

HEATHROW EXPRESS
HEATHROW CONNECT

CORPORATE
RESPONSIBILITY
STATEMENT



Heathrow
Express

Heathrow Express

Heathrow Express celebrates its 10th anniversary in 2008. Since our establishment a decade ago, we have proudly carried over 50 million customers from London Paddington to Heathrow Airport.

That's 50 million people who have been transported from one of the busiest cities in the world, to one of the busiest airports in the world, in high-speed comfort and convenience. As these journeys were made by train, and not by car or taxi, we have eased congestion on the roads, reduced the impact on the environment and helped people begin and end their journeys in a stress-free and relaxed manner.

Heathrow Express offers customers a 54% reduction in carbon emissions over a taxi		
Heathrow Airport to Piccadilly Circus	HEX 1.2kg	Taxi 2.6kg

Source: www.transportdirect.info. Calculations based on 2 people per taxi from Piccadilly Station to Heathrow Airport.

Heathrow Connect

Heathrow Connect is run in partnership with First Great Western and is a stopping service between London Paddington and Heathrow Airport. It serves the many thousands of people who live and work around the Heathrow Airport area, giving them a viable and cost-effective alternative to using their cars to get to work and, as an added incentive, staff discounts are given to people working at the airport. It is also popular with large groups and leisure travellers.

Our commitment

The safety, well-being and satisfaction of our customers is our main priority and our corporate responsibility is part of our parent company BAA's wider approach. As a responsible company, we want to do whatever we can to minimise impact on the environment and support our local community and our people.

Our corporate and social responsibility strategy is built around:

- Customer satisfaction
- Environmental performance
- Heathrow Connect and the airport community

Customer satisfaction

“97% of passengers that use our service tell us they will use our service again.”

We have a simple philosophy about how we can reduce our impact on the environment.

97% of passengers that use our service tell us they will use our service again and 94% recommend Heathrow Express to colleagues and friends. Their satisfaction and wellbeing is an important indicator of our success.

We believe that by keeping our customers happy we retain the loyalty of current passengers and win over new customers, who will choose us over cars and taxis as the preferred way to getting to the airport.

Our high reputation, demonstrated by consistently being at or near the top of the independent National Passenger Survey, combined with our active promotion of the service in the United Kingdom and around the world, has seen us continue to grow passenger numbers that will use us over cars or taxis.

New innovations such as online bookings and e-ticketing will continue to dramatically reduce the need for paper tickets in the future, further reducing wastage.

Investment in people

Heathrow Express recognises the importance of people to our success. They are key to our customer satisfaction and we empower them with the tools to offer the best in customer service and safety.

Our role is to get customers from Heathrow Airport into London and back, in the fastest, most convenient way possible and our staff are an essential part of this. Whether they drive trains, maintain our assets, sell tickets or help customers with queries, staff at all levels of Heathrow Express are renowned for their professionalism and helpfulness.

We are an equal opportunity employer and value the diversity our workforce gives us in terms of ethnicity, gender and age. We link our working values in a three dimensional relationship so that our corporate goals, customer experience and employee experience are all combined.

Heathrow Express' workforce truly reflects the multicultural melting pot that is London.
34% of our workforce belong to various ethnic minorities such as Black/British Black, Asian/Asian British, or Chinese/Chinese British.
44% of our employees are female.
77% of our employees are aged between 30 and 44, with 21% of employees aged between 25 and 29.

We undertake rigorous training and development programmes that are ongoing and designed to ensure our staff are trained to deal with any situation that may affect the satisfaction and wellbeing of our customers. Employees are also made aware of the legislative requirements that govern our passenger safety and environmental obligations.

All of these initiatives combine to give our customers a truly great service that works hard to reduce its impact on the environment.

Environmental performance

BAA, parent company of Heathrow Express, has invested nearly £1 billion in establishing Heathrow Express in 1998 and £40 million to establish Heathrow Connect in 2005.

Heathrow Express' history of minimising its impact on the environment goes back to our establishment in 1998. When we were established, BAA paid for the electrification of the existing line from Paddington station to enable the operation of carbon-efficient electric trains.

This was a significant commercial investment with a strong environmental return. Electric trains are an important step in helping minimise environmental damage as they do not generate any local emissions or harmful pollutants, helping to improve local air quality.

Heathrow Express also offers airport staff a 50% discount on travel. Combined with Heathrow Connect, we are reaching over 13% of airport passengers.

Over the years we have worked closely with our key suppliers to reduce wastage from water, electricity and heat and today we still continue to offer customers the most environmentally friendly way to get from Heathrow Airport to London.

“BAA, the parent company of Heathrow Express, invested £1 billion establishing Heathrow Express.”

Our objectives

- Reduce waste to landfill to zero by 2020
- Increase the percentage of contract waste that is recycled to 90% by 2010
- Achieve ongoing reductions in total waste produced
- 100% compliance with Duty of Care and Hazardous Waste regulations
- Reduce energy wastage in our stations by 2010.

Our accreditation

Heathrow Express is a certified ISO14001 company and is audited independently twice a year by RIQC. Heathrow Express, along with Heathrow Connect received their ISO14001 accreditation in 2006, making them among the first train companies in the United Kingdom to do so.

ISO 14001 is the international specification for an environmental management system (EMS). The standard requires us to demonstrate continual improvement and outlines requirements for:

- Establishing an environmental policy
- Determining environmental aspects
- Impacts of products/activities/services
- Planning environmental objectives and measurable targets
- Implementation and operation of programs to meet objectives and targets
- Checking and corrective action, and management review.

Our trains and depot

“Our depot is also designed to minimise waste and we recycle 75% of the water used to wash the trains”

Siemens have a global reputation for innovation and design and a commitment to environmental performance. Because of this we have a close partnership with them as they supply and maintain our trains. They fit our business and we can work with them over the life of the trains to meet our customers needs over the long-term.

We have also partnered with Siemens to achieve energy savings which means less waste product and cost savings. Heathrow Express and Siemens led the way on environmental issues and we were one of the first UK train services to have and use regenerative braking which allows us to save up to 10% power. Our million miles overhaul was a huge achievement and helped enhance our operations and maintain the highest levels of train performance while setting new industry standards.

Our depot is also designed to minimise waste and we recycle 75% of the water used to wash the trains as well as having facilities for collecting water from our washes and separating oil from the fluids so it does not enter the sewage system.

New water usage initiatives have delivered savings of 24% in water usage at our Heathrow terminals (Heathrow Central and Terminal 4).

We have also:

- Replaced thousands of halogen lights with energy efficient LED's on our trains
- Installed smart meters at our Heathrow Central terminal to our low voltage systems so we can monitor energy usage and look at where we can make further efficiencies
- Commissioned a lighting survey to investigate options for reducing usage whilst ensuring lighting levels remain safe and compliant

But we are not stopping at that. Other initiatives currently being investigated are:

- Using collected rainwater to wash our trains
- Generating energy from the sun to supply our train depot
- Investing in a wind turbine to power our stations at Heathrow
- Continuing to drive down energy usage such as escalators going on stand by if not in use

Heathrow Express customers are travelling on one of the most comfortable and fastest ways to the airport and we are committed to making sure our efforts help minimise the impact of these journeys on the environment.

Heathrow Connect and the Airport Community

Heathrow Connect began services in 2005 and has established itself as key transport alternative for the many thousands of people working in the Heathrow Airport area. The service is run jointly with First Great Western.

It runs from London Paddington to Heathrow Airport and stops along the way at Ealing Broadway, West Ealing, Hanwell, Southall and Hayes.

The service was a key part of owner BAA's commitment to the local community as several thousand airport workers live close to the area and along the route. Heathrow Connect was designed to offer airport workers a cost effective and regular service that would mean that people would not have to use their cars to get to work.

As an added incentive, airport workers receive a 50% discount on travel from any station between London Paddington and Reading. This is a significant incentive to encourage a shift to public transport for the many thousands of people working at Heathrow Airport.

Wider benefit

“It is essential that these people can travel to and from Heathrow Airport into London and back in the fastest, most frequent way possible.”

The efficient running of Heathrow Airport is essential to the future growth and economic development of the United Kingdom and Heathrow Express and Heathrow Connect are an integral part of the airport’s infrastructure.

Heathrow Express plays an important role in linking Heathrow Airport to London and London today is one of the most important financial, commercial and tourist centres in the world.

It is a magnet for global investment and a significant number of people involved in making key decisions about the UK economy use Heathrow Airport as a point of entry and departure. As well as transporting key decision-makers, hundreds of thousands of tourists from around the world use Heathrow Express to get into London.

It is essential that these people can travel to and from Heathrow Airport into London and back in the fastest, most frequent way possible and many of them choose to travel with Heathrow Express.

We go out of way to make travelling to Heathrow easier for these people. We have deals with several British and international airlines, travel agents around the world as well as some of the biggest global corporates in the United Kingdom and Europe.

With our global distribution deals, visitors to the United Kingdom can book tickets on Heathrow Express while they book flights and accommodation. Online bookings and e-ticketing initiatives mean there is no paper involved and this reaffirms our customers’ belief that they are travelling in the most convenient and one of the most environmentally friendly ways into London.

Heathrow Express will continue to look at ways to improve its environmental performance and deliver the highest levels of customer satisfaction.

To find out more about us, please visit:

www.heathrowexpress.com or www.heathrowconnect.com



Heathrow
Express

Heathrow Express Operating Company Limited,
registered in England and Wales co. no. 3154133,
registered office: The Compass Centre, Nelson Road,
Hounslow, Middlesex TW6 2QQ.