

General Notice

Tariffs with effect from 1 January 2022

Date: 30 November 2021

Reference: 01/22

Tariffs affected

From 1 January 2022

- **Airside licences**
- **Baggage**
- **Electricity**
- **Fixed electrical ground power (FEGP)**
- **Hold baggage screening (HBS)**
- **Passengers requiring support (PRS)**
- **Pre-conditioned air (PCA)**
- **Staff car parking**
- **Staff identity cards and vehicle apron passes**
- **Waste services**
- **Water**
- **Airline Operators Committee (AOC)**

1.0 INTRODUCTION

This General Notice (“**GN**”) sets out the charges for the services listed above at Heathrow Airport effective 1 January 2022. This GN supersedes GN 03/21 published on 16 July 2021.

Heathrow’s Other Regulated Charges (“**ORC**”) are governed by the economic licence (“**Licence**”) set by the Civil Aviation Authority (“**CAA**”) as well as the agreed principles set out in the Other Regulated Charges Protocol (“**ORC Protocol**”).

In October 2021, the CAA published their Initial Proposals¹ (“**IPs**”) for the next regulatory period, known as H7. The final regulatory framework for the H7 period will be published by the CAA during 2022 and will cover the period from 2022 to 2026. In the interim, this GN has been prepared in line with the H7 consultation process and the CAA’s IPs. This includes the removal of allocated costs and annuities from the charges set out below, which are being included in aeronautical charges instead. Should the final H7 regulatory framework lead to a requirement for changes to be made to this GN and/or the ORC Protocol, this GN and/or the ORC Protocol will be amended and republished at an appropriate point following the final regulatory framework being published. Users should note that if the final H7 framework requires allocated costs and annuities to be charged as part of ORCs, then such charges will become immediately due on all ORCs paid in 2022 prior to the date on which the final H7 Licence and amended GN come into effect.

Heathrow has provided transparency on the cost build up set out in this GN to the Other Regulated Charges Group (“**ORCG**”) and a Non-airline ORC User Group via the publication of ORC Pricing Packs on the 25th October 2021 and subsequent sessions held on the 28th October 2021. No objections were received to the pricing approach at the ORCG held on the 24th November 2021.

ORC pricing is based on the following principles and transparency arrangements²:

- Prices are set to enable only the recovery of costs (no profit margin is included);
- Costs consist of direct expenditure only. Annuities and allocated costs have been removed from ORC individual unit prices as set out in Heathrow’s marginal cost approach incorporated into the Revised Business Plan (“**RBP**”) submission and in alignment with the CAA’s Initial Proposals;
- No cross-subsidisation of income between categories occurs;
- Where income is greater than the costs in the previous year, this “over recovery” will be returned by a reduction in prices the following year, the opposite is true where an “under recovery” has been generated;
- Pricing must be supported by transparency on costs and revenues and externally verified Trading Statements.

If you have any questions concerning the new charges or require further information relating to ORCs or Heathrow’s Other Regulated Charges Group, please contact us at: halorc@heathrow.com or visit: <https://www.heathrow.com/company/doing-business-with-heathrow/regulated-charges>.

¹ <https://consultations.caa.co.uk/economic-regulation/h7-initial-proposals-october-2021/>

² Note that these pricing and transparency principles may also require amendment following publication of the final H7 Licence.

2.0 BACKGROUND

Prices in this GN cover the period 1 January – 31 December 2022. Heathrow is awaiting a final decision from the CAA on H7 regulatory arrangements and framework, which is expected in mid-2022. This GN has been drafted in line with the CAA's IPs.

Heathrow and the ORCG have continued to review costs which formed the basis of the pricing consultation, in line with the CAA IPs. Key elements are as follows:

- Annuities and allocated costs are being removed from individual unit ORC prices as set out in the CAA's IPs and will be recovered through airport charges;
- Business Rates are being removed from individual unit ORC prices as set out in the CAA's IPs;
- Prior year over or under recoveries (as verified by external auditors) are accounted for in the prices effective 1 January 2022 unless stated otherwise;
- Check-in desks and Common use self service (CUSS) kiosks, Common IT Infrastructure and Gas have been removed as ORCs for H7 and will be recovered through airport charges;
- Fixed Electrical Ground Power ("**FEGP**") and Pre-Conditioned Air ("**PCA**") will continue to be invoiced based on metered consumption;
- Hold Baggage Screening ("**HBS**") will continue to be an ORC, following the CAA Decision Letter dated 30 July 2020³; and
- The assumption built into pricing is that Terminal 4 remains closed as a normal passenger operating terminal throughout 2022 used only as a Red List Arrival Facility.

³ <https://www.caa.co.uk/Commercial-industry/Airports/Economic-regulation/Licensing-and-price-control/Economic-licensing-of-Heathrow-Airport/>

3.0 PRICING

All prices set out in this GN are exclusive of VAT.

The prices set out in this GN will be effective from 1 January 2022 and will continue in force unless and until updated by a further GN. Heathrow reserves the right to amend prices during the year where a material change occurs which significantly impacts the assumptions upon which these prices were initially based or to take into account the outcome of any escalation. Prior to implementing any changes, Heathrow will consult with the ORCG and a Non-airline ORC User Group on matters relevant to the respective governance groups. Additionally, as set out above, should the final H7 regulatory framework lead to a requirement for changes to be made to this GN, this GN will be amended and republished in due course.

The prices set out in this GN take into account:

- 2022 costs;
- Any under or over recoveries shown in the Trading Statements for 2020, not previously included in the pricing for 2021; and
- any forecasted over or under recovery relating to 2021 (covering the 12 months from 1 January 2021 to 31 December 2021).

The drivers of cost base increases and decreases are set out below and/or have been explained and recorded through ORCG and Non-airline ORC User Group engagement.

Airside licences

Airside licence costs consist of the operating and maintenance costs of the ramp operations' team as well as the under recovery generated during 2021. Changes to these costs are consulted at the Airport Users' Committee ("**AUC**"). The annuities and allocated costs have been removed from the airside licences unit price, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

In 2022, the IATA Safety Audit for Ground Operations ("**ISAGO**") costs are introduced as part of the Airside Licence price. This cost of £136,000 has been spread over two years reflecting the validity of accreditation and smoothing the price impact, as consulted on with the AUC.

The price for 2022 will be £3,866 per licence per annum for the period 1 January – 31 December 2022.

Baggage

Baggage costs consist of direct costs which include operations and maintenance of the infrastructure and utilities. Business rates and allocated costs have been taken out of the baggage unit price, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

Bag volumes are calculated using a bag per departing passenger ratio. The unit rate for 2022 is based on 20.20m departing bags in the period 1 January to 31 December 2022.

Baggage prices will continue to be charged on a 'per departing bag' basis and will continue to cover the costs of all departing bags, arriving bags, transferring of bags and gate bags. This charge will be invoiced monthly in arrears against each airline's actual number of direct and transferring departing bags as reported in MerlinLite.

The main drivers impacting the 2022 baggage price are: the increase in expected bag volumes, removal of the Government Retention Scheme and the decreased utilities cost due to the removal of annuity and allocated costs from the electricity unit price.

The price for 2022 will be £4.43 per departing bag for the period 1 January – 31 December 2022.

Electricity

Electricity costs consist of the purchase costs for the provision of high and low voltage electricity at the airport. The annuities and allocated costs have been taken out of the electricity unit price, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

Forecast consumption is used to calculate average unit prices for electricity.

The main drivers impacting the 2022 electricity price are: the increase in purchase price, partially offset by hedging through mid 2022, the under recovery generated during 2021.

Only High Voltage users pay the Capacity Charge.

Individual prices are as set out in the Pricing Schedule of this GN.

Fixed Electrical Ground Power (FEGP)

FEGP costs consist of direct costs which include staff, maintenance, parts and electricity costs. Electricity costs are calculated using the airport rate set out in the Pricing Schedule of this GN. The annuities and allocated costs have been taken out of the FEGP unit price, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

Consumption will continue to be billed on a per kilowatt hour ("kwh") basis. Automatic Meter Reading ("AMR") meters have been installed on the FEGP equipment enabling electricity consumption to be measured at five minute intervals. Meter data is cross referenced with aircraft on stand data to create an invoice showing the number of kwh consumed. There is no maximum cap per day, the actual kwh used are invoiced.

The price for 2022 will be £0.19 per kwh for the period 1 January – 31 December 2022.

Hold Baggage Screening (HBS)

Following the CAA Hold Baggage Screening ("HBS") decision letter dated 30 July 2020, HBS will continue to be charged as an ORC. HBS costs consist of direct costs, which include staff costs and operational contract and consultancy costs.

Bag volumes are calculated using a bag per departing passenger ratio. The unit rate is based on 20.20m departing bags in the 1 January to 31 December 2022 pricing period.

HBS prices will be charged on a "per departing bag" basis and will cover the costs of all departing bags, arriving bags, transferring of bags and "gate bags". This charge will be invoiced monthly in arrears against each airline's actual number of direct and transferring departing bags as reported in MerlinLite.

The main drivers impacting 2022 HBS price are the introduction of the London Living Wage and the increase in expected bag volumes.

The price for 2022 will be £0.33 per departing bag for the period 1 January – 31 December 2022.

Passengers Requiring Support ("PRS")

The cost of the PRS service consists of the direct operating cost, which is primarily the costs of the contracted service provider. The allocated costs have been taken out of the PRS unit prices, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

The main driver impacting the 2022 charges is the increased volume of passengers forecast for 2022.

The pre-notification charging categories and bandings have been reviewed as a result of the impacts of the Covid-19 pandemic and, in consultation with the ORCG, are reverting to the 2018 bandings as set out further below. Heathrow and the service providers are committed to working with the airlines to help improve their pre-notification levels.

The pre-notification threshold will revert to the regulation 36 hours and it should be noted that a valid pre-notification must include the following:

- Passenger name (first initial and full last name).
- Flight details into or out of LHR (including date).
- Full Special Service Request (SSR) code.
- Type of assistance and/or equipment required.

Where assistance information has been received from a PRS passenger, as per Article 6 of Regulation EC 1107/2006 (as has been made 'retained EU law' following the UK's exit from the European Union in accordance with the European Union (Withdrawal) Act 2018 and as amended from time to time) ("**PRS Regulation**"), airlines have an obligation to pre-notify the airport with that assistance information. The above PRS information is required by Heathrow in order to provide assistance in accordance with the PRS Regulation. The pre-notification performance is important in that it facilitates the most efficient use of resources and therefore impacts on cost.

The charges for PRS are as follows, for the period 1 January – 31 December 2022:

- **Category 1** – at 65%+ pre-notification at 36 hours shall be **£1.12** per departing passenger.
- **Category 2** – between 50% and 64.99% pre-notification at 36 hours shall be **£1.32** per departing passenger (consisting of £1.12 base price + £0.20 supplement).
- **Category 3** – less than 49.99% pre-notification at 36 hours shall be **£3.23** per departing passenger (consisting of £1.12 base price + £2.11 supplement).

Pre-conditioned air ("PCA")

Heathrow is working in collaboration with the airline community to evaluate future PCA options. These options will be consulted on at ORCG.

During this period, Heathrow has agreed to hold the price of PCA at a discretionary reduced rate of £1.00 per kwh notwithstanding, and without prejudice to, Heathrow's right to charge PCA at a higher rate reflective of the direct costs of PCA to Heathrow. At the time of pricing there was an under recovery of £18.82m

Staff car parking

Staff car parking costs consist of direct costs which include bussing and fuel, car park management, property costs and maintenance. The annuities, allocated costs and business rates have been taken out of the staff car parking unit price, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

The main drivers impacting the 2022 staff car parking price are the re-opening of car parks in 2022 and the increase in fuel costs as a result of a change in taxation treatment by HMRC from 1 April 2022, as well as the 2021 under recovery.

A forecast under recovery of £7.68m in the period 1 January – 31 December 2021 is being carried forward and recovered in the 1 January to 31 December 2022 pricing period.

The price of the perimeter pass will decrease to £1,092.83 per annum for the period 1 January – 31 December 2022.

The staff car park passes are charged for each month, or part month, that a pass is active. Invoices are sent quarterly in arrears, after each quarter finishes. If a pass is cancelled or submitted during a

month, the pass will be still charged for the full month regardless of the time of the pass is cancelled or submitted.

For further information on parking quotas and access, please contact:
employeeparking@heathrow.com.

Staff identity cards and Vehicle Apron Passes (“VAPs”)

The cost of the staff identity card and vehicle apron pass service consists of direct costs which include administrative and property costs. The annuities and allocated costs have been taken out of the staff identity cards unit price, in line with the marginal cost approach adopted for H7 and the CAA’s IPs.

The main driver impacting 2022 price is the increased number of passes forecast in 2022, as well as the 2021 under recovery.

A forecast under recovery of £0.76m in the period 1 January – 31 December 2021 is being carried forward and recovered in the 1 January to 31 December 2022 pricing period.

The price per originating staff identity card application will be £62.65, a temporary employment pass will be £31.33 and a temporary visitor pass will be £4.00, for the period 1 January – 31 December 2022.

Accreditation Checks – new from 2022

In 2022, there is a regulatory change that will see background checks move to enhanced background checks and all airside pass holders will become subject to ongoing review by the Home Office. This is known as an “Accreditation Check”. These requirements result in an additional application process and charge in addition to the Heathrow Staff identity card process.

From 1 January 2022, an Accreditation Check must be ‘granted’ by the Home Office before any application can be made for new airside passes or in advance of renewal of airside passes. In addition, by 30 June 2024, all existing pass holders must also have been granted an Accreditation Check. Once obtained, all passes will be subject to ongoing review. These new requirements carry IT and staff costs, as well as the charge from the Home Office.

The unit price for this Accreditation Check and the ongoing review is £13.75 per pass application for the period from 1 January – 31 December 2022, chargeable for full airside passes.

A charge will be levied per Accreditation Check submission regardless of whether the check is granted, refused or returns an error. A full pass application can only be submitted if an Accreditation Check has been granted. The charge for the full pass application of £62.65 still remains and is applied following the normal process for Staff identity cards.

Vehicle Apron Passes (“VAPs”)

The income from VAPs forms part of the ORC income for the ID Centre. Heathrow has adjusted the forecast number of passes from 350 to 400 as a result of expected higher volumes. Changes to these fees are consulted at the AUC.

The 2022 charges per emissions category per vehicle per annum will remain unchanged as follows:

- Tier A: £16.77
- Tier B: £33.53
- Tier C: £50.30
- Tier D: £0.00 (free)

The below three tables explain the vehicle specifications that fall under each tier.

Full Road Vehicle Apron Pass (VAP) - Permanent Livery					
Prices (annual)	-	Tier A - £16.77	Tier B - £33.53	Tier C - £50.30	Tier D - £0.00
Year of manufacture	-	1st March 2015 – onwards	1st March 2009 – 28th / 29th Feb 2015	1st March 2000 – 28th / 29th Feb 2009	1st March 2000 – onwards
Euro Classification	-	Euro 6	Euro 5	Euro 4 & 3	Full electric / Hydrogen
Fuel type	-	<i>Fuel Type</i>	<i>Fuel Type</i>	<i>Fuel Type</i>	
Vehicle types (price/tier will be dependant on the fuel type it uses)	Blue Light Minibus Coach (Over 16-seater) Catering Vehicle Detainee Vehicle Service Water/Toilet Truck Aircraft refuelling Truck HGV (Heavy Good Vehicle) Lorry mounted support equipment De-icing Rig LDV (light duty vehicle) VIP Vehicle Car Small Van Large Van Airstart vehicle Security Truck / Van for transporting high Value goods vehicles Armoured Vehicle Road and Non Road / GSE Equipment	Red Diesel (Gas Oil) White Diesel (DERV) Petrol Hybrid Electric Petrol Hybrid Diesel LPG CNG Other Fuel	Red Diesel (Gas Oil) White Diesel (DERV) Petrol Hybrid Electric Petrol Hybrid Diesel LPG CNG Other Fuel	Red Diesel (Gas Oil) White Diesel (DERV) Petrol Hybrid Electric Petrol Hybrid Diesel LPG CNG Other Fuel	Full electric / Hydrogen Vehicle (more information below)

Full Road Vehicle Apron Pass (LDVAP) - Private with temporary Livery					
Prices (annual)	-	Tier A - £1654.50	Tier B - £1654.50	Tier C - £1654.50	Tier D - £0.00
Euro Classification	-	Euro 6	Euro 5	Euro 4 & 3	Full electric / Hydrogen
Fuel type	-	<i>Fuel Type</i>	<i>Fuel Type</i>	<i>Fuel Type</i>	
Vehicle types (price/tier will be dependant on the fuel type it uses)	Blue Light Minibus Coach (Over 16-seater) Catering Vehicle Detainee Vehicle Service Water/Toilet Truck Aircraft refuelling Truck HGV (Heavy Good Vehicle) Lorry mounted support equipment De-icing Rig LDV (light duty vehicle) VIP Vehicle Car Small Van Large Van Airstart vehicle Security Truck / Van for transporting high Value goods vehicles Armoured Vehicle	White Diesel (DERV) Red Diesel (Gas Oil) Petrol Hybrid Electric Petrol Hybrid Electric Diesel LPG Hydrogen CNG Other Fuel	White Diesel (DERV) Red Diesel (Gas Oil) Petrol Hybrid Electric Petrol Hybrid Electric Diesel LPG Hydrogen CNG Other Fuel	White Diesel (DERV) Red Diesel (Gas Oil) Petrol Hybrid Electric Petrol Hybrid Electric Diesel LPG Hydrogen CNG Other Fuel	Full electric / Hydrogen Vehicle (year of manufacture 1st March 2000 – onwards, more information below)

Full Non-road Vehicle Apron Pass (VAP) / GSE - Permanent Livery					
Prices (tier)	-	Tier A - £16.77	Tier B - £33.53	Tier C - £50.30	Tier D - £0.00
Year of Manufacture	-	1st September 2014 - Onwards	1st March 2009 - 31st August 2014	1st March 2000 – 28th / 29th Feb 2009	1st March 2000 – onwards
Euro Classification	-	Euro 6 / Stage VI / Stage VII	Euro 5 / Stage V	Euro 4 & 3 / Stage II / Stage III / Stage IV	Full electric / Hydrogen
Power Rating	-	0 - <19 Kw/19Kw - <37Kw/37Kw - 75Kw/75Kw - <130Kw/130Kw - <560Kw / 560K +	0 - <19 Kw/19Kw - <37Kw/37Kw - 75Kw/75Kw - <130Kw/130Kw - <560Kw / 560K +	0 - <19 Kw/19Kw - <37Kw/37Kw - 75Kw/75Kw - <130Kw/130Kw - <560Kw / 560K +	
Fuel Type	-	<i>Fuel Type</i>	<i>Fuel Type</i>	<i>Fuel Type</i>	
Vehicle types (price/tier will be dependant on the fuel type it uses)	Baggage Tug Loading Elevator Conveyor Belt Construction Plant / Equipment Crane / Lifting Equipment or tall Vehicle Mobile Elevated work platform Ground Support Equipment Push Back Tug Aircraft Tug Drivable Stairs	Red Diesel (Gas Oil) White Diesel (DERV) Petrol Hybrid Electric Petrol Hybrid Diesel LPG CNG Other Fuel	Red Diesel (Gas Oil) White Diesel (DERV) Petrol Hybrid Electric Petrol Hybrid Diesel LPG CNG Other Fuel	Red Diesel (Gas Oil) White Diesel (DERV) Petrol Hybrid Electric Petrol Hybrid Diesel LPG CNG Other Fuel	Full electric / Hydrogen Vehicle (more information below)

For further guidance please contact your Licence Manager in the Heathrow ramp operations team.

In consultation with the AUC, hybrid vehicles will continue to be charged at Tier A category. A hybrid vehicle is one that uses two forms of power, for example an electric motor and a combustion engine or battery and fuel cells. Hybrid vehicles also include the following types of vehicles: Battery Electric Vehicle (BEV), Hybrid Electric Vehicle (HEV) and Plug-In Hybrid Electric Vehicles (PHEV).

To be included in the hybrid/Tier A category, the vehicle must comply with the following technical characteristics:

- Vehicles (cars) that have CO₂ emissions of less than 50g/km and can travel at least 112km (70 miles) without any emissions at all;
- Vehicles (vans) that have CO₂ emissions of less than 75g/km and can travel at least 16km (10 miles) without any emissions at all;
- Vehicles (large vans) that CO₂ emissions of at least 50% less than the equivalent conventional Euro VI vehicle that can carry the same capacity. They can travel at least 16km (10 miles) without any emissions at all.

The prices for temporary passes will remain unchanged as follows:

- Temporary month pass: £31.63/month;
- Temporary private vehicle apron passes: £137.88/month.

The un-surrendered passes charge is no longer applicable, and the £150.00 charge will relate to the expired passes not handed back.

Waste services

Waste services costs consist of direct costs, which include waste contracts and staff costs. The annuities and allocated costs have been taken out of the waste unit prices, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

A forecast under recovery of £0.236m in the period 1 January – 31 December 2021 is being carried forward and recovered in the 1 January to 31 December 2022 pricing period.

Tiered prices are calculated to reflect the greater use of the service by some operators and are set out in the Pricing Schedule of this GN.

There are two types of waste charge:

- Refuse Area Charge; and
- Refuse Bin Room Charge.

The main driver for 2022 waste charges price is the change in outlet mix as a result of terminals returning to full use for the full year in 2022.

The Refuse Area base charge will be £69.49 per assessed unit per quarter. Refuse Area prices will continue to be charged on a "per assessed unit basis" where one unit equals 250 sq. ft.

The Refuse Bin Room base charge (only applicable in Terminal 2 and Terminal 5) will be £773.46 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a "per outlet basis".

The "Green Tier" introduced as of 1 January 2019 will continue in 2022. In line with Heathrow's sustainability targets articulated in Heathrow 2.0, a set of reduced prices is being introduced to encourage the sustainable behaviours with regard to waste disposal. Examples of these behaviours include delivering items in reusable packaging such as reusable plastic crates instead of cardboard, increased recycling and an overall significant reduction in waste etc.

- The Green Tier Refuse Area base charge will be £60.72 per assessed unit per quarter, where one unit equals 250 sq. ft.
- The Green Tier Refuse Bin room base charge will be £675.84 per outlet per quarter. Refuse Bin Room prices will continue to be charged on a “per outlet basis”.

The full schedule of waste prices can be found in the attached Pricing Schedule of this GN.

To apply for the incentivised Green Tier prices, customers must write to halorc@heathrow.com explaining why they qualify for the lower price. Heathrow will assess this application and apply the new charge, if successful, to be applicable from the following quarter. Successful applications, excluding specific company information, will be available to allow for transparency as to how to achieve the lower charge. Heathrow will audit waste activities to ensure that the agreed behaviours are being maintained and reserves the right to amend the charge to the standard tariff if the correct behaviours are not being displayed.

Water

Water costs consist of direct costs, which include supply purchase costs, staff and maintenance costs. The annuities and allocated costs have been removed from Water unit prices, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

Forecast consumption is then used to calculate average unit prices for water.

A forecast under recovery of £1.66m in the period 1 January – 31 December 2021 is being carried forward and recovered in the 1 January to 31 December 2022 pricing period.

The main drivers impacting the 2022 price are the increased maintenance costs and the brought forward under recovery.

The Water and Sewerage charge is £8.60 per cubic metre, for the period 1 January – 31 December 2022.

A breakdown of the individual water prices is set out in the Pricing Schedule of this GN.

In circumstances where a user has a separate trade effluent consent from Thames Water, Heathrow levies charges for the supply of water only i.e. the sewerage proportion of the charge is removed.

Airline Operators Committee (AOC)

AOC costs consist of facilities and resource costs. The allocated costs have been taken out of the AOC unit price, in line with the marginal cost approach adopted for H7 and the CAA's IPs.

The price will be £0.0203 per departing passenger for the period 1 January – 31 December 2022.

4.0 PAYMENTS AND DISPUTES

Payments

Payment of invoices must be dealt with in accordance with the relevant contract between yourself and Heathrow, for example (but not limited to), the Conditions of Use, the Ground Operations Licence, a Lease or Licence or any other relevant contract. To the extent that there is no relevant contract in place, or any contract does not include payment terms relevant to ORC invoices, the following applies:

- Payments to Heathrow shall be made without set-off or deductions (including taxes or charges). If the applicable law requires any tax or charge to be deducted before payment the amount shall be increased so that the payment made will equal the amount due to us as if no such tax or charge had been imposed. It is your responsibility to provide full remittance details of payments made to us. All remittances should be emailed to: remittances@heathrow.com.
- The amount of charges you must pay is set out in and/or calculated in accordance with the published prices incorporated within the GN and set out on the invoice sent to you.
- All sums due which are not paid on the due date shall bear interest at a per annum rate of 3% higher than the Bank of England base rate, or 8% per annum, whichever is higher, calculated on a daily basis from the date when such sums were due until the date of payment (both dates inclusive).

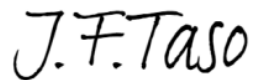
Disputes

Disputes regarding specific ORC invoices must be dealt with in accordance with the relevant contract between yourself and Heathrow, for example (but not limited to), the Conditions of Use, the Ground Operations Licence, a Lease or Licence or any other relevant contract. To the extent that there is no relevant contract in place, or any contract does not include dispute terms relevant to ORC invoices, the following applies:

- Without prejudice to our rights under any applicable contracts and the law, if there is a genuine dispute between a party and Heathrow concerning an ORC invoice, then the party must write to Heathrow by email within 10 days of the invoice due date, to BSC-Disputes-Management@heathrow.com.
- In that email, the party must provide, at minimum, the following information in order for Heathrow to accept a dispute for consideration:
 - o Invoice number.
 - o Total amount of the invoice in dispute.
 - o The specific reasons for the dispute.
 - o Supporting evidence.
- A member of the team will aim to respond within 10 days of receiving notification of a dispute in accordance with the above.

5.0 FURTHER INFORMATION

If you have any questions concerning the new charges or require further information relating to other regulated charges or Heathrow's Other Regulated Charges Group, please contact halorc@heathrow.com or visit Heathrow's website <https://www.heathrow.com/company/doing-business-with-heathrow/regulated-charges>.

A handwritten signature in black ink that reads "J. F. Taso". The letters are cursive and slightly slanted to the right.

Joanna Taso Aviation Director
For and on behalf of Heathrow Airport Limited

Distribution: Full
Enc

HEATHROW AIRPORT LIMITED

General Notice: Tariffs with effect from 1 January 2022

Pricing Schedule

Product/ service				Effective 01-08-2021	Effective 01-01-2022
	units charged			unit price	unit price
Airside Licences	per licence			£3,309	£3,866
Baggage	per bag			£13.47	£4.43
Electricity					
Electricity Low Voltage – supply	per kwh			£0.119	£0.145
Electricity Low Voltage – infrastructure	per kwh			£0.243	£0.071
Electricity High Voltage – supply	per kwh			£0.119	£0.145
Electricity High Voltage – infrastructure	per kwh			£0.130	£0.038
Electricity (Capacity)	per kva/ month			£3.63	£4.02
FEGP	per kwh			£0.87	£0.19
Passengers requiring support (PRS)					
Category 1 (Above 65% at 36 hrs)	per departing passenger			£2.86	£1.12
Category 2 (50% to 64.99% at 36 hrs)	per departing passenger			£3.37	£1.32
Category 3 (less than 49.99% at 36 hrs)	per departing passenger			not in place	£3.23
Pre-conditioned air (PCA)	per kwh			£1.00	£1.00
Staff car parking					
Perimeter passes ▲	per pass			£1,614.36	£1,092.83
Lost passes	per disc or per card			£30.00	£30.00
Staff identity cards					
Temporary photographic ID pass (Visitor Pass)	per pass application			£4.00	£4.00
Temporary photographic ID pass (Employment pass)	per pass application			£32.25	£31.33
Full ID per Originating Application	per pass application			£64.51	£62.65
Accreditation check	per pass application			n/a	£13.75
Penalty charge for lost or stolen pass -64k	per pass			n/a	n/a
Machine readable ID pass – landside	per pass			n/a	n/a
32k machine readable ID pass - amendment	per pass			FREE	FREE
64k machine readable ID pass amendment	per pass			FREE	FREE
Application "no show"	per "no show"			£62.00	£62.00

All unsurrendered passes (60 days+ from expiry)	per pass			£150.00	£150.00
Vehicle apron passes					
Liveried vehicle airside pass – annual Tier A	per pass			£16.77	£16.77
Liveried vehicle airside pass – annual Tier B	per pass			£33.53	£33.53
Liveried vehicle airside pass – annual Tier C	per pass			£50.30	£50.30
Liveried vehicle airside pass – annual Tier D	per pass			n/a	FREE
Liveried vehicle airside pass - temporary (per month)	per pass			£31.63	£31.63
Private vehicle airside pass – annual	per pass			£1,654.50	£1,654.50
Private vehicle airside pass – temporary (per month)	per pass			£137.88	£137.88
Expired passes (if found)	per pass			£150	£150

Product/ service			Effective 01-08-2021	Effective 01-01-2022
	units charged		unit price	unit price
Waste Services				
Refuse Area Charge				
Low Waste Use (e.g. Services)	per assessed unit per quarter		£63.11	£69.49
Low Waste Use GREEN TARIFF			£56.92	£60.72
Medium Waste Use (e.g. Shops)	per assessed unit per quarter		£72.59	£79.92
Medium Waste Use GREEN TARIFF			£65.47	£69.83
High Waste Use (e.g. Food and Beverage outlets)	per assessed unit per quarter		£82.05	£90.34
High Waste Use GREEN TARIFF			£74.01	£78.94
Refuse Bin Room Charge Δ				
Low Waste Use (e.g. Services)	per outlet per quarter		£1,060	£773.46
Low Waste Use GREEN TARIFF			£926	£675.84
Medium Waste Use (e.g. Shops)	per outlet per quarter		£3,458	£2,524.21
Medium Waste Use GREEN TARIFF			£3,021	£2,205.62
High Waste Use (e.g. Food and Beverage outlets)	per outlet per quarter		£6,397	£4,670.08
High Waste Use GREEN TARIFF			£5,590	£4,080.65
Water				
Water & sewerage	per cubic metre		£21.72	£8.60
Water supply only	per cubic metre		£16.80	£6.65
Waste water only	per cubic metre		£6.49	£2.57
Low Temperature Hot Water	per cubic metre		N/A	N/A
Chilled Water	per cubic metre		N/A	N/A
Domestic Hot Water	per cubic metre		£25.65	£10.16
Airline Operators Committee (AOC)	per departing passenger		£0.0796	£0.0203
Hold baggage screening (HBS)	per bag		£0.61	£0.33

Notes:

- ▲ Price shown represents an annualised price, 1/12th of which will be used when calculating a monthly charge when invoicing.
- Δ The refuse bin room charge is only applicable in Terminal 2 and Terminal 5.