

# Heathrow Airport Holdings Ltd

# Responsible Heathrow Policy



## Purpose

Heathrow plays a crucial role connecting London and the UK to the world. Our vision is to give passengers the best airport service in the world - we will achieve this by making every journey better. Achieving Heathrow's vision relies on managing the airport responsibly. A responsible approach is key to how we do business and underpins everything we do.

Responsible Heathrow 2020 is our commitment to maximise the positive economic and social impacts of our business, whilst carefully managing our environmental responsibilities. It underpins and informs all four priorities for the business.

The purpose of this policy is to set out the framework for how we do business at Heathrow. This Policy supersedes the Sustainability Policy published in 2011.

## Policy

### Our ambition

**To be one of the most responsible airports in the World**

Our Sustainability commitments

Through Responsible Heathrow we commit to:

- Support economic growth and invest in communities
- Reduce environmental impacts
- Look after passengers and our people.

## Scope

This policy applies to the management and operation of Heathrow Airport Ltd and its subsidiaries. This includes the activities of all who work for and on behalf of Heathrow (including contractors, subcontractors and temporary staff).

## Accountabilities and Responsibilities

The Strategy, Planning & Regulation Director is accountable for ensuring Heathrow has a Sustainability Policy appropriate to the material sustainability issues for Heathrow.

Our Executive Committee is responsible for ensuring that this policy is effectively deployed at Heathrow. Individual Executive Committee members are responsible for ensuring that plans are in place within their functions to deliver this policy. Specific accountabilities and responsibilities required to implement this policy and Responsible Heathrow are detailed in the Heathrow Directors Responsibilities document.

All employees (including contractors, subcontractors and temporary staff) are required to consider this Policy during significant decision making.

## How we will do this

1. Through our people, we embed a responsible approach in all of our core values, in particular 'Keep everyone safe' and 'Do the right thing'.
2. We embed our Responsible Heathrow commitments in our corporate strategy – It underpins and informs all four priorities for the business: Beat the plan; transform customer service; win support for expansion and mojo.
3. For our material impacts, we set objectives, goals and targets to continuously improve our performance.
4. We deliver our objectives, goals and targets through detailed strategies and action plans embedded across all parts of our business.
5. We measure and review progress against our objectives, goals, and targets. We communicate our performance transparently.
6. We collaborate with our partners through the Heathrow Sustainability Partnership to lead, drive and create the conditions for change to improve the performance of Heathrow.
7. Where we do not directly control Heathrow's impacts (for example, noise and emissions), we lead and create the conditions for our partners to improve their performance.
8. We communicate to and engage our stakeholders throughout the development and delivery of our strategies, action plans, objectives, goals and targets.
9. We work constructively to influence the development of appropriate government policies.

**John Holland-Kaye**  
Chief Executive Officer  
July 2015