been reviewed since the 2019 AEC and are discussed in the relevant 'In Your Area' booklets and Consultation Document published as part of this consultation.
- 12.4.5 Through this review CSS16 (Holloway Lane Quarry) was removed due to concerns over location, with an increased buffer at CSS11 (Stanwell Moor) to the residents and businesses along Horton Road.
- 12.4.6 In response to concerns raised about the potential locations for construction worker accommodation, the proposals are now exploring potentially making use of existing buildings where possible in the Bath Road area east of Longford.
- 12.4.7 The uses of CSS01 and CSS13 were reviewed, with both needed to support early works phases relating to the third runway, new railhead and M25 works, along with associated materials and logistics uses.
- 12.4.8 CSS10 north of Stanwell Moor is needed to support the highways and rivers diversions in the area during the initial phases of the development, with the final use of the remaining land proposed as a landscaped public park. During this period, Hithermoor Quarry is proposed as a stockpile location before works to create a drainage attenuation area and open space.
- 12.4.9 Heathrow are refining the construction approach through to submission of the DCO application. However, there are likely to be locations where there is 24/7 working, which would reduce overall construction periods and associated disruption to local communities.
- 12.4.10 Where this is to be proposed, construction site layouts will be designed with appropriate setbacks from sensitive properties, and appropriate mitigations agreed and put in place in relation to the activity on site.

12.5 Phasing

Consultation feedback

- 12.5.1 The main feedback on the construction phasing considered that the proposed construction timetable is very ambitious compared to Crossrail and HS2 and whether it was realistic. Further details of expected yearly delivery programmes were sought, to understand when and how environmental and transport mitigations would be implemented in time to manage demand and construction impacts.

Response

- 12.5.2 Since the 2019 AEC, the project phasing has been reviewed and refined. This retains the ambition in the programme and the key phasing principles of bringing forward works related to the new runway first, including demolition/displacements, earthworks and diversions to the M25, roads, rivers and utilities.
- 12.5.3 Phasing details per area are detailed in the supporting 'In Your Area' booklets, Consultation Document and assessed in the **EICD**.

13. Consultation

13.1 Introduction

- 13.1.1 Heathrow sought feedback on the approach taken for the consultation, including the printed material, maps, plans, website, feedback form and the consultation events.
- 13.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- Consultation documents
 - Consultation process
 - Consultation tools
 - Consultation events
 - Transparency and meaningful consideration of feedback

13.2 Consultation documents

Consultation feedback

- 13.2.1 Consultees commented on the accessibility and presentation of the documents, raising concerns about the large amount of information and often technical nature that was not always easy to understand for non-specialists.
- 13.2.2 Feedback was also received that there was insufficient detail on our proposals for construction.

Response

- 13.2.3 Heathrow expansion is a complex project and some consultation materials published in 2019 necessarily contained technical information. We recognise consultees' concerns that the volume and technical nature of the information could make it difficult for some audiences to understand the proposals. During the 2019 AEC, we sought to support understanding through a range of consultation materials, in-person events and opportunities to engage directly with the project team.
- 13.2.4 Changes to statutory requirements introduced through the Planning and Infrastructure Act 2025 provide further opportunities to make consultation accessible for non-technical audiences. As part of our approach to our 2026 consultation, we are making different levels of information available to suit different needs. This includes an easy-read Consultation Summary Document providing a high-level summary of our proposals and how to find out more, as well as a suite of supporting information, for those who want further detail. We will also be publishing a series of 'In Your Area' booklets that have been shaped by our ongoing engagement with communities.

- 13.2.5 In response to feedback, we have significantly increased the information relating to our construction proposals, compared to 2019. Our approach to construction is included in the Consultation Summary Document and Consultation Document, with detailed information on proposals specific to local communities included in the 'In Your Area' booklets.
- 13.2.6 Technical information will still be provided as part of direct engagement with the relevant stakeholders, to inform discussions and the details of the DCO application.

13.3 Consultation process

Consultation feedback

- 13.3.1 There was concern that the consultation period was too short, making it difficult for people to properly consider such a large and complex project.
- 13.3.2 Many respondents also referred to a sense of consultation fatigue, citing the number of consultations already undertaken and a desire for further, more meaningful engagement before the DCO application is submitted.

Response

- 13.3.3 The 2019 AEC was carried out over a 12-week period, significantly more than the 4-week statutory requirement at the time and was supported by a range of engagement opportunities, including over 40 in-person events, online materials and channels for submitting questions and feedback. We sought to provide consultees with sufficient opportunity to review the proposals and respond, while maintaining progress on the development of the project.
- 13.3.4 We recognise that stakeholders and local communities have been asked to take part in multiple consultations. As the project continues to develop, we remain committed to engaging with stakeholders, local communities and other interested parties in a proportionate and meaningful way. Feedback received through the 2026 consultation will help inform the ongoing design and assessment of the project, and there will be further opportunities for engagement and participation as the DCO application is prepared and examined.

13.4 Consultation Tools

Consultation feedback

- 13.4.1 Whilst some respondents found the website clear and user-friendly there were suggestions for improvement including a postcode-finder tool to help people understand localised impacts.
- 13.4.2 The consultation questionnaire was considered to be too long and complex, with a limited character limit.
- 13.4.3 The consultation phonenumber received mixed feedback with some respondents finding staff helpful, while others found it difficult to get through or receive a response.

Interactive materials including virtual reality sound booths and scale models used at events were considered helpful but there was a view that these could be perceived to not accurately portray impacts such as aircraft noise.

Response

- 13.4.4 Heathrow has considered the feedback on the 2019 consultation website and, where possible, used it to inform the development of the 2026 consultation website.
- 13.4.5 We recognise that some consultees found the consultation questionnaire to be lengthy and complex and were concerned about the character limits applied to certain questions. The questionnaire was designed to gather detailed feedback across a broad range of topics while ensuring responses could be analysed consistently and effectively. In addition to the questionnaire, consultees were able to provide feedback through a variety of channels, including free-text responses.
- 13.4.6 We have used this feedback in the design of the feedback form for the 2026 consultation. We have reduced the number of questions and structured the form to allow respondents to provide general feedback first.
- 13.4.7 We note the feedback received regarding the consultation phonenumber. The service was intended to provide an accessible means for consultees to obtain information, ask questions and seek support in participating in the consultation.
- 13.4.8 We will be providing a freephone line for the 2026 consultation and will use the feedback received in 2019 to inform this service.
- 13.4.9 We are pleased that a number of consultees found the interactive materials, including virtual reality sound demonstrations and scale models, to be helpful in understanding the proposals. These materials were intended to support, rather than replace, the detailed technical information presented as part of the consultation.

13.5 Consultation events

Consultation feedback

- 13.5.1 The timing of events over the summer holiday period was raised as a barrier to attendance. Community groups also highlighted geographic gaps in the events programme, with no events held in areas such as Sutton, Waltham Forest and parts of east London.
- 13.5.2 A number of respondents described the staff as helpful, knowledgeable and friendly while others found specialist briefings particularly useful. However, there were suggestions for improving advertising and signage for events, and access for attendees with disabilities.

Response

- 13.5.3 We recognise concerns raised regarding the timing and location of consultation events. In-person events were one of a number of ways to take part in the

consultation. The consultation period ran for a duration of 12 weeks, beyond the summer holiday period.

- 13.5.4 While it is not possible to hold in-person events in every community, we will be hosting 25 in-person events, 10 pop-ups, and online events as part of the 2026 consultation, to provide an alternative way for people to engage with the consultation.
- 13.5.5 We welcome the positive feedback received regarding consultation staff and specialist briefing sessions, which were intended to help consultees understand the proposals and provide informed feedback. We are pleased that many attendees found staff to be helpful, knowledgeable and approachable. We also acknowledge suggestions for improving event publicity, wayfinding and accessibility arrangements, and have sought to use these where possible in the planning of the 2026 consultation events.

13.6 Transparency and meaningful consideration of feedback

Consultation feedback

- 13.6.1 Community groups raised concerns about the transparency of the process, for example where additional information was shared with some consultees but not made generally available to others and queried whether consultation had taken proper regard to relevant guidance.
- 13.6.2 Some respondents said that engagement with 'hard to reach' communities, and those with protected characteristics should be strengthened in future consultations. Other respondents called for Heathrow to provide a clear record of how feedback would be used and to weigh the consideration of feedback towards those most affected.

Response

- 13.6.3 Throughout **AEC 2019**, we sought to make relevant consultation materials and supporting information publicly available through a range of channels. In some cases, additional engagement was undertaken with specific stakeholder groups to discuss matters relevant to their particular interests or circumstances.
- 13.6.4 We recognise the importance of ensuring that consultation and engagement activities are inclusive and accessible to all sections of the community, including groups that may face barriers to participation and people with protected characteristics. We have established a programme of Accessibility and Inclusion (A&I) workshops to gather feedback on our approach to consultation and engagement. Organisations invited to participate represented seldom heard and underrepresented communities, reflecting the demographics of boroughs and localities adjacent to Heathrow, alongside national advocacy organisations. Feedback received through the workshops has directly influenced the design of the 2026 consultation programme and informed a range of measures to improve accessibility and participation. These include measures such as the provision of in-person interpretation support where required,

accessible venue selection, the use of QR codes at consultation events to provide easy access to consultation information and response channels, and an enhanced communications and advertising approach designed to reach a wider and more diverse audience. Consultation materials have also been developed with accessibility in mind, including measures to support compatibility with screen readers and other assistive technologies.

- 13.6.5 Consultation feedback plays an important role in informing the development of the project, alongside technical and environmental assessment, policy requirements and other relevant considerations. A report will be submitted with the DCO Application setting out a summary of the feedback received and explaining how that feedback has been taken into account in the ongoing development of the proposals. We recognise the particular interest of those who may be most directly affected by the project, and will continue to engage with affected communities as the proposals evolve.

14. Costs

14.1 Introduction

- 14.1.1 As part of the 2019 AEC, Heathrow set out the anticipated costs of the Project and how these would be funded, managed and recovered through airport charges.
- 14.1.2 This chapter provides a summary of the relevant consultation feedback received from prescribed consultees, local authorities and local communities grouped under the following headings:
- Terminal ownership
 - Funding of the Project and wider infrastructure
 - Pricing (airport charging)

14.2 Terminal ownership

Consultation feedback

- 14.2.1 There was a suggestion from the Arora Group and Heathrow West Ltd that introducing independent ownership of terminal capacity would create stronger incentives to offer competitive commercial deals for airlines and passengers, with the aim to reduce costs and improve quality.

Response

- 14.2.2 Comparator evidence from John F Kennedy, New York and LAX, Los Angeles indicates that fragmented terminal operation leads to lower passenger satisfaction and less consistent service quality. At an expanded Heathrow, this would be compounded by fragmented accountabilities and limited scope for passengers or airlines to switch between operators. For these reasons the new terminal buildings are proposed to be under Heathrow ownership.

14.3 Funding of the Project and wider infrastructure

Consultation feedback

- 14.3.1 This was one of the most widely commented-on topics, raised by respondents across every consultee group. The CAA and GLA both noted that under the Airports NPS, Heathrow is responsible for funding the Project and associated infrastructure, and that surface access funding should only be recovered from scheme users.
- 14.3.2 Furthermore, businesses and airlines were concerned that the proposals could see airlines or passengers fund external or third-party infrastructure.

Response

- 14.3.3 All development that we are seeking consent for would be funded by Heathrow. The extent to which Heathrow could contribute to external or third-party infrastructure is controlled by the CAA.

14.4 Pricing (airport charging)

Consultation feedback

- 14.4.1 Comments on airport charging were received from many consultees. Several expressed concerns about the prospect of significant increases in landing charges, which they consider would breach the Airports NPS requirement to minimise costs to airlines, passengers and freight owners.
- 14.4.2 Members of the public and community groups queries whether the cost of Heathrow expansion would ultimately be passed onto passengers through higher fares.

Response

- 14.4.3 Passengers will benefit directly from lower average fares as a result of Heathrow expansion. Under current conditions, constrained capacity creates a ‘congestion premium’ – with demand exceeding supply, airlines are able to charge higher fares, particularly on routes with limited competition, a dynamic often seen in markets for sporting and music events. As we set out in our July 2025 Summer Submission⁵, Frontier Economics estimates this premium is the equivalent of up to an additional £80 per short-haul passenger and up to an additional £250 per long-haul passenger.

⁵ <https://www.heathrow.com/content/dam/heathrow/web/common/documents/expansion/expanding-heathrow-proposal-summary.pdf>

15. Development Consent Order, wider planning and policy considerations

15.1 Introduction

- 15.1.1 The 2019 AEC sought feedback on the content and form of the Development Consent Order (DCO).
- 15.1.2 Heathrow provided the following consultation material on this topic:
 - “How do we obtain approval to expand Heathrow” document
- 15.1.3 This chapter summarises the consultation feedback and project responses in relation to the following matters:
 - Terminology and displaced uses
 - The DCO application process and relationship with other consenting regimes
 - Planning policy and Green Belt
 - Principle of expansion

15.2 Definition of associated development and displaced uses

Consultation feedback

- 15.2.1 The comments sought clarity on the different definitions and approaches used in the consultation material to the terms Airport Supporting Development, Airport Related Development and Displaced Uses (such as the Immigration Removal Centre, Lakeside Energy from Waste plant and Aggregate Industries).
- 15.2.2 Potential benefits to economic growth and the need for associated development to support and mitigate operational demand was acknowledged. There were also some concerns raised over the appropriateness of locating associated development on Green Belt land and how the detailed design would be controlled through the DCO.

Response

- 15.2.3 Airport Supporting Development is an overarching term used to cover two development type terms used in previous Heathrow consultations, Airport Supporting Facilities and Airport Related Development; Airport Supporting Facilities being those facilities required to support the operation of the airport (e.g. maintenance facilities and staff welfare) and Airport Related Development being functionally linked development, such as hotels, offices, car parking and freight forwarding.
- 15.2.4 The DCO application will contain design principles and codes embedding key mitigation and controls for all detailed design to comply with, in addition to the

parameter plans for all the different types of development proposed for expansion. Together, these documents would secure how details such as building setbacks, landscaping or key relationships to adjacent buildings and spaces would be brought forward post DCO consent.

- 15.2.5 Due to the location of Heathrow on the edge of London, the majority of available and appropriate land for development is located within the Green Belt. Airport Supporting Development sites were identified following assessments balancing land use, transport, environmental and community considerations, with justification against the relevant planning policy to be provided in the DCO Application. Further details of Airport Supporting Development are provided in the Preferred Scheme Document. The DCO application will include a Scheme Development Report which will set out our approach to how appropriate sites for development have been identified.
- 15.2.6 There are a number of uses displaced by Heathrow expansion. The main ones are the Immigration Removal Centre, Lakeside Energy from Waste plant, Aggregate Industries (now Holcim) and British Airways' Waterside offices. Heathrow are working with the relevant operators to identify new sites for all these displaced uses. The current approach is to propose the relocated Immigration Removal Centre and British Airways Waterside offices as part of the DCO, with other displaced uses to be subject to separate town and country planning applications. However, Heathrow will continue to discuss the approach to delivery of displaced uses with the relevant operators, which will be finalised in the DCO application.

15.3 The DCO application process and relationship with other consenting regimes

Consultation feedback

- 15.3.1 Responses sought further clarification and assurance on how the DCO, airspace change process, rail schemes, displaced developments and other regulatory approvals would operate together as one coherent programme. Many stakeholders felt that without this integration it was difficult to understand the full impacts of Heathrow expansion or understand whether mitigation and compensation measures would be effective.

Response

- 15.3.2 Heathrow's expansion proposals have been informed by masterplanning exercises which have taken into account the need for appropriate locations for displaced uses and potential future rail links (which the Preferred Scheme provides space required to be brought forward by others). The Preferred Scheme has been informed through discussions with relevant stakeholders who will continue to be engaged on the Preferred Scheme for the DCO application.
- 15.3.3 This approach allows for the relevant stakeholders to design the facilities and infrastructure to their own requirements, while ensuring appropriate land and future connections are in place for these to be delivered separately.

- 15.3.4 Furthermore, the airspace change process to design the necessary flightpaths for expansion will be sponsored by the United Kingdom Airspace Design Service (UKADS), who will design and deliver airspace change for the South East of England. Further context to this matter is provided in the Future Runway Operations document. Notwithstanding, the technical assessments in the **Environmental Statement** will take account of the development of the airspace change process at the time of the assessment.
- 15.3.5 Assessments in the DCO Application will consider committed developments at the time and, where necessary, proposed appropriate mitigation measures to address any cumulative impacts.

15.4 Planning policy and Green Belt

Consultation feedback

- 15.4.1 Respondents queried whether the expansion proposals at the time were meeting the ANPS requirements and sought that these should be clearly met in the DCO Application, in particular in relation to mitigation, re-provision of open space and Green Belt considerations.
- 15.4.2 Comments noted that the adopted 2016 London Plan Policy 6.6 (Aviation) and November 2017 Draft London Plan Policy T8 (Aviation) generally resist airport expansion unless it can be demonstrated that there will be no additional environmental harm and that any benefits are shared fairly with affected communities.
- 15.4.3 Local planning policy considerations focused on ensuring Heathrow expansion is aligned with adopted and emerging Local Plans in relation to local planning strategies, housing delivery, employment land provision, Green Belt protection and infrastructure planning.
- 15.4.4 Several respondents objected to the loss of Green Belt land and generally requested a clearer case for "very special circumstances", a detailed assessment of impacts on Green Belt function and openness, and a comprehensive, funded strategy to compensate for and enhance the remaining Green Belt and wider green infrastructure network.

Response

- 15.4.5 Heathrow's preferred scheme is prepared to comply with the relevant requirements of the ANPS, which will be replaced by the HENPS once formally designated by the Secretary of State for Transport. The latest designated National Policy Statement is the primary planning policy for aviation and Heathrow expansion.
- 15.4.6 The DCO application will provide detailed assessments and a comprehensive set of mitigations to demonstrate compliance with the designated National Policy Statement at the time.

- 15.4.7 Whilst there may be conflict with London Plan policies regarding aviation, the ANPS or successor HENPS will be the primary policy framework for Heathrow expansion, and compliance to their policies will be given greatest weight in the determination of the DCO application.
- 15.4.8 Heathrow will continue to engage with local authorities to support the preparation of local plans and to ensure policies are aligned with the ANPS/ HENPS and to support economic, housing and infrastructure delivery.
- 15.4.9 Due to the location of Heathrow on the edge of London surrounded by Green Belt, any expansion would result in some loss of Green Belt land. This is accepted by the ANPS and draft HENPS, where they require the proposals to consider the National Planning Policy Framework (NPPF) Green Belt policies where Green Belt land will be lost. In this regard, a Green Belt policy assessment will be included within the DCO application explaining how the preferred scheme complies with the ANPS/HENPS and NPPF Green Belt policies.
- 15.4.10 It is noted that the draft HENPS proposes the removal of the ANPS policy requirement for compensatory Green Belt habitat to be provided. The draft HENPS concludes that development covered by the HENPS is defined as Critical National Growth Infrastructure (CNGI). This means that subject to meeting the relevant four tests, there is a presumption in favour of granting consent for the development that would amount to very special circumstances that outweigh the harm to the Green Belt. The preferred scheme will aim to meet these tests and this will be demonstrated in the DCO application.

15.5 Principle of expansion

Consultation feedback

- 15.5.1 A range of views were received during consultation. Positive comments were made in relation to the benefits to economic growth and jobs, improved international connectivity and competitiveness. This was balanced against the concerns over the potential impact of increased flights on communities, consistency with climate change policies and transport infrastructure.

Response

- 15.5.2 Heathrow expansion is supported in principle by national policy in the ANPS and the draft HENPS, subject to their requirements being met to ensure the proposals sufficiently mitigate their impacts and deliver the benefits of expansion.
- 15.5.3 Following this consultation Heathrow will continue to refine the scheme to respond to feedback and prepare a DCO application compliant with the policy in ANPS or HENPS when designated.

16. Economic development

16.1 Introduction

- 16.1.1 The AEC presented Heathrow's proposals for maximising the economic benefits of the Project and its preliminary assessment of effects on businesses, employment, skills, training, the labour market and the wider economy. Information was principally provided through:
- **Economic Development Framework**
 - **Preliminary Environmental Information Report, Chapter 18: Socio-Economic and Employment**
- 16.1.2 The AEC sought views on Heathrow's proposals for maximising jobs, skills and training opportunities. This chapter summarises consultation feedback and Heathrow's response under four themes:
- Overall scale and distribution of economic and employment effects.
 - Access to jobs and education, employment and skills interventions.
 - Business and supply-chain opportunities and need for employment land.
 - Displacement, disruption and viability of businesses.

16.2 Overall scale and distribution of economic and employment effects

Consultation feedback

- 16.2.1 Many of the consultees who set out their support for the Project did so on the basis of the scale of the economic benefits and the jobs that would result from the project.
- 16.2.2 Consultees recognised the importance of Heathrow's current contribution to the local and national economy and the benefits that Heathrow expansion brings for strengthening the economy, providing jobs for local residents and opportunities for businesses through the supply chain.
- 16.2.3 Consultees also recognised the potential wider benefits of Heathrow expansion for global connectivity, trade, freight, inward investment, tourism and innovation.
- 16.2.4 Other responses raised concerns around the robustness of the overall scale of the benefits, the additionality of the jobs (particularly at the local level) and the extent to which positive economic effects may be offset by negative environmental effects. Questions were also raised about whether the assessment adequately reflected productivity (including automation), commuting and labour-market conditions.

Response

- 16.2.5 The scale of job numbers is set out in the **Socio-economic and employment EICD chapter** and summarised in the **Economic Development Framework**. This includes direct, indirect, induced and catalytic employment.
- 16.2.6 The **Socio-economic and employment EICD chapter** sets out the number of direct, indirect and induced employment benefits at both local (Core Study Area) and national scale. The forecast includes the effect of productivity improvements and additionality within these assessments. It also sets out the effect on the labour market (accounting for commuting) taking into account current baseline.
- 16.2.7 The draft HENPS (2026) includes the Government's updated analysis of the number of jobs created in the local area as a result of Heathrow expansion. This is higher than is forecast in this Consultation. Heathrow will work with the Department for Transport (DfT) to understand these forecasts and will update the analysis for the DCO application as required.
- 16.2.8 The **Socio-economic and employment EICD chapter** sets out the catalytic effects at a national scale. The **Economic Development Framework** sets out how Heathrow will work with local authorities, Chambers of Commerce and other business organisations to support inward investment and business growth opportunities linked to Heathrow expansion.
- 16.2.9 This would include promoting sectors that benefit from proximity to the airport, such as tourism, logistics and other aviation-related industries, while supporting local authority efforts to strengthen business clusters in sectors aligned with the Modern Industrial Strategy.
- 16.2.10 The assessment in the **Socio-economic and employment EICD chapter** only considers the socio-economic and employment effects of the project – the **EICD** report contains chapters addressing other environmental effects (including where there could be negative effects).

16.3 Access to jobs and education, employment and skills interventions

Consultation feedback

- 16.3.1 The feedback highlighted the importance of ensuring that employment, skills, training and apprenticeship opportunities are accessible to people from all backgrounds, with targeted support for vulnerable young people and adults.
- 16.3.2 Consultees emphasised the need for strong collaboration with schools, further education colleges and universities, to align curricula with future workforce requirements and support effective learner engagement.
- 16.3.3 There was support for the expansion of both the Heathrow Academy and the existing World of Work Programme, alongside increasing the provision of work experience placements and other pathways into employment.

- 16.3.4 Consultees also sought further detail on apprenticeship delivery, in particular how opportunities would be structured, promoted and made accessible to under-represented groups.
- 16.3.5 Responses highlighted the need for improved information sharing to support coordinated workforce planning and identify gaps in skills provision or labour supply, and greater coordination across other live construction and planned infrastructure projects.
- 16.3.6 Responses also highlighted the need for clear reporting metrics and transparent monitoring of Economic Development Strategy commitments.
- 16.3.7 Finally, responses highlighted the importance of accessible and affordable transport in enabling residents to benefit from employment opportunities, particularly for lower-paid and shift workers.

Response

- 16.3.8 The **Economic Development Framework** has been developed based on the feedback received at AEC consultation as well as more recent engagement over the last year. This more recent engagement includes, but is not limited to, the Heathrow Local Growth Taskforce which brings together Heathrow, local authorities, education and training providers and business representatives.
- 16.3.9 The Heathrow Academy would remain the primary platform for delivering education, employment and skills activity linked to Heathrow expansion. Building on existing provision, the Academy would focus on helping people prepare for work, widening access to opportunities and providing clear pathways into employment. Targeted support would continue for groups facing barriers to work, including learners with Special Educational Needs and Disabilities (SEND), young people Not in Education, Employment or Training (NEET) and other under-represented groups.
- 16.3.10 The Heathrow World of Work programme would be updated to reflect future workforce requirements, including opportunities in construction and demolition, engineering, logistics and airport operations. Activities would include STEM engagement, careers events, skills workshops, insight days and virtual and in-person work experience. Heathrow would also work with schools, colleges and universities to help ensure curricula and training provision remain aligned with future skills demand.
- 16.3.11 Apprenticeships will play an important role in supporting Heathrow's future workforce needs. The Economic Development Framework sets out our approach for apprenticeship delivery, including our six priorities:
 - **Leadership and advocacy** – making apprenticeships visible and valued.
 - **Internal career mobility** – using apprenticeships to support progression for colleagues.
 - **Workforce planning alignment** – linking apprenticeships to future skills needs, including construction and infrastructure roles.

- **Quality and experience** – supporting strong outcomes for apprentices and employers.
- **External talent pipeline** – improving access for local communities and new entrants.
- **Partnerships and collaboration** – working with employers across Heathrow, the supply chain and skills partners to deliver at scale.

- 16.3.12 Heathrow would map future skills requirements against apprenticeship standards, work with education providers and employers to increase awareness of opportunities, and support delivery across businesses located at Heathrow and through the supply chain. Particular emphasis would be placed on widening participation, including promoting entry-level opportunities, progression routes and flexible approaches where feasible.
- 16.3.13 Heathrow will continue to work with partners through established structures and networks. Workforce intelligence and skills evidence will be shared with partners to support coordinated planning, identify skills gaps and align employment and training provision with future demand. Heathrow will also seek to coordinate skills and employment activity with other major infrastructure projects where appropriate.
- 16.3.14 Governance and delivery arrangements will be set out in the Economic Development Strategy (or equivalent document), submitted as part of the DCO. This will include the monitoring and reporting arrangements – what metrics will be monitored and how these will be reported.
- 16.3.15 The **Transport Information Consultation Document Part 3: Our emerging surface access strategy** sets out how Heathrow would improve colleague access to the airport, including through public transport and active travel.

16.4 Business and supply-chain opportunities and need for employment land

Consultation feedback

- 16.4.1 Responses set out the need for measures to help SMEs and local businesses access Heathrow's supply chain. Suggestions included transparent procurement opportunities, supplier events, lower-tier contracts, fair payment terms and targeted business support.
- 16.4.2 Consultees also sought further detail on partnership working and the delivery and monitoring of measures.
- 16.4.3 Some respondents requested consideration of the employment land and transport infrastructure needed to support wider growth.

Response

- 16.4.4 As set out above, the **Economic Development Framework** has been developed based on the feedback received at 2019 AEC consultation as well as more recent engagement over the last year, including but not limited to, the Heathrow Local Growth Taskforce.
- 16.4.5 The **Economic Development Framework** sets out how Heathrow will strengthen supplier readiness, market engagement, supply-chain participation and innovation activity, helping more SMEs to access and benefit from future opportunities. Building on the already existing SME Academy and Lift Off programmes, Heathrow would support businesses from early engagement and capability building through to procurement, contract award and delivery.
- 16.4.6 The approach would focus on improving awareness and readiness through clearer information on forthcoming opportunities, targeted engagement with businesses, enhanced digital communications and collaboration with local authorities, Chambers of Commerce, Growth Hubs, the Federation of Small Businesses and other business networks.
- 16.4.7 Heathrow would also strengthen the role of Tier 1 suppliers in supporting SME participation through mentoring, supplier-development activities and clearer expectations around engagement with smaller businesses.
- 16.4.8 Detailed delivery arrangements, targets and monitoring measures would be developed through the Economic Development Strategy (or equivalent document).
- 16.4.9 Heathrow is working closely with local authorities on the potential employment land and infrastructure requirements that may come forward outside of the DCO application, and the interaction with the local planning process. This process and information sharing will continue as we progress to the DCO application.

16.5 Displacement, disruption and viability of businesses

Consultation feedback

- 16.5.1 Consultees requested further information on the businesses and commercial floorspace affected by the Project, including the availability of suitable replacement premises and the potential implications for employment.
- 16.5.2 Consultees sought further explanation of the assessment of business displacement, including how potential employment effects would be considered where businesses were unable to relocate or moved outside the study area.
- 16.5.3 Further information was requested on the timing of displacement and replacement provision, potential disruption during construction and the compensation, relocation and wider support available. Particular attention was drawn to the needs of SMEs and micro-businesses.

Response

- 16.5.4 The **Socio-economic and employment EICD chapter** sets out the overall quantum of displaced floorspace – further detail on the displaced employment space and the timing of the effects will be included in the **ES Chapter** submitted as part of the DCO application.
- 16.5.5 The **Property and Land Acquisition and Compensation Policies** set out Heathrow’s position on support and compensation for affected businesses. These are also summarised within the **Economic Development Framework**.
- 16.5.6 These interim policies explain Heathrow’s general approach to buying properties and land as well as setting out the enhanced compensation offers for eligible properties (in addition to the statutory requirement to compensate for the compulsory acquisition of land).
- 16.5.7 The interim Commercial Property Policy sets out the approach for larger commercial interests as well as Heathrow’s offer for those with small-business interests. The interim policy for Agricultural Land and Property sets out the approach for owners of agricultural land and associated farmhouses.
- 16.5.8 Heathrow recognises that it is important that affected businesses can plan their relocations with sufficient notice to enable the smooth transition of operations from one location to another. Heathrow will provide an agency service to monitor the property market and identify current and anticipated availability to assist those businesses that will be affected by the compulsory acquisition.
- 16.5.9 Heathrow will retain a property agent active in the local market to work with landlords and occupiers to proactively introduce opportunities either immediately available or due to become available.
- 16.5.10 It is also Heathrow’s intention to protect the most vulnerable and we have established an Interim Property Hardship Scheme (“the PHS”) to enable small business owners with a compelling need to move, to apply to Heathrow to purchase their property early.

17. Environmentally Managed Growth

17.1 Introduction

- 17.1.1 In the 2019 AEC, Heathrow set out its proposal to manage growth through the use of an environmental framework. This approach, known as Environmentally Managed Growth (EMG), would require Heathrow to monitor, review and report on the effects of its growth and, in relation to surface access (traffic), air quality, carbon and aircraft noise, identify and commit to defined limits. Information on the proposed approach to EMG was provided in the following consultation material:
- 17.1.2 **Chapter 8 of the Airport Expansion Consultation document, Environmentally Managed Growth, Our Framework for Growing Sustainably**
- **Preliminary Environmental Information Report**
- 17.1.3 This chapter provides a summary of the relevant consultation feedback and project responses under the following themes:
- General feedback
 - Other EMG considerations

17.2 General feedback

Consultation feedback

- 17.2.1 The principle of managing Heathrow's future growth within defined environmental limits rather than relying solely on operational caps was welcomed by many authorities and the CAA. EMG was seen as a mechanism for monitoring impacts, reviewing performance, and introducing corrective actions where necessary.
- 17.2.2 This view was not universally shared, with some local authorities around the airport, including the London Borough of Hounslow, Spelthorne Borough Council and Surrey County Council raising concern that EMG could allow Heathrow to continue growing without a clear limit on flights or passengers.
- 17.2.3 The creation of an Independent Scrutiny Panel was supported; subject to being given powers to enforce when limits were breached and to require corrective actions through Mitigation Strategies. Otherwise, the feedback suggested that a regulator should have the powers to enforce the EMG framework.

Response

- 17.2.4 This consultation includes Heathrow's updated proposal for an EMG framework. The proposals respond to 2019 AEC feedback, changes to policy and precedent set by other recent airport expansion projects, including Luton's Green Controlled Growth proposal. It is considered the EMG Topic Paper provides a robust and proportionate process which provides the transparency and monitoring required.

- 17.2.5 The principles of EMG are set out in our Topic Paper and the main overarching principles set out in the 2019 AEC remain, with the proposed approach including forward forecasting, setting limits, monitoring, reporting, transparency and independent scrutiny.
- 17.2.6 The EMG process provides a robust, flexible framework which will be secured by the DCO, enabling the airport to manage growth within agreed limits. It will be subject to enforceable control mechanisms and independent scrutiny.
- 17.2.7 A change made for this proposal, compared to the 2019 AEC, was to add thresholds along with limits to act as an early warning, and enable steps to be taken to avoid breaching the limits. In the event of reaching a threshold a Prevention Plan would be provided setting out the steps that Heathrow will take to avoid a limit. The approach to managing limits is set out in the EMG topic paper.
- 17.2.8 The EMG Topic Paper is aimed at a non-technical audience. It will be supplemented with technical information shared with stakeholders as part of our engagement. We welcome feedback on the approach proposed.

17.3 Other EMG considerations

Consultation feedback

- 17.3.1 Feedback received pursuant to the 2019 AEC sought further information about how EMG would work in practice. This included information on the scope of the EMG framework, how limits would be set and managed and how the Independent Scrutiny Panel (ISP) would work.
- 17.3.2 There were suggestions that the scope of EMG framework should also cover other environmental matters including biodiversity, water and construction impacts.
- 17.3.3 More clarity was sought on how environmental limits would be set, effects monitored, what type of sanctions would apply when there are breaches of limits and how corrective actions would be implemented.
- 17.3.4 There was further detail requested about how the members of the ISP would be appointed, whether the ISP would involve local authorities and what powers the ISP would be given.

Response

- 17.3.5 The Topic Paper sets out the principles proposed for EMG, including how limits and thresholds are proposed to be set, how monitoring will be carried out and how the process for delivery and approval will operate, including the role for the ISP.
- 17.3.6 The EMG proposal has maintained the approach to include the four main effects most closely related to growth (noise, surface access, air quality, carbon). This follows precedent from the Luton Airport DCO and will provide a framework for monitoring and managing effects resulting from aspects that are directly associated with a forecast growth in passenger and flight activity at the airport. Other

environmental aspects will be managed and secured through other more traditional planning and legal controls.

- 17.3.7 The Topic Paper sets out how the addition of thresholds as an early warning system will enable action to be taken to avoid a breach of a limit. The Prevention Plans to demonstrate how impacts will be managed if a threshold is exceeded, and Mitigation Plan to take action in the event of exceeding a limit will both be a key part of the EMG process. They provide the mechanisms to ensure that action is taken to ensure that growth remains within the agreed limits. We welcome feedback on the approach proposed.
- 17.3.8 We will continue to engage with key stakeholders about the process for setting up Technical Panels and the ISP.

18. Equality Impact Assessment

18.1 Introduction

- 18.1.1 As part of the 2019 AEC Heathrow published an Equality Impact Assessment (EqIA) Initial Findings Report. This provided an initial view of the different equality impacts which may occur as a result of the proposed airport expansion (the Project). It also set out measures to mitigate negative effects and enhance positive effects during the different phases of the Project. Feedback was sought on the emerging findings and issues, which will inform the full assessment of equality effects.
- 18.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- 18.1.3 Disability
- Race
 - Religion or belief
 - Sex, sexual orientation and gender reassignment

18.2 Methodology, scope and baseline

Consultation feedback

- 18.2.1 Consultees generally welcomed the initial EqIA framework but requested a broader assessment scope, including additional geographic areas, local data, transport impacts, public health effects, and impacts on specific protected groups.
- 18.2.2 A recurring concern shared by consultees was that engagement with people with protected characteristics and Seldom Heard Groups (SHGs) within communities had been insufficient, with requests for more targeted consultation and evidence of outreach.
- 18.2.3 Several consultees requested greater transparency regarding the methodology, evidence base, data sources, assessment criteria and legal equalities duties, including how disproportionate impacts are identified and assessed.
- 18.2.4 Consultees sought a stronger focus on protected characteristics, intersectional impacts between protected characteristics, equality-specific mitigation measures and clearer links between the EqIA findings, Project effects and mitigation proposals.

Response

- 18.2.5 The geographical, temporal and technical scope of the EqIA set out within the EqIA Initial Findings Report, presented at the 2019 AEC, will be kept under review to ensure they remain appropriate. The inclusion of different equality groups, geographical areas, new data sources, types of impact (such as transport impacts) will be considered as the EqIA progresses. Impacts on public health, including health

inequalities, will be assessed primarily through the **Human Health chapter of the Environmental Statement (ES)**, but where the findings of this assessment are relevant to EqlA, this will be captured.

18.2.6 The scope of the EqlA is aligned with the following:

- Equalities legislation, expanded on and augmented by good practice in equality analysis and stakeholder feedback.
- The extent of the impacts of interfacing aspects including, but not limited to Noise and Vibration, Air Quality and Odour, Traffic and Transport, Socio-economics and Health.
- The Community Areas identified by the Project.

18.2.7 By maintaining a consistent approach with the **ES** in this regard, the EqlA rests on the same evidence base as other impact assessment areas.

18.2.8 Assessment of intersectional impacts between protected characteristics forms part of the EqlA and will be considered as and where intersectional issues are identified.

18.2.9 Where appropriate, equality-specific mitigation measures will be identified. Further consideration will be given to the articulation of the links between the findings of the EqlA and the mitigations proposed, to help ensure that the design of the project develops iteratively and in response to identified equality impacts.

18.2.10 The EqlA will include a fully updated and transparent methodology, including assessment criteria and further detail on the approach to identifying and assessing both differential and disproportionate impacts.

18.2.11 The EqlA Initial Findings Report set out clearly the legislative and policy drivers behind the EqlA, including how equality legislation shapes the scope of the assessment. This will be updated as required.

18.2.12 The EqlA work to date has been developed and supported by almost 100 published sources of evidence and data. The sources of evidence and data are highlighted in the EqlA Initial Findings Report. The EqlA will be updated to reflect the most recent evidence and data wherever possible and applicable, as the EqlA progresses. The evidence base will be fully referenced.

18.2.13 The EqlA Initial Findings Report was based in part on evidence from engagement with the then-titled Heathrow Community Engagement Board (HCEB) – now the Heathrow Expansion Independent Community Engagement Board (HEICEB), a range of Local Planning Authority engagement sessions, equality-focused engagement events held in local communities, and through direct engagement with affected parties. Details of this engagement are set out in Appendix D of the EqlA Initial Findings Report.

18.2.14 Heathrow has undertaken an accessibility and inclusion focus group engagement programme to support the EqlA and help shape an inclusive approach to future consultation and engagement, as well as open the door to longer-term engagement on a variety of issues. The programme recognises that different communities may experience the impacts and opportunities associated with the Project in different

ways, and seeks to ensure a broad range of perspectives are considered. The work has focused on engaging organisations representing a range of SHGs and protected characteristic groups including age, disability, race, religion or belief, and sexual orientation. A combination of local community organisations and national advocacy groups were identified through stakeholder mapping and targeted outreach.

- 18.2.15 To date Heathrow has taken part in discussions with organisations representing people with protected characteristics to help shape Heathrow's approach to inclusive and accessible engagement. These conversations have explored potential barriers to participation, accessibility considerations, and views on how future consultation and engagement activities can be designed to reach and involve a wider range of people. Further discussions are planned over through 2026 to continue gathering insights on these themes with more organisations.
- 18.2.16 The findings will help inform future consultation planning, strengthen the evidence base for the EqlA, and support the development of a more accessible and inclusive engagement approach throughout the project lifecycle.

18.3 Disability

Consultation feedback

- 18.3.1 Concerns were raised by respondents that transport charges, access changes and surface access proposals could disproportionately affect disabled people who rely on private vehicles or have limited transport alternatives.
- 18.3.2 Consultees requested greater consideration of specific disability groups, including people with brain injuries and users of the Heathrow Special Needs Centre.
- 18.3.3 Consultees highlighted that there was very little information on accessibility in the consultation material. Consultees considered that insufficient information had been provided on accessibility and engagement with disability organisations. The lack of information on the engagement strategies for disability charities was also raised. Table A.6 (National Voluntary Sector Strategies) of the EqlA Initial Findings Report appeared to be incomplete. Consultees also said that reference should be included in the final EqlA on the input of the Heathrow Access Advisory Group (HAAG).
- 18.3.4 Members of the public said that Heathrow does not currently cater adequately for disabled passengers and that expansion could further disadvantage disabled travellers.

Response

- 18.3.5 The EqlA will consider the impacts of both the construction and operation of the Project on people who are disabled, including people with acquired disabilities, such as brain injuries.
- 18.3.6 Impact on all community resources used by people with protected characteristics, including those highlighted by consultees, such as the Heathrow Special Needs Centre, will be assessed within the EqlA. These facilities have been identified in the

previous baseline analysis and assessment, and will continue to be within the scope of the EqlA.

- 18.3.7 Heathrow recognises that expansion could adversely affect the travel experience of disabled people.
- 18.3.8 The impact of transport charges, changes to access arrangements, wider surface access proposals, and other transport and access changes that could disproportionately affect disabled people will be considered within the EqlA.
- 18.3.9 Accessible and inclusive design principles will be embedded into the design of new airport infrastructure and facilities. Heathrow's 'Inclusion as Standard' approach will help to ensure accessibility is embedded into how the Project is initiated, designed, delivered, operated, maintained and improved. The accessibility and inclusivity of the new airport facilities will be assessed within the EqlA as part of the Project design. Engagement with disability organisations and accessibility groups will be sought and the design will be developed with input from HAAG.

18.4 Race

Consultation feedback

- 18.4.1 Several consultees questioned the finding that no disproportionate effects had been identified for race, particularly regarding noise exposure and mental health impacts.
- 18.4.2 Consultees highlighted potential effects on Gypsy, Roma and Traveller (GRT) communities, including impacts from noise pollution, changes to community composition and local disruption.
- 18.4.3 Concerns were raised regarding potential effects on people from ethnic minority communities, including smaller businesses, community networks and access impacts, and requested greater evidence that effects on these groups would not be significant.
- 18.4.4 Some consultees suggested that changes associated with the Project, including flightpath changes, could be experienced disproportionately by minority communities.

Response

- 18.4.5 The EqlA Initial Findings Report considered the potential noise impacts of the Project based on the identified community areas.
- 18.4.6 More detailed analysis of the distribution of potential effects (including noise and air quality) experienced by communities will be undertaken and further consideration of effects specifically on ethnic minority communities living in noise-affected areas will form a key part of the EqlA as it progresses.
- 18.4.7 Potential effects on people from ethnic minority communities, including smaller businesses, community networks and access impacts, will be an area of focus as the EqlA progresses, to ensure all impacts are properly captured.

- 18.4.8 Effects on GRT communities are scoped into, and will be considered within the EqlA. It is recognised that impacts from noise pollution, changes to community composition and local disruption can particularly affect GRT communities and these will be considered wherever GRT sites are identified.

18.5 Religion or belief

Consultation feedback

- 18.5.1 Concerns were raised that supporting data relating to noise impacts on religion and belief groups was missing from the initial assessment.
- 18.5.2 Consultees requested consideration of places of worship, religious festivals and access to churches, temples and mosques during Project construction and operation.

Response

- 18.5.3 Impacts on religion and belief in the EqlA Initial Findings Report focused on potential loss of places of worship in some cases, and the noise impacts on places of worship in others.
- 18.5.4 The noise impacts on places of worship and their congregants were considered as part of the EqlA, drawing on the preliminary noise information available at the time. It was concluded that there would be noise effects during construction and operation affecting religious facilities. This was reported in the EqlA Initial Findings Report.
- 18.5.5 Effects on places of worship, religious festivals and access to churches, temples and mosques during Project construction and operation will be further considered as the EqlA progresses. Engagement with religious communities and places of worship will be pursued as part of engagement activities.

18.6 Sex, sexual orientation and gender reassignment

Consultation feedback

- 18.6.1 Consultees considered that the assessment should examine differential impacts of noise and associated mental health effects for sexual orientation groups.
- 18.6.2 Concerns were raised that the EqlA Initial Findings Report contained limited data relating to sexual orientation groups.
- 18.6.3 Spelthorne Borough Council considered that while impacts on women from a male-dominated construction workforce had been recognised, potential effects on LGBTQ+ communities had not been adequately considered.
- 18.6.4 One member of the public requested clarification regarding Heathrow's gender pay gap.

- 18.6.5 Consultees challenged the conclusion in the EqIA Initial Findings Report that no disproportionate or differential effects had been identified for gender reassignment. Consultees considered that the assessment should examine differential impacts of noise exposure and associated mental health effects on people with the protected characteristic of gender reassignment.
- 18.6.6 The London Borough of Hillingdon raised concern that they were unable to find any reference in the initial EqIA to the analysis of effects on gender reassignment or sexual orientation groups, despite the document confirming that such analysis had been undertaken using published literature and evidence.
- 18.6.7 Consultees requested the use of additional data sources to better inform the assessment of gender reassignment groups.

Response

- 18.6.8 The EqIA Initial Findings Report did not include data relating to sexual orientation groups as data at the time was not considered sufficiently reliable to be used as evidence within the assessment. Improved data availability since the 2021 Census will enhance this analysis and enable further consideration of impacts on these groups.
- 18.6.9 The assessment will also examine differential impacts on LGBTQ+ groups from noise and associated mental health effects, as well as potential safety impacts associated with a male-dominated construction workforce.
- 18.6.10 Heathrow publishes its Gender Pay Gap Report annually on its website⁶. The 2025 report sets out the progress and measures to decrease pay gaps.
- 18.6.11 Established evidence exists that aviation noise can adversely affect mental health and wellbeing through annoyance, sleep disturbance, and stress. There is also evidence that some people with these protected characteristics can experience poorer mental health outcomes, particularly where they are exposed to discrimination, victimisation or social exclusion.
- 18.6.12 The EqIA Initial Findings Report considered potential impacts on gender reassignment. The available evidence did not demonstrate a direct causal relationship between the protected characteristic of gender reassignment and increased physiological susceptibility to airport noise. The EqIA will continue to explore the potential for effects on the protected characteristic of gender reassignment. This process will include a specifically focused review of the literature around gender reassignment, mental health and noise effects.
- 18.6.13 Improved data around both gender reassignment and sexual orientation, including improved Census data from 2021 will be used to enhance the analysis wherever possible. Engagement with the LGBTQ+ community will be pursued as part of Project engagement activities.

⁶ <https://www.heathrow.com/company/about-heathrow/performance/gender-pay-gap->

19. Health and wellbeing

19.1 Introduction

- 19.1.1 As part of the **2019 AEC** Heathrow outlined the potential effects on human health resulting from the construction and operation of the proposed airport expansion (the Project). A series of measures for reducing potential effects were explained and feedback was sought on the overall proposals for managing the environmental effects of the Project.
- 19.1.2 Heathrow presented the **Preliminary Environmental Information Report** and **Equalities Impact Assessment: Initial Findings** as part of the **2019 Airport Expansion Consultation**, which provided information on health and wellbeing. The purpose of this chapter is to acknowledge and respond to the 2019 consultation feedback received in relation to health and wellbeing. Please note that the materials presented in 2019 have now been superseded by the 2026 public consultation materials.
- 19.1.3 This chapter provides a summary of the 2019 AEC feedback and scheme responses related to the following matters:
- Health effects
 - Assessment methodology, scope and baseline
 - Principle of expansion
 - Health and property policies
 - Health and community compensation fund
 - Health mitigation plan

19.2 Health effects

Consultation feedback

- 19.2.1 Consultees raised concerns that the Project could worsen health outcomes through increased air pollution, noise, construction activity, traffic and associated environmental effects, particularly for vulnerable groups and people with existing health conditions.
- 19.2.2 Concern was raised regarding impacts on mental health, wellbeing and quality of life, including effects from residential relocation, disruption to communities, loss of community cohesion, loss of open space, and changes to local identity and sense of place.
- 19.2.3 Many consultees highlighted the importance of parks, open spaces, green infrastructure, recreational facilities and active travel opportunities for physical health, mental wellbeing and healthy lifestyles, and sought stronger protection or enhancement of these assets.

- 19.2.4 Consultees considered that the Project could increase pressure on healthcare services, emergency services and public health resources through population growth, construction workers, increased passenger numbers and additional health needs arising from Project effects.
- 19.2.5 While some consultees acknowledged potential benefits from employment and economic opportunities, others questioned whether these benefits would outweigh wider health impacts or considered that the evidence linking employment gains to health improvements was insufficient.

Response

- 19.2.6 The concerns raised by consultees are acknowledged and are specifically responded to through the scope of the ongoing health assessment. The health assessment is the Health Impact Assessment that is being undertaken for the project, which incorporates the Environmental Impact Assessment requirement to consider human health.
- 19.2.7 The integrated approach is in line with best practice. The health assessment is a process that considers the public health implications of the project. The health assessment identifies proportionate opportunities for additional measures to be included to improve population health outcomes (physical and mental health) and reduce health inequalities. The health assessment builds from the **Chapter 12 (Health)** of the **Preliminary Environmental Information Report**, updating it in line with new guidance and best practice. The current findings of the health assessment are reported in **Chapter 11: Health** of the EICD. The final results of the health assessment will be set out in the **Health** chapter of the **Environmental Statement**.
- 19.2.8 The health assessment takes a public health approach, considering the potential for health inequalities and effects to vulnerable groups across environmental, social, behavioural, economic and institutional determinants of population health. The breadth of health effects is set out in **Chapter 11: Health** of the **EICD** and informed by the 2025 Scoping Report Addendum and 2026 Scoping Opinion Addendum. The health assessment gives parity to physical and mental health outcomes, seeking to minimise adverse health effects and maximise health opportunities, particularly for vulnerable groups.

19.3 Assessment methodology, scope and baseline

Consultation feedback

- 19.3.1 Consultees regularly requested a more robust Health Impact Assessment, with some calling for independent assessment, greater involvement of health professionals and clearer consideration of health service costs and health outcomes.
- 19.3.2 Consultees commented that the baseline information was insufficiently detailed, with several stating that borough-level data masked local variations and health inequalities, and that more localised or ward-level data should be used.

- 19.3.3 Consultees questioned aspects of the assessment methodology, including significance criteria, study areas, treatment of vulnerable groups, assumptions used, presentation of information, and the relationship with the wider Preliminary Environmental Information Report methodology.
- 19.3.4 Consultees identified gaps in the assessment scope, requesting greater consideration of issues such as noise, air quality, carbon emissions, cumulative effects, mental health, wellbeing, community impacts, healthcare demand and effects on specific locations and receptors.
- 19.3.5 A recurring theme was the need for stronger monitoring, evidence gathering and reporting, including clear health monitoring strategies, baseline monitoring, evaluation of mitigation effectiveness and surveillance of health outcomes over time.

Response

- 19.3.6 The concerns with regards to assessment methodology are being addressed through the adoption of the latest best practice guidance from the Institute of Sustainability and Environmental Professionals (formerly the Institute of Environmental Management and Assessment). The Institute of Sustainability and Environmental Professionals is a professional body that sets out specific and detailed guidance that was developed in collaboration with the United Kingdom Health Security Agency and public sector health agencies across the United Kingdom. The 2022 guidance documents define clear methods for integrating comprehensive Health Impact Assessment into the Environmental Impacts Assessment reporting.
- 19.3.7 The health workstream for the Project has set up an independently chaired Health Impact Assessment Steering Group, which is a forum for public health and NHS stakeholders to set out clear consensus recommendations to the health assessment. This includes by collaborating on more granular baseline information.
- 19.3.8 Areas of additional focus within the current health assessment include quantitative analysis of the public health implications of the Project's air quality and noise impacts, cross-cutting integration to climate change considerations within the health scope, and specific healthcare service planning in close collaboration with the NHS.
- 19.3.9 Cumulative assessment and proportionate monitoring are key elements of the ongoing health assessment work. An in-combination and Cumulative Effects Assessment will be undertaken as part of the Environmental Impact Assessment (EIA) and presented within the **Environmental Statement**, in line with the EIA regulations. Further details on in-combination and cumulative effects are provided in **Chapter 3: The Approach to Environmental Assessment of the Environmental Information Context Report**. Cumulative effects are those arising from the Project, which individually might not be significant, but when considered in addition to effects from other infrastructure or development projects could be significant. The health assessment will also analyse the in-combination effects of the same population experiencing changes to multiple health determinants due to the Project, e.g. the collective effect of experiencing changes in air quality, noise, transport, community identity, employment and training opportunities.

19.4 Principle of expansion

Consultation feedback

- 19.4.1 Consultees objected to the principle of expansion on the basis that they considered it would have adverse effects on health, wellbeing and quality of life across communities surrounding Heathrow.
- 19.4.2 Concerns focused on the combined effects of increased noise, air pollution, traffic, congestion and construction activity, which consultees believed would worsen existing health issues and create new health burdens.
- 19.4.3 Particular concern was expressed for vulnerable groups including children, older people and those with long-term health conditions, who were considered most likely to experience adverse health impacts.
- 19.4.4 Several consultees questioned whether the Project could proceed without causing significant effects on health and wellbeing, with some stating that protection of health should take precedence over economic growth and expansion benefits.
- 19.4.5 A common theme raised was that mitigation and compensation proposals were either insufficiently developed or unlikely to fully address the health and wellbeing effects associated with expansion.

Response

- 19.4.6 Economic opportunities have a strong beneficial influence on health outcomes. The health assessment, both in the 2019 PEIR and the current 2026 Public Consultation, is open and transparent that there are likely to be both significant adverse and significant beneficial population health effects due to the Project.
- 19.4.7 The health assessment is seeking to minimise the adverse effects and maximise the benefits, particularly for vulnerable groups. Ongoing work is seeking opportunities to bring more of the economic, employment and training benefits of the Project to the local level, so there is a genuine sharing in the benefits of the Project for those who are most affected by adverse effects. This supports health equity and is a core activity of the health assessment. The development and refinement of mitigation is an ongoing activity of the health assessment and Health Impact Assessment Steering Group.

19.5 Health and property policies

Consultation feedback

- 19.5.1 Consultees highlighted concerns that relocation, compulsory purchase and property acquisition could adversely affect health and wellbeing through stress, anxiety, uncertainty, disruption and loss of community networks.

- 19.5.2 Consultees noted that financial compensation alone may not address the emotional, social and health impacts associated with relocation and loss of established communities.
- 19.5.3 Several consultees requested additional support mechanisms for homeowners, tenants and vulnerable residents, including support related to relocation, noise insulation, mental wellbeing and access to advice services.
- 19.5.4 Concerns were raised regarding people who may not qualify for relocation or compensation schemes, including tenants, non-homeowners and groups with existing health vulnerabilities.
- 19.5.5 Consultees sought greater engagement with health services and affected communities to understand and mitigate the health impacts of property policies and population change associated with relocation programmes.

Response

- 19.5.6 Issues around relocation, housing and community identity are within the scope of the health assessment, both for those displaced and remaining communities. The concerns with regards to mental health and displacement are acknowledged. The health assessment will include the current pre-application stage, in addition to the construction and operational stages, to assess and respond to community mental health and wellbeing. There is also ongoing health assessment work with the relocation support services and property policy proposals to respond to the needs of vulnerable groups.

19.6 Health and Community Compensation Fund

Consultation feedback

- 19.6.1 Consultees emphasised the need for secured and long-term funding to monitor local health outcomes, particularly within communities expected to experience Project effects.
- 19.6.2 Consultees suggested that funding should support wider health and wellbeing benefits, including community activities, public health initiatives, public transport improvements and investment in green spaces.
- 19.6.3 Some consultees proposed that the Community Compensation Fund should contribute to mitigation for a broad range of impacts, including those associated with relocation, public services, noise and air quality.
- 19.6.4 There were requests for clearer commitments regarding how the Community Compensation Fund would operate, including governance arrangements and independent oversight.
- 19.6.5 Several consultees considered that commitments relating to health funding and mitigation required greater certainty, with clear and binding arrangements for addressing increased healthcare and community needs.

Response

- 19.6.6 There is ongoing work through the health assessment to define ways the community compensation fund could be used to promote health and improve quality of life for those affected by the Project, through targeted support for vulnerable groups. The Health Impact Assessment Steering Group is a forum for the health assessment to develop consensus around appropriate monitoring, governance and oversight of such measures.

19.7 Health mitigation plan

Consultation feedback

- 19.7.1 Consultees generally supported the principle of measures to address health and community safety impacts but questioned whether the proposed plan was sufficiently detailed and effective.
- 19.7.2 Consultees raised concerns that the proposed mitigation did not adequately address the full geographical extent of potential health effects and should provide broader coverage of affected communities.
- 19.7.3 Suggestions were made for stronger mitigation measures, including specific provisions for people with existing health conditions and for vulnerable groups.
- 19.7.4 Some consultees encouraged Heathrow to coordinate more closely with local authorities and health providers, including consideration of additional healthcare facilities and community health provision.

Response

- 19.7.5 There is ongoing work through the health assessment to define and refine the health mitigation and enhancement measures. There has already been good progress, with broad measures set out in the 2026 Public Consultation documentation for feedback. The Health Impact Assessment Steering Group is a forum for the health assessment to develop consensus around appropriate measures, their parameters and how they are secured. This is a key ongoing activity of the health assessment with further detail to be reported in the **Environmental Statement**.

20. Historic environment

20.1 Introduction

20.1.1 The 2019 AEC outlined the historic environment principles informing the design and development of the DCO Project, and the approach to managing the effects of construction on the historic environment for the DCO Project. These were provided in the following documents:

- **The AEC document**
- **The Preferred masterplan**
- **The Preliminary Environmental Information Report (PEIR)**

20.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:

- General assessment methodology and scope
- Buried heritage assets
- Physical effects to above ground heritage assets
- Non-physical effects to above ground heritage assets
- Environmental measures

20.2 General assessment methodology and scope

Consultation feedback

- 20.2.1 Consultees shared that they noted that impacts must be properly assessed and mitigation put in place to comply with the ANPS.
- 20.2.2 Consultees said that they did not consider the PEIR offered sufficient detail regarding the impact on the historic environment and could not, therefore, offer detailed advice.
- 20.2.3 Respondents suggested that a number of heritage assets, including listed buildings, historic landscapes and registered parks and gardens, had not been adequately assessed and should be considered in more detail.
- 20.2.4 Comments received noted that archival research and secondary literature should be considered in further detail, with data sharing by Heathrow, particularly of GIS files, being important to demonstrate an acceptable understanding of the historic landscape.

Response

- 20.2.5 The Project has considered the feedback from the 2019 AEC through its design evolution. The **EICD** assesses impacts in respect of the historic environment and has revised the assessment scope and methodology following feedback received, and

updates to relevant heritage policy and guidance. Supporting documents will be produced and submitted with the DCO Application to aid decision-making processes and ensure robust methodologies are agreed to support the proposals.

20.3 Buried heritage assets

Consultation feedback

- 20.3.1 Comment received from consultees said that nationally important non-designated heritage assets should be identified through a programme of desk-based assessment and fieldwork prior to the point of decision.
- 20.3.2 Further information was requested by local authorities regarding the method and approach for the identification of potential significant effects, and the need for significant archaeological investigation prior to the point of decision.
- 20.3.3 Respondents noted that they did not consider the PEIR presented an approach to managing archaeological remains as set out in the ANPS. Historic England said that significant harm could be experienced by heritage assets of high value as a result of the development.
- 20.3.4 Consultees queried whether sufficient time would be allowed for archaeological investigations prior to consent and for unexpected discoveries encountered when topsoil stripping took place.
- 20.3.5 Some respondents reflected that the archaeological resource is large in scale, but that a landscape approach was insufficient. They proposed further consideration of archaeological investigation and the potential for changes to heritage settings prior to consent.

Response

- 20.3.6 The Project has considered the feedback from the 2019 AEC through its design evolution and can confirm that a landscape-based approach to mapping known archaeological assets and mapping potential previously unrecorded archaeological remains is being progressed. The **Environmental Statement (ES)** to be submitted as part of the DCO Application will include a series of figures illustrating these themes.
- 20.3.7 The information gathered from the landscape-based mapping approach will be used to inform a programme of archaeological evaluation comprising geophysical survey and targeted trial trench evaluation. The evaluation strategy and programme of work to be undertaken will be agreed with stakeholders with an aim to clarify the presence, nature, date and significance of any previously unrecorded archaeological remains that might be present.
- 20.3.8 The Historic Environment Mitigation Strategy (HEMS) will provide a strategy for stages of further evaluation and environmental measures to be undertaken post-DCO consent. This will include archaeological environmental measures and a public engagement strategy. It will define the research aims and objectives, archiving and

reporting requirements, and set out the fieldwork methodology and the approach to post-excavation assessment, archiving and public dissemination of data, and will be agreed with the relevant stakeholders.

20.4 Physical effects to above ground heritage assets

Consultation feedback

- 20.4.1 Consultees shared concern regarding the loss of, and significant effects on, heritage assets as a result of the proposals. Statutory bodies and Local Authorities considered that assessment and proposed mitigation and compensation measures were insufficient. Alignment with the ANPS was questioned.
- 20.4.2 It was suggested that built heritage assets, where appropriate, could be dismantled and rebuilt elsewhere.

Response

- 20.4.3 An assessment of potential effects on the historic environment is presented in the **EICR**. Mitigation measures will be set out in the HEMS and will be designed to meet the Airport NPS test of good design. Further engagement with topic specific stakeholders will focus on refining design and mitigation measures.
- 20.4.4 Through ongoing heritage-led design workshops with Heathrow's Landscape Architect, along with input into the Blue and Green Infrastructure Strategy, Heathrow will seek to minimise harm to the historic environment and maximise opportunities for enhancement and appreciation of the heritage significance of affected heritage assets.
- 20.4.5 The strategy for mitigating adverse environmental effects on heritage assets will continue to be developed. This will include potential enhancement of heritage assets, and place-making strategies to enhance understanding and appreciation of heritage significance.
- 20.4.6 In discussion with statutory consultees further work will evaluate the feasibility of additional environmental measures, including where feasible potential re-use or relocation of heritage assets that would otherwise be lost.
- 20.4.7 The HEMS will provide a strategy and methodology for environmental measures, including historic building recording and a public engagement strategy.

20.5 Non-physical effects to above ground heritage assets

Consultation feedback

- 20.5.1 Respondents said that impacts resulting from increased traffic and aircraft noise (from the realignment of the A4) will affect a number of conservation areas and listed buildings. It was also noted that some heritage assets would be excluded from assessment within the methodology presented, or not adequately assessed.

Response

- 20.5.2 An updated noise sensitivity methodology, with respect to the assessment of effects on the historic environment, is being prepared by Heathrow. This considers the change in responsibilities for airspace design ensuring a proportionate approach to the assessment. The methodology has been reviewed and revised since the 2019 AEC and will be discussed and agreed with the statutory consultees.
- 20.5.3 The assessment of effects presented in the **EICD** takes a precautionary approach that will be refined as the methodology is developed for the **ES**. Heathrow are also assessing visual impacts in this respect.

20.6 Environmental measures

Consultation feedback

- 20.6.1 Respondents queried proposals for the mitigation of impacts and monitoring for conservation areas, and that mitigation measures should be tied to the DCO application.
- 20.6.2 Consultees said that the potential effects of the proposed development should be considered in their totality to fully understand potential effects on the historic environment as a result of the development.
- 20.6.3 Comments were received regarding improved pedestrian and cycle connectivity, place-making proposals and measures to engage with communities regarding heritage funding and implementation. Active travel routes connecting heritage assets were encouraged.

Response

- 20.6.4 An assessment of potential effects on the historic environment is presented in the **EICD**. Mitigation measures will be set out in the HEMS and will be designed to meet the Airport NPS test of good design. Further engagement with topic specific stakeholders will focus on refining design and mitigation measures.
- 20.6.5 Through ongoing heritage-led design workshops with Heathrow's Landscape Architect, along with input into the Blue and Green Infrastructure Strategy, Heathrow will seek to minimise harm to the historic environment and maximise opportunities for

enhancement and appreciation of the heritage significance of affected heritage assets.

- 20.6.6 The strategy for mitigating or offsetting adverse environmental effects on retained heritage assets will continue to be developed to help enhance current understanding and appreciation of heritage significance.
- 20.6.7 In discussion with statutory consultees further work will evaluate the feasibility of additional environmental measures including, where feasible, potential re-use or relocation of heritage assets that will otherwise be lost.
- 20.6.8 The HEMS will provide a strategy and methodology for environmental measures, including historic building recording and a public engagement strategy.
- 20.6.9 Zonal Design Plans will set out proposals for improvements to the pedestrian and cycle network and place making in the DCO application, with environmental measures, including the Active Green Network, to be tied to the DCO application.

21. Land quality

21.1 Introduction

21.1.1 As part of the 2019 AEC Heathrow set out a series of measures and principles for avoiding, reducing and managing potential effects on land quality, including those associated with land contamination, historic land uses, agriculture and soils and ground conditions and mineral resources. Heathrow provided the following material directly related to land quality:

- Section 7.1 of the Airport Expansion Consultation document
- PEIR: Chapter 14 Land Quality and Non-Technical Summary
- Draft Code of Construction Practice (CoCP)

21.1.2 This chapter provides a summary of the consultation feedback and scheme responses grouped into the following themes:

- Land quality, soils and mineral resources
- Baseline, assessment methodology and scope
- Contamination and protection of the water environment
- Borrow pits and material management
- Mitigation

21.2 Land quality, soils and mineral resources

Consultation feedback

21.2.1 Natural England and some local authorities shared concern about the significant loss of agricultural land, including Best and Most Versatile (BMV) agricultural land, and how this loss is being assessed including economic impacts associated with it.

21.2.2 NE recommended that Heathrow devise a mechanism to address compensation for loss of agricultural land as part of achieving environmental net gain. Natural England also requested that the ES include detailed agricultural land classification as well as an assessment of how the soil will be disturbed, damaged or lost during construction, to satisfy the National Planning Policy Framework (NPPF). The Project must also provide details on how any adverse impacts on BMV land have been minimised as part of the proposals.

21.2.3 Local planning authorities said that several mineral resources and allocated mineral sites may become sterilised by the Project.

Response

- 21.2.4 In response to the concern raised by Natural England regarding the economic impacts of the loss of agricultural land, it is noted that the Land Quality Assessment looks at the quality of agricultural land and does not assess the economic viability of business and their land holdings, as this is covered in the **Socio-economic chapter of the ES**.
- 21.2.5 Regarding the loss of agricultural land, the ES will provide a detailed assessment of the quantum and grade of agricultural land that will be lost to permanent development alongside that required for temporary uses. The assessment will use detailed Agricultural Land Classification (ALC) surveys to identify the baseline where these are available (either as existing surveys or through new surveys undertaken by the Project subject to land access). Where detailed surveys are not available, the approach for completing the assessment has been agreed with Natural England and involves the use of the Defra Predicted ALC mapping data to define the baseline with a commitment to complete the detailed ALC surveys prior to construction.
- 21.2.6 Heathrow recognise the importance of soils to the wider ecosystem services they provide and the commitment to ensuring a multifunctional approach (e.g. land providing a range of functions such as flood storage, public open space and biodiversity) in the Blue Green Infrastructure design includes the consideration of soils and both long-term mitigation and compensation for the effects of airport expansion.
- 21.2.7 Good practice environmental measures to minimise adverse effects on soils during construction are set out in the draft **CoCP**, for example around appropriate stripping and handling of soils. The Project is committed to maximising the reuse of topsoil within the green infrastructure strategy (for example within landscaping schemes/green space areas/re-provided allotments) and subsoils (although as they are less valuable than topsoil, reuses may be for restoring landfills/spoil tips etc). Where there is still surplus topsoils, the Project will identify ways in which these can be used for suitable landscape schemes out-with the Project rather than it being sent to landfill (for example through further afield local community or allotment schemes, if practicable). Heathrow have also committed to the development of a detailed **Soil Management Plan (SMP)** prior to construction.
- 21.2.8 With regard to mineral safeguarding, it will be necessary and unavoidable to excavate natural material (including existing mineral resources) and material from a number of historic and permitted landfills in order to deliver the required project development platform. Heathrow have committed to submitting a **Materials Management Strategy (MMS)** as part of the DCO application that outlines how excavated non-waste materials will be managed and reused, where practicable and feasible, during the construction earthworks. In some cases, this strategy involves leaving existing mineral resources in the ground as part of the project development platform. By doing so, and not carrying out prior-extraction, the **MMS** avoids the need for alternative sources of fill to be brought to site to replace void space left by prior-extraction which would have greater overall environmental effects.

21.3 Baseline, assessment methodology and scope

Consultation feedback

- 21.3.1 Several consultees said that the project is relying heavily on desk-based assessments and not enough ground investigation work.
- 21.3.2 Consultees also identified specific areas, receptors or effects for which they wished to see further detail included in the assessment, and considered that there was a need to complete ground investigation in these areas.
- 21.3.3 Consultees requested further information on how land and water contamination risks would be assessed, monitored and managed throughout the Project.

Response

- 21.3.4 In line with the agreed methodology, a thorough desk-based assessment of land contamination has been undertaken in line with Environment Agency guidance incorporating land contamination risk management (LCRM) . This includes identification and assessment of the sources, pathways and receptors using a Conceptual Site Model (CSM) approach, to allow the Land Quality Assessment in the ES to qualitatively assess changes that would occur to the CSM as a result of the Project. This desk-based assessment draws on significant available information from historical mapping, existing environmental reports and information that stakeholders including the Environment Agency, Local Planning Authorities and existing site owners have provided to the Project. The desk-based assessment will be updated to take into account changes in the Project since 2019 and submitted as part of the **ES**.
- 21.3.5 Ground investigation is primarily being undertaken to support the construction earthworks models and approach to environmental permitting, in particular in understanding the interaction of the Project with the multiple historical and permitted landfills. Heathrow are engaging closely with the Environment Agency to agree the level of detail required at the DCO application stage to demonstrate that its construction proposals are robust and deliverable and support agreement with the Environment Agency on the approach to permitting the construction activities. The assessment methodology for the **ES** set out in the updated Scoping Report (and endorsed through the updated Scoping Opinion) has been developed to use ground investigation survey data where it is available, but to not be dependent on that data. Where further ground investigation is required, this will be undertaken prior to construction.

21.4 Contamination and protection of the water environment

Consultation feedback

- 21.4.1 Some consultees expressed concerns about land contamination and the release of pollutants into watercourses. Concerns were raised around ensuring that the earthworks were correctly managed.
- 21.4.2 The Environment Agency identified that consideration also needed to be given to water abstraction (for example dewatering from excavations) and groundwater and surface water discharges. They also identified concerns relating to permit applications for new landfill void spaces or interactions with existing permitted landfill sites.
- 21.4.3 Consultees requested further information on how land and water contamination risks would be assessed, monitored and managed throughout the Project.

Response

- 21.4.4 Heathrow are committed to ensuring that construction activities minimise the risk of causing existing contamination to be spread in the environment. This is particularly important as contamination is already present in the ground (for example the numerous historical and permitted landfills), surface and groundwaters around Heathrow. The Project team are working closely with the Environment Agency to agree pragmatic approaches to construction water management including the management of dewatering and groundwater/surface water discharges.
- 21.4.5 With regard to potential contamination of watercourses, a range of good practice environmental measures to protect the water environment during construction activities are set out in the draft CoCP and will be implemented alongside measures for pollution control and environmental monitoring. The Project team is working closely to ensure that environmental protection measures are embedded within the design of new infrastructure, including measures to prevent the creation of preferential pathways for contamination and mobilisation of existing contamination during construction.
- 21.4.6 In response to earthworks management, a **MMS** will be submitted as part of the DCO application. The **MMS** sets out the framework for the management of the excavated earthworks and site clearance and demolition materials arising from construction of the Project, including the regulatory regimes which will be used to permit monitoring and control of the earthworks. The MMS also describes how materials will be chemically assessed to demonstrate they are suitable for the scenario in which they are proposed to be reused.
- 21.4.7 Regarding the Environment Agency's response, the Project teams are engaging closely with the Environment Agency to agree the level of detail required to be submitted with the DCO application, to demonstrate that the proposed scheme can be permitted and an appropriate level of design is available to reach a determination.

This includes how the proposed scheme will develop and permit new areas of landfill or undertake modifications to existing historical and permitted landfills.

- 21.4.8 Discussion continues with the EA to agree the mechanisms by which wider environmental permits will be applied for and granted in relation to activities such as groundwater abstraction and discharge.

21.5 Borrow pits and material management

Consultation feedback

- 21.5.1 Consultees identified areas of concern relating to backfilling operations at the borrow pits and whether these will be conducted in accordance with the current regulations and legislative requirements.

Response

- 21.5.2 As noted previously, the **MMS** to be submitted as part of the DCO application sets out the framework for the management of the excavated earthworks and site clearance and demolition materials arising from construction of the Project, including the regulatory regimes which will be used to permit monitoring and control of the earthworks. The **MMS** also describes how materials will be chemically assessed to demonstrate they are suitable for the scenario in which they are proposed to be reused, which includes backfilling of any borrow pits. Technical engagement will be undertaken with the Environment Agency and local planning authorities prior to the DCO application on this **MMS** document.

21.6 Mitigation

Consultation feedback

- 21.6.1 Consultees said that risk assessments and proposed mitigation/remediation must be completed to the satisfaction of the local authority and the Environment Agency. Due to reliance on the draft **CoCP** and **MMS**, consultees requested engagement on these prior to submission of the DCO application.
- 21.6.2 Concerns were raised for particular sites including Hithermoor, Stanwell, Homers Farm and Hengrove Farm, specifically in relation to the proposed site restoration schemes and approach to the removal of existing materials and infrastructure.

Response

- 21.6.3 The draft **CoCP** and **MMS** have previously been issued to relevant consultees and are currently being updated to take account of the latest Project proposals. Ongoing technical engagement with the Environment Agency and Local Planning Authorities is being undertaken to feed into relevant aspects of the updated **MMS** and the draft **CoCP** forms part of this consultation. The **MMS** will be further shared with the Environment Agency and local planning authorities prior to submission with the DCO application.

- 21.6.4 The Project acknowledges that the local authorities and the Environment Agency are keen to ensure that mitigation and remediation is undertaken to their satisfaction and have set out details of these requirements in the draft **CoCP** and **MMS**. Heathrow are committed to ensuring that the land used for the project is suitable for the proposed use with respect to the potential for soils and groundwater contamination and, where necessary, risk-based remediation is undertaken in line with statutory guidance (Land Contamination: Risk Management). The requirement for risk-based remediation will be led by the outcomes of the Desk Study which will be submitted as part of the Land Quality **ES** assessment.
- 21.6.5 The Project is reviewing how this information is presented within the DCO application and considering whether a standalone global remediation strategy will be submitted with the application alongside the draft **CoCP** and **MMS**.
- 21.6.6 Technical engagement with the Environment Agency and HSPG has been undertaken and the approach to land contamination discussed. No significant concerns were raised on the proposed approach to the land quality assessment within the **ES**.
- 21.6.7 Regarding the quarrying sites, engagement with Natural England has confirmed that where there are existing quarries with future restoration plans agreed, and these sites will be developed as part of the Project, the agreed restoration plans will form the future baseline for the biodiversity assessment. Consequently, the Project will have appropriate mitigation included within the wider green infrastructure and landscape proposals to reflect the completion of these restoration schemes.
- 21.6.8 Future engagement is planned with the Environment Agency and local planning authorities on key topics prior to DCO application. This includes engagement on the **MMS** and associated documents (materials reuse criteria and remediation guide) and draft **CoCP**.
- 21.6.9 Regarding the existing quarry and material processing sites, ongoing engagement with the relevant stakeholders is underway to discuss the timing at which these sites may be developed as part of the Project, particularly for Stanwell and Hithermoor Quarries. In the case of Homers Farm and Hengrove Farm, minerals extraction has been completed and hence these sites will not be impacted by the Project proposals.

22. Landscape and visual

22.1 Introduction

- 22.1.1 The statutory 2019 AEC set out a series of landscape and visual impact principles that were informing the design and development of Heathrow expansion (the Project) together with measures to minimise effects on landscape and visual amenity.
- 22.1.2 Heathrow provided the following material related to landscape and visual matters:
- **Chapter 15: Landscape and visual amenity of the Preliminary Environmental Information Report**
 - **Preferred masterplan**
- 22.1.3 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- Assessment methodology, scope and baseline
 - National Landscapes (formerly AONBs) and protected landscapes
 - Mitigation
 - Principle of expansion
 - Tranquillity
 - Viewpoints and visual impacts

22.2 Assessment methodology, scope and baseline

Consultation feedback

- 22.2.1 Natural England (NE) said they agreed with the assessment methodology set out within the Preliminary Environmental Information Report (PEIR). However, many consultees considered that the assessment lacked sufficient detail, transparency and supporting evidence to justify its conclusions and enable meaningful review.
- 22.2.2 Consultees considered that the assessment did not fully reflect the scale of the Project, wider landscape change, or effects on communities, calling for a broader and more localised assessment approach. The London Borough of Hillingdon said that the approach to breaking down the impacted areas into smaller parcels fundamentally missed the far larger impact of the Project.
- 22.2.3 Comments were raised that landscape character, Green Belt, recreational assets and sensitive receptors were not adequately represented and that sensitivity judgements were not always well justified. Respondents requested additional viewpoints, computer generated images (CGIs), photomontages, winter photography and improved mapping, with concerns that existing visual material was insufficient to assess impacts.

- 22.2.4 Several consultees questioned the reliance on long-term assessment years (e.g. 2050) and requested more frequent assessment intervals and greater consistency across topics.
- 22.2.5 Consultees requested greater consideration of Green Belt impacts, recreational assets, green infrastructure connectivity and opportunities for enhancement and compensation. They also said that cumulative impacts, including interactions with other infrastructure projects and wider landscape change, were not sufficiently assessed.
- 22.2.6 Consultees highlighted the importance of protected landscapes as places for recreation, escape, tranquillity and visitor wellbeing, and stressed the need to protect these qualities. Respondents suggested that Richmond Park required a more comprehensive assessment of landscape, tranquillity and recreational effects.
- 22.2.7 A common theme from respondents reflected the need for a more strategic, landscape-led approach, with stronger integration between assessment, design, mitigation and long-term environmental enhancement.
- 22.2.8 Some consultees considered that the assessment did not sufficiently address night-time effects, intrusive lighting and the loss of dark skies associated with the Project.

Response

- 22.2.9 The Landscape Visual Impact Assessment (LVIA) methodology, including the identification of landscape and visual receptors, has been developed in accordance with the Guidelines for Landscape and Visual Impact Assessment (GLVIA3) and relevant good-practice guidance. It has been informed by the Planning Inspectorate's Scoping Opinion and its Addendum, and consultation and engagement with relevant stakeholders, to ensure a proportionate and appropriate approach.
- 22.2.10 The LVIA study area detailed in **Chapter 15: Landscape and visual** of the **Environmental Information Consultation Document (EICD)**, nominally extends 5 kilometres beyond the draft Order limits and extends further to include elevated or sensitive locations, such as Richmond Hill. **The Environmental Statement (ES)** will provide a transparent and auditable explanation of receptor selection, sensitivity, magnitude and significance judgements, supported by baseline evidence, fieldwork and appropriate visualisations.
- 22.2.11 The LVIA baseline will be informed by desktop studies as well as both summer and winter fieldwork. The **ES** will include appropriate wirelines, verified photomontages and other Type 4 visualisations, with viewpoints used to represent visual receptors.
- 22.2.12 Published landscape character areas and visual receptors, such as residential, recreational, and transport will be considered. The value and susceptibility of receptors, and the resulting sensitivity judgements, will be clearly justified and align with the approved LVIA methodology. The assessment will consider both localised effects on individual receptors and the wider pattern of landscape and visual change arising from the Project as a whole.

- 22.2.13 The LVIA will consider relevant recreational assets and green infrastructure as components of the landscape and visual baseline. The Recreation and Amenity Assessment (RAA) will consider how the Project may affect the accessibility, use, recreational function and connectivity of publicly accessible open spaces and recreational routes, drawing on relevant green infrastructure proposals and other environmental assessments. The effects of the Project on the Green Belt and its purposes will be considered separately through the Green Belt Assessment to support the DCO Application.
- 22.2.14 The LVIA and RAA will assess the Project at the construction and operational assessment phases defined by the wider Environmental Impact Assessment (EIA) methodology. The LVIA will take account of the establishment and maturation of landscape mitigation, with the assessment years and the rationale for their selection clearly explained in the **ES**.
- 22.2.15 The EIA process will consider cumulative effects arising from different aspects of the Project together, while also considering effects of the Project with other infrastructure or development projects. This will include considering effects from the Project that may be not significant for the Project itself, but could be significant when combined with other projects. The outputs of the cumulative effects assessment will be presented in the **ES**. Further details on how the Project will consider cumulative effects is provided in **Chapter 3: The Approach to Environmental Assessment of the EICD**.
- 22.2.16 Night-time landscape and visual effects will be assessed in line with relevant guidance. The LVIA assessment will be informed by night-time photography, baseline lighting conditions, lighting design and the outputs of the lighting assessment.
- 22.2.17 The RAA will consider how the Project may affect people's access to, use and enjoyment of publicly accessible open spaces and recreational routes. It will consider direct physical effects, such as loss, temporary occupation, closure or diversion, alongside changes to accessibility, connectivity and recreational experience arising from noise, traffic, construction activity, aircraft movements and perceived tranquillity.
- 22.2.18 As there is no established methodological guidance for RAA, the approach will draw on relevant legislation and policy, including the draft Heathrow Expansion National Policy Statement (HENPS), Airports National Policy Statement (ANPS) (if still relevant at the time of assessment), National Planning Policy Framework (NPPF) and Planning Practice Guidance (PPG). The methodology has also been informed by professional judgement, established practice from comparable environmental assessments, the EIA Scoping Opinion and engagement with local planning authorities, statutory consultees and other relevant stakeholders.
- 22.2.19 The evidence base presented in **Chapter 8: Recreation and amenity of the EICD** has been strengthened through an updated desk-based review, verification surveys of open spaces and recreational routes, revised study area and updated programme of seasonal user surveys. The EICD Chapter 8 assessment also provides greater consideration of construction phasing and operational effects, and draws on relevant evidence from the noise, health, community, transport, biodiversity, and landscape

and visual assessments. The **ES** will present a more detailed receptor-based assessment, clearly linking baseline conditions, the nature and duration of change, environmental measures and conclusions for individual recreational resources and their users.

- 22.2.20 As part of the **ES** a re-provision strategy will be presented and will set out appropriate replacement (including enhancement wherever practicable) like for like to respond to the loss of public open space, in line with the ANPS which states that the "loss would be replaced by equivalent or better provision in terms of quantity and quality in a suitable location.", and The Planning Act 2008 which states that replacement land for Public Open Space (POS) that will be permanently lost is equally advantageous [to the public] in terms of usefulness, attractiveness, quality and accessibility.

22.3 National landscapes

Consultation feedback

- 22.3.1 Comments received often related to the effect of increased aircraft movements on the tranquillity, public enjoyment and rural character of National Landscapes (NL) (formerly known as Areas of Outstanding Natural Beauty (AONB)), particularly the Chilterns NL. Consultees highlighted the effects of aircraft noise, overflying aircraft, contrails and aircraft lights.
- 22.3.2 Consultees questioned whether the Project would conserve and enhance the Chilterns NL and stressed that effects should be avoided, mitigated and, where necessary, offset in accordance with the mitigation hierarchy.
- 22.3.3 Natural England (NE) considered that the predicted impacts on the Chilterns NL should be revisited once more information on future airspace configuration becomes available.
- 22.3.4 The Greater London Authority (GLA) requested additional evidence to better understand how aircraft noise affects the Chilterns NL, including noise monitoring at publicly accessible locations, undertaken in consultation with the Chilterns NL Management Board and NE.

Response

- 22.3.5 Increased aircraft movements will be considered in relation to the potential changes to the perceptual qualities of landscape character and visual amenity within the LVIA study area.
- 22.3.6 Separate Tranquillity and Natural Beauty Assessments will support the consideration of effects on the Chilterns NL. The Natural Beauty Assessment will consider effects on the natural beauty and special qualities, while the Tranquillity Assessment will draw on noise and overflight evidence, Campaign to Protect Rural England (CPRE) baseline tranquillity mapping and targeted fieldwork. Engagement with relevant stakeholders, including NE and the Chilterns Conservation Board, is ongoing.

- 22.3.7 A more robust lighting baseline assessment will be presented to support the **ES** and DCO Application which will include residential, ecological and landscape receptors that have the potential to be affected by direct or indirect effects associated with artificial light at night (ALAN). Surveys will be conducted in accordance with National Guidance produced by the Institution of Lighting Professionals.
- 22.3.8 The lighting associated with the construction and operational phases of the Project should not have any direct impact on the loss of any dark skies, due to the scheme's distance from the nearest National Landscape or Parks. Effects associated with lighting are likely to be more localised to the immediate vicinity of the Project which is located within a high ambient lighting area.

22.4 Mitigation

Consultation feedback

- 22.4.1 Respondents said that the LVIA mitigation proposals lacked detail, requesting clearer information on what mitigation would be delivered, where it would be located, how it would function and how delivery would be secured over the long term.
- 22.4.2 Consultees requested a more comprehensive, landscape-led approach to mitigation, supported by a coherent landscape strategy, Green and Blue Infrastructure Strategy and a connected network of green infrastructure extending beyond the Project order limits. Consultees emphasised that the success of landscape and green infrastructure proposals would depend on secure funding, long-term management, maintenance and monitoring arrangements.
- 22.4.3 There was support for the creation of a lasting environmental legacy, including improvements to green infrastructure, biodiversity, recreation, active travel, public access and Green Gateway Legacy and wider regional landscape enhancement projects. Other comments sought assurance that open spaces, recreational facilities, parks and green routes would remain accessible, connected and suitable for community needs.
- 22.4.4 Consultees questioned whether the proposed mitigation would adequately offset landscape and visual impacts. Several considered there was too much reliance on assumptions, future design development, good design principles, screening and landscaping yet to be demonstrated.
- 22.4.5 Several consultees considered that impacts, particularly within the Colne Valley Regional Park (CVRP), could not be fully mitigated and would require extensive compensation and enhancement measures at a wider scale.

Response

- 22.4.6 The LVIA **ES** chapter will provide further details on landscape mitigation, including its location, purpose, function and relationship to identified landscape and visual effects. It will distinguish between embedded and additional mitigation and explain how each measure has informed the assessment.

- 22.4.7 Mitigation will be coordinated with the Project's blue and green Infrastructure strategy, and lighting design, and LVIA considerations will play a key part in the development of the Design Codes for each area of the masterplan.
- 22.4.8 The Project's Blue and Green Infrastructure comprises 'a network of multi-functional green and blue spaces and other natural features, urban and rural, which is capable of delivering a wide range of environmental, economic, health and wellbeing benefits for nature, climate, local and wider communities and prosperity'.
- 22.4.9 Blue infrastructure measures would be designed and managed as a connected network, bringing together watercourse diversions, flood storage, waterbodies and drainage. This includes protecting communities from flood and safety risks and, where suitable, providing access to water that supports health and wellbeing. The measures are described from the major structural works through to the smaller features that complete the network, including realigned watercourses, flood management and storage, lakes and waterbodies, groundwater, and surface water drainage and sustainable drainage systems (SuDS).
- 22.4.10 Green infrastructure at Heathrow would deliver enhancement for habitats, species, public open space, recreational routes, community facilities, the historic environment and landscape.
- 22.4.11 Green infrastructure broadly serves two purposes that cannot be separated:
- It provides habitat, and the ecological corridors that let wildlife move through the landscape, meeting the requirements to protect and support nature.
 - It provides the public open space, recreational routes, community assets and landscape that responds to the changes affecting people.
- 22.4.12 This approach would support safe and inclusive access to green infrastructure, promoting health and wellbeing for people of all ages, including those with mobility, sensory or other needs. Further details are provided within the Blue and Green Infrastructure Topic Paper.
- 22.4.13 The Project will take the necessary steps to ensure the successful implementation and maintenance of the proposed landscape and natural environment measures. The Project will seek opportunities for a lasting environmental legacy through connected green infrastructure, habitat creation, recreation, active travel and public access, coordinated with wider initiatives where appropriate.
- 22.4.14 The LVIA will assess the effectiveness and limitations of mitigation, including establishment periods, based on assumed establishment expectations, and seasonal conditions, clearly identifying residual landscape and visual effects.
- 22.4.15 The RAA will consider the accessibility, recreational function and connectivity of publicly accessible open spaces and recreational routes. The Project will seek, as far as reasonably practicable, to maintain access and connectivity through suitable temporary diversions, reinstatement or re-provision where required. On a permanent basis the Project will seek to connect recreational areas through its proposed Active Green Network. This includes locally promoted walking and cycling routes.

22.5 Principle of expansion

Consultation feedback

- 22.5.1 The loss of Green Belt land and open space, particularly within the CVRP was raised by consultees. They highlighted the importance of these areas for landscape character, biodiversity, recreation, agriculture and flood alleviation.
- 22.5.2 Consultees said that the Project would fundamentally alter the character of the landscape, countryside and local communities, and challenging that a major airport expansion could successfully blend into the surrounding landscape. Other comments highlighted concerns about airport-related infrastructure, and the effects on residential amenity and landscape character.
- 22.5.3 Respondents considered that the Project would adversely affect wildlife, habitats and areas of natural beauty through land take, noise, air pollution and encroachment into surrounding landscapes. They emphasised the value of parks, open spaces, rights of way and recreational areas, including the CVRP, Crane Valley, Thorney Lake and Thorney Park Golf Course.

Response

- 22.5.4 The LVIA will assess the Project as a whole, including hotels, car parks, cargo facilities, highway infrastructure and other ancillary development. It will assess the effects on the landscape character and visual amenity across the study area, including potential changes arising from the Project.
- 22.5.5 The potential effects on biodiversity, agriculture, flood alleviation and Green Belt policy matters will be assessed separately in line with the relevant environmental and planning aspects, with cross-topic coordination and input where required.
- 22.5.6 Within the LVIA study area, parks, open spaces, Public Rights of Way and recreational routes, including locations within the CVRP, will all be considered as landscape and visual receptors.
- 22.5.7 The Recreation and Amenity Assessment (RAA) will consider the effects of the Project on publicly accessible open spaces, recreational routes and their users. It will consider both physical changes, including temporary occupation, permanent loss, re-provision, diversion and changes to accessibility, and indirect effects on the recreational experience arising from changes to views, noise, activity, connectivity and patterns of use.
- 22.5.8 The assessment will be informed by baseline review, walkover surveys, visitor engagement surveys and ongoing stakeholder engagement. Further visitor surveys will provide additional evidence on how recreation and amenity resources are used, valued and accessed, including levels of user satisfaction and barriers to use.
- 22.5.9 Measures are being developed alongside the Project design to maintain recreational function and connectivity, and as part of the **ES** a re-provision strategy will be presented and will set out appropriate replacement (including enhancement

wherever practicable) like for like to respond to the loss of public open space, in line with the Airports National Planning Statement (ANPS) and The Planning Act 2008.

- 22.5.10 These measures include temporary route diversions, reinstatement or re-provision of affected routes/open spaces, and the development of the Active Green Network.
- 22.5.11 A Re-provided Public Open Space (RPOS) Strategy will be developed to inform the quantity, quality, accessibility, location and phasing of replacement provision. The **ES** will clearly identify where resources are retained, temporarily affected, reinstated, re-provided or enhanced and will explain how replacement provision responds to the loss or alteration of existing resources in accordance with relevant planning policy requirements.
- 22.5.12 The assessment will include resources within the wider study area, including publicly accessible resources within the CVRP where relevant, and consider both construction and operational effects. Focus will also be given to resources where interaction with the Project is greatest, including Harmondsworth Moor, Longford Moor, Cranford Park, Crane Meadows, Crane Bank, Thorney Country Park and strategic recreational routes such as the Colne Valley Way and London Loop.
- 22.5.13 While some resources would experience direct physical change, the Project seeks to maintain recreational function, accessibility and connectivity wherever reasonably practicable and to provide opportunities for longer-term enhancement through the delivery of replacement open space, recreation improvements, the Green Loop and wider Blue and Green Infrastructure proposals.

22.6 Tranquillity

Consultation feedback

- 22.6.1 Respondents said that increased aircraft movements would reduce tranquillity and the rural character of valued landscapes, parks and open spaces. They highlighted potential effects on visitor enjoyment, recreation and quality of life.
- 22.6.2 Consultees reflected that tranquil environments contribute to physical and mental health, wellbeing and opportunities for respite from urban areas, specifically in relation to parks, commons and other recreational spaces. Comments received also described Richmond Park as a place of peace and tranquillity and that increased aircraft and aircraft noise would adversely affect visitors, wildlife and the Park's overall character and that these points had been underestimated.
- 22.6.3 Public Health England and the GLA highlighted that tranquillity should not be assessed solely through landscape and visual considerations. They advocated a more holistic approach that considers soundscape, visual amenity and wider environmental and perceptual factors.
- 22.6.4 Consultees questioned assumptions regarding existing tranquillity conditions, requesting further evidence, noise monitoring and assessment of the relative tranquillity of key outdoor locations, open spaces and Green Belt.

Response

- 22.6.5 A Tranquillity Assessment will be undertaken, which will be informed by the outputs of other relevant environmental aspects that may influence the perception of tranquillity, such as noise and lighting.
- 22.6.6 The Tranquillity Assessment will support the LVIA and RAA, drawing on CPRE baseline tranquillity mapping, fieldwork and relevant technical evidence to identify areas of relative tranquillity and assess potential change. Potential effects on recreation, visitor experience and wellbeing will be considered through coordination with the relevant environmental assessments.
- 22.6.7 A separate Natural Beauty Assessment will also be prepared to consider potential effects on the natural beauty and special qualities of the Chilterns NL beyond the main LVIA study area.
- 22.6.8 Within the LVIA study area, increased aircraft movements will be considered in relation to potential changes to the perceptual qualities of landscape character, including tranquillity. All locally identified areas of relative tranquillity raised through engagement to date, including Richmond Park, Windsor Great Park, Royal Botanic Gardens Kew, Harmondsworth Moor, Cranford Park, Bushy Park, Black Park, Langley Park and Thorney Country Park, lie or partly lie within the LVIA study area and will be considered through the assessment of landscape character. Their tranquillity is treated as a perceptual attribute contributing to landscape value and sensitivity, with associated effects also reflected in the assessment of heritage settings and recreational receptors where tranquillity forms part of their experiential qualities. Under CAP1616, tranquillity is addressed separately for designated landscapes; as such within this LVIA, these locally valued areas are assessed proportionately as part of the character and visual receptor evidence base.
- 22.6.9 Within the Recreation and Amenity Assessment (RAA), tranquillity, including the influence of noise, will be considered as a component of recreational value and user experience rather than as a separate environmental topic. The assessment will consider whether changes arising from the Project, including aircraft activity, noise, traffic, lighting, visible movement, construction activity and changes to the wider environmental setting, may influence the use, enjoyment and recreational function of publicly accessible open spaces, recreational routes and other amenity resources.
- 22.6.10 The RAA will draw upon evidence generated by the Noise, Landscape and Visual, Health, Community Aspects and other relevant environmental assessments to inform understanding of recreational amenity effects. As further information becomes available regarding aircraft operations, airspace design, indicative flightpath envelopes and related environmental conditions, the assessment will consider how changes in noise, overflight, visual activity and other perceptual influences may affect recreational experience, tranquillity and wellbeing.
- 22.6.11 Conclusions within the RAA will be informed by the value and function of the affected recreational resource, the susceptibility of users to change, the contribution that tranquillity and amenity make to the recreational experience, existing baseline conditions, and the scale, extent, duration and reversibility of any changes arising from the Project. The assessment will consider both direct effects on resources and indirect effects on how those resources are experienced by users.

22.7 Viewpoints and visual impacts

Consultation feedback

- 22.7.1 Comments received said that the selected viewpoints did not adequately represent the scale and extent of likely visual effects. Consultees called for additional viewpoints, particularly for local communities, Green Belt areas, recreational routes, active travel routes and other sensitive receptors.
- 22.7.2 Consultees requested more detailed visual material, including photomontages, winter photography, night-time assessment, CGIs and annotated photographs. Several respondents considered that the panoramic photographs provided were insufficient to verify assessment conclusions.
- 22.7.3 Responses shared the views that visual impacts of the elevated runway, M25 realignment, Energy from Waste (EfW) facility, industrial development and associated infrastructure had not been fully assessed or illustrated, particularly for nearby communities and recreational users.
- 22.7.4 Consultees highlighted concerns about the loss of Green Belt openness, narrowing of the CVRP corridor, changes to landscape character and the potential erosion of visual separation between urban areas.
- 22.7.5 Several organisations emphasised the importance of assessing impacts on recreational routes, public open spaces, heritage assets, parks, churches and residential communities that rely on attractive views and landscape quality.
- 22.7.6 Consultees questioned whether landscaping, screening and other mitigation measures would be sufficient to reduce visual impacts, particularly given constraints on planting near the airport and the scale of the proposed infrastructure.

Response

- 22.7.7 The LVIA will provide a proportionate assessment of the likely significant effects of the Project on landscape character and visual amenity, informed by GLVIA3 and the Landscape Institute guidance. Viewpoint selection and assessment scope will continue to be informed via technical engagement. Visual receptor and viewpoints are selected to cover project components and receptors, some of which may face ancillary project elements.
- 22.7.8 The assessment will consider all aspects of the Project, including the runway, M25 realignment, EfW facility, associated infrastructure and ancillary development. Representative viewpoints will include, where relevant, views experienced from nearby communities, publicly accessible open spaces, recreational and active travel routes, heritage locations and other sensitive visual receptors. The LVIA will be supported by appropriate visualisation material, including seasonal photography and, where relevant, night-time photography and visualisations.
- 22.7.9 A standalone Residential Visual Amenity Assessment (RVAA) has not been proposed to be undertaken for the proposed development. In accordance with GLVIA3, the LVIA assesses the effects of the proposed development on visual

receptors, including residents, and therefore addresses effects on residential views and visual amenity as part of the normal visual assessment process. GLVIA3 and Landscape Institute's Technical Guidance Note 02/19 recognises that separate residential amenity assessments may occasionally be required where effects on individual properties warrant specific consideration. The guidance indicates that this threshold is generally associated with development that would appear overbearing, overwhelming, dominant or otherwise materially diminish the residential experience. Based on the nature of the proposed development and professional judgement, effects of this nature are not anticipated. Furthermore, no request for a standalone RVAA has been made by the Planning Inspectorate, local planning authorities or other stakeholders through consultation undertaken to date. Consequently, a separate RVAA is not considered necessary, and residential visual amenity is considered to be appropriately addressed through the LVIA

- 22.7.10 The results of the LVIA will also inform the development of landscape mitigation and screening proposals and will assess their likely effectiveness and limitations, taking account of operational constraints, to provide a robust understanding of residual landscape and visual effects.

23. Managing early growth

23.1 Introduction

23.1.1 The 2019 AEC consultation set out the plans and reasoning for increasing the number of arrivals and departures at Heathrow prior to the new runway opening. This was provided in the following consultation:

- **Sections 5.4 and 7.4 of the Airport Expansion Consultation Document.**
- **Early growth: Increasing Flights on our Existing Runways.**
- **Section 8 of the Preferred Masterplan.**

23.1.2 This chapter summarises relevant consultation feedback and project responses to the key issues listed below:

- Managing early growth.
- Consenting principle

Consultation feedback

23.1.3 It was queried whether growth prior to the third runway becoming operational would comply with the ANPS and how early growth could be mitigated. It was suggested that were it to proceed, it should be conditional upon implementation of the full package of DCO-related controls, including noise, compensation and surface access measures.

Response

23.1.4 The ANPS is the primary basis for decision making on development consent applications for a new north-west runway at Heathrow and will be replaced by the HENPS once formally designated by the Secretary of State.

23.1.5 It is important to note that early Air Transport Movement (ATM) growth can only occur if consent for Heathrow's expansion is granted via the DCO process due to the existing 480,000 ATM cap as part of the Terminal 5 planning permission.

23.1.6 Heathrow proposes to use the Environmentally Managed Growth (EMG) framework to manage the growth of the airport proposed through Heathrow expansion so that growth takes place within agreed environmental limits. The noise controls aspect of EMG will apply from DCO consent. Other aspect areas for carbon, air quality and surface access will be monitored and reported through the early growth period. Due to there being greater certainty around near term effects along with overlap of effects from construction which are controlled via other secured mechanisms, the limits in relation to those three aspects will apply from opening of the third runway.

23.2 Managing early growth

Consultation feedback

- 23.2.1 Some respondents welcomed the community benefit measures being proposed to coincide with early growth, subject to clarity on how these would be developed and implemented.
- 23.2.2 Further details were requested about how extra passengers and associated vehicular journeys would be accommodated during early construction works where there would be disruption from road diversions and closures. Similarly, further commitment was sought that required mitigation would be implemented before the increase in ATMs commenced.

Response

- 23.2.3 As noted above, EMG and in particular the noise envelope element will apply to early growth with the other aspects being monitored and reported during this period, and are the limits for those aspects being applicable from the opening of the third runway
- 23.2.4 Furthermore, the early passenger growth assumptions will be incorporated into modelling for the Surface Access Strategy in the DCO Application to ensure there remains sufficient capacity in the highway network and that modal shift targets are achieved. Construction impacts would be controlled by the Framework Construction Traffic Management Plan and the Construction Workforce Travel Plan, with any construction-specific mitigation identified through those and implemented when required.

24. Masterplan

24.1 Introduction

24.1.1 The Preferred Masterplan was shown in the 2019 AEC documents to illustrate the layout of the airport's physical infrastructure and explain how it would be delivered over time. At that time, it was detailed in the following documents:

- **Preferred Masterplan**
- **Updated Scheme Development Report**

24.1.2 This chapter provides a summary of the relevant consultation feedback from the **2019 AEC** and project responses under the following headings:

- Airport Supporting Development (freight, maintenance, hotels and offices)
- Car parking
- Transport infrastructure (M25, local roads and rail)
- Masterplan process and phasing
- Terminals, satellites and aprons
- Utilities

24.2 Airport Supporting Development

Consultation feedback

- 24.2.1 Airport Supporting Development feedback focussed on the proposals for freight forwarding, hotels and offices. There were limited comments received on maintenance facilities, with these suggesting they should be optimised within the airport.
- 24.2.2 There was support for freight forwarding around the Poyle Trading Estate in Slough and Central Park Trading Estate in Staines Road, Hounslow – subject to appropriate design controls. In general, further detail was sought about how potential impacts to congestion, air quality and HGV movements in the local area would be addressed.
- 24.2.3 Respondents sought greater clarity on which hotels would be displaced and to where, and how future hotel demand from expansion would be accommodated.
- 24.2.4 Office related feedback focused primarily on displaced office facilities, with further detail sought on the relocation of the British Airways (BA) Waterside office, maintenance facilities and replacement office floorspace requirements.

Response

- 24.2.5 The freight forwarding sites have been reviewed against changes in land availability and planning policy since the 2019 AEC alongside the development of the masterplan, with some changes to proposed sites. Whilst the list of potential sites is still being refined through engagement with local authorities and landowners, some sites have been removed, for instance where they are subject to residential allocations. New sites are being considered, including land at the Central Park Trading Estate, Staines Road, Hounslow, with the final list of sites to be proposed in the DCO Application.
- 24.2.6 In regard to hotels, the preferred scheme will re-provide all displaced bedrooms and proposes additional hotel floorspace to meet increased demand from Heathrow expansion. The hotels proposed in the Northern Parkway area are removed. New hotels will now be focussed in the airport in the Eastern Landside Terminal Zone and Western Landside Terminal Zone and the Northern Gateway on Bath Road where they benefit from more direct terminal links.
- 24.2.7 The approach to offices is still being considered but will focus on Airport Supporting Facilities in providing airport staff amenities and maintenance facilities. Replacement British Airways office facilities are also to be provided within the preferred scheme for the DCO Application, currently proposed to be located within the airport boundary near Hatton Cross Station.
- 24.2.8 Engagement since 2019 with airline operators has led to minor layout changes to the proposed maintenance base in the east of the airport, resulting in additional hangars on the existing E2 car park. Similarly, changes have been made to refine the cargo approach through engagement with cargo handling operators, to reconfigure Cargo West and Cargo East developments within the airport boundary to improve efficiency and support future demand.
- 24.2.9 All Airport Supporting Development envisaged for the Preferred Scheme has been included in our preliminary modelling and accounted for in the preliminary consideration of environmental effects, the results of which are explained in the associated Transport Information Consultation Document (TICD) and the **Environmental Information Consultation Document (EICD)**. Any required environmental or highways mitigation for the final sites will be included in the DCO Application.

24.3 Car parking

Consultation feedback

- 24.3.1 The main issues raised through consultation were the scale of parking provision, location of the Northern and Southern Parkways, traffic and air quality impacts, and whether the proposals were consistent with Heathrow's modal shift ambitions.
- 24.3.2 In particular, further justification was sought for the scale of the Northern and Southern Parkways and their impact on neighbouring communities and Green Belt.

Response

- 24.3.3 The parking approach has been reviewed and refined since the 2019 AEC. While the total amount of proposed parking remains similar, the Northern Parkway is proposed to be reduced in scale from 24,000 spaces to around 13,500 spaces, with a reduction of the Southern Parkway from 22,000 spaces to around 20,000 spaces also proposed. To accommodate these reductions, it is proposed that existing parking areas on the Northern Perimeter Road are increased in size and capacity, with increased car parking off the Eastern Perimeter Road proposed as a multi-storey car park.
- 24.3.4 Design codes will be prepared to both guide and control the design quality of the Northern and Southern Parkways and appropriately mitigate impacts to neighbouring uses through the controls on massing, building stepping and landscaping.
- 24.3.5 Heathrow's emerging Surface Access Strategy aims to achieve the surface access targets in national policy. To help increase public transport usage, along with improvements to bus and coach links to the airport, the strategy seeks to reduce vehicle drop-off and pick-up, in favour of more efficient trip types such as park and fly. This would result in an increase in car parking but reduced vehicle movements and would be supported by sustainable transport connections between the Northern and Southern Parkways and the terminals.

24.4 Transport infrastructure (M25, local roads and rail)

Consultation feedback

- 24.4.1 In general, there was strong support for the principle of realigning the M25 to reduce disruption during construction.
- 24.4.2 Some concerns were raised about whether the redesigned M25 Junctions 13, 14, 14A and 15 would have sufficient capacity, and potential congestion. Concerns were also raised about driver confusion and safety issues around the M25/M4 interchange. Further considerations of the M25 tunnelled section will need to be addressed in relation to ventilation, driver distraction and operation and maintenance.
- 24.4.3 Potential concerns were raised about increased pressure on local junctions and roads, potential rat-running to evade congestion on the M25 and M4, the changes to the local road network around the airport and details of their impacts and mitigation.
- 24.4.4 The Southern Road Tunnel was supported with queries around whether this should have dedicated bus lanes and active travel facilities.
- 24.4.5 There was support for the retention of a railhead in the north-west corner of the Preferred Scheme serving the Total Oil Fuel depot, the Colnbrook Logistics Centre and the London Concrete and Aggregates Industries (now Holcim). There was also support for the retention of the railhead after the construction of the third runway to

provide for the continued importation of minerals and as a logistics depot for Heathrow.

- 24.4.6 In relation to passenger rail links, the co-ordination of a future Western Rail Link was welcomed, with further commitment sought for a future Southern Rail Link.

Response

- 24.4.7 The TICD includes details of the results of updated preliminary traffic modelling, and sets out potential implications on roads around the airport. Modelling has also informed our proposals for the local road network around the expanded airport. Heathrow's transport modelling and scheme design will continue to be refined ahead of our application for development consent.
- 24.4.8 Regarding the Southern Road Tunnel, this is designed to facilitate access to the Central Terminal Area by road traffic and public transport, providing operational resilience and enabling more direct journeys. Whilst the tunnel would provide two lanes in each direction, it is expected that one lane would be a bus/coach priority lane to support public transport services. This will provide bus/coach priority from the south and support the enhancement of existing, and development of new, bus and coach routes in order to achieve our modal share ambitions.
- 24.4.9 The layout of the M25 and the design of associated junctions has been reviewed based on the preliminary traffic modelling to check it provides sufficient capacity. This has resulted in a redesign of Junctions 14 and 14A. Heathrow will also continue to engage with National Highways on the technical details for the M25 tunnelled section relating to ventilation, driver distraction, operations and maintenance.
- 24.4.10 Regarding rail, the Preferred Scheme retains a railhead at Colnbrook to the north-west, to initially support construction and then to be retained to support Heathrow's operations.
- 24.4.11 Heathrow will continue to support the development of new rail schemes and is actively taking steps to ensure these are not precluded in the future. There is already opportunity to accommodate new rail links in the existing rail station box beneath Terminal 5, while space for a crossover box to the west of Terminal 5 is safeguarded in our wider masterplan, having the scope to enable both Southern and Western Railway links. These would enable potential future rail access from the west and south. Heathrow will continue to engage with the DfT, Network Rail and other relevant stakeholders as required to support possible delivery options in the future.

24.5 Masterplan process and phasing

Consultation feedback

- 24.5.1 Several responses noted that the ecological mitigation, and green and blue infrastructure areas were not included within the proposed DCO boundary shown with the 2019 AEC.

- 24.5.2 Comments sought for a robust phasing strategy for the Preferred Scheme to be provided with clear rationale, setting out commitments on the delivery of key infrastructure and mitigation.
- 24.5.3 Clarity was sought on the linkages between the Preferred Masterplan, DCO and Airspace Change process, and the assumptions for the delivery of third party schemes, such as rail, without guarantees as to their delivery.

Response

- 24.5.4 The draft DCO boundaries have been refined since the 2019 AEC to include all proposed works, including the full extent of Airport Support Facilities, landscaping, flood storage, ecological areas and temporary land required to construct the scheme.
- 24.5.5 In regard to phasing, the detailed phasing is being progressed through to the DCO submission but will ensure physical mitigations and diversions are in place prior to the relevant works commencing, or before they are required to support increased capacity.
- 24.5.6 Locationally, this means the early phases will be focussed in the north-west around the new runway. More detail on construction phasing is set out in the In Your Area documents and the Construction Proposals document.

24.6 Terminals, satellites and aprons

Consultation feedback

- 24.6.1 Respondents welcomed the reconfiguration of the Central Terminal Area to deliver an improved public transport interchange.
- 24.6.2 Further details were sought in relation to modern energy and sustainability measures for the terminal buildings and how they will take emergency service response, access and deployment into consideration; as well as further explanation on how transferring between terminals and satellites will work.
- 24.6.3 Some respondents queried the general approach to new terminals and their location, the need for demolishing terminals 1 and 3 to enlarge terminal 2, and whether there would be a loss of capacity permanently or temporarily.

Response

- 24.6.4 Further details will be provided in the DCO Application in relation to the design of terminal buildings and how their detailed design development will be guided and controlled through Design Codes. These will include details of the proposed airport-wide thermal network for heating and cooling, sustainability principles for the detailed design of the buildings, and emergency response considerations. The designs will be resilient to the effects of climate change, result in net gains for biodiversity, seek to strengthen relationships with the natural environment, and contribute to achieving zero waste.

- 24.6.5 Regarding the approach to terminal access and transfers, there are no changes from the 2019 AEC. Connectivity between expanded Terminals 2 and 5 would be provided via the existing rail links between the terminals, with satellite access from the main terminal buildings.
- 24.6.6 The general approach to terminals has sought to:
- Propose a more efficient airfield layout to make best possible use of the land between the existing two runways while also allowing satellites to be phased to meet passenger demand.
 - Locate all new landside terminal capacity on the public transport spine and delivered in time to meet demand.
 - Maximise stands in the available land around the new Terminal 5 satellites to meet demand.
- 24.6.7 As part of this approach Terminals 1 and 3 will need to be demolished. Terminal 1 was closed to passengers in June 2015 following the opening of the new Terminal 2 and currently houses the baggage system for Terminal 2. This is planned to be demolished and replaced by the extended Terminal 2A, which will be more efficient and provide a better passenger experience. Similarly, Terminal 3 will be demolished to allow for a more efficient airfield and the construction of a third satellite (T2D). The capacity lost by the closure of Terminal 3 will be taken up by phase 2 of the Terminal 2A extension and by the satellite T2C, in conjunction with the connection of Pier 6 with T2A (currently Pier 6 is part of Terminal 3) providing a better passenger experience and a more flexible and efficient use of the land available.

24.7 Utilities

Consultation feedback

- 24.7.1 Respondents sought further clarity on the impacts to water, gas, telecommunications and electricity infrastructure, and how proposed diversions and changes to infrastructure would be managed.

Response

- 24.7.2 Heathrow are working with all impacted utilities operators to ensure all diversions and replacement infrastructure meet the operators and regulators requirements. Details and relevant protections will be included in the DCO application to secure the required diversions and incorporate any environmental measures to reduce disruption during the works. The utilities works include diverting existing 275kV and 132kV powerlines underground around the western extents of the new runway and along with two new grid supply points. There will also need to be new connections and the reinforcement of fuel, electricity, gas, water, waste water and telecommunication networks. These will be provided by creating multi-utility corridors to confine disruptive construction activity and concentrate maintenance provisions across a range of utilities services, and will be located within the proposed road corridors wherever possible.

24.8 Boundary treatment

Consultation feedback

- 24.8.1 Some respondents welcomed improvements to the existing boundary treatment to soften its appearance, while others queried that the boundary treatment would not reduce noise pollution or help the development blend into the landscape.
- 24.8.2 A few respondents queried the length of the noise attenuation wall along the new runway and suggested it should be longer, with not enough information having been provided about the boundary design proposals to mitigate noise.

Response

- 24.8.3 The boundary design will be informed by assessments of noise and visual impacts to determine its extents and the type of treatment used, across the different boundaries around the proposals.
- 24.8.4 The boundary treatment seeks to reduce noise where possible, but this is only possible from ground sources and will be provided as barriers and bunds in key areas.
- 24.8.5 Further detail on noise and landscape and visual impact assessments is provided in **Chapters 8 and 15 of the EICD**.

25. Night flights and early morning arrivals

25.1 Introduction

25.1.1 The 2019 AEC proposals included details for managing night flights and early morning arrivals in the following documents:

- **Section 5.2 of the Airport Expansion Consultation Document** (Ban on scheduled night flights)
- **Future Runway Operations**
- **Early Growth**
- **Environmentally Managed Growth**
- **Updated Scheme Development Report Future Runway Operations – document 5 of 5**

25.1.2 This chapter provides a summary of the relevant consultation feedback and responses grouped under the following headings:

- Proposed night flight restrictions
- Recovery period
- Other operational considerations

25.2 Proposed night flight restrictions

Consultation feedback

25.2.1 Support for changes to night flight restrictions was mixed. There was some support for the scheduled night flight ban for reasons such as providing improved respite from aircraft noise, providing quieter nights and reducing disturbance during key periods. However, support was often qualified with concerns about scope, timing, enforcement, the use of the recovery period and shoulder period operations. The quota count system also received mixed feedback, with some respondents welcoming tighter quota controls but others raising concerns about a lack of detail, transparency and enforceability. Other respondents suggested maintaining the current night flight restrictions rather than implementing the proposed changes, indicating that existing arrangements were preferable or already understood. There was some feedback that only emergency operations should be permitted during the scheduled night flight ban.

25.2.2 It was suggested that the scheduled night flight ban should be longer than the proposed 6.5 hours, which was felt not to reflect typical sleeping patterns, with suggested night flight bans of 7-10 hours instead.

- 25.2.3 Early morning arrivals from 5:30 were seen as particularly harmful due to interruption of the final stages of sleep, with suggestions that this would be improved if flights moved 30 minutes later to commence at 06:00 and continue to 23:30.
- 25.2.4 Further concerns were raised about the potential for reductions in flights during one time period to be offset by increases in flights at other times.

Response

- 25.2.5 Those comments in support of the proposed approach are noted, with further clarification on other matters explained below. Heathrow also intends to share further information on the proposed quota count system with technical stakeholders in due course.
- 25.2.6 Whilst Heathrow expansion will involve an increase in flights, the new third runway will provide an opportunity to provide enhanced respite for local communities compared with today.
- 25.2.7 Heathrow recognises that aircraft noise can impact people who live under flightpaths through annoyance and sleep disturbance. Heathrow also knows that this can lead to impacts on health and wellbeing. Heathrow's noise footprint has reduced by 40% over the last two decades, but we acknowledge that the noise from aircraft is still the loudest sound at certain times of the day which is why we have strategies and plans to make further progress, both within our current operation and embedded within our Heathrow expansion proposals. As such, Heathrow supports tight restrictions on aircraft movements during the scheduled ban period to minimise disruption to local communities.
- 25.2.8 As a general point, night flight arrangements would need to meet the Government's night restrictions and would be regularly reviewed as part of the noise envelope process and managed through the EMG process.
- 25.2.9 The proposed 6.5 hour scheduled ban is consistent with the policy requirement set out in the ANPS and draft HENPS by the Government. Overall, there is a need to balance the economic benefits of night flights with the impacts that they have on communities, and to provide local communities with a longer period of respite overnight, which will be achieved through a combination of the night flight arrangements and runway alternation proposals.
- 25.2.10 While the disruption from early morning arrivals is noted, the impacts of these flights need to be balanced against the important role they play in the UK economy. Early arrivals are key for UK connectivity and they enable the overnight freight dispatch of high value time-sensitive goods, which are key to Heathrow's hub proposition. The relatively small number of early morning arrivals support a disproportionately large share of wider economic and connectivity value due to high volumes of business and transfer passengers and significant volumes of belly hold freight. Therefore, the proposed approach is promoted as the best balance between these considerations.

25.3 Recovery period

Consultation feedback

- 25.3.1 Concerns were raised about the proposed recovery period, and that it could be over-used or treated as standard operational practice, significantly reducing or undermining the intended night-time respite. There were some suggestions that enforcement, monitoring and penalties should be used to ensure compliance.
- 25.3.2 There were also queries as to whether the recovery period should count towards the proposed 6.5-hour night flight restriction, with suggestions that the recovery period should be outside the time restrictions to provide more respite.
- 25.3.3 Several stakeholders considered that allowing delayed flights to operate during the recovery period could result in regular disturbances late at night. Further details were requested on the circumstances under which flights would be permitted, and how compliance would be monitored and enforced to provide confidence in the effectiveness of the overall night flight restrictions.

Response

- 25.3.4 The Heathrow expansion proposals present an opportunity to include a shortened recovery period than today, with tighter restrictions on the circumstances in which aircraft can operate during that period. The proposed changes will reduce the extent to which delays are able to extend later into the night, while allowing a degree of flexibility to support airlines and passengers in times of disruption.
- 25.3.5 There is a need for reasonable operational flexibility for situations where late-arriving long-haul services are displaced by weather, technical issues or air traffic control delays; or similarly late-running departures are delayed by technical issues, weather or air traffic control issues.
- 25.3.6 Flexibility is also necessary for cargo operations critical to time-sensitive supply chains.
- 25.3.7 The airport's hub function depends on a global route network that operates across multiple time zones so there needs to be a realistic framework for dispensations.

25.4 Other operational considerations

Consultation feedback

- 25.4.1 Some responses considered broader operational implications of night flight restrictions, including views on cargo operations, connectivity, and the perceived necessity of some night flights, sometimes proposing alternative operational models.
- 25.4.2 Some responses, particularly from industry stakeholders, highlighted the need for operational flexibility to manage delays, disruption and long-haul operations, noting that overly restrictive rules could have wider operational consequences.

Response

- 25.4.3 The ICAO Balanced Approach is ICAO's overarching policy for aircraft-noise management and requires that noise problems are addressed in an environmentally and economically responsible way. The first step is to identify a noise objective and to then assess the cost-effectiveness of the various measures available to meet that objective. This is undertaken through the exploration of four principal elements, reduction of noise at source (quieter aircraft), land-use planning and management, noise abatement operational procedures, and operating restrictions.
- 25.4.4 Heathrow considered operational and economic implications when assessing options for the scheduled night flight ban. Heathrow considers that the proposed approach to night flights supports the economic benefits from early morning flights, the need for operational flexibility and mitigating noise impacts on local communities.
- 25.4.5 The need for flexibility is acknowledged. Heathrow intends to work with a broad range of stakeholders to establish a transparent set of criteria by which aircraft would be permitted to operate within the recovery period to flexibly respond to the operational issues that are most likely to occur.

26. Noise

26.1 Introduction

- 26.1.1 The 2019 AEC outlined activities and operations that could give rise to noise and vibration effects, the proposals for the design and implementation of a noise envelope, the proposed wording for a noise objective and a number of measures to manage noise at an expanded Heathrow. These were provided in the following:
- **Section 5 of the AEC document on Quota Counts (QC).**
 - **Section 7.4 of the AEC document.**
 - **Section 8 of the AEC document on Environmentally Managed Growth (EMG).**
 - **Chapter 17 of the PEIR.**
- 26.1.2 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- Assessment scope and methodology
 - Baseline
 - Noise management/minimisation and noise mitigation
 - General increase in aircraft noise including ground noise
 - Road noise
 - Role of ICCAN (Independent Commission on Civil Aviation Noise) and principle of expansion
- 26.1.3 Further information on Noise and Vibration is provided in the Environmental Information Consultation Document, Chapter 8: Noise and Vibration, Noise Insulation Paper and Future Runway Operations document as part of this submission.

26.2 Assessment scope and methodology

Consultation feedback

- 26.2.1 Respondents considered there to be a lack of detailed flightpaths to support the current assessment, with detailed designs being deferred until after the DCO decision. Other respondents criticised assumptions, particularly around optimistic future baseline aircraft-fleet performance noise reductions.
- 26.2.2 Respondents raised concerns regarding the underestimation of health impacts and contested the significance thresholds. Examples include, that below Lowest Observed Adverse Effect Level (LOAEL) exposure there would be no adverse effect for the “average person”, and opposition to the assumption that significant adverse effects only occur when people are “newly exposed” to Significant Observed Adverse

Effect Level (SOAEL) exceedances, as respondents suggest this ignores those who are already exposed to the SOAEL. There were calls to use the WHO Environmental Noise Guidelines 2018 rather than relying on the 1999 WHO Community Noise Guidelines.

- 26.2.3 Respondents raised concerns that time-averaged noise metrics (like L_{Aeq}) fail to capture how people actually experience sleep disturbance and how reliance on the Survey of Noise Attitudes (SoNA) 2014 report fails to account for large increases of Air Transport Movement (ATM) since then.
- 26.2.4 Respondents contested the study area boundaries, noting that certain communities were excluded despite expected impacts, and others sought clarity on study area definitions between 4,000 and 7,000 ft.
- 26.2.5 Some respondents called for outdoor amenity to be fully assessed, since noise insulation only mitigates indoor noise and impacts on school playgrounds, private gardens, and public open spaces had not been fully considered.
- 26.2.6 Consultees noted non-aircraft operational sources such as road, rail and the new railhead as well as construction activities such as piling and tunnelling had not been properly assessed. Other respondents claimed there was a compliance failure with the ANPS, particularly around noise assessment at key transitional stages of the airport's growth.

Response

- 26.2.7 The use of Heathrow's airspace, and in particular the design and location of flightpaths, will have an influence on the location and level of noise that may arise due to the Project. The Airports National Policy Statement (ANPS) acknowledges that the assessment of aircraft noise for the Project should be undertaken using the developing indicative airspace design, and that this may involve the use of appropriate design parameters and scenarios based on indicative flightpaths. The use of indicative flightpaths allows for the noise assessment of the Project to proceed without the need for the separate Airspace Change Process to have formally commenced or concluded. The detailed airspace design work will be carried out by the UK Airspace Design Service (UKADS) which was established in June 2025 to design the flightpaths at airports in the southeast of England as part of the Government's airspace modernisation strategy. This work is subject to a separate consenting process (the Airspace Change Process) which is overseen by the Civil Aviation Authority (CAA). Further details are provided in **Chapter 3: Approach to Environmental Assessment** with regard to airspace, UKADS, the CAA and the Project.
- 26.2.8 Next generation aircraft (i.e. those that do not yet exist but will replace new-generation aircraft such as the Airbus 350 and Neos, and Boeing 787 and Maxes) will start to transition into the fleet with steadily increasing numbers. Whilst there are early industry predictions on the noise performance of these next-generation aircraft, their noise performance cannot be known for certain at this stage. The noise assessment as a rule will assume a worst-case that next-generation aircraft will be no quieter than the aircraft they replace. This assumption will be refined and may be

updated in the **ES** based on a Heathrow funded independent study and other industry studies that may become available. Importantly, the Noise Envelope will include a mechanism to respond to changes in aircraft technology as they become more certain and update noise limits where possible, allowing the benefits of future technology to be shared between the industry and local communities.

- 26.2.9 The LOAELs for aircraft noise are set by UK Government, as reconfirmed in the publication of the 2026 Air Navigation Guidance. The noise assessment will take into account those that continue to be exposed above the SOAEL and those that continue to be exposed above the aircraft noise SOAEL will be eligible for fully funded noise insulation (see the Noise Insulation Policy).
- 26.2.10 The UK Government sets the thresholds that should be used for aviation noise assessments. The World Health Organization guidelines have not been adopted in UK guidance and policy. We will have due regard to any updates to aviation noise policy following publication of new evidence.

26.3 Baseline

Consultation feedback

- 26.3.1 Consultees contested the comparison of all future scenarios against a 2013 baseline as they considered it hides the real noise increases that airport expansion would introduce.
- 26.3.2 Stakeholders also noted that assuming proposed changes in the Future Airspace Operations consultation will happen is unacceptable, as these have not been determined and are not confirmed, and that Precision Based Navigation (PBN) should have been included in the future baseline and not just the “Do Something” scenario.
- 26.3.3 The physical community boundaries used to establish baseline noise levels were contested for only being done for the “inner area” and not also the “outer area”.

Response

- 26.3.4 Reporting against a 2013 baseline is a requirement of the ANPS. The ANPS sets an expectation that the aircraft noise impacts of the Project are limited to and, where possible, reduced compared to the impacts that occurred in 2013 as assessed by the Airports Commission. The draft HENPS introduces an updated requirement to limit, and where reasonably possible, reduce overall aircraft noise compared to 2024. As described within the consultation materials, current policy remains the starting point for the consideration of Heathrow Expansion until the amendments to the ANPS have been finalised and the amended version published as the HENPS. The noise assessment in this consultation therefore continues to report against a 2013 baseline.
- 26.3.5 The detailed airspace design and airspace operations work will be carried out by the UKADS. The ANPS acknowledges that the assessment of aircraft noise for the Project should be undertaken using the developing indicative airspace design, and

that this may involve the use of appropriate design parameters and scenarios based on indicative flightpaths. The use of indicative flightpaths allows for the noise assessment of the Project to proceed without the need for the separate Airspace Change Process to have formally commenced or concluded.

- 26.3.6 Baseline noise levels will be established for both the Inner Area and Outer Area. The three stage approach for establishing the baseline is further described in the materials provided as part of the consultation.

26.4 Noise management / minimisation and noise mitigation

Consultation feedback

- 26.4.1 Respondents said that noise insulation is only a partial solution and is unfairly restricted to only areas close to the airport and not over newly overflown areas; others called for financial contributions alongside insulation.
- 26.4.2 Some respondents noted that runway alternation and night flight bans are more of an aspiration rather than being actual respite proposals, and that the Project will actually significantly reduce respite periods and thus night flight restrictions should be tighter.
- 26.4.3 Consultees requested additional mitigation, such as a physical noise bund, be placed in their area at the north of the railhead site to protect Richings Park. Others questioned the effectiveness of proposed mitigation in their area was, such as 'sound' barriers, since it was unclear if modelling accounted for the elevated runway.
- 26.4.4 Whilst largely welcoming certain noise measures, respondents requested further details on specific flight procedures including displaced thresholds, continuous climb and descent, and instrument landing systems. Further respondents requested differential landing charges dependant on the nature of the aircraft and stated that the "balanced approach" required under Regulation EU598 had failed at Heathrow.

Response

- 26.4.5 Noise insulation is applied second to last in the mitigation hierarchy before operating restrictions are considered (it is a legal requirement that operating restrictions are considered last). It is therefore part of a package of noise mitigation measures and is not applied in isolation. It is not the case that insulation is restricted to areas close to the airport, with insulation eligibility extending into the Outer Area for the noise assessment, where the noise and insulation eligibility will be dependent on UKADS airspace design.
- 26.4.6 Runway alternation and night flight bans proposals are requirements of the ANPS and are not simply aspirational. Details of our proposal for runway alternation and the schedule ban on night flights is presented in Future Runway Operations documentation shared at consultation.
- 26.4.7 The Project includes airfield perimeter noise barriers to mitigate the impact of ground noise. Further barriers and landscape bunds are being considered to mitigate the

effects of road traffic noise. The modelling accounts for runway height and surrounding ground elevation.

- 26.4.8 Mitigation measures are being considered for the project in line with the ICAO Balanced Approach as required under EU Regulation 598. How the project has incorporated the Balanced Approach is explained in the **EIC Noise Chapter** and **Future Runway Operations**. The **Future Runway Operations** document also provides information on how displaced landing thresholds, Continuous Climb Operations (CCO) and Continuous Descent Operations (CDO) are being considered as part of the Project.

26.5 General increase in aircraft noise including ground noise

Consultation feedback

- 26.5.1 Several respondents expressed concerns over many outer London Boroughs and surroundings districts being overflown for the first time or experiencing highly disruptive changes to flightpaths.
- 26.5.2 Consultees noted that the night flight ban would just push extra flights into the most sensitive times of day and night.
- 26.5.3 Responses received also noted ground noise is already a dominant noise source in their area and would increase with an expanded airport. Heathrow's ground noise monitoring surveys were requested to be incorporated into the ground noise modelling from the third runway.
- 26.5.4 Aircraft noise from expansion was deemed by respondents to threaten areas currently valued for their silence and outdoor recreation, such as tranquil areas, rural districts and Areas of Outstanding Natural Beauty (AONB).

Response

- 26.5.5 The noise assessment for the Project will take into account areas being newly overflown (subject to indicative airspace design), the implications of the night flight ban, the impact of ground noise and the potential noise impacts on Areas of Outstanding Natural Beauty (now National Landscapes).
- 26.5.6 Monitoring of ground noise is being undertaken and the results of this monitoring will be incorporated into the ground noise modelling validation.

26.6 Road noise

Consultation feedback

- 26.6.1 Consultees considered that the proposed realignment of the M25 could generate new significant adverse noise effects for existing properties and noted these impacts must be properly assessed and mitigated accordingly. It was mentioned that any

mitigation measures relating to this M25 realignment, such as road surfaces, physical noise barriers or compensation packages would need to be formally agreed prior to DCO application submission.

Response

- 26.6.2 Noise due to the realignment of the M25 will be fully assessed and mitigation will be considered where required. For example, low noise surfacing will be provided on the realigned sections of the M25 and on other new and realigned roads. Further areas of low noise surfacing and roadside noise barriers are also being considered to mitigated effects where reasonably practicable and cost-effective. The Noise Insulation Policy also includes a scheme to provide insulation for certain road noise effects (see the Noise Insulation Policy).

26.7 Role of ICCAN and principle of expansion

Consultation feedback

- 26.7.1 Some respondents did not recognise the Noise Expert Review Group (NERG) as an independent body and emphasised that the Independent Commission on Civil Aviation Noise (ICCAN) must actively inform and influence the DCO process.
- 26.7.2 Respondents stated that Heathrow is unsuitable for further expansion and raised the lack of alignment between the planning application and the flightpath design process. A respondent noted that Heathrow have used technological gains to fuel expansion rather than these gains providing much needed noise relief for local communities.
- 26.7.3 Other respondents noted that any future increases in airport capacity must be strictly conditional upon predicted noise reductions actually being achieved in practice.

Response

- 26.7.4 The NERG is an independent review and challenge body that provides expert scrutiny of the assessment and management of noise, vibration and associated health effects for the Project. While NERG is funded by Heathrow, it will have a non-Heathrow majority and operate independently, and will be responsible for providing impartial advice on technical noise and health matters.
- 26.7.5 ICCAN was disbanded by the UK Government in 2021, with its responsibilities transferred to the Civil Aviation Authority (CAA). We engaged with ICCAN when it was active and continue to have due regard to publications by ICCAN. We will have due regard to any guidance published by the CAA under its transferred responsibilities.
- 26.7.6 The ANPS acknowledges that the assessment of aircraft noise for the Project should be undertaken using the developing indicative airspace design, and that this may involve the use of appropriate design parameters and scenarios based on indicative flightpaths. The use of indicative flightpaths allows for the noise assessment of the Project to proceed without the need for the separate Airspace Change Process to have formally commenced or concluded.

26.7.7 Noise reduction, where practicable, and the sharing of benefits will be achieved via the setting of the Noise Envelope. The Noise Envelope is a framework which provides a process and controls to mitigate and reduce the effects of aircraft noise within legally binding and enforceable limits, while enabling growth in terms of passenger numbers and aircraft movements. The Noise Envelope is being designed to protect communities while enabling the expanded Airport to operate efficiently and grow within these limits, and share the benefits of growth (such as connectivity, economic and consumer benefits) between communities, consumers and businesses. The Noise Envelope is being developed as a component of Heathrow's environmentally managed growth proposals, and an overview can be found within the **Environmentally Managed Growth (EMG) Topic Paper** provided within the consultation.

27. Noise insulation

27.1 Introduction

27.1.1 As part of the 2019 AEC information was provided on the proposals for a noise insulation policy and associated schemes in the following documents:

- **Section 7.4 of the Airport Expansion Consultation document.**
- **Noise Insulation Policy document.**
- **Proposals for Mitigation and Compensation document.**

27.1.2 This chapter summarises the consultation feedback and responses under the following issues:

- Scope of the insulation scheme
- Scheme delivery
- Noise insulation approaches
- Community and non-residential

27.2 Scope of the insulation scheme

Consultation feedback

- 27.2.1 There was support for the principle of the noise insulation policy based on the ANPS requirements, subject to there being regular reviews of its effectiveness and extent. This included how effective insulation would be during summer months when windows needed to be opened for ventilation.
- 27.2.2 Some concerns were raised that details about the timing and roll out of the schemes would not be provided until the DCO Application and that the other noise sources (e.g. major road/rail links) were excluded from the Noise Insulation Policy.
- 27.2.3 There were queries whether the actions levels for noise insulation schemes committed to by Heathrow in the ANPS are the right baseline or whether these need to be lowered to be more effective to address noise impacts and disturbance.

Response

- 27.2.4 The Noise Insulation Policy provided for consultation describes the Action Levels which form eligibility criteria for the proposed noise insulation schemes. Reference is given in the Noise Insulation Policy for how different Action Levels are defined based on legislation, national policy, standards and airport commitments. The aircraft noise insulation schemes are designed to meet the requirements set out in the ANPS and future HENPS.
- 27.2.5 The Action Levels will be presented geographically as ‘contour lines’ identifying the boundary of land where the Action Levels are exceeded. The contour lines that

describe these areas are not available at this stage. These will be developed and further information regarding contour lines and areas eligible for noise insulation schemes will be provided in the DCO EIA documents.

- 27.2.6 Projected noise contours will be updated periodically in conjunction with the Noise Envelope and Noise Action Planning processes. This will mean that future eligibility for noise insulation schemes will be reviewed in line with changes due to Heathrow expansion.
- 27.2.7 Action Levels are based on policy requirements which aim to protect people in communities surrounding the airport from adverse noise impacts. Further information on each of these policy requirements and commitments are provided in the Noise Insulation Policy.
- 27.2.8 The Noise Insulation Policy considers noise insulation measures to address noise from aircraft movements (both in the air and on the ground), as well as road, rail and construction noise associated with Heathrow expansion.
- 27.2.9 To ensure that insulation measures are effective in reducing noise, eligible properties will be assessed individually, and a bespoke solution designed. Surveys will be conducted that identify insulation requirements. Suitable ventilation may be provided within schemes so that windows can be kept closed in warm weather. All ventilation products installed will comply with the applicable sections of the Building Regulations and other relevant standards.

27.3 Scheme delivery

Consultation feedback

- 27.3.1 Heathrow's approach of sending insulation letters to owners of rental properties was welcomed but there was some concern that rental owners may not make the effort to engage with the scheme, and rental tenants, often the most vulnerable, could miss out on insulation.
- 27.3.2 Further clarity was sought on Heathrow's intention to seek compulsory powers for noise insulation and how 'trust in authorities' and 'perceived procedural fairness' would be taken into account.
- 27.3.3 Some respondents highlighted that it may not be possible to apply the noise insulation scheme to listed buildings and properties in Conservation Areas due to planning restrictions.

Response

- 27.3.4 Heathrow will implement a proactive engagement programme to ensure eligible residents are aware of the relevant schemes and understand the support available. Engagement will include online eligibility checking tools and scheme information, direct written notification, follow-up contact and targeted local outreach where required. Where properties are rented, Heathrow will engage with both landlords and tenants as appropriate to ensure occupiers are informed of the scheme and that any

permissions or arrangements required to deliver insulation measures are identified and managed efficiently.

- 27.3.5 Appropriate adjustments will be made in communication for households where it becomes apparent that they do not have English as a main language, have low literacy or where there are particular vulnerabilities due to age, disability or poor health. Such vulnerability may be identified through Heathrow's, or its contractors', investigations, or due to Local Authority or other relevant agency notification to Heathrow as part of dialogue on Noise or Vortex Schemes.
- 27.3.6 For the very few properties that will be newly exposed to very high noise levels (noise levels above Unacceptable Adverse Effect Level), an enhanced noise insulation package may be required to address circumstances where standard insulation measures may not provide sufficient mitigation. Once these properties have been identified by the Heathrow Noise Team, the owners will be contacted with a view to agreeing the scope of work required and access to the property to complete the installations. Where an application is not received or an offer not accepted, we may need to obtain compulsory rights to provide bespoke treatments to prevent exposure above UAEL. Further information will be provided within the **Environmental Statement (ES)** to identify these locations, and affected residents will be contacted through the DCO process.
- 27.3.7 A Prioritisation Panel was set up under the existing QNS to advise Heathrow on the prioritisation of works, consider resident concerns and special case applications, and provide recommendations on escalated disputes. This will continue to be used for the proposed Noise Insulation Schemes. The Panel is independently chaired, and membership currently includes representatives from each of the following stakeholder groups – local communities, local authorities, the airline community operating at Heathrow, independent public health and environmental noise experts, and Heathrow.
- 27.3.8 To ensure measures are effective in reducing noise, eligible properties are assessed individually, and a bespoke solution is designed. Exceptional cases where a property is not suitable for the standard schemes (such as some listed or historical buildings) may be reviewed by the Prioritisation Panel. Where consents are required for the installations proposed by the Noise Insulation Schemes – for example, planning, listed building or conservation area consents, and building control – it will be the responsibility of the homeowner to obtain these consents. Where reasonably practicable, Heathrow and its delivery partner will provide support with consents applications if required.

27.4 Noise insulation approaches

Consultation feedback

- 27.4.1 Most comments focussed on Noise Insulation Schemes 1 (full cost of noise insulation fit out) and 3 (fixed £3,000 contribution). There were minimal comments on Scheme 2 (package of noise insulation to exposed facades).

- 27.4.2 Responses on Scheme 1 considered that offering the scheme after the opening of the new runway felt reactive and that it could be improved if Heathrow considered carrying out early installations. Some respondents noted that Scheme 1 did not include loft conversions with velux windows, meaning that some rooms would not be able to be mitigated.
- 27.4.3 The majority of respondents commenting on Scheme 3 raised concerns that the £3,000 contribution would mean residents needing to prioritise rooms and they could potentially need to pay for additional replacement glazing to address some of the impacts.
- 27.4.4 Further clarity was also sought on the extent to who would be eligible for noise insulation.

Response

- 27.4.5 Where reasonably practicable, Noise and Vortex Schemes will be made available before the operational impact arises as a result of the expansion project. The new noise insulation schemes will build on Heathrow's existing noise insulation scheme delivery framework, developed under the QNS. Delivery will be undertaken through a phased roll-out approach with the aim to ensure all properties likely to be significantly exposed to adverse noise effects will be offered noise insulation before the source of the noise effect is introduced.
- 27.4.6 Roofs are not replaced in the Noise Insulation Schemes. Due to complications associated with existing roof conditions it is also not practical to replace roof windows or skylights.
- 27.4.7 Heathrow is committed to providing residential noise insulation schemes which comprise the 'fully funded' and 'contribution' schemes. A key difference between these schemes is the Action Level values which trigger eligibility. This approach aims to provide greater protection from noise through insulation measures to those who are exposed to higher noise levels. Within the scope of the contribution scheme an owner might choose to replace certain windows or external doors, or install ventilation.
- 27.4.8 The residential schemes are designed to meet policy requirements, to avoid significant adverse impacts and minimise adverse impacts on health and quality of life within the context of sustainable development.

27.5 Community and non-residential

Consultation feedback

- 27.5.1 There were very limited comments on residential relocations, with a greater focus on community and non-residential schemes.
- 27.5.2 Feedback identified the need to ensure that school buildings are appropriately insulated from noise and air pollution and vibration. There were queries whether the target for sound insulation in schools should follow the Department for Education

(DfE) acoustic guidelines for schools e.g. BB93 and not the external noise threshold of 60 dB $L_{Aeq, 16hr}$.

- 27.5.3 Further clarity was sought on the trigger level for the insulation package for community buildings and whether this package should match the level of insulation as educational facilities as both types of buildings serve the needs of vulnerable members of society.

Response

- 27.5.4 The current Community Buildings Scheme (which includes the Quieter Schools Programme) will be extended to cover noise-sensitive community buildings impacted by the Heathrow expansion proposals. Noise-sensitive community buildings include schools and colleges, hospitals, hospices and libraries. Other noise-sensitive community buildings may also include community halls and places of worship.
- 27.5.5 As per the ANPS, the Action Level for schools and community buildings will be 60 dB $L_{Aeq, 16hr}$. The Action Level for schools and community buildings serves as the mechanism to identify potential eligibility for insulation measures, subject to further assessment to ensure noise insulation is providing meaningful noise benefits and a reduction in noise effects while considering other factors such as value for money, practicality, sustainable design and relevant research. The approach will be reviewed to identify where any changes would be needed to comply with the HENPS once its formally designated.

28. Noise objectives and Noise Envelope

28.1 Introduction

28.1.1 The 2019 AEC consultation set out the Heathrow proposals for the design and implementation of a noise envelope, proposed wording for a noise objective and set out a number of measures to manage noise at an expanded Heathrow. The details were explained in the following documents:

- **Section 5 of the Airport Expansion Consultation document on Quota Counts (QC).**
- **Section 7.4 of the Airport Expansion Consultation document.**
- **Section 8 of the Airport Expansion Consultation document on Environmentally Managed Growth.**
- **Chapter 17 of the Preliminary Environmental Information Report (PEIR).**

28.1.2 This chapter gives a summary of the consultation feedback and scheme responses related to the following matters:

- Noise objectives
- Noise Envelope

28.2 Noise objectives

Consultation feedback

- 28.2.1 Comments queried Heathrow's reliance on L_{Aeq} (average noise exposure) and the Quota Count system as the primary measure of noise impact to inform the noise envelope, and whether this sufficiently reflects how communities actually experience aircraft noise.
- 28.2.2 It was suggested that the methodology should instead place greater weight on the more recent WHO Environmental Noise Guidelines, particularly the 45 dB daytime and 40 dB night-time recommendations.
- 28.2.3 Overall, the principle of establishing a formal noise objective and the adoption of the ICAO Balanced Approach were supported, subject to the noise objectives being more robust, measurable and ambitious.

Response

- 28.2.4 The UK Government sets the thresholds and metrics that should be used for aviation noise assessments. The World Health Organization guidelines have not been adopted in UK guidance and policy.
- 28.2.5 In the **Environmentally Managed Growth (EMG) Topic Paper** we have described our proposals for how noise metrics and indicators could be used in the Noise

Envelope and how these will be informed by the work of the Noise Envelope Design Group (NEDG). The independently chaired NEDG comprises representatives from local communities, local authorities, regional businesses, airlines, the air navigation service provider and the airport.

- 28.2.6 The EMG Topic paper also sets out our current proposed overarching Noise Abatement Objective which will be used to develop the framework of measurable noise performance targets that could be included in the Noise Envelope and implemented through future Noise Action Plans. These noise performance targets, and the associated indicators, will be developed so that where possible they are ‘SMART’ (Specific, Measurable, Achievable, Relevant, and Time-bound) and will be used to measure Heathrow’s noise performance against the new overarching objective.

28.3 Noise Envelope

Consultation feedback

- 28.3.1 Comments queried that the Noise Envelope had not been sufficiently defined at the time of consultation making it difficult to properly assess its effectiveness. Further clarity was sought on key details, including metrics, enforcement arrangements and interactions with the Airspace Change Process, to help understand whether the Noise Envelope and other mitigation would be effective.

Response

- 28.3.2 This consultation includes Heathrow’s updated proposal for the Noise Envelope within the EMG framework. The proposals respond to 2019 AEC feedback, changes to policy, and precedent set by other recent airport expansion projects including Luton’s Green Controlled Growth proposal.
- 28.3.3 The principles of the Noise Envelope and EMG are set out in our Topic Paper and the main overarching points set out in the 2019 AEC remain; with the proposed approach including forward forecasting, setting limits, monitoring, reporting, transparency and independent scrutiny.
- 28.3.4 The EMG process provides a robust, flexible framework which will be secured by the DCO, thereby demonstrating how the airport can manage growth within agreed limits, and provide the necessary flexibility to allow for the separate airspace change process. It will be subject to enforceable control mechanisms and independent scrutiny.
- 28.3.5 The Topic Paper is aimed at a non-technical audience. It will be supplemented with technical information shared with stakeholders as part of our engagement. We welcome feedback on the approach proposed.

29. Property and compensation

29.1 Introduction

- 29.1.1 The 2019 AEC sought feedback on the interim Property Policies, including the approach to buying properties and land and the approach to compensation, including Heathrow's discretionary compensation offers.
- 29.1.2 Heathrow provided the following consultation material directly related to land acquisition and compensation:
- **Sections 10 of the Airport Expansion Consultation document**
 - **Section 5.5 of the Preferred Masterplan**
 - **Chapter 11 of the Preliminary Environmental Report**
 - **The interim Residential Property Policy**
 - **The interim Agricultural Land and Property Policy**
 - **The interim Commercial Property Policy**
 - **The interim Professional Fees Policy**
 - **The interim Property Hardship Scheme Policy**
 - **The interim Property Hardship Panel Guidance**
 - **The Property Policies Information Paper**
- 29.1.3 This chapter summarises the consultation feedback and project responses in relation to the following matters:
- Approach to compensation and principle of expansion
 - Property zones and boundaries
 - Home purchase bond, hardship and support services
 - Residential property
 - Commercial property and agricultural land
 - Community buildings and land
 - Land access, land referencing and interim professional fees

29.2 Approach to compensation and principle of expansion

Consultation feedback

- 29.2.1 Some feedback sought greater clarity on the distinction between mitigation and compensation, and whether these measures would be carried through into the DCO application.
- 29.2.2 Some feedback considered that the compensation proposals should cover a wider area, clearly linked to impacts experienced by affected communities, and be made available earlier, e.g. before construction begins or before any increase in flights. There were also concerns about the loss of homes and businesses and pressure on local housing markets, services and infrastructure. Feedback also raised questions on the eligibility, timescales, how compensation would be assessed and delivered, the need to consider vulnerable groups, and the importance of continued engagement as the detailed proposals are being developed.

Response

- 29.2.3 Heathrow has further developed the compensation proposals since 2019 and would welcome feedback in the 2026 Public Consultation. The Interim Property Policies set out what support may be available, the different compensation schemes, who may be eligible and how the schemes could apply in different circumstances. These discretionary schemes (detailed in chapters below) are to provide support in addition to compensation available through the Statutory Compensation Code.

29.3 Property zones and boundaries

Consultation feedback

- 29.3.1 Feedback on the Compulsory Purchase Zone (CPZ) and Wider Property Offer Zone (WPOZ) focused on eligibility and spatial extent. There was also asset-specific feedback on whether individual homes, businesses, landholdings or community facilities should be included or not. For the CPZ, there was feedback about timing of property acquisition and the request for Heathrow to seek to acquire land by negotiation wherever practicable. For the WPOZ, feedback sought clarity on the potential uptake of the Wider Property Offer and the future use of properties acquired by Heathrow.
- 29.3.2 There were concerns about tenants in social and private rented housing, vulnerable residents, people in deprived households, the breakdown of community networks, and the long-term viability of remaining communities.

Response

- 29.3.3 Following review, Heathrow considers that the extent of the CPZ and WPOZ remains appropriate. However, the Consultation Document provides further information to help people understand whether their property may be needed for the Project, what discretionary compensation schemes may be available, and what support they could be eligible for. For properties in the CPZ, Heathrow would aim to reach agreement wherever possible and different policies apply depending on whether someone is a homeowner, tenant, landlord, business or agricultural landowner. For properties in the WPOZ, homeowners would not have to sell but may have the option to do so if they choose.

29.4 Home purchase, hardship and support services

Consultation feedback

- 29.4.1 Multiple consultees asked for more detailed information, including how the schemes would operate, how valuation and purchase timings would work, and whether adequate relocation support, professional advice and residents advice services would be available.

Response

- 29.4.2 Heathrow has further developed relevant schemes as part of this 2026 Public Consultation. The Home Purchase Scheme would allow eligible homeowners in the CPZ to sell their home to Heathrow at open market value, plus an enhanced home loss payment, with flexibility on completion and support to move. The Interim Property Hardship Scheme aims to assist eligible property owners facing genuine hardship who have a compelling need to sell, with applications independently assessed.

29.5 Residential property

Consultation feedback

- 29.5.1 Feedback raised concerns about the demolition of homes, the number of properties affected, and the effects on existing communities. Feedback asked for greater clarity on the scale of housing loss, the future of homes in affected areas, and how impacts on housing need, housing markets and community character would be assessed, including assumptions about the availability of private rented housing.
- 29.5.2 Some feedback considered that the residential compensation offer should be increased or extended, including for people who may wish to move because of increased noise or loss of home value. Suggestions included different approaches to valuation, compensation amounts, purchase timescales, replacement housing, and support for local authorities to address housing pressures. Feedback also raised concerns about how the policies would apply to shared owners, landlords, tenants, investors and people in rented accommodation, including whether support for renters would be adequate.

Response

- 29.5.3 Heathrow has further developed relevant policies as part of this 2026 Public Consultation. The Interim Residential Owner Occupier, Landlord and Tenant policies explain the support that may be available to homeowners, landlords and tenants in the CPZ, including how properties may be purchased, how values would be assessed, and the compensation and relocation support available. The policies aim to provide certainty, choice and fairness, while helping people plan ahead and access support when a move is required.

29.6 Commercial property and agricultural land

Consultation feedback

- 29.6.1 Feedback on commercial property raised concerns about the information available to affected businesses and landowners, including whether land or premises would be needed temporarily or permanently, when acquisition would take place, and what alternatives had been considered. While some feedback welcomed proposed relocation support, concerns remained about eligibility, notice periods, compensation, business disruption, increased rents and whether support would be available early enough.
- 29.6.2 Feedback on agricultural land raised concerns about loss of agricultural land, including land considered to be best and most versatile, and impacts on farmers and landowners. There were concerns about the fairness of the enhanced compensation offer, advance financial support for relocation, and the need to reflect site-specific circumstances, including individual farms, landholdings and restoration schemes.

Response

- 29.6.3 Heathrow has further developed relevant policies as part of this 2026 Public Consultation. The Interim Commercial Property Policy and Interim Agricultural Land and Property Policy explains the support available to affected businesses, farmers and landowners, including how property or land may be purchased, the compensation and relocation support available, and the aim to reach agreement wherever possible. These are intended to minimise disruption, support relocation and, for agricultural land, support early planning so farming operations can continue for as long as possible.

29.7 Community buildings and land

Consultation feedback

- 29.7.1 Feedback focused on the loss or relocation of community facilities, open space, recreation facilities, allotments, education and childcare facilities, and other community infrastructure. There were requests for clearer information on what would be lost, how impacts had been assessed, and what replacement or compensatory provision would be provided.

- 29.7.2 Feedback also highlighted that replacement facilities should be equivalent or better in quality, quantity and accessibility, delivered in time, and supported by appropriate long-term maintenance and funding. Site-specific concerns were also raised, including on Heathrow Fire Station, Harmondsworth visitor centre, Vineries Allotment Site, Stanwell Moor, Stanwell village and Hithermoor, as well as impacts on heritage assets, conservation areas, community identity and public access to open space.

Response

- 29.7.3 Heathrow seeks to re-provide displaced community facilities, with further detail set out in the Community Facilities Topic Paper, which also forms part of the 2026 Public Consultation.
- 29.7.4 Heathrow has further developed its proposals and is presenting the Noise Insulation Policy as part of this 2026 Public Consultation. This includes the Expansion Community Buildings Scheme, which would provide targeted noise insulation for schools and other noise-sensitive community buildings, such as healthcare facilities, nurseries and community spaces.
- 29.7.5 Each community building/land would be assessed individually to determine the most suitable measures, with priority given to buildings where noise is most likely to affect how the space is used.

29.8 Land access, referencing and interim professional fees

Consultation feedback

- 29.8.1 Feedback raised were mainly technical issues. These included the need to protect existing utilities, highway, rail and telecommunications infrastructure where the Project could affect existing assets; and concerns about the accuracy of information used to identify affected land and ownership interests. Feedback also raised concerns about whether the proposed process for recovering advisory costs, including requirements for quotes and controls on fee rates, could create additional burden or uncertainty for affected parties.

Response

- 29.8.2 Heathrow has developed the Interim Professional Fees Policy as part of this 2026 Public Consultation, explaining how Heathrow would cover reasonable professional advice costs for people affected by the Project. It aims to help people access support they need without being out of pocket, while setting clear expectations on what will be covered.
- 29.8.3 Furthermore, detailed technical issues will be considered as part of the ongoing design work in collaboration with the relevant asset owners.

30. Runway operations, directional preference and alternation

30.1 Introduction

30.1.1 The 2019 AEC set out proposals for:

- Directional preference (whether operations should favour easterly, westerly, a managed or no fixed preference) when winds are light and there is a choice as to the direction that aircraft take off and land.
- Runway alternation (how use of the three runways would be rotated to provide predictable periods of respite from aircraft noise for communities living close to the ends of our runways).
- Respite (whether the daily alternation from easterly to westerly runway preference).

30.1.2 This chapter groups feedback and our response under the following themes:

- Directional preference, runway alternation and respite
- Suggestions and alternative approaches

30.2 Directional preference, runway alternation and respite

Consultation feedback

30.2.1 Views about directional preference and runway alternation were generally based geographically. Respondents and groups located to the south and east of the airport generally supported a move away from current westerly preference, arguing it would share the aircraft noise more equitably. In contrast respondents to the west argued for retaining westerly preference to avoid additional noise and loss of existing respite in their areas.

30.2.2 Concerns were raised across nearly every consultee group, that operating three runways under a reflective alternation pattern, where alternation would respond to wind direction, would materially reduce existing daily respite, which would not be felt equally across all communities.

30.2.3 On the specific choice between a 2pm or 3pm for runway alternation daily mode change, National Air Traffic Services (NATS), several local authorities and community groups favoured retaining the existing 3pm changeover for operational or practical reasons. However, respondents felt that the timing choice was a minor issue compared with the more significant question of the overall reduction in respite.

Response

- 30.2.4 We recognise that some communities had concerns about moving away from the current westerly directional preference and have noted the need to clearly explain how directional preference would operate to provide communities with an indication of predictability. We continue to believe that managed preference, rather than adopting a fixed easterly or westerly preference, provides the best opportunity to break up long periods of overflight in one direction and to support a fairer distribution of noise relief when winds allow. We are seeking further views on our managed preference proposal as part of the 2026 consultation.
- 30.2.5 We consider that the proposals for runway alternation create an opportunity for predictable respite.
- 30.2.6 We have listened to the feedback and removed 2pm as an option for runway alternation and kept 3pm. We are also consulting on a new option of runway alternation happening at 3pm and overnight or overnight only, which would give communities the opportunity to have a full day of respite periodically.

30.3 Suggestions and alternative approaches

Consultation Feedback

- 30.3.1 Respondents put forward a range of alternative ways to manage directional preference and respite, including the use of distinct flightpaths for departures and arrivals, routing easterly approaches over the Thames, and adopting steeper approach angles to reduce noise.
- 30.3.2 Many members of the public and community groups proposed alternative respite patterns, such as a full day of respite at weekends, one or two noise-free days each week, longer overnight breaks of at least 6.5 to 8 hours, or three mode changes across a 24-hour cycle rather than two.

Response

- 30.3.3 The airspace changes required for Heathrow expansion will be sponsored by the United Kingdom Airspace Design Service (UKADS), not Heathrow. UKADS will design and deliver airspace change for the South East of England. As part of this, UKADS will consult with affected stakeholders on the design of new coordinated routes and consider their potential effects. Communities will have the opportunity to make representations on the airspace design as a part of this. We aim, working with UKADS, to encourage the use of steeper approach gradients, meaning that aircraft on approach would follow a steeper descent than current procedures to reduce noise levels on the ground.
- 30.3.4 The ANPS and draft HENPS make clear that the North West runway scheme is expected to enable at least 260,000 additional ATMs as part of expansion. In accordance with the policy requirements, we are proposing a runway alternation scheme as a means of providing respite to local communities in a predictable way. Based on the responses from the 2019 AEC we are considering options for runway

alternation that will provide predictable respite from aircraft noise. As part of the 2026 consultation, we are giving stakeholders examples to gain feedback and inform our decision between a runway alternation occurring at either 3pm and overnight or overnight only, but there are wider considerations that will also inform our final choice.

31. Surface access and network user effects

31.1 Introduction

31.1.1 Heathrow set out a series of surface access principles in the 2019 AEC that were informing the design and development of the Heathrow expansion, together with a number of measures to reduce impacts on surface access. This was set out in the following 2019 AEC material published related to surface access:

- **Section 7 of the Airport Expansion Consultation document.**
- **Section 7.10 of the Preferred Masterplan.**
- **Surface Access Proposals.**
- **Preliminary Transport Information Report.**
- **Chapter 13 of the Preliminary Environmental Report.**

31.1.2 This chapter provides a summary of the surface access related feedback and project responses under the following topics:

- Colleague travel – Including active travel
- Car parking – public and improper parking practices
- Community impacts
- Public transport
- Demand management
- Multi-modal interventions

31.2 Colleague travel – including active travel

Consultation feedback

31.2.1 The responses showed strong support for reducing staff car dependency, but that this would need to be supported by attractive alternatives through better bus, rail, cycling and walking options, combined with incentives rather than punitive restrictions.

31.2.2 In terms of cycling, there were suggestions for segregated cycle routes and cycle hubs and further considerations for how they are safe for cyclists.

31.2.3 For buses, there were requests for more frequent bus services, better connections from the south and west of the airport, services to align with shift patterns, and staff discounts.

- 31.2.4 Whilst reducing staff car parking was supported in principle, concerns were raised that on its own, without public transport improvements, it would result in a displacement of parking to the surrounding areas. There was broad support for using incentives, such as travel discounts, rewards schemes and car-sharing initiatives alongside public transport improvements to help meet staff travel targets.

Response

- 31.2.5 The proposed active travel interventions included in the Preferred Scheme and the supporting measures in the emerging Surface Access Strategy for Heathrow expansion have been designed further to support cycling connections around the airport. In particular, the designs have been refined in consideration of new cycle design guidance published since 2019 (LTN1/20). A shared hub network providing a cycle link around the perimeter of the airport is proposed, which will facilitate safe, continuous provision to key employment centres. A series of high-quality cycle hubs is proposed around the airport that will facilitate safe, secure cycle parking, and facilitate onward journeys to other parts of the airport, such as the Eastern and Western Campuses, via existing and proposed passenger transit systems and public transport services.
- 31.2.6 The proposed Southern Road Tunnel will provide an opportunity for a step-change in bus access to and from communities to the south of the airport. The Preferred Scheme proposes that one lane in each direction in the Southern Road Tunnel will be dedicated as a bus and coach priority lane which, when connected to other proposed bus priority lanes around the airport, will allow for more direct, reliable journeys. It is expected that this will allow for new routes to the south and west of the airport by improving the commercial viability for bus operators, in combination with increased demand.
- 31.2.7 Details of further measures and proposals are in Part 3 of the TICD: Our emerging surface access strategy.

31.3 Car parking –public and improper parking practices

Consultation feedback

- 31.3.1 Responses queried the general increase in car parking through large consolidated parkways and how these could attract more car use, increase local congestion and create environmental impacts in nearby communities.
- 31.3.2 Several comments questioned whether increasing or consolidating passenger parking was compatible with Heathrow's modal shift goals.
- 31.3.3 There was a general concern that there could be parking spillover into nearby communities that should be addressed by stronger commitments on monitoring, enforcement and controlled parking zones (CPZs).

Response

- 31.3.4 A core part of achieving the modal shift targets is increasing the use of public transport and making private vehicle trips to and from the airport more efficient – these objectives sit at the heart of the emerging Surface Access Strategy for Heathrow expansion. The strategy seeks to reduce drop-off and pick-up behaviour ('Kiss & Fly') which results in four car trips per passenger, in favour of more efficient trip types including Park & Fly which results in two car trips per passenger.
- 31.3.5 In the Preferred Scheme, parking will be provided at a scale that supports wider measures intended to shift passengers away from less efficient Kiss & Fly trips towards more efficient Park & Fly trips. This should result in fewer cars on the road, which would support Heathrow's aspiration for landside traffic generated by airport operations (cars, buses, taxis) not to increase beyond current levels, and reduce the likelihood of overspill parking.
- 31.3.6 The proposed parking strategy seeks to maximise ultimate control over parking by consolidating within the DCO boundary. Since 2019, Heathrow has worked collaboratively with surrounding local authorities on the development and implementation of Public Space Protection Orders (PSPO) to enforce against illegal parking and waiting behaviours.
- 31.3.7 Further information is available in Part 3 of the TICD: Our emerging surface access strategy.

31.4 Community impacts

Consultation feedback

- 31.4.1 Comments questioned whether Heathrow could realistically accommodate growth without increasing airport-related road traffic and argued that the pledge excluded important traffic sources such as construction traffic, relocated airport activities and freight.
- 31.4.2 Responses broadly supported monitoring in principle but wanted much stronger governance arrangements and clear consequences if targets were missed.
- 31.4.3 There were concerns that the pledge relied on future public transport improvements, which remain limited, particularly south and west of Heathrow.

Response

- 31.4.4 Following the publication of the draft HENPS, the targets in the ANPS (2018) are now subject to change. Heathrow will fully consider compliance with the HENPS once the final version has been published and, in doing so, undertake further engagement and consultation if necessary. Minimising highway traffic remains a key part of the vision for surface access and Heathrow will continue to strive for no more airport related landside traffic compared to a baseline in 2019.

- 31.4.5 Additional vehicle waiting areas will also be proposed for taxis and personal hire vehicles (PHVs) to reduce empty-vehicle movements on the neighbouring road network.
- 31.4.6 Further information is available in Part 3 of the TICD: Our emerging surface access strategy.

31.5 Public transport

Consultation feedback

- 31.5.1 In general, consultation responses showed strong support for improving public transport, but queried whether the proposed measures were sufficiently detailed, funded, and deliverable to achieve Heathrow's modal shift and traffic reduction targets.
- 31.5.2 There were suggested improvements, such as more frequent bus and coach services, earlier and later services for shift workers and integration between the bus, rail and active travel networks.
- 31.5.3 Respondents considered that the Western Rail Link and Southern Rail Access were important to help meet the modal shift targets.

Response

- 31.5.4 Heathrow is seeking to enable a significant increase in bus and coach service as an outcome of expansion, supported by a new and significantly expanded Central Bus Station in the Eastern Campus, and a new Public Transport Interchange in the Western Campus. These include plans for further express bus and coach services to reduce journey times, support for new routes and extended hours of service and increased frequency on existing routes, and the implementation of bus priority measures on airport roads where feasible and beneficial (including on the proposed Southern Road Tunnel). We will work with local authorities and service providers to identify any wider bus priority measures.
- 31.5.5 These proposals will be detailed in the Surface Access Strategy and the DCO Application, and delivered in combination with service providers and local authorities.
- 31.5.6 Work is also ongoing to determine the most appropriate funding and delivery models for these improvements.
- 31.5.7 In terms of rail, Heathrow is supportive of new rail links to the airport, including both the Western Rail Link and a Southern Rail Access. Heathrow will continue to engage with the DfT, Network Rail, and the DfT Operator on these separate projects. The masterplan safeguards space for infrastructure that would allow new rail links to connect in the future, while the existing rail box at Terminal 5 is already constructed in a way that it can receive new rail connections. However, the Surface Access Strategy does not rely on any new rail links requiring to be implemented, given that these would be subject to separate consenting and funding processes.

31.5.8 Further information is available in Part 3 of the TICD: Our emerging surface access strategy

31.6 Demand management

Consultation feedback

31.6.1 Consultation respondents recognised road user charging and emissions-based measures as potentially important tools for influencing travel choices and improving environmental outcomes. Concerns centred on the need for greater clarity regarding charge levels, exemptions, implementation arrangements, potential network effects and how any revenues generated could support wider sustainable transport improvements.

Response

31.6.2 Since 2019, the Terminal Drop-off charge (TDOC) has been introduced. This has been successful in managing levels of drop-off and pick-up activity (Kiss & Fly) without creating noticeable wider highway network traffic displacement impacts. The TDOC alongside the London ULEZ have reduced overall air quality impacts from surface access.

31.6.3 Further demand management measures are continuing to be investigated for inclusion in the Surface Access Strategy. This includes consideration of the potential role of a range of charging mechanisms, including appropriate levels of charge, how they would be implemented, proposed exemptions and the impacts that these would have on network operation.

31.6.4 Work is also ongoing to consider how revenues generated from potential different forms of vehicle charging could support the funding and delivery of wider sustainable transport improvements.

31.6.5 Further information is available in Part 3 of the TICD: Our emerging surface access strategy

31.7 Multi-modal interventions

Consultation feedback

31.7.1 In general respondents wanted more evidence of the modal shift benefits of multi-modal interventions and raised concerns on the reliance on future technology. There was support for new measures such as more integrated ticketing. Respondents wanted a focus on pull measures promoting public transport use.

Response

31.7.2 The Surface Access Strategy identifies a number of multi-modal interventions that would help reduce barriers to using public transport at the airport. This includes continuation of the Sustainable Travel Zone, providing discounted and free travel,

and wider options for promoting public transport use, including different forms of ticketing to make journeys easier and more convenient. These interventions will continue to be investigated (including developing the evidence base for the merits and costs of implementation).

- 31.7.3 The Surface Access Strategy is not reliant upon future transport technologies. These have been considered as part of sensitivities that were tested and are being further investigated with regards to their maturity.
- 31.7.4 Further information is available in Part 3 of the TICD: Our emerging surface access strategy.

32. Waste

32.1 Introduction

- 32.1.1 As part of the 2019 AEC, Heathrow set out a series of principles for enhancing the airport's social and economic benefits, and reducing the negative environmental effects, including the generation and offsite management of waste.
- 32.1.2 Heathrow provided the following material directly related to waste:
- **Section 7.14 of the Airport Expansion Consultation document.**
 - **PEIR: Chapter 20 and Non-Technical Summary.**
 - **Draft Code of Construction Practice (CoCP)**
- 32.1.3 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- Assessment methodology and scope
 - Baseline
 - Construction
 - Mitigation
 - Operational waste

32.2 Assessment methodology and scope

Consultation feedback

- 32.2.1 Consultees shared concerns about the Lakeside Energy from Waste (EfW) facility, proposing that the assessment should account for impacts relating to its relocation. Respondents also said that the cumulative effects of relocating the Lakeside EfW facility alongside the construction of the Airport Expansion must be considered before the replacement of the Lakeside EfW facility can be justified.
- 32.2.2 Some consultees requested further detail regarding on-site waste management, material diverted from landfill via reduction, reuse or recycling, removal of hazardous waste, transportation of non-hazardous inert material, contamination status across the development area, ground gas /vapour monitoring, the electrical infrastructure, non-airfield drainage and water treatment, and commitment to renewable energy. They said that the information lacked sufficient detail to comment on waste management, monitoring and enforcement.
- 32.2.3 Consultees said that an assessment should be undertaken regarding health risks with material use and the production, movement, transport, processing and disposal of waste, both on-site and off-site, and how potential impacts on public health will be mitigated.

- 32.2.4 Some consultees noted that the impacts of the West London Waste Plan have not been adequately addressed and must be dealt with at a strategic level.
- 32.2.5 Consultees stated that the data sets and mitigations appeared less comprehensive for construction phases than operational phase, with some requesting that measures be included to address landfill waste generated during the construction and re-alignment of new rivers.
- 32.2.6 Consultees questioned why an assessment methodology based on other large-scale infrastructure projects was considered appropriate for Heathrow, stating that the types and quantities of waste generated will be very different to major rail projects.
- 32.2.7 Some consultees expressed concern that the methodology was adopted before the changes to the EIA Regulations 2017 and that the requirements of the new directive should be taken into account in the assessment.
- 32.2.8 Consultees proposed that waste from re-opened landfill sites could be burned to generate electricity, eliminating the need to find new landfills sites, creating a significant contribution to the National Grid at a time of projected shortage of generating capacity.

Response

- 32.2.9 Regarding the cumulative impacts of relocating the Lakeside EfW facility, if further details on the relocation are known at the time of the application, these will be addressed in the cumulative effects Chapter of the **ES**.
- 32.2.10 In terms of providing further information on the on-site management of waste (both during the construction and operational phases of the Project), this will be set out within the context of a comprehensive Project Resource and Waste Management Strategy (**RWMS**). This will provide contextual detail regarding the Project's materials demand and potential impacts (in line with assessment guidance (ISEP)) as well as detailing appropriate mitigation measures. Construction and operational waste estimates will be provided, accompanied by mitigation measures which recognise waste hierarchy principles as well as the requirements of all relevant national policy as well as local policy/strategy/regulation. The strategy will detail a range of practices and onsite infrastructure that will enable material reuse, segregation and recycling. It will recognise that land constraints would limit the ability of Heathrow to manage and process all wastes on site and will set out cases where Heathrow may utilise third-party, off-site specialists as required. Where any particular on-site waste infrastructure has been considered and ruled out, justification will be provided. Regarding health-related issues, these are being considered by the relevant health related topics of the EIA.
- 32.2.11 With regard to the West London Waste Plan, this document is currently being reviewed. The Regulation 18 Draft Updated West London Waste Plan consultation ran from 11 December 2025 to 5 February 2026. Following this, responses were considered, and a final version of the updated plan has recently been consulted upon, prior to submission to the Secretary of State for examination in public, with hearings expected in 2027. Heathrow is fully engaged in the draft West London

Waste Plan process and has submitted relevant representations. As the plan progresses towards adoption, the provisions of this plan will be reflected in the DCO application.

- 32.2.12 In terms of the data sets and mitigations being less comprehensive for the construction phases, with some requesting that measures be included to address landfill waste generated, as noted above, the application will be accompanied by a comprehensive RWMS. This will provide a comprehensive level of information around construction phase waste generation and on-site management and mitigation.
- 32.2.13 In terms of the assessment methodology employed to assess waste impacts, since the consultation in the 2019 AEC, detailed guidance and advice has been issued by ISEP on how to assess waste impacts. This new guidance will be reflected in the EIA and the resulting **ES** as part of the application.

32.3 Baseline

Consultation feedback

- 32.3.1 Some consultees said that the waste estimations are inaccurate as land contamination studies will dictate the amount of material needing to be taken offsite.

Response

- 32.3.2 Please refer to the **Land Quality Chapter** for land contamination and earthworks.

32.4 Construction

Consultation feedback

- 32.4.1 The Environment Agency said it was unclear as to why the construction phase did not consider liquid waste from leachate management from historical and currently permitted landfills, or liquids from dewatering activities.
- 32.4.2 A number of respondents commented that the re-use of construction waste should be maximised to minimise waste. Consultees also suggested Heathrow should also investigate the options of in-situ bioremediation when recycling contaminated excavated materials.

Response

- 32.4.3 Regarding responses to in-situ bioremediation, please refer to the **Land Quality Chapter**.
- 32.4.4 Regarding liquid waste, construction activities would generate limited volumes of liquid waste, including water arising from dewatering and other construction processes. Such wastes will be managed in accordance with relevant legal and environmental requirements, as set out in the draft **CoCP**, with opportunities for reuse and appropriate treatment considered before disposal.

- 32.4.5 Heathrow are seeking to maximise the application of circular economy principles through design and construction phases to minimise waste and improve resource efficiency. The Project's strategic documents regarding on-site landfills and waste management detail project ambitions with regards to the reuse of sizable volumes of site-won material, reducing waste leaving the Project and demand for raw materials to be imported.

32.5 Mitigation

Consultation feedback

- 32.5.1 Consultees suggested that greater emphasis should be placed on circular economy principles and waste prevention, including a more integrated approach to re-use and reduction during construction. They also said that a Circular Economy Statement covering the whole lifecycle and aiming for net zero waste was required and that policies under the London Plan would be important in this regard.
- 32.5.2 Some consultees shared concern about the robustness of the mitigation measures, indicating that no assessment has been undertaken of the efficacy of the measures proposed and there are no commitments/targets.
- 32.5.3 Consultees proposed the use of non-road-based transport modes, for material import and export. They also suggested utilisation of demonstrable freight logistics approaches (software that optimises vehicle movements within a project) to maximise both project value and reduced CO2 emissions from road-based transport.

Response

- 32.5.4 The Project Resource and Waste Management Strategy (RWMS) will cover circular economy applications within design and construction phases, demonstrating opportunities to reduce waste and increase resource efficiency across the Project. As part of the RWMS, commitments and targets will be drafted with regards to waste, materials and mitigation measures. These will align with Greater London Authority's London Plan (Policy SI 7) and Heathrow's Resource and Waste Management Strategy (2025).
- 32.5.5 The Project continues to explore the option of non-road transport for the movement of materials and waste, to and from the Project. Assessment of viability will include, but is not limited to, consideration of rail capacity, alignment with schedule of works and the identification of waste receiving facilities.

32.6 Operational waste

Consultation feedback

- 32.6.1 Consultees said that operational waste management should include optimised waste infrastructure that supports waste reduction, reuse and recycling, and that opportunities should be explored for on-site waste management facilities to be made available for wider commercial use where appropriate.

Response

- 32.6.2 Passengers will be provided with access to well-maintained waste bins across terminals. These will be located in high-footfall areas to maximise convenience to passengers. Containers will enable passengers to recycle a wide range of materials including, at a minimum, paper/card, plastics and metals. All bins will be clearly labelled to encourage correct segregation of all recycling streams.
- 32.6.3 Concessionaires will be provided with a similar range of waste and recycling containers located in convenient bin stores across the terminals. The containers will enable concessionaires to segregate wastes into recyclable materials, supporting Heathrow recycling rate ambitions. In addition, it should be noted that Heathrow will continue to explore the opportunity to introduce a Pay As You Throw (PAYT) mechanism with all concessionaires. This will empower and incentivise concessionaires to reduce wastes and to correctly recycle materials.
- 32.6.4 Heathrow will continue to explore the opportunity to build and operate a Material Recycling Facility (MRF) enabling recyclable material from general operational waste streams to be recovered.
- 32.6.5 Airline operational wastes can also be targeted to capture valuable material for recycling, further supporting Heathrow's efforts to maximise recycling rates. Airline wastes may be taken to dedicated cabin waste inspection sites. These facilities will be used to inspect airline wastes and to capture recyclable materials.
- 32.6.6 The airport generates a reasonable volume of green wastes from local landscaping works. Heathrow is continuing to identify opportunities to divert this waste stream into a valuable reusable or recyclable asset. Heathrow Airport will continue efforts to relocate our Green Waste Composting facility. This will enable Heathrow to continue to divert biodegradable waste from offsite disposal, support recycling targets and manage green waste generated across the expanded estate.
- 32.6.7 Heathrow is exploring the opportunity to develop a dedicated Resource Recovery Centre (RRC), which would provide storage space to divert and store materials and assets for reuse across the airport or local community. The RRC would provide a solution to enable reuse of valuable materials arising from construction works, refurbishments, fitout works or any material-generating activities. Materials will be logged, quality checked and stored for reuse in future works. Heathrow also intends to explore opportunities to offer these materials to the local community for use in local businesses, colleges and universities, community groups etc.

33. Water environment

33.1 Introduction

- 33.1.1 As part of the 2019 AEC, Heathrow set out a series of Water Environment principles that were informing the design and development of the Heathrow expansion project (the Project) together with a number of measures to minimise effects on the water environment. Feedback was sought from consultees on the approach to addressing effects and consultees were asked to identify any particular proposals that they felt should be considered.
- 33.1.2 Heathrow provided the following material directly related to the Water Environment:
- **Sections 3.5 and 7.1 of the Airport Expansion Consultation document.**
 - **Section 7.5 of the Preferred Masterplan.**
 - **Chapter 21 and associated Appendices of the Preliminary Environmental Information Report.**
- 33.1.3 This chapter provides a summary of the consultation feedback and scheme responses related to the following matters:
- Assessment methodology, scope and baseline
 - Flood risk and groundwater
 - Covered River Corridor (CRC) and rivers
 - Drainage (roads and airfield) and sustainable drainage systems (SuDS)
 - Mitigation
 - Surface water treatment
 - Water Framework Directive

33.2 Assessment methodology, scope and baseline

Consultation feedback

- 33.2.1 Consultees raised concerns regarding the adequacy of baseline data and the robustness of the assessment approach, including hydrological conditions (including interactions between groundwater, surface water, lakes, wetlands and river systems), and water quality. Further modelling, surveys, and monitoring were requested.
- 33.2.2 Consultees considered that Climate Change had not been considered in sufficient detail and requested for a stronger evidence base and methodology regarding future conditions, including monitoring and modelling to understand future flood risks and potential impacts of extreme events on the water environment.

- 33.2.3 Consultees considered that the assessment of ecological receptors and water-dependent habitats required further detail, including potential effects on designated sites, watercourses and associated habitats.

Response

- 33.2.4 The Project has continued to develop the water environment assessment approach since the 2019 AEC. The assessment presented in the **Environmental Statement (ES)** will be supported by updated baseline information and further technical work, including surveys, monitoring, modelling and stakeholder engagement. Since remobilisation of the Project, the Environment Agency (EA) has been consulted regularly and Lead Local Flood Authorities (LLFA's) have been engaged through topic-specific working groups.
- 33.2.5 The assessment will draw on the baseline information developed for previous stages of the Project where it remains valid, while recognising that parts of the baseline require verification or update to reflect current conditions, changes in guidance and the evolving project design. To that end, a large programme of survey work is being undertaken prior to the submission of the DCO Application.
- 33.2.6 Since remobilisation of the Project, a comprehensive programme of water environment work has been progressed. This includes work relating to surface water features, flood risk, groundwater, water quality, water-dependent habitats, existing drainage networks and Water Framework Directive receptors. The purpose of this work is to provide a proportionate but robust evidence base for assessing the likely significant effects of the Project and for explaining the assumptions, limitations and embedded mitigation relied upon within the assessment.

33.3 Flood risk and groundwater

Consultation feedback

- 33.3.1 The EA requested that groundwater flood risk be incorporated into the Flood Risk Assessment (FRA) and questioned how changes to groundwater conditions could affect flood risk. Other consultees highlighted discrepancies between flood modelling outputs, Flood Zones and Surface Water Flood maps.
- 33.3.2 Some consultees commented on the design, location and justification of proposed flood storage areas. This included the EA which expressed concern about the loss of floodplain storage, and the interaction between flood prevention measures and maintaining minimum river flows. Concerns were also raised that flood storage areas and infrastructure lacked detail regarding capacity, size, location, discharge points and flow regimes.
- 33.3.3 The EA sought assurance that diverted rivers and watercourses would maintain appropriate normal flows and flood capacity.
- 33.3.4 Consultees highlighted potential impacts on local communities and infrastructure. National Highways warned that lowering the M25 adjacent to realigned rivers could increase flood risk to the motorway and wider road network.

- 33.3.5 The EA requested further groundwater flood risk assessment and information on operational impacts arising from groundwater flows. They also questioned that impacts on groundwater flow would not be significant when dewatering activities are expected to alter groundwater flow regimes.

Response

- 33.3.6 The Project will assess flood risk, and groundwater matters through an updated FRA supported by hydraulic modelling, groundwater modelling and monitoring data. The assessment will consider all relevant sources of flood risk, including fluvial, tidal, reservoir, surface water and groundwater flooding, and will explain how the project will remain safe for its lifetime, taking account of climate change, without increasing flood risk elsewhere.
- 33.3.7 Groundwater flood risk will be incorporated into the assessment, including potential changes to groundwater levels, groundwater emergence, groundwater flow paths and interactions with surface water features during construction and operation. The groundwater assessment will be informed by updated modelling and monitoring to support a proportionate assessment of potential impacts.
- 33.3.8 The design and function of flood storage areas, river diversions and related mitigation will continue to be developed and assessed through the FRA which supports the **ES**. The assessment will demonstrate how floodplain storage, river flows and flood capacity would be maintained through development and use of the flood storage areas.
- 33.3.9 Potential flood risk interactions with major infrastructure, including the M25 and wider strategic road network, will also be considered. Engagement with the EA, Lead Local Flood Authorities, National Highways and other relevant stakeholders will continue to inform the assessment methodology, modelling assumptions, climate change approach and mitigation relied upon in the **Environmental Statement**.

33.4 Covered River Corridor (CRC) and rivers

Consultation feedback

- 33.4.1 Some consultees considered that there was insufficient evidence to demonstrate that the CRC would work as intended. The EA questioned what fallback options were if these measures were not effective.
- 33.4.2 The EA said that combining rivers and making significant changes to river channels could alter natural river flows during flood events. Consultees also questioned whether bringing multiple rivers together would provide suitable conditions for river health and avoid deterioration under the Water Framework Directive (WFD).
- 33.4.3 Consultees objected to the diversion and culverting of rivers due to the resulting loss of natural river systems. Consultees raised concerns regarding ecological impacts, including habitat loss and fragmentation, reduced connectivity throughout the Colne Valley, and potential decline of river ecosystems. Consultees were also concerned

about impacts on fish, mammals, invertebrates, bats and birds, including protected species.

- 33.4.4 Some consultees expressed concern about water quality, including pollution from roads, runways and airport operations, as well as runoff from construction activities.
- 33.4.5 Consultees requested further information on the CRC design, river changes, habitat loss and alternative design options.
- 33.4.6 Specific concerns were raised regarding the River Colne and associated waterbodies, including change to river flows, interaction with neighbouring waterbodies, habitat fragmentation, and disruption of natural processes.

Response

- 33.4.7 Regarding EA's concern with the CRC's effectiveness, in 2017-18 four meetings were held with the EA specifically to discuss the WFD assessment approach and CRC concept design. WFD discussions have also been held during numerous other meetings with stakeholders, including the EA and NE, between 2017-20. Since the 2019 AEC, further engagement has been undertaken with the EA and NE on the WFD assessment approach, CRC concept, river design principles, infrastructure interactions, ecological connectivity and future permitting considerations.
- 33.4.8 While work is still ongoing, the CRC design will seek to maintain existing downstream flow distribution and provide appropriate flood conveyance, low-flow conditions, ecological connectivity and hydromorphological function as far as practicable.
- 33.4.9 Consultee concerns regarding the effectiveness of the CRC, changes to natural river systems, habitat loss and fragmentation, water quality, the River Colne and WFD compliance will be addressed through the ongoing design development and assessment process. This will be informed by updated modelling, surveys, monitoring and stakeholder engagement, with mitigation, compensation and any required environmental permits or approvals identified in the **ES** and other application documents. This work will be done with continual engagement with relevant stakeholders.

33.5 Drainage (roads and airfield) and SuDS

Consultation feedback

- 33.5.1 Consultees considered the Drainage Impact Assessment (DIA) was too high-level and lacked quantitative evidence.
- 33.5.2 Many consultees considered that aspects of the drainage strategy were inconsistent with Lead Local Flood Authority (LLFA) policies.
- 33.5.3 Consultees considered that the development should achieve more ambitious runoff reductions and demonstrate how surface water would be managed without increasing flood risk.

- 33.5.4 Several consultees requested further assessment of infiltration opportunities and drainage storage requirements.
- 33.5.5 The EA considered it unclear how runoff from runways and taxiways would be managed. They also questioned Heathrow's reliance on road-runoff interceptors and stated that sustainable drainage systems (SuDS) measures should be assessed before less sustainable alternatives. They also considered discharge via SuDS should be standard practice.

Response

- 33.5.6 The Drainage Impact Assessment and FRA will be supported by updated hydraulic modelling, runoff calculations and stakeholder engagement. The assessment will explain how surface water from roads, airfield areas and other hardstanding will be collected, attenuated, treated and discharged without increasing flood risk elsewhere.
- 33.5.7 The drainage design will seek to apply SuDS and treatment-train principles where practicable, while recognising the operational, safety and engineering constraints associated with airport infrastructure, particularly within runway and taxiway environments. Opportunities for infiltration, attenuation, source control, swales and other SuDS features will be assessed where ground conditions, groundwater constraints, water quality requirements and operational restrictions allow.
- 33.5.8 Engagement with the EA, LLFA's and other relevant stakeholders will continue to inform runoff rates, drainage storage requirements, discharge locations, water quality treatment and long-term maintenance arrangements. The final drainage strategy and supporting assessments will set out the quantitative basis for the design, any departures from local policy requirements, and the mitigation relied upon within the **ES**.

33.6 Mitigation

Consultation feedback

- 33.6.1 Consultees were concerned that there was insufficient information to understand, assess or have confidence in the proposed mitigation. The EA had concerns about a lack of clarity around mitigation, avoidance, reduction, compensation, and remediation. They suggested mitigation be mapped with confidence rating on the likelihood of outcomes.
- 33.6.2 Many consultees felt the scheme should deliver greater environmental enhancement and there were missed opportunities associated with green and blue infrastructure.
- 33.6.3 Several consultees focused specifically on mitigation relating to the diversion of rivers. Concerns were raised regarding the need for more certainty around mitigation measures as well as the need to align mitigation with existing river restoration and flood management programs.
- 33.6.4 The EA felt biodiversity mitigation had been underdeveloped as the Biodiversity Net Gain losses did not include linear loss of rivers and riparian habitats.

Response

- 33.6.5 In response to EA's concerns around mitigation and Biodiversity Net Gain (BNG), the Project will achieve the UK Government's overall requirement of delivering a net gain to biodiversity through the development of the DCO Project targeting a minimum of 10%. Further discussion has been undertaken with the EA on the respect linear loss of rivers and riparian habitat.
- 33.6.6 Regarding green and blue infrastructure, please refer to the Natural Environment Summary chapter. The blue and green infrastructure strategy is being progressed to meet the requirements of the ANPS (and HENPS going forward) as well as the latest policy requirements. This will be detailed in the future DCO Application.

33.7 Surface water treatment

Consultation feedback

- 33.7.1 Several consultees supported a more natural, treatment-train approach to managing surface water quality. This includes gravity-fed drainage systems rather than pumped systems and preference for managing water quality throughout the drainage network rather than relying solely on downstream treatment.
- 33.7.2 Consultees questioned whether sufficient space had been allocated for drainage, attenuation and treatment infrastructure and requested more detailed assessment of flood storage and attenuation requirements.

Response

- 33.7.3 The drainage design will seek to apply SuDS and treatment-train principles where practicable, while recognising the operational, safety and engineering constraints associated with airport infrastructure, particularly within runway and taxiway environments. Opportunities for infiltration, attenuation, source control, swales and other SuDS features will be assessed where ground conditions, groundwater constraints, water quality requirements and operational restrictions allow.

33.8 Water Framework Directive

- 33.8.1 A significant concern was that the Project may not comply with WFD requirements, unless WFD exemptions or derogations are granted. Some consultees expressed concern that WFD compliance was being assumed without demonstrating how mitigation would be delivered.
- 33.8.2 Several consultees challenged the assumptions, methodology and conclusions in the Preliminary WFD Assessment.

Response

33.8.3 With regard to WFD compliance, the Project is updating the WFD baseline to reflect current waterbody classifications, changes since the 2019 assessment and the evolving masterplan design. This includes a comprehensive watercourse survey programme, review of existing WFD data and continued technical engagement with the EA on WFD water bodies, baseline conditions, catchment pressures, mitigation areas and WFD enhancement opportunities. The developing mitigation strategy will identify river restoration and enhancement opportunities on retained watercourses, supported by monitoring and long-term maintenance where required. As the survey work and design development are ongoing, the final WFD assessment will confirm whether these measures are sufficient to avoid deterioration or whether an Article 4.7 derogation may be required.

34. Summary of the Project following 2019 AEC

34.1 Introduction

- 34.1.1 The feedback received at 2019 AEC covered a number of topics, encompassing the construction, operation, design and environmental effects of the Project. As set out in chapters 5 to 33 of this Report, Heathrow has carefully considered the feedback received and has made changes where it has considered appropriate to do so.
- 34.1.2 This chapter of the Report summarises the key aspects of the Project that have been informed by the 2019 AEC Consultation.
- 34.1.3 In general, there have been further refinements to proposals, assessments and proposed policies since the 2019 AEC, responding to changes in standards, guidance and land availability. The remainder of this chapter summarises key changes in response to the 2019 AEC feedback under main themes.

34.2 Design and masterplanning

- 34.2.1 In general, the design has evolved to respond to the 2019 AEC feedback and ongoing engagement through the following changes:
 - **Terminals** – proposed Terminal 2D satellite building moved further east, shortening the distance for passengers and bags, and improving the passenger experience.
 - **Car parking** – reduction in the scale of the proposed Northern and Southern Parkways by 10,500 and 2,000 spaces respectively, helping to reduce the visual and traffic effects at these locations.
 - **Hotels** – proposals have been consolidated into fewer, more efficient locations on existing airport land within the eastern and western terminal areas and around the Northern Gateway on Bath Road, with the previous proposed hotels removed from the Northern Parkway.
 - **Freight forwarding** – proposed sites have been reviewed and altered to reflect changes in land availability due to new development and planning consents over recent years.
 - **Local roads** – change to the design of the A3044 to integrate a dedicated bus route following feedback from Slough Borough Council, with general refinements to layouts to reflect updated stormwater drainage standards and highway guidance.
 - **Rail** – refinement to the approach to safeguarding future rail schemes by proposing a large underground facility to enable the delivery of future Western

and Southern rail routes into the existing station at Terminal 5 if these schemes are brought forward by others.

- **Aircraft maintenance** – minor layout changes to the proposed maintenance base in the east of the airport to include additional hangars on the existing E2 car park following engagement with existing airline operators.
- **Cargo** – changes have been made to refine the cargo approach through engagement with cargo handling operators, to reconfigure Cargo West and Cargo East developments within the airport boundary to improve efficiency and support future demand.
- **Community facilities** – continued refinement of proposed relocation for the Harmondsworth Primary School, and understanding of other schools that may be affected by aircraft noise to develop appropriate mitigation.
- **Water environment** – proposed flood storage areas have been required to be increased in response to updated hydrological and climate change guidance, and where possible these would be designed to allow for recreational use as well as providing ecological protection.
- **Landscape** – proposed Green Loop and wider landscape approach enhanced and to include improved connectivity and deliver long-term environmental benefits in response to stakeholder feedback for a stronger focus on sustainability and quality of place.

34.3 Construction

34.3.1 Following a review of the previous construction proposals, the main changes in response to the 2019 AEC feedback related to the Construction Support Sites, as follows:

- Removal of CSS16 (Holloway Lane Quarry) due to concerns over location.
- A new buffer zone included within the limits of CSS11 (Stanwell Moor) on the southern edge to increase the separation between construction activities and residents and businesses along Horton Road to the south.
- Proposed construction worker accommodation in the Bath Road area east of Longford, potentially making use of existing buildings in response to concerns raised in the 2019 AEC about potential accommodation and mobile homes on worksites.

34.4 Operational matters

34.4.1 The main change in response to the 2019 AEC relates to the following runway alternation matters:

- Listening to feedback, the proposals remove 2pm as an option for runway alternation and retain the current approach alternating at 3pm.

- A new option is also proposed to have runway alternation happening overnight, giving communities the opportunity to have a full day of respite periodically.

34.5 Surface access

34.5.1 The main refinements in response to the 2019 AEC and further design development below relate to the active travel proposals and parking strategy:

- **Active travel** – improved cycling connections proposed reflecting stakeholder feedback and a stronger focus on health, wellbeing and environmental outcomes. A shared hub network will provide a cycle link around the perimeter of the airport, which will facilitate safe, continuous provision to key employment centres. This is supported by a series of high-quality cycle hubs that will facilitate safe, secure cycle parking, and facilitate onward journeys via the proposed personal rapid transit (PrT) system and public transport interchanges to other parts of the airport, such as the Eastern and Western Campuses.
- **Parking strategy** – refined to reduce drop-off and pick-up behaviour (Kiss & Fly) which results in 4 car trips per passenger, in favour of more efficient trip types including Park & Fly which results in 2 car trips per passenger. Car parking will be provided at a proportionate scale to accommodate this modal shift and should result in fewer cars on the road and help achieve the ANPS/HENPS modal shift targets and Heathrow's own vision to strive for No More landside traffic compared to a 2019 baseline.

34.5.2 These form part of a wider strategy set out in the **Surface Access Strategy** document, where objectives include maximising the use of public transport and reducing the number of car trips to and from the airport.

34.6 Environmental measures

34.6.1 The relevant chapters provide clarifications on the detail on the assessment approach and methodologies set out in the 2019 AEC PEIR, with updated assessments provided in the **EICR**. The main environmental measures relate to the EMG framework and Noise Envelope, with relevant changes summarised below:

- **EMG framework** – set out in the EMG Topic Paper and updated to add thresholds along with limits to provide additional transparency, act as an early warning, and demonstrate the actions being taken to avoid limits. Where a threshold (set below limits) is reached a Prevention Plan would be provided and the Independent Scrutiny Panel would be involved in that process.
- **Noise Envelope** – further detail is provided in the EMG Topic Paper on how noise metrics and indicators could be used in the Noise Envelope, and how these will be informed by the work of the Noise Envelope Design Group (NEDG) and overarching Noise Abatement Objective.

34.7 Noise insulation and property policies

34.7.1 Further clarity has been provided on all property policies, and is set out in the Property Policies Information Paper and Noise Insulation Policy. These include:

- Further development of the property policies and support schemes, including the Home Purchase Scheme, Interim Property Hardship Scheme and Expansion Community Buildings Scheme.
- Establishing a variety of support services alongside the relocation process in order to guide, advise and help property owners and residents, through the development of a Home Relocation Support Service.

34.8 Community Compensation Fund and economic development

34.8.1 Further refinement and development of the Community Compensation Fund and Economic Development Framework have been undertaken since the 2019 AEC in response to feedback for greater clarity as follows:

- **Community Compensation Fund** – further clarity is provided on the purpose of the Fund, including the principles for what the Fund can and cannot support, eligibility criteria and when the Fund could support projects.
- **Economic Development Framework** – has been developed based on the feedback received at 2019 AEC consultation as well as more recent engagement over the last year. This retains Heathrow Academy as the primary platform, seeks to update the Heathrow World of Work programme to reflect future workforce requirements and help more SMEs to access and benefit from future opportunities.

35. Conclusions and next steps

35.1 Conclusions of AEC 2019

35.1.1 There was some support for the principle of the Heathrow expansion and the economic benefits, with a general request for further detail of the proposals, property policies, assessment methodology and proposed mitigation measures across all topics. This was balanced against the following key concerns raised by respondents to the 2019 AEC:

- Accessibility of consultation information, with materials considered overly technical, lengthy and difficult to navigate.
- The principle of Heathrow expansion based on the potential concerns around impacts to public health, noise, air quality and climate change.
- Uncertainty over future flightpaths, making it difficult for communities to understand the full effects of expansion.
- The effectiveness of mitigation measures, such as the EMG Framework and noise mitigation, and whether commitments will be adequately monitored and enforced.
- Loss of homes, and impact on the future of Longford and Harmondsworth, local community cohesion, and the level of support for displaced residents.
- Loss and displacement of community facilities and whether replacement facilities will be delivered in suitable locations and on time.
- Loss of Green Belt land, open space and countryside character.
- Whether the length of the night flight ban was sufficient to allow respite for residents.
- Whether Heathrow expansion could be accommodated without increasing road traffic, congestion, parking pressures and impacts on surrounding communities.
- Surface access modal shift targets relied too heavily on future public transport improvements.
- Construction impacts relating to traffic, congestion, road diversions, HGV movements, working hours, and whether mitigation would be in place before works begin.
- Greater clarity on location of, and need for relocated hotels, offices, freight facilities and displaced uses.

35.1.2 Heathrow is alive to these concerns and has, through the ongoing development of the Project, sought to bring forward a masterplan and a set of management measures which avoids or minimises the effects of the Project in these areas. Further detail on these matters is set out in the documentation published as part of this consultation.

35.2 Next steps

- 35.2.1 This consultation sets out Heathrow's up to date proposals in respect of the Project, having considered 2019 AEC responses, and Heathrow is keen to get your feedback on them before the DCO Application is finalised.
- 35.2.2 Following this consultation, Heathrow will carefully analyse the feedback received from this consultation in a similar way as is described in **Chapter 4 of this Report**. It will include in its DCO Application a report which sets out how it has considered that feedback (alongside the feedback at previous consultations such as the 2019 AEC) in finalising the application.

Appendix A Community Leaflet

Responding to the consultation

You can find more information about this consultation on our website, at consultation events and at our document inspection locations.

Your feedback is important and will help us determine our final proposals for expansion. You can provide us with your comments in several ways:

REMEMBER:
The deadline for
submitting feedback
to the consultation
is 11.55pm on
13 September 2019.

Providing your feedback



online using the feedback form on our website
aec.heathrowconsultation.com



complete a **feedback form**, available at events or on request using the contact details provided in this leaflet



email us at feedback@heathrowconsultation.com



write to us at Freepost LHR AIRPORT EXPANSION CONSULTATION

Finding out more



Find all the consultation information on our website
aec.heathrowconsultation.com



Email any questions about the consultation to
info@heathrowconsultation.com



Follow @LHRconsultation to stay up to date on event details



Call our freephone number
0800 307 7996
(open Monday to Friday, 9am-6pm)

If you would like a large text or alternative format of this document, please contact 0800 307 7996 or email info@heathrowconsultation.com



Heathrow

Heathrow is changing Get involved and have your say



Airport Expansion Consultation 18 June 2019 – 13 September 2019

We are proposing to expand Heathrow, which involves building a new runway, changing how our airport operates, and carefully managing the way we grow.

We have held two previous consultations on changes to the airport and the way it operates, one in 2018 and one earlier this year. Since then, we have been carefully considering the feedback received and have used your comments to help develop our proposals.

We are now carrying out our statutory Airport Expansion Consultation to show you our latest proposals, and we would like to hear your views.

This is your opportunity to give us your feedback on:

- Our preferred layout for the airport, including the location of the new runway, taxiways, terminals and other infrastructure
- Our preferred options for how we will operate the airport in the future
- How we will manage and mitigate the effects of expansion, including property compensation and approaches to noise and air quality

See inside to find out more about what we are consulting on as part of our **Airport Expansion Consultation** and how you can take part.



**AIRPORT
EXPANSION
CONSULTATION**

Heathrow

Expanding Heathrow

This shows some of the key aspects of our preferred option for the future layout of the airport.

Your views are important to us and we would like to know your thoughts on this proposal including our preferred options for changes to roads, rivers and new developments.

We would also like your feedback on how we will manage the effects of the construction and operation of the airport and changes to our runway operations.

Your feedback will be used to shape the final proposals for the expansion of Heathrow.



KEY

- 1. New 3rd runway
- 2. New passenger facilities
- 3. An expanded Terminal 5 and enhanced public transport hub
- 4. Terminal 2, new passenger facilities and an enhanced public transport hub
- 5. Expanded cargo area
- 6. New car parking with direct access to Terminal 5 (southern parkway)
- 7. M25 diverted beneath the new runway
- 8. New pedestrian and cycling route
- 9. New car parking with direct access to Terminal 2 (northern parkway)
- 10. Bath Road
- 11. New Hatton Cross commercial development
- 12. Existing North Runway
- 13. Existing South Runway
- 14. New Southern Road Tunnel entrance

Visit aec.heathrowconsultation.com to view our proposals and have your say

Why have I received this leaflet?

You are receiving this leaflet because the way in which the airport expands may affect you.

This consultation will show you our latest plans and give you the opportunity to share your views. Your feedback will help shape the proposals that we will put forward as part of our application to the Secretary of State for Transport to expand Heathrow.

Consultation events

Come along to any event to speak to a member of the Heathrow team and find out more about the consultation. You can also pick up copies of the consultation documents, watch our videos and animations, view our model of the expanded airport and listen to sound demonstrations.

WANDSWORTH

Tuesday 2 July, 2-8pm

Wandsworth Civic Suite, Wandsworth High Street, London SW18 2PU

HARMONDSWORTH

Wednesday 3 July, 2-8pm

St Mary's Church, High Street, Harmondsworth, West Drayton UB7 0AQ

CHELSEA

Friday 5 July, 2-8pm

Chelsea Old Town Hall, King's Road, Chelsea, London SW3 5EE

MAIDENHEAD

Saturday 6 July, 10am-4pm

Nicholsons Shopping Centre, Nicholsons Lane, Maidenhead SL6 1LB

STANWELL MOOR

Sunday 7 July, 10am-4pm

Stanwell Moor Village Hall, 123 Horton Road, Stanwell Moor, Staines TW19 6AQ

LONGFORD

Tuesday 9 July, 2-8pm

Thistle London Heathrow Terminal 5, Bath Road, Longford UB7 0EQ

EALING

Wednesday 10 July, 2-8pm

DoubleTree by Hilton London – Ealing, 2-8 Hanger Lane, Ealing Common, London W5 3HN

WOKING

Thursday 11 July, 2-8pm

H.G. Wells Conference Centre, Church Street East, Woking GU21 6HJ

RICKMANSWORTH

Friday 12 July, 2-8pm

Watersmeet, High Street, Rickmansworth WD3 1EH

YIEWSLEY & WEST DRAYTON

Saturday 13 July, 10am-4pm

Yiewsley & West Drayton Community Centre, 228 Harmondsworth Road, West Drayton UB7 9JL

GERRARDS CROSS

Tuesday 16 July, 2-8pm

Colston Hall, 8 East Common, Gerrards Cross SL9 7AD

NORTHOLT

Wednesday 17 July, 2-8pm

Northolt Leisure Centre, Eastcote Lane North, Northolt UB5 4AB

LAMBETH

Thursday 18 July, 2-8pm

Wheatsheaf Community Hall, Wheatsheaf Lane, off South Lambeth Road, London SW8 2UP

CENTRAL LONDON

Friday 19 July, 2-8pm

20 Cavendish Square, London W1G 0RN

LEATHERHEAD

Saturday 20 July, 10am-4pm

Leatherhead Methodist Church, Church Road, Leatherhead KT22 8AY

EAST MOLESEY

Tuesday 23 July, 2-8pm

Imber Court Sports Club, Ember Lane, East Molesey KT8 0BT

HAMMERSMITH

Wednesday 24 July, 2-8pm

Hammersmith Town Hall, King Street, Hammersmith W6 9JU

HARROW

Thursday 25 July, 2-8pm

Harrow Leisure Centre, Christchurch Avenue, Harrow HA3 5BD

FELTHAM

Saturday 27 July, 10am-4pm

Feltham Assembly Hall, Feltham Park, Hounslow Road, Feltham TW14 9DN

BRACKNELL

Tuesday 30 July, 2-8pm

Grange Bracknell Hotel, The Ring, Bracknell RG12 1ED

SIPSON

Wednesday 31 July, 2-8pm

London Heathrow Marriott, Bath Road, Harlington, Hayes, Middlesex UB3 5AN

BEACONSFIELD

Thursday 1 August, 2-8pm

The Fitzwilliams Centre, Windsor End, Beaconsfield HP9 2JW

HOUNSLOW

Friday 2 August, 2-8pm

Hounslow House, 7 Bath Road Hounslow Middlesex TW3 3EB

STANWELL

Saturday 3 August, 10am-4pm

Stanwell Village Hall, 13 High Street, Stanwell Village TW19 7JR

BRENTFORD

Wednesday 7 August, 2-8pm

Holiday Inn Brentford Lock, Commerce Road, Brentford TW8 8GA

HARLINGTON

Thursday 8 August, 2-8pm

St Peter and St Paul's Church Harlington, High Street, Harlington, Hayes UB3 5DN

EWELL

Friday 9 August, 2-8pm

Bourne Hall, Spring Street, Ewell KT17 1UF

COLNBROOK

Saturday 10 August, 10am-4pm

Colnbrook Village Hall, Vicarage Way, Colnbrook SL3 0RF

CAMBERLEY

Tuesday 13 August, 2-8pm

The Square, Camberley, Surrey GU15 3SL

BRENT

Wednesday 14 August, 2-8pm

The Drum at Wembley, Brent Civic Centre, 32 Engineers Way, Wembley HA9 0FJ

WALTON-ON-THAMES

Thursday 15 August, 2-8pm

Xcel Sports Hub, Waterside Drive, Walton-on-Thames KT12 2JG

STAINES

Friday 16 August, 2-8pm

The Hythe Centre, Thorpe Road, Staines TW18 3HD

WIMBLEDON

Saturday 17 August, 10am-4pm

Everyday Church, 30 Queens Road, Wimbledon SW19 8LR

UXBRIDGE

Tuesday 20 August, 2-8pm

Brunel University London, Conference Services, Uxbridge Campus, Kingston Lane, Uxbridge UB8 3PH

ASCOT

Wednesday 21 August, 2-8pm

Ascot Racecourse, High Street, Ascot SL5 7JX

RICHINGS PARK

Thursday 22 August, 2-8pm

Absolutely Fitness - Richings Sports Park, 34A Wellesley Avenue, Richings Park, Iver SLO 9BN

CHISWICK

Friday 23 August, 2-8pm

Chiswick Town Hall, Heathfield Terrace, Turnham Green, London W4 4JN

WINDSOR

Saturday 24 August, 10am-4pm

Windsor Youth and Community Centre, Alma Road, Windsor SL4 3HD

KINGSTON UPON THAMES

Tuesday 27 August, 2-8pm

Kingston University, Penrhyn Road Campus, Penrhyn Road, Kingston upon Thames KT1 2EE

RICHMOND

Wednesday 28 August, 2-8pm

Richmond Adult Community College, Parkshot, Richmond Upon Thames, London TW9 2RE

SLOUGH

Thursday 29 August, 2-8pm

The Curve Slough, William Street, Slough SL1 1XY

TWICKENHAM

Friday 30 August, 2-8pm

York House, Richmond Road, Twickenham TW1 3AA

SOUTHALL

Saturday 31 August, 10am-4pm

The Dominion Centre, 112 The Green, Southall, Middlesex UB2 4BQ

We will hold sound demonstrations at all venues which have the headphones icon next to them.

We may hold additional events during the consultation. To find out more, please visit aec.heathrowconsultation.com

Document inspection locations

You can also visit any of our document inspection locations to view information on the consultation.

These inspection locations are not staffed so if you do have a query you will need to contact us so that we can help you.

For further details on our document inspection locations please see our website aec.heathrowconsultation.com

Documents at these locations are for reference only, if you need hard copies of the documents to take away, please contact us using the details in this leaflet.

Banstead Library SM7 2AW

Barbican Library EC2Y 8DS

Bracknell Central Library RG12 1BH

Brent Civic Centre HA9 0FJ

Brixton Library SW2 1JQ

Charing Cross Library WC2H 0HF

Croydon Central Library CR9 1ET

Ealing Council Offices W5 2HL

Elmbridge Borough Council Civic Centre KT10 9SD

Epsom Library KT19 8AG

Gayton Library HA1 2EE

Guildford Library GU1 4AL

Hammersmith Library W6 7AT

Hendon Town Hall NW4 4BG

Horsley Library KT24 6QR

Hounslow House TW3 3EB

Islington Central Library N5 1PF

John Harvard Library SE1 1JA

Kensington Town Hall W8 7NX

Kingston Library KT1 2PS

Leatherhead Library KT22 8DP

London Borough of Sutton Offices SM5 2JG

Maidenhead Library SL6 1QU

Merton Civic Centre SM4 5DX

Old Windsor Parish Council Offices SL4 2QL

Reigate and Banstead Town Hall RH2 0SH

Richmond Reference Library TW9 1TP

Runnymede Civic Centre KT15 2AH

South Bucks District Council Offices UB9 4LH

Spelthorne Borough Council Offices TW18 1XB

Surrey Heath Borough Council Offices GU15 3HD

Swiss Cottage Library NW3 3HA

The Curve Slough SL1 1XY

Three Rivers District Council Offices WD3 1RL

Twickenham Library TW1 3JT

Uxbridge Library UB8 1HD

Wandsworth Town Hall SW18 2PU

Watford Central Library WD17 3EU

West End Parish Council Offices GU24 9JP

Windsor Library SL4 1ER

Woking Borough Council Civic Offices GU21 6YL

Xcel Sports Hub KT12 2JG

Appendix B Exhibition Boards

Welcome

Thank you for taking part in our consultation about the expansion of Heathrow. We value your feedback.

Heathrow expansion

We are consulting on our preferred proposals for expanding Heathrow.

We will consider all feedback from this consultation and it will help shape the final plans we submit to the Secretary of State in 2020.

During this consultation you can find out about our proposals for:

- Our Preferred Masterplan
- Construction
- Future operations
- Travelling to and from Heathrow – Surface access
- Managing the effects of expansion
- Growing within environmental limits
- Community fund
- Property and compensation

For the flight paths for our three-runway airport, we are following the CAA's Airspace Change Process. This requires us to carry out ongoing airspace design work and stakeholder engagement to develop our flight path options. We expect to consult on these in 2022 as part of the separate Airspace Change Process.



During this consultation you can find out about our proposals for:

- Our Preferred Masterplan
- Construction
- Future operations
- Travelling to and from Heathrow – Surface access
- Managing the effects of expansion
- Growing within environmental limits
- Community fund
- Property and compensation

If you have any questions please speak to a member of the project team. A range of documents are available to help you provide feedback to this consultation, including our **Consultation Document**, **Non-technical Summary** of our **Preliminary Environmental Information Report** and **Feedback Form**, as well as a full set of **technical documents**.



Heathrow

Introduction

Heathrow plays a critical part in the UK economy and its expansion is vital to securing the country's economic future as an outward looking nation.



Airport capacity in the South East has become one of the UK's most significant infrastructure issues in recent years. In late 2012 the independent Airports Commission was set up to consider this problem and make recommendations to help the UK maintain its position as Europe's most important aviation hub.

In June 2018, following approval by Parliament, the Secretary of State for Transport designated the Airports National Policy Statement (NPS). The Airports NPS confirmed policy support for a north west runway at Heathrow, and sets the policy framework for deciding whether our proposals to expand Heathrow should be granted development consent.

This is your opportunity to share your views on our preferred proposals for developing and operating an expanded Heathrow. Feedback to this consultation will help refine our proposals before we submit our application for a Development Consent Order (DCO) to the Secretary of State.

We have been reviewing everything you have told us to date and have refined our expansion proposals, taking your feedback into account.

Your views
If you have any questions please speak to a member of the project team here today. For your feedback to be considered you need to respond to this consultation by **11.59pm on 13 September 2019**.



Heathrow

Masterplan

Heathrow's vision is to give passengers the best airport service in the world. The layout of an expanded Heathrow – and all the different parts within it – is crucial to achieving this vision.

Overview of the illustrative Preferred Masterplan



The expansion of Heathrow is made up of a number of different parts which together form our Preferred Masterplan.

- These parts include:
- The airfield
 - Terminals, satellites, and aprons
 - Roads and rail
 - Active travel
 - Water environment
 - Airport supporting development
 - Parking
 - Land uses and community facilities
 - Landscaping
 - Utilities

We have designed it to cater to the needs of local communities, airlines, freight operators, commuters, our investors, other airport users, as well as passengers. It must also be sustainable, efficient, affordable and fulfil our commitments to the environment.

Our Preferred Masterplan takes account of feedback given at the Airport Expansion Consultation in January 2019, as well as feedback received through engagement with our communities and stakeholders and the findings of our ongoing surveys and assessments.

Your views
We want to know what you think about:

- any specific parts of our Preferred Masterplan or the components that make up the Preferred Masterplan
- the sites we have identified for buildings and facilities we are proposing to move
- our boundary design proposals to manage noise and the effects on views around the boundary of the expanded airport
- our development proposals and the measures proposed to reduce effects in the areas identified in the Heathrow Expansion and Your Area documents
- the legal powers and constraints on development that should be contained in our DCO

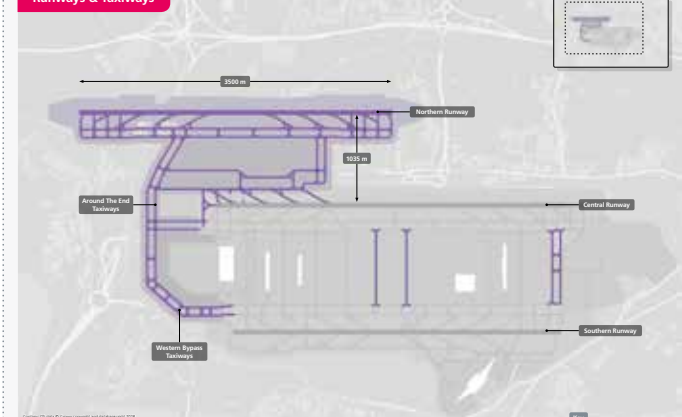
For more information on our Preferred Masterplan, please see **Section 3** of the **Consultation Document**.



Heathrow

Masterplan

Runways & Taxiways



In line with the Airports NPS, the proposed runway will be 3,500m long and located north west of the airport. It has a total width of 60m, which includes a 45m wide runway with 7.5m wide paved shoulders on each side.

Terminals, Satellites & Aprons



For more information on our terminals, satellites, and aprons, please see **Section 3.2** of the **Consultation Document**.



Heathrow

Masterplan

Active Travel



The **Green Loop** is a proposed, roughly 20km route around the airport made up of existing and proposed footpaths and cycleways. It can help to connect open spaces, communities and populations of wildlife.

Water (Rivers, Flood Storage & Drainage and Pollution Control)



The expansion of Heathrow will extend the airport into the Colne Valley, affecting the routes of a number of watercourses and areas of existing floodplain. We plan to address our effects by creating opportunities for significant enhancements.



Heathrow

Masterplan

Roads and rail



Sustainable and resilient surface connectors play a key role in ensuring our passengers and colleagues can reach the airport and surrounding areas. With expansion, Heathrow's position as an integrated transport hub will grow, with new coach, rail, bus and cycle routes to the airport.



Heathrow

Construction

We recognise that the construction and operation of an expanded airport will affect the day-to-day lives of local people. We take seriously our responsibility to those around us to minimise the potential negative effects of expansion during and after construction.

Construction will take place over a number of years across different stages of development. Our outline programme for construction of our Preferred Masterplan includes:

Anticipated early works ahead of the decision on our DCO application to allow development of our project to start (see Figure 1).

DCO approval to runway opening (2021 to around 2026), including removal of existing buildings, earthworks, construction and improvement of motorways and roads and re-routing of rivers and utilities (see Figures 2 and 3).



Heathrow

Construction

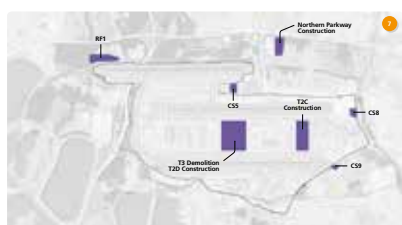
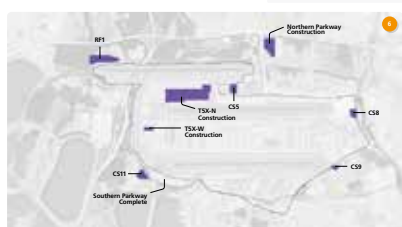
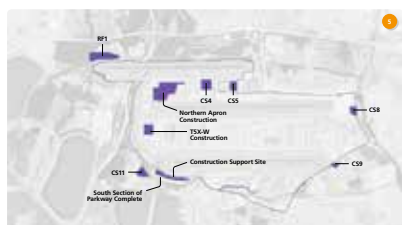


From runway opening (around 2026) to approximately 115 mpps (around 2030), Activity, such as ongoing development of terminals and new aircraft stands – increasingly consolidated in the expanded airport boundary (see Figures 4 and 5).

From approximately 115 mpps (around 2030) to approximately 130 mpps (around 2035), Construction activities – such as changes to terminals, aprons and continuation of works to expand the new Southern Parkway – predominantly within the airport (see Figure 6).

From approximately 130 mpps (around 2035) to approximately 142 mpps (around 2050), Most construction activity within the airport including the last phase of Terminal 3, the expansion of Terminal 2 and completion of the Northern Parkway (see Figure 7).

Terminal 5X is a new terminal and apron project team have consulted and connected to the west of Terminal 5. Terminal 5XN is a satellite located between the existing central runway and the proposed runway.



Heathrow

Note: The only panels that need to be positioned together – as content extends across two panels

Construction

Construction logistics

The expansion of Heathrow will require a number of construction projects to take place at the same time, an extensive supply chain and a large labour force. To reduce our effects on local communities, the public, the environment, and airport operations we need to manage our construction activity carefully, using off-site hubs as well as keeping construction activity within the development site as much as possible.

Our approach will include:

- Keeping as much construction activity as possible within the areas of land which we require permanently for the Project and where necessary sensitively locating 'construction support sites' as close as possible to construction areas. These are shown in Figure 8.
- The use of all for importing materials to the Project site, and the optimisation of road deliveries through the deployment of delivery management systems will reduce carbon emissions, effects on local air quality and congestion from construction vehicles;
- Careful management of construction traffic – minimising the distance vehicles have to travel on public roads and creating temporary roads on site to reduce our effects on local roads;
- Sensitively managing the construction workforce including creating a 'Worker Code of Conduct' and ensuring security measures are put in place around the site;
- Putting in place a range of temporary utilities, buildings and structures;
- Logistics hubs will be used to pre-build some parts of the Project before transporting them in consolidated loads to the construction site, reducing the number of vehicle trips that would otherwise be required.

To help us control and manage the potential effects of construction on local communities, businesses and the environment, we will put in place a Code of Construction Practice. A draft is available as part of this consultation.

Travelling to and from Heathrow – Surface Access

Expansion is an opportunity to strengthen transport connections to, from and around the airport. We want to use this chance to provide a range of efficient and sustainable options for passengers, colleagues and communities around Heathrow.

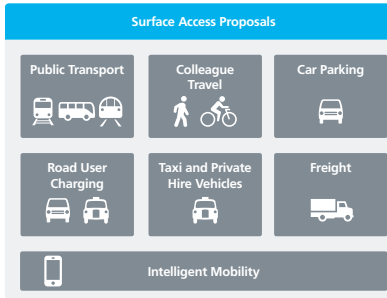
Our plans for an expanded Heathrow will align with our pledge for no more airport-related traffic on the roads than there is today. As the airport grows, the number of people and goods vehicles needing to travel to and from Heathrow will increase. We want to accommodate this increase in demand in a way that reduces effects on local communities and on the wider UK transport network. To do this, we need to manage surface access to control both emissions and congestion.

The Airports NPS sets out targets for us to increase the proportion of trips made to the airport by passengers by public transport to at least 50% by 2030 and 50% by 2040.

The Airports NPS also requires us to reduce the number of car trips made by colleagues by at least 25% by 2030 and 50% by 2040 compared to 2013 levels.



Our Surface Access Proposals document covers seven key areas, as outlined in the diagram below.



Your views

We want to know what you think of our construction proposals and the ways we are proposing to minimise effects on communities and the environment.

Section 4 of our Consultation Document provides more information on our construction proposals.



Heathrow



Heathrow

Travelling to and from Heathrow – Surface Access

We plan to improve:

Public transport by

- Making best use of existing public transport
- Supporting committed improvements
- Developing new public transport routes

Road user charging with the

- Heathrow Ultra-Low Emissions Zone
- Heathrow Vehicle Access Charge

Car parking by

- Replacing colleague parking with passenger parking
- Reducing the number of parking spaces per passenger
- Consolidating car parking at 'parkways', allowing us to minimise congestion, reduce the amount of land we need for car parking and provide high frequency links directly to the terminals
- Increasing provision for electric and zero-emissions vehicles

Colleague travel by

- Introducing new infrastructure for walking and cycling
- Relocating significant employment sites to locations where they can be easily accessed by bike, on foot, or by public transport
- Introducing safe cycling routes around the airport and in local communities

Taxi and private hire vehicles by

- Increasing 'backhitching' passengers are matched to drivers so that vehicles are full in both directions
- Promoting taxi sharing, increasing the number of passengers each vehicle carries

Freight by

- Consolidating cargo consignments onto fewer vehicles
- Providing areas where drivers can wait off-street before being called up to the Car Cargo Centre when goods are ready for drop-off or collection

Intelligent mobility by

- Using innovative technologies, data and data to improve the information and services that help people and goods to travel efficiently to, from and around the airport

Your views

We want to know what you think about:

- our surface access proposals and how we could further encourage or improve public transport access to the airport;
- our proposals for the Heathrow Ultra Low Emission Zone and Heathrow Vehicle Access Charge as ways to manage congestion and air quality impacts;

and any other comments you may have on our Surface Access Proposals.

Your views

We explain our proposals for each of these areas in Section 6 of the Consultation Document.



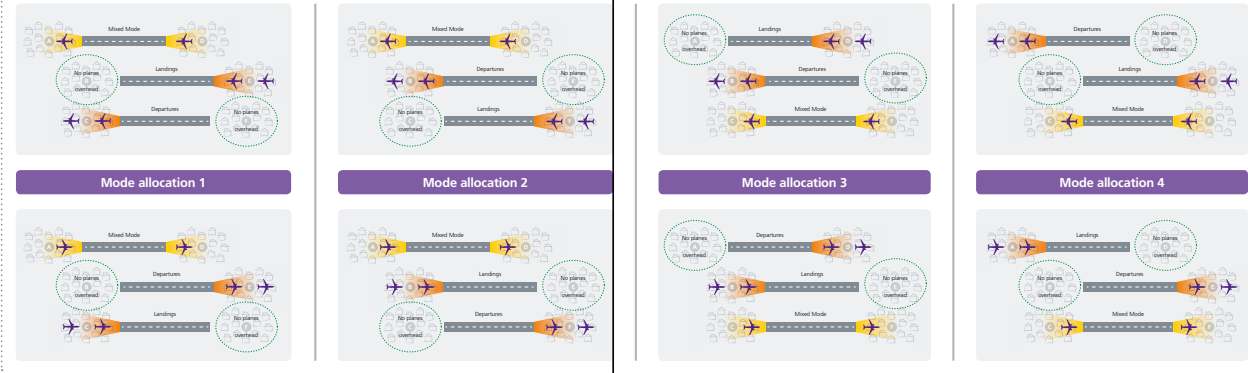
Heathrow

Future operations

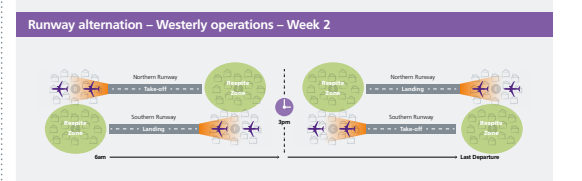
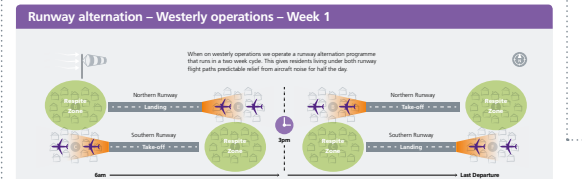
Moving from two to three runways will add capacity and the potential to alternate their use to improve our operational procedures and carefully manage our effects on those in communities.

Proposed Future Operations

We have developed four different arrangements for mode allocations under westerly (top row) and easterly (bottom row) operations showing how close in communities will receive respite regardless of wind direction.



Current Operations



What is mode allocation?

Mode Allocation means how each runway is used for landings or departures. If a runway is used for either landings or departures, we call this 'segregated mode'. If it is used for both landings and departures, we call this 'mixed mode'.

Future operations

We believe our proposals give the right overall package of measures because when combined, they provide every community with at least 7 hours' respite between 22:00 and 07:00.

Our proposals will:

- Share early morning, evening and night respite between communities;
- Ensure that a community which experiences early morning arrivals before dawn is not subject to any operations after 2pm/3pm the previous day;
- Ensure that where any community experiences night operations in the recovery period they will not experience any aircraft overhead the following day before 2pm/3pm;
- Ensure that the number of communities experiencing early morning operations (pre dawn) on any particular day is minimised by landing these on just one runway;
- Allow us to deliver at least 740,000 movements per year, as required under Government policy and stated in the Airports NPS;
- Continue to allow onward connections to and from long-haul flights;
- Avoid a sudden surge of activity when operations start in the morning.

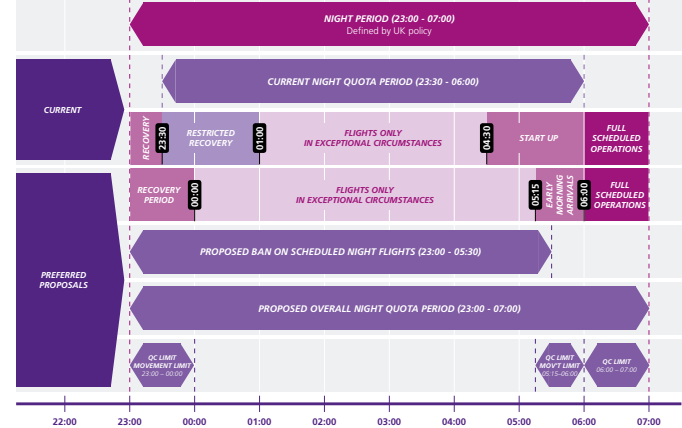
What is a recovery period?

The period when the airport can recover from any delays that have built up over the course of the day.

What is the quota count?

Each plane has a number of points based on how noisy it is – the noise it travels to and higher the number of points. If a plane lands or takes off during the Night Quota Period, its points count towards a QC Limit.

Current and proposed night flight timings



Your views

We want to know what you think about:

- our runway alternation proposals, in particular whether you think we should alternate the runways at 2pm or 3pm

What is movement limit?

Restricts the total number of flights that can take place in the Night Quota Period.

For more information on future operations please read section 5 of our Consultation Document.



Heathrow

Managing the effects of expansion

We are committed to developing Heathrow responsibly and sustainably with a focus on the wellbeing of our communities and the environment.

Our initial conclusions on the 'likely' significant environmental effects' of the project are set out in our Preliminary Environmental Impact Report (PEIR).

Information on how specific communities are affected by our proposals are set out for each local village in documents called 'Heathrow Expansion and Your Area'.

Section 7 of our Consultation Document and the Preliminary Environmental Information report set out in detail the work we have carried out to assess the different factors we need to consider. Our environmental work to date has focused on:

- Air quality and odour
- Health
- Noise and vibration
- Socio-economics and employment
- Transport network users
- Biodiversity
- Historic Environment
- Land quality (fertility of the soil)
- Landscape and visual impact
- Water environment
- Carbon and climate change
- Waste

Your views

We want to know what you think about our proposals to manage the environmental effects of expansion and, in particular:

- whether there are any other initiatives or proposals that we should consider to address the emissions from airport related traffic or airport operations;
- our proposals to help health and well-being, in particular whether there are any proposals that you think we should consider to address the effect of the Project on the health and wellbeing of our colleagues, neighbours and passengers;
- our proposals for maximising new jobs and training, in particular, whether there are any other ways that we can maximise skills and training opportunities to benefit our local communities;
- on our approach to addressing effects on the historic environment, including any particular proposals you would like us to consider.



Heathrow

Managing the effects of expansion

Managing the effects of noise

We know that noise is a very important issue for communities around the airport. Noise effects today are primarily caused by flights arriving and departing.

These include:

- A proposed 6.5 hour ban on scheduled night flights;
- A runway alternation scheme to provide predictable periods of respite; and
- Quieter operating procedures such as 'steep approaches' which will lead to quieter approaches by aircraft to the airport.

The noise contour map shows the size of the 57dB (LAeq) noise contour in 1974 compared to 2013 and 2035 forecasts:

1974 35NNI contour

Leq contour in dB(A) over 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.

2013 57 dBA contour*

Leq equivalent sound level of aircraft noise exposure in 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.

2035 57 dBA contour

Leq contour in dB(A) over 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.

2035 57 dBA contour

Leq contour in dB(A) over 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.

2035 57 dBA contour

Leq contour in dB(A) over 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.

2035 57 dBA contour

Leq contour in dB(A) over 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.

2035 57 dBA contour

Leq contour in dB(A) over 16 hours forecast and assessed in the Preliminary Environmental Information report with a new runway, 340,000 air traffic movements per year and based on an all-weather airspace design.



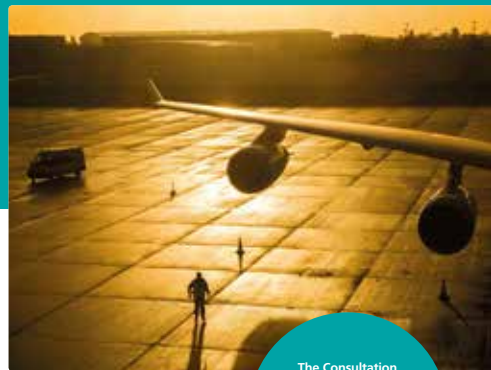
A central part of our plans to manage aircraft noise in the future is a 'noise envelope'. A set of legally binding and enforceable limits and controls that will provide certainty now and in the future.



Heathrow

Growing within environmental limits

Expansion at Heathrow is not a choice between the economy and the environment – it must deliver for both.



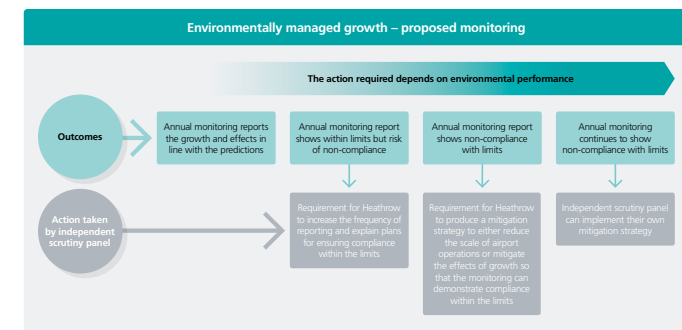
The Consultation Document Environmentally Managed Growth explains our proposals in more detail. It includes a draft of the limits that might be adopted.

We are mindful that as the airport is expanded and redeveloped, there will be an increase in aircraft operations and passenger numbers. The main effects growth relate to:

- Surface access (traffic)
- Air quality
- Aircraft noise
- Carbon emissions

We propose to manage our growth using an environmental framework known as **Environmentally Managed Growth**. This will require us to identify and commit to defined limits. These limits will set out the maximum level of effect that we will be allowed as use of the airport grows.

If acceptable to the Secretary of State for Transport, the framework and limits will be part of our approval to grow, and we will be legally bound to remain within the published limits. We propose that an Independent Scrutiny Panel is established to hold us to account.



Your views

Please tell us what you think of our proposed approach to manage the future growth of the airport within environmental limits. Is there anything else we should consider as we develop the framework and its potential limits?



More information about our plans to grow within environmental limits can be found in the **Environmentally Managed Growth** document and **Section 8** of the Consultation Document.

Community fund

As part of our expansion plans, we are proposing a new Community Fund ("the Fund") to help address the positive and negative effects of the Project and improve the quality of life in the area around the airport.

Illustrative visualisation of Hammondsworth



Eligibility to the Fund

In principle, we think the Fund could be used for:

- Enhancements to quality of life, which could include spending relating to community activities, health, transport, or the environment.
- Initiatives which help enhance the benefits of expansion for local communities, such as support for the Heathrow Academy, skills and job initiatives, and apprenticeship schemes.
- Enhancements of re-provided facilities or services which are linked to the Project and which deliver a wider community benefit.
- Additional or ongoing mitigation measures.

Size of the Fund

Until we have completed our full assessment of effects, we cannot know the likely variety of measures needed and necessary size of the Fund. We do think, however, that it may be appropriate for the size to vary over time, as the Project moves through its different phases.

Duration of the Fund

Depending on what the Fund is used for, it is possible that it could start funding measures during the construction period or when the new runway opens. Some parts of the Fund could end when the relevant impacts end, or when the necessary outcomes have been achieved. Other elements of the Fund could be on-going, managed by a review process which takes account of how the Fund is performing.

Your views

We want to know what you think about our proposals for the Fund, including what it is spent on, where it is spent, and how it should be funded and delivered.



For more information on the Fund please read **section 7.2** of the Consultation Document.

Property and compensation

We recognise that people who live in or own property near Heathrow could be affected by its expansion.



The full extent of the land we will need has not yet been fixed and will depend on the final design of the Project, which will be submitted as part of our DCO application.

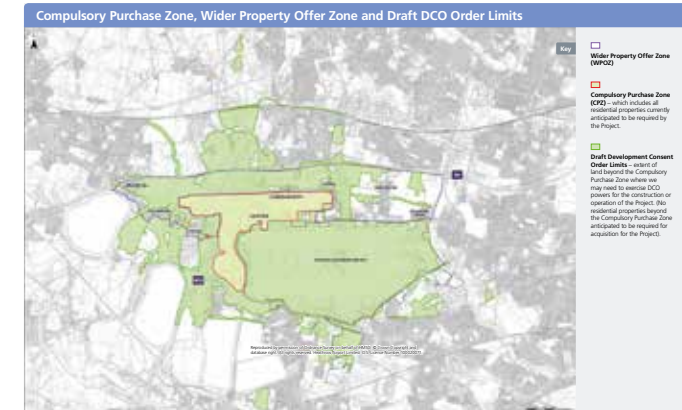
We have developed discretionary property compensation schemes, including enhanced compensation for which owners or occupiers of affected properties may be eligible.

We have identified the following land acquisition and property compensation zones shown on the map:

- The area edged purple shows the Wider Property Offer Zone; this comprises those properties within close proximity to the proposed new boundary of the airport that could be affected by our activities even though they are not required for the Project.
- The area edged red covers the Compulsory Purchase Zone; this reflects our current understanding of the boundary of the future, expanded airport.

They do not represent the final limits of what might be needed (no residential properties beyond the boundary of the airport that could be affected by our activities even though they are not required for the Project).

There are different compensation offers available depending on your particular circumstances and location. We recommend speaking to one of our property representatives for more detail on each of these policies; the compensation offers within them, your eligibility and how you can apply.



Your views

We want to know what you think about our interim Property Policies, including our general approach to buying properties and land and our approach to compensation, including our discretionary compensation offers.



For more detail on each of the interim policy offers, your eligibility and how you could apply, please read **section 10** of the Consultation Document, our **Proposals for Mitigation and Compensation** and the **Property Policies Information Paper**.

Airspace

We have considered the likely effects of flight paths as part of our assessment of environmental effects, but we will not know the final airspace design until after our flight path options consultation (currently planned for 2022).



Both the airspace change and the DCO processes will be overseen by the Secretary of State for Transport.

The changes to our flight paths follow a separate approval process to the physical expansion of the airport on the ground.

To obtain permission for changes to flight paths, we need to submit an Airspace Change Proposal to the Civil Aviation Authority (CAA). But we can only do that once we have DCO consent.

We have developed a range of "test case" airspace designs which provide a good basis to inform our environmental assessment for this stage of the DCO. They do not represent the final airspace design.

We are currently reviewing the 20,000 suggestions of "local factors" from our Airspace and Future Operators. Consultation earlier this year. Airside locations which are known to be sensitive to noise, these local factors will help us consider the effect of different flight path options. We will undertake a full public consultation on the flight path changes for expansion in 2022.

This will be an opportunity for you to have your say on our proposals for aircraft arrival and departure routes. We are also undertaking some changes to help our current two-runway airport operate more efficiently. Please visit www.heathrow.com/airspace for more information on changes to our current operations.



More information on these airspace changes is available in **Section 11** of the Consultation Document and on our website at www.heathrow.com/airspace

Have your say

Thank you for taking part in this consultation. Your feedback is very important in shaping our plans for Heathrow Expansion. Your comments will help inform the proposals we plan to submit to the Secretary of State in 2020.



We will analyse and consider all the responses we receive. The deadline for responding to our consultation is 11.59pm on 13 September 2019.

You're invited to consider the following issues in your feedback to this consultation:

- Our Preferred Masterplan for expansion;
- Our plans to operate the future airport;
- Our assessment of the effects of the airport's growth;
- Plans to manage the effects of expansion.

You can provide us with your comments in several ways:

1. **Online:** feedback can be submitted via our project website aec.heathrowconsultation.com
2. **Write to us at: Freepost LHR AIRPORT EXPANSION CONSULTATION**
3. **Complete a hard copy feedback questionnaire,** available on request or at our consultation events
4. **Email:** send an email to us at: feedback@heathrowconsultation.com

Next steps

We will analyse and consider all the comments we receive. Your feedback will then be taken into account alongside the findings of our ongoing design and assessment work as we refine our proposals.

We will then finalise our Environmental Statement and a range of other supporting technical documents, including a Consultation Report which will set out details of the feedback received and how it has been considered.

These documents will form part of our application to the Planning Inspectorate for Development Consent. We are on track to submit in 2020 and, subject to consent being granted, our new runway could open in around 2026.



Heathrow expansion is considered as a Nationally Significant Infrastructure Project (NSIP). To get permission for the expansion we must apply for a Development Consent Order (DCO) under the Planning Act 2008.

When we submit our DCO application it will be examined by Inspectors appointed by the Planning Inspectorate who will review and examine it on behalf of the Secretary of State.

This process includes an examination stage, during which anybody with an interest in the project can make representations to an independent examining authority.

The Planning Inspectorate will then make a recommendation to the Secretary of State for Transport, who will then make the decision on whether to grant or refuse permission for the scheme to go ahead.

Further information can be found in our **DCO Process Information Paper**.

Indicative timeline

HEATHROW EXPANSION	
DEVELOPMENT CONSENT ORDER (DCO) FOR EXPANSION	AIRSPACE CHANGE FOR EXPANSION (THE FLIGHT PATHS AIRCRAFT WILL FLY)
JAN - MAR 2018 Airport Expansion Consultation	JAN - MAR 2018 Airspace Principles Consultation
JAN - MAR 2019 Airspace and Future Operations Consultation Runway Operations	JAN - MAR 2019 Airspace and Future Operations Consultation Airspace design envelopes
WE ARE HERE	WE ARE HERE
JUNE - SEPT 2019 Airport Expansion Consultation New runway and physical infrastructure and operational changes needed for expansion	Ongoing airspace design work and stakeholder engagement



Around 2026 Runway opens



2022 Consultation Flight path options

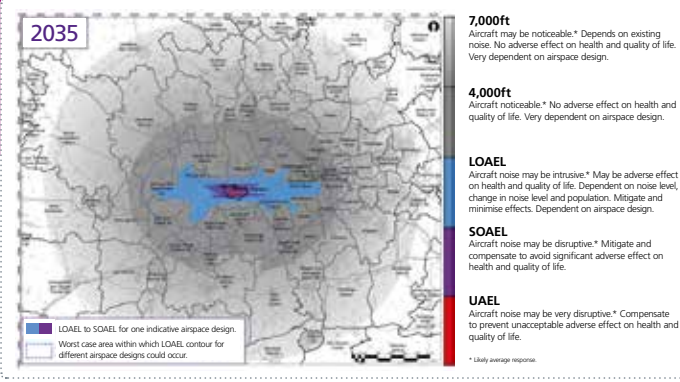
2023 Submit Submit proposals for airspace change to the Civil Aviation Authority (CAA)

2023 Decision Decision made by the CAA

2024 - 2026 New flight paths are implemented

Sound demonstration

Indicative airspace design



Demonstration Content

- **LOAEL and SOAEL demonstration** Shows the change in noise level indoors with and without sound insulation scheme packages.
- **Alternative demonstration** How planes sound overhead, to the next and furthest runway.
- **Noise insulation demonstration** Shows the change in noise level indoors with and without sound insulation scheme packages.
- **QC value demonstration** How planes sound between Quota Count (QC) groups.

The quota count system is set by the Government and applies to the major London airports and groups aircraft in noise categories.



Heathrow



Heathrow



Heathrow



Heathrow



Heathrow



Heathrow



Heathrow

Appendix C Feedback Forms



AIRPORT EXPANSION CONSULTATION FEEDBACK FORM – JUNE 2019

This is our statutory consultation on our preferred proposals for Heathrow Expansion. Please use this feedback questionnaire to respond to our consultation. Your feedback is really important to us and we have used your feedback from our previous consultations to develop the proposals on which we are now seeking your views.

The questions are grouped into the following sections:

Masterplan.....	page 3
Construction.....	page 6
Future operations.....	page 6
Surface access.....	page 8
Preliminary environmental information and managing the effects of expansion.....	page 9
Environmentally managed growth.....	page 13
Community fund.....	page 13
Property and compensation.....	page 14
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Please respond to the consultation by using one of the following methods:

- **Feedback questionnaire:** You do not have to answer every question. Please complete as many sections of this feedback questionnaire as you would like and send it to: **Freepost LHR AIRPORT EXPANSION CONSULTATION**. You do not need a stamp.

If you need more space to answer any of the questions, please continue on a separate piece of paper and attach it to this questionnaire.

If you would prefer to send us a letter please send this to the freepost address.

- **Online:** Feedback can be submitted online at **aec.heathrowconsultation.com**
- **Email:** Feedback provided by email should be sent to **feedback@heathrowconsultation.com**

We cannot accept responsibility for responses that are sent to any addresses other than those described.

Thank you for your feedback.

The deadline for responding to the consultation is 11.55pm on 13 September 2019.

If you would like any help to complete this questionnaire, or information about our proposals, you can:

- Call our dedicated consultation helpline **0800 307 7996**
- Go online at: **aec.heathrowconsultation.com**
- Send an email to us at **info@heathrowconsultation.com**

If you need more space to answer any of the questions, please use the notes page at the back of this feedback form or continue on a separate piece of paper and attach it to this questionnaire.

About you

It's useful for us to understand who has taken part in the consultation, so please can you provide the following details.

Name

Postcode / Location

Email

Are you responding on behalf of an organisation or group? (please tick): Yes ☐ No ☐

If yes please specify the name of your organisation/group and a brief description of its role and membership:

Please confirm you have the authorisation to respond to the consultation on behalf of this organisation (please tick): ☐

For information on how we will use your information, please see the Privacy Notice on the back of this feedback questionnaire.

Masterplan

Expanding Heathrow is about more than building a new runway. To operate a three-runway airport, we also need to build passenger facilities, infrastructure and relocate or replace some existing buildings and land uses.

Our Preferred Masterplan sets out our plans for the future expansion of Heathrow. It has been developed taking into account feedback from previous consultations, as well as community, consumer and stakeholder engagement events and our ongoing design and assessment work.

For more information on our Preferred Masterplan please see section 3 of the Consultation document and the Preferred Masterplan document.

- 1. Please tell us what you think about any specific parts of our Preferred Masterplan or the components that make up the masterplan.**

The expansion of Heathrow will require a number of existing buildings and community facilities to be moved, such as the Immigration Removal Centres at Harmondsworth and Colnbrook.

For more information on our preferred masterplan please see section 3 of the Consultation document and section 7.8 of the Preferred Masterplan document.

2. Please tell us what you think about the sites we have identified for buildings and facilities we are proposing to move.

The boundary of an expanded Heathrow will be carefully designed to improve the overall appearance of the airport and help it blend into the surrounding area.

For more information on the landscaping proposed please see section 3 of the Consultation document and section 7.9 of the Preferred Masterplan document.

3. Please tell us what you think of our boundary design proposals to manage noise and the effects on views around the boundary of the expanded airport.

Our Heathrow Expansion and Your Area documents set out our development proposals, their potential effects and how we propose to reduce them. The ten local areas covered are:

- Bedfont and Mayfield Farm;
- Brands Hill;
- Colnbrook and Poyle;
- Cranford, Hatton and North Feltham;
- Harlington and Cranford Park;
- Harmondsworth;
- Longford and Bath Road;
- Richings Park;
- Sipson; and
- Stanwell and Stanwell Moor.

For more information on the effects of the Project on these local areas please see the Heathrow Expansion and Your Area documents.

4. Please tell us what you think about our development proposals and the measures proposed to reduce effects in these areas.

(Please list the area you are commenting on followed by your response. If you would like to comment on more than one area, please use the notes pages at the back of this feedback form).

Local area –

Response –

Construction

The expansion of Heathrow will require careful planning to ensure that it is successfully delivered in a way that considers the effects of construction on local communities, the environment and the transport network.

For more information on our construction proposals please see section 4 of the Consultation document and the Construction Proposals document.

5. Please tell us what you think of our construction proposals and the ways we are proposing to minimise effects on communities and the environment.

Future Operations

In response to our previous consultation, we have developed a combined runway alternation and night flights scheme which prioritises respite for communities closest to the airport in the evening, night and early morning periods.

As part of our plans for runway alternation, we are proposing four runway operating patterns. We would rotate between these patterns at either 2pm or 3pm and again at midnight each day. The sequence of these patterns will be repeated every four days.

For more information on our runway alternation proposals please see section 5 of the Consultation document and section 3 of the Future Runway Operations document.

6. Please tell us what you think of our runway alternation proposals, in particular we would like to know if you think we should alternate the runways at 2pm or 3pm.

Section 5 of the Consultation document and section 4 of the Future Runway Operations document explains our preferred proposal for the length and timings of a ban on scheduled night flights. Our consultation materials also describe alternative options we have considered.

7. Please tell us what you think of our preferred proposal for a ban on scheduled night flights, and/or whether you would prefer an alternative proposal.

We plan to increase the number of arrivals and departures at Heathrow prior to the new runway opening, to respond to the urgent need for additional airport capacity.

For more information on our proposals for early growth please see section 5 of the Consultation document and the Early Growth document.

8. Please tell us what you think about our proposals for managing early growth.

Surface Access

Our proposals for public transport at an expanded Heathrow are based on:

- Making best use of existing public transport;
- Supporting committed improvements; and
- Developing new public transport routes.

For more information please see section 6 of the Consultation document and the Surface Access Proposals document.

9. Please tell us what you think of our proposals and how we could further encourage or improve public transport access to the airport.

We are proposing to introduce a Heathrow Ultra-Low Emission Zone by 2022, which will help us to manage emissions and encourage passengers to consider other modes of transport or cleaner vehicles. We are also proposing to use charging to supplement improvements to public transport and encourage its use, this is known as the Heathrow Vehicle Access Charge. This would be introduced from the opening of the new runway.

For more information please see section 6 of the Consultation document and the Surface Access Proposals document.

10. Please tell us what you think about our proposals for the Heathrow Ultra Low Emission Zone and Heathrow Vehicle Access Charge as ways to manage congestion and air quality impacts.

11. Do you have any other comments on our Surface Access Proposals?

Preliminary Environmental Information and Managing the effects of Expansion

Our Preliminary Environmental Information Report carefully considers the effects that expansion may have on the environment and provides measures to reduce them or improve the current environment wherever possible.

For further information please see section 7 of the Consultation document and the Preliminary Environmental Information Report.

12. Please tell us what you think about our proposals to manage the environmental effects of expansion.

Air Quality

Our surface access proposals will help us manage airport-related emissions and our Preferred Masterplan has been designed to reduce the impact of the airport on local air quality. Chapter 7 of the Preliminary Environmental Information Report, published as part of this consultation sets out in detail the work we have done to assess the effects on air quality from the construction and operation of an expanded Heathrow.

For further general information on air quality please see section 7.1 of the Consultation document and Chapter 7 of the Preliminary Environmental Information Report.

13. Please tell us if there are any other initiatives or proposals that we should consider in order to address the emissions from airport related traffic or airport operations?

Health and Well Being

The health and well-being of our passengers, colleagues and neighbours is important to us and we have carefully considered the effects expansion may have on them.

The outcomes of our preliminary health assessments are explained in section 7.3 of the Consultation document and Chapter 12 of the Preliminary Environmental Information Report.

14. Please tell us what you think about our proposals to help health and well-being. Are there any other proposals that you think we should consider to address the effects of the Project on the health and wellbeing of our colleagues, neighbours and passengers?

Noise Insulation Scheme

We are proposing to introduce three noise insulation schemes for eligible local residents to address the effects of noise from an expanded airport. These will open in stages and prioritise properties in the highest noise areas.

For more information please see section 7.4 of the Consultation document, the Proposals for Mitigation and Compensation document and the draft Noise Insulation Policy document.

15. Please tell us what you think about our noise insulation schemes.

Noise is one of the biggest concerns for communities living close to airports. We are proposing to introduce new and improved ways to manage noise at an expanded Heathrow such as introducing a 6.5 hour scheduled night flight ban, utilising runway alternation and developing a noise envelope.

For further general information on noise please see section 7 of the Consultation document and Chapter 17 of the Preliminary Environmental Information Report.

16. Please tell us what factors are most important as we develop our proposals for noise management, in particular our proposals for the design and implementation of a noise envelope.

Economic Development

Heathrow is a cornerstone of the local economy and we are one of the largest single-site employers in the country. Expansion will provide a range of new employment and training opportunities.

For further information please see section 7 of the Consultation document and Chapter 18 of the Preliminary Environmental Information Report and the Economic Development Framework document.

17. Please tell us what you think of our proposals for maximising new jobs and training. Are there any other ways that we can maximise skills and training opportunities to benefit our local communities?

Historic Environment

The expansion of Heathrow presents both challenges and opportunities for the historic environment and for the historic buildings and features which may be affected. We have set out in the Preliminary Environmental Information Report a series of historic environment principles that are informing the design and development of the expansion of Heathrow and have included a number of measures within the scheme design to minimise effects on the historic environment. We are proposing four historic environment strategies that will address effects on the historic environment.

For further information please on the effects on the historic environment please see section 7 of the Consultation document, section 7.10 of the Preferred Masterplan document and Chapter 13 of the Preliminary Environmental Information Report.

18. Please tell us what you think about our approach to addressing effects on the historic environment, including any particular proposals you would like us to consider.

Environmentally Managed Growth

We are proposing to operate an expanded Heathrow within a set of strict environmental limits which would be monitored and enforced by an independent body.

For further information please see section 8 of the Consultation document and the Environmentally Managed Growth document.

- 19. Please tell us what you think of our proposed approach to manage the future growth of the airport within environmental limits. Is there anything else we should consider as we develop the framework and its potential limits?**

Community Fund

We are proposing a new Community Fund to help address the positive and negative effects of the Project and to improve the quality of life in the area around the airport.

For further information please see section 9 of the Consultation document and the Proposals for Mitigation and Compensation document.

- 20. Please tell us what you think about our proposals for the Fund, including what it is spent on, where it is spent, and how it should be funded and delivered.**

Property and Compensation

People who live in or own property near Heathrow airport could be affected by its expansion. We will need to acquire areas of land which currently include residential, commercial and agricultural properties.

We have prepared the interim Property Policies to explain our general approach to buying properties and land and set out the discretionary compensation offers available for eligible properties. These discretionary offers are intended to enhance the terms available under the Statutory Compensation Code for eligible properties, but do not change your statutory rights.

Section 10 of the Consultation document and the Property Policies Information Paper set out a summary of the interim Property Policies.

21. Please tell us what you think about our interim Property Policies, including our general approach to buying properties and land and our approach to compensation, including our discretionary compensation offers.

Development Consent Order

To get permission for our expansion proposals we will need to apply for a specific type of permission called a Development Consent Order (DCO). The DCO will contain the legal powers we need to build and operate the expanded airport. It will also place certain constraints on us, including obligations to minimise and reduce the effects of expansion and to pay compensation for land that has to be compulsorily acquired.

For more information about the DCO process and on what we think will need to be contained in our DCO, please see our 'How do we obtain approval to expand Heathrow?' document.

22. Do you have any comments on what we think will need to be contained in our DCO and do you have any views on anything else the DCO should contain?

General comments

23. Do you have any other comments in response to this consultation?

24. Please give us your feedback on this consultation (such as the quality of the documents, website and events).

Thank you for your time

Equalities Questionnaire

Please help us by completing our monitoring form. This helps us to check that no group of people is missed out from taking part in the consultation.

Thank You

Your feedback is really important to us and we have used your feedback from our previous consultations to develop the proposals on which we are now seeking your views.

Notes (Please use these pages if you require any extra space)

Notes

(Please use these pages if you require any extra space)

Privacy Notice

Airport Expansion Consultation Updated: 18th June 2019

This privacy notice tells you what to expect when you provide your personal information to Heathrow Airport Ltd (**Heathrow**) in connection with the Airport Expansion Consultation.

Heathrow is committed to protecting your personal information. Whenever you provide personal information we are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (**GDPR**) and the Data Protection Act 2018.

What is the Airport Expansion Consultation?

The Airport Expansion Consultation is a statutory 12 and a half-week consultation on Heathrow's expansion plans, and will be open between 18 June 2019 and 13 September 2019. During the Airport Expansion Consultation, you will be able to submit your views on the expansion plans by post or by using our online form which are available at aec.heathrowconsultation.com

What information is collected when using the "Protect Your Response" and "Complete Later" facilities on the online form?

If you use our online form to submit your views, you will be provided with two facilities, which are to either "Protect Your Response" or "Complete Later". If you use either of these facilities, Heathrow will collect and use your email address in order to send you a URL (a website link) that is unique to you only. We will email this link to you so that, providing you save your responses using the button, you can return to them at any time should you get disconnected or wish to complete your response over a number of days. The facility is open until the closure of the consultation. All responses must still be completed by 23:55 on September 13th 2019. In the final week of consultation, Heathrow may send a reminder so that you do not miss your opportunity to respond.

Email addresses collected for use of the "Protect Your Response" or "Complete Later" facilities are only used for the successful operation of these facilities, they will not be attached to your final submission (although you may choose to provide your email address in the course of submitting your views, as described below).

What data is collected when submitting my views?

When you submit your views to Heathrow in connection with the Airport Expansion Consultation, whether through our online form or by post, we will collect the following information about you:

1. Name;
2. Postcode/Location;
3. Email address; and
4. Any additional items of information that you choose to provide in the course of submitting your views (please see "Who will have access to my information?").

We will also collect certain information automatically when you visit our website. This will include your IP Address and Browser ID; the combination of these two pieces of information enable the identification of a specific computer or other network device on the internet.

How will Heathrow use the information it collects about me?

Heathrow will use your personal information for a number of purposes, including the following:

- To record accurately and analyse any questions you raise during the Airport Expansion Consultation or feedback you have provided in response to the Airport Expansion Consultation;
- To report on the Airport Expansion Consultation, setting out what issues have been raised and how we have responded to that feedback; and
- To ensure the safety of our staff.

Heathrow will use the information, along with the responses provided to help enable us to develop our designs further.

Who will have access to my information?

We will keep personal information within Heathrow and our trusted third parties except where disclosure is required by law, for example to government bodies and law enforcement agencies. Your information will be handled and may be used by the following recipients in order to provide this service:

- **Postcode Checking Webservice:** We use a third party webservice to enable the postcode and address look-up facility on the Airport Expansion Consultation website. The webservice will not retain your information;
- **Response Review Team:** We use a UK based third party to analyse consultation responses and pass the results and data to Heathrow;
- **Professional advisors:** We engage the services of professional advisors in the UK who may receive your personal information to provide advice in connection with Heathrow's expansion plans;
- **Website Management:** We use a UK based third party to host, design and support the Airport Expansion Consultation website on behalf of Heathrow;
- **Email Webservice:** We use this webservice to relay emails from this website to you in order to provide URLs for users to complete their responses at a later date, and also to provide an email receipt upon submission of a response. Personal details will be stored on this secure facility for no more than 30 days. Please refer to "How long will Heathrow keep my information?" for more information about data retention and removal. Your information will be processed in the UK, however email records will be stored on US based servers. This transfer of personal information is carried out on the basis of the EU-U.S. Privacy Shield Framework.

We may be required to make copies of responses to the Airport Expansion Consultation available to the Secretary of State and/or the Planning Inspectorate. We will request that personal information is not placed on the public record, however, please note the Secretary of State and/or the Planning Inspectorate may use any personal information that is disclosed to them in accordance with their own privacy policies, over which we have no control. We recommend that you do not include any information in your response to the Airport Expansion Consultation that you would not want to be viewed by these third parties, or potentially to be placed on the public record.

Optional equalities survey

To demonstrate that Heathrow is engaging with and seeking the views of, the widest possible range of local residents and communities, we are inviting you to provide the information set out below, but only if you are over the age of 18 and you wish to do so. You are under no obligation to provide it and it will not affect the consideration of your consultation responses:

- Age;
- Postcode;
- Gender;
- Identity assigned at birth;
- Sexual Orientation;
- Whether you consider you have a disability;
- Ethnicity;
- Details of religion or belief;
- Whether you are or have recently been, pregnant;
- Marital or Civil Partnership status.

At the point you voluntarily submit responses, the information will be collected by a third party called Mott MacDonald PLC. The information you provide will be held separately from the personal information and consultation views referenced above. The information will be aggregated and used for statistical purposes only. Your responses to the equalities survey will NOT be linked to your IP or Browser ID nor will we ever attempt to identify the individuals behind these survey responses.

What is the legal basis for processing personal information?

The lawful basis for our processing of personal information is that it is necessary for the purposes of our legitimate interest in conducting a statutory consultation in connection with developing and progressing our plans for the proposed expansion of Heathrow airport.

We are further using your personal information as necessary in order to fulfil our statutory obligations under planning law. We may use your personal data in exceptional circumstances where necessary for our legitimate interests to ensure the safety of our staff.

How long will Heathrow keep my information?

If you submit a response to the Airport Expansion Consultation, your information will be retained until the outcome of the Development Consent process is complete. If consent is granted, your information will be retained until the proposed development is operational. Access to personal information will be restricted only to those who have a legitimate interest in seeing it.

What rights do I have over my personal data?

Under the GDPR and the Data Protection Act 2018, you have the right to:

- Obtain a copy of the personal data we hold about you by making a subject access request;
- Ask us to correct any incorrect information we hold about you;
- Ask us to delete any of your personal information which we no longer have a legitimate reason for keeping;
- Restrict the processing of your information if we are using it for a purpose other than for which it was originally collected;
- Object to the processing of your information where this is justified;
- Withdraw consent for the processing of your information where this is justified, and we have no other legitimate grounds for processing it.

To exercise your rights in respect of your data, please contact the Heathrow Data Protection Officer using the following contact details:

By email to: privacy@heathrow.com

By post to: Privacy Requests, Office of the DPO, Heathrow Airport Ltd, The Compass Centre, Nelson Road, Hounslow, Middlesex.TW6 2G

What if I find your response unsatisfactory?

Should you find our response unsatisfactory, you have the right to lodge a complaint with the UK's supervisory authority for information rights – the Information Commissioner's Office (ICO). You can find more information on the ICO website: <https://ico.org.uk/make-a-complaint/>

Changes to this privacy notice

We will keep this privacy notice under regular review. At the start of this privacy notice we will tell you when it was last updated.



What happens next?

Thank you for completing this feedback questionnaire. Your views are important to us.

You have until **11.55pm on 13 September 2019** to provide us with your feedback to this consultation.

At the end of this consultation we will analyse and consider all of the feedback received as we develop our proposals. We will then produce a report that sets out how we have had regard to the feedback received.

If you would like a large text or alternative format of this document, please contact us on 0800 307 7996 or send an email to us at: info@heathrowconsultation.com

There are lots of ways you can contact us and find out more information:

- visit our project website: aec.heathrowconsultation.com
- send us an email at: info@heathrowconsultation.com
- call our dedicated consultation FREEPHONE: **0800 307 7996** (open Monday to Friday, 9am-6pm)
- follow us on Twitter **@LHRConsultation**

