



*2020: Q3 (JULY-SEPTEMBER)  
PUBLISHED: JANUARY 2021*

*QUARTERLY REPORT TO THE HEATHROW COMMUNITY  
ENGAGEMENT BOARD*





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## INTRODUCTION:

This report covers the quarter 3 period from July to end of September 2020 but also references certain key events between then and publication in January 2021. It focusses on a period of ongoing uncertainty with the Covid-19 pandemic and the report has been restructured to focus on the three core areas: Protecting the business, winning the recovery and to build back better. This puts into context the work we have undertaken and the results we are reporting. Previously this report was built around the four Heathrow strategic priorities which underpinned our vision to give passengers the best airport service in the world:

- Transform customer service
- Beat the plan
- Mojo
- Sustainable growth.

Covid-19 has been the worst crisis to ever hit the aviation sector. Each day our costs exceed our revenues by £5m; and with travel restrictions changing weekly and successive waves of the virus on the horizon, a rapid recovery is highly unlikely. Keeping everyone safe remains our first and non-negotiable value. Alongside this, Heathrow has to adapt to a new operating reality as we face an 82% drop in passenger volumes (YoY for September). Traffic is anticipated to be 22.3 million in 2020. In 2021 we expect traffic volumes to reduce by 54% versus 2019 to 37.1 million<sup>1</sup>. As a result, we have had to take urgent action in protecting the business by removing costs and safeguarding declining revenues to make savings where possible. We have submitted a revised business plan to the CAA outlining how we plan to approach H7 given the uncertain traffic recovery path ahead. Winning the recovery will be competitive and we face a challenging market.

## PROTECTING OUR BUSINESS

From the start, our priority has always been to protect as many jobs as possible. We have had to make fundamental changes to our cost base and have reviewed every part of our business to find ways to save money. By the end of 2020, we expect to reduce our operating costs by over £300 million (compared to our December 2019 forecast). To deliver this ambitious target, we implemented a comprehensive business protection plan. This has included savings from management pay, our supply chains, third party contracts and capital expenditure; as well as reducing head office management by a third. Many of these initiatives will continue in 2021. To support our ongoing cost reduction efforts into 2021 and given our traffic outlook, we have decided that Terminal 4 will be non-operational until the

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<sup>1</sup> [December 2020 Investor Report](#)



end of 2021. Work also continues to ensure all salaries are aligned to market rates. Our focus has been to protect jobs during this crisis and to offer every frontline colleague a job at a market rate salary above the London Living Wage.

## **WINNING THE RECOVERY**

Normally Heathrow is the busiest two runway airport in the world, welcoming 80 million passengers a year. However, the vast majority of Heathrow's route network (60%) remains grounded, requiring a 10-day (formerly 14-day) quarantine on arrival preventing UK travellers from flying.

### **Airport testing**

Responsible airport testing could safely open up these routes and kickstart the UK's economic recovery. Since Q3 the first vaccine has been launched but roll out is expected to be lengthy. We still believe that testing of passengers in aviation provides the most effective frontline defence against the virus – as part of a suite of measures which will form the new normal in future travel; and Heathrow is committed to working with Government to find the optimum testing proposition that balances public health and economic recovery.

We have launched a range of private testing options for passengers at Heathrow, including the most commonly mandated tests by other countries – LAMP, Rapid Antigen using Lateral Flow Devices and PCR. These are for passengers departing Heathrow and can be undertaken in either our terminal testing centre or drive-through testing centre depending on the type of test required. All of the testing services at the airport are provided by third party test providers. For those arriving from a country not on the UK Travel Corridors List, the mandatory 10-day self-isolation period can be shortened by completing a negative Covid-19 test from Day 5 onwards. This is called 'Test to Release' and was adopted by government in December. In Q3 the quarantine period was 14 days from arrival, and we are pleased that the government has responded to our calls for quick action by implementing a scheme that reduces the quarantine period.

### **Tax-free shopping**

We are working to ensure the Government reconsiders its plan to abolish tax-free shopping – the proposals make the UK the only country in Europe not to offer tax-free shopping for international visitors. The move is expected to result in 2,000 retail job losses at Heathrow alone. We have joined forces with World Duty Free and Global Blue to Judicially Review the Government's intention to both abolish the VAT Retail Export Scheme (RES) from the UK and withdraw airside tax-free shopping in all UK airports. Heathrow will continue to work with Treasury Ministers and officials to find solutions to support the UK's competitiveness as a shopping destination and airport retail, as it recovers from its worst financial year on record



## **BUILDING BACK BETTER**

In order to compete in a new world, we need to improve productivity and efficiencies across the entire airport. We need to drive focused change forward that fits our new future, setting the airport up as it should be and not necessarily as it always has been. In order to remain competitive, we need to make the airport cheaper for our airlines and passengers. We need to provide an environment that is competitive for short haul, low cost carriers to operate next to business, long haul. At the moment we have a lot of work to do in in this area.

Covid-19 has given us a clear opportunity to accelerate these changes as we look to build back better. Sustainable aviation fuels are a clear winner – helping to cut aviation emissions in the near term and create a new green economy in the UK. We also need to continue to consider how we both represent and contribute to our community, and whether the needs of the community have changed after the pandemic.

## **PROTECTING OUR BUSINESS: Q3 COMMUNITY ACTIVITY**

Covid-19 continues to be a challenging time for the airport, but we have remained committed to being a responsible neighbour. In this quarter we have seen a transition to some of our more usual Better Neighbour activities with the Heathrow Community Rangers having resumed landscaping and litter-picking in the communities of Stanwell, Stanwell Moor, Colnbrook and Poyle. Other activities included:

- In July Heathrow donated/funded laptop deliveries continued with six laptops being donated to Slough Borough Council's community response to Covid-19. At the end of the school summer term, the Heathrow Community Rangers delivered school reports to the homes of many of the children at William Byrd Primary Academy, as well as painting several classrooms at the school which they would not have had the capacity to do themselves.
- In August, laptop donations were made to Runnymede Borough Council to support residents with online and employability skills. The Rangers installed plants outside the new Colnbrook Museum (in 2019 Heathrow financially contributed to the construction of this community facility) and they responded to requests for vegetation to be cut back in Colnbrook.
- In September the Rangers built a shed for Heathrow Primary School so that the school could store their outdoor equipment, they spent time maintaining planters over Iver Clock Tower, upkeeping a community garden in Richings Park, and painting planters they had previously installed at Stanwell Moor Village Hall. The Rangers delivered learning packs to children at William Byrd Primary School, allowing those children who had been sent home from school due to Covid-19 guidance to continue their school work at home, as well as marshalling at the start and end of the school day, to help children arrive and leave school safely.



As part of our activities to ensure ongoing engagement with residents, Heathrow launched its first quarterly [community bulletin](#) in July. In recent months, meetings of the Local Focus Forum, Heathrow's community forum for community representatives, have been replaced with paper updates due to Covid-19 restrictions but we were pleased to be able to hold the September Local Focus Forum virtually. Members received operational updates, information on our community programmes, a presentation from the Director of the Heathrow Community Trust and had the chance to ask questions.

### **Heathrow Community Trust**

In September, the Heathrow Community Trust delivered Covid-19 resilience funding worth £96,005 to 33 local community groups, to assist them to adapt their services, allowing them to continue to support their beneficiaries, of which there are over 42,500, at this challenging time. The Trust is an independent charity funded by Heathrow Airport and supported by its colleagues and partners. The grants have been awarded to organisations who have undertaken work to: provide food and emergency supplies for elderly and isolated members of the community, support young people with special educational needs and disabilities who have been significantly impacted by lockdown, provide emergency maintenance on outdoor centres for young people, as well as for bereavement support for those coping with Covid-19 related deaths.

## **HEATHROW'S LOCAL RECOVERY PLAN**

Following four months of work and collaboration with local stakeholders, Heathrow and Lord Blunkett released the airport's plan to drive local economic growth post-pandemic. The local economic recovery plan was published against a backdrop of new research from Oxford Economics reveals that there could be 16,000 fewer jobs in the communities around Heathrow in 2021 versus 2019 as a result of the devastating economic impacts of Covid-19.

Heathrow's action plan has been developed alongside local councils, enterprise partnerships, education providers, business groups and chambers of commerce and will establish a new Heathrow Local Recovery Forum chaired by Lord Blunkett to drive forward the plan's recommendations.

Amongst the plan's recommendations, Heathrow has created a dedicated Heathrow Job Centre Plus Service in partnership with the Department for Work and Pensions to support colleagues across Team Heathrow and the local community to access job search support and careers, information, advice and guidance. The plan has also identified two policy asks, which request greater flexibility in the Government's employment support processes. The plan asks the UK Government to temporarily introduce flexibility into how the



Apprenticeship Levy can be used, and to provide support through reskilling and retraining opportunities to help people to stay in or find new employment.

## WINNING THE RECOVERY: HEATHROW'S ASQ PERFORMANCE

### PUNCTUALITY

- All our passenger and colleague research programmes were suspended on 23 March 2020 with only certain programmes recommencing in late July. Given this suspension there is no data available in some areas to provide an update for Q3.

Service standard performance indicators (1)	2019	2020
ASQ	4.16	- (2)
Experience as "excellent" or "very good" %	82.0	- (2)
Baggage connection %	99.0	99.2
Departure punctuality %	80.4	87.3
Security queuing %	96.4	95.3
Connections satisfaction	4.14	- (2)

(1) For the 9 months ended 30 September

(2) Passenger satisfaction and research has been temporarily suspended



## HEATHROW'S QUARTERLY RESULTS (data published: 28 October 2020)

### Results for Q3 July – September 2020

- Keeping people safe remains top priority – we have invested in UK aviation's most extensive array of COVID-secure technologies. New rapid testing technologies have already been helping to open up overseas markets safely.
- Demand forecast revised down – In October passenger numbers were forecast to be 22.6m in 2020 and 37.1m in 2021, compared to our June forecast of 29.2m in 2020 and 62.8m in 2021, and 2019 actuals of 81m. This data has now been superseded by a newer revised forecast that was published in December 2020: 22.3 million in 2020 and 37.1m in 2021. The reduction has been caused by the second wave of Covid-19 and slow progress on introducing testing by the UK government to reopen borders with "high risk" countries.
- UK cedes competitive advantage to European rivals – For the first time, Paris Charles de Gaulle overtook Heathrow as Europe's largest airport, with Amsterdam Schiphol and Frankfurt close behind. All three continental rivals have implemented testing regimes. The UK Government has announced an intention to introduce testing for passengers from high risk countries by 1 December to help restart the UK economy.
- Losses widen on significant passenger decline – Heathrow's losses have widened to £1.5 billion in the first nine months as passenger numbers in Q3 remained down over 84%. Q3 revenue fell 72% to £239 million and Q3 adjusted EBITDA fell to £37 million.
- Safeguarding the future – We acted quickly to reduce our monthly "cash burn" by over 30%, cutting at least £300 million of operating costs and cancelling or pausing over £650 million of capital projects. Further savings are planned, but we are protecting employment, offering all frontline colleagues a job with market-rate salaries guaranteed at or above the London Living Wage.
- Heathrow finances remain robust – Liquidity at the end of September has been boosted further in October to £4.5bn. Cash reserves are sufficient for the next 12 months even under an extreme scenario with no revenue, and well into 2023 under our current forecast. Investor confidence remains strong with 94% of creditors agreeing a waiver on financial covenants until the end of 2021. We have maintained our Investment Grade credit rating status.





- Seeking a regulatory adjustment, in line with the Q6 settlement – Heathrow is price regulated, with a return set not by the market but by the regulator based on assumptions with limited upside and limited downside. There was an explicit recognition in the Q6 settlement that it can be adjusted in the event of exceptional circumstances, which the CAA agrees has now occurred. We are seeking adjustment, in line with the settlement, which will keep future consumer prices down, incentivise investment to improve service and give a sustainable balance of risk and return.

<b>At or for 9 months ended 30 September</b>	<b>2019</b>	<b>2020</b>	<b>Change (%)</b>
(£m unless otherwise stated)			
Revenue	2,302	951	(58.7)
Cash generated from operations	1,463	215	(85.3)
Loss before tax	(76)	(1,517)	--
Adjusted EBITDA <sup>(1)</sup>	1,459	259	(82.2)
Adjusted profit / (loss) before tax <sup>(2)</sup>	297	(786)	--
Heathrow (SP) Limited consolidated nominal net debt <sup>(3)</sup>	12,412	13,082	5.4
Heathrow Finance plc consolidated net debt <sup>(3)</sup>	14,361	15,199	5.8
Regulatory Asset Base <sup>(4)</sup>	16,598	16,472	(0.8)
Passengers (million) <sup>(5)</sup>	61.0	19.0	(68.9)

#### 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.



## **BUILD BACK BETTER: OPERATIONAL SUMMARY**

### **Single Runway Operations**

Due to the unprecedented impacts of Covid-19 on our operations, the number of flights operating in and out of Heathrow have been significantly lower. Because of this, we took the decision to consolidate operations and moved to single runway operations on 6 April and this continued until 2 August. This meant that instead of operating one runway for departures and one runway for arrivals, we saw departures and arrivals on single runway operations. This temporary measure provided us with greater resilience and safety for our colleagues, passengers and cargo.

### **Southern Runway Works**

While flight volumes were low we carried out repairs to our southern runway between 13 July and 3 October. We were only able to operate from the northern runway during certain time periods while the repair works were completed. We appreciate this may have caused disruption for some local communities. However, by undertaking the repairs while flight volumes were significantly lower than normal, we were able to carry them out in the fastest and most efficient way. This should minimise unplanned repairs in the future, causing less disruption to both our operations and local communities.

Approximately every ten years, full-length resurfacing works take place on each runway – the last time this was carried out to the southern runway was in 2013. The next resurfacing works for the southern runway are planned for 2022/23 and these works will now be simplified as a result of the repairs carried out this year.

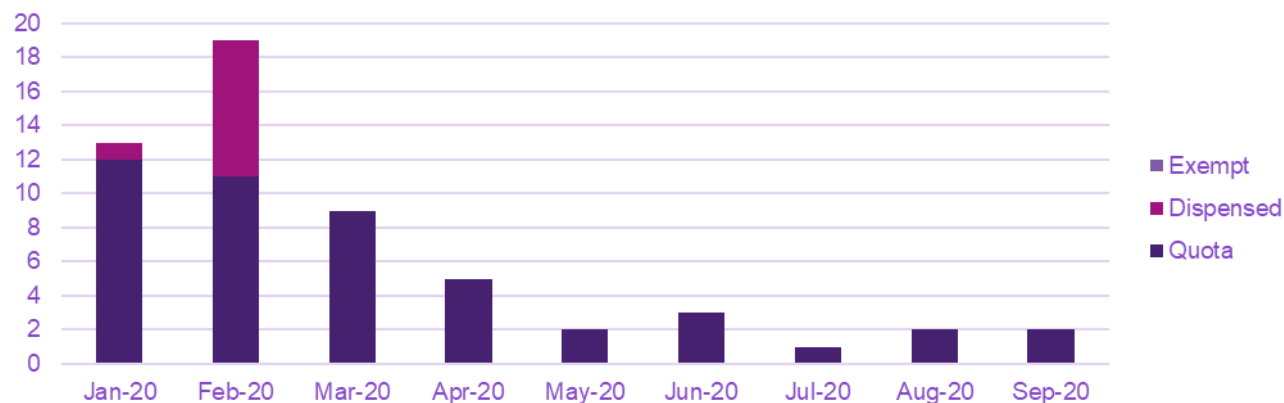
### **Engaging with our local stakeholders**

From July, we have been providing monthly operational updates to our communities and local stakeholders to provide them with an overview of our runway operations. This included a forecast of how many flight movements we expected the following month, whether we would be operating on one runway or two, and progress updates on the southern runway works (which completed on 3 October).



## NIGHT FLIGHTS: DEPARTURES

Late running departures by quota, dispensed and exempt (Jan-Sep 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	1	2	2				47
Dispensed	1	8	-	-	-	-	-	-	-				9
Exempt	-	-	-	-	-	-	-	-	-				-
<b>Total</b>	<b>13</b>	<b>19</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>				<b>56</b>

### Notes

1. The quota count system sees each plane allocated a number of points based on how noisy it is. Points are given if a plane takes off or lands during the night quota period (11.30pm-6am) The system discourages the use of older and noisier planes
2. 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
3. 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.



## Departures

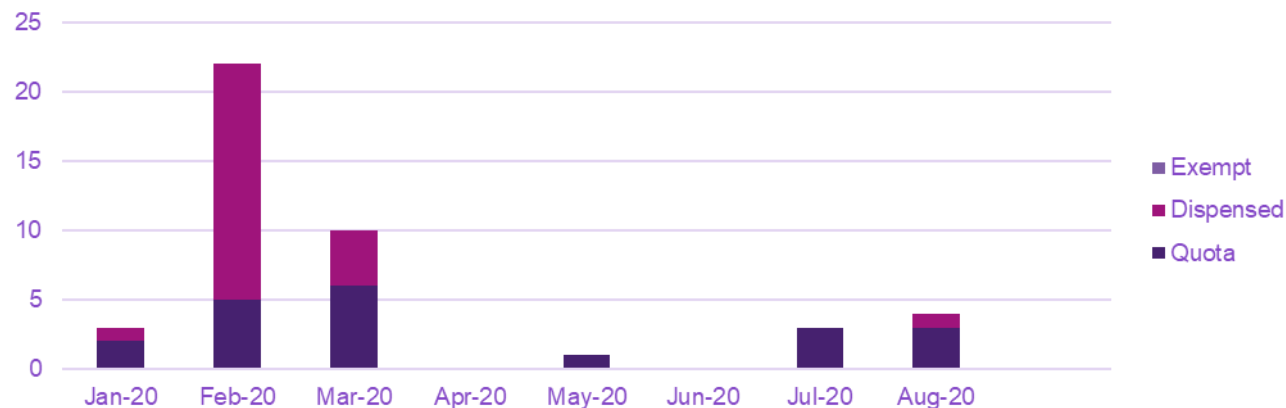
Departure night movements by time window (Jan – Sep 2020)

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	1	1	1				35
00:00 - 00:30	4	8	4	1	-	1	0	1	1				20
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	-	-	-	-	-	-	-	-	-				-
<b>Total</b>	<b>13</b>	<b>19</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>1</b>	<b>2</b>	<b>2</b>				<b>56</b>



## NIGHT FLIGHTS: ARRIVALS

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



Arrival Night Movements 2020	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Total
Quota	2	5	6	-	1	-	3	3	-				20
Dispensed	1	17	4	-	-	-	-	1	-				23
Exempt	-	-	-	-	-	-	-	-	-				-
<b>Total</b>	<b>3</b>	<b>22</b>	<b>10</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>3</b>	<b>4</b>	<b>-</b>				<b>43</b>

### Notes

1. The quota count system sees each plane allocated a number of points based on how noisy it is. Points are given if a plane takes off or lands during the night quota period (11.30pm-6am) The system discourages the use of older and noisier planes
2. 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
3. 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.



## Arrivals

Arrival night movements by time window (Jan – Sep 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	-	2	3	-				28
00:00 - 00:30	1	3	2	-	-	-	1	1	-				8
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	61	84	61				930
05:00 - 05:30	163	182	145	45	46	25	32	26	72				736
05:30 - 06:00	112	175	68	39	35	41	31	23	33				557
<b>Total</b>	<b>491</b>	<b>549</b>	<b>415</b>	<b>93</b>	<b>145</b>	<b>143</b>	<b>127</b>	<b>137</b>	<b>166</b>				<b>2,266</b>



## COMPLAINTS STATISTICS

### Overall statistics

378 people complained between July and September 2020, making over 10,000 complaints.

	Jul 2020	Aug 2020	Sep 2020	Total
<b>No. of Complainants</b>	139	214	148	378
<b>No. of Complaints</b>	2,435	5,302	3,182	10,919

### 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
8,575	78.5%	2.6%

### Complainants who complained less than 5 times

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

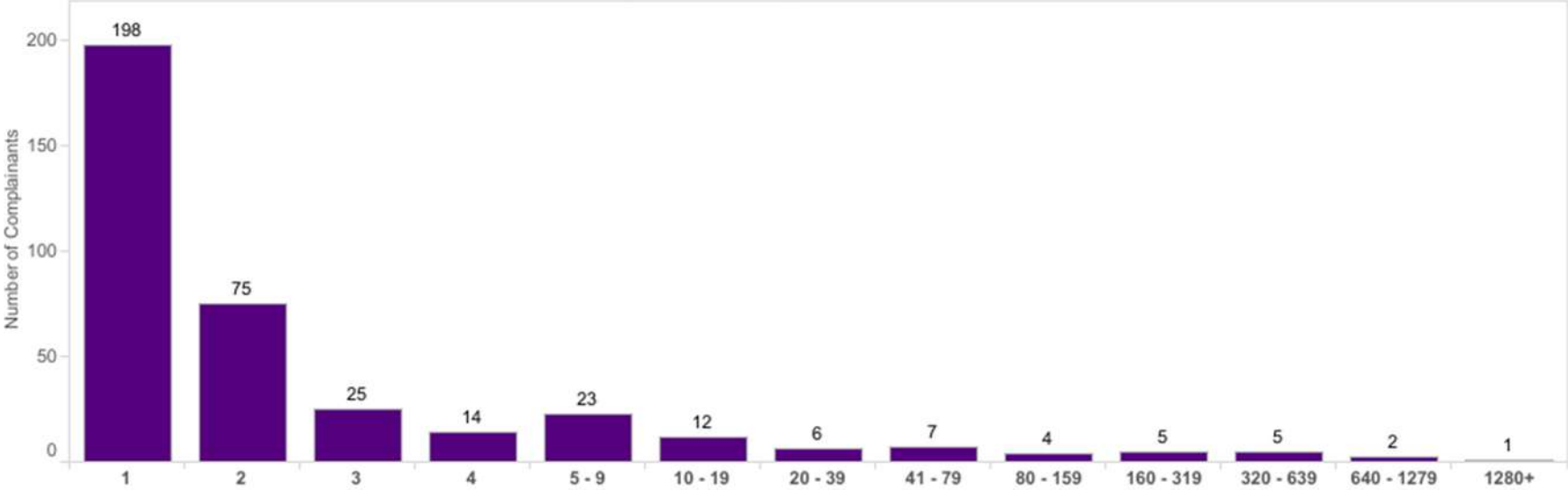
No. of Complaints	No. of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
520	321	84.9%	4.8%



# 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 198 people complained once, that 25 people complained 3 times and that 1 person complained more than 1,280 times.



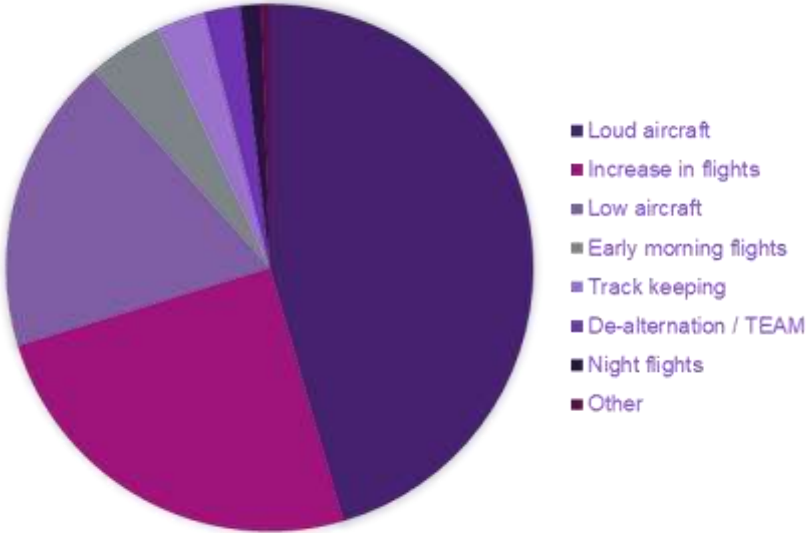




## Noise Complaints by Category

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

Complaint Category	Proportion
Loud aircraft	45.5%
Increase in flights	24.7%
Low aircraft	18.1%
Early morning flights	4.6%
Track keeping	3.0%
De-alternation / TEAM	2.2%
Night flights	1.3%
Other	0.5%





## AIR QUALITY AND CLIMATE CHANGE

Due to the Covid-19 crisis and colleagues being furloughed the air quality data is not yet available for Q3. We will share the air quality data for all four quarters in our Q4 report.

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. Our challenge is to protect the benefits of aviation in a world without carbon. That means the aviation industry around the world needs to “build back better” from the Covid-19 crisis – recovering in a way that sets us firmly on a path to net zero. The last quarter has seen increasing Government and corporate commitment to action. The oneworld alliance of airlines has committed to net zero by 2050. At a UK level, we welcome the Government’s recognition that there is a need to accelerate action to decarbonise aviation. We look forward to contributing to the Government’s ‘Jet Zero Council’, which held its first meeting in July, bringing together aviation, Government and environmental leaders to drive action on sustainable fuel and future zero emission technology.
- Over the next decade, lower carbon sustainable aviation fuel (‘SAF’) represents the best way to accelerate a reduction in carbon. SAF can be utilised by existing aircraft 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 in the UK 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 also calling for loan guarantees from Government, matched by private investment, to open the first two to three UK plants by 2025. Through the global “Clean Skies for Tomorrow Coalition” run by the World Economic Forum, we are advocating for a similar package of measures in the UK and globally and building support for ICAO to set a net-zero goal at its next Assembly.



# EMPLOYMENT AND SKILLS ACADEMY

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.

## July

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

	Ealing	Enfield	Hillingdon	Hounslow	Harrow	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	Enfield	Hillingdon	Hounslow	Harrow	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 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)



# August

Candidate interactions											
This reflects the total number of interactions between the Academy Team and local residents											
	Enfield	Epsom	Hillingdon	Hounslow	Harrow	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	25	0	34	49	0	7	0	4	0	29	148
Total year to date	176	0	175	283	0	93	1	30	17	111	886

Website Registrations											
This reflects the total number of people who have created a profile on our website											
	Enfield	Epsom	Hillingdon	Hounslow	Harrow	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
Total for month	9	1	23	34	0	4	0	2	2	32	107
JCP/EI/AIE/Other	3 3 3 0 0 0 1 4 10 9 0 6 18 10 0 0 0 0 0 1 1 2 0 0 0 0 0 1 1 0 7 16 8 1 32 50 33 2										
Total year to date	376	20	441	625	26	179	22	75	35	937	2736
Total year to date	38 167 159 12 4 8 7 1 56 170 205 10 63 276 276 10 1 9 15 1 44 49 82 4 1 4 17 0 6 21 46 2 7 13 15 0 114 357 446 20 334 1074 1268 60										

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



# September

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

	Ealing	Epsom	Hillingdon	Hounslow	Kingston	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
<b>Total for month</b>	21	0	31	43	0	12	0	5	0	22	134
<b>Total year to date</b>	197	0	206	326	0	105	1	35	17	133	1020

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

	Ealing	Epsom	Hillingdon	Hounslow	Kingston	Slough	South Bucks	Spelthorne	Windsor and Maidenhead	Other	Total
<b>Total for month</b>	11	0	26	25	1	13	0	9	4	47	136
<i>JCP/ EI/ AIE/ Other</i>	1 8 2 0 0 0 0 9 10 6 1 5 10 7 3 0 0 1 0 8 1 4 0 0 0 0 4 0 5 0 1 2 1 0 5 15 24 3 33 46 50 7										
<b>Total year to date</b>	387	20	467	650	27	192	22	84	39	984	2872
<b>Total year to date</b>	39 175 161 12 4 8 7 1 65 180 211 11 68 206 283 13 1 9 16 1 52 50 86 4 1 4 17 0 10 21 51 2 8 15 16 0 119 372 470 23 367 1120 1318 67										

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



## TRAFFIC SUMMARY

- Airlines at Heathrow revealed a new summer route network, offering more choice of short-haul, leisure routes at lower prices to a number of new destinations including Dubrovnik, Genoa and Verona.
- Long-haul business travel, which is vital for the UK's economic recovery, continues to be restricted by international border closures and a lack of testing. York Aviation estimates that the UK economy is losing £32m a day because air travel with the US is effectively closed<sup>2</sup>.

## July

Terminal Passengers (000s)	Jul 2020	% Change	Jan to Jul 2020	% Change	Aug 2019 to Jul 2020	% Change
<b>Market</b>						
UK	55	-87.6	1,010	-63.6	3,079	-35.6
EU	482	-82.1	5,374	-66.1	16,992	-38.4
Non-EU Europe	97	-82.4	1,221	-63.2	3,600	-37.0
Africa	20	-93.3	829	-59.3	2,307	-34.1
North America	70	-96.2	3,392	-68.4	11,484	-38.2
Latin America	7	-94.2	327	-59.6	901	-34.4
Middle East	75	-89.9	1,803	-58.2	5,236	-31.1
Asia / Pacific	59	-94.4	2,342	-64.9	7,153	-38.1
<b>Total</b>	<b>867</b>	<b>-88.8</b>	<b>16,299</b>	<b>-65.0</b>	<b>50,751</b>	<b>-37.1</b>

<sup>2</sup> [The Wider Economic Impact of UK – US Travel Restrictions in 2020](#)



<b>Air Transport Movements</b>	<b>Jul 2020</b>	<b>% Change</b>	<b>Jan to Jul 2020</b>	<b>% Change</b>	<b>Aug 2019 to Jul 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	728	-80.1	10,247	-55.5	27,958	-28.4
EU	5,435	-71.0	51,855	-57.8	138,349	-34.8
Non-EU Europe	940	-74.6	11,377	-55.7	29,263	-33.5
Africa	353	-71.6	4,509	-49.3	10,843	-28.2
North America	1,841	-75.5	23,829	-50.9	58,747	-29.5
Latin America	171	-66.6	1,841	-48.0	4,308	-29.3
Middle East	1,002	-62.5	10,370	-40.7	23,472	-22.4
Asia / Pacific	1,454	-64.1	15,290	-44.5	35,089	-26.2
<b>Total</b>	<b>11,924</b>	<b>-71.7</b>	<b>129,440</b>	<b>-53.4</b>	<b>328,151</b>	<b>-31.3</b>



<b>Cargo (Metric Tonnes)</b>	<b>Jul 2020</b>	<b>% Change</b>	<b>Jan to Jul 2020</b>	<b>% Change</b>	<b>Aug 2019 to Jul 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	2	-95.4	208	-38.5	456	-27.4
EU	6,007	-23.6	38,107	-31.0	77,264	-22.5
Non-EU Europe	3,588	-25.5	20,860	-36.9	44,789	-22.4
Africa	4,912	-30.4	36,101	-35.3	73,643	-21.8
North America	27,799	-37.7	229,778	-31.7	458,395	-22.9
Latin America	2,669	-41.0	17,621	-45.5	39,647	-29.3
Middle East	18,455	-18.3	120,488	-18.7	231,441	-9.8
Asia / Pacific	24,965	-36.0	175,428	-36.3	366,916	-25.9
<b>Total</b>	<b>88,397</b>	<b>-32.0</b>	<b>640,947</b>	<b>-31.5</b>	<b>1,294,906</b>	<b>-21.7</b>





## August

<b>Terminal Passengers (000s)</b>	<b>Aug 2020</b>	<b>% Change</b>	<b>Jan to Aug 2020</b>	<b>% Change</b>	<b>Sep 2019 to Aug 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	90	-79.4	1,100	-65.7	2,732	-43.0
EU	836	-68.1	6,209	-66.4	15,208	-44.9
Non-EU Europe	181	-66.1	1,403	-63.6	3,245	-43.2
Africa	30	-90.5	859	-63.4	2,024	-42.5
North America	88	-95.2	3,480	-72.3	9,743	-47.7
Latin America	10	-92.0	337	-63.8	789	-42.6
Middle East	105	-86.6	1,908	-62.6	4,551	-40.1
Asia / Pacific	78	-92.4	2,420	-68.6	6,197	-46.2
<b>Total</b>	<b>1,419</b>	<b>-81.5</b>	<b>17,718</b>	<b>-67.3</b>	<b>44,490</b>	<b>-44.9</b>



<b>Air Transport Movements</b>	<b>Aug 2020</b>	<b>% Change</b>	<b>Jan to Aug 2020</b>	<b>% Change</b>	<b>Sep 2019 to Aug 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	802	-78.3	11,049	-58.7	25,056	-36.5
EU	8,249	-55.5	60,104	-57.5	128,044	-39.6
Non-EU Europe	1,390	-62.3	12,767	-56.5	26,962	-38.7
Africa	348	-72.7	4,857	-52.2	9,916	-34.7
North America	1,931	-74.1	25,760	-54.0	53,213	-36.2
Latin America	166	-67.8	2,007	-50.5	3,958	-34.9
Middle East	971	-63.8	11,341	-43.7	21,764	-28.1
Asia / Pacific	1,382	-66.0	16,672	-47.3	32,403	-31.9
<b>Total</b>	<b>15,239</b>	<b>-63.7</b>	<b>144,679</b>	<b>-54.7</b>	<b>301,438</b>	<b>-36.9</b>



**Total  
Cargo  
(incl. mail  
and all  
Flight  
Types)**

<b>(Metric Tonnes)</b>	<b>Aug 2020</b>	<b>% Change</b>	<b>Jan to Aug 2020</b>	<b>% Change</b>	<b>Sep 2019 to Aug 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	26	-49.4	398	-30.1	681	-24.9
EU	6,299	-25.4	48,318	-31.4	84,340	-24.1
Non-EU Europe	3,687	-31.4	27,155	-34.8	48,402	-24.2
Africa	4,276	-40.2	41,428	-35.1	72,266	-24.8
North America	29,585	-37.3	274,747	-31.4	471,436	-23.8
Latin America	2,673	-40.2	20,482	-44.8	38,242	-32.2



Middle East		-25.0		-18.5		-11.2
	16,496		141,592		234,053	
Asia / Pacific		-36.1		-36.2		-27.3
	24,854		210,096		374,330	
<b>Total</b>		<b>-34.2</b>		<b>-31.6</b>		<b>-23.3</b>
	<b>87,897</b>		<b>764,217</b>		<b>1,323,750</b>	

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## September

<b>Terminal Passengers (000s)</b>	<b>Sep 2020</b>	<b>% Change</b>	<b>Jan to Sep 2020</b>	<b>% Change</b>	<b>Oct 2019 to Sep 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	98	-74.7	1,198	-66.7	2,441	-48.8
EU	653	-72.0	6,863	-67.0	13,527	-50.7
Non-EU Europe	129	-72.6	1,532	-64.6	2,905	-49.2
Africa	48	-82.5	908	-65.4	1,795	-49.1
North America	84	-94.8	3,564	-74.9	8,211	-55.9
Latin America	12	-89.4	348	-66.5	691	-49.6
Middle East	113	-82.5	2,021	-64.9	4,021	-47.1
Asia / Pacific	119	-87.3	2,539	-70.6	5,377	-53.1
Blanks	-	0.0	1	0.0	1	0.0
<b>Total</b>	<b>1,256</b>	<b>-81.5</b>	<b>18,975</b>	<b>-68.9</b>	<b>38,969</b>	<b>-51.6</b>



<b>Air Transport Movements</b>	<b>Sep 2020</b>	<b>% Change</b>	<b>Jan to Sep 2020</b>	<b>% Change</b>	<b>Oct 2019 to Sep 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	904	-72.8	11,953	-60.2	22,634	-42.7
EU	6,827	-60.2	66,931	-57.8	117,699	-44.1
Non-EU Europe	1,227	-65.0	13,994	-57.4	24,687	-43.8
Africa	514	-56.6	5,371	-52.7	9,245	-39.3
North America	2,048	-70.6	27,808	-55.8	48,291	-41.9
Latin America	168	-64.6	2,175	-52.0	3,652	-39.7
Middle East	1,150	-54.6	12,491	-45.0	20,379	-32.7
Asia / Pacific	1,624	-57.5	18,296	-48.4	30,205	-36.4
Blanks	-	-	122	-	122	-
<b>Total</b>	<b>14,462</b>	<b>-62.9</b>	<b>159,141</b>	<b>-55.6</b>	<b>276,914</b>	<b>-41.9</b>



<b>Cargo (Metric Tonnes)</b>	<b>Sep 2020</b>	<b>% Change</b>	<b>Jan to Sep 2020</b>	<b>% Change</b>	<b>Oct 2019 to Sep 2020</b>	<b>% Change</b>
<b>Market</b>						
UK	6	-85.7	223	-48.1	380	-34.4
EU	6,907	-12.7	50,726	-28.3	74,415	-23.6
Non-EU Europe	4,186	-11.2	28,256	-33.8	42,577	-25.9
Africa	5,195	-25.8	45,475	-34.9	68,970	-27.0
North America	29,037	-32.5	286,513	-32.4	427,562	-26.2
Latin America	2,970	-31.3	23,252	-43.4	36,524	-34.4
Middle East	17,280	-20.8	153,632	-19.7	221,326	-14.0
Asia / Pacific	24,667	-33.2	223,722	-35.9	341,446	-29.1
Blanks	-	0.0	-	0.0	-	0.0
<b>Total</b>	<b>90,247</b>	<b>-28.2</b>	<b>811,799</b>	<b>-31.7</b>	<b>1,213,200</b>	<b>-25.3</b>