

Occupational Health, Safety and Wellbeing Policy Statement

Our commitment

At Heathrow we value the health, safety and wellbeing of colleagues, passengers, and anyone else affected by the airport's activities, above all else. Our focus on health, safety and wellbeing is not just the right thing to do, it is the foundation of an efficient operation, a secure airport, and a sustainable business.

The Executive Team share a commitment to provide safe and healthy working conditions for the prevention of work-related injury, ill health and the promotion of colleague wellbeing. We are all responsible for setting the highest fire, health, safety and wellbeing standards and for showing strong leadership in keeping others safe from harm.

At Heathrow, we care for each other. If we see something that could injure someone, we take action to make it safe and then report it as a close call. If we are asked to do something that could harm ourselves or others, we will stop and report it to our manager or supervisor. Action will then be taken to ensure that the activity can be either be done safely, or not at all. We aim to inspire, encourage and support colleague wellbeing, because we believe that a healthy team is the foundation of our success. By promoting a culture of care, we create an environment where everyone can thrive.

If we all notice and care- by reporting incidents, work-related ill health, and close calls, and share what we know about working safely, we will understand how we are doing today and make things better for tomorrow through continual improvement of our safety management system.

Arrangements to deliver this policy

Heathrow will deliver this policy by:

- a) Consulting with our colleagues, recognised trade unions, our business partners, and our supply chain so everyone understands how to keep themselves and others safe and healthy.
- b) Committing to fulfil legal and other requirements, understanding our risks and acting to prevent accidents, work-related ill health, and fire-related incidents.
- c) Prioritising and effectively eliminating hazards and reducing health, safety and wellbeing risks, through the application of the hierarchy of controls.
- d) Setting health, safety and wellbeing objectives and targets through our Governance Framework to achieve continual improvement to FHSW performance.
- e) Investing adequate resources, including time, money, and people, to ensure we meet our health, safety and wellbeing objectives.
- f) Ensuring a culture of openness where colleagues can raise concerns and know they will be listened to, and can be confident they can report concerns without repercussion.
- g) Providing Colleagues and Third Parties, as appropriate, with the right information, instructions, training, tools, and equipment to work safely always.
- h) Integrating health, safety and wellbeing considerations into every business decision and by setting and reviewing objectives.

To enable these arrangements, Heathrow will:

- Implement an effective safety management system (SMS) supported by a framework of Health, Safety and Wellbeing Standards defining Heathrow's expectations to effectively manage and control risks across Heathrow (see Appendix 1); and
- Monitor and review FHSW performance, conduct regular assurance of the arrangements in place to manage fire, health, safety and wellbeing risks, and promote a culture of continual improvement.

By following these commitments, we can be certain that we have done everything we can to deliver our vision of being an 'extraordinary airport, fit for the future', built on a strong foundation of Safety, Security and Compliance, living by our value of keeping everyone safe and well every day.



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