



# SAFETY POLICY STATEMENT 2025

This policy statement is valid until the end of 2025

**This Heathrow Express policy statement is written in conjunction with the Health, Safety and Environmental policies of Heathrow Airport Holdings Ltd.**

## **Nothing is more important than safety.**

In 2024 we delivered more Close Call reports than any other department in Customer, demonstrating our uncompromising approach to reporting unsafe situations whenever we see them. Please keep reporting unsafe situations or things that have the potential to become unsafe. Safety will always be the number one priority in everything we do.

## **We have clear and transparent policies and procedures.**

We will consult with colleagues and trade union representatives to ensure that everyone knows what they must do to keep themselves, each other, and our customers safe and healthy at all times. Our policies and procedures will reflect what is expected of everyone.

## **Our people are key to running a safe business.**

We will provide the relevant training and assurance that will keep you safe and I ask that you follow the training you have received. If you are unsure about an activity you have been asked to undertake, please speak to your manager. If you notice something we can be doing better, please let us know.

## **We're all in this together.**

Safety doesn't start or finish with one person – it is a constant thread and presence in our business, and we are all responsible. As a team we are based over multiple locations and areas and I need you to be vigilant, challenge when something doesn't look or feel right, and never be afraid to speak up.

## **Stop – Think – Act.**

You will always have my full support in reporting any unsafe acts – reporting is not about blaming someone else; it is about making sure we never make the same mistake again. If you think something is unsafe it probably is. Trust your instincts.

## **Keeping our business secure.**

In our everyday working environment we may have access to customer and colleague data and systems that we have a responsibility to keep secure. As well as this, our operational environment may be subject to threats. My ask is that you always report anything that seems unusual and keep all access to data, systems, and private areas secure.

## **Your wellbeing is important to me.**

We will only be a safe organisation if you feel psychologically safe at work. We have tools and resources available to support you in a range of wellbeing matters – please use them. You have my commitment that I will continue to do what I can to improve wellbeing for all members of the Heathrow Express team in 2025.

By following the commitments I have laid out here, we can all be confident that all colleagues and customers will get home safe every day. Thank you for your support.



Aoife Considine, Business Lead. March 2025