This is our statutory consultation on our preferred proposals for Heathrow Expansion. Please use this feedback questionnaire to respond to our consultation. Your feedback is really important to us and we have used your feedback from our previous consultations to develop the proposals on which we are now seeking your views.

The questions are grouped into the following sections:

- Masterplan ................................................................. page 3
- Construction ........................................................................ page 6
- Future operations ............................................................... page 6
- Surface access ...................................................................... page 8
- Preliminary environmental information and managing the effects of expansion ................................................ page 9
- Environmentally managed growth ........................................ page 13
- Community fund .................................................................. page 13
- Property and compensation .................................................. page 14
- Development Consent Order ............................................... page 14
- General comments .............................................................. page 15

Please respond to the consultation by using one of the following methods:

- Feedback questionnaire: You do not have to answer every question. Please complete as many sections of this feedback questionnaire as you would like and send it to: Freepost LHR AIRPORT EXPANSION CONSULTATION. You do not need a stamp.
  - If you need more space to answer any of the questions, please continue on a separate piece of paper and attach it to this questionnaire.
  - If you would prefer to send us a letter please send this to the freepost address.

- Online: Feedback can be submitted online at aec.heathrowconsultation.com

- Email: Feedback provided by email should be sent to feedback@heathrowconsultation.com

We cannot accept responsibility for responses that are sent to any addresses other than those described.

Thank you for your feedback.

The deadline for responding to the consultation is 11.55pm on 13 September 2019.

If you would like any help to complete this questionnaire, or information about our proposals, you can:

- Call our dedicated consultation helpline 0800 307 7996
- Go online at: aec.heathrowconsultation.com
- Send an email to us at info@heathrowconsultation.com

If you need more space to answer any of the questions, please use the notes page at the back of this feedback form or continue on a separate piece of paper and attach it to this questionnaire.
**About you**

It’s useful for us to understand who has taken part in the consultation, so please can you provide the following details.

Name

Postcode / Location

Email

Are you responding on behalf of an organisation or group? (please tick): Yes ☐ No ☐

If yes please specify the name of your organisation/group and a brief description of its role and membership:

Please confirm you have the authorisation to respond to the consultation on behalf of this organisation (please tick): ☐

For information on how we will use your information, please see the Privacy Notice on the back of this feedback questionnaire.
Expanding Heathrow is about more than building a new runway. To operate a three-runway airport, we also need to build passenger facilities, infrastructure and relocate or replace some existing buildings and land uses.

Our Preferred Masterplan sets out our plans for the future expansion of Heathrow. It has been developed taking into account feedback from previous consultations, as well as community, consumer and stakeholder engagement events and our ongoing design and assessment work.

For more information on our Preferred Masterplan please see section 3 of the Consultation document and the Preferred Masterplan document.

1. Please tell us what you think about any specific parts of our Preferred Masterplan or the components that make up the masterplan.
The expansion of Heathrow will require a number of existing buildings and community facilities to be moved, such as the Immigration Removal Centres at Harmondsworth and Colnbrook.

For more information on our preferred masterplan please see section 3 of the Consultation document and section 7.8 of the Preferred Masterplan document.

2. Please tell us what you think about the sites we have identified for buildings and facilities we are proposing to move.

The boundary of an expanded Heathrow will be carefully designed to improve the overall appearance of the airport and help it blend into the surrounding area.

For more information on the landscaping proposed please see section 3 of the Consultation document and section 7.9 of the Preferred Masterplan document.

3. Please tell us what you think of our boundary design proposals to manage noise and the effects on views around the boundary of the expanded airport.
Our Heathrow Expansion and Your Area documents set out our development proposals, their potential effects and how we propose to reduce them. The ten local areas covered are:

- Bedfont and Mayfield Farm;
- Brands Hill;
- Colnbrook and Poyle;
- Cranford, Hatton and North Feltham;
- Harlington and Cranford Park;
- Harmondsworth;
- Longford and Bath Road;
- Richings Park;
- Sipson; and
- Stanwell and Stanwell Moor.

For more information on the effects of the Project on these local areas please see the Heathrow Expansion and Your Area documents.

4. **Please tell us what you think about our development proposals and the measures proposed to reduce effects in these areas.**

   (Please list the area you are commenting on followed by your response. If you would like to comment on more than one area, please use the notes pages at the back of this feedback form).

Local area –

Response –
Construction

The expansion of Heathrow will require careful planning to ensure that it is successfully delivered in a way that considers the effects of construction on local communities, the environment and the transport network.

For more information on our construction proposals please see section 4 of the Consultation document and the Construction Proposals document.

5. Please tell us what you think of our construction proposals and the ways we are proposing to minimise effects on communities and the environment.

Future Operations

In response to our previous consultation, we have developed a combined runway alternation and night flights scheme which prioritises respite for communities closest to the airport in the evening, night and early morning periods.

As part of our plans for runway alternation, we are proposing four runway operating patterns. We would rotate between these patterns at either 2pm or 3pm and again at midnight each day. The sequence of these patterns will be repeated every four days.

For more information on our runway alternation proposals please see section 5 of the Consultation document and section 3 of the Future Runway Operations document.

6. Please tell us what you think of our runway alternation proposals, in particular we would like to know if you think we should alternate the runways at 2pm or 3pm.
Section 5 of the Consultation document and section 4 of the Future Runway Operations document explains our preferred proposal for the length and timings of a ban on scheduled night flights. Our consultation materials also describe alternative options we have considered.

7. Please tell us what you think of our preferred proposal for a ban on scheduled night flights, and/or whether you would prefer an alternative proposal.

We plan to increase the number of arrivals and departures at Heathrow prior to the new runway opening, to respond to the urgent need for additional airport capacity.

For more information on our proposals for early growth please see section 5 of the Consultation document and the Early Growth document.

8. Please tell us what you think about our proposals for managing early growth.
Our proposals for public transport at an expanded Heathrow are based on:

- Making best use of existing public transport;
- Supporting committed improvements; and
- Developing new public transport routes.

For more information please see section 6 of the Consultation document and the Surface Access Proposals document.

9. Please tell us what you think of our proposals and how we could further encourage or improve public transport access to the airport.

We are proposing to introduce a Heathrow Ultra-Low Emission Zone by 2022, which will help us to manage emissions and encourage passengers to consider other modes of transport or cleaner vehicles. We are also proposing to use charging to supplement improvements to public transport and encourage its use, this is known as the Heathrow Vehicle Access Charge. This would be introduced from the opening of the new runway.

For more information please see section 6 of the Consultation document and the Surface Access Proposals document.

10. Please tell us what you think about our proposals for the Heathrow Ultra Low Emission Zone and Heathrow Vehicle Access Charge as ways to manage congestion and air quality impacts.
11. Do you have any other comments on our Surface Access Proposals?

Our Preliminary Environmental Information Report carefully considers the effects that expansion may have on the environment and provides measures to reduce them or improve the current environment wherever possible.

For further information please see section 7 of the Consultation document and the Preliminary Environmental Information Report.

12. Please tell us what you think about our proposals to manage the environmental effects of expansion.
Air Quality

Our surface access proposals will help us manage airport-related emissions and our Preferred Masterplan has been designed to reduce the impact of the airport on local air quality. Chapter 7 of the Preliminary Environmental Information Report, published as part of this consultation sets out in detail the work we have done to assess the effects on air quality from the construction and operation of an expanded Heathrow.

For further general information on air quality please see section 7.1 of the Consultation document and Chapter 7 of the Preliminary Environmental Information Report.

13. Please tell us if there are any other initiatives or proposals that we should consider in order to address the emissions from airport related traffic or airport operations?

Health and Well Being

The health and well-being of our passengers, colleagues and neighbours is important to us and we have carefully considered the effects expansion may have on them.

The outcomes of our preliminary health assessments are explained in section 7.3 of the Consultation document and Chapter 12 of the Preliminary Environmental Information Report.

14. Please tell us what you think about our proposals to help health and well-being. Are there any other proposals that you think we should consider to address the effects of the Project on the health and wellbeing of our colleagues, neighbours and passengers?
Noise is one of the biggest concerns for communities living close to airports. We are proposing to introduce new and improved ways to manage noise at an expanded Heathrow such as introducing a 6.5 hour scheduled night flight ban, utilising runway alternation and developing a noise envelope.

For further general information on noise please see section 7 of the Consultation document and Chapter 17 of the Preliminary Environmental Information Report.

15. Please tell us what factors are most important as we develop our proposals for noise management, in particular our proposals for the design and implementation of a noise envelope.

Noise Insulation Scheme

We are proposing to introduce three noise insulation schemes for eligible local residents to address the effects of noise from an expanded airport. These will open in stages and prioritise properties in the highest noise areas.

For more information please see section 7.4 of the Consultation document, the Proposals for Mitigation and Compensation document and the draft Noise Insulation Policy document.

15. Please tell us what you think about our noise insulation schemes.
Economic Development

Heathrow is a cornerstone of the local economy and we are one of the largest single-site employers in the country. Expansion will provide a range of new employment and training opportunities.

For further information please see section 7 of the Consultation document and Chapter 18 of the Preliminary Environmental Information Report and the Economic Development Framework document.

17. Please tell us what you think of our proposals for maximising new jobs and training. Are there any other ways that we can maximise skills and training opportunities to benefit our local communities?

Historic Environment

The expansion of Heathrow presents both challenges and opportunities for the historic environment and for the historic buildings and features which may be affected. We have set out in the Preliminary Environmental Information Report a series of historic environment principles that are informing the design and development of the expansion of Heathrow and have included a number of measures within the scheme design to minimise effects on the historic environment. We are proposing four historic environment strategies that will address effects on the historic environment.

For further information please on the effects on the historic environment please see section 7 of the Consultation document, section 7.10 of the Preferred Masterplan document and Chapter 13 of the Preliminary Environmental Information Report.

18. Please tell us what you think about our approach to addressing effects on the historic environment, including any particular proposals you would like us to consider.
We are proposing to operate an expanded Heathrow within a set of strict environmental limits which would be monitored and enforced by an independent body.

For further information please see section 8 of the Consultation document and the Environmentally Managed Growth document.

19. Please tell us what you think of our proposed approach to manage the future growth of the airport within environmental limits. Is there anything else we should consider as we develop the framework and its potential limits?

We are proposing a new Community Fund to help address the positive and negative effects of the Project and to improve the quality of life in the area around the airport.

For further information please see section 9 of the Consultation document and the Proposals for Mitigation and Compensation document.

20. Please tell us what you think about our proposals for the Fund, including what it is spent on, where it is spent, and how it should be funded and delivered.
People who live in or own property near Heathrow airport could be affected by its expansion. We will need to acquire areas of land which currently include residential, commercial and agricultural properties.

We have prepared the interim Property Policies to explain our general approach to buying properties and land and set out the discretionary compensation offers available for eligible properties. These discretionary offers are intended to enhance the terms available under the Statutory Compensation Code for eligible properties, but do not change your statutory rights.

Section 10 of the Consultation document and the Property Policies Information Paper set out a summary of the interim Property Policies.

21. Please tell us what you think about our interim Property Policies, including our general approach to buying properties and land and our approach to compensation, including our discretionary compensation offers.

To get permission for our expansion proposals we will need to apply for a specific type of permission called a Development Consent Order (DCO). The DCO will contain the legal powers we need to build and operate the expanded airport. It will also place certain constraints on us, including obligations to minimise and reduce the effects of expansion and to pay compensation for land that has to be compulsorily acquired.

For more information about the DCO process and on what we think will need to be contained in our DCO, please see our ‘How do we obtain approval to expand Heathrow?’ document.

22. Do you have any comments on what we think will need to be contained in our DCO and do you have any views on anything else the DCO should contain?
General comments

23. Do you have any other comments in response to this consultation?

24. Please give us your feedback on this consultation (such as the quality of the documents, website and events).

Thank you for your time

Equalities Questionnaire
Please help us by completing our monitoring form. This helps us to check that no group of people is missed out from taking part in the consultation.

Thank You
Your feedback is really important to us and we have used your feedback from our previous consultations to develop the proposals on which we are now seeking your views.
Privacy Notice

Airport Expansion Consultation
Updated: 18th June 2019

This privacy notice tells you what to expect when you provide your personal information to Heathrow Airport Ltd (Heathrow) in connection with the Airport Expansion Consultation.

Heathrow is committed to protecting your personal information. Whenever you provide personal information we are legally obliged to use it in line with all applicable laws concerning the protection of personal data, including the General Data Protection Regulation (GDPR) and the Data Protection Act 2018.

What is the Airport Expansion Consultation?
The Airport Expansion Consultation is a statutory 12 and a half-week consultation on Heathrow’s expansion plans, and will be open between 18 June 2019 and 13 September 2019. During the Airport Expansion Consultation, you will be able to submit your views on the expansion plans by post or by using our online form which are available at aec.heathrowconsultation.com

What information is collected when using the “Protect Your Response” and “Complete Later” facilities on the online form?

If you use our online form to submit your views, you will be provided with two facilities, which are to either “Protect Your Response” or “Complete Later”. If you use either of these facilities, Heathrow will collect and use your email address in order to send you a URL (a website link) that is unique to you only. We will email this link to you so that, providing you save your responses using the button, you can return to them at any time should you get disconnected or wish to complete your response over a number of days. The facility is open until the closure of the consultation. All responses must still be completed by 23:55 on September 13th 2019. In the final week of consultation, Heathrow may send a reminder so that you do not miss your opportunity to respond.

Email addresses collected for use of the “Protect Your Response” or “Complete Later” facilities are only used for the successful operation of these facilities, they will not be attached to your final submission (although you may choose to provide your email address in the course of submitting your views, as described below).

What data is collected when submitting my views?

When you submit your views to Heathrow in connection with the Airport Expansion Consultation, whether through our online form or by post, we will collect the following information about you:

1. Name;
2. Postcode/Location;
3. Email address; and
4. Any additional items of information that you choose to provide in the course of submitting your views (please see “Who will have access to my information?”).

We will also collect certain information automatically when you visit our website. This will include your IP Address and Browser ID; the combination of these two pieces of information enable the identification of a specific computer or other network device on the internet.

How will Heathrow use the information it collects about me?

Heathrow will use your personal information for a number of purposes, including the following:

• To record accurately and analyse any questions you raise during the Airport Expansion Consultation or feedback you have provided in response to the Airport Expansion Consultation;
• To report on the Airport Expansion Consultation, setting out what issues have been raised and how we have responded to that feedback; and
• To ensure the safety of our staff.

Heathrow will use the information, along with the responses provided to help enable us to develop our designs further.

Who will have access to my information?

We will keep personal information within Heathrow and our trusted third parties except where disclosure is required by law, for example to government bodies and law enforcement agencies. Your information will be handled and may be used by the following recipients in order to provide this service:

• Postcode Checking Webservice: We use a third party webservice to relay emails from this website to you in order to provide URLs for users to complete their responses at a later date, and also to provide an email receipt upon submission of a response. Personal details will be stored on this secure facility for no more than 30 days. Please refer to “How long will Heathrow keep my information?” for more information about data retention and removal. Your information will be processed in the UK, however email records will be stored on US based servers. This transfer of personal information is carried out on the basis of the EU-U.S. Privacy Shield Framework.

• Response Review Team: We use a UK based third party to analyse consultation responses and pass the results and data to Heathrow;
• Professional advisors: We engage the services of professional advisors in the UK who may receive your personal information to provide advice in connection with Heathrow’s expansion plans;
• Website Management: We use a UK based third party to host, design and support the Airport Expansion Consultation website on behalf of Heathrow;
• Email Webservice: We use our email webservice to relay emails from this website to you in order to provide URLs for users to complete their responses at a later date, and also to provide an email receipt upon submission of a response. Personal details will be stored on this secure facility for no more than 30 days. Please refer to “How long will Heathrow keep my information?” for more information about data retention and removal. Your information will be processed in the UK, however email records will be stored on US based servers. This transfer of personal information is carried out on the basis of the EU-U.S. Privacy Shield Framework.
We may be required to make copies of responses to the Airport Expansion Consultation available to the Secretary of State and/or the Planning Inspectorate. We will request that personal information is not placed on the public record, however, please note the Secretary of State and/or the Planning Inspectorate may use any personal information that is disclosed to them in accordance with their own privacy policies, over which we have no control. We recommend that you do not include any information in your response to the Airport Expansion Consultation that you would not want to be viewed by these third parties, or potentially to be placed on the public record.

**Optional equalities survey**

To demonstrate that Heathrow is engaging with and seeking the views of, the widest possible range of local residents and communities, we are inviting you to provide the information set out below, but only if you are over the age of 18 and you wish to do so. You are under no obligation to provide it and it will not affect the consideration of your consultation responses:

- Age;
- Postcode;
- Gender;
- Identity assigned at birth;
- Sexual Orientation;
- Whether you consider you have a disability;
- Ethnicity;
- Details of religion or belief;
- Whether you are or have recently been, pregnant;
- Marital or Civil Partnership status.

At the point you voluntarily submit responses, the information will be collected by a third party called Mott MacDonald PLC. The information you provide will be held separately from the personal information and consultation views referenced above. The information will be aggregated and used for statistical purposes only. Your responses to the equalities survey will NOT be linked to your IP or Browser ID nor will we ever attempt to identify the individuals behind these survey responses.

**What is the legal basis for processing personal information?**

The lawful basis for our processing of personal information is that it is necessary for the purposes of our legitimate interest in conducting a statutory consultation in connection with developing and progressing our plans for the proposed expansion of Heathrow airport.

We are further using your personal information as necessary in order to fulfil our statutory obligations under planning law. We may use your personal data in exceptional circumstances where necessary for our legitimate interests to ensure the safety of our staff.

**How long will Heathrow keep my information?**

If you submit a response to the Airport Expansion Consultation, your information will be retained until the outcome of the Development Consent process is complete. If consent is granted, your information will be retained until the proposed development is operational. Access to personal information will be restricted only to those who have a legitimate interest in seeing it.

**What rights do I have over my personal data?**

Under the GDPR and the Data Protection Act 2018, you have the right to:

- Obtain a copy of the personal data we hold about you by making a subject access request;
- Ask us to correct any incorrect information we hold about you;
- Ask us to delete any of your personal information which we no longer have a legitimate reason for keeping;
- Restrict the processing of your information if we are using it for a purpose other than for which it was originally collected;
- Object to the processing of your information where this is justified;
- Withdraw consent for the processing of your information where this is justified, and we have no other legitimate grounds for processing it.

To exercise your rights in respect of your data, please contact the Heathrow Data Protection Officer using the following contact details:

**By email to:** privacy@heathrow.com

**By post to:** Privacy Requests, Office of the DPO, Heathrow Airport Ltd, The Compass Centre, Nelson Road, Hounslow, Middlesex.TW6 2G

**What if I find your response unsatisfactory?**

Should you find our response unsatisfactory, you have the right to lodge a complaint with the UK’s supervisory authority for information rights – the Information Commissioner’s Office (ICO). You can find more information on the ICO website: [https://ico.org.uk/make-a-complaint/](https://ico.org.uk/make-a-complaint/)

**Changes to this privacy notice**

We will keep this privacy notice under regular review. At the start of this privacy notice we will tell you when it was last updated.
Thank you for completing this feedback questionnaire. Your views are important to us.

You have until **11.55pm on 13 September 2019** to provide us with your feedback to this consultation.

At the end of this consultation we will analyse and consider all of the feedback received as we develop our proposals. We will then produce a report that sets out how we have had regard to the feedback received.

If you would like a large text or alternative format of this document, please contact us on 0800 307 7996 or send an email to us at: info@heathrowconsultation.com

There are lots of ways you can contact us and find out more information:

- visit our project website: aec.heathrowconsultation.com
- send us an email at: info@heathrowconsultation.com
- call our dedicated consultation FREEPHONE: 0800 307 7996 (open Monday to Friday, 9am-6pm)
- follow us on Twitter @LHRConsultation