

Mayor of London
City Hall

By email only to: yourviews@london.gov.uk

11 Dec 2016

Dear Sir/Madam

Consultation on “A City for all Londoners”

We welcome the opportunity to respond to the Mayor’s new vision for London.

Overall, we welcome many of the Mayor’s commitments and believe that Heathrow has a key role to play in helping the Mayor achieve his ambitions for London. Our comments below respond to the respective themes set out in the consultation document

Part 1 – Accommodating Growth

We are supportive of the pro-development approach set out by the Mayor and the potential to maximise development in identified growth locations across London. Heathrow is located in one of the largest Opportunity Areas in London yet the opportunity to maximise the potential of this area has not yet been realised. We believe there is a need for a more integrated plan to be developed that maximises the potential of the area around the airport in a way that is consistent with our growth plans but also helps to meet the wider aspirations of the Mayor and the local boroughs, particularly in respect of employment.

We are developing a Surface Access Strategy that will help transform Heathrow into one of the most accessible airports by public transport in the world. The introduction of rail access from the west and the south, alongside our plans for expansion, create the opportunity to rethink the use of some of the land around the airport boundary that is included within the Opportunity Area boundary. This could include new commercial districts and potential opportunities for additional housing. We are already starting to explore these opportunities with surrounding boroughs such as Hounslow, as well as boroughs outside of London, and we would welcome the opportunity to work with the GLA on the future planning of this Opportunity Area.

We fully support the work of the Heathrow Strategic Planning Group (HSPG), which is made up of a number of neighbouring authorities, Local Enterprise Partnerships, ourselves and other key parties. The HSPG was specifically formed to enable a joined-up sub-regional approach to maximising the benefits and minimising the impacts of Heathrow, whether with two runways or three. The shared vision already formulated by the Group in respect of Heathrow and the sub-region highlights the mutual desire to achieve integrated sustainable development and is consistent across a number of areas with the Mayor’s vision. By working together, the Group hopes to achieve a greater collective outcome than might be secured if the members worked alone. It has the potential to make a real difference to how we plan for the sub-region and we

hope that the Mayor and his team will be able to work much more closely with this group moving forward.

Experiences from elsewhere in Europe show how airports can be a catalyst for complementary commercial development and we would like to work with the Mayor to facilitate these opportunities at Heathrow. The Mayor has indicated he wishes to accelerate development of all 40 Opportunity Areas in London and we strongly welcome that approach in relation to the Heathrow Opportunity Area.

We support the Mayor's approach to joint infrastructure investment corridors, where new infrastructure can open up opportunities for housing and other development beyond London's borders. The addition of western and southern rail access to Heathrow offers the potential to unlock growth as envisaged by the Mayor, as does Heathrow's link with Crossrail and its connectivity to Old Oak Common. Similarly, Old Oak Common is an Opportunity Area with significant potential for development and, as an interchange between the Great Western Line, Crossrail, HS2 and services to Heathrow, would benefit from an integrated planning approach that recognises the benefits that accrue from the site's proximity to Heathrow. We would welcome the opportunity to work with the GLA and neighbouring authorities on the development potential of these schemes.

Part 2 – Housing

We support the Mayor's focus on addressing the shortage of housing in London given its importance to London's future economic success. With around 76,000 people currently working at Heathrow Airport, we recognise how important accessible and affordable housing is to a growing workforce and, increasingly, to the attractiveness of our city as a location for investment and business growth.

We also believe there could be a greater contribution that can be made from the Heathrow Opportunity Area in terms of additional housing. As we progress plans for expansion of the airport in accordance with the forthcoming National Policy Statement, we will be undertaking a comprehensive review of the airport campus through the preparation of an airport master plan and wish to do this in a collaborative and open way with input from all of the surrounding planning authorities. This work with the authorities will include the wider assessment of opportunities for providing a variety of land uses around the airport that might complement and support the airports' expansion. Inevitably, there will need to be a balanced approach to determining which uses are most appropriate in areas affected by noise, but this could include, where appropriate, the potential for housing. As you will be aware, we have already started some of this thinking with the London Borough of Hounslow to the south of the airport where by working together, they have identified clear opportunities to unlock sites for housing.

Part 3 – Economy

We welcome the Mayor's commitment to being the most "pro-business Mayor ever" and his vision for London as a "global, open, innovative and dynamic city". Clearly, London's unrivalled international connectivity plays a huge part in its economic success as a world city and contributes directly to this vision. Connections between London and the rest of the world by air are of critical importance, now more than ever, if we are to continue to meet this vision.

Heathrow, as the UK's only hub airport, plays a huge part in London's global connectivity and ensures it remains on the "main line" network of international links between cities, providing unparalleled access to long-haul destination and emerging markets. It is these direct and frequent connections from London to the rest of the world that global businesses value and which we need to protect and enhance through this period of uncertainty and change. We welcome the Mayor's commitment to protecting and enhancing London's global economic attributes and competitiveness of which the global aviation links delivered through Heathrow are a critical part.

We also welcome the Mayor's approach to "think big about infrastructure" and his commitment to work with infrastructure providers to develop a programme of strategic investments for the capital. Aviation is missing from the list of strategic infrastructure for London but we would welcome the opportunity to work with the Mayor and other infrastructure providers on this vision, given the strategic importance of Heathrow's growth to London's economic success.

We have invested more than £11bn in Heathrow over the last decade with many of our new facilities now offering a world-class experience. We intend to continue that trend and are encouraged by the Mayor's commitment to do the same within central London. We want to work with the Mayor and other stakeholders to ensure that Heathrow is properly considered as part of a joined-up integrated approach to infrastructure provision so that wider benefits can be realised both across and beyond the capital.

The Mayors support for "working with the World" and his desire to think creatively about how to "proclaim London's top business credentials" are welcome and Heathrow can play a major role in ensuring that London is open for business. Regardless of the Government's recent decision on the expansion of Heathrow and the Mayor's position on the issue, we are committed to supporting the Mayor's economic agenda. It is critical that London remains connected to the rest of the world and that our relative connectivity with other global cities does not decline. As the 'front door' for London, Heathrow is often the first impression of our city for tourists, international students and investors. We would welcome the opportunity to work more closely with the Mayor on providing the welcome that these visitors deserve.

Part 4 – Environment, Transport & Public Space

Heathrow aspires to be an industry leader in sustainability. We are committed to doing more to reduce the airport's negative impacts, particularly in relation to traffic and air quality, carbon reduction and noise. We recognise that the Mayor's draft Environment Strategy will be published for consultation in 2017 and would welcome the opportunity to contribute to that document at an early stage.

We understand our responsibility to operate within emissions and climate change targets. We are committed to continuing to work together with all relevant parties to do more, building on our award-winning success to-date.

Traffic Impact and Air Quality

Good surface access to airports can bring wider benefits beyond improved connectivity, through enabling economic growth, productivity and social mobility. Further integrating Heathrow into the local and strategic transport networks will deliver these wider benefits and enhance

London's economic potential. Through the development of our Surface Access Strategy we are committed to reducing Heathrow's contribution to air pollution on the local road network and will work with the Mayor, Transport for London, local Boroughs and other stakeholders to make sure this happens.

As part of this, we want to increase the proportion of people who visit the airport by public transport (whether for work or travel). This is an important part of improving air quality in West London. Whilst Heathrow has reduced its own emissions by 16% over 5 years, the primary source of pollutants is road traffic. We are committed to playing our part in tackling London's poor air quality whilst recognising that the area around Heathrow is currently compliant with air quality limits. Two monitoring stations near the M4 do currently breach but Heathrow-related traffic at these sites is 6% and 16% of the total respectively.

Over the last 20 years, Heathrow's passenger numbers have risen by almost 80% but airport related road traffic has remained broadly static. New public transport infrastructure such as Crossrail, HS2, Western Rail Access, Southern Rail Access and upgrades to the Piccadilly Line will treble Heathrow's rail capacity by 2040 and enable 30 million more passengers to use public transport. This, along with measures to encourage sustainable transport by employees, makes it possible for the airport to grow without increasing airport-related traffic on the road and therefore meet our air quality obligations.

Achieving this requires a multi-layered approach of measures including:

- Investment in new rail access;
- Enhancements to local bus connections and the coach network;
- Management of car parking and road access;
- Better integration, coordination and planning;
- Incentivising the use of new technology and cleaner vehicles;
- Better management of freight and logistics; and
- Measures to reduce the volume of local trips around the airport campus and encourage greater use of walking and cycling.

We want to work more closely with the Mayor and TfL to make this happen.

Heathrow's current approach to reducing emissions through its operations both on and off the airport is outlined in a ten-point Blueprint for action.

(http://www.heathrow.com/file_source/Company/Static/PDF/Communityandenvironment/heathrows-blueprint-for-reducing-emissions.pdf)

Noise

We're continually working with our airlines, regulators and local communities to make the skies around Heathrow quieter for everyone. Our Blueprint for Noise Reduction is a ten-point plan to cut noise, and is directly linked to actions in our current five-year Noise Action Plan. The blueprint is available on our website:

http://www.heathrow.com/file_source/HeathrowNoise/Static/Heathrow_Blueprint_for_Noise_Reduction_2.pdf

As part of the Plan, Heathrow recently began the process of installing fifty new noise monitors in local areas as well as upgrading its existing monitoring network. The action is the direct result of

our engagement with resident groups through the Heathrow Community Noise Forum. From 2017, our landing charges will be further modified to provide an even stronger financial incentive for airlines to use the quietest and cleanest planes currently available.

With expansion, we have designed our plans to ensure that fewer people are impacted by significant aircraft noise than today, thanks to airspace changes, steeper approaches, displaced landing thresholds, next generation aircraft and other initiatives. Additionally, we have committed to the introduction of a legally binding noise envelope that will be designed to give certainty to local communities about the levels of noise which can be expected in the future and give Heathrow and its airlines clear targets that we will be measured against. We aim to establish a noise envelope that is legally binding and built around the needs of local residents around Heathrow.

We are also fully supportive of proposals to create a new 'independent aviation noise authority' with statutory powers, and a system for the independent regular review of the noise envelope and targets to incentivise a reduction in aircraft noise over time.

Low Carbon

Heathrow has been measuring and reporting its carbon footprint since 2008. We have set out a carbon management strategy which details our plans for further reductions and reflects the degree of control that we, as an airport operator, have over the many sources of emissions associated with the airport. A combination of new aircraft and engine technology, more efficient operations and sustainable alternative fuels will all contribute to reducing carbon emissions from aircraft.

As set out above, new public transport infrastructure could enable 30 million more passengers to use public transport to access Heathrow by 2030. This could increase Heathrow's public transport mode share from 40% today to more than 50% in 2030 and 55% by 2040 when 50 million passengers will use public transport to access the airport. As a result, we can increase capacity at Heathrow without an increase in airport related traffic and its associated carbon footprint.

We welcome the agreement recently reached at the ICAO General Assembly in Montreal which has placed the aviation sector at the forefront of global action to tackle climate change. The agreement will allow the aviation industry to offset growth by investing in renewable energy, forestry and innovative technology to address climate change and stimulate the global low-carbon economy. Aviation is the only industry that has voluntarily agreed at an international level to reduce its net carbon emissions with the introduction of a cap on carbon dioxide emissions from 2020 and a 50% cut by 2050.

As far as expansion is concerned, growth at Heathrow is not a choice between the environment and the economy. Both the Airports Commission, and the additional work conducted by Government, confirmed that a new runway can deliver for both and, importantly, is deliverable in accordance with environmental requirements. We support the Mayor's commitment to a low carbon economy and want to play our part in achieving that.

Part 5 – A City for all Londoners

Heathrow Airport is one of the largest single sites of employment in the UK. The airport currently provides employment for around 76,000 people on site and supports tens of thousands of other jobs across West London and the Thames Valley. We also take our responsibility to provide skills, training and careers for the local community incredibly seriously. Amongst others, we have one of the longest running and most respected engineering apprenticeship programmes in the country.

The Heathrow Academy brings together Heathrow Airport Limited, its business partners, local employers and a range of service providers. The Academy provides a range of bespoke services to help employers attract, retain and develop their colleagues. Our dedicated team of skilled recruiters, account managers, trainers, assessors and mentors aim to change lives and inspire everyone to grow, from entry-level candidates to experienced professionals.

The Heathrow Jobs and Careers Fair is run by Heathrow annually each February and attracts nearly 6,000 young people. It aims to inspire local young people and invest in the local communities of Ealing, Hillingdon, Hounslow, Slough and Spelthorne. The event showcases the opportunities offered by many of the 400 companies that operate at Heathrow, outlining the skills we're looking for and what roles are available now and in the future.

Expansion at Heathrow will provide an extra 40,000 jobs at the airport, create tens of thousands more across the capital and deliver 10,000 apprenticeships. That is enough to eradicate youth unemployment in the five local boroughs. Regardless of expansion, we remain committed to working with employers, educators and local authorities to ensure the opportunities that come from having a major site of employment in the heart of West London are felt by all our neighbours. All of this aligns with the Mayor's aspiration to ensure that we give Londoners the skills and opportunities they need to succeed.

Finally, it is encouraging to hear the Mayor's commitment to running world class transport services with better customer service that puts the passenger first. This aligns with our own vision to give passengers the best airport service in the world. We aim to do this by making every journey better. In recognising that Heathrow is a major multi-modal transport interchange, as well as London and the UK's gateway to the world, we would welcome working with the Mayor and TfL to continue to improve the whole end to end journey for our passengers and realise our mutual objectives.

We hope the above comments are useful in shaping the Mayor's emerging London plan and supporting strategies, and we look forward to working with the Mayor and his team on realising our joint aspirations.

Yours faithfully,



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