

2020: Q2

*QUARTERLY REPORT TO THE HEATHROW COMMUNITY
ENGAGEMENT BOARD*





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INTRODUCTION:

This report covers the quarter 2 period from April to end of June 2020. The catastrophic impacts of COVID-19 across the world have been swift and significant.

COVID-19 continues to weigh on travel demand, with a drop in passenger numbers of over 95% compared to the start of last year's summer season. The Government's quarantine policy for international arrivals has significantly impacted passenger confidence and, combined with the possibility of a second wave in Europe, the airport has not seen the recovery during the summer season that we had hoped for. The introduction of airport testing is now more critical than ever, as flights remain grounded and more jobs continue to be put at risk in an industry crucial to rebuilding the UK economy. With cargo volumes also continuing to be impacted by the decline of long-haul passenger traffic, the ability for UK businesses to trade internationally has been limited.

At Heathrow, safety continues to be our priority and in addition to enhanced cleaning throughout the airport we have introduced a range of measures such as UV robots, UV handrail technology, 'Fly Safe' pit stops and hygiene technicians to reduce the risk of contracting or transmitting COVID-19 at the airport. We have also had the opportunity to undertake necessary repair works to the southern runway during this time. And the cost savings we are making now will help us to secure as many jobs as possible, whilst maintaining the agility to return to growth when passenger demand increases.

Despite the steps we have taken over the last decade to strengthen the financial resilience of the business, Heathrow is not immune to this crisis. We must act responsibly to protect the long-term success of Heathrow and deliver on our commitments to all stakeholders that rely on our national critical role. At the start of this crisis Heathrow moved fast to cut costs by reducing management roles, restructuring the organisation, suspending executive pay and cancelling or pausing capital projects. We have had to take difficult decisions in order for the business to survive and remain competitive.

The financial position we built up over the past decade means that the actions we are taking now are compatible with maintaining our strategic long-term ambition of sustainable growth. Keeping people safe remains our first and non-negotiable priority. Despite the challenges the airport faces, we are standing by our commitment as a Living Wage employer and our Prompt Payment Code pledge to pay suppliers within 30 days. We are also working hard to retain as much of our incredibly talented team as possible, which we will need in the recovery.



Q2 COVID-19 RESPONSE:

Covid-19 has without doubt been a challenging time for the airport, but we also know that our community has needed us more than ever before. That is why we have continued to be committed to being a responsible neighbour throughout the crisis. In this quarter, we have shared resources and given whatever we can to make a difference to our community. This has included providing support to foodbanks, hospitals, community groups and primary schools.



We are proud to have:

- Donated 71 new laptops to 14 local primary schools and 30 laptops to four local councils to support their COVID recovery efforts. The laptops to primary schools allowed children to learn at home who didn't otherwise have access to technology.
- Donated 15,000 FFP3 facemasks to local hospitals, including Hillingdon, and to Thames Valley Air Ambulance.
- Redeployed our Heathrow Community Rangers to allow us to deliver 500 learning packs each fortnight to children from William Byrd Primary Academy, meaning they can learn at home. We also donated paper to Colnbrook Primary allowing them to print work for children to complete at home. And we finished the school term by delivering 600 reports directly to children's homes.



- Provided weekly support to Slough Council for Voluntary Service, delivering food and essentials to the community, care homes and hospitals. Supported St Kitts and Nevis Association Slough with weekly deliveries to get food to the most vulnerable in Slough.
- Mobilised Team Heathrow companies to provide support too, including the loaning of 37 barriers to two primary schools to help them create playground bubbles, making it safe for children at break time.
- Supported six different foodbanks, donating and delivering 1000s of Harrods confectionery items, Cafe Nero pastries, M&S flapjacks, 9,500 creme eggs, and 100s of cartons of apple and orange juice.
- Donated 60,000 liquids bags to West Hertfordshire Hospitals NHS Trust so that their staff have somewhere to safely store personal items.

Our Heathrow Community Ranger team are now beginning to resume their usual Ranger activities, which means that after many months of delivering school learning packs and donations to foodbanks, they'll now be back out-and-about in the communities of Stanwell, Stanwell Moor, Colnbrook and Poyle, litter picking and landscaping as part of Heathrow's Better Neighbour Programme.

Heathrow Community Trust

- £95,000 in rapid emergency COVID-19 funding was released by the Heathrow Community Trust (HCT), an independent charity funded by Heathrow Airport and supported by its colleagues and partners. The funding helped keep vital community services running, including food banks and support services for the isolated and vulnerable.



HEATHROW'S THREE PHASE PLAN:

The COVID-19 outbreak continues to represent a seismic challenge for the aviation industry, including Heathrow. We have put together a three-phase plan in response to the crisis.

Protecting our business

- Ensuring that we continue to deliver on safety and security is our first and non-negotiable priority. We have added safety measures across the passenger journey following close collaboration with Public Health England. We have begun trialling a number of technologies and processes to keep the airport COVID-19 secure and rebuild passenger confidence as travel resumes, including temperature testing trials and the use of UV sanitation to quickly and efficiently disinfect key touchpoints in the passenger journey. We stand ready to host UK's first pilot 'Test-on-Arrival' procedure from Collinson and Swissport. The pilot, which is subject to Government approval, could allow COVID-19 negative passengers arriving from higher risk countries to enter the UK without the need to quarantine. Testing passengers before they board a plane would be even more effective but would require a Common International Standard which the UK Government could take a lead on setting up.
- COVID-19 has had a significant impact on our financial performance. Management has taken rapid actions to protect the financial resilience of the business enabling a reduction in our average monthly cash burn from £240 million to £159 million. These savings will be achieved through initiatives to reduce our operating costs and our capital expenditure by over £650 million. The reduction in capital expenditure is largely driven by the demobilisation and delay of the expansion programme. This year's much reduced capital plan focuses on projects which ensure the safety and resilience of the airport, such as Hold Baggage Screening, cargo tunnel works, resurfacing of the southern runway and asset renewal.
- In April, we moved to single runway operations and consolidated passenger operations into two terminals while maintaining enough flexibility to ramp up as passenger demand returns. We now have around 70% of our incumbent airlines flying and three new airlines. We have therefore reopened Terminal 5C to provide additional capacity to support their operations. Many of our retail outlets closed in late March, leaving only essential retailers open. Stores began to reopen in late June following Government guidance meaning that we now have around 40% of outlets open across Terminals 2 and 5.

Winning the recovery



- Creating an environment where passengers feel safe and confident to fly is fundamental to winning the recovery. Following Government advice and best practice, we have established five key areas that define our Fly Safe model. These standards will create a different service proposition for both passengers and colleagues.
- These five areas are:
 - Personal protection: all colleagues and passengers will have to use face coverings in our terminals and operational areas.
 - Physical protection: we have installed Perspex screens at check-in desks and security areas to increase separation between passengers and colleagues.
 - Social distancing: multiple methods have been used across our terminals and rail stations to remind passengers to socially distance. These methods include floor stickers, monoliths, seat blocking, tensor barriers and one-way systems.
 - Health screening: we have launched thermal screening trails that use camera detection systems to quickly and seamlessly screen passengers with minimal impact to the passenger journey.
 - Hygiene: we have installed hundreds of hand sanitiser dispensers and implemented additional cleaning and sanitation procedures across the campus using pioneering technologies. These technologies include UV cleaning robots using UV rays to kill viruses and bacteria, UV handrail technology to disinfect the continuously moving handrails and anti-viral wraps fitted to high-touch surfaces, coating them with long-lasting antiviral protection.

Building back better

- Delivering our long-term ambitions for growth will be done in the right way. Our focus remains on taking the lead in getting the aviation industry to net zero-carbon and aligning the airport and sector to the goals of the Paris Agreement on Climate Change. We welcome the Government's announcement of aligning aviation within the UK's target net zero carbon emissions by 2050.
- This crisis represents an opportunity for us to transform the way we operate, bringing more flexibility and dynamism into our operating model. As we move forward and build back better, we will embrace digitalisation through our retail proposition, security processes and contactless passenger experience. We will also look into the value proposition with our supply chain through closer supply partnerships.
- We do believe that once the benefits of air travel and connectivity have been restored, an expanded Heathrow will be required to deliver the Government's vision of a Global Britain. We will therefore progress our appeal to the Supreme Court following the Court of Appeal's ruling last February.



- In recognition of the asymmetric risk in the regulatory model that has been exposed by the COVID-19 crisis, but was not allowed for in the allowed regulatory returns, Heathrow has requested that the CAA makes a policy statement setting out that it will amend Heathrow's Regulated Asset Base to allow Heathrow to recover excess losses over an extended period of time. This would avoid the need for material changes to the risk premium, which would translate to higher consumer prices.



Our vision

To give passengers the best airport service in the world

Our purpose

Making every journey better

Our priorities



Mojo

To be a great place to work, we will help our people fulfil their potential and work together to lead change across Heathrow with energy and pride.



Transform customer service

To deliver the world's best passenger experience, we will work with the Heathrow community to transform the service we give to passengers and airlines, improving punctuality and resilience.



Beat the plan

To secure future investment, we will beat the Q6 business plan and deliver a competitive return to shareholders by growing revenue, reducing costs and delivering investments efficiently.



Sustainable growth

To grow and operate our airport sustainably, now and in the future.

Our values





TRANSFORM CUSTOMER SERVICE: HEATHROW'S ASQ PERFORMANCE

PUNCTUALITY

- All our passenger & colleague research programmes were suspended on 23rd March with only certain programmes recommencing in late July. Given this suspension there is no data available to provide an update for Q2.

Service standard performance indicators (1)	2019	2020
ASQ	4.18	...(2)
Experience as "excellent" or "very good" %	82.2	...(2)
Baggage connection %	99.1	99.1
Departure punctuality %	82.6	86.0
Security queuing %	96.5	97.3
Connections satisfaction	4.14	...(2)

(1) For the 6 months ended June

(2) Passenger satisfaction and research has been temporarily suspended



BEAT THE PLAN: HEATHROW'S QUARTERLY RESULTS

Results for Q2 April – June 2020

- Safety remains our biggest priority – We are deploying UK's most extensive array of new COVID-secure technologies to protect passengers and colleagues.
- Significant passenger decline pushes Heathrow to loss - Passenger numbers were down over 96% in Q2 as global aviation came to a virtual standstill. We anticipate a gradual recovery as countries reopen borders, but that 2020 passenger volumes will be more than 60% lower than 2019. Q2 revenue fell 85% to £119 million and adjusted EBITDA turned to a loss of £93 million. We recorded an adjusted loss before tax of £471 million in the first six months of 2020.
- Cargo volumes were down over 30%, hit by loss of passenger flights – Cargo at the UK's biggest port usually travels in the hold of passenger planes. The increase in cargo-only flights has not offset the loss of passenger flights to long haul markets.
- Decisive action has been taken to protect jobs and cut costs – We acted quickly to reduce our average cash burn by over 30%, by cutting at least £300 million operating costs and cancelling or pausing over £650m of capital projects. We have tried to protect as many jobs as possible and maintain pay at or above the London Living Wage.
- Heathrow finances remain robust - Cash reserves are sufficient until at least June 2021 with no revenue. We have agreed a waiver on financial covenants until the end of 2021 and maintained our Investment Grade credit rating status.
- UK's economic recovery depends on restarting aviation - Government's risk-based approach to allow quarantine-free flights from low and medium risk countries is very welcome, but only covers 30% of Heathrow's markets. Establishing an alternative to quarantine for COVID-free passengers from other countries should be a priority for Government. Pre-flight testing for passengers from high risk countries will allow long haul flying to resume, which is critical for the UK's economic recovery.



At or for 3 months ended 30 June	2019	2020	Change (%)
(£m unless otherwise stated)			
Revenue	1,461	712	(51.3)
Cash generated from operations	907	294	(67.6)
Profit / (loss) before tax	7	(1,059)	--
Adjusted EBITDA ⁽¹⁾	907	222	(75.5)
Adjusted profit / (loss) before tax ⁽²⁾	153	(471)	--
Heathrow (SP) Limited consolidated nominal net debt ⁽³⁾	12,412	12,860	3.6
Heathrow Finance plc consolidated net debt ⁽³⁾	14,361	14,932	4.0
Regulatory Asset Base ⁽⁴⁾	16,598	16,516	(0.5)
Passengers (million) ⁽⁵⁾	38.8	15.4	(60.2)

Notes

(1) Adjusted EBITDA is profit before interest, taxation, depreciation, amortisation, fair value adjustments on investment properties and exceptional items.

(2) Adjusted profit before tax excludes fair value adjustments on investment properties and financial instruments and exceptional items.

(3) Consolidated nominal net debt is short and long-term debt less cash and cash equivalents and term deposits. It includes index-linked swap accretion and the hedging impact of cross currency interest rate swaps. It excludes pre-existing lease liabilities recognised upon transition to IFRS 16, accrued interest, bond issue costs and intra-group loans.

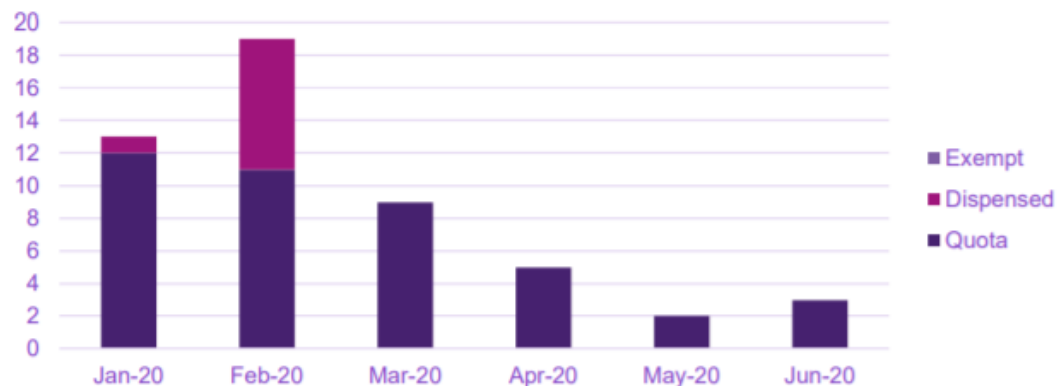
(4) The Regulated Asset Base is a regulatory construct, based on predetermined principles not based on IFRS. It effectively represents the invested capital on which we are authorised to earn a cash return.

(5) Changes in passengers and retail revenue per passenger are calculated using unrounded passenger numbers.



SUSTAINABLE GROWTH: NIGHT FLIGHTS: DEPARTURES

Late running departures by quota, dispensed and exempt (Jan – Jun 2020)



Departure Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Quota	12	11	9	5	2	3							42
Dispensed	1	8	-	-	-	-							9
Exempt	-	-	-	-	-	-							-
Total	13	19	9	5	2	3							51

Notes

1. Dispensed flights: Sometimes, for reasons of disruption, emergency or passenger hardship, flights are allowed by DfT to operate outside the constraints of the movement limits.
2. Exempt flights: Exempt aircraft are light propeller-driven aircraft with a maximum certificated take-off weight not exceeding 8,618kg, and which are being utilised to undertake essential airport safety checks. Other exempt flights include State flights, head of Military, select VIP's.



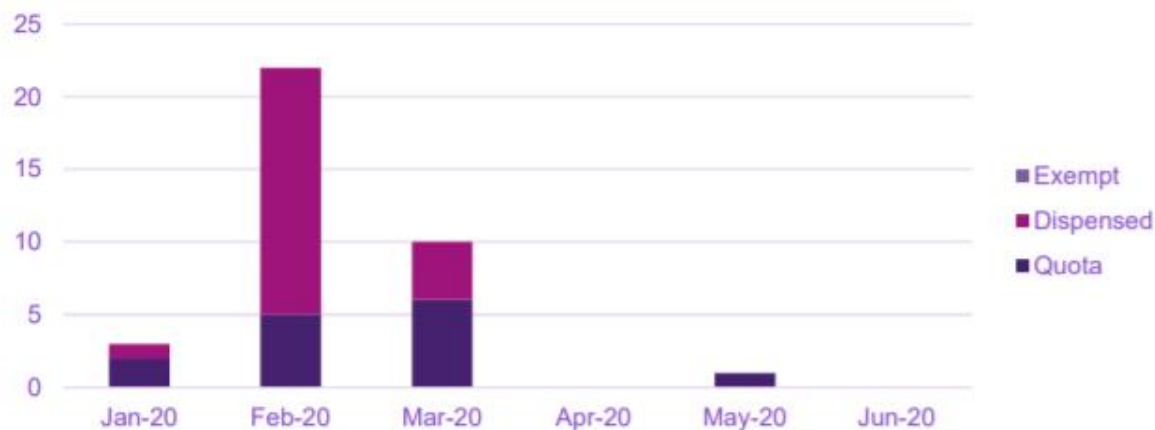
Departure night movements by time window (Jan – Jun 2020)

Departure Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
23:30 - 00:00	8	11	5	4	2	2							32
00:00 - 00:30	4	8	4	1	-	1							18
00:30 - 01:00	-	-	-	-	-	-							-
01:00 - 01:30	-	-	-	-	-	-							-
01:30 - 02:00	1	-	-	-	-	-							1
02:00 - 02:30	-	-	-	-	-	-							-
02:30 - 03:00	-	-	-	-	-	-							-
03:00 - 03:30	-	-	-	-	-	-							-
03:30 - 04:00	-	-	-	-	-	-							-
04:00 - 04:30	-	-	-	-	-	-							-
04:30 - 05:00	-	-	-	-	-	-							-
05:00 - 05:30	-	-	-	-	-	-							-
05:30 - 06:00	-	-	-	-	-	-							-
Total	13	19	9	5	2	3							51



NIGHT FLIGHTS: ARRIVALS

Late running arrivals by quota, dispensed and exempt (Jan – Jun 2020)



Arrival Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Quota	2	5	6	-	1	-							14
Dispensed	1	17	4	-	-	-							22
Exempt	-	-	-	-	-	-							-
Total	3	22	10	-	1	-							36

Notes

1. Dispensed flights: Sometimes, for reasons of disruption, emergency or passenger hardship, flights are allowed by DfT to operate outside the constraints of the movement limits.
2. Exempt flights: Exempt aircraft are light propeller-driven aircraft with a maximum certificated take-off weight not exceeding 8,618kg, and which are being utilised to undertake essential airport safety checks. Other exempt flights include State flights, head of Military, select VIP's.



Arrival night movements by time window (Jan – Jun 2020)

Arrival Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
23:30 - 00:00	1	15	6	-	1	-							23
00:00 - 00:30	1	3	2	-	-	-							6
00:30 - 01:00	-	3	-	-	-	-							3
01:00 - 01:30	-	1	-	-	-	-							1
01:30 - 02:00	-	-	2	-	-	-							2
02:00 - 02:30	-	-	-	-	-	-							-
02:30 - 03:00	-	-	-	-	-	-							-
03:00 - 03:30	-	-	-	-	-	-							-
03:30 - 04:00	-	-	-	-	-	-							-
04:00 - 04:30	1	-	-	-	-	-							1
04:30 - 05:00	213	170	192	9	63	77							724
05:00 - 05:30	163	182	145	45	46	25							606
05:30 - 06:00	112	175	68	39	35	41							470
Total	491	549	415	93	145	143							1,836

Notes

1. Arrivals from 04:30 to 06:00 are scheduled early morning arrivals.



COMPLAINTS STATISTICS

Overall statistics

332 people complained between April and June 2020, making over 7,000 complaints.

	Apr 2020	May 2020	Jun 2020	Total
No. of Complainants	121	161	173	332
No. of Complaints	2,283	2,707	2,223	7,213

Top 10 Complainants

Complaints from the 10 people who complained the most times this quarter.

No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
5,657	78.4%	3.0%

Complainants who complained less than 5 times

Complaints from people who contacted Heathrow 5 times or less this quarter.

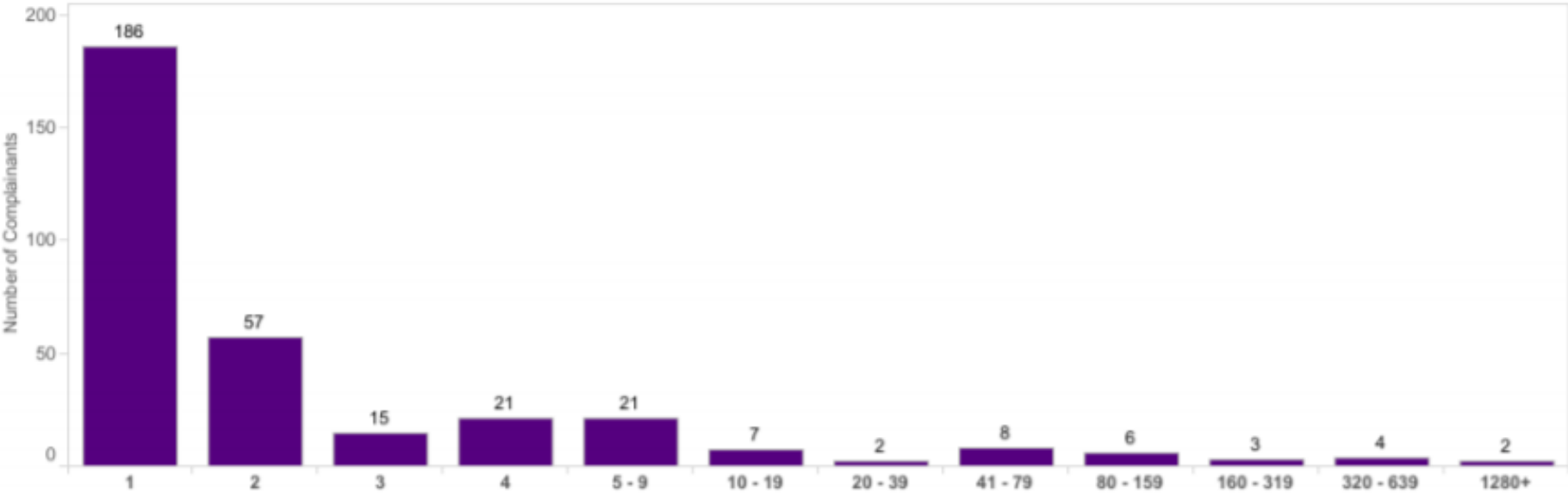
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
466	286	86.1%	6.5%



DISTRIBUTION OF COMPLAINTS

How many times complainants contacted us

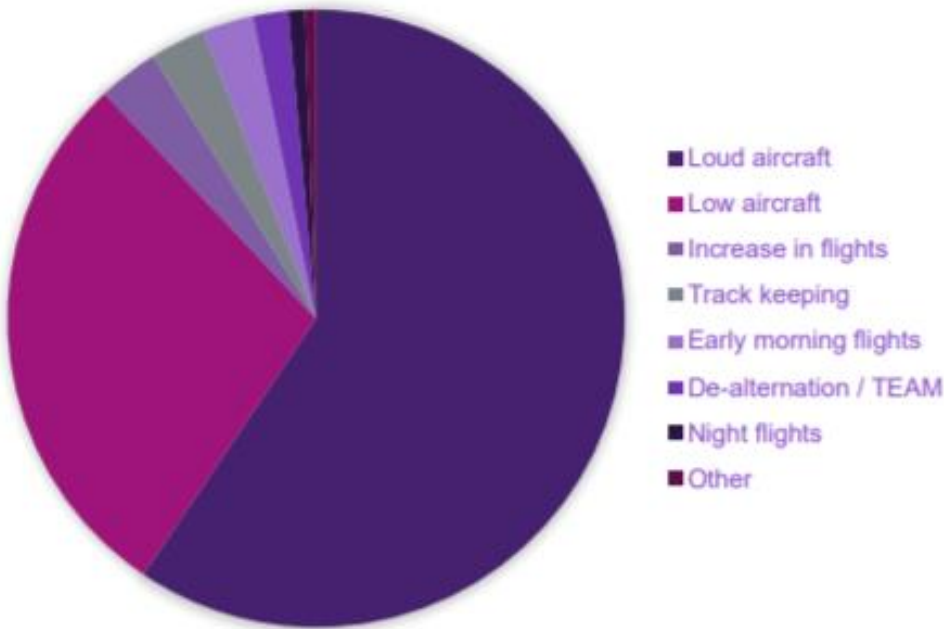
The histogram below plots how many people against how many times they contacted Heathrow this quarter. For example, it shows that 186 people complained once, that 15 people complained 3 times and that 2 people complained more than 1,280 times.





NOISE COMPLAINTS BY CATEGORY

Complaint Category	Proportion
Loud aircraft	59.5%
Low aircraft	28.5%
Increase in flights	3.2%
Track keeping	2.9%
Early morning flights	2.7%
De-alternation / TEAM	1.8%
Night flights	0.9%
Other	0.6%



Note: Multiple or duplicate complaints made by one person on one day are not included in this chart.



SUSTAINABLE GROWTH: AIR QUALITY AND CLIMATE CHANGE

Due to the Covid-19 crisis and colleagues being furloughed the air quality data is not yet available for Q1 or Q2. This information will be provided in a future report when it is available.

Climate change remains a key focus within our sustainable growth priority:

- Climate change remains the single greatest challenge facing society and our industry over the medium to long term. This debate has remained a live one during the COVID-19 crisis. A clean and resilient recovery will be required so that we, as an industry, can build back better. We welcome the Government's recognition that there is a need to accelerate action to decarbonise aviation as part of a green recovery. We look forward to contributing to the Government's 'Jet Zero Council', bringing together aviation, Government and environmental leaders to drive action on sustainable fuel and future zero emission technology.
- Over the next decade, sustainable aviation fuel ('SAF') represents the best way to accelerate a reduction in carbon. SAF can be utilised by existing aircrafts without waiting for a 25-year replacement cycle. The challenge is an economic one – the small volumes of SAF currently produced are expensive. A Government package of supply side regulations, demand incentives and financial support is needed, pursued with urgency and purpose.
- The two key steps we are advocating for are a fuel blending mandate to drive supply, and a restructuring of Air Passenger Duty ('APD') to cut the price of SAF for airlines who use it. These asks build on those of UK air industry coalition, Sustainable Aviation, which is calling for financial support from Government, matched by private investment, to open the first two to three UK plants by 2025.



EMPLOYMENT AND SKILLS ACADEMY

APRIL

Candidate interactions
This reflects the total number of interactions between the Academy Team and local residents

	Ealing	Elmbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	12	0	8	23	0	26	0	4	11	4	88
Total year to date	82	0	88	137	0	36	0	13	11	31	398

Website Registrations
This reflects the total number of people who have created a profile on our website

	Ealing				Elmbridge				Hillingdon				Hounslow				Runnymede				Slough				South Bucks				Spelthorne				Windsor and Maidenhead				Other				Total			
Total for month	5				0				10				10				0				7				1				1				0				33				67			
JCP/ EI/ AIE/ Other	1	2	2	0	0	0	0	0	3	1	6	0	1	2	7	0	0	0	0	0	2	1	4	0	0	1	0	0	0	0	1	0	0	0	0	0	6	12	15	0	13	19	35	0
Total year to date	313				13				352				506				22				127				18				64				21				770				2206			
Total year to date	32	142	129	10	3	4	6	0	37	140	166	9	45	224	228	9	1	8	12	1	14	41	69	3	1	3	14	0	4	17	41	2	0	9	12	0	90	302	365	13	227	890	1042	47

JCP – JobCentrePlus EI – Economically Inactive AIE – Already in Employment Other (e.g. walk-in, did not disclose)



MAY

Candidate interactions
This reflects the total number of interactions between the Academy Team and local residents

	Ealing	Elmbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	15	0	10	21	0	10	1	3	2	13	75
Total year to date	97	0	98	158	0	46	1	16	13	44	473

Website Registrations
This reflects the total number of people who have created a profile on our website

	Ealing	Elmbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total	
Total for month	10	1	18	22	3	36	3	2	5	56	156	
JCP/ EI/ AIE/ Other	1 4 5 0 0 1 0 0 4 5 9 0 2 11 9 0 0 1 2 0 25 5 6 0 0 1 2 0 0 2 0 0 5 0 0 0 4 14 36 2 41 44 69 2											
Total year to date	323	14	370	528	25	163	21	66	26	826	2362	
Total year to date	33 146 134 10 3 5 6 0 41 145 175 9 47 235 237 9 1 9 14 1 39 46 75 3 1 4 16 0 4 19 41 2 5 9 12 0 94 316 401 15 268 934 1111 49											

JCP – JobCentrePlus EI – Economically Inactive AIE – Already in Employment Other (e.g. walk-in, did not disclose)



JUNE

Candidate interactions
This reflects the total number of interactions between the Academy Team and local residents

	Ealing	Elmbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	28	0	23	40	0	22	0	6	4	11	134
Total year to date	151	0	141	234	0	86	1	26	17	82	738

Website Registrations
This reflects the total number of people who have created a profile on our website

	Ealing				Elmbridge				Hillingdon				Hounslow				Runnymede				Slough				South Bucks				Spelthorne				Windsor and Maidenhead				Other				Total			
Total for month	20				4				31				35				1				8				0				4				4				55				162			
JCP/ EI/ AIE/ Other	1	8	11	0	1	2	1	0	7	9	14	1	6	10	18	1	0	0	1	0	2	2	3	1	0	0	0	0	1	0	3	0	0	2	2	0	10	17	26	2	28	50	79	5
Total year to date	367				19				418				591				26				175				22				73				33				905				2629			
Total year to date	35	164	156	12	4	8	7	0	52	160	196	10	57	258	266	10	1	9	15	1	43	48	80	4	1	4	17	0	5	20	46	2	7	12	14	0	107	341	438	19	312	1024	1235	58

JCP – JobCentrePlus EI – Economically Inactive AIE – Already in Employment Other (e.g. walk-in, did not disclose)



SUSTAINABLE GROWTH: TRAFFIC SUMMARY

- COVID-19 continues to weigh on travel demand, with a drop in passenger numbers of over 95% compared to the start of last year's summer season
- Government's quarantine policy for international arrivals impacted load factors, which declined by 7% following its introduction in early June, compared to 2019. An exit plan is now more critical than ever, as long-haul flights remain grounded and more jobs continue to be put at risk in an industry crucial to rebuilding the UK economy
- Whilst steps toward travel corridors in July provide some hope for an initial recovery, further pace is needed to move past quarantine. Heathrow urges Government to act faster on establishing Common International Standards that would allow safer travel to critical trading routes.

Traffic Summary

April 2020

Terminal Passengers

(000s)

	Apr 2020	% Change	Jan to Apr 2020	% Change	May 2019 to Apr 2020	% Change
Market						
UK	10	-97.7	923	-36.7	4,306	-9.4
EU	67	-97.1	4,649	-43.4	23,897	-13.8
Non-EU Europe	7	-98.5	1,087	-40.0	4,968	-13.1
Africa	7	-97.7	792	-33.5	3,115	-9.4
North America	27	-98.3	3,244	-39.9	16,683	-9.4
Latin America	4	-96.4	310	-31.9	1,237	-9.9
Middle East	37	-94.6	1,654	-32.4	6,959	-8.1
Asia / Pacific	48	-94.9	2,195	-41.7	9,839	-15.1



Total	206	-97.0	14,854	-39.9	71,003	-11.9
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Air Transport Movements	Apr 2020	% Change	Jan to Apr 2020	% Change	May 2019 to Apr 2020	% Change
Market						
UK	245	-93.3	9,061	-25.0	37,703	-1.2
EU	1,517	-91.5	43,152	-35.7	185,303	-12.8
Non-EU Europe	205	-94.2	9,754	-33.1	38,725	-11.6
Africa	124	-90.4	3,632	-30.6	13,625	-8.4
North America	1,263	-82.0	18,739	-28.5	75,952	-8.4
Latin America	36	-92.7	1,435	-28.9	5,422	-11.3
Middle East	574	-76.6	7,509	-24.3	28,167	-7.4
Asia / Pacific	904	-76.7	10,552	-33.1	41,841	-12.0
Total	4,868	-87.9	103,834	-32.1	426,738	-10.4

Cargo (Metric Tonnes)	Apr 2020	% Change	Jan to Apr 2020	% Change	May 2019 to Apr 2020	% Change
Market						
UK	1	-96.8	143	-25.7	537	-30.7
EU	3,368	-57.4	22,194	-28.3	85,621	-16.9
Non-EU Europe	1,525	-64.8	10,147	-45.7	48,452	-17.8
Africa	1,809	-78.6	21,967	-32.1	82,934	-11.5
North America	20,072	-57.3	148,931	-25.9	512,969	-15.8
Latin America	286	-94.1	11,502	-38.6	47,145	-14.3



Middle East	9,635	-53.5	67,373	-17.2	245,119	-4.0
Asia / Pacific	14,252	-63.9	101,303	-35.8	407,097	-19.6
Total	50,949	-61.7	383,560	-29.1	1,429,874	-15.0

May 2020

Terminal Passengers (000s)	May 2020	% Change	Jan to May 2020	% Change	Jun 2019 to May 2020	% Change
Market						
UK	12	-97.3	935	-50.6	3,882	-24.2
EU	92	-96.2	4,740	-55.4	21,584	-27.5
Non-EU Europe	11	-97.5	1,098	-51.4	4,534	-26.6
Africa	8	-96.9	800	-44.9	2,861	-24.4
North America	31	-98.2	3,275	-53.9	15,008	-24.8
Latin America	4	-96.7	314	-44.9	1,127	-24.5
Middle East	30	-94.2	1,684	-43.2	6,471	-21.6
Asia / Pacific	39	-95.6	2,234	-51.9	9,067	-27.9
Blanks	1	0.0	1	0.0	1	0.0
Total	228	-96.6	15,082	-52.1	64,535	-26.0

Air Transport Movements	May 2020	% Change	Jan to May 2020	% Change	Jun 2019 to May 2020	% Change
Market						
UK	216	-94.2	9,277	-41.4	34,186	-17.3



EU	1,428	-92.4	44,580	-48.1	168,016	-26.7
Non-EU Europe	270	-92.7	10,024	-45.2	35,292	-25.7
Africa	255	-79.1	3,887	-39.8	12,661	-22.5
North America	1,552	-79.3	20,291	-39.8	70,020	-22.0
Latin America	75	-85.3	1,510	-40.2	4,987	-25.0
Middle East	930	-60.4	8,439	-31.2	26,751	-18.6
Asia / Pacific	1,629	-57.9	12,181	-38.0	39,875	-22.8
Blanks	121	-	121	-	121	-
Total	6,476	-84.4	110,310	-43.4	391,909	-24.0

Cargo (Metric Tonnes)	May 2020	% Change	Jan to May 2020	% Change	Jun 2019 to May 2020	% Change
Market						
UK	59	-4.2	302	26.1	759	0.0
EU	4,694	-44.4	26,933	-31.7	81,921	-25.3
Non-EU Europe	2,856	-41.1	13,067	-44.5	46,530	-26.0
Africa	4,552	-46.9	26,771	-34.6	79,169	-22.5
North America	25,154	-44.4	174,257	-29.2	493,082	-24.7
Latin America	977	-79.4	12,506	-46.7	43,397	-28.0
Middle East	15,766	-26.5	83,653	-18.6	239,969	-12.8
Asia / Pacific	24,278	-40.3	126,180	-36.4	394,516	-27.5
Blanks	2,314	-	2,314	-	2,314	-
Total	80,650	-39.8	465,985	-31.3	1,381,659	-23.8



June 2020

Terminal Passengers

(000s)

	Jun 2020	% Change	Jan to Jun 2020	% Change	Jul 2019 to Jun 2020	% Change
Market						
UK	20	-95.4	955	-58.9	3,470	-32.3
EU	151	-94.0	4,892	-62.8	19,199	-35.5
Non-EU Europe	26	-94.9	1,124	-59.3	4,054	-34.5
Africa	9	-96.8	809	-53.3	2,590	-32.1
North America	46	-97.4	3,321	-62.7	13,247	-33.8
Latin America	6	-94.8	320	-53.4	1,016	-31.9
Middle East	43	-92.9	1,728	-51.6	5,907	-28.8
Asia / Pacific	49	-94.9	2,283	-59.3	8,154	-35.1
Total	350	-95.2	15,433	-60.2	57,639	-34.0

Air Transport Movements

	Jun 2020	% Change	Jan to Jun 2020	% Change	Jul 2019 to Jun 2020	% Change
Market						
UK	242	-93.2	9,519	-50.8	30,888	-25.8
EU	1,840	-89.9	46,420	-55.4	151,639	-33.8
Non-EU Europe	413	-88.8	10,437	-52.5	32,018	-32.8
Africa	269	-77.6	4,156	-45.7	11,731	-28.6
North America	1,697	-76.8	21,988	-46.4	64,410	-28.4



Latin America	160	-67.9	1,670	-44.8	4,649	-30.0
Middle East	929	-63.4	9,368	-36.7	25,145	-23.5
Asia / Pacific	1,655	-56.9	13,836	-41.1	37,687	-27.1
Total	7,206	-82.3	117,516	-50.1	358,289	-30.6

Cargo (Metric Tonnes)	Jun 2020	% Change	Jan to Jun 2020	% Change	Jul 2019 to Jun 2020	% Change
Market						
UK	7	-83.6	206	-27.9	507	-28.4
EU	5,251	-34.1	32,100	-32.2	79,123	-27.0
Non-EU Europe	4,278	-9.2	17,272	-38.9	46,017	-26.3
Africa	4,843	-37.9	31,190	-36.0	75,786	-25.9
North America	27,910	-38.7	201,979	-30.8	475,244	-26.9
Latin America	2,473	-43.0	14,952	-46.2	41,505	-31.5
Middle East	18,947	-16.7	102,033	-18.7	235,580	-15.0
Asia / Pacific	25,241	-33.4	150,463	-36.3	380,979	-29.5
Total	88,989	-31.8	552,550	-31.4	1,337,097	-25.8