



# Heathrow Performance Report

Service Quality Rebate and Bonus - September 2022

Operational Planning

Printed: 21 October 2022

**Heathrow**  
Making every journey better

# Heathrow Performance Report September 2022

## Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
<b>Departure lounge seat availability*</b> Ease of finding a seat	4.39	4.21	4.40	4.07	
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.30	4.21	4.27	4.30	
<b>Wayfinding*</b> Ease of finding your way around the airport	4.34	4.28	4.30	4.28	
<b>Flight information*</b> Accuracy and ease of finding flight information	4.48	4.44	4.49	4.44	
<b>Wi-Fi*</b> Ease of using WiFi	4.18	4.16	4.22	4.14	
<b>Security*</b> Passenger satisfaction	4.23	4.15	3.95	4.12	
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	83.71%	85.09%	85.85%	56.59%	
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	95.52%	92.28%	91.61%	82.23%	
<b>Staff search **</b> Based on 15min time periods measured	95.50%	95.57%	99.52%	97.25%	
<b>Transfer Search</b> Based on 15min time periods measured	96.95%	91.66%	100.00%	39.47%	
	<b>CTA</b>	<b>Cargo</b>	<b>EastSide</b>	<b>T5</b>	<b>SouthSide</b>
<b>Control Post Security Search</b>	95.63%	97.28%	99.89%	97.00%	95.49%

## Service Level Performance

<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.43%	99.42%	99.75%	99.24%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.40%	99.45%	99.88%	99.37%
<b>Stands</b> Availability of stands	99.78%	99.65%	99.16%	99.44%
<b>FEGP</b> Availability of Fixed Electrical Ground Power	99.99%	99.94%	99.99%	99.99%
<b>Jetties</b> Availability of Air-Bridges	99.87%	99.92%	99.91%	99.53%
<b>PCA</b> Availability of Pre-conditioned Air	99.87%	100%		99.98%
<b>SEGS</b>	100%	100.00%	100%	99.98%
<b>Pier Service</b> % Pier served passengers	98.24%	96.72%	100%	
<b>Arrivals Reclaims</b> Bag reclaim belts availability	99.49%	99.28%	99.55%	99.90%
<b>Aerodrome congestion</b>				
<b>TTS - One car</b> Track Transit System - one car availability				99.85%
<b>TTS - Two cars</b> Track Transit System - % time two cars available				99.16%

T2	T3	T4	T5
99.43%	99.42%	99.75%	99.24%
99.40%	99.45%	99.88%	99.37%
99.78%	99.65%	99.16%	99.44%
99.99%	99.94%	99.99%	99.99%
99.87%	99.92%	99.91%	99.53%
99.87%	100%		99.98%
100%	100.00%	100%	99.98%
98.24%	96.72%	100%	
99.49%	99.28%	99.55%	99.90%

## Financial Report- Bonus and Rebates

	Rebates:					Campus	Estimated Rebate	Estimated Rebate	Total Failures
	Sep - 2022				YTD				
	T2	T3	T4	T5					
<b>Departure lounge seat availability</b>						£ -	£ -	0	
Cleanliness						£ -	£ -	0	
<b>Wayfinding</b>						£ -	£ -	0	
Flight information						£ -	£ -	0	
<b>CSA Queues - Both</b>	✗	✗	✗	✗		£ 855,107.91	£ 15,136,371.09	21	
Staff Search	✓	✓	✓	✓		£ -	£ 1,667,062.25	6	
<b>Transfer search</b>	✓	✗	✓	✗		£ 892,978.72	£ 5,423,254.66	13	
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0	
<b>Passenger Sensitive Equipment (Priority)</b>	✓	✓	✓	✓		£ -	£ -	0	
Stands	✓	✓	✓	✓		£ -	£ 192,932.20	4	
<b>FEGP</b>	✓	✓	✓	✓		£ -	£ -	0	
Jetties	✓	✓	✓	✓		£ -	£ -	0	
<b>Pre-conditioned air</b>	✓	✓	✓	✓		£ -	£ -	0	
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0	
<b>Pier Service</b>	✓	✓	✓			£ -	£ -	0	
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0	
<b>Control Posts Search</b>					✓	£ -	£ 3,978,197.06	16	
<b>Aerodrome Congestion</b>					✓	£ -	£ -	0	
<b>TTS - % Both</b>					✓	£ -	£ 337,353.94	1	
<b>Total</b>						£ 1,748,086.63	£ 26,735,171.20	61	

	Bonuses:		Sep - 2022				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.39	4.21	4.40	4.07	£ -	£ 1,060,862	7
4.20	4.50	4.30	4.21	4.27	4.30	£ 7,523	£ 861,953	9	
4.20	4.50	4.34	4.28	4.30	4.28	£ 104,390	£ 1,445,977	9	
4.40	4.70	4.48	4.44	4.49	4.44	£ 48,776	£ 946,566	9	
						<b>£ 160,689</b>	<b>£ 4,315,358</b>	<b>34</b>	

**Bonus:** All business units must exceed Lower Threshold.

Financial year is from January 2022 - December 2022

\*SQRB calculation for T4 is based on 4 months of data  
T2 & T5 CSA rebate capped after 6 payments year to date.

### 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.

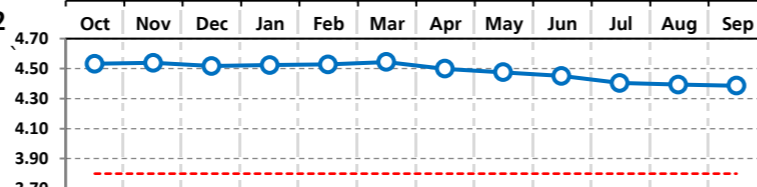
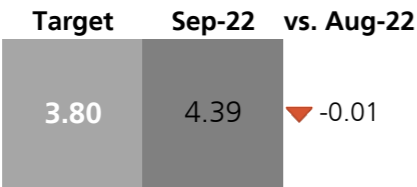
# Terminal 2 Performance Report September 2022

Classification: Public

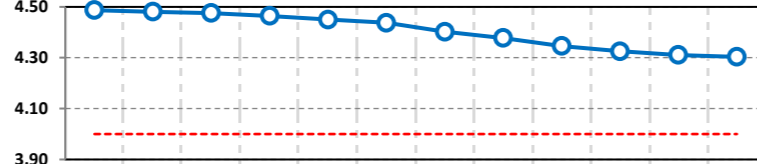
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## Passenger Experience and Service Level Performance

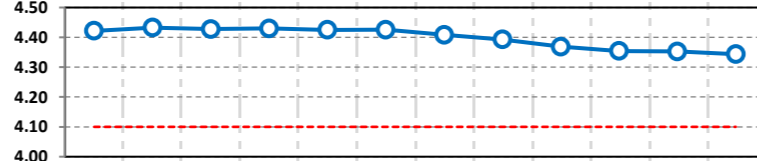
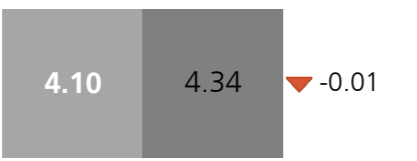
**Departure lounge seat availability\***  
Ease of finding a seat



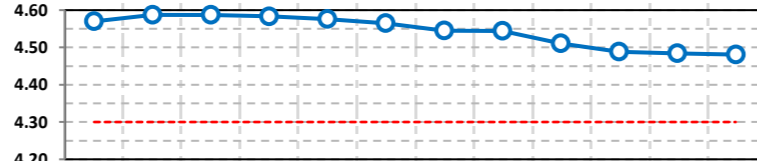
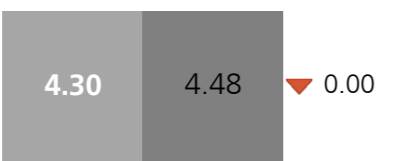
**Cleanliness\***  
Overall cleanliness of the terminal



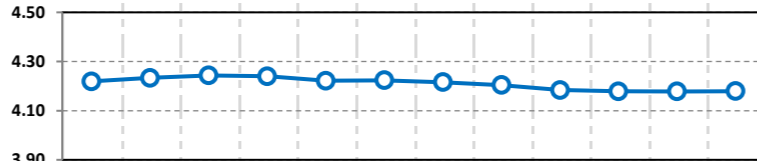
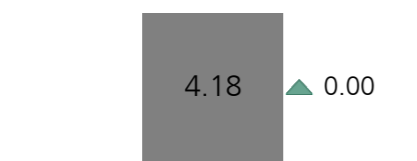
**Wayfinding\***  
Ease of finding your way around the airport



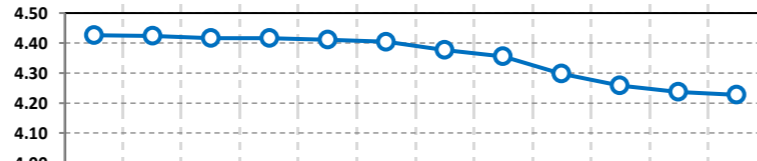
**Flight information\***  
Accuracy and ease of finding flight information



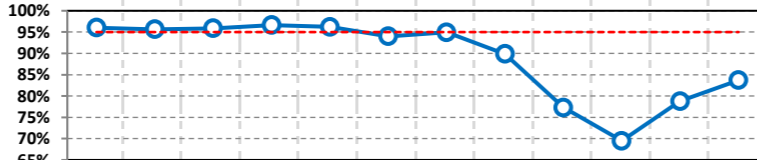
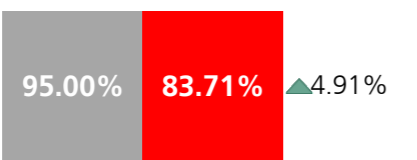
**Wi-Fi\***  
Ease of using WiFi



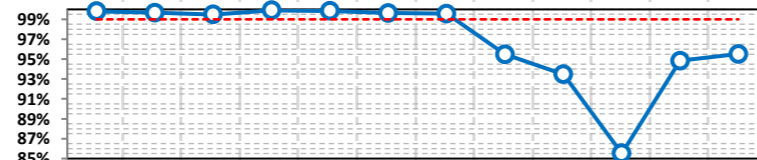
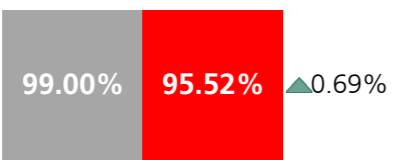
**Security\***  
Passenger satisfaction



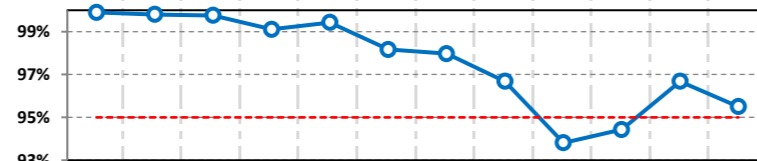
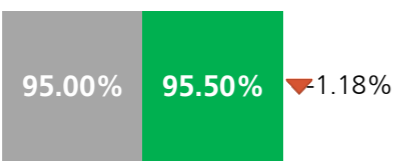
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



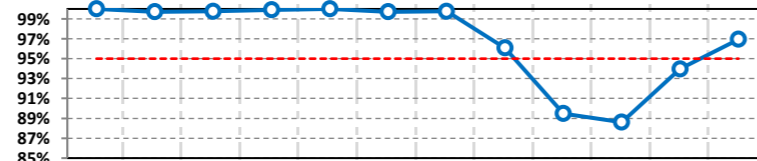
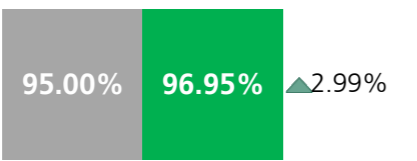
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



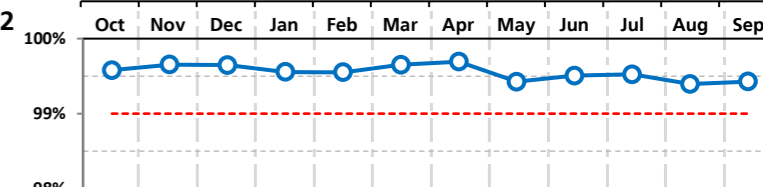
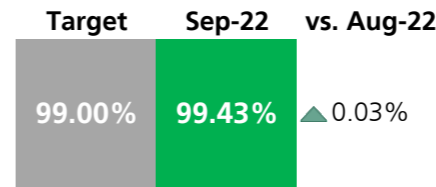
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

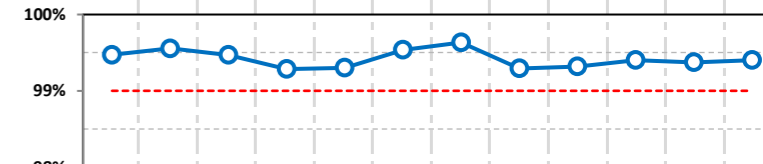
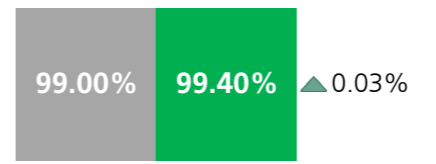
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



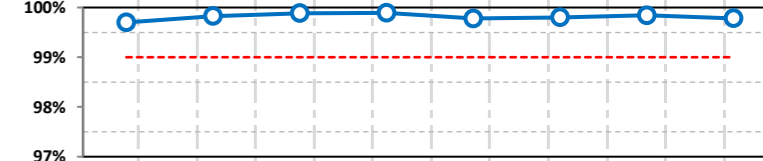
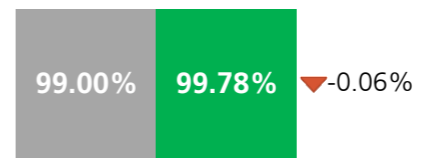
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



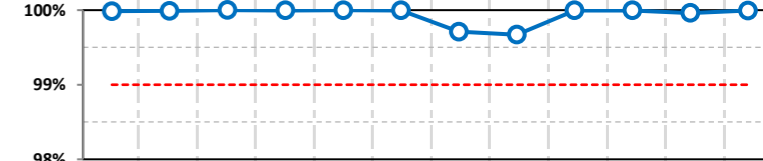
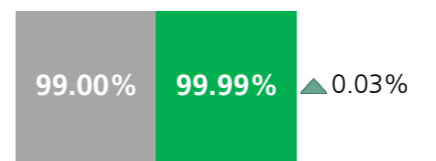
**Stands**

Availability of stands



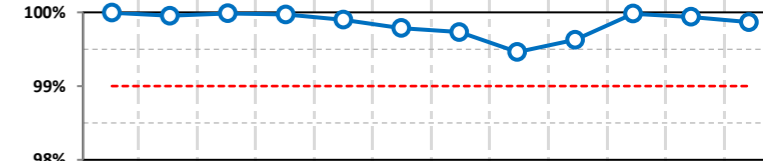
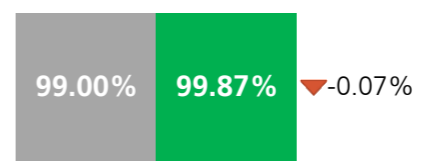
**FEGP**

Availability Fixed Electrical Ground Power



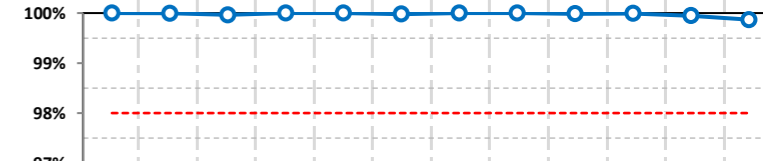
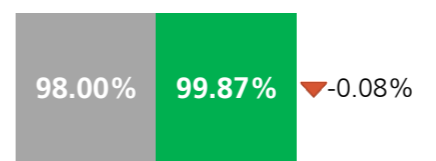
**Jetties**

Availability of Air-Bridges



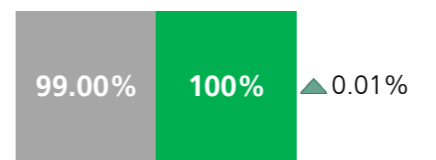
**PCA**

Availability of Pre-Conditioned Air



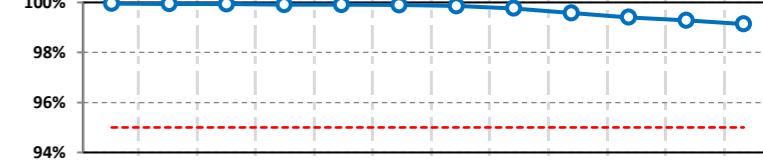
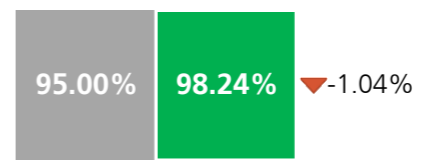
**SEGS**

Availability of Stand entry guidance



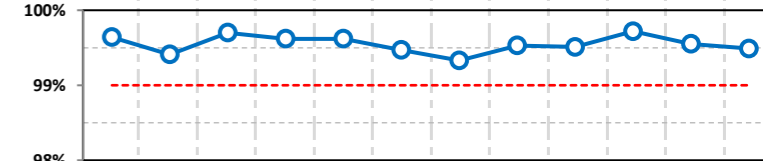
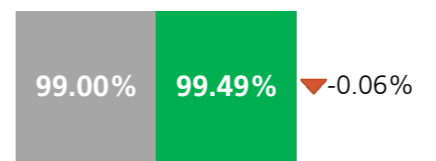
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

\* SQRB calculations based on Moving Annual Average (MAA) for these metrics

T2 Security queue (CSA) rebate capped after 6 payments year to date.

## Terminal 2 Performance Report September 2022

## Financial Report - Bonus and Rebates

## Rebates:

	Sep - 2022		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✘	£ -	£ 3,835,745.25	6
Staff search	✔	£ -	£ 485,508.25	2
<b>Transfer search</b>	✔	£ -	£ 958,361.06	3
PSE (General)	✔	£ -	£ -	0
<b>PSE (Priority)</b>	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
<b>FEGP</b>	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
<b>PCA</b>	✔	£ -	£ -	0
SEGS	✔	£ -	£ -	0
<b>Pier Service</b>	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ -	£ 5,279,614.56	11

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.39	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.30	£ 7,523	£ 861,953	9	
<b>Wayfinding</b>	MAA	4.20	4.50	4.34	£ 104,390	£ 1,445,977	9	
Flight information	MAA	4.40	4.70	4.48	£ 48,776	£ 946,566	9	
					£ 160,689	£ 4,315,358	34	

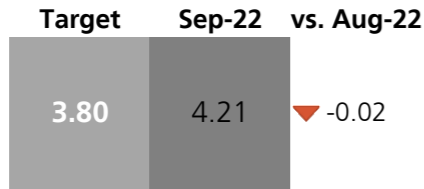
## Credit Notes:

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 2022 - December 2022

## Passenger Experience and Service Level Performance

**Departure lounge seat availability\***  
Ease of finding a seat



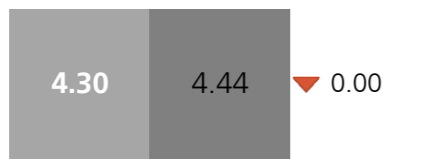
**Cleanliness\***  
Overall cleanliness of the terminal



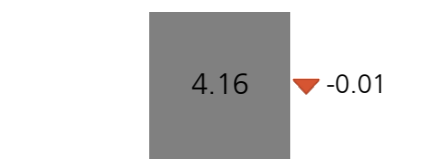
**Wayfinding\***  
Ease of finding your way around the airport



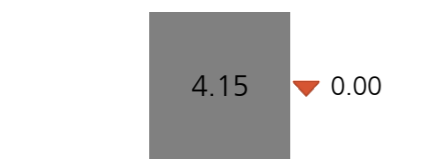
**Flight information\***  
Accuracy and ease of finding flight information



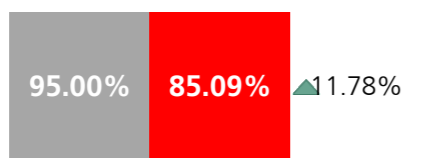
**Wi-Fi\***  
Ease of using WiFi



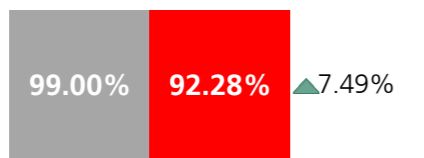
**Security\***  
Passenger satisfaction



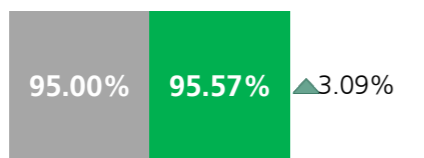
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



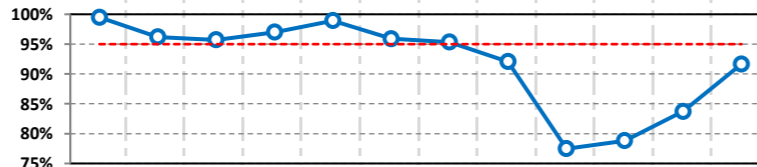
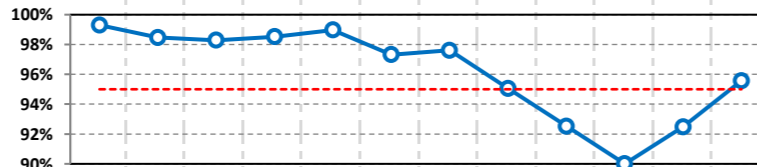
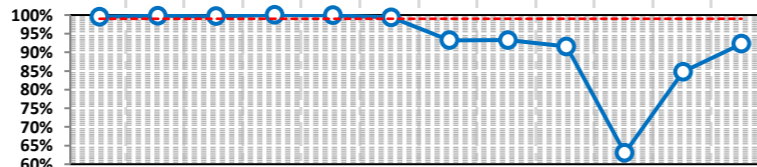
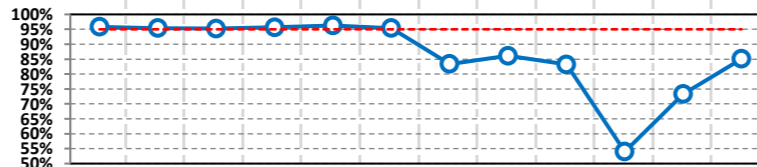
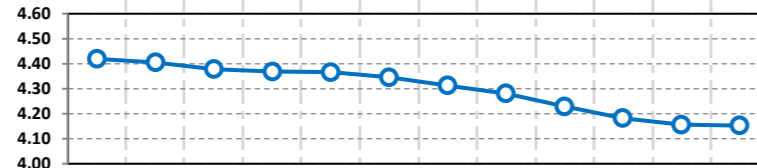
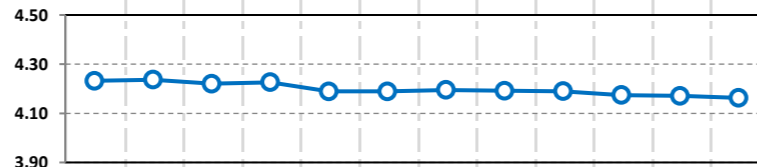
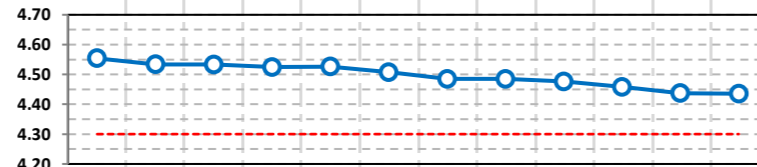
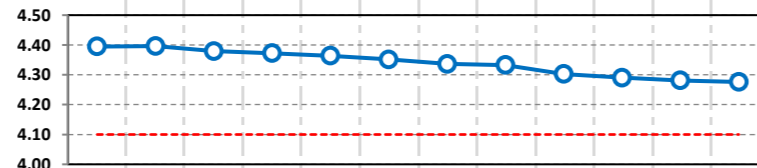
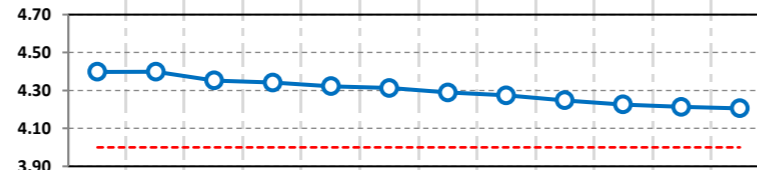
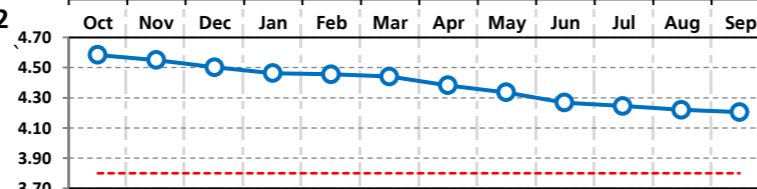
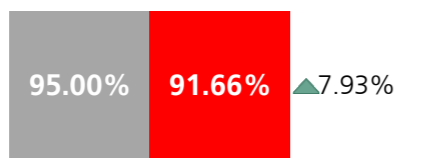
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



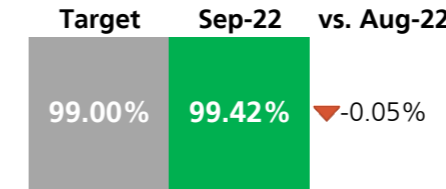
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

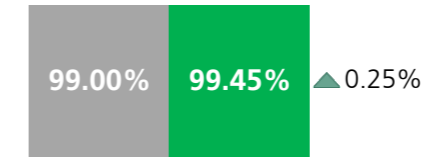
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



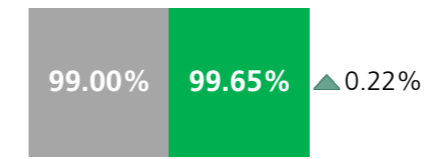
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



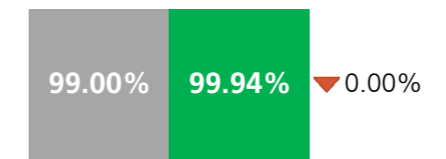
**Stands**

Availability of stands



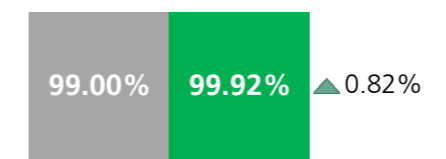
**FEGP**

Availability Fixed Electrical Ground Power



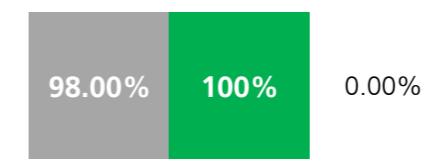
**Jetties**

Availability of Air-Bridges



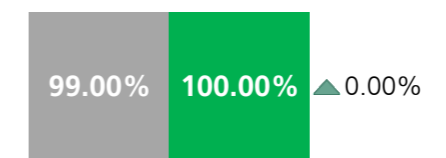
**PCA**

Availability of Pre-Conditioned Air



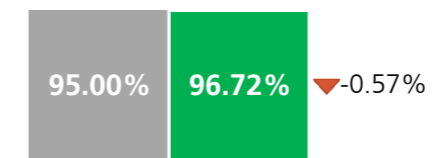
**SEGs**

Availability of Stand entry guidance



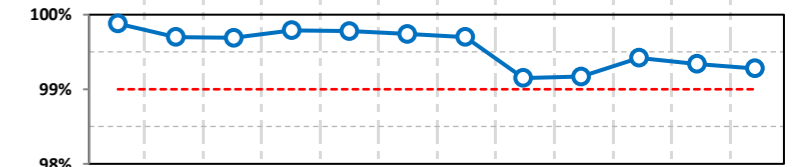
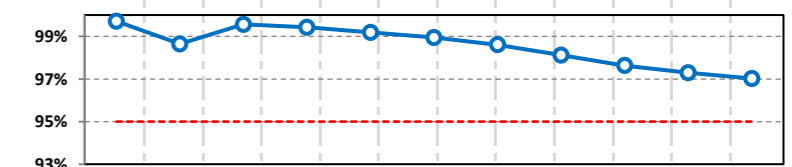
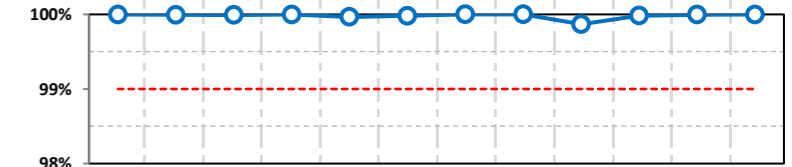
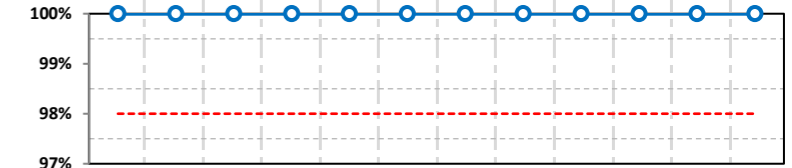
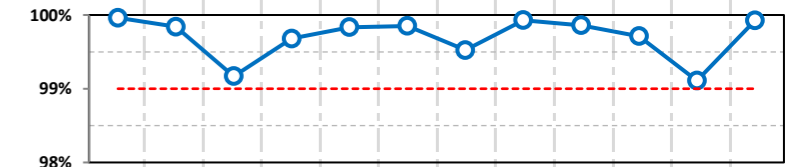
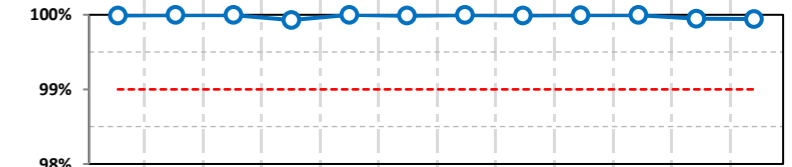
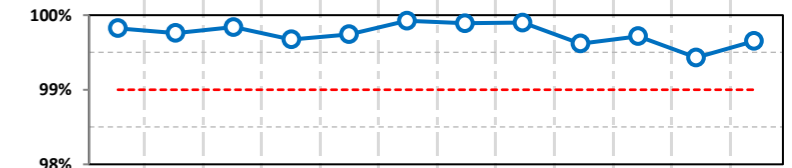
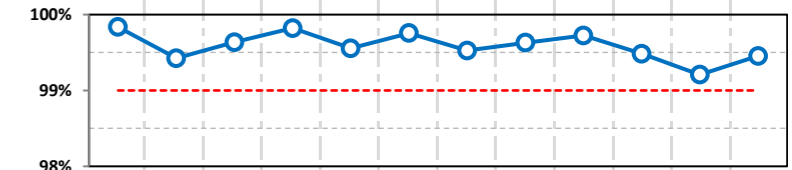
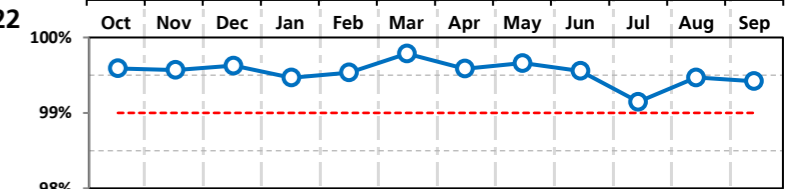
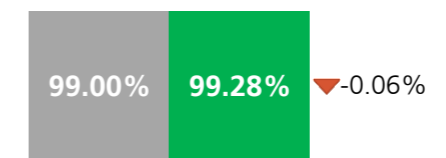
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

\* SQRB calculations based on Moving Annual Average (MAA) for these metrics

## Terminal 3 Performance Report September 2022

## Financial Report - Bonus and Rebates

## Rebates:

	Sep - 2022		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✘	£ 662,291.38	£ 3,973,748.25	6
Staff search	✔	£ -	£ 754,463.91	3
<b>Transfer search</b>	✘	£ 330,947.03	£ 1,654,735.16	5
PSE (General)	✔	£ -	£ -	0
<b>PSE (Priority)</b>	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
<b>FEGP</b>	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
<b>PCA</b>	✔	£ -	£ -	0
SEGS	✔	£ -	£ -	0
<b>Pier Service</b>	✔	£ -	£ -	0
Arrivals reclaims	✔	£ -	£ -	0
		£ 993,238	£ 6,382,947.31	14

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.21	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.21	£ 7,523	£ 861,953	9	
<b>Wayfinding</b>	MAA	4.20	4.50	4.28	£ 104,390	£ 1,445,977	9	
Flight information	MAA	4.40	4.70	4.44	£ 48,776	£ 946,566	9	
					£ 160,689	£ 4,315,358	34	

## 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 2022 - December 2022

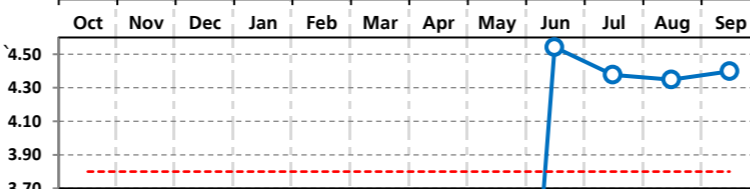
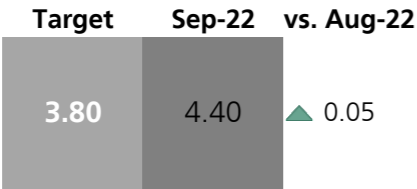
# Terminal 4 Performance Report September 2022

Classification: Public

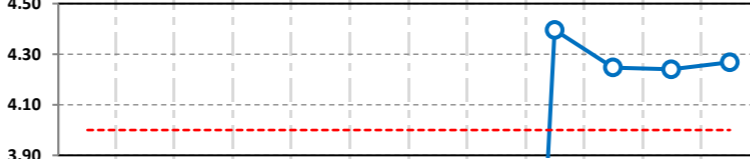
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## Passenger Experience and Service Level Performance

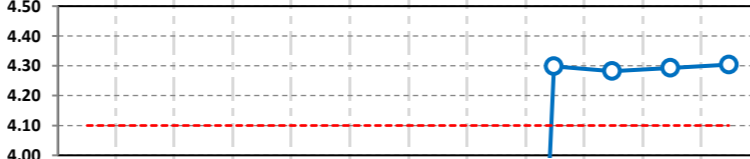
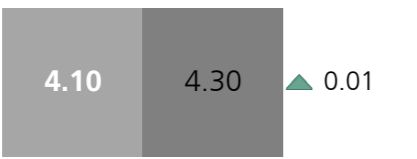
**Departure lounge seat availability\***  
Ease of finding a seat



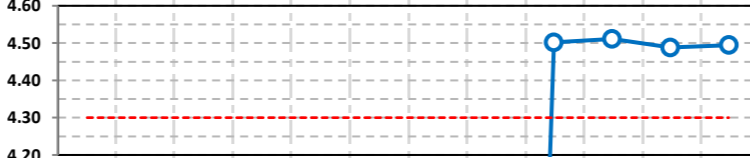
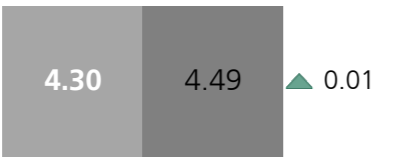
**Cleanliness\***  
Overall cleanliness of the terminal



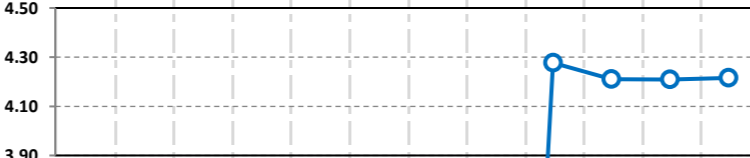
**Wayfinding\***  
Ease of finding your way around the airport



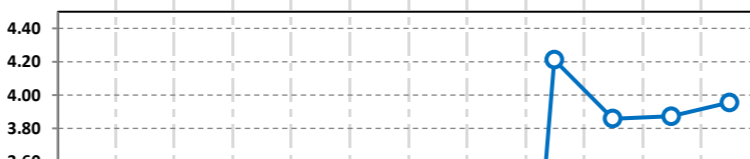
**Flight information\***  
Accuracy and ease of finding flight information



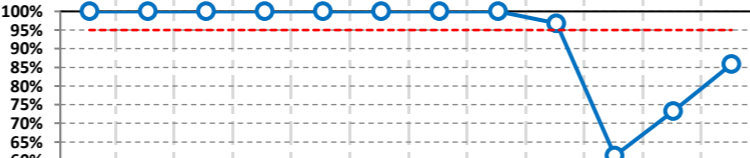
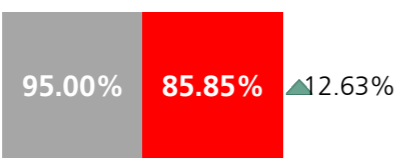
**Wi-Fi\***  
Ease of using WiFi



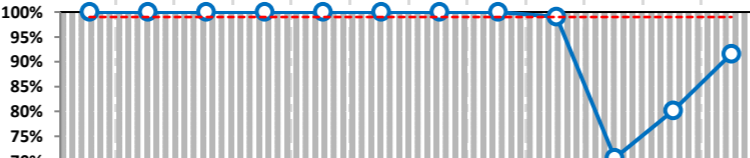
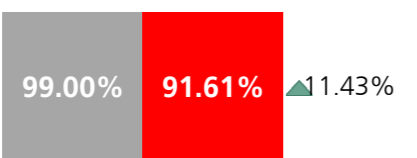
**Security\***  
Passenger satisfaction



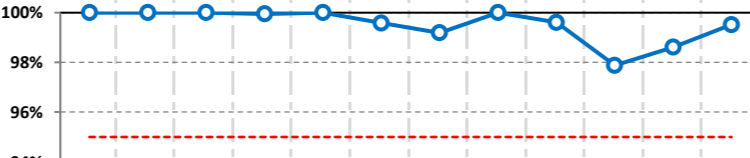
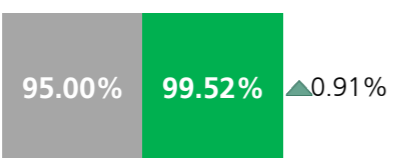
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



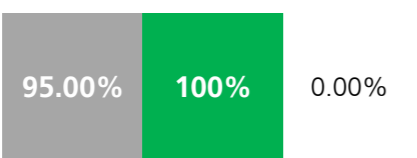
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



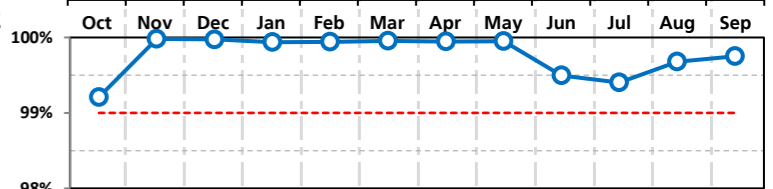
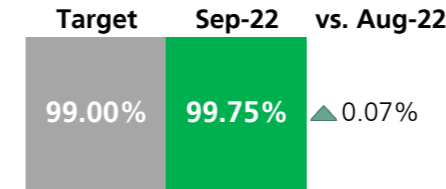
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

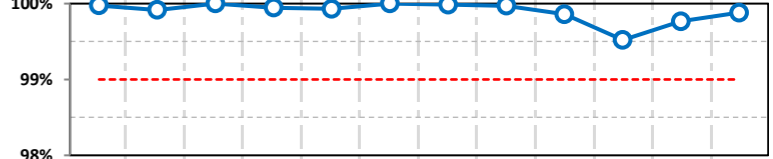
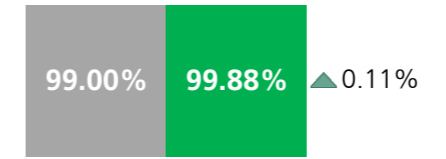
### PSE (General)

Availability of Passenger Sensitive Equipment (General)



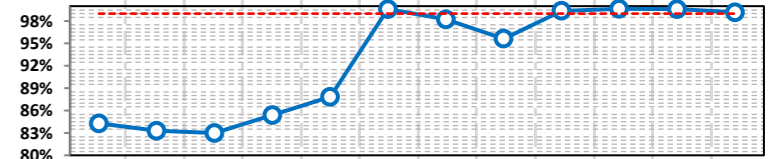
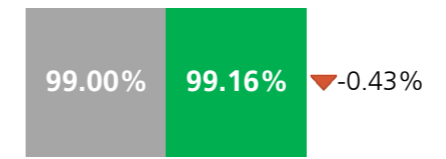
### PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



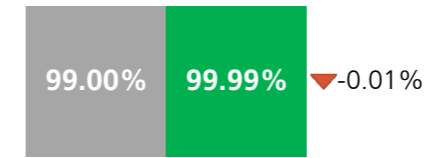
### Stands

Availability of stands



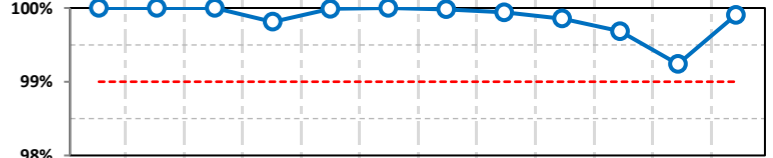
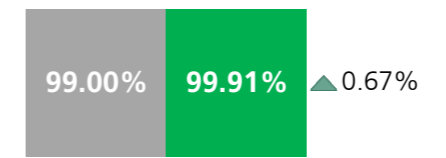
### FEGP

Availability Fixed Electrical Ground Power



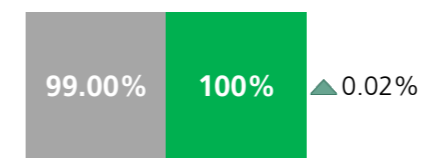
### Jetties

Availability of Air-Bridges



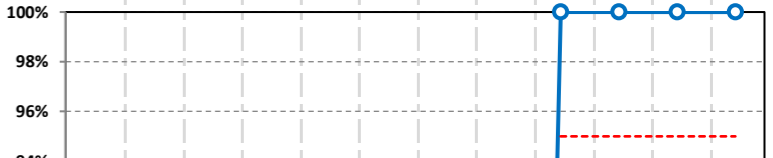
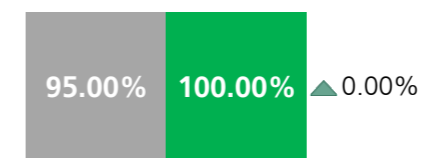
### SEGS

Availability of Stand entry guidance



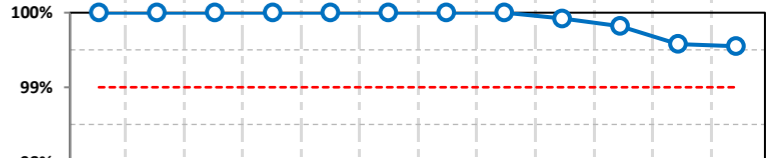
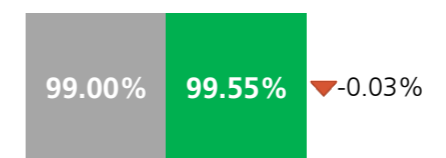
### Pier Service

% Pier served passengers



### Arrivals reclaims

Bag reclaim belts availability



**Notes:**

SQRB calculation for T4 is based on 4 months of data

\*SQRB calculations based on Moving Annual Average (MAA) for these metrics

## Financial Report - Bonus and Rebates

## Rebates:

	Sep - 2022		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	<b>0</b>
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	<b>0</b>
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✘	£ 192,816.53	£ 578,449.59	<b>3</b>
Staff search	✔	£ -	£ -	0
<b>Transfer search</b>	✔	£ -	£ -	<b>0</b>
PSE (General)	✔	£ -	£ -	0
<b>PSE (Priority)</b>	✔	£ -	£ -	<b>0</b>
Stands	✔	£ -	£ 192,932.20	<b>4</b>
<b>FEGP</b>	✔	£ -	£ -	<b>0</b>
Jetties	✔	£ -	£ -	0
<b>PCA</b>	✔	£ -	£ -	<b>0</b>
SEGs	✔	£ -	£ -	0
<b>Pier Service</b>	✔	£ -	£ -	<b>0</b>
Arrivals reclaims	✔	£ -	£ -	0
		£ -	£ 771,381.80	<b>7</b>

## Bonuses:

	Measure	Lower Threshold	Upper Threshold	Sep - 2022		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
<b>Departure lounge seat availability</b>	<b>MAA</b>	<b>4.10</b>	<b>4.50</b>	4.40	£ -	£ 1,060,861.60	<b>7</b>
Cleanliness	MAA	4.20	4.50	4.27	£ 7,523	£ 861,953	9
<b>Wayfinding</b>	<b>MAA</b>	<b>4.20</b>	<b>4.50</b>	4.30	£ 104,390	£ 1,445,977	<b>9</b>
Flight information	MAA	4.40	4.70	4.49	£ 48,776	£ 946,566	9
					£ 160,689	£ 4,315,358	<b>34</b>

## 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 2022 - December 2022



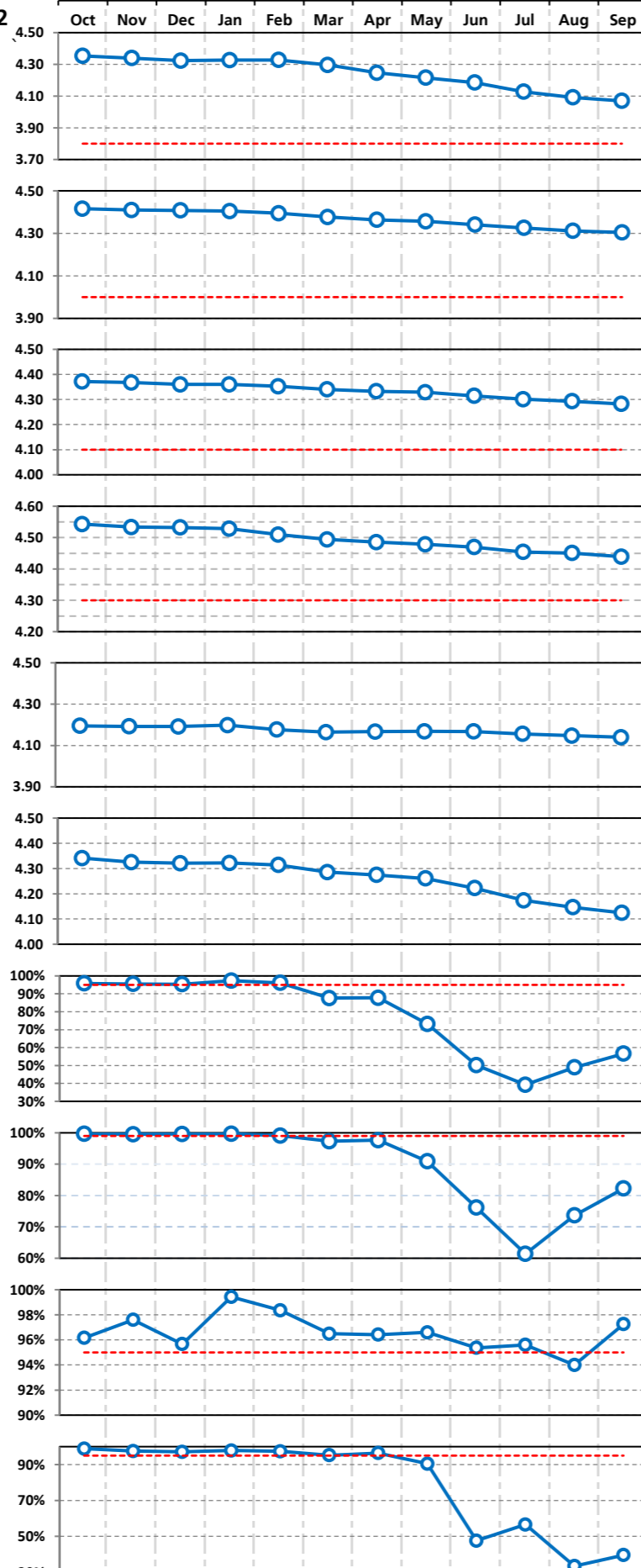
# Terminal 5 Performance Report September 2022

Classification: Public

0

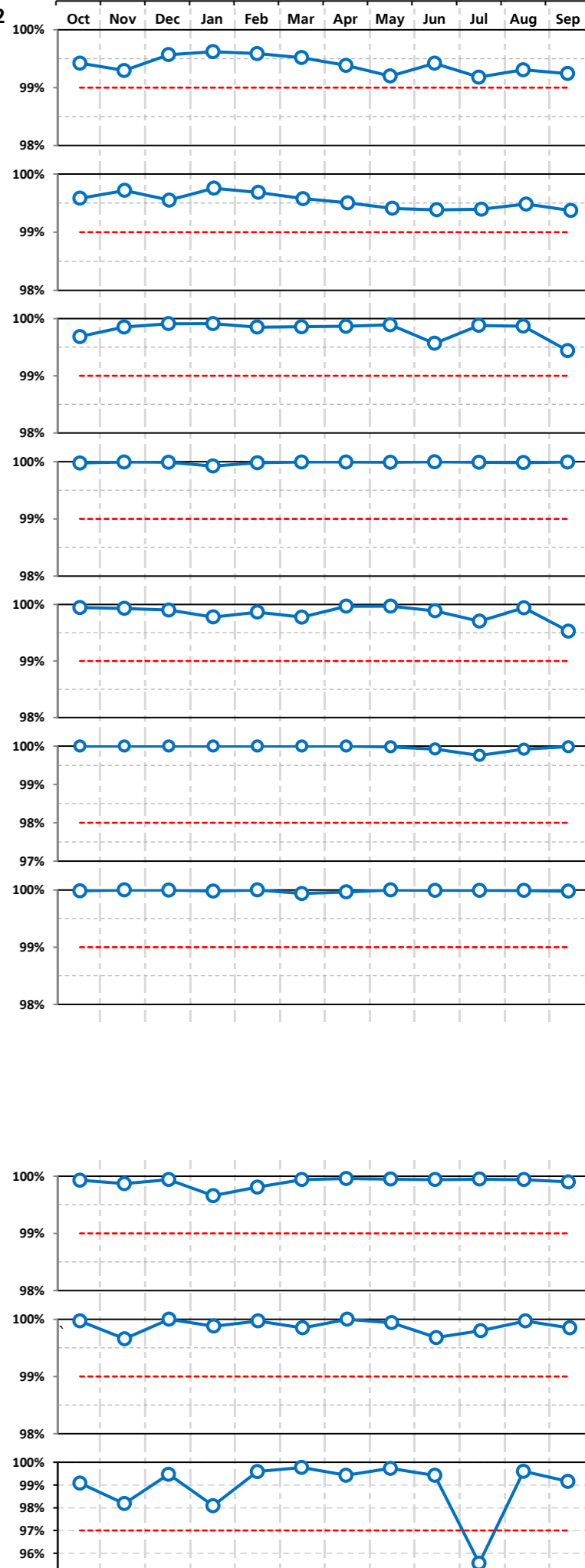
## Passenger Experience and Service Level Performance

	Target	Sep-22	vs. Aug-22
<b>Departure lounge seat availability*</b> Ease of finding a seat	3.80	4.07	▼-0.02
<b>Cleanliness*</b> Overall cleanliness of the terminal	4.00	4.30	▼-0.01
<b>Wayfinding*</b> Ease of finding your way around the airport	4.10	4.28	▼-0.01
<b>Flight information*</b> Accuracy and ease of finding flight information	4.30	4.44	▼-0.01
<b>Wi-Fi*</b> Ease of using WiFi		4.14	▼-0.01
<b>Security*</b> Passenger satisfaction		4.12	▼-0.02
<b>CSA queues - Times queue &lt;5 minutes</b> Based on 15min time periods measured	95.00%	56.59%	▲7.68%
<b>CSA queues - Times queue &lt;10 minutes</b> Based on 15min time periods measured	99.00%	82.23%	▲8.57%
<b>Staff search</b> Based on 15min time periods measured	95.00%	97.25%	▲3.25%
<b>Transfer Search</b> Based on 15min time periods measured	95.00%	39.47%	▲6.16%



## Service Level Performance

	Target	Sep-22	vs. Aug-22
<b>PSE (General)</b> Availability of Passenger Sensitive Equipment (General)	99.00%	99.24%	▼-0.07%
<b>PSE (Priority)</b> Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.37%	▼-0.11%
<b>Stands</b> Availability of stands	99.00%	99.44%	▼-0.43%
<b>FEGP</b> Availability Fixed Electrical Ground Power	99.00%	99.99%	▲0.01%
<b>Jetties</b> Availability of Air-Bridges	99.00%	99.53%	▼-0.41%
<b>PCA</b> Availability of Pre-Conditioned Air	98.00%	99.98%	▲0.06%
<b>SEGs</b> Availability of Stand entry guidance	99.00%	99.98%	▼-0.01%
<b>Arrivals reclaims</b> Bag reclaim belts availability	99.00%	99.90%	▲66.59%
<b>TTS - One car</b> Track Transit System - one car availability	99.00%	99.85%	▼-0.12%
<b>TTS - Two cars</b> Track Transit System - % time two cars available	97.00%	99.16%	▼-0.44%



**Notes:**  
\*SQRB calculation is based on an T5 Security queue (CSA) rebate capped after 6 payments year to date.

## Financial Report - Bonus and Rebates

### Rebates:

**Rebate** : Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

	Sep - 2022		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
<b>Departure lounge seat availability</b>		£ -	£ -	0
Cleanliness		£ -	£ -	0
<b>Wayfinding</b>		£ -	£ -	0
Flight information		£ -	£ -	0
<b>CSA queues - Both</b>	✘	£ -	£ 6,748,428.00	6
Staff search	✔	£ -	£ 427,090.09	1
<b>Transfer search</b>	✘	£ 562,031.69	£ 2,810,158.44	5
PSE (General)	✔	£ -	£ -	0
<b>PSE (Priority)</b>	✔	£ -	£ -	0
Stands	✔	£ -	£ -	0
<b>FEGP</b>	✔	£ -	£ -	0
Jetties	✔	£ -	£ -	0
<b>PCA</b>	✔	£ -	£ -	0
SEGs	✔	£ -	£ -	0
<b>Pier Service</b>				
Arrivals reclaims	✔	£ -	£ -	0
<b>TTS - % Both</b>	✔	£ -	£ 337,353.94	1
		£ 562,031.69	£ 10,323,030.47	13

### Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Sep - 2022		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
<b>Departure lounge seat availability</b>	MAA	4.10	4.50	4.07	£ -	£ 1,060,861.60	7	
Cleanliness	MAA	4.20	4.50	4.30	£ 7,523	£ 861,953	9	
<b>Wayfinding</b>	MAA	4.20	4.50	4.28	£ 104,390	£ 1,445,977	9	
Flight information	MAA	4.40	4.70	4.44	£ 48,776	£ 946,566	9	
					£ 160,689	£ 4,315,358	34	

### 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 2022 - December 2022

# Heathrow

*Making every journey better*