

# HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - August 2025



# Heathrow Performance Report August 2025



## Passenger Experience and Service Level Performance

	Target	T2	T3	T4	T5	LHR
Overall Satisfaction <sup>1</sup>	4.26	4.41	4.37	4.34	4.33	
Passenger Assistance Service - Overall Satisfaction <sup>1</sup>	4.00					4.13
Security Staff - Helpfulness and Attitude <sup>1, 3</sup>	4.10	4.31	4.29	4.27	4.24	
Airport Staff - Helpfulness and Attitude <sup>1</sup>	4.36	4.38	4.37	4.34	4.35	
Ease of Access to Airport <sup>1, 2</sup>	4.44					4.35
% of UK Population Within 3 Hours (and One Interchange)						29.90%
Customer Effort <sup>1</sup>	91.00%	93.81%	93.03%	93.98%	91.66%	
Cleanliness <sup>1</sup>	4.15	4.34	4.26	4.28	4.28	
Wayfinding <sup>1</sup>	4.20	4.37	4.33	4.33	4.31	
Wi-Fi <sup>1</sup>	4.05	4.18	4.20	4.25	4.06	
Enjoy My Time at the Airport <sup>1</sup>	80.50%	79.67%	77.20%	77.28%	75.61%	
Airport that Meets My Needs <sup>1</sup>		94.54%	93.48%	92.08%	93.47%	
Feel Safe and Secure <sup>1</sup>	96.00%	98.90%	98.79%	98.60%	98.73%	
Immigration EEA	95.00%	96.68%	99.63%	99.91%	99.35%	
Immigration Non EEA	95.00%	91.57%	94.56%	97.88%	96.50%	
Security - CSA (QT < 5 minutes)	95.00%	98.15%	97.28%	97.05%	96.63%	
Security - CSA (QT < 10 minutes)	99.00%	99.76%	99.53%	99.81%	99.86%	
Security - Staff Search	95.00%	98.17%	99.30%	99.03%	98.83%	
Security - Transfer	95.00%	100.00%	99.90%	100.00%	98.05%	
	Target	CTA	Cargo	Eastside	T5	Southside
Security - Control Post	95.00%	97.56%	96.51%	98.48%	97.62%	98.03%

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%	99.06%	99.50%	99.27%	99.03%	
FEGP	99.00%	99.99%	99.99%	99.98%	99.99%	
Jetties	99.00%	99.97%	99.88%	99.78%	99.40%	
PCA	98.00%	99.99%	99.99%		98.27%	
SEG	99.00%	100.00%	99.99%	100.00%	99.96%	
Check-In Infrastructure	98.00%	98.99%	98.85%	99.11%	98.67%	
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%				100.00%	
TTS - Two Car	97.00%				98.79%	
Arrivals Reclaim	99.00%	99.32%	99.67%	99.04%	99.68%	
Baggage System Delivery	98.00%	99.36%	99.09%	99.14%	98.87%	
Baggage Misconnect Rate						10.00
Runway Operational Resilience	0.00					0.00
Stands	99.00%	99.63%	99.83%	99.74%	99.72%	
Pier Service <sup>1</sup>	95.00%	99.35%	96.83%	99.98%		
Airport Arrivals Management						8.00
Airport Departures Management						28.00
Departure Punctuality	80.50%					75.60%
Passenger Injuries <sup>1</sup>						7.34

Notes:



# Heathrow Performance Report August 2025



## Financial Report - Rebates and Bonus

### Rebates:

	Aug-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	✓	✓	✓	✓		£0.00	0
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					✓	£0.00	0
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						£0.00	1

### Bonuses:

	Aug-25						YTD	
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Total Pass
Security - Transfer	97.00%	99.00%	100.00%	99.90%	100.00%	98.05%	£172,014.59	8
Cleanliness	4.35	4.65	4.34	4.26	4.28	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%	98.15%	97.28%	97.05%	96.63%	£0.00	2
Total							£172,014.59	10

#### 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.

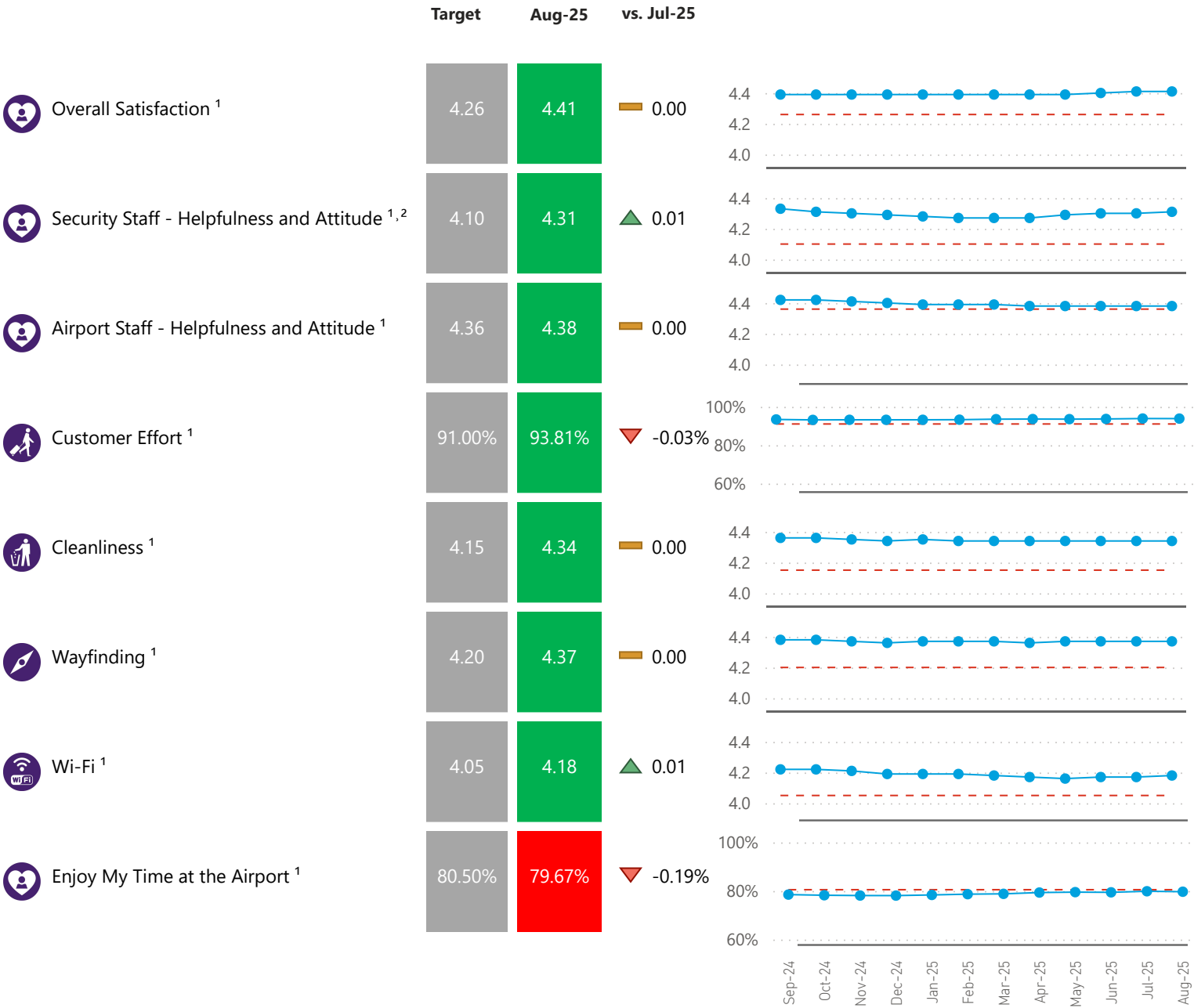
#### Notes:

#### Bonus:

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

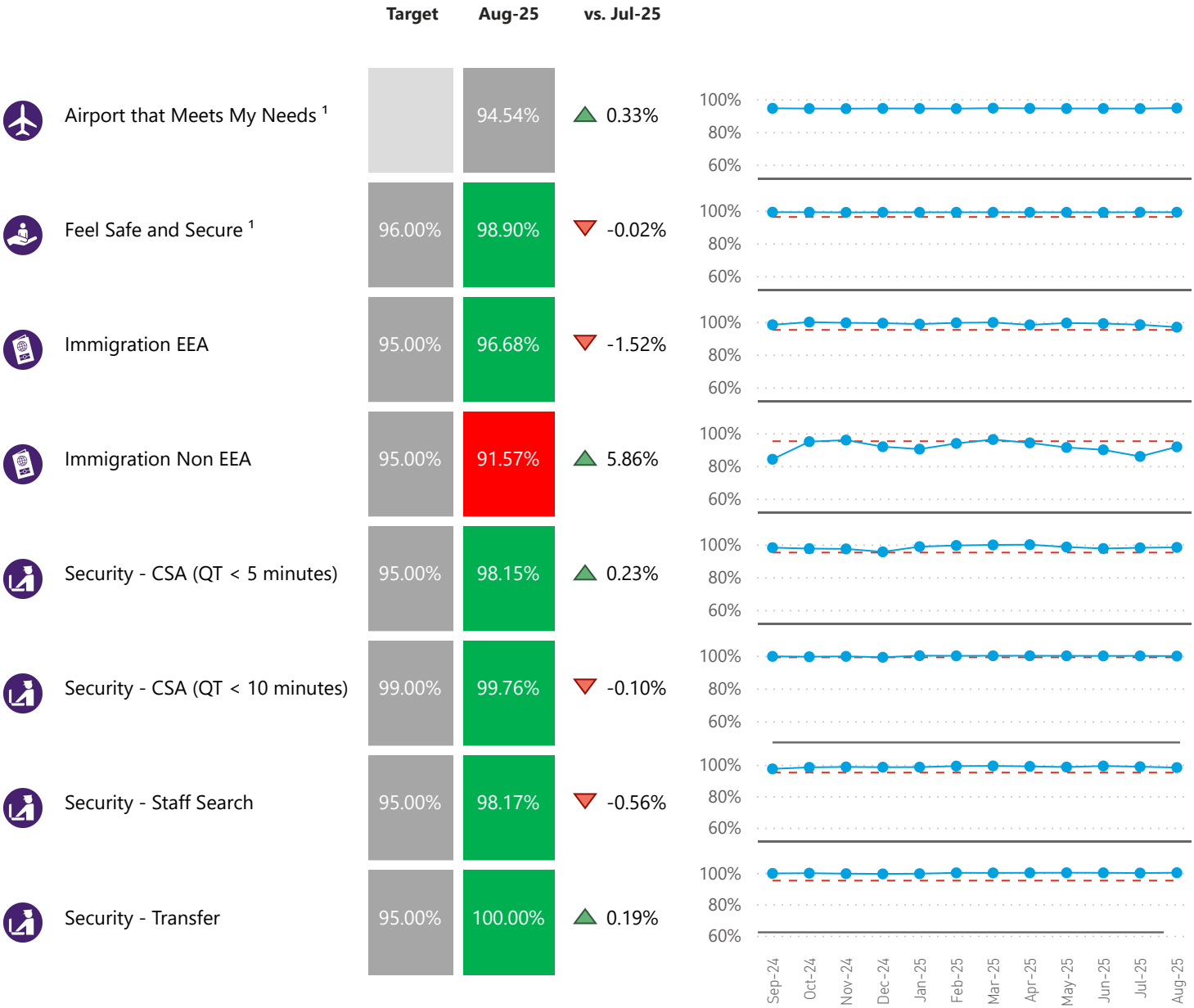
# Terminal 2 Performance Report August 2025

## Passenger Experience and Service Level Performance



Notes:

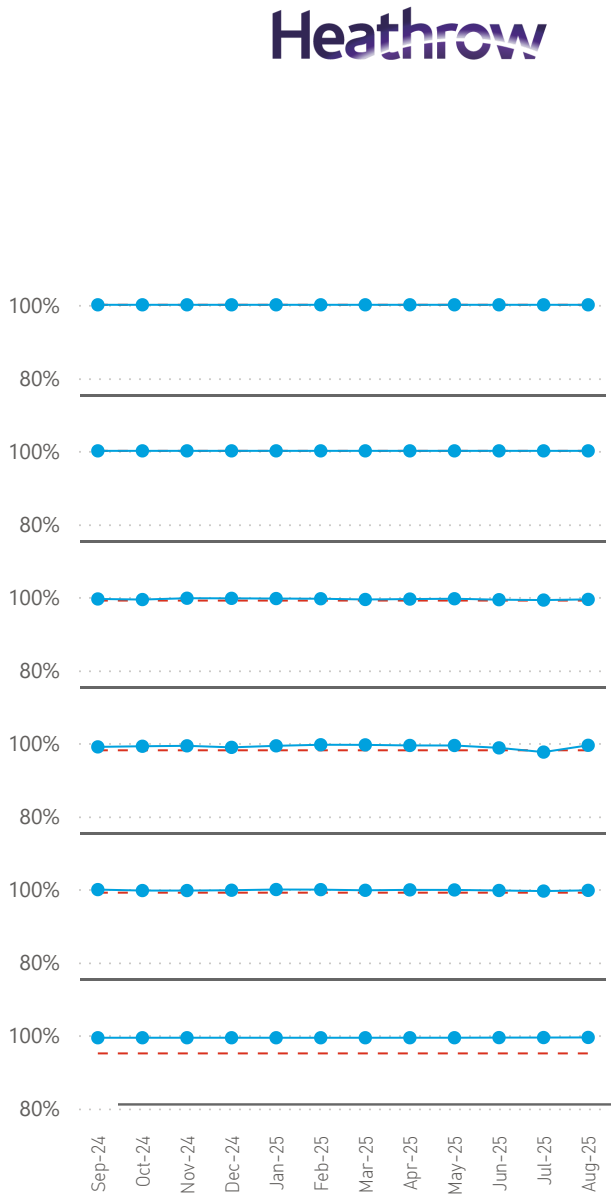
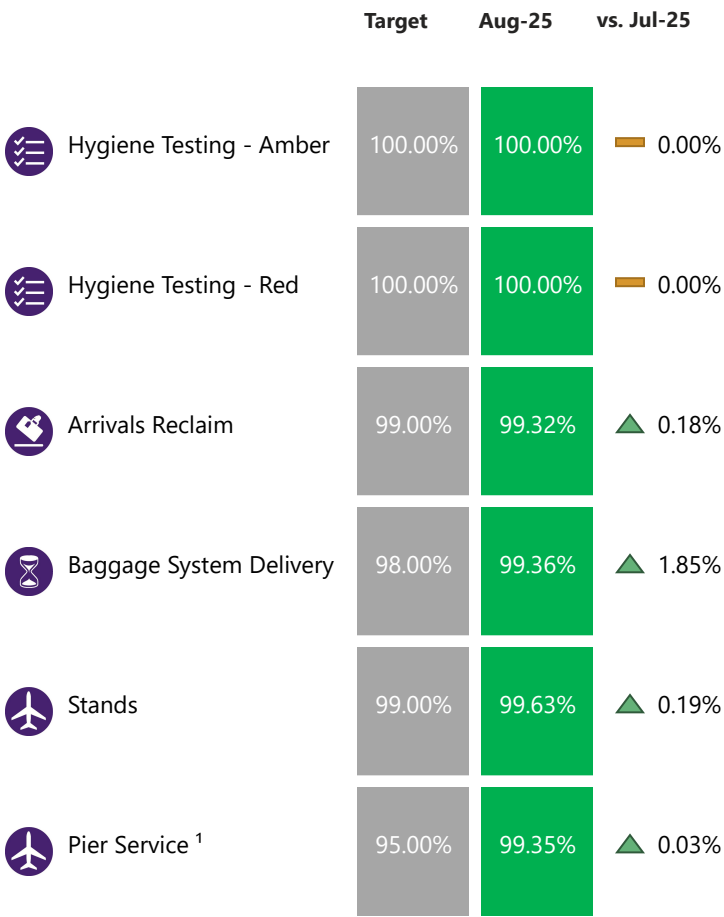
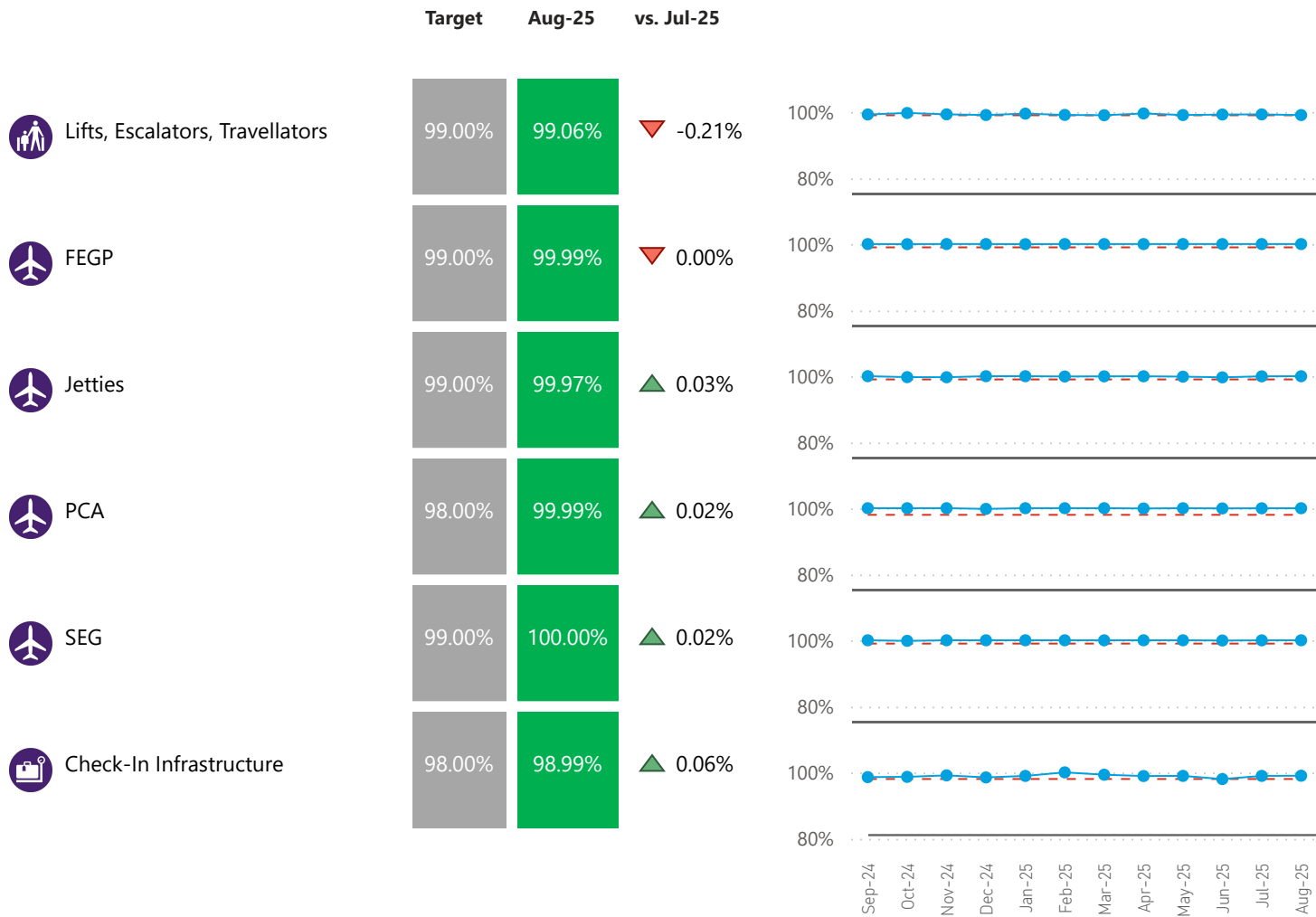
1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics



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# Terminal 2 Performance Report August 2025

## Service Level Performance



Notes:

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

# Terminal 2 Performance Report August 2025

## Financial Report - Rebates and Bonus

Classification: Public



Rebates:

	Aug-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.

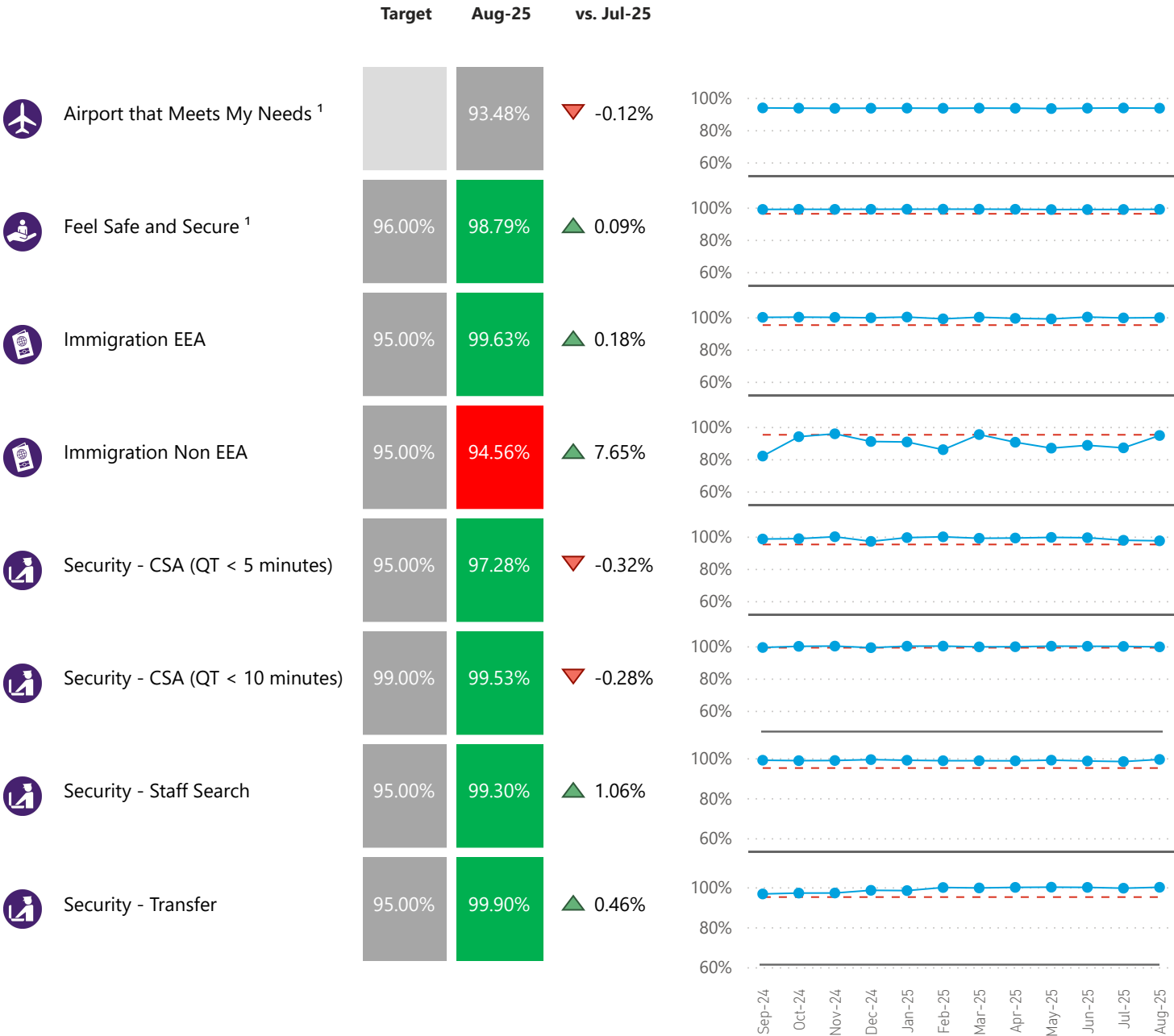
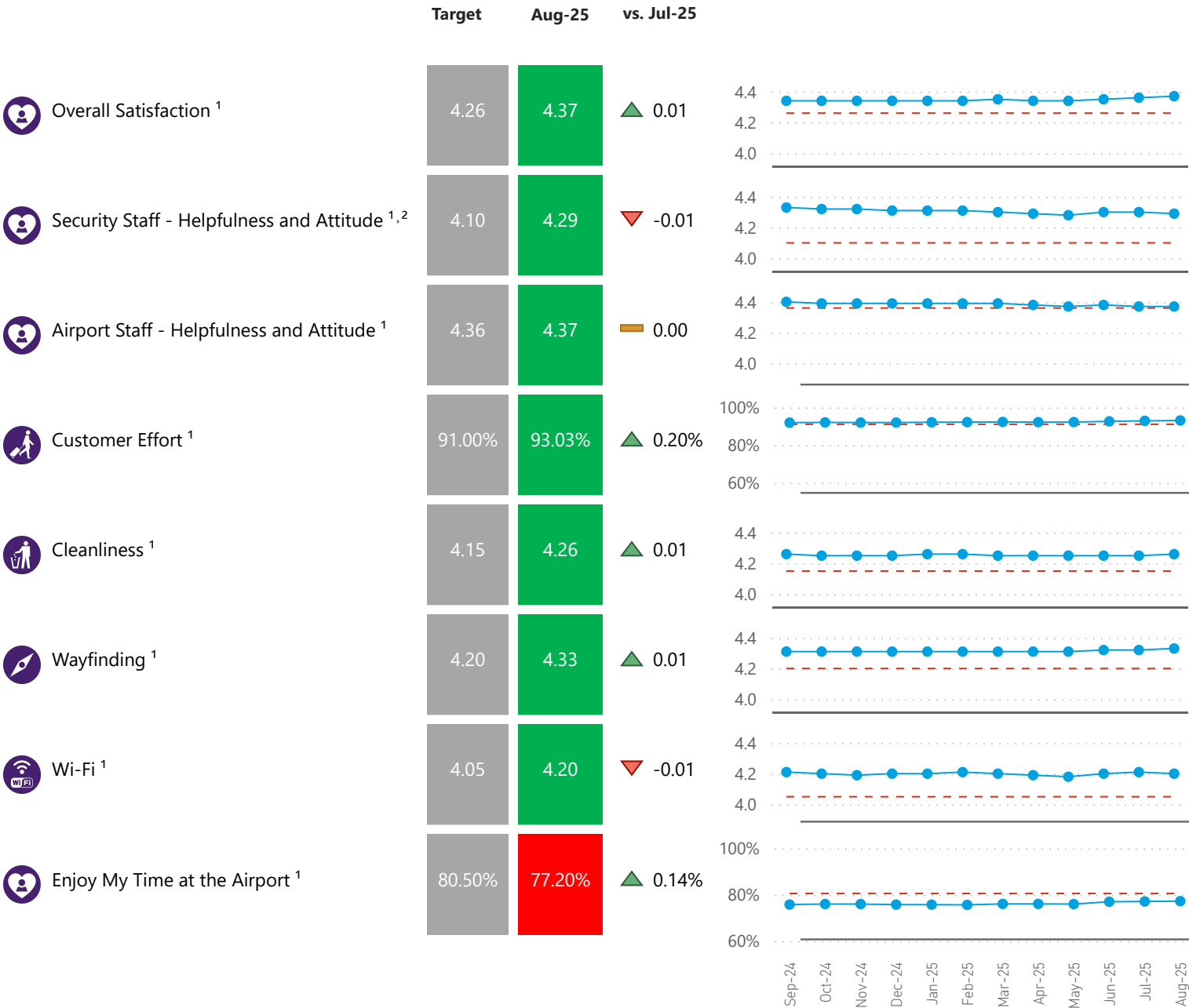
Credit Notes:

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 August 2025

## Passenger Experience and Service Level Performance



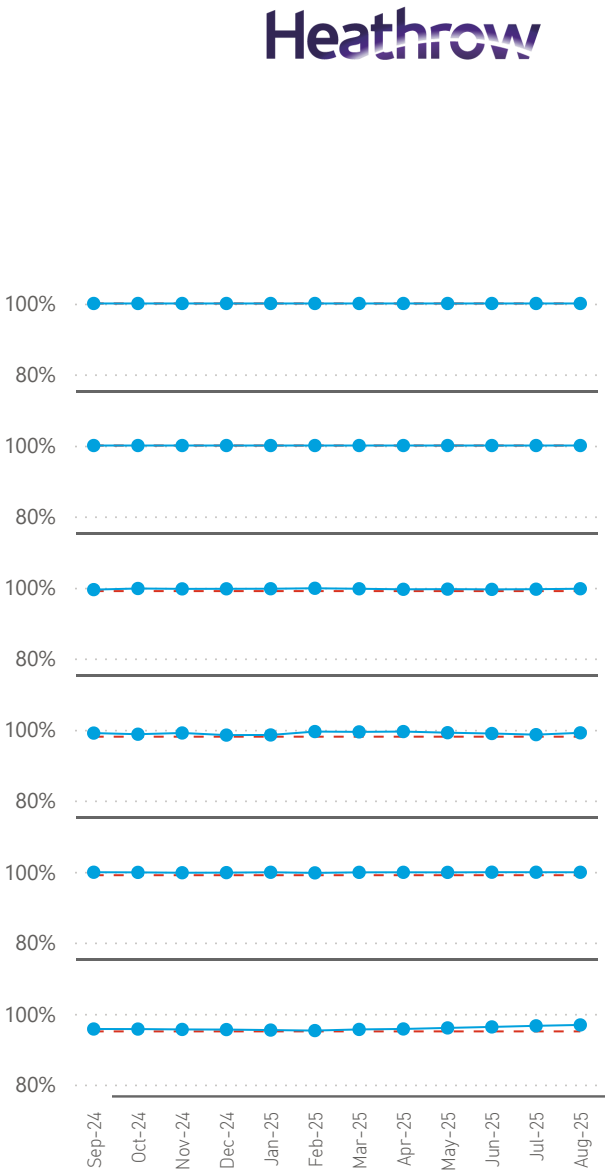
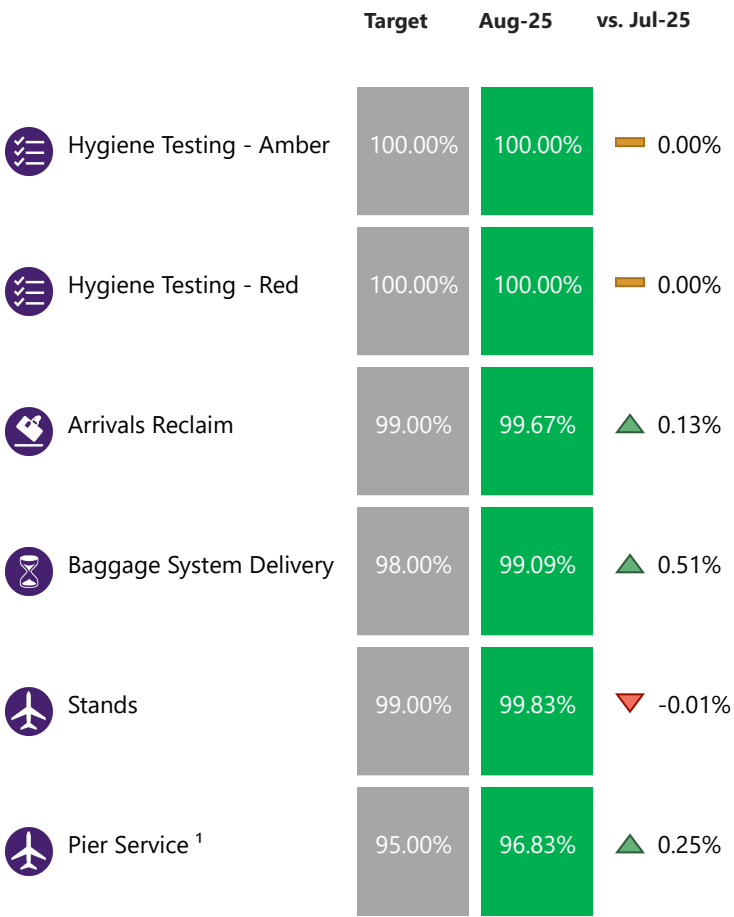
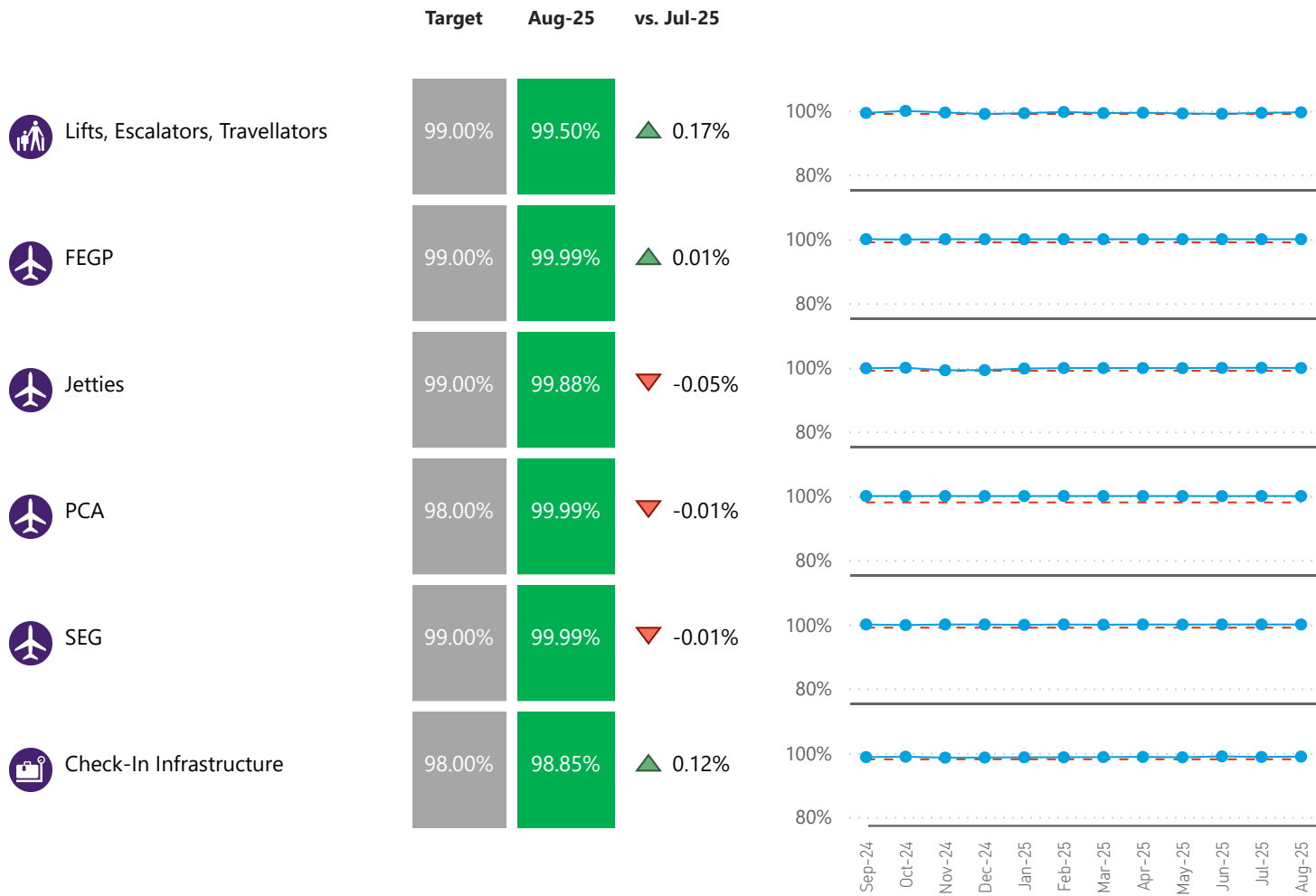
Heathrow

Notes:

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

# Terminal 3 Performance Report August 2025

## Service Level Performance



Notes:

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



# Terminal 3 Performance Report August 2025



## Financial Report - Rebates and Bonus

Rebates:

	Aug-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:

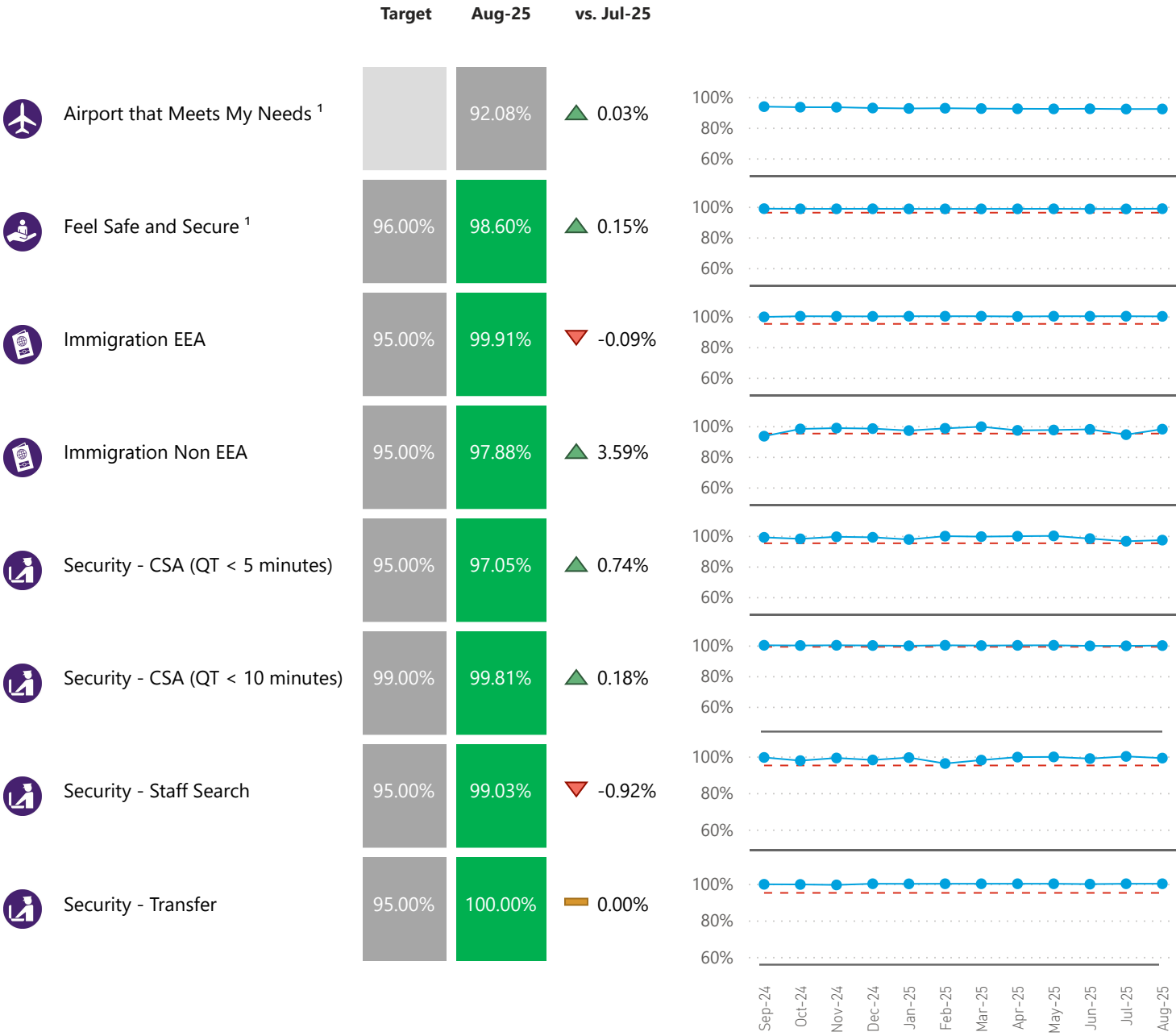
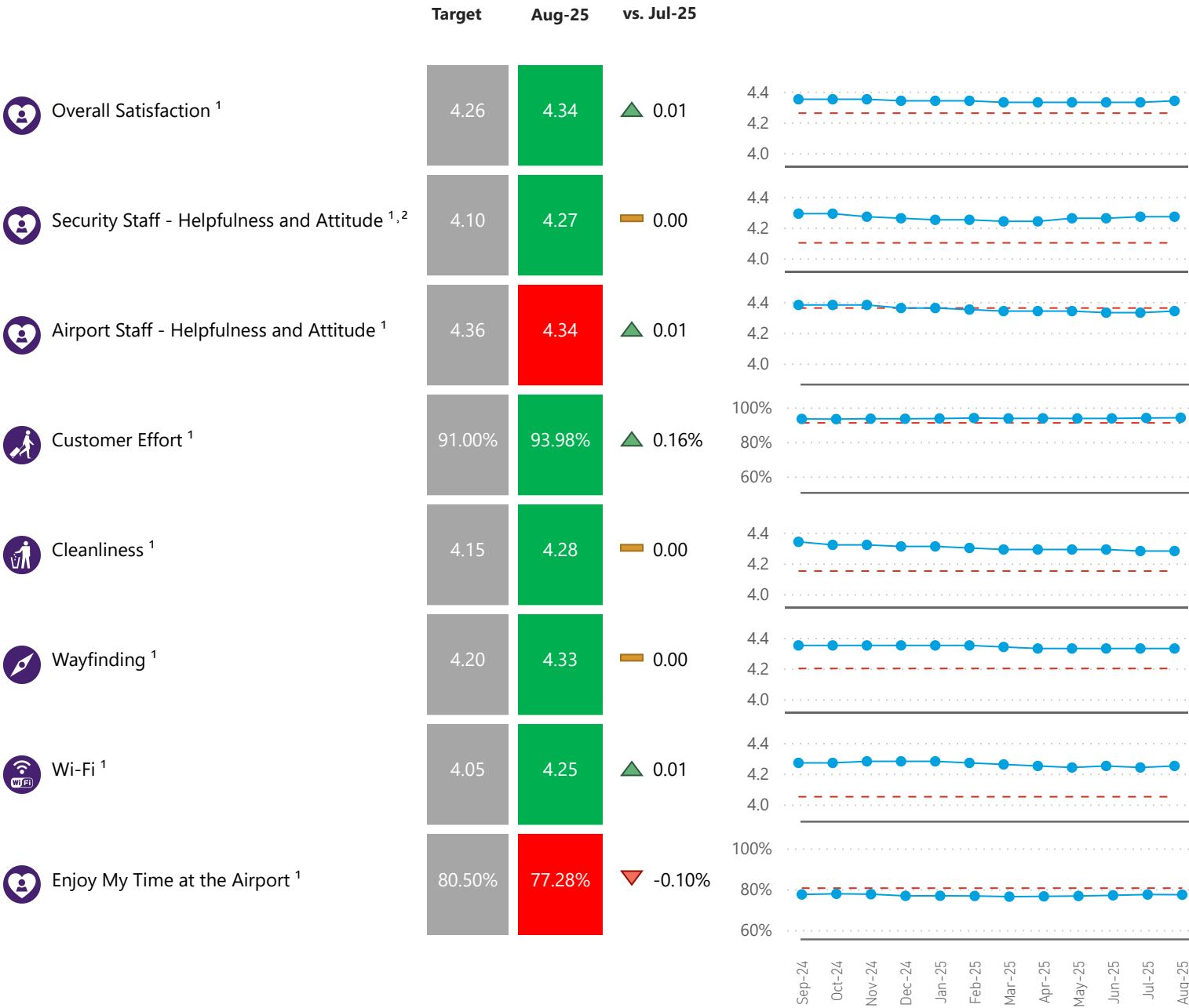
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2025 - December 2025

Notes:

# Terminal 4 Performance Report August 2025

## Passenger Experience and Service Level Performance



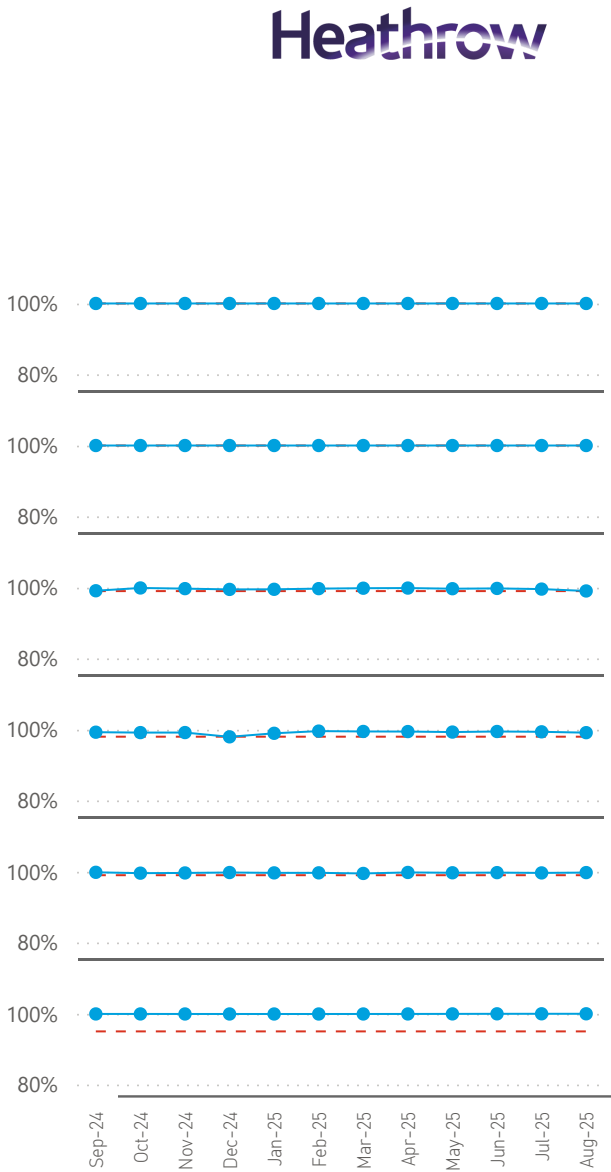
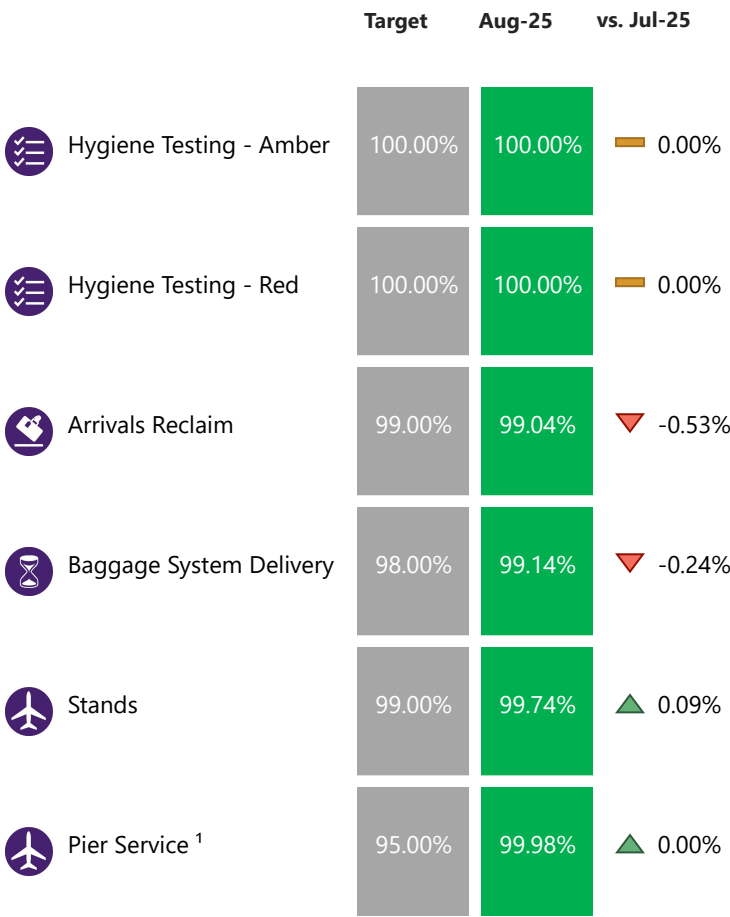
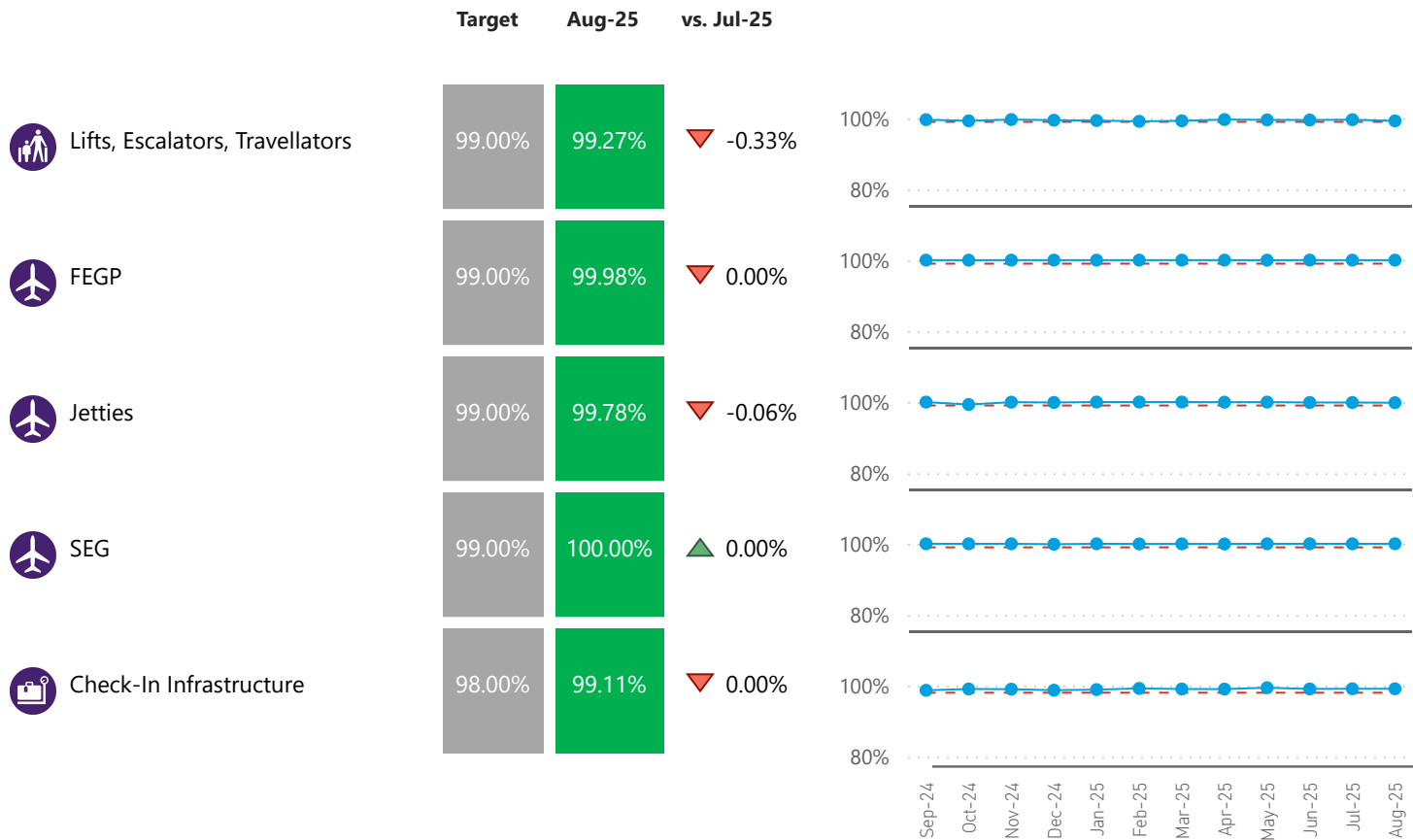
Heathrow

Notes:

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

# Terminal 4 Performance Report August 2025

## Service Level Performance



Notes:

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

# Terminal 4 Performance Report August 2025



## Financial Report - Rebates and Bonus

Rebates:

	Aug-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.

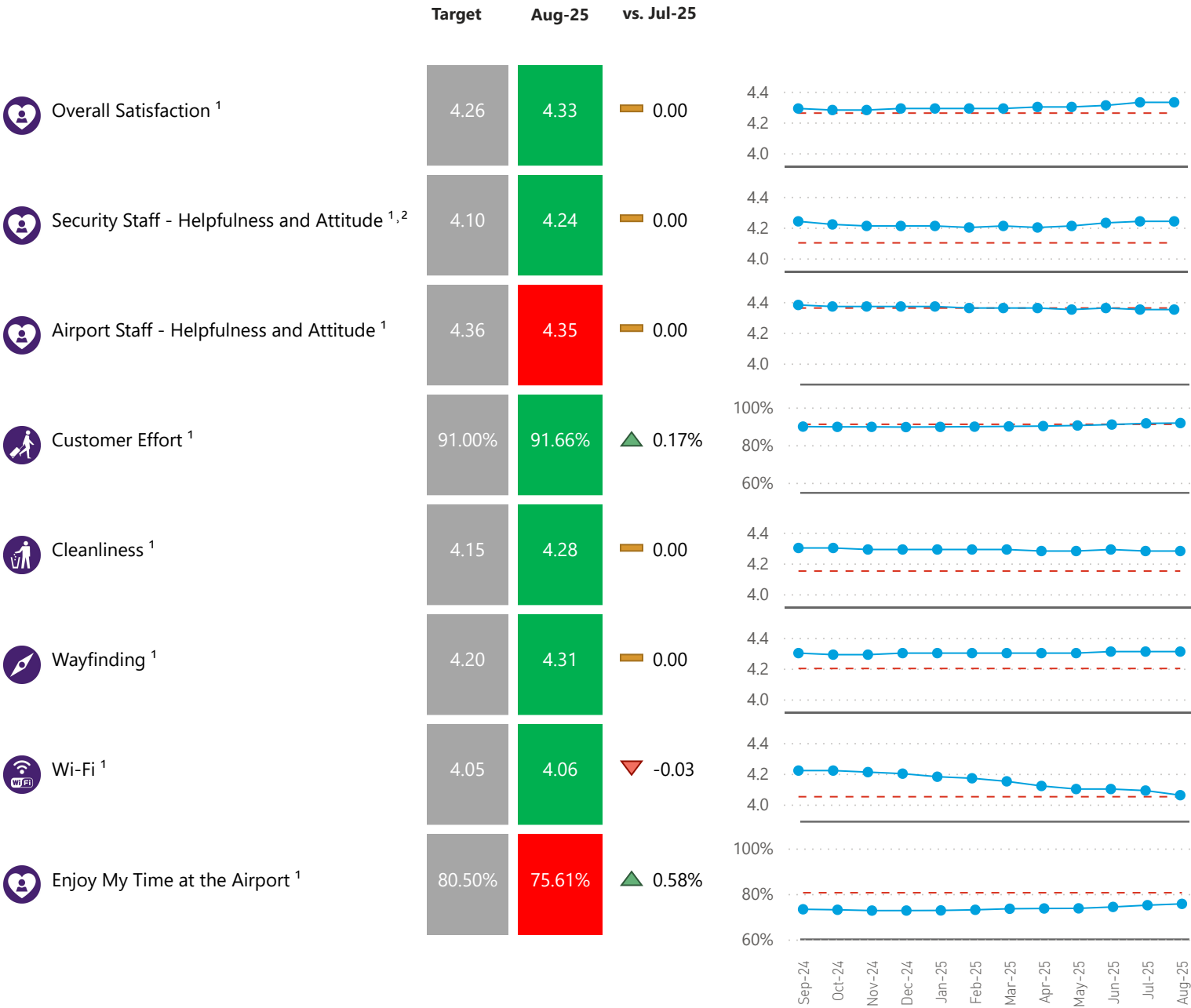
Credit Notes:

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 August 2025

## Passenger Experience and Service Level Performance



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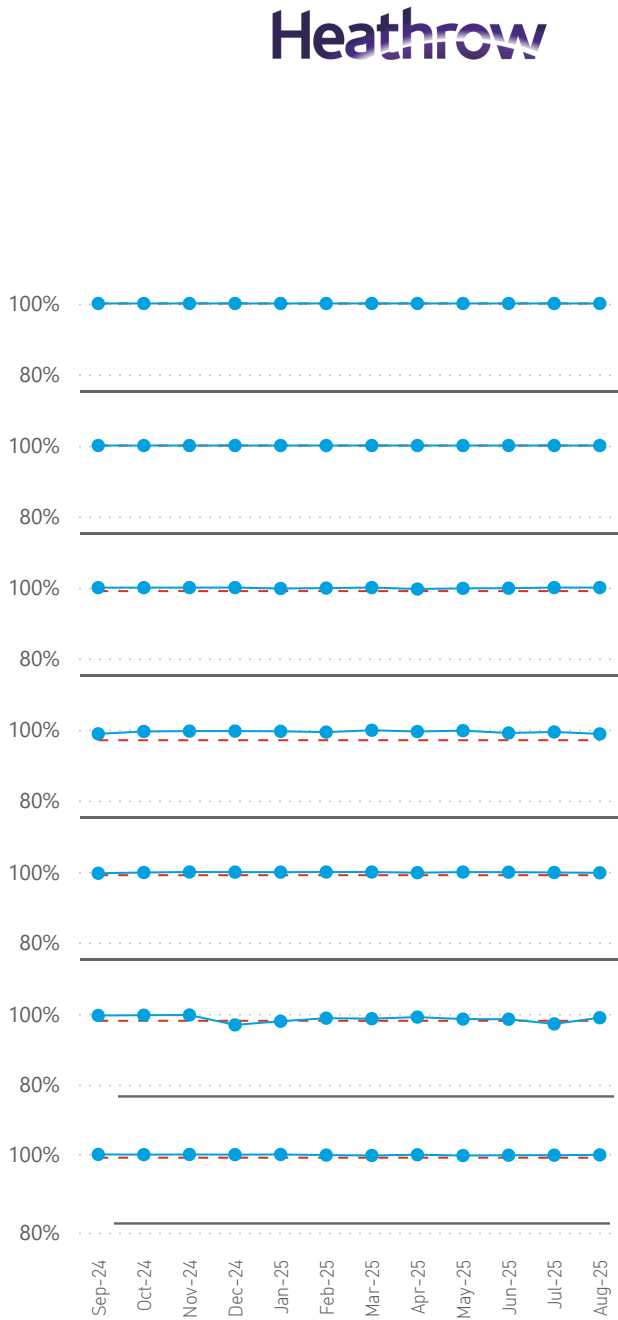
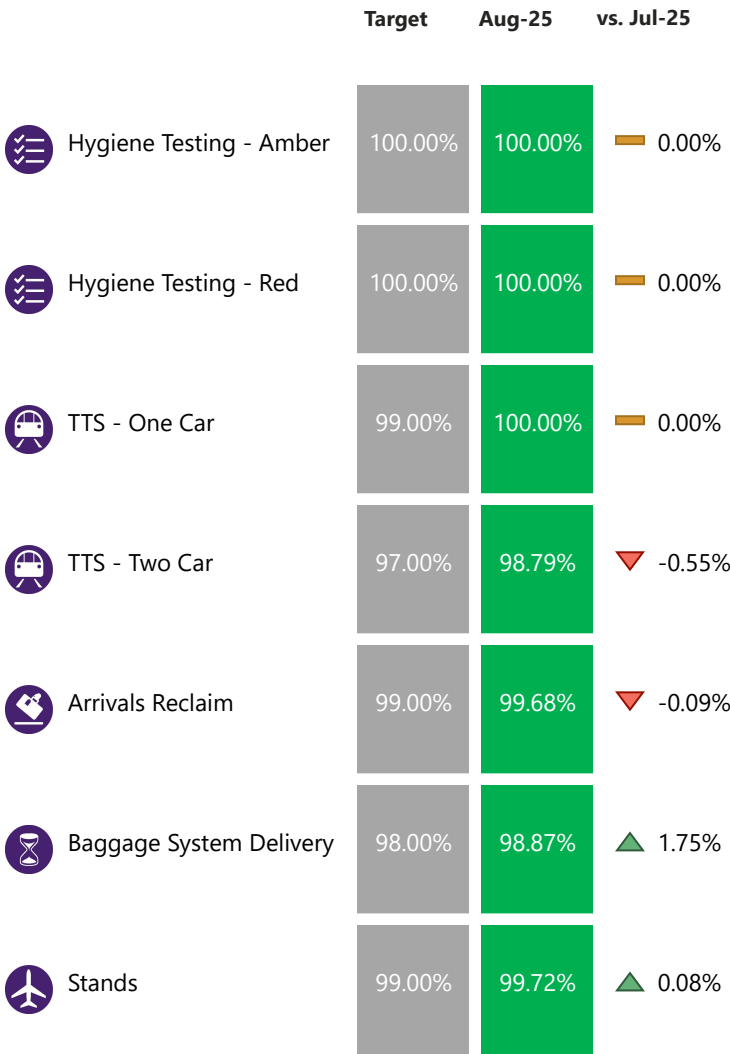
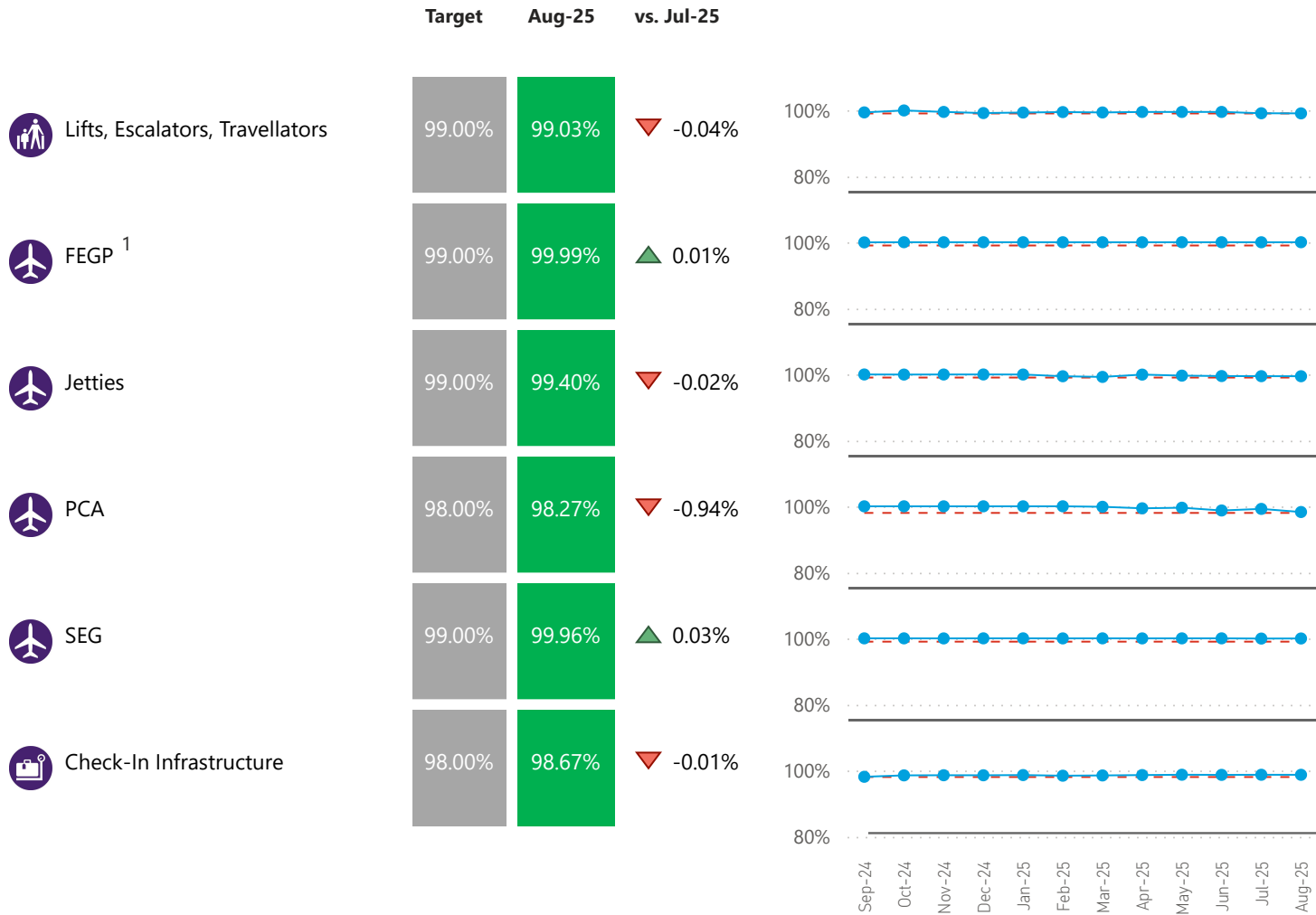
Notes:

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



# Terminal 5 Performance Report August 2025

## Service Level Performance



Notes:

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

# Terminal 5 Performance Report August 2025



## Financial Report - Rebates and Bonus

Rebates:

	Aug-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
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		£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





















# 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**