

2020: Q1

*QUARTERLY REPORT TO THE HEATHROW COMMUNITY
ENGAGEMENT BOARD*



Heathrow



CONTENTS

INTRODUCTION

Q1 highlights

Our priorities and values

MOJO

TRANSFOR CUSTOMER SERVICE

Heathrow's ASQ performance

BEAT THE PLAN

Heathrow's quarterly results

SUSTAINABLE GROWTH

Night flights

Noise complaints

Air quality*

Heathrow Employment & Skills Academy

Traffic summary

* Data unavailable this reporting period

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Introduction

This report covers the quarter 1 period from January to end of March 2020, at this time the Covid-19 pandemic was just beginning to spread to the UK. However, since then the catastrophic impact of Covid-19 has been swift and significant. The tragic human cost is something we have not seen for generations and the lockdown of economies across the world is something that no one could have imagined possible. It is hard to imagine that 2019 was our busiest year ever with 81 million passengers. Now just five months into 2020 we are operating from a single runway and consolidating operations into just two terminals.

Our industry is struggling but Heathrow is proud to have remained open and to have continued to operate safely, getting people home on repatriation flights and securing vital supply lines for the UK. Government data has demonstrated the key role that Heathrow has played in supporting the fight against Covid-19. Heathrow welcomed 5,269 tonnes of specific medical cargo items urgently needed in the Covid-19 pandemic including hospital equipment, PPE, sterilisation and disinfecting products, medical oxygen, medicines, swabs and test kits from dedicated cargo carriers like DHL Express or repurposed passenger aircraft. In March alone, Heathrow imported nearly 33% (32.9%) of the UK's critical equipment to fight Covid-19, by value, compared to all other ports in the UK including rail, air and sea ports. Over January to March this year, Heathrow also welcomed 58% of the UK's pharmaceutical imports by value, underscoring the airport's role in keeping open the vital supply lines our healthcare needs.

But we are not immune to the crisis and have seen a significant impact on traffic – passenger numbers have declined by 18.3% during Q1 to 14.6 million and April saw a decrease of 97%. And as we look to the future, we expect passenger demand will remain weak until governments around the world deem it safe to lift travel restrictions. Heathrow has however responded quickly, we took immediate action to conserve cash and reduce costs by around 30%, through cutting management pay, renegotiating all contracts and consolidating operations. Capital expenditure has been cut by £650 million. Our financial position is robust with £3.2 billion in liquidity which is sufficient to maintain the business at least over the next 12 months, even with no passengers. This liquidity is not a war chest though, it is largely money we have borrowed from our credit community and will have to repay eventually.

We are also working with partners round the world to establish a Common International Standard for safe air travel, to build passenger confidence in flying and help the economy recover. Thermal screening technology is being trialled in Terminal 2's immigration hall and T5 check-in to detect elevated temperatures of arriving passengers. Learnings from these trials will be shared with the UK Government, to aid the rapid creation of a Common International Standard for health screening, needed to unlock global trade and travel. Getting people



flying and re-establishing long haul passenger flights is critical for the UK's supply chain, exports, inbound tourism and education. At the same time, we have introduced regular deep cleaning across all terminals as well as increased availability and provision of hand sanitisers. A dedicated Public Health England (PHE) team remains in place at the airport, implementing clinically informed, evidence-driven processes to support passengers showing symptoms of the virus. Whilst Heathrow supports the government's aim for of avoiding a second wave of infection, the 14 days self-isolation for all UK arrivals from 8 June will effectively close borders temporarily. It is likely that few passenger flights will operate and even less people will travel until the quarantine is lifted. We are therefore working with other international hub airports to look at 'risk-based corridors' to allow free movement between countries or cities that are very low risk. This would minimise the risk of reinfection but allow for trade and travel to resume whilst being easily adaptable to a changing level of risk.

In the local community we have been active in supporting local authorities, schools and residents' groups, delivering equipment and donations to where they have been needed most. Heathrow is also working with the Department for Health and Social Care by lending one of the airport's car parks for a COVID-19 testing facility. The site is part of the Government's UK-wide drive to increase testing and will support the local villages around Heathrow by providing greater access to testing.

On 27 February 2020, the Court of Appeal provided its judgments on the judicial review claims against the Government's decision to publish the Airports National Policy Statement (ANPS) – this is the policy which provides support for a new north-west runway at Heathrow. The Government was successful on all grounds, apart from one related to climate change. In May Heathrow was granted permission from the Supreme Court to appeal on this one issue and our hearing is due to take place on 7 and 8 October this year.



Q1 highlights

Despite the challenges that emerged in early 2020, this report still looks back on some of the key activities in Q1 that took place before the impacts of Covid-19 were apparent. In Q1 a number of new initiatives were announced however, these will now need to be reviewed in light of the COVID-19 crisis. At the time these highlights were timely and relevant but the impact of Covid-19 means that we these initiatives may not go ahead as planned or could be rescheduled.

January 2020

- New appointments to the Heathrow Access Advisory Group were announced to focus on transforming the assistance experience at Heathrow. Disability campaigner, Helen Dolphin MBE, and the experienced equality and inclusion regulator, Keith Richards, were named as new co-chairs of the Heathrow Access Advisory Group (HAAG). Accessible travel consultant, Geraldine Lundy, will be supporting both Helen and Keith in the role of vice-chair of the HAAG, working with the independent group to ensure that accessibility and inclusion is always at the forefront of Heathrow's agenda.

February 2020

- A new apprenticeship record was announced with nearly 1,100 apprentices having started their career journeys at Heathrow last year. Following a record 2019, employers across Team Heathrow – including Dixons, Bradford Swissport, Omniserv, Travelex, Morgan Sindall, Balfour Beatty and World Duty Free – kicked off the next decade by pledging to recruit over 400 more apprentices in 2020. Through the Heathrow Employment and Skills Academy, all are working towards the target of delivering a further 10,000 new apprenticeships by 2030. As one of the biggest employers in the community, providing thousands of local people with careers not just jobs, Heathrow committed to directly recruit 20% of the new apprentices in 2020, providing new opportunities in technical areas including legal and airspace.
- Heathrow announced it became one of the world's first major aviation hubs to become carbon neutral, for its infrastructure, and the first to target zero carbon by the mid-2030s. Following investment of over £100 million in improving Heathrow's energy efficiency and generating and purchasing renewable energy, Heathrow has reduced carbon emissions from airport buildings and infrastructure by 93% compared to 1990. The remaining 7% of airport infrastructure emissions – including those from heating – will now be offset through tree planting projects in Indonesia and Mexico certified through the Verified Carbon Standard. Offsetting will be an interim measure to reduce carbon emissions today, while Heathrow works towards



becoming a zero-carbon airport. Contributing to further carbon savings, this year Heathrow will be focused on ramping up improvements to sustainable transport links and ensuring it meets its target to transition all of Heathrow's cars and small vans to electric and plug-in hybrid.

- Heathrow responded to the findings of the Judicial Review with this statement: “The Court of Appeal dismissed all appeals against the government - including on “noise” and “air quality” - apart from one which is eminently fixable. We will appeal to the Supreme Court on this one issue and are confident that we will be successful. In the meantime, we are ready to work with the Government to fix the issue that the court has raised. Heathrow has taken a lead in getting the UK aviation sector to commit to a plan to get to Net Zero emissions by 2050, in line with the Paris Accord. Expanding Heathrow, Britain's biggest port and only hub, is essential to achieving the Prime Minister's vision of Global Britain. We will get it done the right way, without jeopardising the planet's future. Let's get Heathrow done.”
- Scandinavian Airlines System (SAS) took the top spot in Heathrow's 'Fly Quiet and Green' league table for Q4. The airline has now held pole position three consecutive quarters, highlighting the carrier's efforts to improve operational performance and invest in greener and quieter A320neos. A320neos have modified wing tips, reducing the fuel burn and enabling them to fly more efficiently. The next generation aircraft makes up seven per cent of flights from Heathrow and are used by eight of the airlines based at the airport including British Airways, SAS, Lufthansa, Air Malta, Iberia and TAP, who all feature in the top 20 of this quarter's 'Fly Quiet and Green' league table.
- Heathrow announced its ninth year of consecutive growth having welcomed a record 80.9 million passengers in 2019 (+1% vs 2018) with 82% rating the airport as “Excellent” or “Very Good” following private investment of over £12 billion. The share of UK exports handled through Heathrow increased to 40%, strengthening its position as the UK's biggest port.

MARCH 2020

- New noise charges on all flights that arrive and depart within the Night Quota Period from 23:30 to 06:00 were announced. The charges are to disincentivise activity between the identified hours. In a bid to crack down on the number of flights disrupting the communities closest to the airport, airlines that operate unscheduled flights within the night-time period will be faced with a bill five times greater than daytime charges. Actions are in response to community feedback on ways to improve noise impacts and complement Heathrow's wider noise action plan.
- Heathrow ramped up cargo capacity to safeguard vital supply lines needed to get medical goods and food to the nation as the UK began to tackle the global Covid-19 epidemic. It called on airlines and freight companies to maximise the use of the hub airport's quieter schedule so that the aviation industry can play its part in the economic and social fight against COVID-19. Cargo movements were forecast to increase by over 53% as the airport scaled up its cargo operation. Pharmaceutical products are one



of Heathrow's top imports, with the airport handling 41% of the UK's pharmaceutical imports (by value). In 2019, over 12,000 tonnes of medical supplies such as medicines, vaccines, sanitisers, syringes and respirators travelled through Heathrow.



Our priorities



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



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



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



To grow and operate our airport sustainability, now and in the future

Our values





Mojo

HEATHROW ANNOUNCED ITS FIRST CULTURE CURATOR

In an effort to shine a light on Britain's unique creativity, Heathrow appointed its first ever Culture Curator: writer, director and broadcaster, Reggie Yates. As part of his work, Reggie will launch "Created in the UK," a docu-series with Heathrow exploring the diverse creative communities and global cultural influences that make up the nation. Research commissioned by the airport, the UK's global gateway, reveals the nation's love of British creative culture; over half surveyed (55%) believe the UK is a global leader in the creative arts thanks to the country's diverse communities which are believed to be the driving force behind this flourishing industry (64%).

FAMILY-FRIENDLY HALF TERM REVAMP

Heathrow rolled out the purple carpet for families and children flying through the airport during half-term with new services and limited-time offers to ensure their journeys started off right. From February 13th to the 23rd, Heathrow's Mr. Men characters – Mr. Adventure and Little Miss Explorer – visited the terminals with Passenger Ambassadors, encouraging children to take part in craft activities. This year, children could also get started on the Mr. Men fun ahead of their travels through the new Mr. Men family portrait feature which allows them to assign Mr. Men characters to family members and friends to create a personalised portrait. For parents and guardians, Heathrow brought back the ever-popular Kids Eat Free offer, which was available at selected restaurants across terminals.

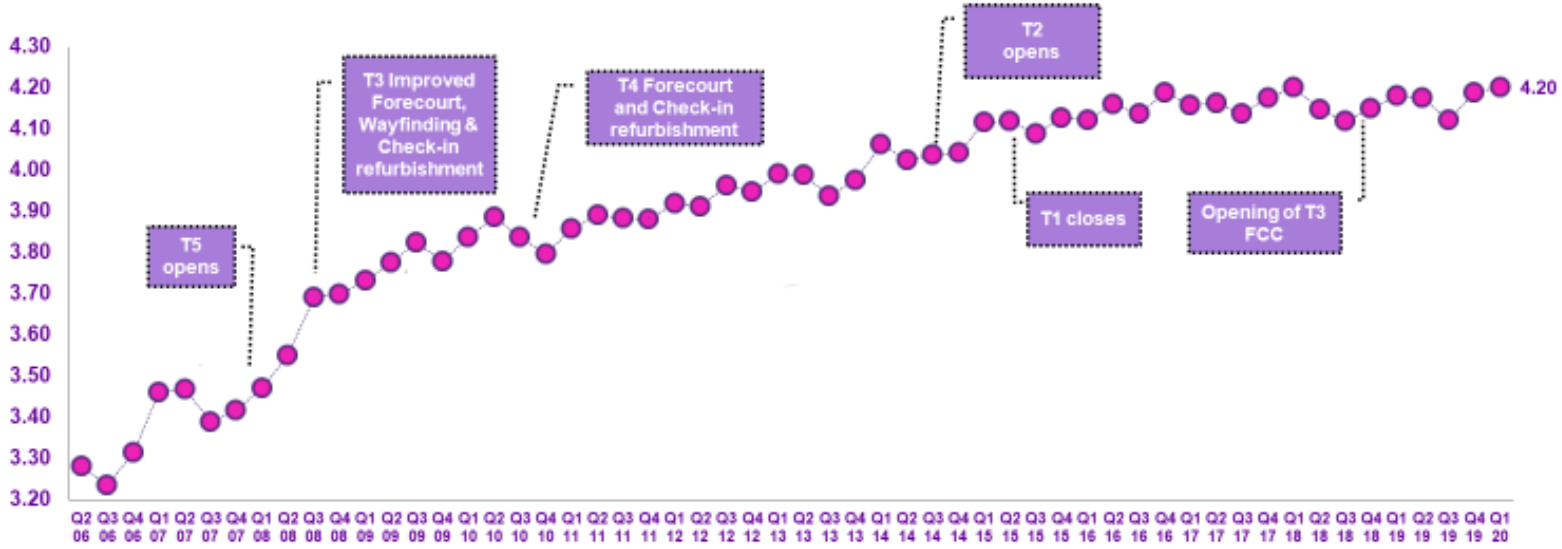
INSTAGRAM STREET ART

Four of the world's most Instagrammed pieces of street art were recreated at Heathrow to provide passengers with the perfect 'post' moment when starting their journey at Heathrow. The artwork aimed to make Heathrow the most Instagrammed airport in the world this year and follows research revealing that 'Instagrammability' is now one of the biggest motivations for booking a holiday. Almost a third (30 per cent) of holidaymakers seek out holidays with picturesque Insta hotspots, with nearly two in three (60 per cent) finding their travel inspiration from Instagram.



Transform customer service: Heathrow's ASQ performance

A significant improvement in customer satisfaction over time, with Heathrow matching it's best ever result in Q1 2020



Source: Heathrow Passenger & Airport Insights/ASQ Q1 2020
Note: ASQ Rating Scale: 5 = Excellent & 1 = Poor





Beat the Plan: Heathrow's quarterly results

Results for Q1 January – March 2020

- Strong start to 2020 after 9th year of consecutive growth.** In 2019 Heathrow welcomed a record 80.9 million passengers in 2019 (+1% vs 2018) with 82% rating the airport as “Excellent” or “Very Good” following private investment of over £12 billion. The share of UK exports handled through Heathrow increased to 40%, strengthening its position as the UK’s biggest port. Heathrow started the year in strong financial health: revenues climbed 3.4% to £3.1 billion on the back of increased demand to fly – supporting an additional £856 million of investment into the airport in 2019. Adjusted EBITDA rose 4.6% to £1.9 billion.
- Covid-19 creates ongoing uncertainty.** In March credit rating agency Standard & Poor’s announced that it was lowering by one notch the long-term ratings on Class A and Class B debt issued by Heathrow Funding Limited. Despite the move, Heathrow retains investment grade credit ratings on its Class A and Class B debt which now stand at BBB+ and BBB- respectively. The decision reflects the agency’s updated view on travel restrictions and quarantine orders, airports and forecast for a global recession that will result in a slower recovery in passenger traffic.
- Heathrow’s financial position remains robust.** £3.2bn of cash and committed facilities is available to the business and management continues ongoing work to reduce the airport’s cost base. Prudent management and investment in the airport over the past decade puts Heathrow in a strong financial position.

At or for 3 months ended 31 March	2019	2020	Change (%)
(£m unless otherwise stated)			
Revenue	679	593	(12.7)
Cash generated from operations	426	375	(12.0)
Profit / (loss) before tax	132	(278)	(310.6)
Adjusted EBITDA ⁽¹⁾	406	315	(22.4)
Adjusted profit / (loss) before tax ⁽²⁾	57	(41)	(171.9)
Heathrow (SP) Limited consolidated nominal net debt ⁽³⁾	12,412	12,472	0.5
Heathrow Finance plc consolidated net debt ⁽³⁾	14,361	14,542	1.3
Regulatory Asset Base ⁽⁴⁾	16,598	16,646	0.3
Passengers (million) ⁽⁵⁾	17.9	14.6	(18.3)
Retail revenue per passenger (£) ⁽⁵⁾	8.92	9.28	4.0

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.

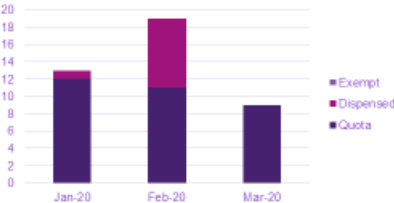


Sustainable growth: Night flights

Classification: Public

Departures

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



Departure Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Quota	12	11	9										32
Dispensed	1	8	-										9
Exempt	-	-	-										-
Total	13	19	9										41

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.



Classification: Public

Departures

Departure night movements by time window (Jan – Mar 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										24
00:00 - 00:30	4	8	4										16
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										41

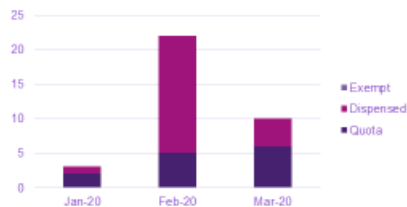




Classification: Public

Arrivals

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



Arrival Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Quota	2	5	6										13
Dispensed	1	17	4										22
Exempt	-	-	-										-
Total	3	22	10										35

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.



Classification: Public

Arrivals

Arrival night movements by time window (Jan – Mar 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										22
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										575
05:00 - 05:30	163	182	145										490
05:30 - 06:00	112	175	68										355
Total	491	549	415										1,455

Notes

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





Sustainable growth: Noise complaints

Complaints statistics

Overall statistics

377 people complained between January and March 2020, making over 11,000 complaints.

	Jan 2020	Feb 2020	Mar 2020	Total
No. of Complainants	203	174	145	377
No. of Complaints	4,011	4,694	3,170	11,875

Top 10 Complainants

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

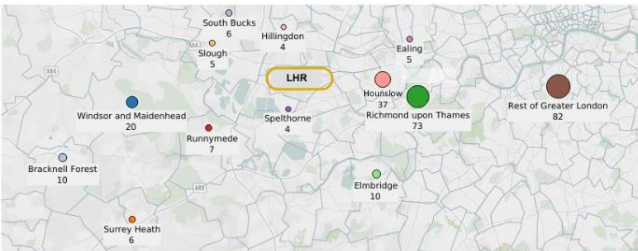
No. of Complaints	Percentage of Total Complaints	Percentage of Complainants
9,817	82.7%	2.7%

Complainants who complained less than 5 times

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

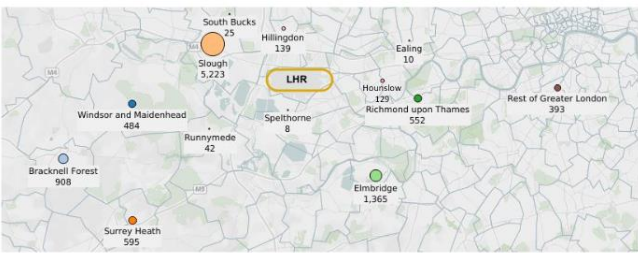
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
511	317	84.1%	4.3%

Complaints by Local Authority (HCEB Boroughs)



Map of Complainants

The size of bubble and numbers stated represent the total number of complainants from each Borough.



Map of Complaints

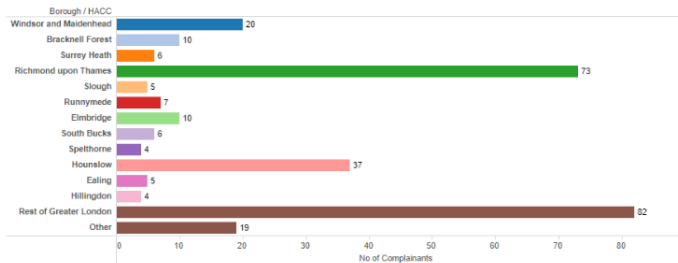
The size of bubble and numbers stated represent the total number of complaints from each Borough.



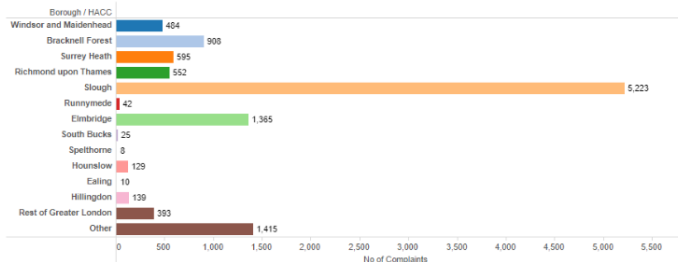


Local Authority Statistics

Number of Complainants



Number of Complaints

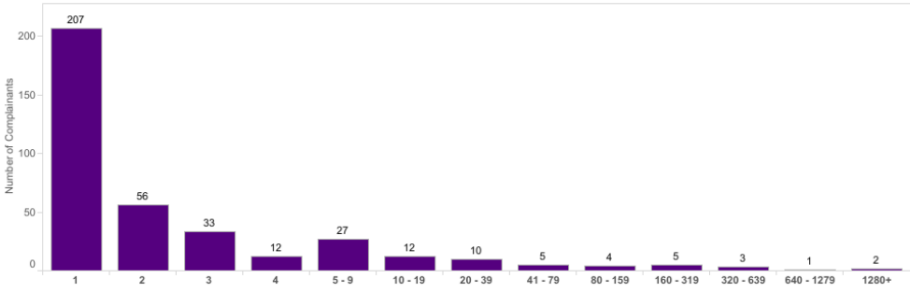


Heathrow

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 207 people complained once, that 33 people complained 3 times and that 2 people complained more than 1,280 times.

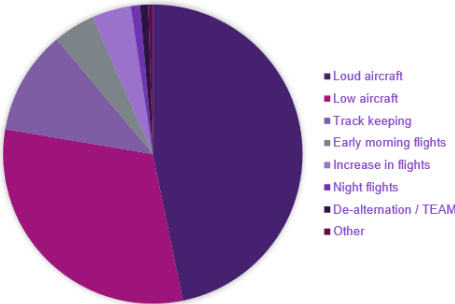


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Noise Complaints by Category

Complaint Category	Proportion
Loud aircraft	46.8%
Low aircraft	30.9%
Track keeping	11.2%
Early morning flights	4.5%
Increase in flights	4.2%
Night flights	1.0%
De-alternation / TEAM	0.9%
Other	0.5%



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





Sustainable growth: Air quality

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



Sustainable growth: Employment & skills academy

Q1 data

Heathrow
Employment & Skills Academy

Build transformational relationships, inspire growth,
change people's lives for the better

The concept behind the Heathrow Employment & Skills Academy is simple:

We can achieve far more by working together than alone. We bring together Heathrow, our business partners, local employers and a range of service providers, who include Apprenticeship, training and job brokerage specialists. We provide Heathrow's employers with a range of bespoke services to help attract, retain and develop their people. From entry level to experienced professional roles, for us it's about changing people's lives for the better

Monthly Data March 2020

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

	Ealing	Embridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	0	0	0	0	0	0	0	0	0	0	0
Total year to date	70	0	80	114	0	10	0	9	0	27	310

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

	Ealing	Embridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	68	3	83	128	2	33	3	15	3	172	510
JCP / EI / AIE / Other	8 26 30 4	1 0 2 0	8 29 45 1	14 58 54 2	0 1 1 0	3 13 17 0	1 1 1 0	2 3 10 0	0 0 1 2 0	19 63 89 1	56 195 251 8
Total year to date	308	13	342	496	22	120	17	63	21	737	2139
Total year to date	31 140 127 10	3 4 6 0	34 139 160 9	44 222 221 9	1 8 12 1	12 40 65 3	1 2 14 0	4 17 40 2	0 9 12 0	84 290 350 13	214 871 1007 47

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

Candidates referrals Into Pre-Employment Training
This reflects the total number of people who have confirmed a place onto our Pre-Employment Training programmes

	Ealing	Embridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	14	0	14	18	1	1	0	0	1	13	62
JCP / EI / AIE / Other	1 8 3 2	0 0 0 0	5 2 6 1	7 9 1 1	1 0 0 0	1 0 0 0	0 0 0 0	0 0 0 0	0 0 1 0	6 5 2 0	21 24 13 4
Total year to date	41	0	38	59	1	6	0	0	2	29	176
Total year to date	8 20 8 5	0 0 0 0	12 13 12 1	11 35 12 1	1 0 0 0	1 3 2 0	0 0 0 0	0 0 0 0	0 0 2 0	15 7 7 0	48 78 43 7



Candidates completing Pre-Employment Training & Information, Advice & Guidance
 This reflects the total number of people who have completed our Pre-Employment Training programmes and Information, Advice & Guidance (IAG)

	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Pre-Employment training	13	0	7	13	0	1	0	0	0	8	42
IAG	24	0	22	48	1	4	0	1	1	28	129
Total for month	37	0	29	61	1	5	0	1	1	36	171
Total year to date	124	0	120	227	2	30	2	8	1	78	592

Candidates not completing Pre-Employment Training
 This reflects the total number of people who have not completed our Pre-Employment Training

	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	2	0	1	5	1	0	0	0	0	1	10
Total year to date	3	0	1	7	1	0	0	0	0	1	13

Candidates completing Digital Skills training
 This reflects the total number of people who have completed our Microsoft certified Digital Skills training

	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	11	0	2	8	0	0	0	0	0	2	23
Total year to date	24	0	11	28	0	2	0	0	0	7	72

Candidates completing English as a Second or Foreign Language training
 This reflects the total number of people who have completed our English as a Second or Foreign Language training
 *As the training is a mix of both job-seekers and already employed people we are unable to provide Borough data

	Total*
Total for month	0
Total year to date	0



Candidates accessing employment											
	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Retail, Customer Service and Travel Services	0	0	2	1	0	0	0	0	0	1	4
Food, Beverage and Hospitality	0	0	0	1	0	0	0	0	0	0	1
Aviation & Logistics	0	0	0	0	0	0	0	0	0	0	0
Construction	1	0	2	0	0	0	0	0	0	1	4
Other	1	0	1	0	0	1	0	1	0	0	4
Total for month	2	0	5	2	0	1	0	1	0	2	13
JCP / EI / AIE / Other	0 2 0 0	0 0 0 0	1 2 2 0	1 0 1 0	0 0 0 0	0 1 0 0	0 0 0 0	0 1 0 0	0 0 0 0	0 0 2 0	2 6 5 0
Total year to date	18	1	17	11	1	3	1	7	0	10	69
Total year to date	3 7 8 0	0 1 0 0	3 6 8 0	2 6 3 0	0 0 1 0	0 2 1 0	0 0 1 0	1 1 5 0	0 0 0 0	5 5 0 0	9 28 32 0

Additional employment data yearly totals											
	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
BAME	12	0	9	9	0	1	0	2	0	6	39
Registered Disability	0	0	0	0	0	0	0	0	0	0	0
Age +55	1	0	0	0	0	0	0	0	0	0	1
Care Leavers	0	0	1	0	0	0	0	0	0	0	1
Returners to the labour market	0	0	0	0	0	0	0	0	0	0	0

Candidates accessing sustained employment*											*measured after 6 months of continuous employment
	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	31	0	36	49	1	11	2	4	0	25	159
Total year to date	11	0	14	12	0	4	1	0	0	7	49



Our impact: Job Seeker's Allowance (JSA) Claimants*

*NDMRIS data from November 2019

*The Claimant Count is the number of people claiming benefit principally for the reason of being unemployed. This is measured by combining the number of people claiming Jobseeker's Allowance (JSA) and National Insurance credits with the number of people receiving Universal Credit principally for the reason of being unemployed. Claimants declare that they are out of work, capable of, available for and actively seeking work during the week in which the claim is made

	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Speithorne	Windsor and Maidenhead	Other	Total
Total JSA Claimants	7795	920	4410	6345	670	600	525	950	1250	N/A	23465
Residents attending IAG/PET as a %	0.09%	0.00%	0.09%	0.08%	0.00%	0.33%	0.00%	0.00%	0.00%	N/A	0.11%
Residents attaining employment as a %	0.00%	0.00%	0.02%	0.02%	0.00%	0.00%	0.00%	0.00%	0.00%	N/A	0.01%

Shared Apprenticeship Scheme

The Heathrow Shared Apprenticeship Scheme (SAS) is run by the Heathrow Employment and Skills Academy, in partnership with an accredited Apprenticeship Training Agency.. The SAS is specially designed to support employers who wish to hire apprentices but may be unable to commit to employment for the duration of an apprenticeship. Through the SAS employers commit to hosting an apprentice for a minimum of 6 months. The Academy will work across a wide range of employers and organisations to create innovative ways to move apprentices across Heathrow supporting continued employment enabling apprentices to complete their learning and achieve their qualifications

	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Speithorne	Windsor and Maidenhead	Other	Total
Total job starts year to date	1	1	4	0	0	0	0	2	0	3	11
No. of Apprenticeship Starts for month	0	0	0	0	0	0	0	0	0	0	0
Total Apprenticeship starts year to date	0	1	4	0	1	0	1	0	0	0	7

Apprenticeships

Learners undertaking a level 2-7 Apprenticeship (including MBA) facilitated through the Heathrow Employment & Skills Academy

	Ealing	Enbridge	Hillingdon	Hounslow	Runnymede	Slough	South Bucks	Speithorne	Windsor and Maidenhead	Other	Total
No. of Starts	0	0	2	1	0	0	0	1	0	1	5
Total starts year to date	4	1	10	7	1	1	1	1	0	4	30
No. of Achievers	0	0	0	0	0	0	0	0	0	0	0
Total achievers year to date	0	0	0	0	0	0	0	0	0	0	0
Total In-Learning*	18	2	33	46	2	22	7	16	4	75	225
Progressions	0	0	0	0	0	0	0	0	0	0	0

*Includes all currently in-learning regardless of start date

To learn more visit our website: heathrow.com/academy



Sustainable growth: Traffic summary

- Heathrow remains open and has continued to operate safely to help people get home and to secure vital supply lines for the UK.
- Passenger numbers declined by 18.3% during Q1 to 14.6 million and have declined further through April and May resulting in us moving to single runway operations on 6 April. In addition, we temporarily shifted passenger operations out of Terminals 3 and 4 into Terminals 2 and 5 in the following weeks. We expect passenger demand will remain weak until governments around the world deem it safe to lift travel restrictions.
- We are utilising available capacity to prioritise cargo flights with medical supplies. The airport is well placed to receive time-critical and temperature-sensitive medical supplies, such as ventilators, medicines and Covid-19 testing kits.
- Heathrow is working with partners round the world to establish a Common International Standard for safe air travel to help the economy to recover from the Covid-19 crisis. Re-establishing long haul passenger flights is critical for the UK's supply chain, exports, inbound tourism and education.

JANUARY 2020

Terminal Passengers (000s)	Jan 2020	% Change	Jan to Jan 2020	% Change	Feb 2019 to Jan 2020	% Change
Market						
UK	360	10.2	360	10.2	4,874	2.4
EU	1,878	3.4	1,878	3.4	27,522	-0.4
Non-EU Europe	437	2.6	437	2.6	5,705	-0.2
Africa	317	1.1	317	1.1	3,518	4.5
North America	1,338	4.7	1,338	4.7	18,894	4.0
Latin America	117	-3.9	117	-3.9	1,378	1.5
Middle East	677	7.6	677	7.6	7,798	1.8
Asia / Pacific	976	-3.9	976	-3.9	11,368	-1.8
Total	6,099	2.9	6,099	2.9	81,056	1.0



Air Transport Movements			Jan to		Feb 2019 to	
	Jan 2020	% Change	Jan 2020	% Change	Jan 2020	% Change
Market						
UK	3,431	24.5	3,431	24.5	41,405	8.4
EU	15,841	-1.8	15,841	-1.8	208,979	-1.5
Non-EU Europe	3,646	0.2	3,646	0.2	43,567	-0.2
Africa	1,327	-2.3	1,327	-2.3	15,196	4.5
North America	6,635	1.5	6,635	1.5	83,510	1.0
Latin America	497	-6.2	497	-6.2	5,971	-0.9
Middle East	2,638	1.1	2,638	1.1	30,610	-0.2
Asia / Pacific	3,921	-5.4	3,921	-5.4	46,846	-0.8
Total	37,936	0.6	37,936	0.6	476,084	0.2

Cargo (Metric Tonnes)			Jan to		Feb 2019 to	
	Jan 2020	% Change	Jan 2020	% Change	Jan 2020	% Change
Market						
UK	58	60.6	58	60.6	608	-29.4
EU	6,595	-10.4	6,595	-10.4	93,628	-13.9
Non-EU Europe	3,387	-26.8	3,387	-26.8	55,764	-2.9
Africa	6,635	-11.2	6,635	-11.2	92,505	1.7
North America	42,540	-10.9	42,540	-10.9	559,798	-9.2
Latin America	3,930	-6.9	3,930	-6.9	54,071	2.5
Middle East	19,820	-0.8	19,820	-0.8	258,918	1.1
Asia / Pacific	32,929	-16.3	32,929	-16.3	457,290	-11.0
Total	115,894	-11.4	115,894	-11.4	1,572,583	-7.4



FEBRUARY 2020

Terminal						
Passengers			Jan to	%	Mar 2019 to	%
(000s)	Feb 2020	% Change	Feb 2020	Change	Feb 2020	Change
Market						
UK	347	8.2	707	9.2	4,900	3.5
EU	1,829	-1.6	3,707	0.8	27,492	-0.6
Non-EU Europe	425	1.5	863	2.0	5,711	-0.0
Africa	279	1.8	595	1.4	3,523	4.0
North America	1,168	7.3	2,506	5.9	18,974	4.0
Latin America	103	-2.5	220	-3.2	1,375	0.8
Middle East	589	8.7	1,266	8.1	7,846	2.8
Asia / Pacific	702	-19.6	1,678	-11.2	11,196	-3.2
Total	5,442	-0.7	11,541	1.2	81,016	0.9

Air Transport						
Movements			Jan to	%	Mar 2019 to	%
Market	Feb 2020	% Change	Feb 2020	Change	Feb 2020	Change
UK	3,151	21.3	6,582	23.0	41,959	10.7
EU	15,086	-2.6	30,927	-2.2	208,570	-1.7
Non-EU Europe	3,477	0.1	7,123	0.1	43,570	-0.3
Africa	1,230	-0.8	2,557	-1.6	15,186	3.6
North America	6,144	5.0	12,779	3.1	83,800	1.3
Latin America	462	-3.3	959	-4.9	5,955	-1.8
Middle East	2,474	7.0	5,112	3.8	30,771	0.5



Asia / Pacific	3,208	-12.8	7,129	-8.9	46,374	-2.1
Total	35,232	0.3	73,168	0.4	476,185	0.2

Cargo (Metric Tonnes)	Feb 2020	% Change	Jan to Feb 2020	% Change	Mar 2019 to Feb 2020	% Change
Market						
UK	35	-47.7	93	-10.3	576	-32.1
EU	6,230	-11.2	12,824	-10.8	92,843	-12.6
Non-EU Europe	2,920	-37.1	6,307	-32.0	54,043	-7.3
Africa	7,401	-4.7	14,036	-7.9	92,141	0.2
North America	47,763	-3.7	90,303	-7.2	557,946	-9.3
Latin America	3,494	-19.1	7,424	-13.0	53,248	-0.2
Middle East	20,217	5.1	40,037	2.1	259,899	1.5
Asia / Pacific	27,800	-21.5	60,730	-18.7	449,682	-12.0
Total	115,859	-9.5	231,753	-10.5	1,560,378	-7.8

MARCH 2020

Terminal Passengers (000s)	Mar 2020	% Change	Jan to Mar 2020	% Change	Apr 2019 to Mar 2020	% Change
Market						
UK	207	-47.2	914	-12.0	4,715	-0.4
EU	875	-60.5	4,582	-22.3	26,150	-5.7
Non-EU Europe	218	-55.3	1,080	-18.9	5,441	-4.8
Africa	190	-37.5	785	-11.8	3,409	0.1
North America	711	-51.7	3,217	-16.2	18,214	-0.4



Latin America	85	-25.5	306	-10.7	1,346	-1.5
Middle East	352	-41.1	1,617	-8.5	7,600	0.5
Asia / Pacific	469	-50.3	2,147	-24.2	10,720	-7.2
Total	3,107	-52.4	14,648	-18.3	77,595	-3.4

Air Transport Movements	Mar 2020	% Change	Jan to Mar 2020	% Change	Apr 2019 to Mar 2020	% Change
Market						
UK	2,234	-27.7	8,816	4.4	41,104	8.7
EU	10,708	-39.1	41,635	-15.4	201,706	-5.1
Non-EU Europe	2,426	-38.1	9,549	-13.5	42,074	-4.1
Africa	951	-29.4	3,508	-11.1	14,790	0.3
North America	4,697	-30.7	17,476	-8.8	81,720	-1.3
Latin America	440	-14.2	1,399	-8.0	5,882	-3.5
Middle East	1,823	-28.4	6,935	-7.1	30,048	-1.5
Asia / Pacific	2,519	-38.3	9,648	-19.0	44,810	-5.7
Total	25,798	-35.3	98,966	-12.2	462,134	-2.9

Cargo (Metric Tonnes)	Mar 2020	% Change	Jan to Mar 2020	% Change	Apr 2019 to Mar 2020	% Change
Market						
UK	49	7.3	142	-4.9	579	-26.7
EU	6,001	-30.9	18,825	-18.4	90,158	-14.0
Non-EU Europe	2,315	-54.6	8,622	-40.0	51,255	-13.1



Africa	6,122	-29.4	20,158	-15.7	89,587	-3.5
North America	38,556	-31.8	128,859	-16.3	539,931	-12.1
Latin America	3,792	-28.6	11,215	-19.0	51,728	-4.9
Middle East	17,701	-17.2	57,738	-4.7	256,222	0.4
Asia / Pacific	26,321	-39.7	87,050	-26.5	432,359	-15.2
Total	100,857	-32.5	332,610	-18.5	1,511,819	-10.6