

# HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - April 2026

Operational Planning  
Printed: 19 Aug 2026



Heathrow

# Heathrow Performance Report April 2026



## Passenger Experience and Service Level Performance

|                                                                  | Target | T2     | T3      | T4       | T5      | LHR       |
|------------------------------------------------------------------|--------|--------|---------|----------|---------|-----------|
| Overall Satisfaction <sup>1</sup>                                | 4.26   | 4.41   | 4.38    | 4.36     | 4.34    |           |
| Passenger Assistance Service - Overall Satisfaction <sup>1</sup> | 4.00   |        |         |          |         | 4.08      |
| Security Staff - Helpfulness and Attitude <sup>1</sup>           | 4.10   | 4.33   | 4.33    | 4.32     | 4.27    |           |
| Airport Staff - Helpfulness and Attitude <sup>1</sup>            | 4.36   | 4.37   | 4.38    | 4.35     | 4.33    |           |
| Ease of Access to Airport <sup>1,2</sup>                         | 4.44   |        |         |          |         | 4.32      |
| % of UK Population Within 3 Hours (and One Interchange)          |        |        |         |          |         | 31.49%    |
| Customer Effort <sup>1</sup>                                     | 91.00% | 94.49% | 94.47%  | 94.94%   | 92.96%  |           |
| Cleanliness <sup>1</sup>                                         | 4.15   | 4.33   | 4.26    | 4.29     | 4.27    |           |
| Wayfinding <sup>1</sup>                                          | 4.20   | 4.36   | 4.33    | 4.35     | 4.31    |           |
| Wi-Fi <sup>1</sup>                                               | 4.10   | 4.25   | 4.22    | 4.29     | 4.12    |           |
| Enjoy My Time at the Airport <sup>1</sup>                        | 80.50% | 80.46% | 79.69%  | 78.89%   | 78.51%  |           |
| Airport that Meets My Needs <sup>1</sup>                         | 94.00% | 95.09% | 94.67%  | 92.92%   | 94.58%  |           |
| Feel Safe and Secure <sup>1</sup>                                | 96.00% | 99.03% | 98.84%  | 98.62%   | 98.96%  |           |
| Immigration EEA                                                  | 95.00% | 99.71% | 99.95%  | 100.00%  | 100.00% |           |
| Immigration Non EEA                                              | 95.00% | 97.76% | 91.81%  | 98.38%   | 98.95%  |           |
| Security - CSA (QT < 5 minutes)                                  | 95.00% | 98.85% | 99.76%  | 99.76%   | 99.50%  |           |
| Security - CSA (QT < 10 minutes)                                 | 99.00% | 99.80% | 100.00% | 100.00%  | 100.00% |           |
| Security - Staff Search                                          | 95.00% | 98.30% | 99.90%  | 99.95%   | 99.22%  |           |
| Security - Transfer                                              | 95.00% | 99.38% | 99.76%  | 100.00%  | 99.15%  |           |
|                                                                  | Target | CTA    | Cargo   | Eastside | T5      | Southside |
| Security - Control Post                                          | 95.00% | 97.46% | 97.81%  | 97.86%   | 98.44%  | 99.63%    |

Notes:

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

2 - Ease of Access to Airport is updated Quarterly

## Service Level Performance

|                                                    | Target  | T2      | T3      | T4      | T5      | LHR    |
|----------------------------------------------------|---------|---------|---------|---------|---------|--------|
| Lifts, Escalators, Travellators                    | 99.00%  | 99.05%  | 99.07%  | 99.57%  | 99.27%  |        |
| FEGP                                               | 99.00%  | 99.98%  | 99.99%  | 100.00% | 99.99%  |        |
| Jetties                                            | 99.00%  | 99.78%  | 99.51%  | 99.77%  | 97.82%  |        |
| PCA                                                | 99.00%  | 99.29%  | 99.99%  |         | 100.00% |        |
| SEG                                                | 99.00%  | 99.96%  | 99.95%  | 100.00% | 99.99%  |        |
| Check-In Infrastructure                            | 98.00%  | 98.90%  | 99.09%  | 99.00%  | 98.51%  |        |
| 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%  |         |         |         | 99.88%  |        |
| TTS - Two Car                                      | 97.00%  |         |         |         | 99.22%  |        |
| Arrivals Reclaim                                   | 99.00%  | 99.36%  | 99.62%  | 99.64%  | 99.59%  |        |
| Baggage System Delivery                            | 98.00%  | 99.31%  | 99.27%  | 99.41%  | 98.35%  |        |
| Baggage Misconnect Rate                            |         |         |         |         |         | 10.60  |
| Runway Operational Resilience                      | 0.00    |         |         |         |         | 0.00   |
| Stands                                             | 99.00%  | 99.46%  | 98.70%  | 99.73%  | 99.80%  |        |
| Pier Service <sup>1</sup>                          | 95.00%  | 99.39%  | 98.39%  | 99.97%  |         |        |
| Airport Arrivals Management                        | 10.00   |         |         |         |         | 8.00   |
| Airport Departures Management                      | 30.00   |         |         |         |         | 23.00  |
| Departure Punctuality                              | 80.50%  |         |         |         |         | 85.34% |
| Passenger Injuries <sup>1</sup>                    |         |         |         |         |         | 7.52   |
| Carbon Emissions                                   |         |         |         |         |         | 19.4mT |

Notes:

- Eastside Control Post performance improved following approval of the alleviation
- T3 Stand: Alleviation discussion is ongoing
- T4 Stand performance improved following approval of the alleviation



# Heathrow Performance Report April 2026



## Financial Report - Rebates and Bonus

Rebates:

|                                              | Apr-26 |    |    |    |       | 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            | 3              |
| 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                                      | ✓      | ✓  | ✓  | ✗  |       | £304,630.45      | 3              |
| PCA                                          | ✓      | ✓  | ✓  | ✓  |       | £0.00            | 0              |
| SEG                                          | ✓      | ✓  | ✓  | ✓  |       | £0.00            | 0              |
| Check-In Infrastructure                      | ✓      | ✓  | ✓  | ✓  |       | £0.00            | 0              |
| Hygiene Testing                              | ✓      | ✓  | ✓  | ✓  |       | £0.00            | 0              |
| TTS                                          |        |    |    | ✓  |       | £0.00            | 0              |
| Arrivals Reclaim                             | ✓      | ✓  | ✓  | ✓  |       | £0.00            | 0              |
| Runway Operational Resilience                |        |    |    |    | ✓     | £0.00            | 0              |
| Stands                                       | ✓      | ✗  | ✓  | ✓  |       | £180,166.71      | 2              |
| Pier Service                                 | ✓      | ✓  | ✓  | ✓  |       | £0.00            | 0              |
| Total                                        |        |    |    |    |       | £484,797.16      | 8              |

Bonuses:

|                                 | Apr-26          |                 |        |        |         |        | YTD             |            |
|---------------------------------|-----------------|-----------------|--------|--------|---------|--------|-----------------|------------|
|                                 | Lower Threshold | Upper Threshold | T2     | T3     | T4      | T5     | Estimated Bonus | Total Pass |
| Cleanliness                     | 4.35            | 4.65            | 4.33   | 4.26   | 4.29    | 4.27   | £0.00           | 0          |
| Wayfinding                      | 4.40            | 4.70            | 4.36   | 4.33   | 4.35    | 4.31   | £0.00           | 0          |
| Security - CSA (QT < 5 minutes) | 97.00%          | 99.00%          | 98.85% | 99.76% | 99.76%  | 99.50% | £927,503.23     | 4          |
| Security - Transfer             | 97.00%          | 99.00%          | 99.38% | 99.76% | 100.00% | 99.15% | £334,235.40     | 4          |
| Total                           |                 |                 |        |        |         |        | £1,261,738.62   | 8          |

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.

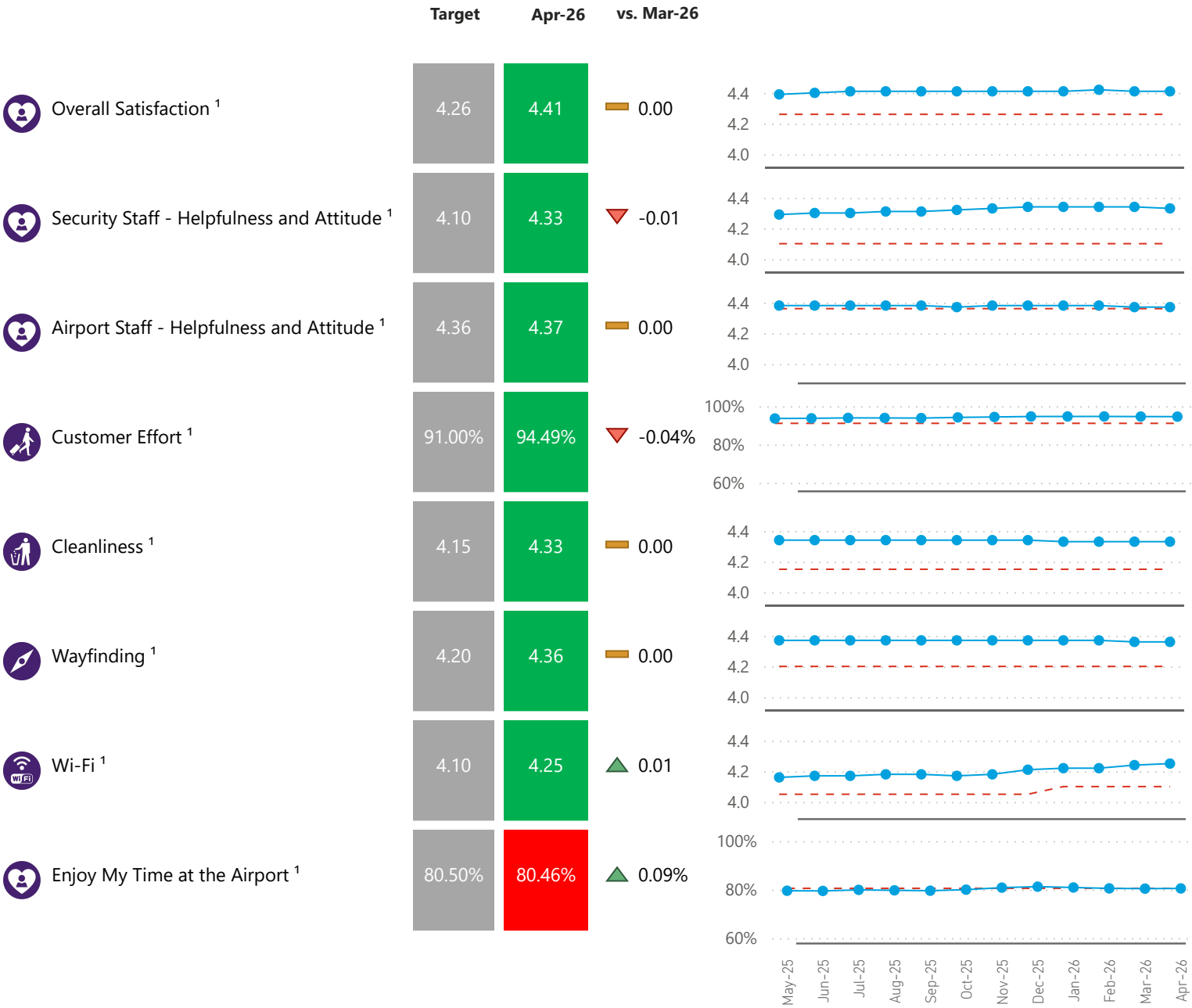
Notes:

Bonus:

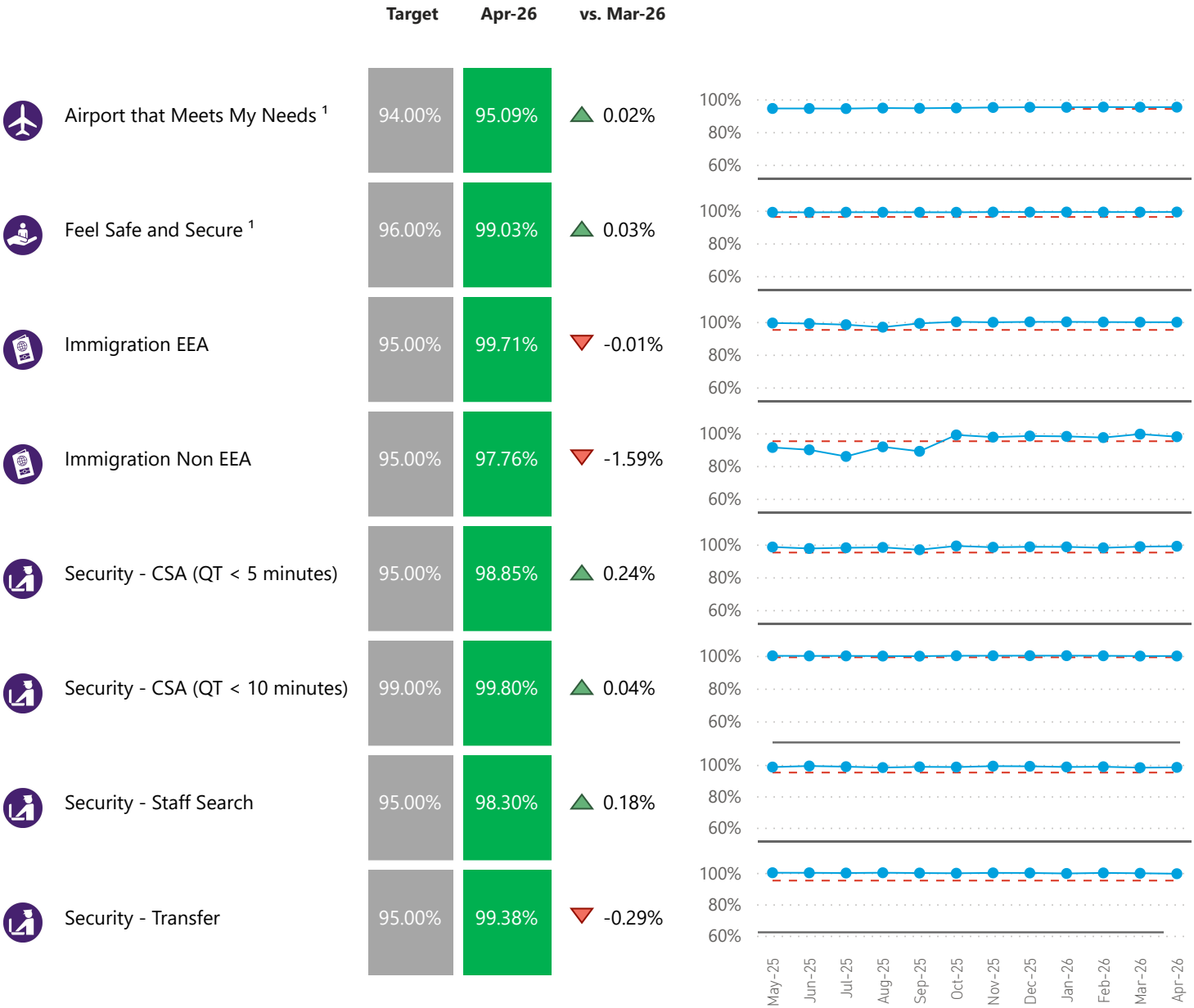
- All business units must exceed Lower Threshold
- Financial year is from January 2026 - December 2026

# Terminal 2 Performance Report April 2026

## Passenger Experience and Service Level Performance



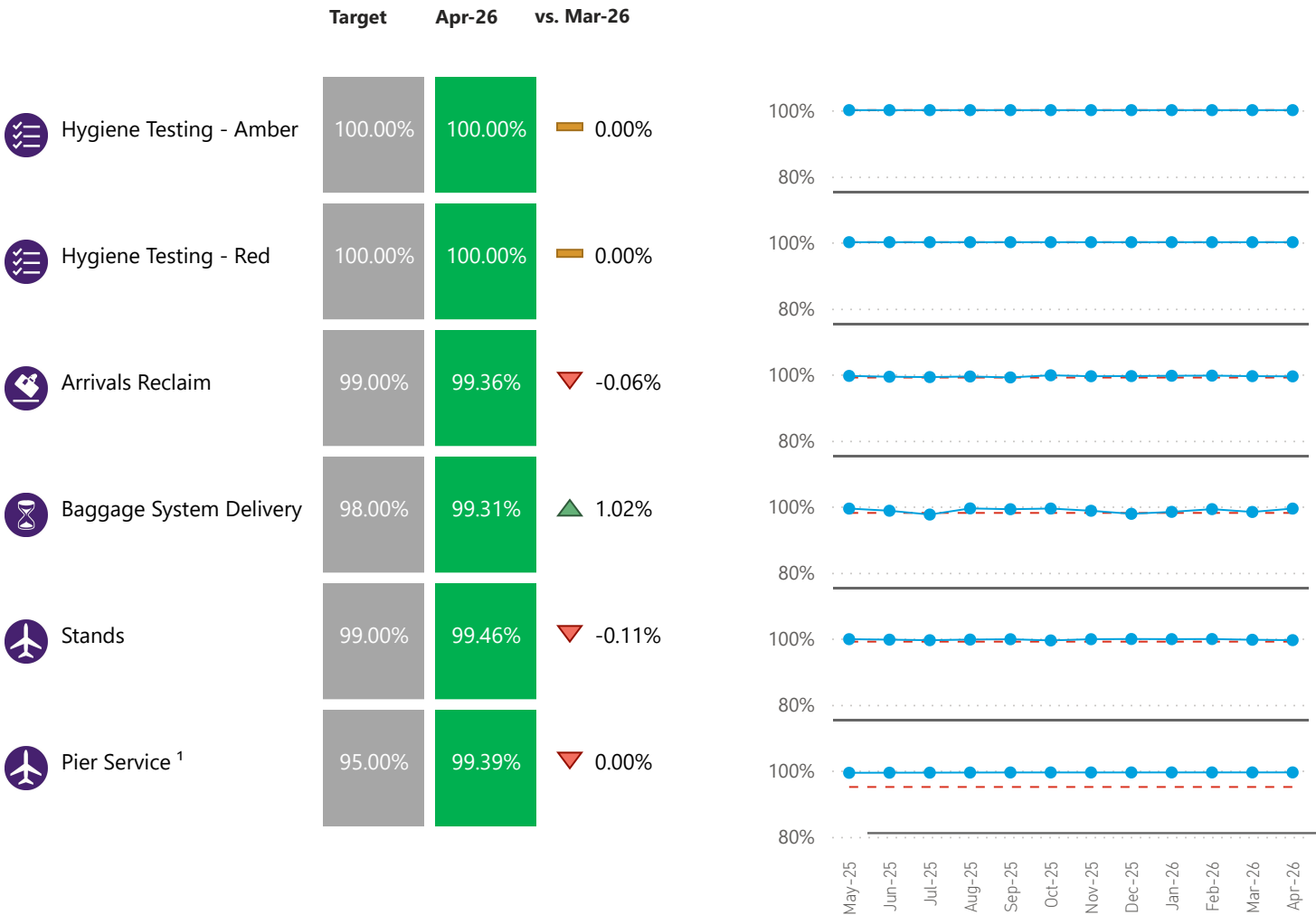
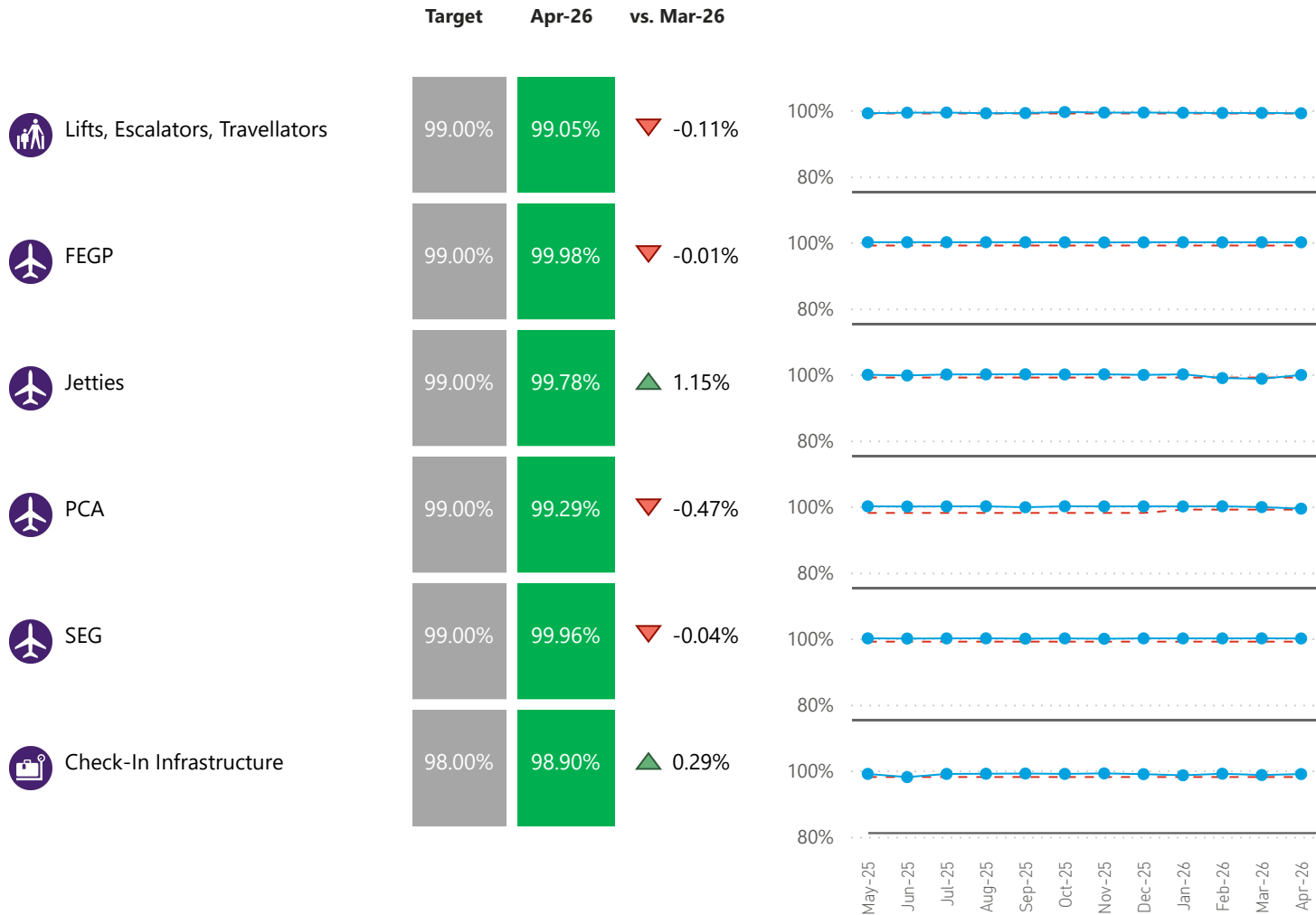
Notes:



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# Terminal 2 Performance Report April 2026

## Service Level Performance



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Notes:

# Terminal 2 Performance Report April 2026



## Financial Report - Rebates and Bonus

Rebates:

|                                              | Apr-26          | 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            | £336,425.41      | 2                  |
| 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            | £336,425.41      | 2                  |

Bonuses:

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

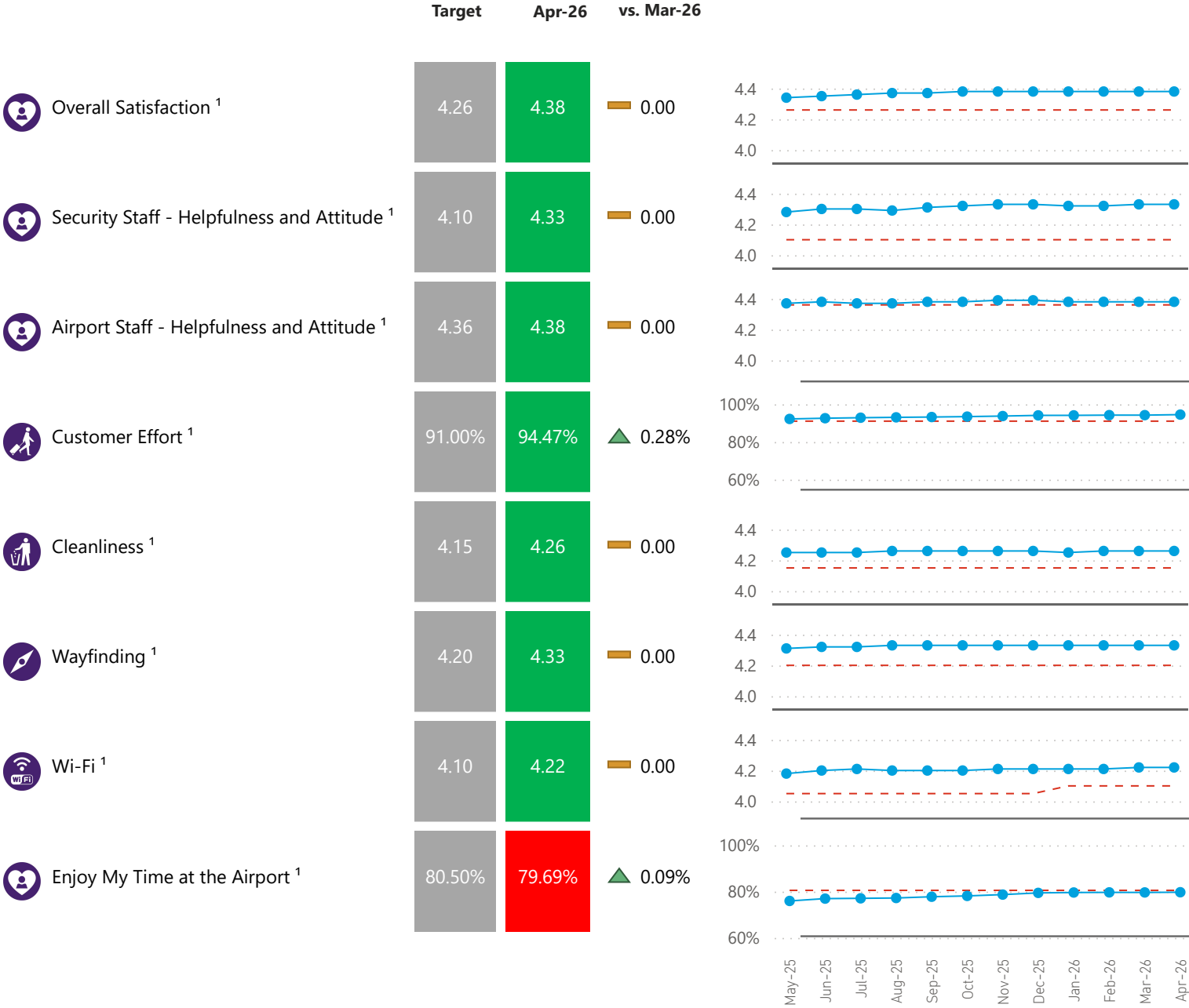
Credit Notes:

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.

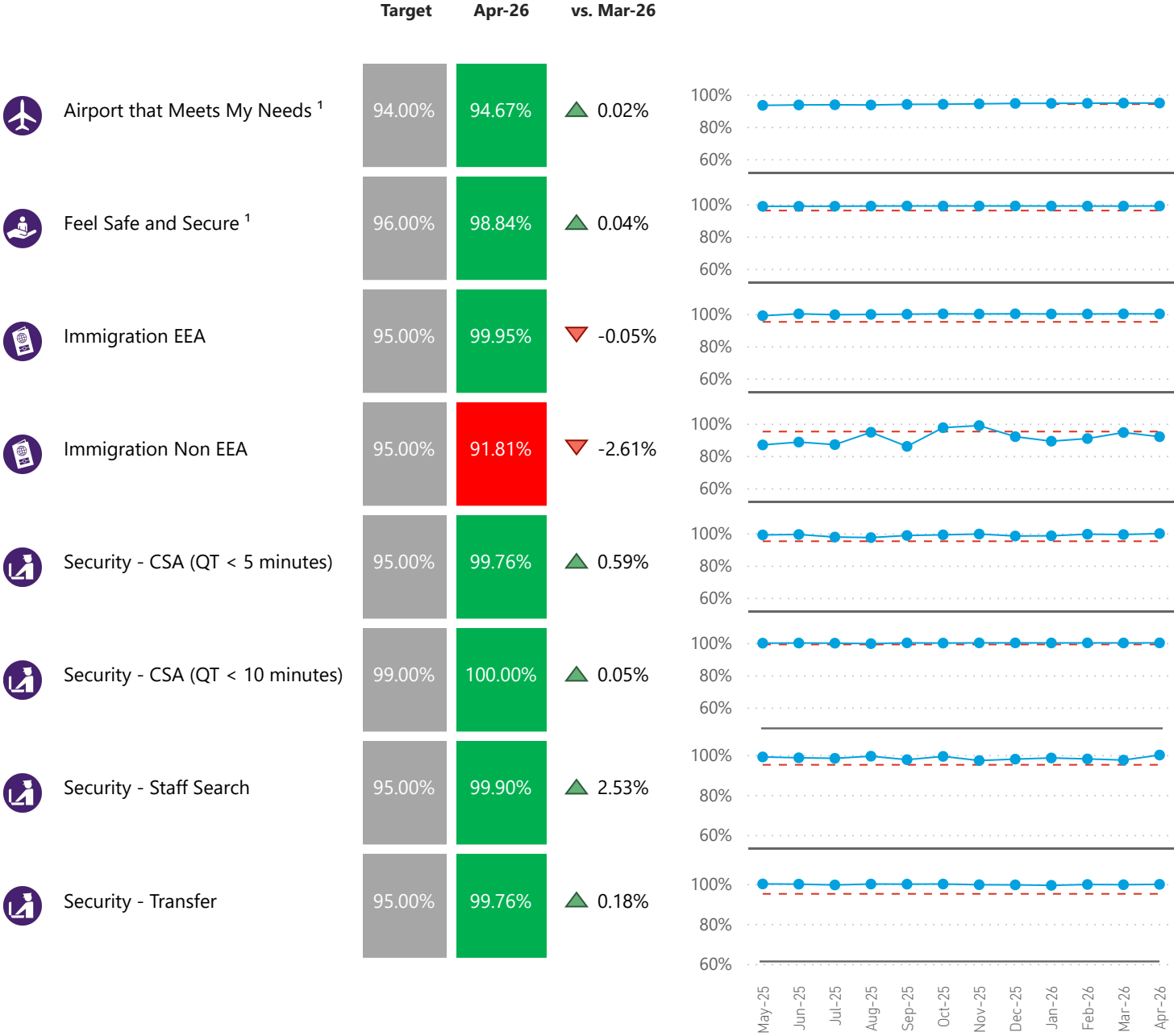
Financial year is from January 2026 - December 2026

# Terminal 3 Performance Report April 2026

## Passenger Experience and Service Level Performance



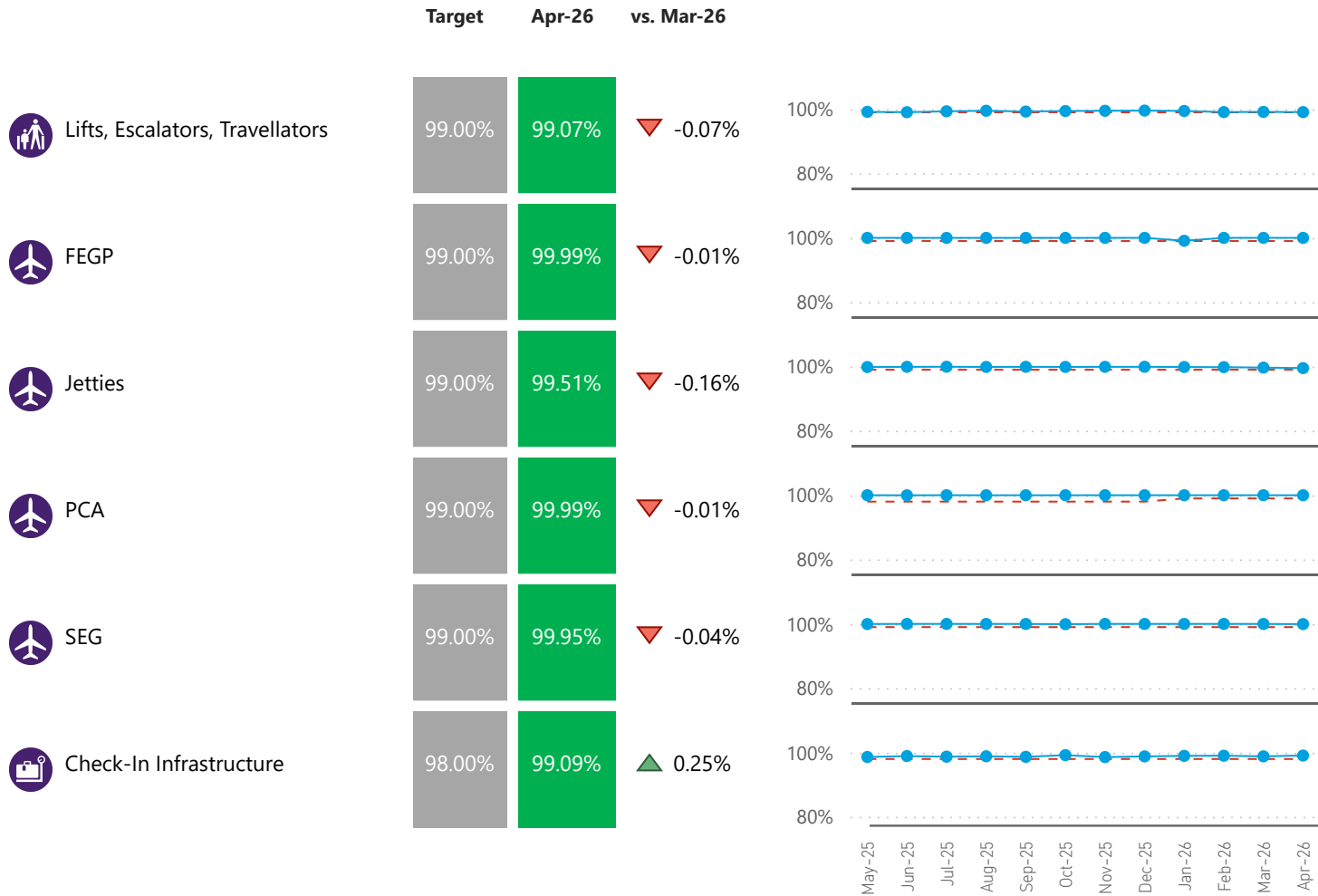
Notes:



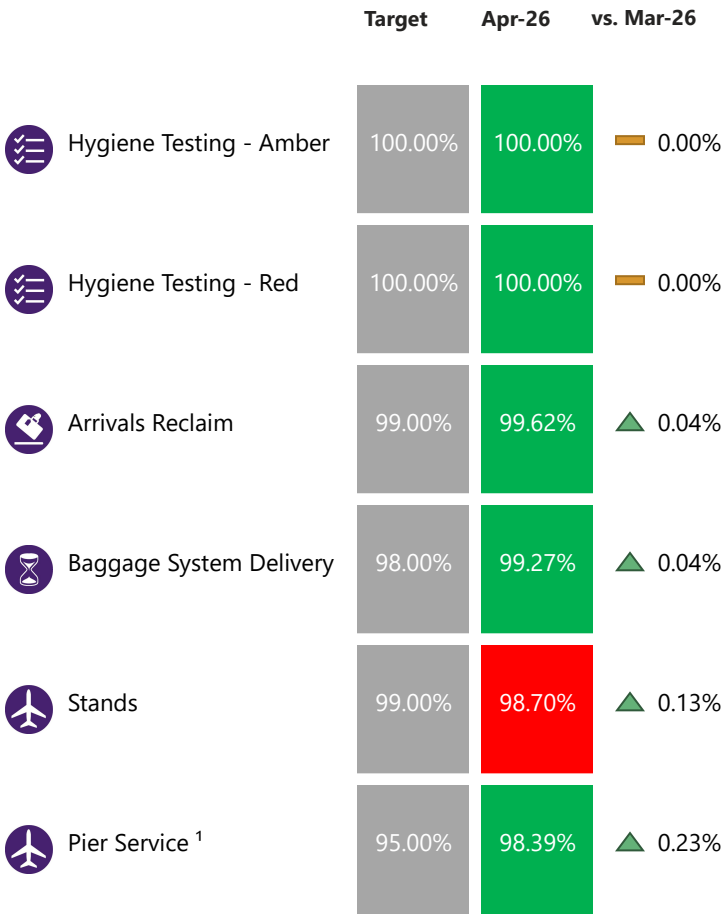
# Heathrow

# Terminal 3 Performance Report April 2026

## Service Level Performance

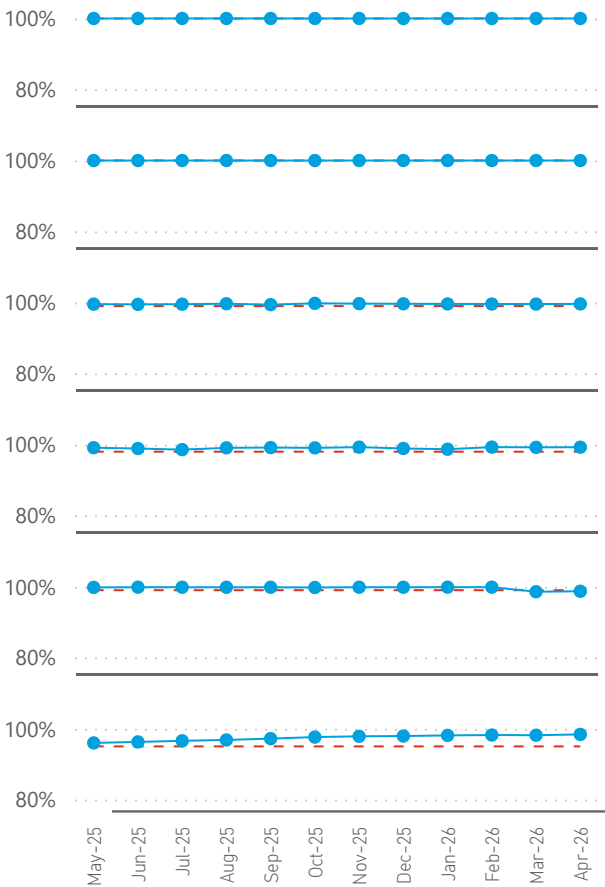


Notes:



Notes:

# Heathrow





# Terminal 3 Performance Report April 2026



## Financial Report - Rebates and Bonus

Rebates:

|                                              | Apr-26          | 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                                       | ✗               | £180,166.71      | £360,333.42      | 2                  |
| Pier Service                                 | ✓               | £0.00            | £0.00            | 0                  |
| Total                                        |                 | £180,166.71      | £360,333.42      | 2                  |

Bonuses:

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

Credit Notes:

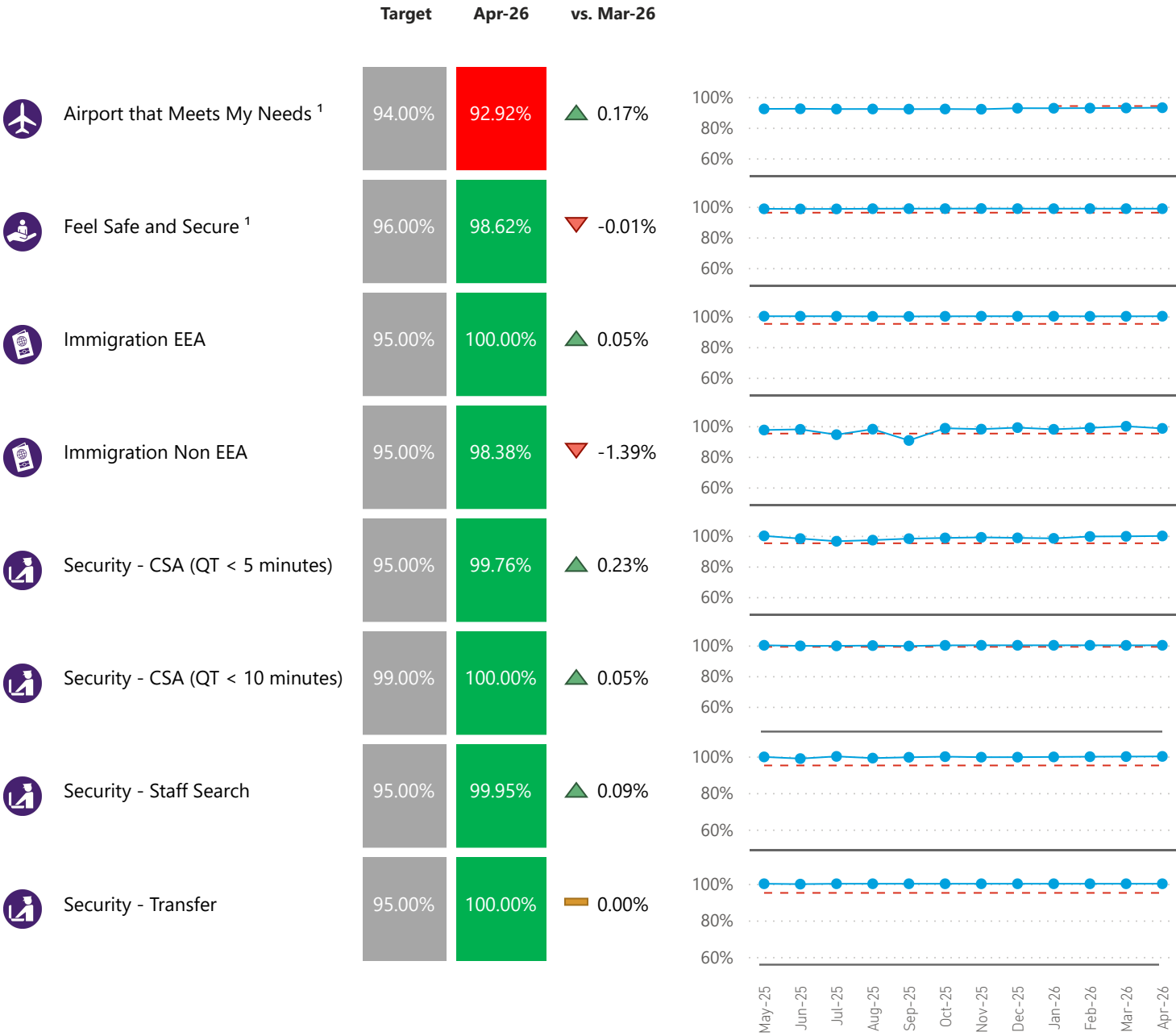
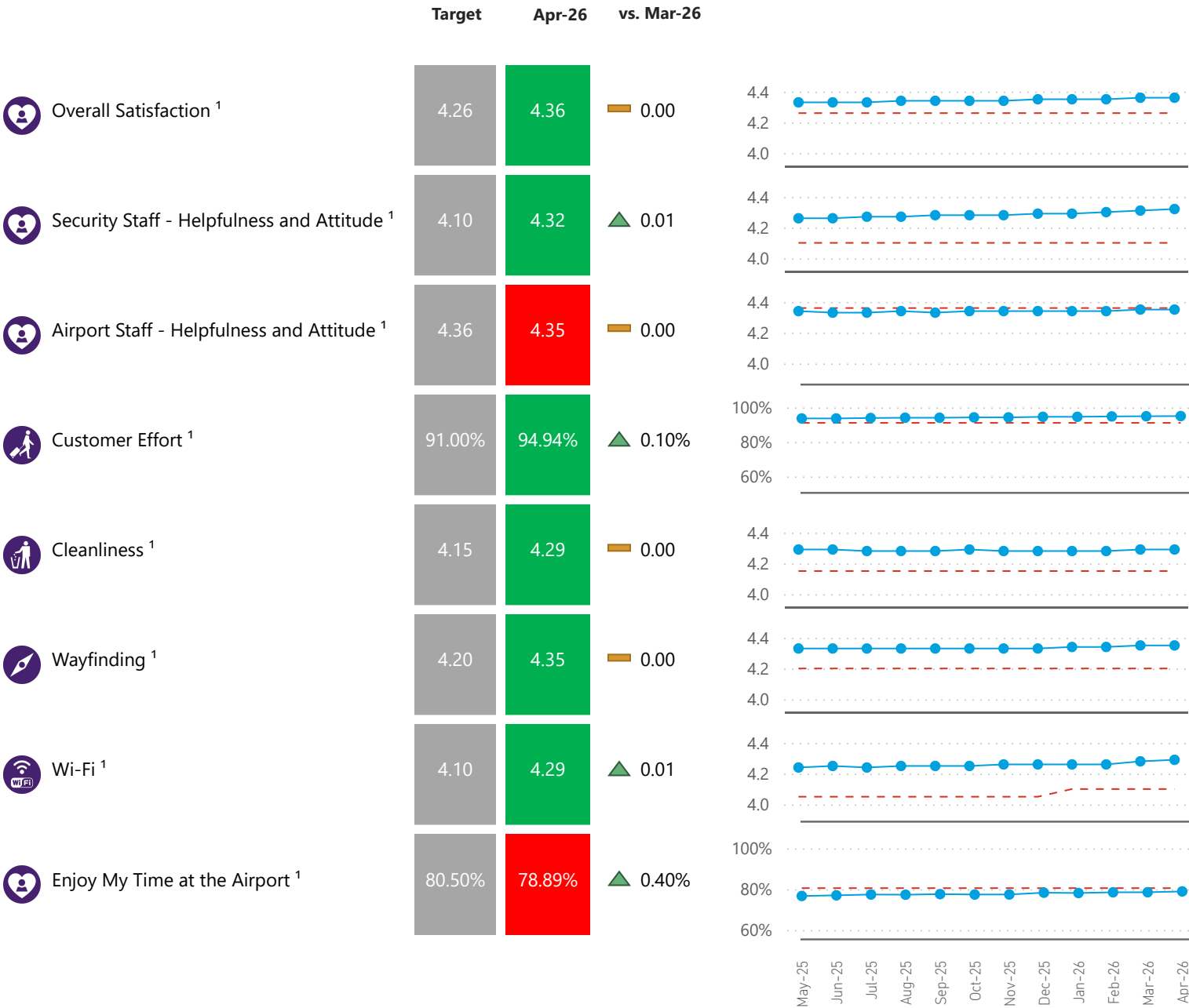
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2026 - December 2026

Notes:

# Terminal 4 Performance Report April 2026

## Passenger Experience and Service Level Performance

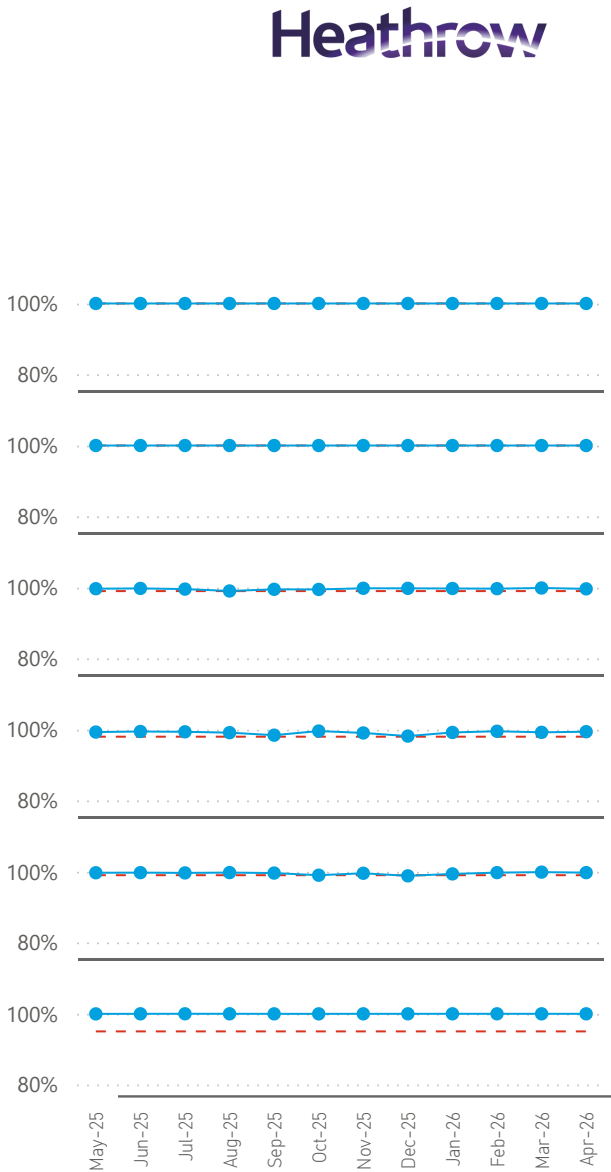
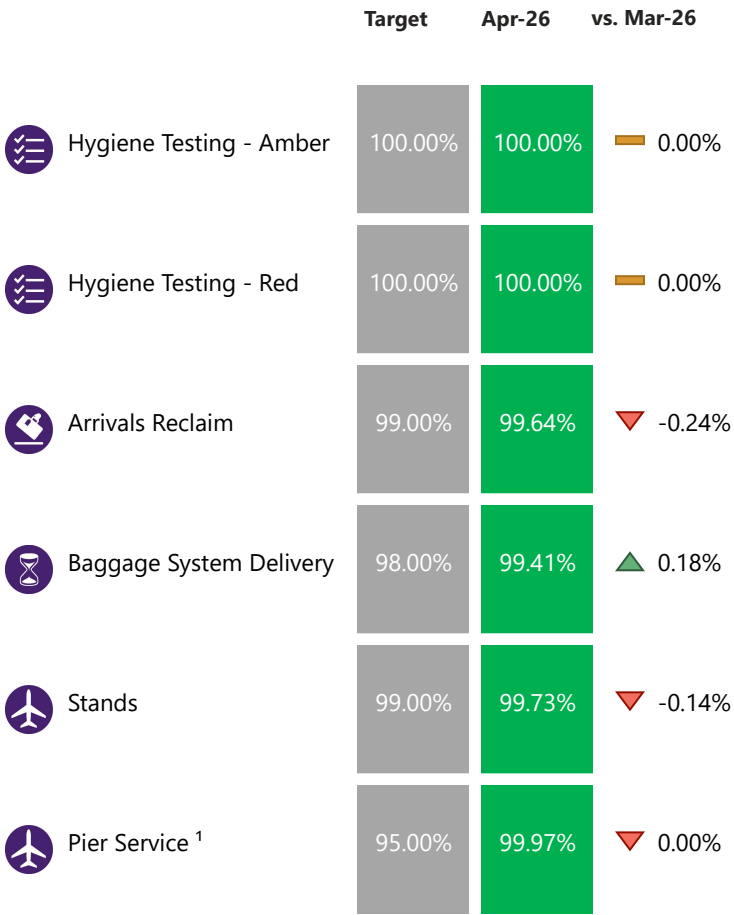
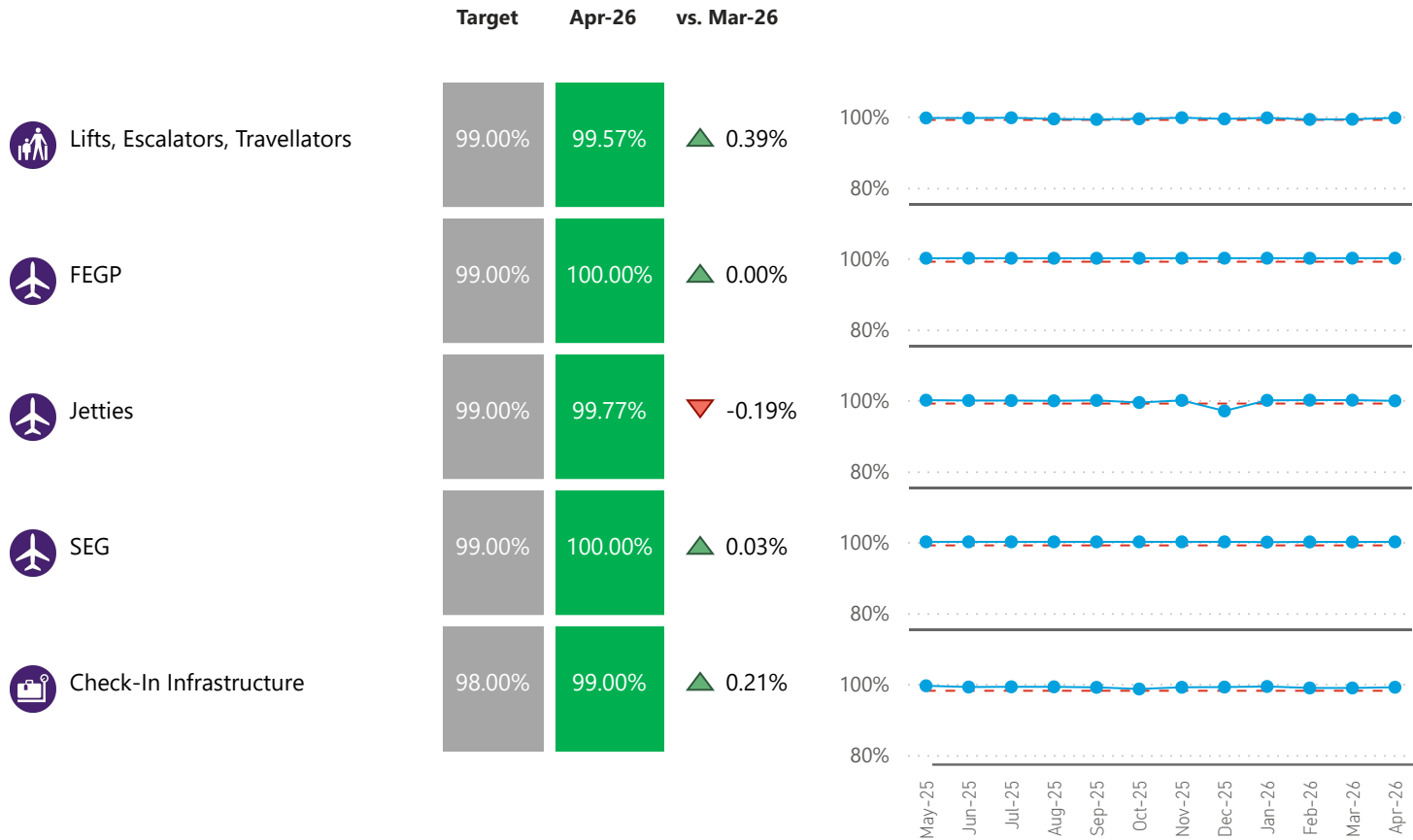


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Notes:

# Terminal 4 Performance Report April 2026

## Service Level Performance



Notes:

# Terminal 4 Performance Report April 2026



## Financial Report - Rebates and Bonus

Rebates:

|                                              | Apr-26          | 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:

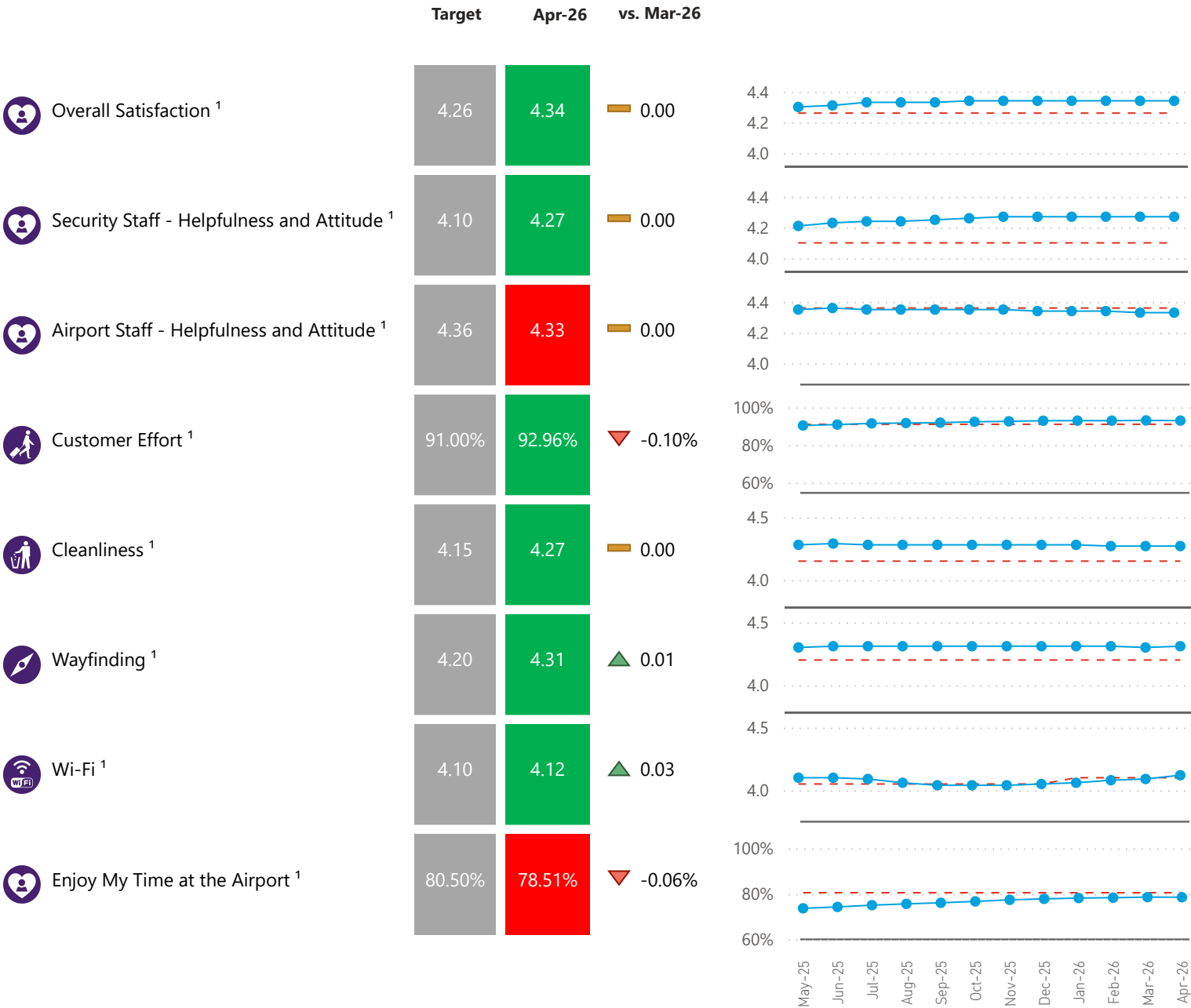
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2026 - December 2026

Notes:

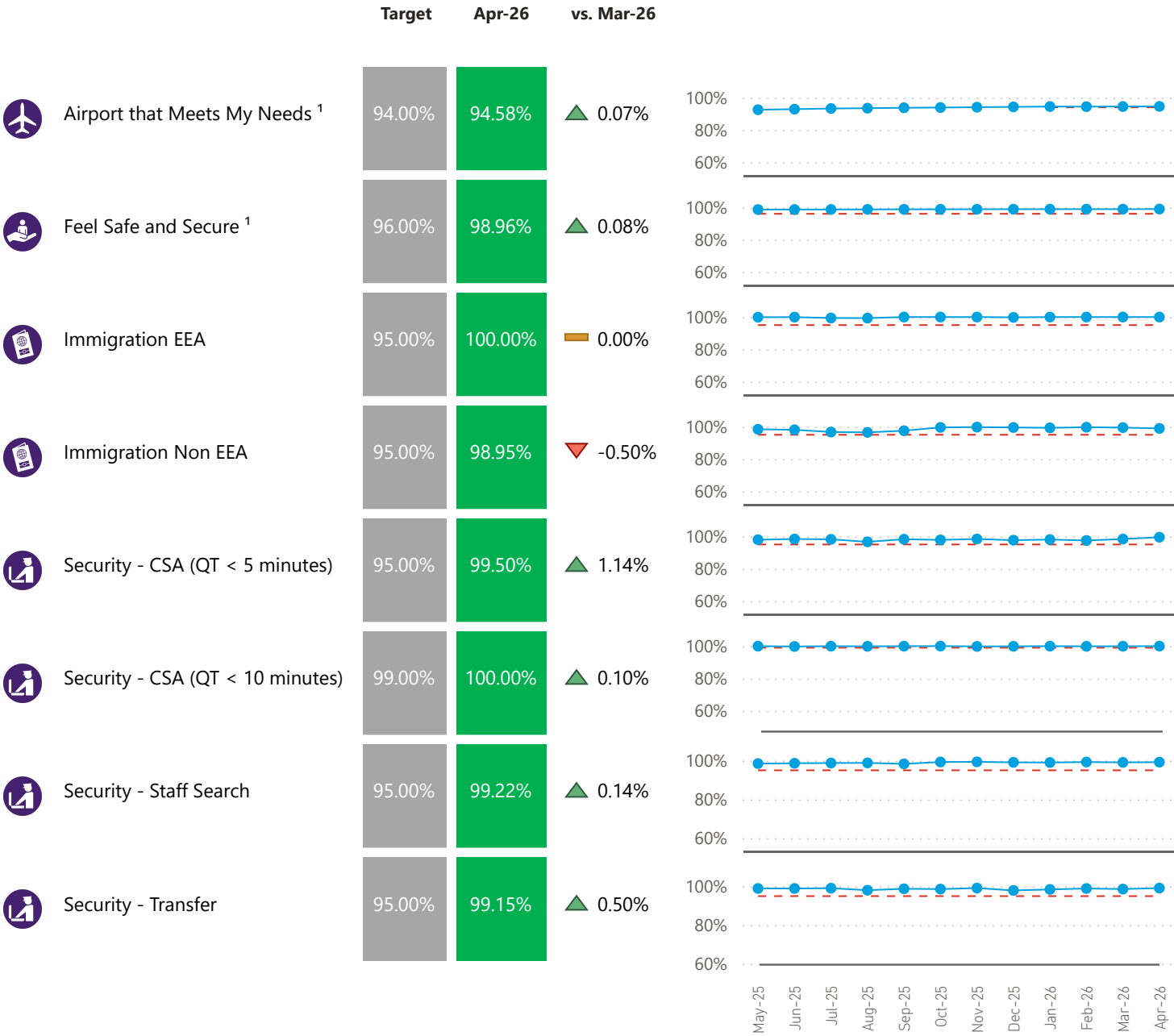
# Terminal 5 Performance Report April 2026

## Passenger Experience and Service Level Performance



Notes:

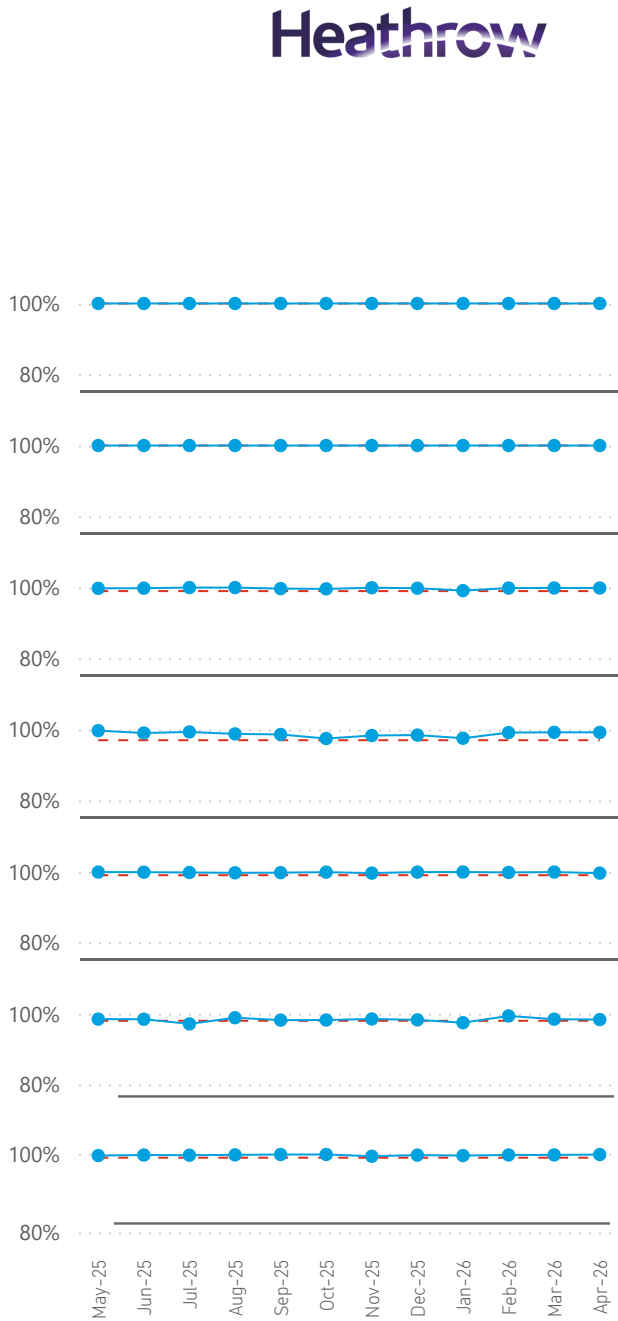
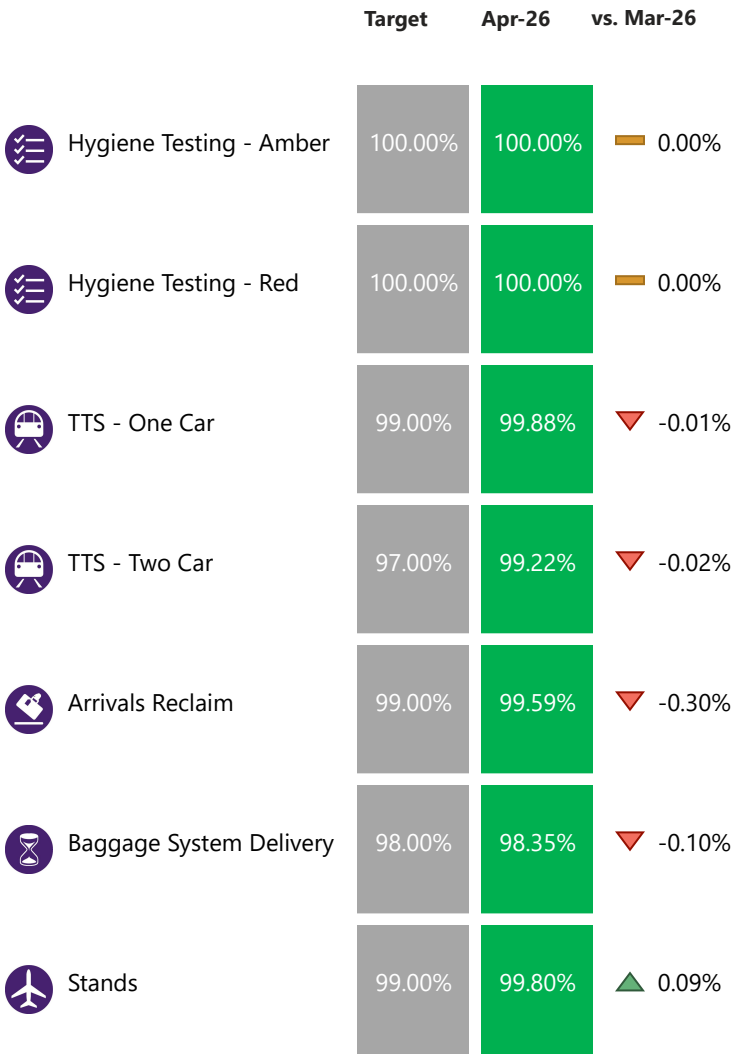
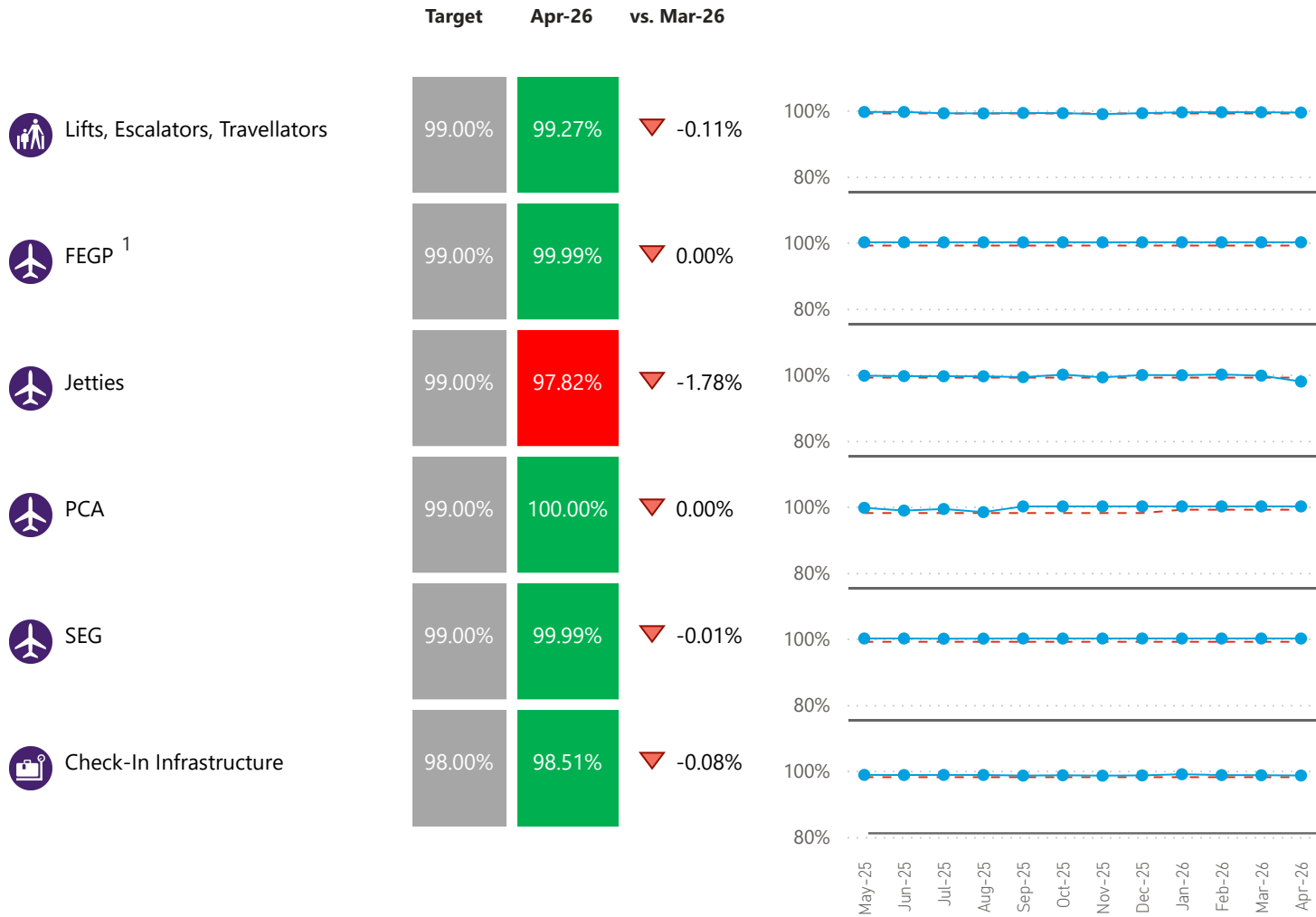
# Heathrow





# Terminal 5 Performance Report April 2026

## Service Level Performance



Notes:

# Terminal 5 Performance Report April 2026



## Financial Report - Rebates and Bonus

Rebates:

|                                              | Apr-26          | 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            | £913,891.35      | 3                  |
| 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                                      | ✗               | £304,630.45      | £304,630.45      | 1                  |
| 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                                        |                 | £304,630.45      | £1,218,521.81    | 4                  |

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 2026 - December 2026

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                                   |
|  Carbon Emissions                                 | Total carbon emissions (sum of Scope 1, Scope 2 and Scope 3) in Regulatory Year t as Tonnes CO <sub>2</sub> equivalent per year |

**Heathrow**