

# Heathrow ground handlers performance report

Improving airport operations every day

Number of air traffic movements (ATMs) managed per year

# 480,000



Number of ramp handlers at Heathrow **8**

How your performance is measured

Maximum points available for each measurable area

## Safety

### 42 points

Turnround audits	10
Vehicle defect notices	5
Infringement notices	10
Driver penalty points	10
Aircraft incidents	5
Community safety sweep attendance	2

## Compliance

### 28 points

Environmental incidents	4
Publication of accurate ETD/TOBT (CDM)	10
Departures punctuality	5
Late dispatchers	5
ULD compliance	4



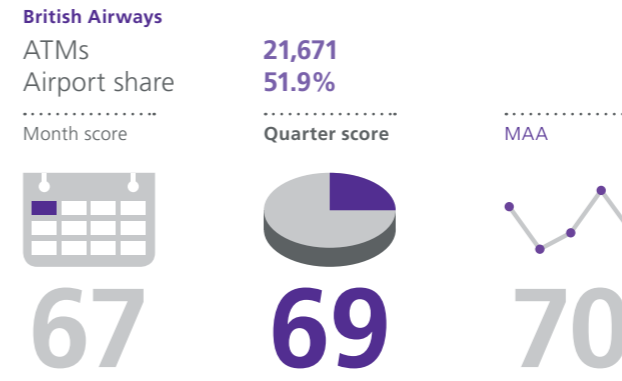
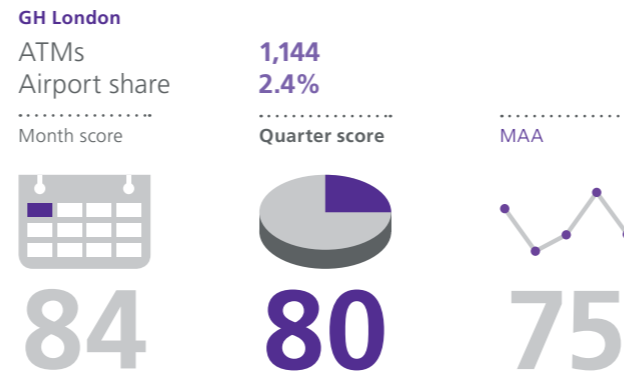
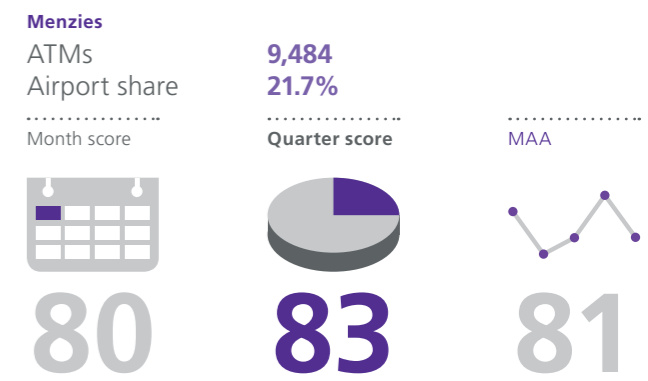
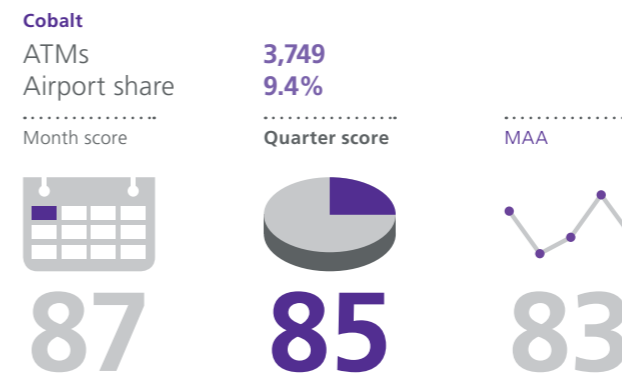
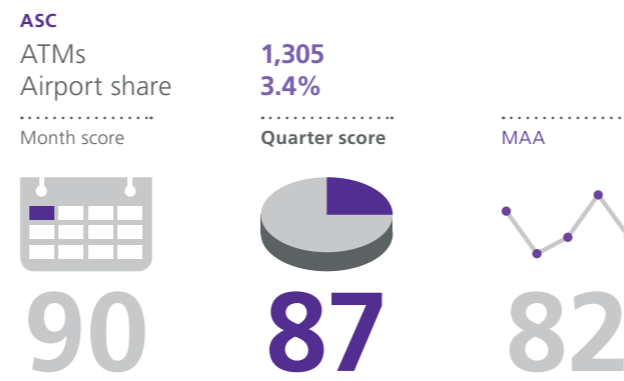
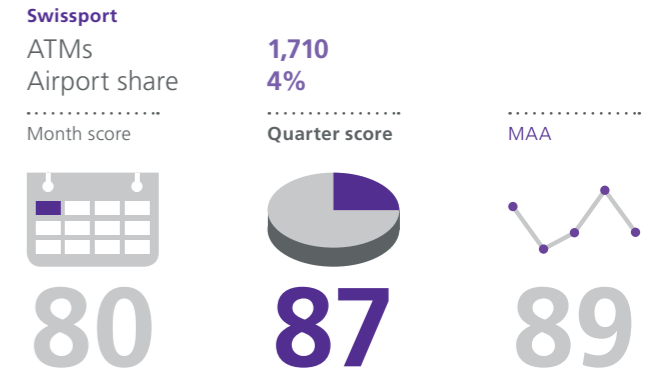
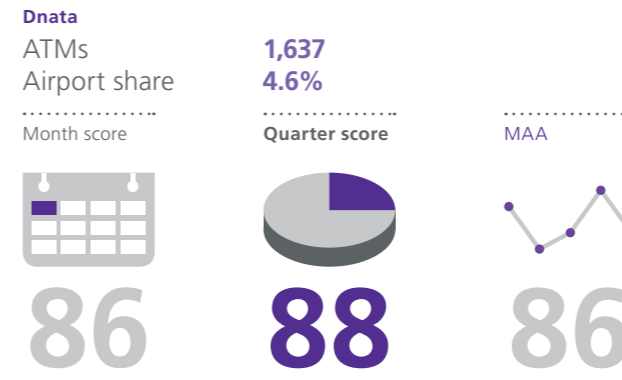
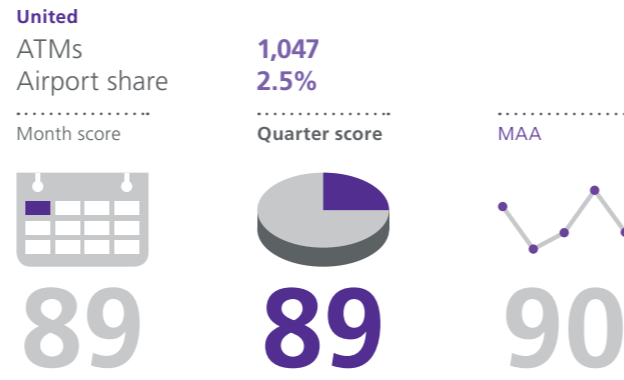
## Service delivery

### 30 points

Baggage – first bags	5
Baggage – last bags	5
Baggage – transfers	20

**Safety, compliance and service delivery = 100 points**

## Ramp handlers performance chart – July 2019



### Chart notes

**Quarter** = Last 3 months  
**MAA** = Moving Annual Average, The average score over the last 12 months  
Only 3rd-party handlers servicing >1% of monthly ATM are listed.