

## MODERN SLAVERY ACT STATEMENT FOR 2020

This modern slavery act statement (the “Statement”) is made pursuant to section 54 of the Modern Slavery Act 2015 for the financial year ending 31 December 2020, and has been approved by the Board of Directors of Heathrow Airport Holdings Limited (“Heathrow”) on 20 May 2021 on behalf of the relevant companies of the Heathrow Group (as defined below) including those listed in Annex 1. Information set out in this Statement is correct as of 20 May 2021.

### Introduction by John Holland-Kaye the Chief Executive Officer of Heathrow Airport Holdings Limited:

As a “Responsible Gateway”, Heathrow must take the best possible care of everyone who passes through the airport. Keeping everyone safe, treating everyone with respect and doing the right thing are three of our values, which underpin everything we do. Unfortunately, however, we live in a world in which slavery and human trafficking still takes place, and some of those being trafficked come through Heathrow.

2020 has been one of Heathrow’s most challenging years. Through March, passenger numbers collapsed completely as COVID-19 became a global pandemic. Guided by our values, our first concern was the safety of colleagues and passengers. We worked quickly with other airports and airlines around the world to set consistent high standards of COVID safety in the end to end passenger journey, and to implement them at Heathrow.

Despite the challenges we’ve faced, we have remained committed to tackling slavery and human trafficking, and our Modern Slavery Act Statement for 2020 gives an overview of the ways in which we have been working to do so.

John Holland-Kaye,

Chief Executive Officer

### Heathrow’s Structure

Heathrow Airport Holdings Limited (“Heathrow”) indirectly owns (i) Heathrow Airport Limited, which owns and operates Heathrow Airport, the largest airport in the UK; and (ii) Heathrow Express Operating Company Limited, which owns the Heathrow Express rail service.

The ultimate parent company of Heathrow is FGP Topco Limited (together with its subsidiaries from time to time being the “Heathrow Group”). Heathrow is the intermediate parent company of the Heathrow Group. The Heathrow Group is indirectly owned by investment vehicles controlled or managed by Ferrovial S.A. (25.00 per cent.), Qatar Holding LLC (20.00 per cent.), Caisse de dépôt et placement du Québec (12.62 per cent.), the Government of Singapore Investment Corporation (11.20 per cent.), Alinda Capital Partners (11.18 per cent.), China Investment Corporation (10.00 per cent.) and Universities Superannuation Scheme (10.00 per cent.). Heathrow Group operates in the United Kingdom.

As of 31 December 2020, the Heathrow Group has nearly 5,500 colleagues. For a more detailed description of our business, including profit and loss, and balance sheet, please refer to the latest annual reports and financial statements of the Heathrow Group entities.

## Heathrow's Business

The COVID-19 pandemic represents a seismic challenge for the aviation industry, including Heathrow. Passenger numbers at Heathrow fell to 22.1m in 2020, compared to 80.9 million in 2019, representing a 72.7% decrease.

Despite this Heathrow remains the UK's only hub airport. Hub airports combine direct passengers, transfer passengers and freight to enable long-haul aircraft to fly to destinations all over the world. These destinations could not be served by point-to-point airports which rely on local demand alone.

By connecting the UK with overseas markets, Heathrow enables businesses to reach markets around the world. It supports trade, attracts foreign investment into the UK and it brings overseas visitors to our shores. As one of the world's leading international hub airports, Heathrow Airport provides the UK with global connectivity.

## Our Supply Chain

As the UK's only hub airport, Heathrow has a critical role to play in the national economy – both today and in the future. We aim to operate Heathrow as a place that drives change throughout our supply chain, delivering ethical, sustainable, and low-carbon procurement and sourcing as far as possible.

Heathrow's supply chain is both extensive and global, and incorporates a wide range of products, and services spanning a variety of industry sectors, broadly grouped as follows:

- Capital Construction and Property;
- Engineering, Maintenance & Facilities Management;
- Professional Services;
- Passenger Experience;
- IT Services and Telecoms;
- Office Services, Supplies, Uniforms & Travel; and
- Group Service Contracts (including statutory services, rent, rates, utilities, policing etc.).

Heathrow is committed to complying with all applicable laws and regulations as well as to conducting its supply chain activities in a fair, transparent and professional manner at all times.

## Supply Chain Risk Assessment and Due Diligence

Heathrow has due diligence processes which focus on: (i) identifying the parts of our supply chain that present the greatest risk; and (ii) tackling slavery and trafficking risk in the supply chain.

Heathrow uses a third-party provider, SEDEX (Supplier Ethical Data Exchange), as the external auditing platform to support our supply chain due diligence processes.

We previously set out clear objectives to tackle slavery and human trafficking risk in our supply chain, through conducting a risk assessment of our supply chain, and by targeting all medium and high risk strategic suppliers (as determined in accordance with the process described below) to register on SEDEX and this work continues.

In targeting these suppliers, we utilised the SEDEX risk methodology to identify Heathrow product categories which had a medium and high inherent risk of modern slavery.

Our supplier selection process for new suppliers includes a requirement for suppliers in medium and high labour risk categories to make a commitment to registering with SEDEX. This was incorporated into the Heathrow e-Sourcing platform and is an integral part of the internal approval process.

Heathrow is a partner of the Supply Chain Sustainability School (the “School”), which provides practical support to suppliers in the form of e-learning modules, tailored self-assessments, action plans and sustainability training which includes ethical business practices, modern slavery and human trafficking. In 2020, the School continued to provide Heathrow’s supply chain with tools to upskill their workforce on sustainability aspects through webinars, conferences and on-line training material.

### Our Policies & Contractual Controls

Heathrow will not tolerate slavery or human trafficking in its business or supply chain. We embed and maintain effective systems, controls and internal policies to prevent slavery and human trafficking and take all allegations of slavery and / or human trafficking very seriously.

Our Modern Slavery Policy (the “Policy”):

- makes it clear that Heathrow’s approach is not to tolerate modern slavery and human trafficking;
- sets out Heathrow’s approach to maintaining and enforcing effective systems and controls to prevent modern slavery and human trafficking within our business and supply chain;
- clarifies each individual’s role in complying with applicable laws and safeguarding vulnerable persons against modern slavery and human trafficking;
- provides clear guidance explaining the concepts of modern slavery and human trafficking, and what needs to be done where an individual suspects modern slavery or human trafficking is taking place at Heathrow Airport or in our supply chain;
- makes it clear that Heathrow expects its supply chain to comply with the requirements of the Policy, including that Heathrow Business Partners are expected to conduct themselves in accordance with the standards set out in the Policy;
- includes a statement confirming that Heathrow will not tolerate modern slavery or human trafficking at any tier in our supply chain; and
- includes Heathrow’s commitment to working collaboratively with Heathrow Business Partners to increase awareness, detection and prevention of modern slavery and human trafficking, and to promote responsibility on this issue and ensure that we are transparent in our actions.

Our Sustainable Procurement Policy governs the products and services we buy, the organisations we do business with, and the contracts that we manage across all four pillars of our plan for sustainable growth, Heathrow 2.0., our plan for sustainable growth, is embedded into all procurement processes from sourcing strategies, tenders, evaluations, contract clauses and KPIs.

Our Whistleblowing Policy is aimed largely at our colleagues (permanent or temporary), but also applies to consultants, agency workers, contractors working at Heathrow Airport. This policy encourages individuals to report any wrongdoing which extends to slavery and human trafficking. All whistleblowing reports are treated in the strictest confidence and are investigated fully with appropriate remedial actions taken, where necessary in accordance with Heathrow’s Internal Investigations Protocol.

Additionally, we have included robust provisions in our standard procurement and retail concession agreements to require our suppliers and concessionaires to comply with applicable anti-slavery legal obligations and Heathrow's own high standards, to provide relevant training to their personnel and to be transparent with their actions in this regard to enable us to monitor performance.

### Training Colleagues

To further ensure an understanding of the risks of modern slavery and human trafficking across our business, we have committed to raising awareness and understanding among our colleagues on the importance of preventing any form of modern slavery and human trafficking.

We have an immersive e-learning module to engage Heathrow colleagues on what modern slavery is, why it's important in the context of Heathrow, signs to look out for and how to escalate concerns. The module is available to all colleagues via our online learning and development platform.

### Wider Heathrow community

Heathrow works collaboratively with UK Border Force, the Met Police and other agencies operating at Heathrow Airport to assist them in detecting and disrupting potential occurrences of human trafficking.

To support making Heathrow a Responsible Gateway to the UK (a place that strives to end trafficking of people and wildlife), Heathrow works closely with Heathrow Travel Care, the independent airport crisis social work team. As a registered charity, its purpose is to assess, advise and assist anyone in, or potentially in difficulty at Heathrow Airport, including passengers, staff and those who are at the airport for other reasons. This includes supporting colleagues and passengers with concerns relating to modern slavery and human trafficking.

### Raising awareness of Modern Slavery and Human Trafficking

During 2020, Heathrow continued to support the A21 Can You See Me campaign, focusing on equipping the public on recognising indicators of human trafficking, and reporting suspected scenarios. Campaign materials appeared on trolleys as well as the arrivals washroom doors.

Our goals in Heathrow 2.0, our plan for sustainable growth, are reflected by the steps taken by Heathrow in 2020 towards preventing modern slavery and human trafficking. These goals include:

- to work with our supply chain and Team Heathrow to tackle modern slavery and human trafficking in all their forms (Goal 9.5); and
- to operate Heathrow as a Responsible Gateway – a place that strives to end trafficking of people (Goal 12.1).

## COVID-19

### Emerging risks

The emergence and spread of COVID-19 have significantly changed the risk landscape at Heathrow. The additional risks related to the impact of the pandemic and relevant to modern slavery relate to the safety of passengers and colleagues. Throughout 2020, we engaged with the Government to implement their advice to protect our passengers, airlines, and other stakeholders.

### Health and safety of workers

Keeping people safe is the starting point for how we operate. We have a legal and moral responsibility to ensure that we safeguard the wellbeing of our people, and also our business partners and the public who may be affected by our activities. Suppliers and third parties are required to adhere to our COVID Secure measures whilst operating on our premises. These include always wearing face coverings (unless exempt) in terminal areas and shared spaces, socially distancing and adhering to good hand hygiene. We have communicated these requirements, enabled their adoption with the implementation of controls like protective screens and provision of hand sanitisers and innovative cleaning practices, and our COVID Marshalls (and other compliance monitoring activity) monitor and assure compliance with the requirements in public areas (e.g. Terminals, Colleague Bus Stops etc) by colleagues in our supply chain.

### Supporting suppliers

Heathrow has remained committed to supporting our suppliers by remaining a firm sponsor of the Prompt Payment Code and encourage our supply chain to adopt Prompt Payment Code practices. Heathrow has maintained standard payment terms of 30 days throughout 2020 and payment performance of 22 days average across our supply chain.

### Grievance procedures

All colleagues have continued to have access to a long-established and well-publicised process of grievance handling. The process, and its supporting policy, are agreed with our Trade Unions and accessible to all colleagues via our HUB+ intranet. Awareness of the process is embedded at all layers of our business.

### Our future commitments to combatting Modern Slavery and Human Trafficking

Heathrow is committed to tackling the issue of modern slavery and human trafficking and we recognise our leadership role in working with Heathrow's Business Partners and Team Heathrow to do so. We will keep our focus on the continuous improvement and delivery of effective strategies to meet this important commitment.

## Annex 1: Relevant Heathrow Group companies

The following Heathrow Group companies have total turnover in excess of £36 million as at 31 December 2020 and are otherwise in scope of the Modern Slavery Act 2015:

ADI Finance 1 Limited

ADI Finance 2 Limited

FGP Topco Limited

Heathrow (AH) Limited

Heathrow (DSH) Limited

Heathrow (SP) Limited

Heathrow Airport Holdings Limited

Heathrow Airport Limited

Heathrow Express Operating Company Limited

Heathrow Finance plc

Heathrow Holdco Limited

LHR Airports Limited