

→ Our stakeholders

We seek to engage with our stakeholders through constructive dialogue in order to understand their views. Examples of how we engage with our stakeholders include:

- **Local communities.** At Heathrow, a hotline enables residents to contact us with questions and concerns. We publish community newsletters and hold forums where residents, councillors and other stakeholders talk with airport senior managers.
- **Customers.** Each year, we interview 70,000 passengers at our airports to understand customer perceptions and improve levels of service.
- **Employees.** We engage employees in a number of ways, including through surveys, appraisals and briefings.
- **The aviation industry.** We are members of Sustainable Aviation, a body representing airlines, airports, aerospace manufacturers and air service providers which drives the industry's sustainability strategy. We are also members of Flying Matters, a coalition promoting sustainable aviation growth.
- **Airlines.** We work with airlines to ensure effective deployment of environment, health and safety operating standards and in developing joint sustainability initiatives.
- **Government.** We formally respond to Government and Parliamentary consultations and inquiries.
- **Local authorities.** Local authorities are represented on airport consultative committees, where they receive updates and engage with our directors.
- **Regulators.** The CAA sets charges at London airports and, along with The Environment Agency, will become the independent regulators for Heathrow on noise and air quality respectively. The Competition Commission has recently conducted an inquiry into airport ownership.
- **Non-governmental organisations.** We work with organisations such as Forum for the Future to help shape our approach to sustainable development.
- **Suppliers.** We create opportunities for suppliers to meet and do business together at our airports.

→ Case study 1 Maintaining community relations

Heathrow Airtrack, a proposed new rail link to connect Terminal 5 at Heathrow to the national rail network at Staines to the south and west of the airport, will provide services to Reading, Guildford and London Waterloo.

We understand that there is strong sentiment relating to large projects such as Airtrack and that our engagement with communities is key to gain their support. In 2008 we ran two public consultations for the Airtrack scheme. We will publish the results in 2009 which will indicate how the views of our stakeholders have influenced the proposed scheme and we will provide an update on the next steps for the project.

We also engaged with affected parties through meetings, newsletters, our web site and public debates.



Heathrow connect