



MULTI-FAITH CHAPLAINCY

HEATHROW

ANNUAL REPORT

2021



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Foreword

Nigel Milton

- Chief of Staff and Carbon, Heathrow Airport Limited

There are many roles at Heathrow that you can go a long time not noticing. The talented colleagues performing these roles just get on with it. No fuss, no show. But a huge contribution to what makes our airport such a special place to work at and travel through. The multifaith chaplaincy team are a prime example - unsung heroes of the airport, quietly going about their work, making a difference to passengers and colleagues. Many of the people the chaplaincy team help don't even know these roles exist until they have their hour of need.

The last two years have seen unprecedented change at Heathrow. This has brought new challenges for all of us and the chaplaincy have been key in helping our passengers and our colleagues to navigate those challenges both professional and personal.

The variety of issues that the chaplaincy team respond to on a day-to-day basis shows the depth of their skill and their adaptability – all underpinned by their faith, kindness and care for others. The way the chaplaincy team work embodies Heathrow's values – working together, treating everyone with respect and giving excellent service – and they are an example to us all of how being inclusive and understanding and embracing each other's differences makes us stronger and more resilient.

A heartfelt thank you from all of us at Heathrow to the multifaith chaplaincy team. They have made many people's journeys better – both through the airport and through life more generally too. We are lucky to have them.



Chair of Trustees Report

The Venerable Catherine Pickford

- Archdeacon of Northolt

Welcome to the Multi-faith Chaplaincy Annual Report of 2021, my first as chair of the trustees. I am enormously grateful for the warm welcome I have received, from informative tours of the terminals, chapel, and prayer rooms to the chaplain who considerately offered me a chair after realising that I hadn't quite been prepared for the distances walked daily by the chaplaincy team. Of course, a major feature of the last 12 months has been the impact of Covid, and I have been struck by the flexibility, quick thinking, and patience often required by the chaplains. Whilst numbers have been lower, stress and anxiety has been higher. Amongst the travelling public and staff alike, the chaplains have provided emotional, spiritual, and practical support, often in unseen ways. It is easy to underestimate how tiring it is to 'loiter with intent'. Just being there, being available, visibly not doing anything so as to be approachable by those who are in need is an important and costly task.

I would especially like to thank Steve who has worked very hard as acting head of chaplaincy over many months, and it has been a delight to appoint and welcome my colleague Bruce as Lead Anglican chaplain. I am also profoundly grateful to all of the chaplains and to the trustees who work in the background, who have enabled the chaplaincy to thrive and flourish.

One of the things that often strikes me when working in multi-faith environments is how much we share. We all follow a faith which brings hope. We all gather as people of faith and seek to be a force for good in our communities. May we continue to be a source of hope, light, and life here at Heathrow, both to the millions who pass through the airport and those for whom this is their community. May we encourage and support each other to minister to those of all faiths and none in the coming year.



2021 Overview

Steve Buckeridge

- Interim Head of Chaplaincy

"Is the airport still quiet?" is a question I'm often asked by interested friends, who know that the aviation industry is still struggling to recover from the effects of the past two years. The reality over recent months is that there have rarely been quiet shifts from a chaplaincy perspective.

Days with fewer passengers mean that staff have time to talk and understandably convey concerns for the future of their jobs. Passenger numbers have not fully returned but for many of those flying, there has been increased stress because of Covid testing, less familiarity with the airport or heightened emotions due to a longer time since seeing relatives.

Like many, the chaplaincy has increased the use of technology and along with regularly meeting on Zoom, this year saw the launch of specific websites for the chaplaincy

(www.heathrowchaplaincy.com) and chapel (www.heathrowchapel.com).

It has been great to welcome new members to the team. Among them I particularly wish to thank Bruce Rickards for his work in compiling this report. The trustees have provided needed direction and guidance and the relationship with HAL has been very supportive. This year's highlights include helping Afghan refugees and facilitating a memorial for those who died in an aircraft crash several decades ago.

The financial position of the charity is included in this report and the on-going support of Heathrow – in both monetary terms and assistance in many other ways - is gratefully acknowledged. While not explicit in the figures recorded, the charity is also significantly indebted to the contribution of a number of third parties who have financed several chaplains to be part of the work.

The team has been a privilege to lead and the spirit of co-operation has been a blessing. There have been challenging circumstances and uncertainty, but these have been faced with a compassion and good humour that is as heartening to watch as it is humbling.

In the coming year we hope to host an international chaplains' conference and roll out contactless donation points in prayer rooms - while continuing to do the routine but vital work of chaplaincy: being a spiritual presence for those in need.





Serving Team Heathrow

David Bonny

- Baptist Chaplain

As I spend time with colleagues at Heathrow, I am amazed at how many ask fondly about previous chaplains. It is easy to underestimate the impact we can have on staff members. As these relationships are built, they give opportunity to support people in times of trouble.

Last year, a Team Heathrow colleague I knew well passed away. His wife, who also works at the airport asked me to conduct the funeral. I was happy to do that - and it made me realise that, in this increasingly secular world, a chaplain may be the only person of faith that people know.

Besides being a chaplain, I have the privilege of pushing wheelchairs in Terminal 5 for two days a week. In addition to the joy of being able to help passengers in need, this also gives amazing opportunities to develop relationships with those working at Heathrow.

Helping passengers is also a big part of my work but without the staff, from the cleaners to the CEO, the airport would not function.

** Team Heathrow refers to the hundreds of companies and thousands of workers engaged at Heathrow airport.*



Serving Team Heathrow

Peter Dusek

- Anglican Chaplain

For me, Chaplaincy restarted in September 2021, with fortnightly visits on a Wednesday. What I found upon my return, was a very different Terminal 3, especially on the airside areas where I mainly focus.

Many of the people I have got to know over the past 8 years are no longer working at Heathrow, so I am having to build new relationships – which is not all bad!

An acquaintance I was glad to remake was with an Engineer who warmly welcomed me with lots of tea and wagon wheels (one of my favourite boyhood biscuits!). I was particularly moved when he presented me with a desk diary for Christmas. I sense there will be an essential role for chaplaincy in the post-Covid airport community, I'm looking forward to the challenge!

Heathrow Chaplaincy Response to the Afghan Refugee Crisis Christine Perkins

In mid-August 2021, Taliban militants swept into Kabul, completing their takeover of Afghanistan. On the evening of Monday August 23rd, with less than 24 hours' notice, the government requested that Heathrow deliver an operation to support the global humanitarian crisis that was unfolding. The Head of Chaplaincy was contacted by Heathrow Travel Care to request the support of chaplains in working alongside the social work team.

It soon became apparent that a significant team approach was necessary in responding to the crisis situation that included Police, Border Force, Department of Health, MoD, Heathrow Travel Care and the Chaplaincy team, as well as the Red Cross and other agencies. The operation took place in Terminal 4 which at the time was not in normal use due to the Covid pandemic.

A medical area was set up by NHS paramedics in part of the terminal to provide treatment for many people; including support for pregnant women and babies and children who were unwell (especially those suffering with dehydration).

There were up to five flights arriving over 5 days, each with more than 300 refugees, and with up to 60 children on each flight. All were very traumatised, having queued for days at Kabul airport, with little to eat or drink, and having witnessed very harrowing scenes.

It was a rapidly evolving situation and as chaplains we worked together with the wider team to provide much needed food and water, blankets, clothing, medical supplies, milk, nappies etc - and shoes for the children, as many were barefoot! We became a listening ear to many.



It soon became obvious that we needed to provide toys and entertainment for the children since there was a long wait of up to 6 hours to process the evacuation of refugees to quarantine hotels. So, we made contact with the local Salvation Army Church who generously loaned us toys and games. The youngsters in particular were very subdued but they really came to life as we entertained them. The parents were hugely grateful, as were Heathrow staff.

It was a significant effort as the chaplaincy was present for 12 hours for each of the 5 days. It was a humbling experience and a privilege to participate in welcoming refugees at a particularly distressing time for so many. The support of the chaplaincy team continues as families are resettled into local communities and we have maintained links with the National Afghan Refugee Centre that is located close to Heathrow.

Remembering Archbishop Desmond Tutu

Archbishop Desmond Tutu –
a personal memory

In our role as chaplains, we rarely get to meet dignitaries. However, an exception was the occasion when Archbishop Desmond Tutu came through the airport and illustrated what can be accomplished by excellent teamwork.

I took a call from an International Association of Civil Aviation Chaplains (IACAC) colleague in Sweden, to say that the Archbishop and his daughter had cut short their Scandinavian book tour and were returning home to Cape Town via Heathrow. Due to the complexity of their transit, I was asked if the chaplaincy could assist.

Working with Anglican Chaplain Tessa Rust, I contacted the departing airline and they said that they would lay on a car to take him from Terminal 2 to Terminal 5.

On arrival, Tessa and I worked together to ensure everything ran smoothly. We were then invited to join the Archbishop and his daughter in the first class BA lounge where we had dinner and a good conversation.



Revd John Mackerness United Reformed Church

What struck me was the way that when the Archbishop entered a room, it seemed to fill with light and joy and laughter. People wanted to shake his hand and were glad that he was there. But underneath it all, you could sense the inner steel that allowed him to work for peace in difficult situations.

Sadly, Archbishop Tutu died on December 26th, 2021. I tell the story not to name drop but because it involved good co-operation: international chaplains working together plus our team working in harmony across different denominations and terminals. In some small way I hope that we are sources of light around the airport: ready and willing to help all (famous or not) who need our assistance in difficult times.



Archbishop Desmond Tutu

An Oasis at The Heart of The Airport

AN OASIS

noun: a place that is much more peaceful than the places or situations around it; a shelter serving as a place of safety or sanctuary.



Revd Adele Burgess - Anglican Chaplain

One of the lesser-known jewels of Heathrow Airport is the Garden of Remembrance in the Central Terminal Area, just a couple of minutes' walk from the Central Bus Station and within walking distance from Terminals 2 and 3. Nestled in the grounds of St George's Chapel, this little refuge of restfulness, was once, geographically, at the very centre of the airport. Fifty years of airport growth have wrought many changes to the surrounding area but the garden itself remains a tranquil spot for both travellers and staff alike to take a restorative break away from the busyness of the airport.

On the walls around the Garden are memorial plaques commemorating cherished Heathrow colleagues. Each plaque paints, in just a few words, a snapshot of the person's life at the airport. Something they all share is a deep bond with the airport, to which those who visit, including those who have made annual pilgrimages over many years, bear testimony. There were several changes to the Garden of Remembrance during 2021. Perhaps the most awaited, was a large plaque to commemorate the 66 people who died on BEA Cyprus Flight 284 in Oct 1967. The plaque was erected on 22 June 2021 and one of the families summed up what it meant to her to have a permanent memorial in place:

'This tragedy occurred in October of 1967 but still today affects the lives of the many loved ones still mourning their loss.

My dear mother was onboard that aircraft. Over the years it has always been of great concern to me that there was no memorial. I would like to convey my sincere thanks for your support in erecting the Memorial Plaque commemorating the lives of all those lost.'



The installation of the plaque was organised and funded by British Airways. A Memorial Service is planned for the Autumn of 2022.

Being an outside venue, Memorial Services of varying sizes were able to continue in the Garden of Remembrance throughout lockdown. It was a privilege to host services for teams from British Airways and American Airlines commemorating colleagues lost in a difficult year. Particularly evident was a deep sense of team; with colleagues long retired or working elsewhere coming back for these services - all of them mentioning the lifelong friendships formed whilst working at Heathrow.

As chaplains at Heathrow, it is a joy to work collaboratively alongside numerous Heathrow groups and services and a multitude of suppliers who make up the wider Team Heathrow. In the Spring of 2021, a couple of our chaplains got chatting to a team of engineers from the Manufacturing Fabric Group. We wanted to reinvigorate our beautiful Garden of Remembrance after (at that stage) more than a year of lockdown.

Together a plan was formed, and with the Engineers' expertise, using recycled, eco-friendly material, new signage, a trellis and some wall art were created which we hope will be a blessing to all who visit the Garden of Remembrance in the years to come.

All in a days' work (part 1)

Majors Stephen & Christine Perkins

- Salvation Army Chaplains

"SHORT RESUME OF HOW WE MINISTER IN THE AIRPORT AND HOW IMPORTANT BEING A PART OF THE TEAM IS."

It is a real joy for us to be chaplains as part of a multi-faith team in what is a busy airport. A well-used phrase underlines the importance of being seen around the airport

"It's a ministry of presence".

We find as we sit in a busy area or walk around with our high-vis jackets on, people often approach us. Indeed, on most shifts, a word of prayer is requested.

Passengers will often 'open up' to us, where they might not speak so freely in other contexts. They may never see us again, so they offload. If it would assist, we can offer to contact their religious community or other help in their origin or destination country.

We proactively look out for people who may be in need. Sometimes the conversation starts by a request for directions and often this may mean walking with an anxious passenger. For many, the airport is a hectic environment. We offer people pastoral support that gives a sense of calm and assurance.

It's a broad, important and rewarding ministry.



All in a day's work (part 2)

Mrs Judi Buckeridge

- Free Church Chaplain

**"CRYING PASSENGER COMPLETELY
OVERWHELMED BY THE STRESS OF
GETTING THROUGH THE IMMIGRATION
PROCESS WHO NEEDED HELP TO
DO SOME VERY SIMPLE TASKS."**

An unusual but enjoyable part of my chaplaincy is doing shifts with my husband Steve. One day we were working together and spotted a Christian Organisation holiday group in Terminal 5 departures. Steve spoke with the organisers, who were so enthusiastic about the chaplaincy and prayed with us. We offered help and support for whenever they are travelling as a group.

While that conversation was going on, I was approached by a lady from the group who was anxious saying goodbye to her mother because of a short term memory loss condition that had recently been diagnosed. The mother was also anxious about travelling and not wanting to be a burden to others. I was happy to oblige and prayed with them both. They were very appreciative and the daughter was then able to say goodbye more easily. Even though it was an organised Christian group they were still thrilled that someone outside of the group was there and available to pray independently with them.



All in a days work (part 3)

Ameer Chaudhri

- Muslim Chaplain

**"A SCHOOL TEACHER WITH 35
TIRED AND DELAYED TEENAGERS
WHO AFTER A WEEK AWAY WHO
WAS GLAD OF HELP LOOKING FOR
AN ELUSIVE FORECOURT MARSHAL
TO CALL THEIR COACH ."**

My chaplaincy role is unusual in that I am also a full time Passenger Experience Manager at Heathrow.

On one occasion I was able to combine my operational and chaplain roles. I was asked to help support a family reunion assistance scheme where a sponsor (who had refugee status) needed their spouse and children brought to them.

Whilst a situation with a mother and three young children arriving on a flight with the father waiting in Arrivals is not unusual, it was complicated by the fact that none of the them could speak English. I made sure I was at the gate to meet them and arranged with the baggage handlers to have their push chair brought up to them.

There was confusion about whether the passengers were completing the next part of their journey by air or coach. After using a translator to gain clarification with the waiting father in Arrivals, I made arrangements for their booking to be cancelled and their bags reunited with them. I was able to speak to Immigration to have them seen to in the special assistance lane and we were finally able to reunite the family.



First Impressions

Fr Damian Mary Moneke - Roman Catholic Chaplain

Although I technically joined the team in 2022, I have been asked to include my early impressions from the first few weeks of being at Heathrow. I have found it inspiring, fascinating and challenging. Each time I step into the terminal buildings, and see passengers in great numbers, I ask myself,

"what can I offer to this multitude?"

"What would Jesus want to offer them?"

"Can I be 'Jesus' to them?"

The teamwork that exists amongst the chaplains of the Heathrow Multi-Faith Chaplaincy is really edifying. I remember an incident that touched me so much while walking in terminal 2 with another chaplain. We met a distressed elderly woman who was distraught because she could not see her daughter who was supposed to have arrived in terminal 2. Little did she know that she was in the wrong terminal.

She asked us, "can you help me, I am almost desperate?" The chaplain I was with gently brought back some calm and tranquillity to her troubled state - and gave the daughter accurate directions over the phone. At the end, she asked for our prayers and asked me to bless her, which I did.

The fraternal support of the Catholic trustees, good works of the Roman Catholic volunteers and support of the whole chaplaincy team has been very motivating. We look forward to the year ahead, especially the reopening of St George's Chapel.



Adrian Dean

- Honorary Treasurer

Heathrow Multi-Faith Chaplaincy Association

Treasurer's Draft Report Year End Ending 31st December 2021

1.The year in summary

a.The highlight of the year was agreement with HAL to employ a full-time head of Chaplaincy who will be responsible for the Multi-Faith Chaplaincy and the Chapel. This work will commence in the first quarter and look for completion in the second quarter 2022.

b.The Income for 2021 was **£67,900** (see Appendix A Income and Expenditure 2021)

c.Expenditure for 2021 was **£29,974** see Appendix A Income and Expenditure 2021)

d.There was no capital expenditure during the year.

e.A new budget for 2022 was proposed and is attached.
(see Appendix B – Chaplaincy Budget 2022)

f.It should be noted that agreement to each expense item has not (as of the date of reporting) been finalised.

g.The charity received a donation from HAL of **£72,900**

2.Starting in 2022 the Chaplaincy will be developing its own revenue streams and expenses management. At this point, the only promise of financial support is from HAL. It is important that the Charity looks for other sources of income.

3.A service agreement for the provision of an interim head of chaplaincy has been reached by the Charity and a chaplain for 2022. The Agreement can be terminated with 1 months' notice by either party.

4.Year End

a.Current account balance **£4,427**

b.Capital Account balance **£50,549**

5.Accounting Policy

a.The Accounting policy is based on the payments and receipts method of accounting. Most small charities (those below a turnover of £250,000 per year) use this method.

b.It is agreed that an External Examiner is appropriate for the charity accounts of 2022.

APPENDIX A

Income and Expenditure Year Ending 31st December 2021

Heading	Budget 2021	Credit	Expenditure			
£	Debit		Consultancy	60,000		27,800
Opening Balance 1		17,050	Donations (Afghan)	zero		1000
Income			Training	3000		1063
Donations 2	67,900	67,900	Bank Fees	500		111
Total	67,900	67,900	Total			29,974
			Closing Balance	54,976	54,976	

NOTES TO ACCOUNTS:

1. Opening balance includes £5000 donated by HAL prior to year end and included in budget for 2021.
2. Donations taken during the year exclude the £5000 paid in the previous year.



Chaplains

Buddhist

Robert MacPhail

Christian

Susan Badua

Helen Baly

Paul Barker (Volunteer Chaplain from December 2021)

David Bonny

Judi Buckeridge

Steve Buckeridge (Interim Head of HMFC)

Adele Burgess (Volunteer Chaplain from September 2021)

Peter Dusek

Fiona Fernandes

Elsie Fraser

Julie King

John Mackerness

Hertiberto De Melo

Damian Mary Moneke (Appointed February 2022)

Christine Perkins

Stephen Perkins

Bruce Rickards (Appointed September 2021)

Elisa Rivera

Tessa Rust

Ian Smailes

Hindu

Ramesh Sharma

Jewish

Hershi Vogel

Zelda Vogel

Muslim

Ameer Chaudhri

Sikh

Devraj Saberwal

Amrik Singh

Trustees

Hany Abdelmasih

Adrian Dean

Paul Farmer

Stephen Hirst

Kathryn Leahy

Narinder Singh Mudhar

John Penty

Catherine Pickford

Andrew Pottage

Asgar Halim Rajput

Bogoda Seelawimala

Umesh Sharma





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