

HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - October 2025



Heathrow Performance Report October 2025



Passenger Experience and Service Level Performance

| | Target | T2 | T3 | T4 | T5 | LHR |
|--|--------|--------|---------|----------|---------|-----------|
| Overall Satisfaction ¹ | 4.26 | 4.41 | 4.38 | 4.34 | 4.34 | |
| Passenger Assistance Service - Overall Satisfaction ¹ | 4.00 | | | | | 4.14 |
| Security Staff - Helpfulness and Attitude ^{1, 3} | 4.10 | 4.32 | 4.32 | 4.28 | 4.26 | |
| Airport Staff - Helpfulness and Attitude ¹ | 4.36 | 4.37 | 4.38 | 4.34 | 4.35 | |
| Ease of Access to Airport ^{1, 2} | 4.44 | | | | | 4.34 |
| % of UK Population Within 3 Hours (and One Interchange) | | | | | | 29.90% |
| Customer Effort ¹ | 91.00% | 94.10% | 93.41% | 94.18% | 92.33% | |
| Cleanliness ¹ | 4.15 | 4.34 | 4.26 | 4.29 | 4.28 | |
| Wayfinding ¹ | 4.20 | 4.37 | 4.33 | 4.33 | 4.31 | |
| Wi-Fi ¹ | 4.05 | 4.17 | 4.20 | 4.25 | 4.04 | |
| Enjoy My Time at the Airport ¹ | 80.50% | 79.94% | 78.10% | 77.37% | 76.69% | |
| Airport that Meets My Needs ¹ | | 94.63% | 93.93% | 92.07% | 93.87% | |
| Feel Safe and Secure ¹ | 96.00% | 98.87% | 98.84% | 98.63% | 98.80% | |
| Immigration EEA | 95.00% | 99.95% | 100.00% | 99.95% | 100.00% | |
| Immigration Non EEA | 95.00% | 98.85% | 97.42% | 98.48% | 99.59% | |
| Security - CSA (QT < 5 minutes) | 95.00% | 99.03% | 98.98% | 98.47% | 97.83% | |
| Security - CSA (QT < 10 minutes) | 99.00% | 99.95% | 99.86% | 99.95% | 100.00% | |
| Security - Staff Search | 95.00% | 98.50% | 99.21% | 99.81% | 99.28% | |
| Security - Transfer | 95.00% | 99.67% | 99.90% | 100.00% | 98.62% | |
| | Target | CTA | Cargo | Eastside | T5 | Southside |
| Security - Control Post | 95.00% | 92.93% | 97.75% | 73.28% | 94.15% | 94.20% |

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Service Level Performance

| | Target | T2 | T3 | T4 | T5 | LHR |
|--|---------|---------|---------|---------|---------|--------|
| Lifts, Escalators, Travellators | 99.00% | 99.43% | 99.41% | 99.31% | 99.09% | |
| FEGP | 99.00% | 99.99% | 99.98% | 99.99% | 99.99% | |
| Jetties | 99.00% | 99.94% | 99.88% | 99.29% | 99.91% | |
| PCA | 98.00% | 99.99% | 100.00% | | 100.00% | |
| SEG | 99.00% | 99.98% | 99.93% | 100.00% | 99.99% | |
| Check-In Infrastructure | 98.00% | 98.95% | 99.21% | 98.51% | 98.58% | |
| Hygiene Testing - Amber Tests Resolved in 12 hours | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| Hygiene Testing - Red Tests Resolved in 2 hours | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| TTS - One Car | 99.00% | | | | 99.63% | |
| TTS - Two Car | 97.00% | | | | 97.48% | |
| Arrivals Reclaim | 99.00% | 99.68% | 99.78% | 99.47% | 99.86% | |
| Baggage System Delivery | 98.00% | 99.32% | 99.08% | 99.60% | 98.22% | |
| Baggage Misconnect Rate | | | | | | 8.80 |
| Runway Operational Resilience | 0.00 | | | | | 0.00 |
| Stands | 99.00% | 99.37% | 99.78% | 99.00% | 99.82% | |
| Pier Service ¹ | 95.00% | 99.38% | 97.66% | 99.96% | | |
| Airport Arrivals Management | | | | | | 8.00 |
| Airport Departures Management | | | | | | 27.00 |
| Departure Punctuality | 80.50% | | | | | 75.71% |
| Passenger Injuries ¹ | | | | | | 7.33 |

Notes:

Security(Control Post): Alleviation is being sought for October performance.

Heathrow Performance Report October 2025



Financial Report - Rebates and Bonus

Rebates:

| | Oct-25 | | | | | YTD | |
|--|--------|----|----|----|-------|------------------|----------------|
| | T2 | T3 | T4 | T5 | Other | Estimated Rebate | Total Failures |
| Security Staff - Helpfulness and Attitude | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Cleanliness | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Wayfinding | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Wi-Fi | ✓ | ✓ | ✓ | ✗ | | £302,336.96 | 2 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Security - Staff Search | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Security - Transfer | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Security - Control Post | | | | | ✗ | £1,467,657.56 | 1 |
| Lifts, Escalators, Travellators | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| FEGP | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Jetties | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| PCA | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| SEG | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Check-In Infrastructure | ✓ | ✓ | ✓ | ✓ | | £0.00 | 1 |
| Hygiene Testing | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| TTS | | | | ✓ | | £0.00 | 0 |
| Arrivals Reclaim | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Runway Operational Resilience | | | | | ✓ | £0.00 | 0 |
| Stands | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Pier Service | ✓ | ✓ | ✓ | ✓ | | £0.00 | 0 |
| Total | | | | | | £1,769,994.52 | 4 |

Bonuses:

| | Oct-25 | | | | | | YTD | |
|---------------------------------|-----------------|-----------------|--------|--------|---------|--------|-----------------|------------|
| | Lower Threshold | Upper Threshold | T2 | T3 | T4 | T5 | Estimated Bonus | Total Pass |
| Cleanliness | 4.35 | 4.65 | 4.34 | 4.26 | 4.29 | 4.28 | £0.00 | 0 |
| Wayfinding | 4.40 | 4.70 | 4.37 | 4.33 | 4.33 | 4.31 | £0.00 | 0 |
| Security - CSA (QT < 5 minutes) | 97.00% | 99.00% | 99.03% | 98.98% | 98.47% | 97.83% | £407,920.30 | 3 |
| Security - Transfer | 97.00% | 99.00% | 99.67% | 99.90% | 100.00% | 98.62% | £265,393.93 | 10 |
| Total | 4.40 | 4.70 | | | | | £673,314.24 | 13 |

Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Bonus:

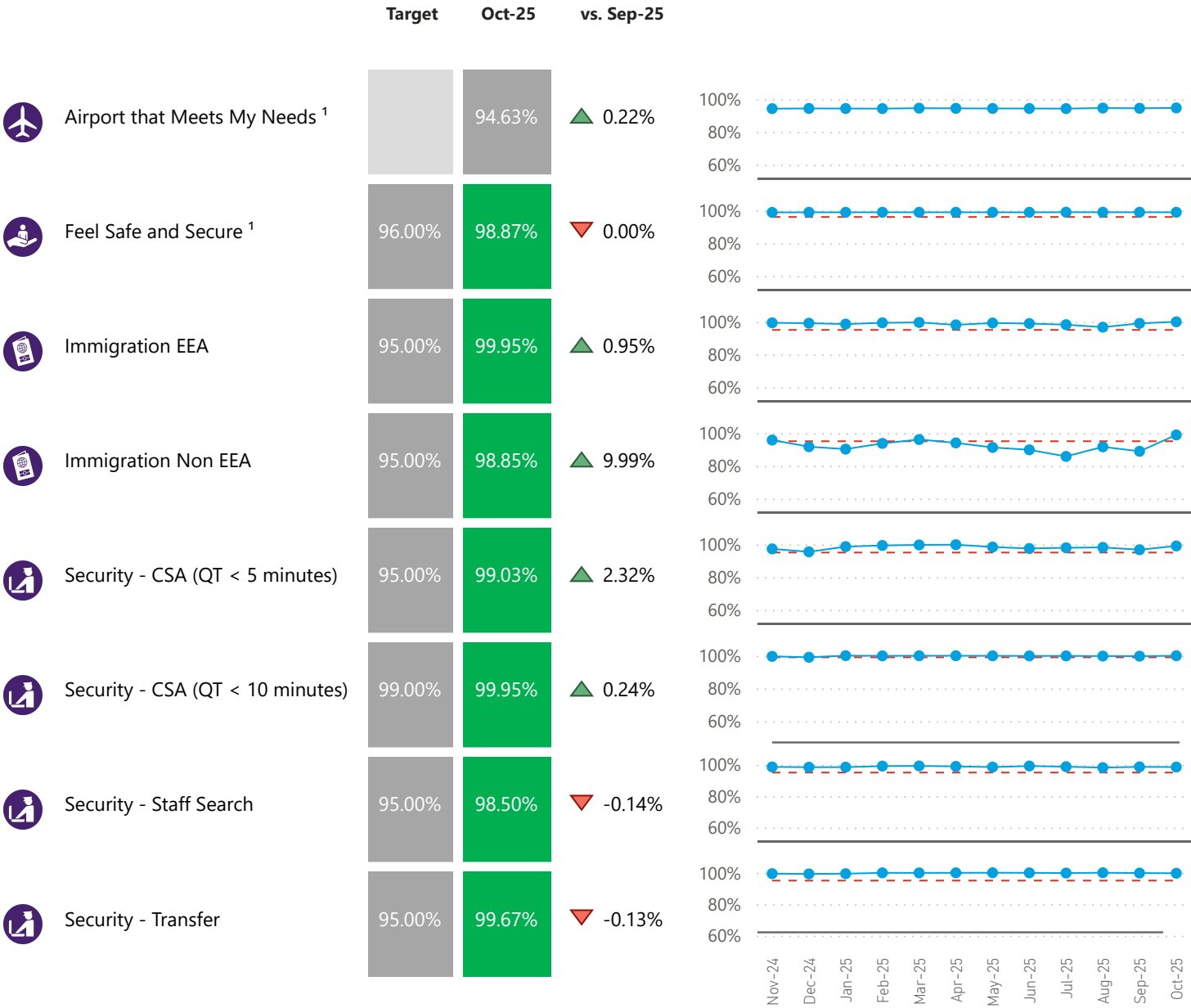
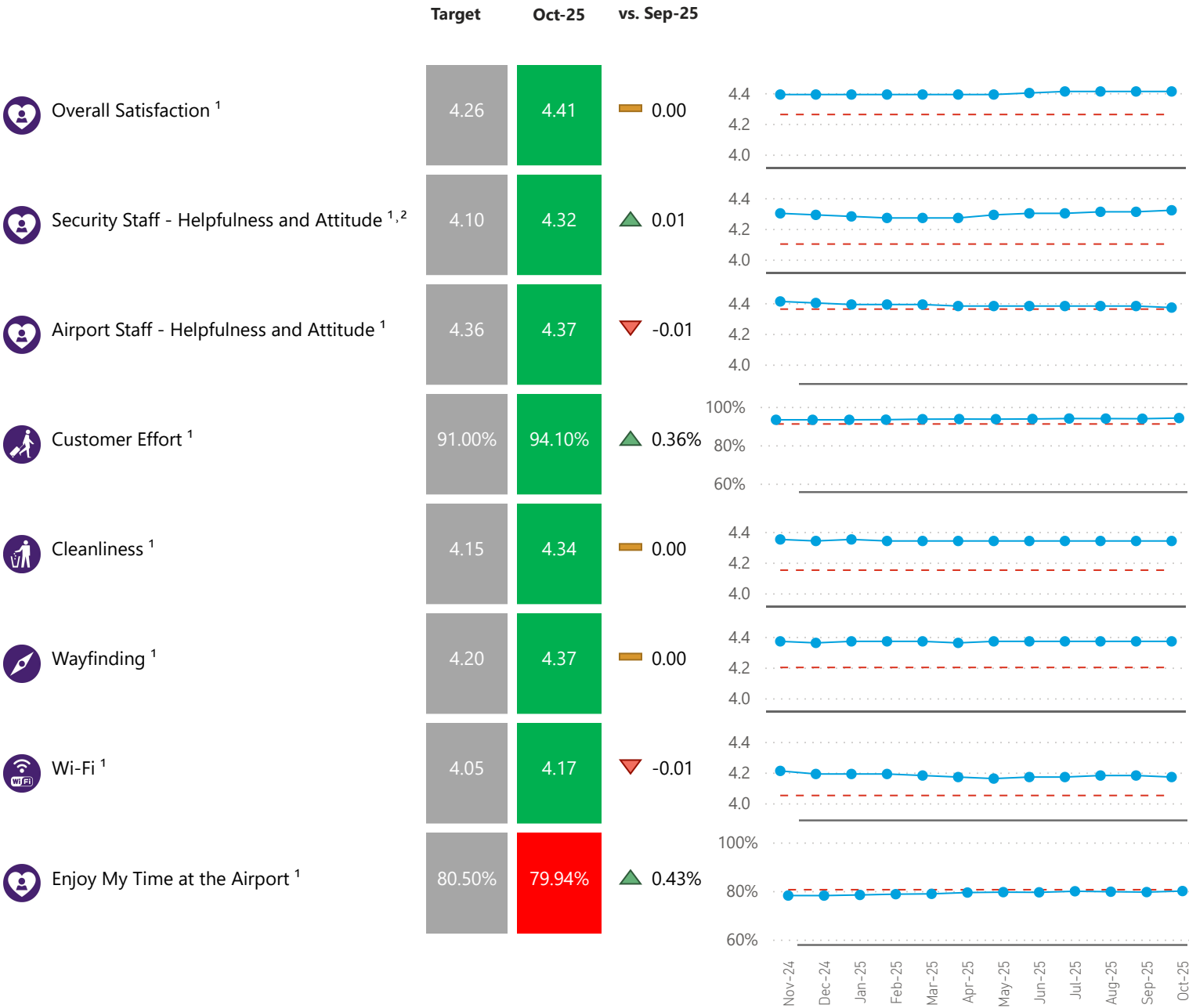
- All business units must exceed Lower Threshold
- Financial year is from January 2025 - December 2025

Notes:

Security - Control Post (**rebates**) : There are on-going alleviation discussions, and payment of a rebate is on hold whilst these continue.

Terminal 2 Performance Report October 2025

Passenger Experience and Service Level Performance

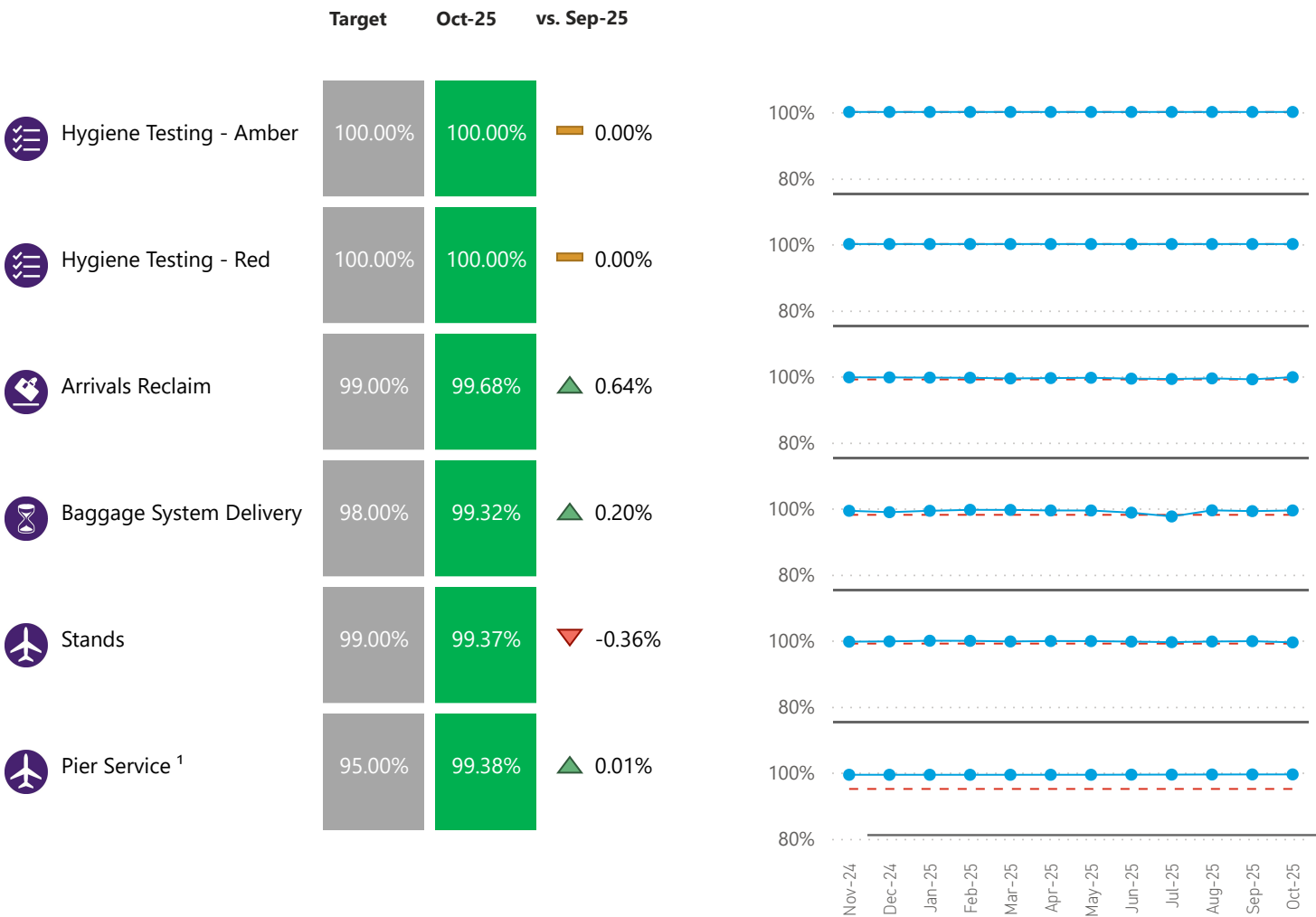
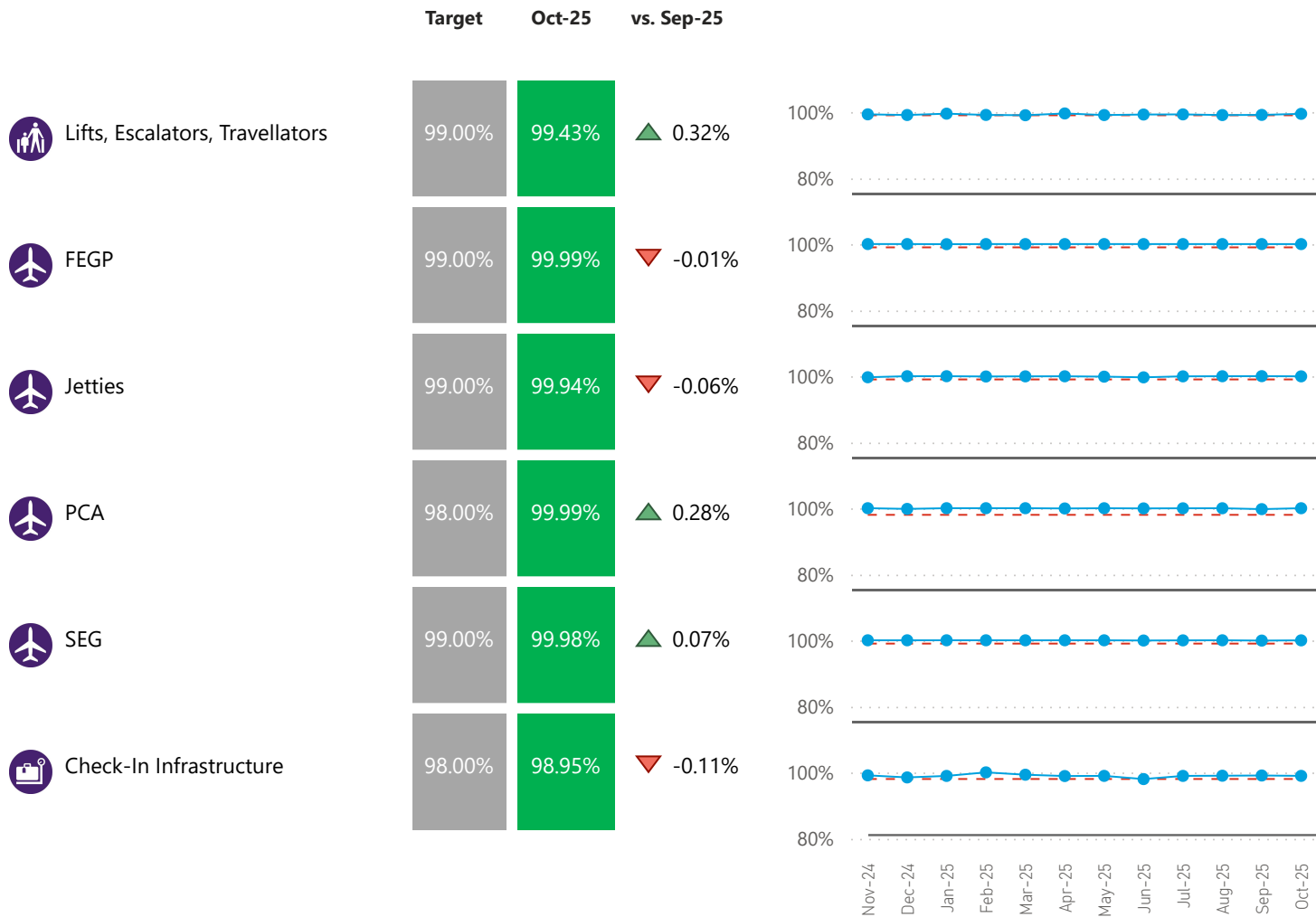


Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report October 2025

Service Level Performance



Heathrow

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report October 2025

Financial Report - Rebates and Bonus

Classification: Public



Rebates:

| | Oct-25 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| PCA | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £425,252.64 | 1 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £425,252.64 | 1 |

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

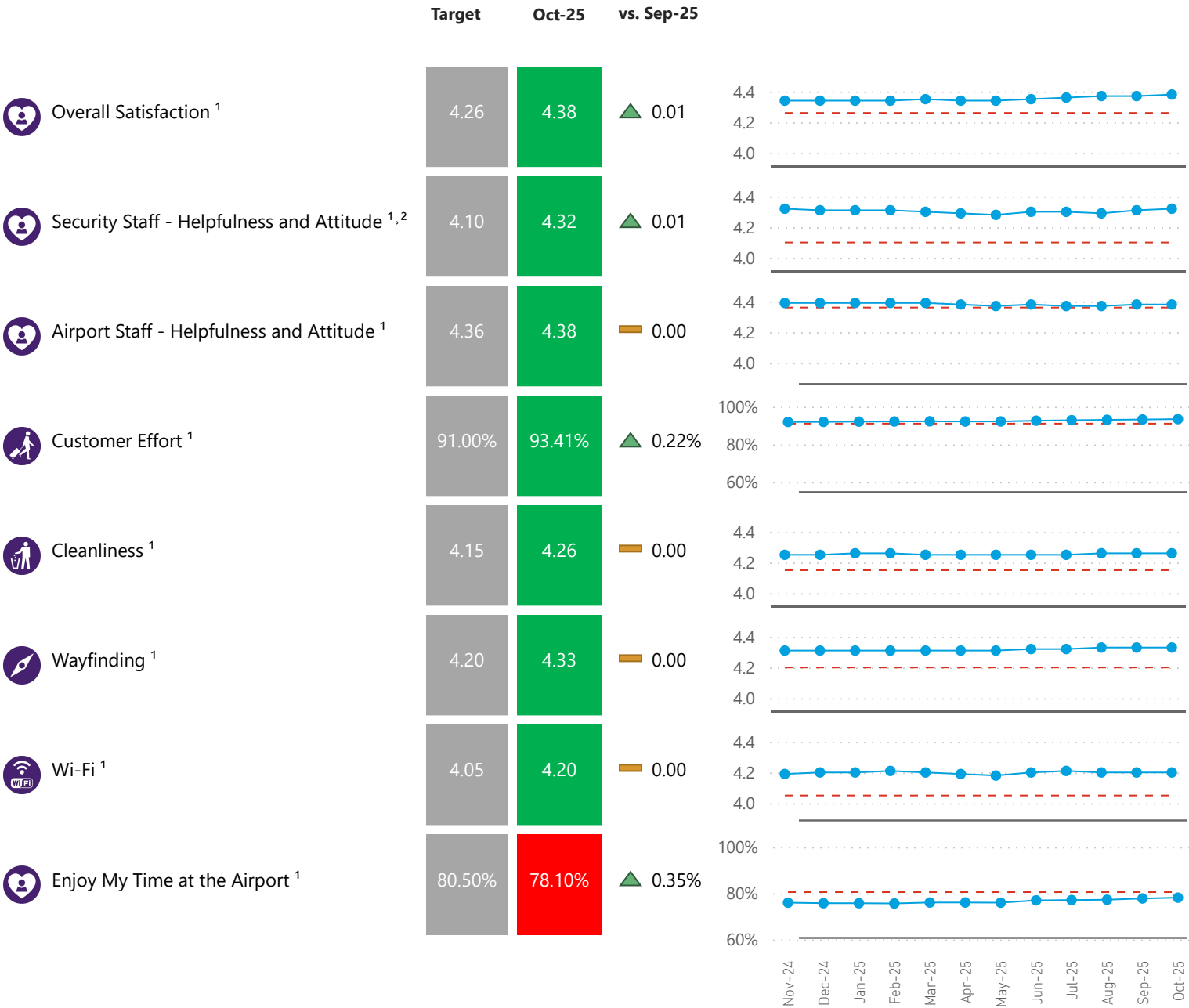
Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2025 - December 2025

Terminal 3 Performance Report October 2025

Passenger Experience and Service Level Performance

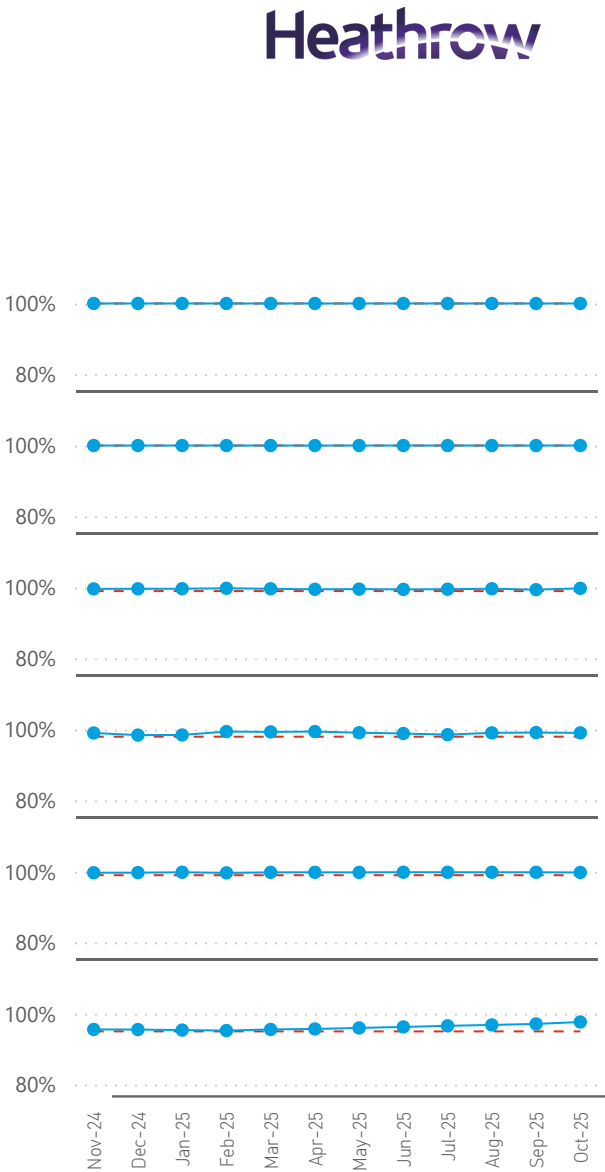
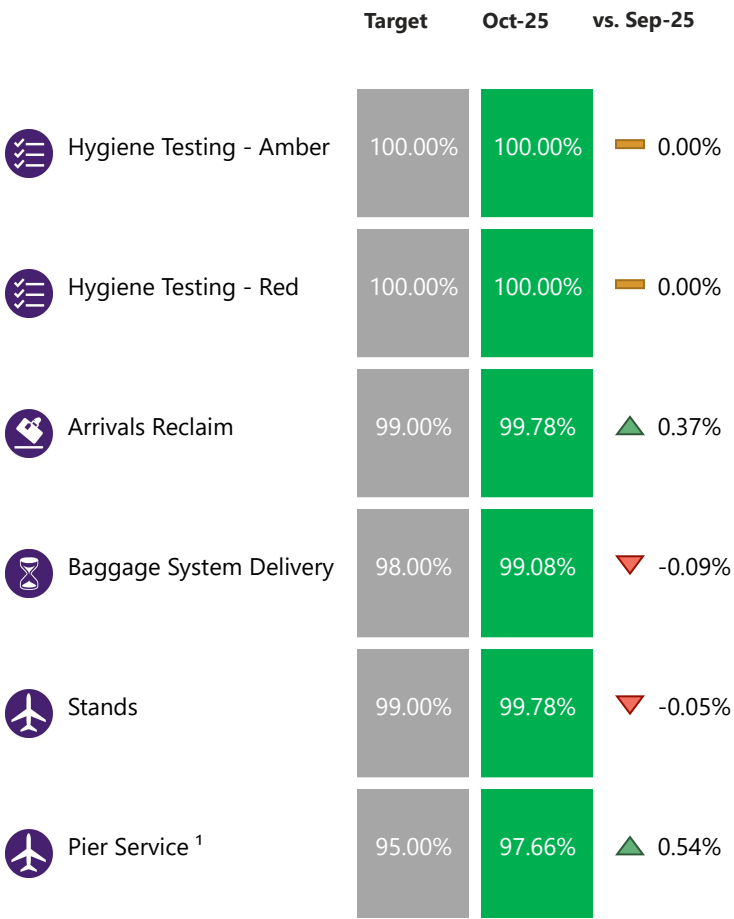
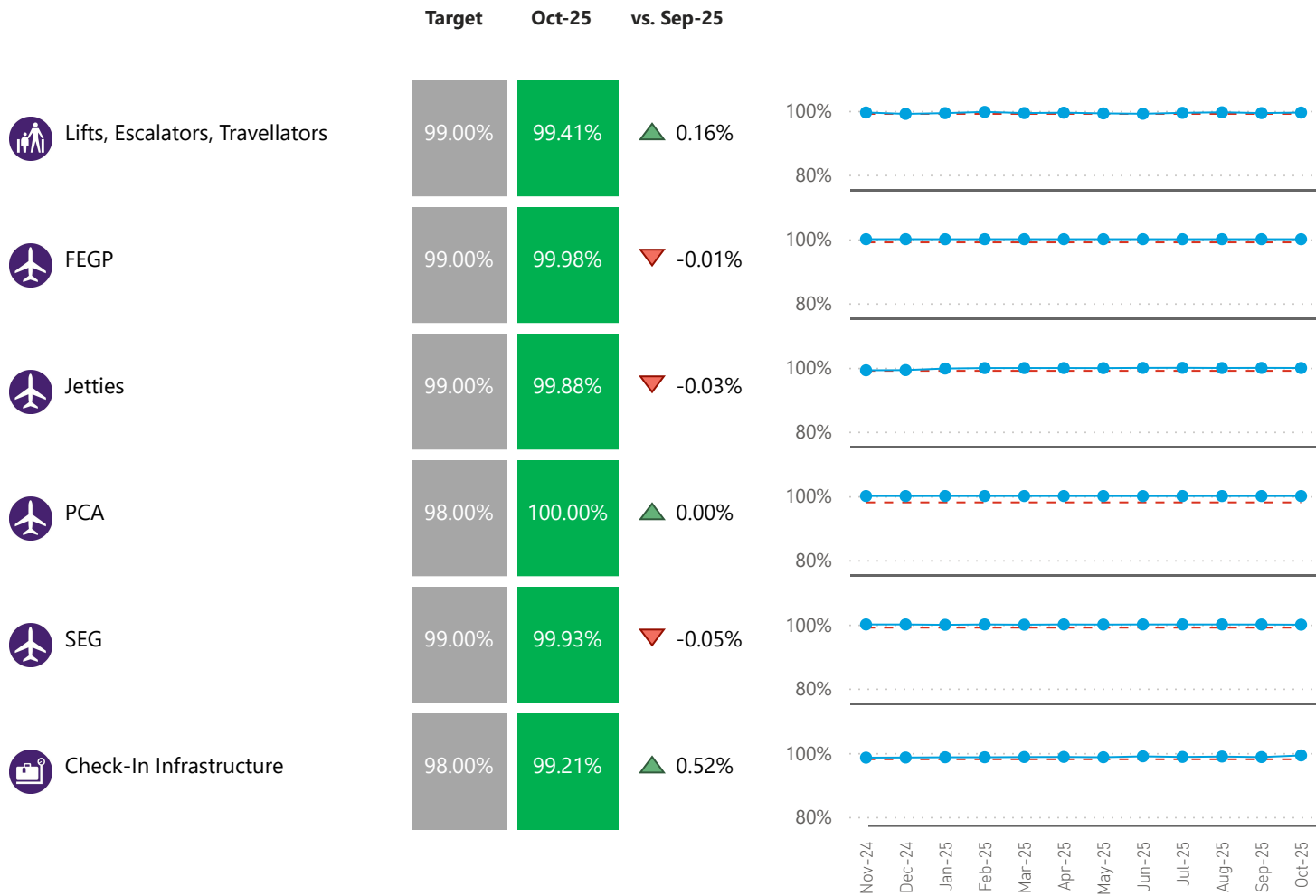


Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report October 2025

Service Level Performance



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report October 2025

Financial Report - Rebates and Bonus

Classification: Public



Rebates:

| | Oct-25 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| PCA | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £0.00 | 0 |

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

Credit Notes:

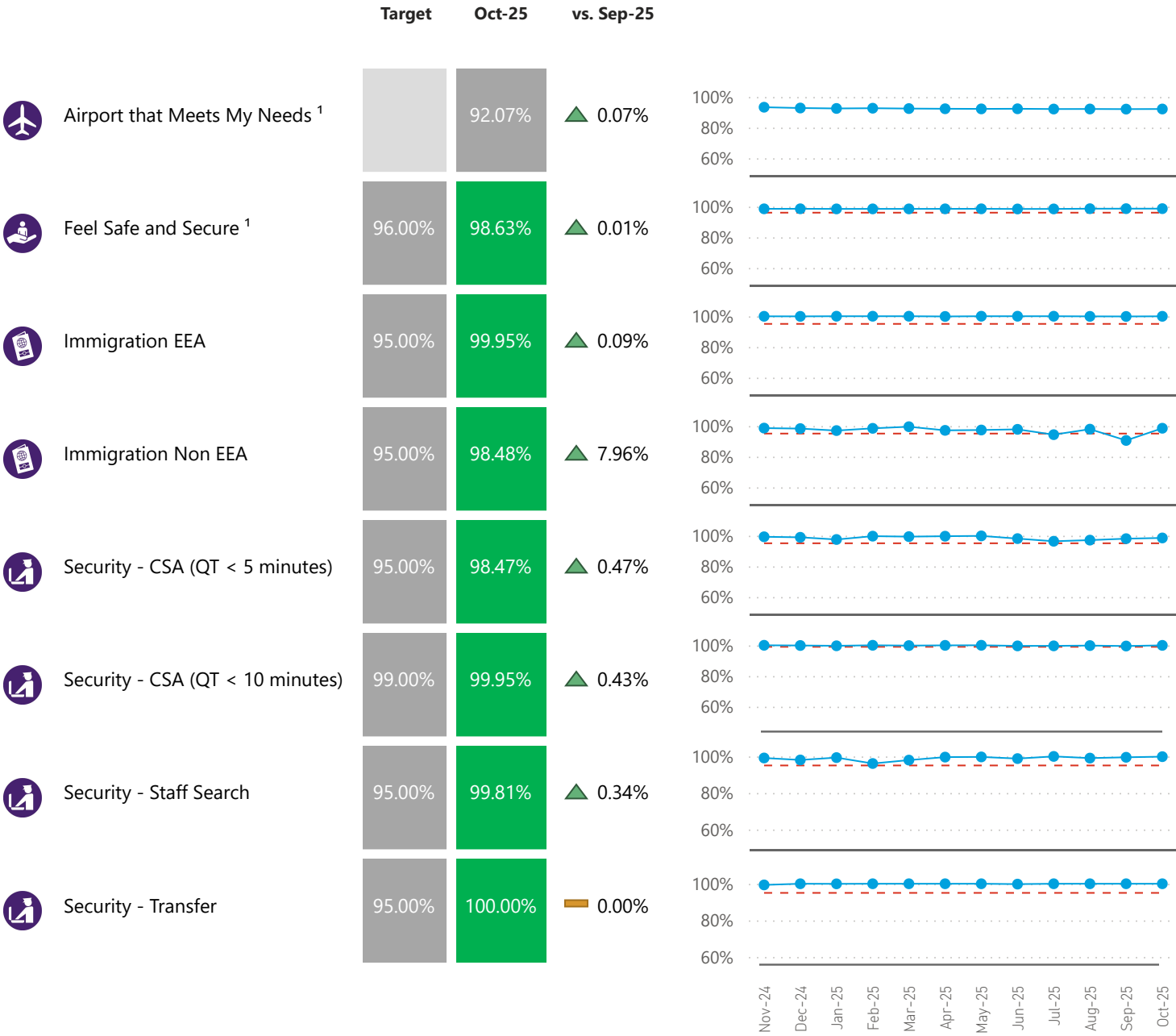
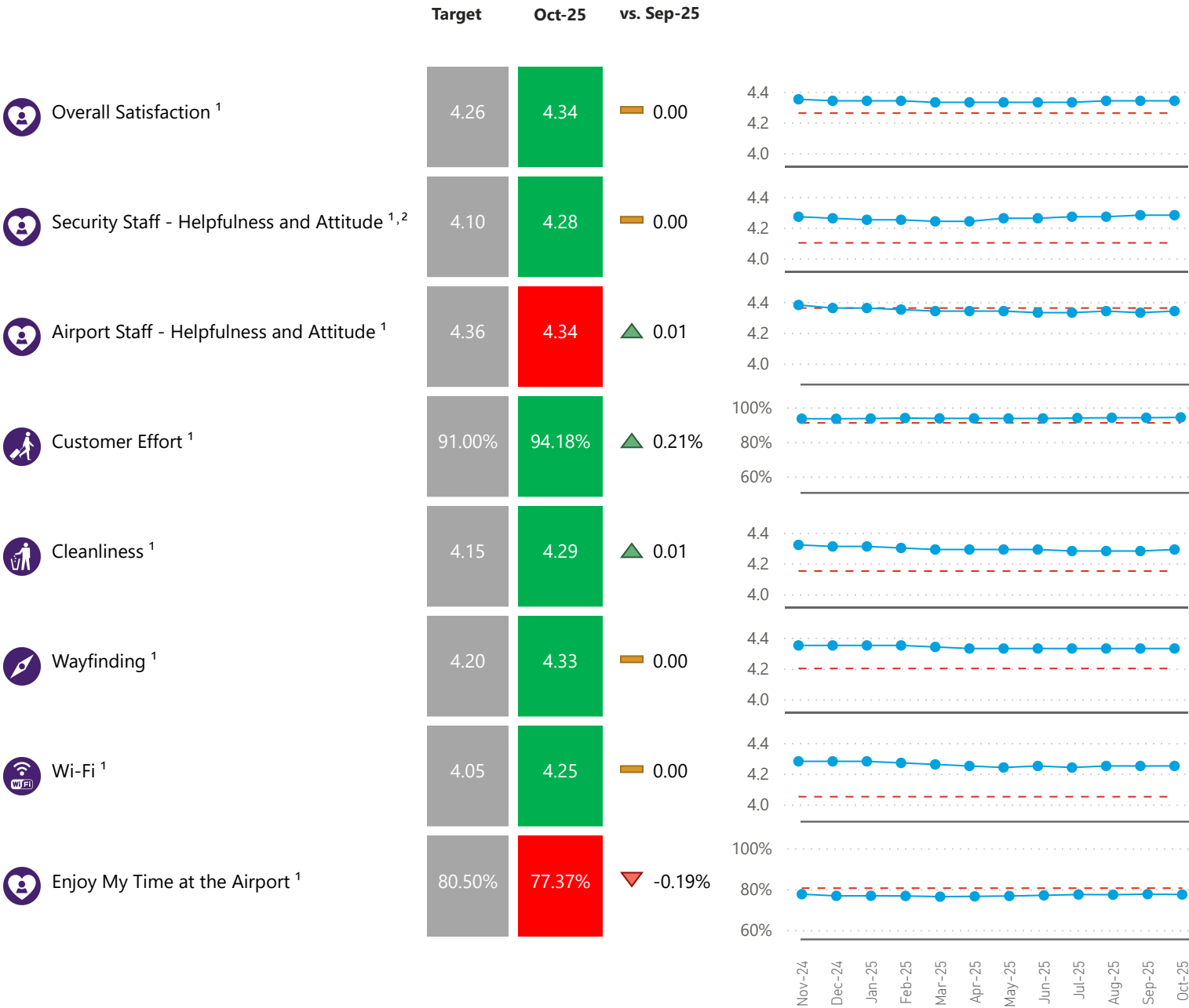
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2025 - December 2025

Notes:

Terminal 4 Performance Report October 2025

Passenger Experience and Service Level Performance

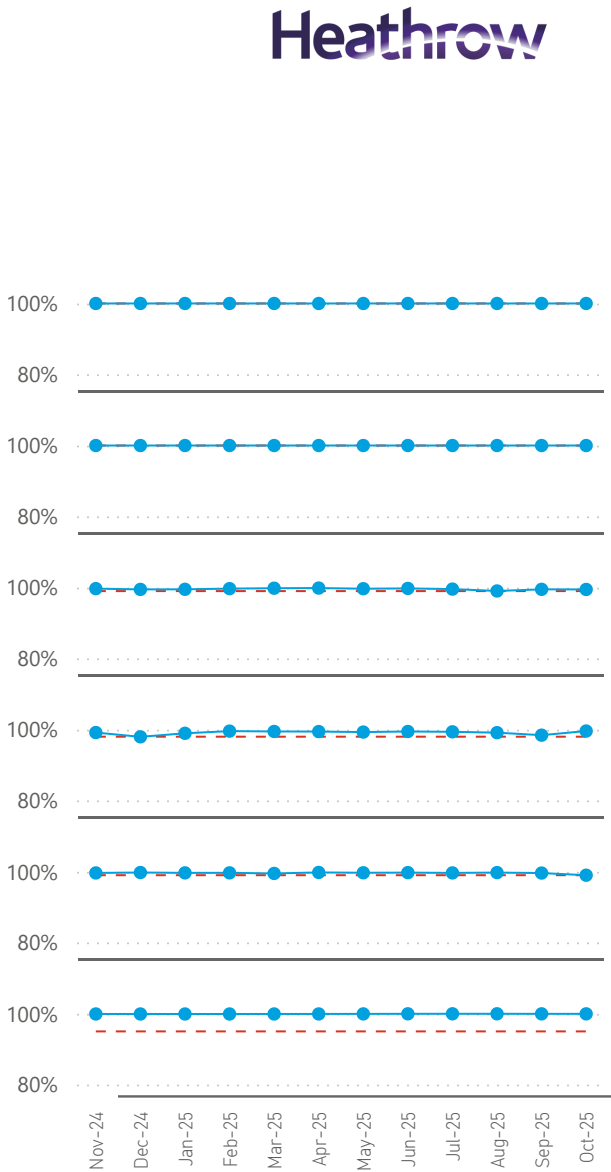
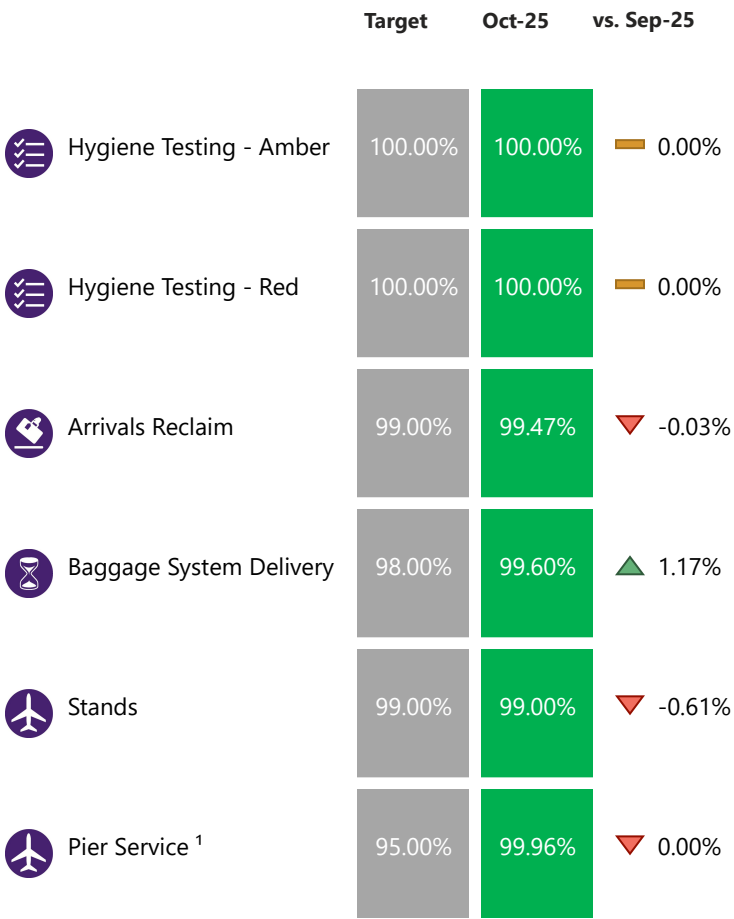
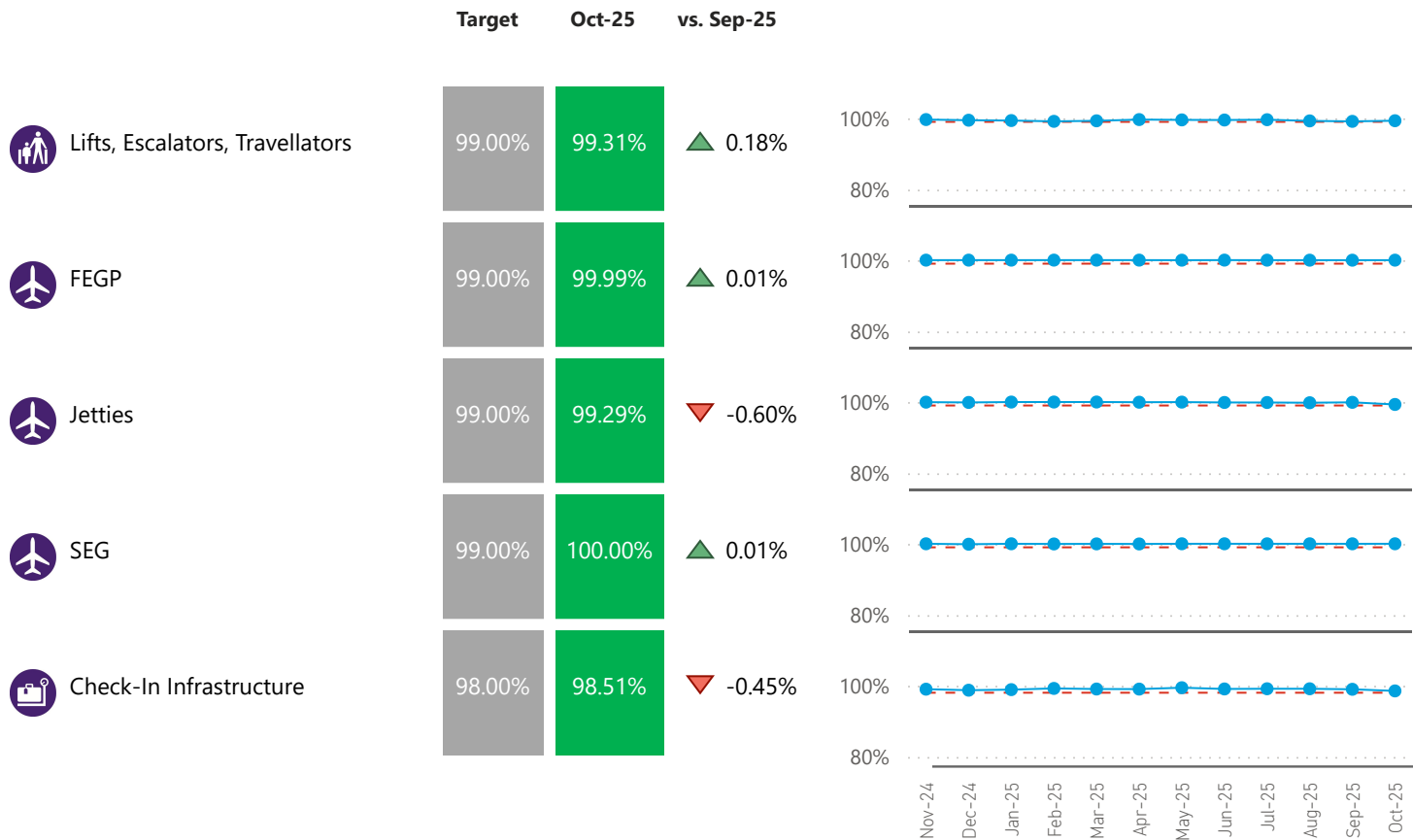


Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report October 2025

Service Level Performance



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report October 2025

Financial Report - Rebates and Bonus

Classification: Public



Rebates:

| | Oct-25 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £0.00 | 0 |

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

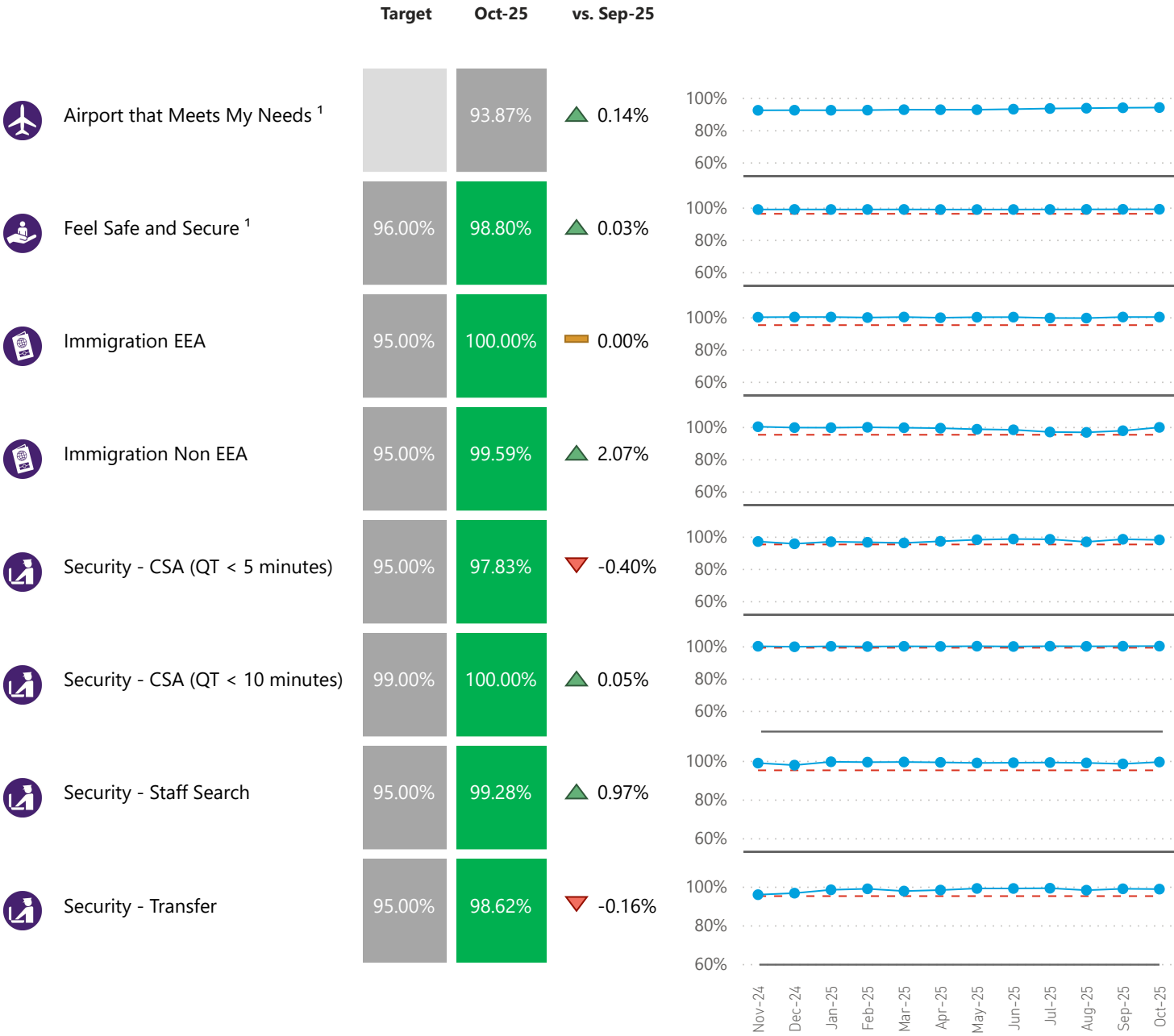
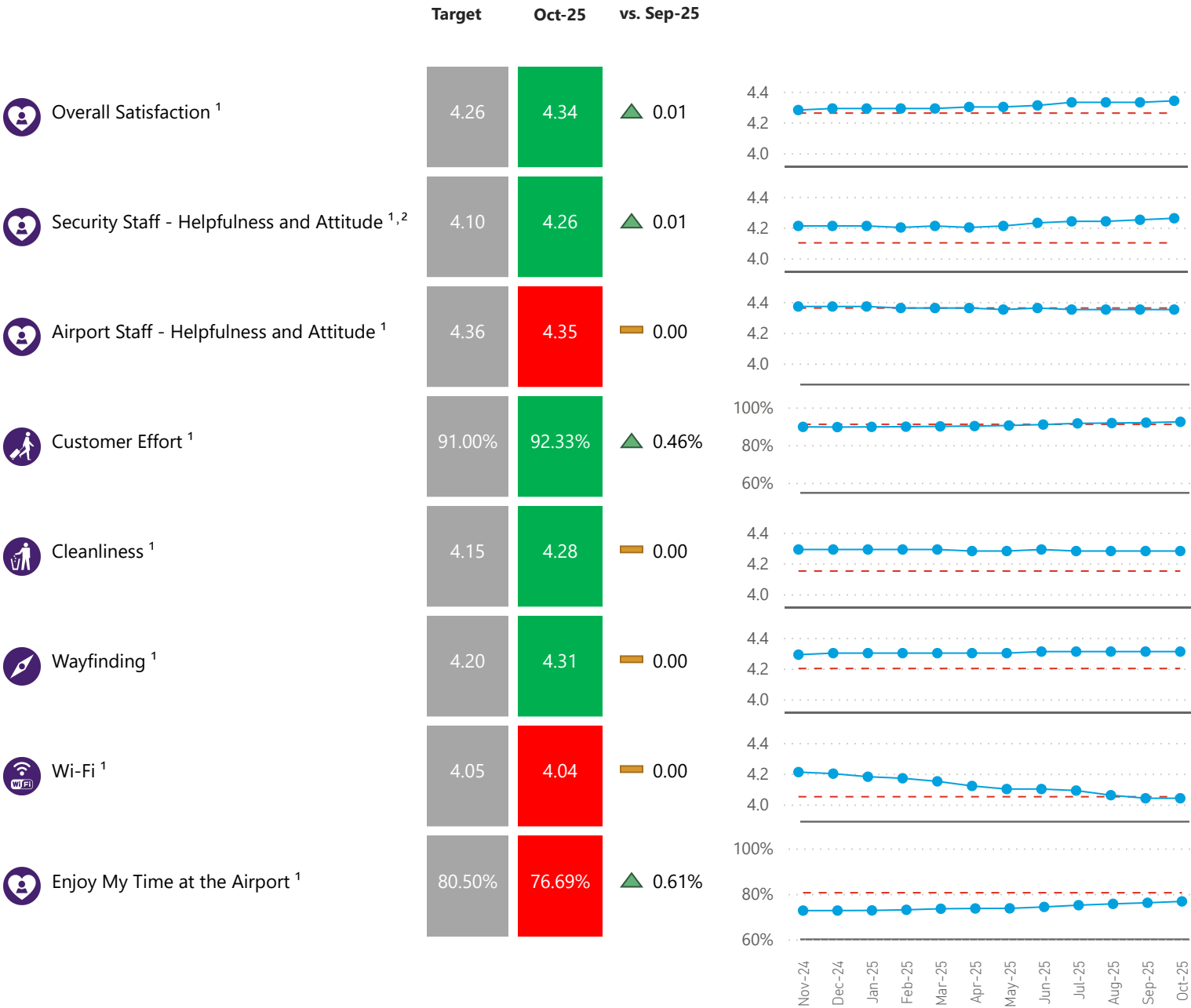
Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2025 - December 2025

Terminal 5 Performance Report October 2025

Passenger Experience and Service Level Performance

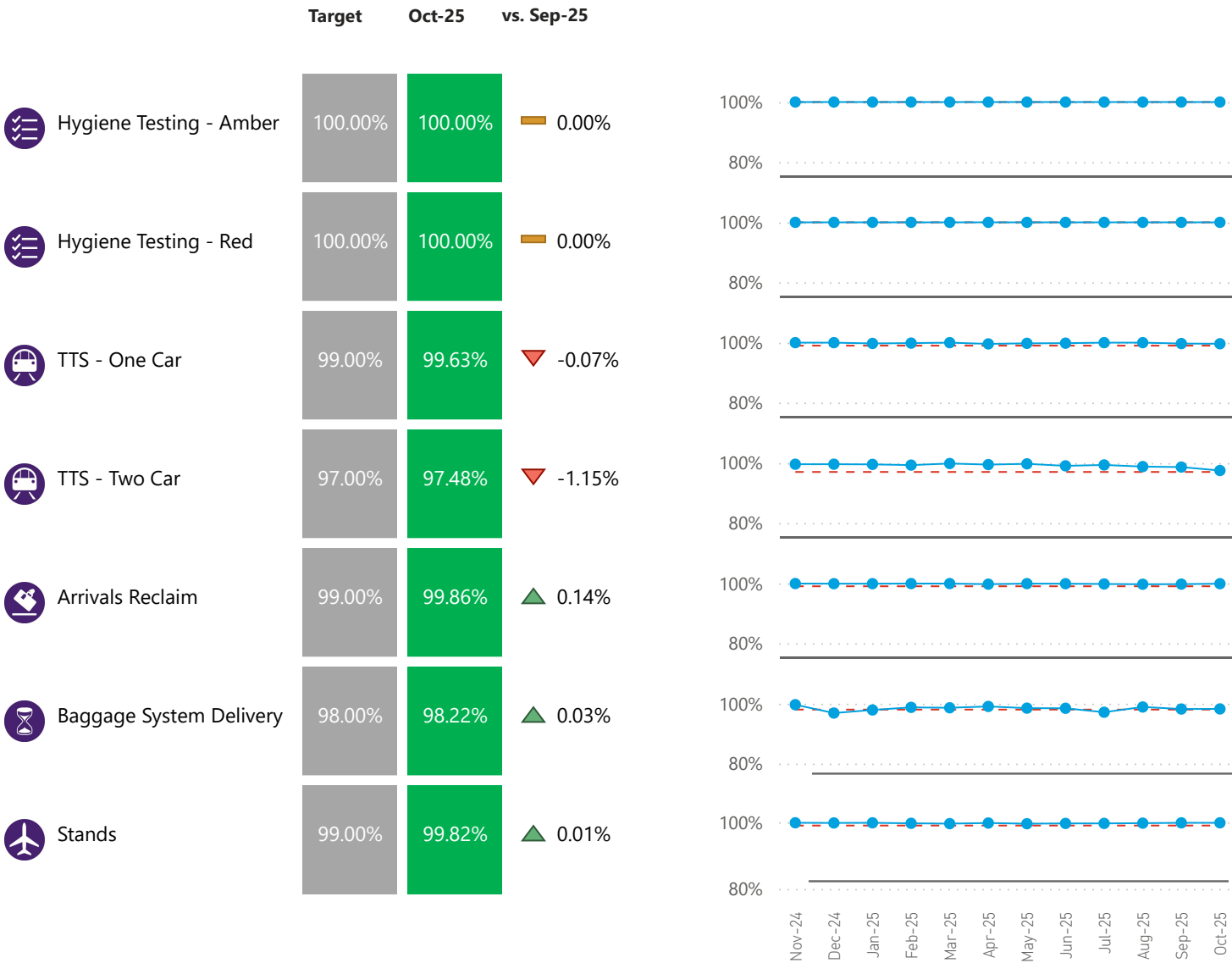
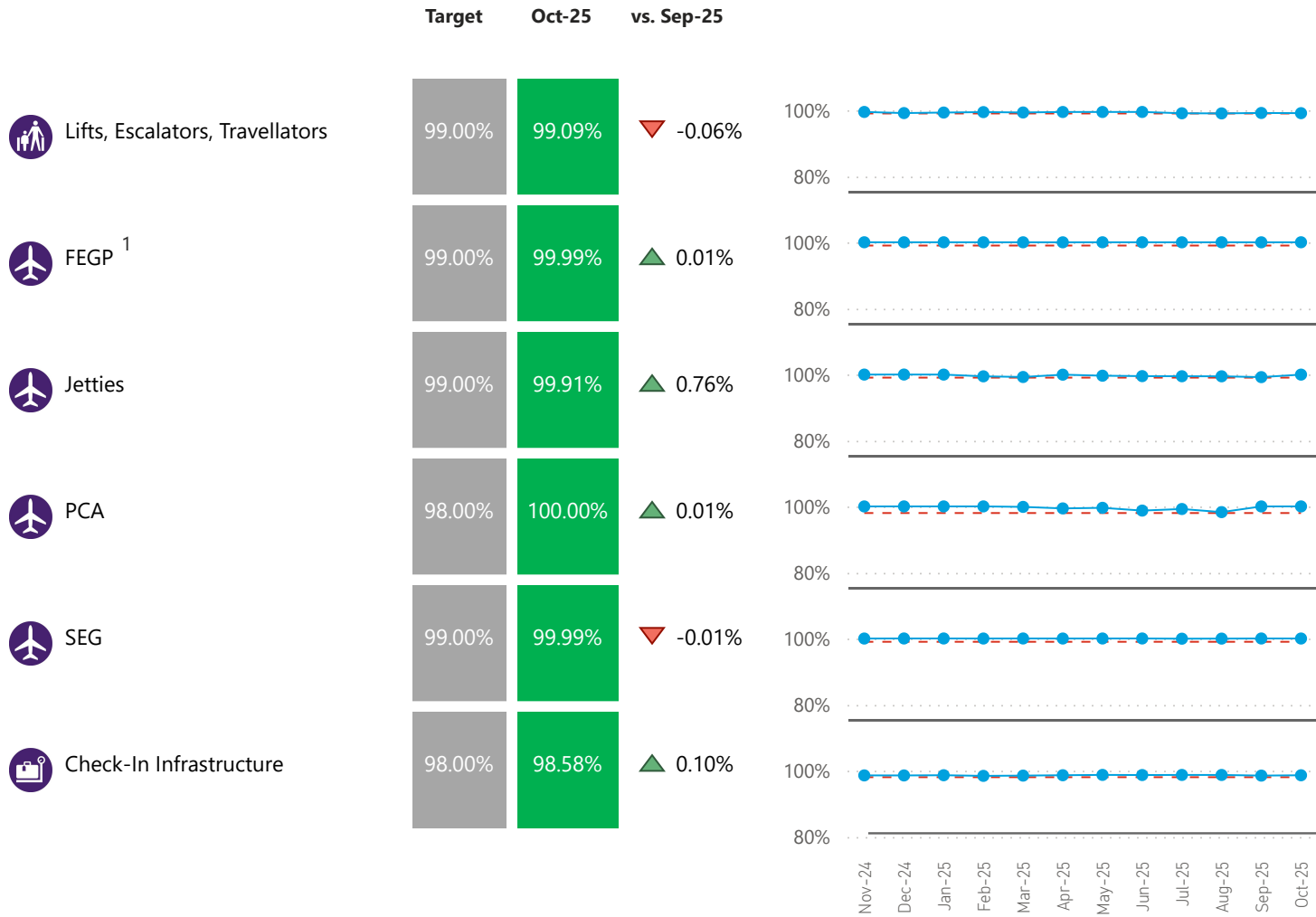


Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report October 2025

Service Level Performance



Heathrow

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report October 2025



Financial Report - Rebates and Bonus

Rebates:

| | Oct-25 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✗ | £302,336.96 | £604,673.92 | 2 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| PCA | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| TTS | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £302,336.96 | £604,673.92 | 2 |

Bonuses:

Bonuses are calculated at total Airport level. Please refer to page 3 for any bonuses.

Credit Notes:





















Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2025 - December 2025





















Appendix



Passenger Experience and Service Level Performance

| Measure | Info |
|---|--|
|  Overall Satisfaction | Passenger satisfaction (out of 5) |
|  Passenger Assistance Service - Overall Satisfaction | Passenger satisfaction (out of 5) |
|  Security Staff - Helpfulness and Attitude | Passenger satisfaction (out of 5) |
|  Airport Staff - Helpfulness and Attitude | Passenger satisfaction (out of 5) |
|  Ease of Access to Airport | Passenger satisfaction (out of 5) |
|  % of UK Population Within 3 Hours (and One Interchange) | % of UK population who live within 3 hours (and one interchange) of Heathrow by public transport |
|  Customer Effort | % of passengers agreeing that their journey through Heathrow was easy |
|  Cleanliness | Passenger satisfaction (out of 5) |
|  Wayfinding | Passenger satisfaction (out of 5) |
|  Wi-Fi | Passenger satisfaction (out of 5) |
|  Enjoy My Time at the Airport | % of passengers agreeing that they enjoy their time at the airport |
|  Airport that Meets My Needs | % of passengers agreeing that the airport met their needs |
|  Feel Safe and Secure | % of passengers agreeing that they felt safe and secure at the airport |
|  Immigration EEA | % of passengers queueing < 25 minutes |
|  Immigration Non EEA | % of passengers queueing < 45 minutes |
|  Security - CSA (QT < 5 minutes) | Queue Times < 5 minutes |
|  Security - CSA (QT < 10 minutes) | Queue Times < 10 minutes |
|  Security - Staff Search | Queue Times < 10 minutes |
|  Security - Transfer | Queue Times < 10 minutes |
|  Security - Control Post | Queue Times < 15 minutes |

Service Level Performance

| Measure | Info |
|--|---|
|  Lifts, Escalators, Travellators | Availability for use |
|  FEGP | Availability of Fixed Electrical Ground Power |
|  Jetties | Availability of Air-bridges |
|  PCA | Availability of Pre-Conditioned Air |
|  SEG | Availability of Stand Entry Guidance |
|  Check-In Infrastructure | Availability for use |
|  Hygiene Testing - Amber Tests Resolved in 12 hours | % of amber tests resolved in 12 hours |
|  Hygiene Testing - Red Tests Resolved in 2 hours | % of red tests resolved in 2 hours |
|  TTS - One Car | Track Transit System - % time one car available |
|  TTS - Two Car | Track Transit System - % time two cars available |
|  Arrivals Reclaim | Availability of arrivals baggage carousels |
|  Baggage System Delivery | % of bags delivered to make up area > 30 mins from intended flight departure |
|  Baggage Misconnect Rate | Number of bags per 1,000 passengers that miss intended departing flight |
|  Runway Operational Resilience | Availability of Runway - Maximum cumulative movements deferred each day |
|  Stands | Availability of stands |
|  Pier Service | % of passengers accessing a pier served stand |
|  Airport Arrivals Management | Average time for aircraft to reach stand |
|  Airport Departures Management | Average time between start request time and take off time |
|  Departure Punctuality | % of flights off chocks within 15 minutes |
|  Passenger Injuries | Number of passengers/million passengers that are injured while travelling through the airport |

Heathrow