



HEATHROW: SEPTEMBER – DECEMBER 2023 UPDATE

February 2024

Heathrow

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Heathrow Operational Summary

Month	Passengers	Air Transport Movements	Cargo (Metric Tonnes)
September 2023	7,075,530	39,193	118,420
October 2023	6,959,939	40,201	133,265
November 2023	6,127,427	37,590	131,985
December 2023	6,699,434	37,789	128,203

- Heathrow welcomed over 26.9 million passengers between September and December 2023, a 3.7% increase on the 23.2 million passengers who travelled via the airport in the same period in 2022.
- The total volume of cargo handled by Heathrow this period was 511,873 metric tonnes.
- Monthly passenger levels in this period ranged from 6.1 million to almost 7.1 million. Traffic in September, October and December was above the 2022 peak of 6.3 million in July.
- September 2023 saw 7.1 million passengers, a higher number of passengers than September 2022 at 5.8 million.
- Total passenger numbers between January – December 2023 were 79.2 million.

Traffic Summary by Quarter

Passenger by Market

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pacific	Total
Sep 23	358,230	2,419,371	445,100	297,593	1,821,157	165,028	686,157	882,894	7,075,530
Oct 23	361,035	2,316,013	458,080	310,766	1,812,147	167,987	683,284	850,627	6,959,939
Nov 23	384,195	1,996,952	407,295	281,139	1,438,758	164,449	667,970	786,669	6,127,427
Dec 23	358,392	2,109,889	486,667	309,399	1,612,158	186,301	744,254	892,374	6,699,434

- Passenger numbers in this four-month period were higher across every market relative to those seen in 2022 for the same period, with the largest increases experienced in the Asia / Pacific market.
- Domestic UK flight passenger numbers also rose to over 1.4 million passengers between September - December 2023, up from 1.2 million in the same period in 2022.
- The EU market was the largest passenger market with over 8.8 million passengers in September – December 2023.

Cargo by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pacific	Total
Sep 23	12	7,404	3,503	5,890	45,188	4,213	21,103	31,106	118,420
Oct 23	8	8,055	3,466	6,498	49,118	4,346	24,296	37,478	133,265
Nov 23	10	9,187	3,401	8,029	49,502	4,740	25,032	32,085	131,985
Dec 23	14	8,289	3,167	7,882	48,662	4,502	23,662	32,025	128,203

- The volume of cargo handled by Heathrow totalled 511,873 metric tonnes this period, with October 2023 experiencing the highest volume handled since the start of 2023.
- North America remains Heathrow's largest cargo market, with 192,471 metric tonnes handled during this four-month period. This volume is higher than the same period in 2022, with 178,876 metric tonnes.

Cargo + Mail by Market (Metric Tonnes)

Month	UK	EU	Non-EU Europe	Africa	North America	Latin America	Middle East	Asia / Pacific	Total
Sep 23	17	7,795	3,622	5,990	46,729	4,245	21,386	32,080	121,864
Oct 23	8	8,473	3,603	6,591	50,872	4,368	24,584	38,303	136,803
Nov 23	10	9,658	3,591	8,109	51,629	4,773	25,407	33,054	136,230
Dec 23	14	8,841	3,372	7,977	51,333	4,554	24,091	33,092	133,274

Passenger Insights

Satisfaction and trends

Passenger satisfaction is rated on a five-point scale for multiple metrics:

QSM scale – 1 = Extremely Poor, 2 = Poor, 3 = Average, 4 = Good, 5 = Excellent

September

Overall satisfaction in Departures (4.25) was marginally higher than September 2019 driven by improvements in 'Wayfinding', 'Gate Comfort' and 'Walking Distance'. However, a large decline in performance compared to the same month in 2019 was observed for 'Ease of finding a Seat in the IDL', 'IDL Cleanliness' and 'Track Transit Waiting Time'.

Levels of satisfaction in Arrivals (4.34) were higher than September 2019, mainly due to uplifts seen in 'Disembarking Experience', 'Trolley Availability' and 'Toilet Availability'. However, we continued to see pressure with regards to waiting time in 'Track Transit' and 'Baggage Reclaim', with 'Immigration Waiting Time' also demonstrating a substantial decrease in satisfaction relative to September 2019.

Highlights:

- Compared to September 2019, passenger satisfaction with **Gate Comfort** (4.19) significantly increased, with a large improvement recorded in all Terminals. Both T3 (4.22) and T4 (4.25) achieved their third best result on record. Overall, the proportion of 'Excellent' ratings rose by 12% points, with T4 presenting the greatest uplift (16% points to 34%).
- A strong performance continued to be observed for **Check-in Staff Helpfulness and Attitude** (4.46), with T3 and T4 still rated the highest this month. Compared to the same period in 2019, passengers who reported using an airline check-in desk provided 6% points more 'Excellent' ratings for this attribute.
- Passenger perception of **Disembarking Experience** (4.26) was rated higher than 2019 levels for the sixth consecutive month. Apart from T5 (4.14), all Terminals were rated higher, with T4 (4.41) also achieving its second highest score on record. Passengers disembarking using an airbridge (4.36) were more satisfied than those using either stairs or buses (3.74). Those travelling on wide-body aircrafts also displayed higher satisfaction levels than those disembarking from narrow-body aircrafts.
- Satisfaction with '**Immigration Waiting Time**' (4.26) was at its lowest in this period and substantially below the same month in 2019. However, this was the second best September result on record. Satisfaction of passengers using the main channel (3.69) was significantly lower than September 2019, as the proportion of those perceiving waits of over 45 minutes increased from 9% to 27% in 2023.

October

Levels of satisfaction in Departures (4.30) showed a notable increase from October 2019 facilitated by improvements in many attributes, particularly 'Wayfinding', 'Check-in Cleanliness', 'Gate Comfort' and 'Walking Distance'. However, we continued to see a decline in performance compared to the same month in 2019 for 'Ease of finding a Seat in the Departure Lounge', 'Departure Lounge Cleanliness' and 'Track Transit Waiting Time'.

Overall satisfaction in Arrivals (4.44) was higher than October 2019, with substantial improvements seen for 'Disembarking Experience', 'Trolley Availability', 'Arrivals Hall Cleanliness' and 'Toilet Availability'. Despite this, pressure continued to be observed for 'Waiting Time' across 'Track Transit' and 'Baggage Reclaim'. A large decline was also seen for 'Immigration Waiting Time', but this is in comparison with an exceptionally strong performance during October 2019.

Highlights:

- Satisfaction with **Check-in Cleanliness** (4.50) was significantly higher than October 2019. Overall, 96% of passengers provided a positive rating, with the proportion of 'Excellent' ratings increasing to 54% (+14% points vs. October 2019). All Terminals experienced an improvement compared to the same month in 2019, particularly T3 (4.51) where 'Excellent' ratings rose by 25% points.
- Compared to October 2019, **Wayfinding within Terminal** in Departures (4.38) exhibited a substantial increase in satisfaction driven by a large improvement in T2 (4.46) and T3 (4.43), with passengers providing 13% points and 18% points more 'Excellent' ratings respectively.
- Satisfaction with **Trolley Availability** (4.61) in Arrivals continues to present a significant improvement compared to October 2019, based on the changes to team structure. A strong performance was observed across all Terminals, with around 70% of passengers in T4 and T5 considering this aspect 'Excellent'.
- Arriving passengers' satisfaction with **Toilet Availability** (4.39) was substantially higher than the same period in 2019. An uplift in satisfaction was seen across all Terminals, particularly T4 (4.45) which achieved one of its best results on record. Overall, satisfaction among Female passengers (4.41) showed a larger increase than Male passengers (4.36), with the former presenting a 13% points uplift in the proportion of 'Excellent' ratings to 48%.

- Satisfaction with **Baggage Reclaim Waiting Time** (4.18) has continued to be rated lower than the same month in 2019. However a moderate improvement was observed compared to the previous month. During October 2023, fewer passengers rated this aspect as 'Excellent' (-9% points to 44%), in favour of more 'Good' (+5% points to 38%) and negative ratings (+4% points to 7%). The proportion of passengers who perceived waiting times of under ten minutes decreased from 64% in October 2019 to 47% this month. All Terminals exhibited a decrease in satisfaction from 2019 levels, with performance remaining lowest in T5 (4.04).

November

Satisfaction levels in Departures (4.31) showed a notable increase from November 2019, with improvements seen for the majority of attributes, particularly 'Gate Comfort', 'Track Transit Waiting Time' and 'Walking Distance'. However, declines in performance compared to the same month in 2019 were observed for 'Wayfinding Between Terminals', 'Ease of finding a Seat in the IDL' and 'IDL Cleanliness'.

Arrivals satisfaction (4.38) was higher than November 2019, with uplifts seen in many aspects including 'Toilet Availability', 'Track Transit Waiting Time', 'Walking Distance' and 'Overall Cleanliness'. Despite improving year-on-year, satisfaction with 'Baggage Reclaim Waiting Time' remains significantly below 2019 levels. Perception of 'Immigration Waiting Time' amongst users of manned immigration desks remains significantly lower than 2019.

Highlights:

- **Track Transit Waiting Time** amongst departing passengers (4.42) improved substantially from the previous months including November 2019, achieving one of the best results in 2023 as 96% of passengers provided a 'Good' or 'Excellent' rating. Performance in Arrivals (4.21) also improved from a weaker November 2019 result.
- Satisfaction with **Walking Distances for Departing** passengers (4.13) was substantially greater than the same month in 2019, with passengers in T4 (4.32) being most satisfied. Direct passengers (4.18) were also more satisfied than connections (3.96).
- Satisfaction with **Helpfulness/Attitude of Security Staff** (4.34) exhibited a marginal improvement upon 2019, with 93% of passengers across the airport rating this aspect positively. The uplift was driven by T2 (4.38), T4 (4.45) and to a lesser extent T5 (4.30), while T3 exhibited a moderate decline against November 2019, yet continued to perform strongly (4.30).
- **Overall Cleanliness** in Arrivals (4.37) was notably higher than the same month in 2019, with all Terminals but T4 achieving a stronger result. Perception was highest in T2 (4.52) where 99% of passengers rated this aspect positively, followed by T5 (4.37) at 97%. Satisfaction was higher among younger passengers, with 45% of under 35s providing an 'Excellent' rating compared to 37% for those aged 35 and over.
- **Wayfinding Between Terminals** (4.08) substantially declined from November 2019. Overall, there was a 12% points reduction in passengers providing 'Excellent' ratings, with ratings shifting more towards 'Good' (+10% points to 62%) and 'Average' (+2% points to 10%).

December

Overall satisfaction levels in Departures (4.25) were stable compared to December 2019, with improvements seen for several attributes, including 'Toilet Availability', 'Gate Comfort' and 'Overall Retail Outlets'. Declines in performance compared to the same month in 2019 were observed for 'Wayfinding Between Terminals', 'Security Care Taken with Belongings', as well as 'Ease of finding a Seat in the Departure Lounge'.

Arrivals overall satisfaction (4.41) was significantly greater than December 2019, with uplifts seen for the majority of aspects, including 'Immigration Staff Helpfulness and Attitude', 'Waiting Time' and 'Trolley Availability'. Declines from 2019 were seen for 'Track Transit Waiting Time' and 'Baggage Reclaim Waiting Time', with the latter remaining notably below 2019 levels despite year-on-year improvements.

Highlights:

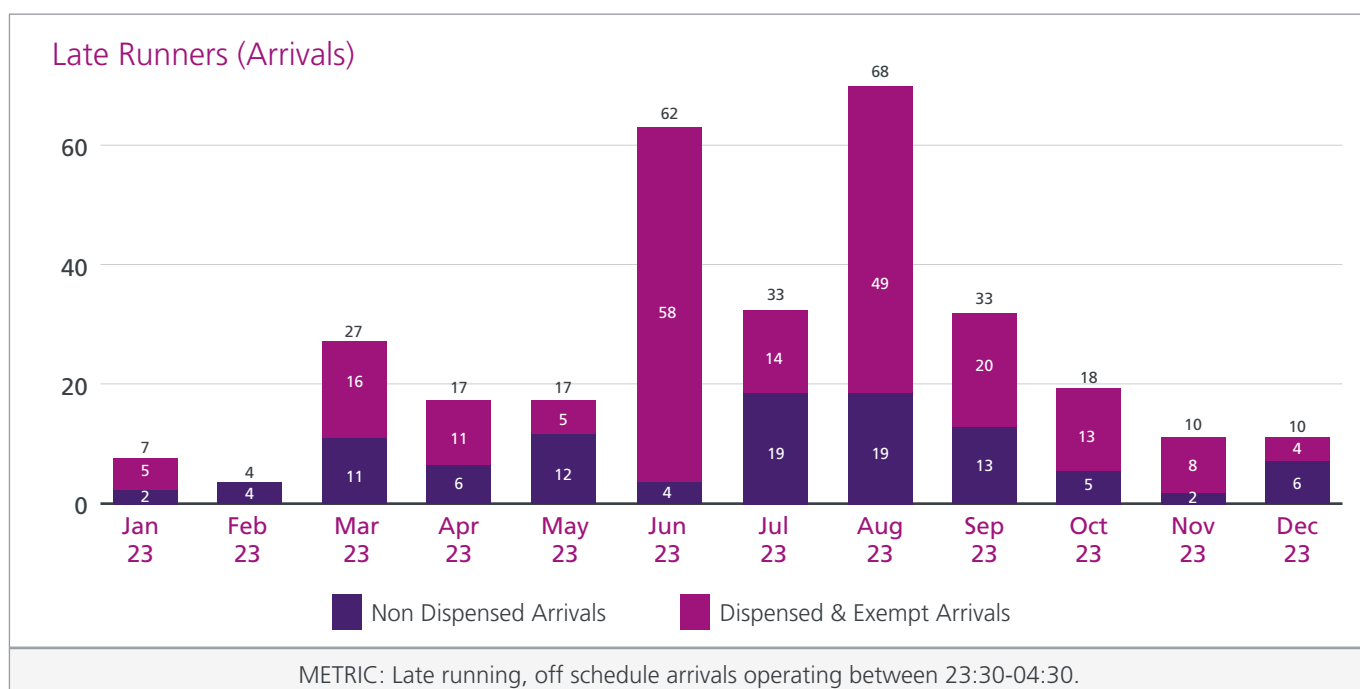
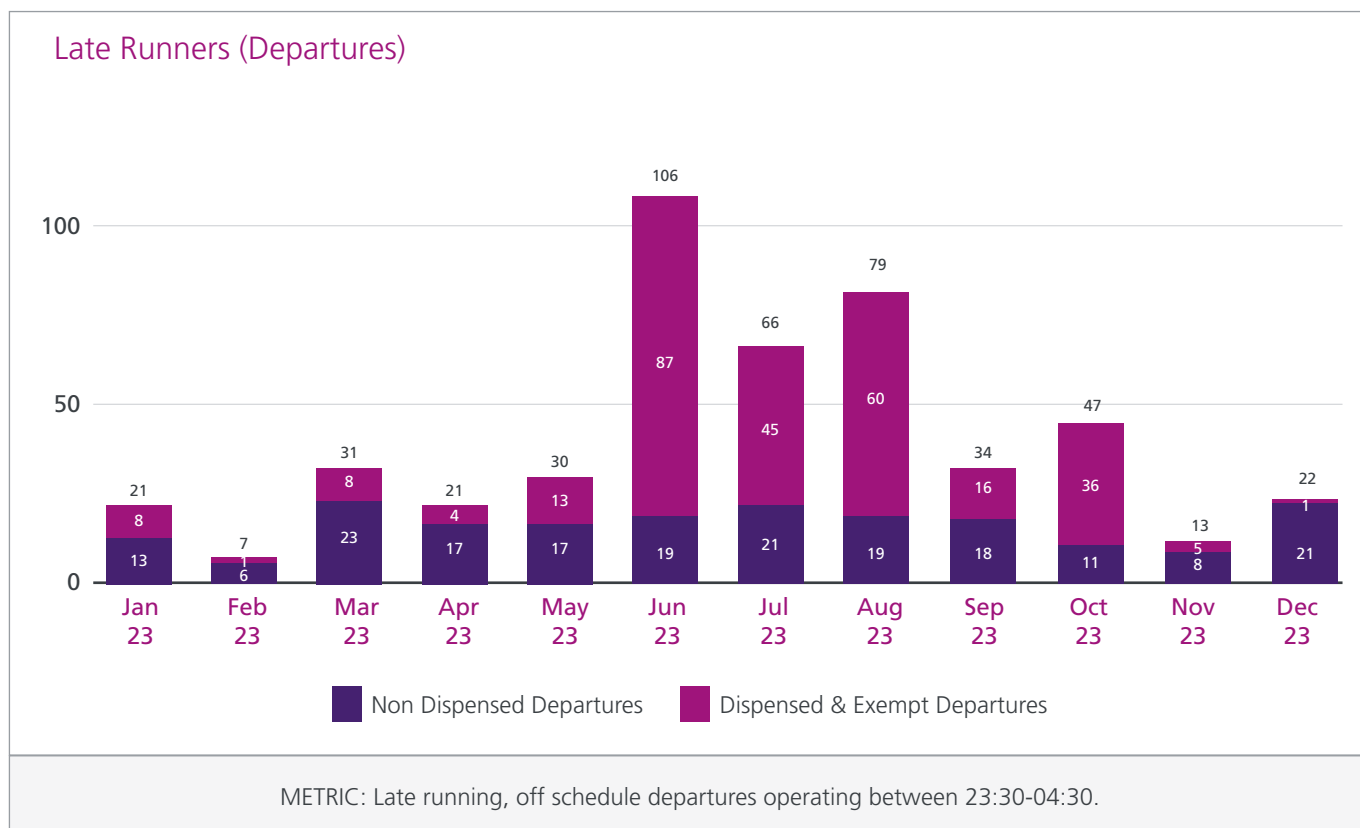
- Departures satisfaction with **Helpfulness and Attitude of Airport Staff** (4.37) was stable compared to the same period in 2019. T2 (4.43) and T4 (4.39) demonstrated a moderate improvement, with the proportion of 'Excellent' ratings in T4 increasing by 11% points to 49% due to ratings shifting from 'Good' to 'Excellent'. T5 (4.35) exhibited a marginal uplift, with 41% of passengers providing an 'Excellent' rating. A Moving Annual Average (MAA) result of 4.38 means we have exceeded the 2023 target of 4.36, maintaining the levels achieved in 2022 with significantly higher passenger volumes.
- Satisfaction with **Retail Outlets** (4.25) notably increased from the same month in 2019. Overall, 85% of passengers agreed that Heathrow has a good selection of shops. All Terminals improved from December 2019 with T2 (4.24) showing the biggest improvement, driven by a 13% points rise in the proportion of 'Excellent' ratings. Overall, satisfaction was higher among younger passengers, with 39% of those under 45s giving an 'Excellent' rating, 13% points higher than those aged 45 and over.
- **Toilet Availability** (4.31) among Departing passengers demonstrated a notable uplift in satisfaction compared to December 2019, particularly facilitated by a large improvement in T4 (4.48 vs. 4.13), with 55% of T4 passengers considering this attribute as 'Excellent'. Overall, Male passengers (4.34) were more satisfied than Female (4.30), with the former showing a larger increase in the proportion of 'Excellent' ratings (+10% points to 44%) from December 2019.
- A strong performance was observed for '**Immigration Staff Helpfulness and Attitude**' (4.47) with the airport achieving its best result on record for the month of December and being rated significantly higher than the same month in 2019. Overall, 54% of passengers provided an 'Excellent' rating, a 11% points rise on December 2019. Satisfaction with '**Immigration Waiting Time**' (4.49) also experienced a significant improvement. This uplift was particularly driven by EEA passengers, with considerably more of these passengers providing an 'Excellent' rating (+12% points to 68%).
- Arriving passenger satisfaction for **Track Transit Waiting Time** (4.34) decreased substantially from December 2019, with 42% of weighted responses being 'Excellent' as opposed to 61% in December 2019. Despite this there were no negative ratings for **Track Transit Overall** (4.45).

Night Flights

Arrivals / Departures – late runners breakdown

- The number of Late Runners (off schedule flights departing between 23:30-04:30) was significantly lower in 2023 (477 late runners) compared to 2022 (713 late runners).
- The number of late runners in October 2023 (47) was, however, higher than October 2022 (34).
- The overall number of late runners between September - December 2023 was lower on average compared to January – August 2023.

Please click [here](#) to visit our Noise and Airspace Community Forum Dashboard for more information.



Noise Complaints

- A total number of 25,748 complaints were made in September - December by 942 people.
- This represents a decrease in the average number of noise complaints per month relative to Q3 2023.
- 89% of noise complaints (22,921) were made by 10 people.
- Noise complaints peaked in August 2023, with complaints in September 2023 1.77% lower than August 2023.

Overall statistics by month

	Sept	Oct	Nov	Dec	Total
Number of Complainants	445	246	136	115	942
Number of Complaints	7,337	7,107	5,971	5,333	25,748

Complainant Breakdown

Top 10 Complainants

Complaints from the 10 people who complained the most times this period.

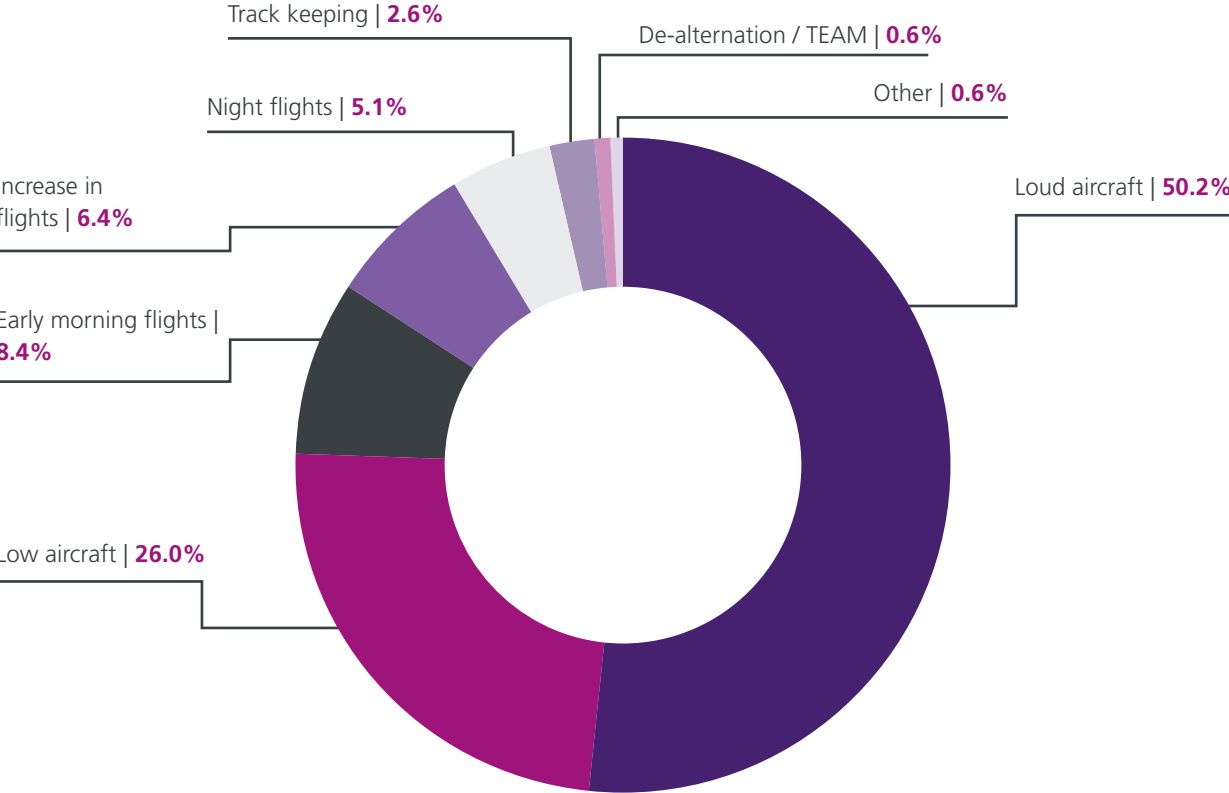
Number of Complaints	Percentage of Total Complaints	Percentage of Complainants
22,921	89.0%	1.4%

Complainants who complained less than five times

Complaints from people who contacted Heathrow five times or less this period.

Number of Complaints	Number of Complainants	Percentage of Total Complainants	Percentage of Total Complaints
954	626	89.7%	3.7%

Complaints by Category - e.g., Loud Aircraft, Low Aircraft etc



Note: Multiple or duplicate complaints made by one person on one day are not included in this chart

Air Quality

Update from the Heathrow Air Quality Working Group (HAQWG)

- There is on-going monitoring and research work on the impact of ultrafine particles (UFPs). Permanent monitoring of UFPs at London Heathrow Runway 2 (LHR2) began in May 2023. Once ratification and analysis of the 2023 dataset is completed, and national network UFP data is published, an update will follow. The 2023 data from the Department for Environment, Food & Rural Affairs (Defra) particles network is expected to be published in Q2 2024.
- A representative of British Airways has joined the Heathrow Air Quality Working Group (HAQWG). At the next meeting the HAQWG will discuss if the invite should be extended to other stakeholders, especially in light of the need to address the recommendations of the CISHA / Thinks AQ report.
- When appointed, a new Heathrow air quality manager will coordinate the 2023 working plan and progress with actions and opportunities.

Air Quality Q3 2023 Quarterly Summary (July 2023 to September 2023)

This report is a quarterly summary of the air quality monitoring conducted around Heathrow Airport during the Q3 period, from July to September 2023.

As the air quality data goes through a verification process, all related information is presented retrospectively by a few months. The September-December 2023 figures will be presented in the Q1 2024 Heathrow report to CISHA.

It should be noted that the results represent a three-month period mean and should not be compared directly to the annual mean results presented in the latest annual report.

This report provides a summary of statistics for Q3 2023 collected from monitoring stations located at:

- LHR2 (located to the north side of the northern runway)
- London Harlington
- Heathrow Green Gates
- Heathrow Oaks Road
- Heathrow Bath Road

Data from these five continuous monitoring stations (as well as 21 other continuous monitors operated by Hillingdon Council, London Borough of Hounslow, Slough Borough Council, Spelthorne Borough Council and Defra) are publicly accessible at www.heathrowairwatch.org.uk.

The findings of the report were presented at the HAQWG meeting on 18th January 2023. The report can be found at www.heathrowairwatch.org.uk.

Air Quality Monitoring Stations

Site name	Description	Grid Reference	Pollutants Monitored
LHR2	Old northern apron	508400 176750	NOx, PM10, PM2.5, BC, MET (WS and WD)
London Harlington	Imperial College Sports Ground, 1km north of LHR2	508299 177809	NOx, PM10, PM2.5, O3
Heathrow Green Gates	Bath Road, close to north west of the airport	505630 176930	NOx, PM10, PM2.5
Heathrow Oaks Road	Residential area south west of airport	505740 174500	NOx, PM10, PM2.5, BC
Heathrow Bath Road	Bath Road, roadside site	508280 176941	NOx, PM10, PM2.5

Air Quality

Air Quality Monitoring Station Locations



Q3 Results

The following tables present key pollutant statistics for the period selected in the report.

Summary statistics for NO₂ (µg/m³), Q3 mean data

Site	Period Mean (µg/m ³)	Data Capture	Hourly Maximum (µg/m ³)	Hours Exceeding LV*
LHR2	29	99.6%	133	0
London Harlington	18	99.6%	114	0
Heathrow Green Gates	19	99.9%	124	0
Heathrow Oaks Road	13	99.8%	106	0
Heathrow Bath Road	33	99.5%	145	0

*LV – Limit Value, as presented in ‘Legal Limits for Different Pollutants’ (page 12).

For Q3 2023, the period mean was below the annual and hourly limit value for NO₂. No exceedances were recorded. ‘Legal Limits for Different Pollutants’ (page 12) presents limit values.

Air Quality

Summary Statistics for PM₁₀ (µg/m³), Q3 Mean Data

Site	Period Mean (µg/m ³)	Data Capture	Max 24-hour Mean (µg/m ³)	Days Exceeding LV*
LHR2	10	99.7%	39	0
London Harlington	11	99.8%	40	0
Heathrow Green Gates	14	99.8%	49	0
Heathrow Oaks Road	11	99.8%	37	0
Heathrow Bath Road	12	96.9%	40	0

*LV – Limit Value, as presented in ‘Legal Limits for Different Pollutants’ (page 12).

For Q3 2023, the period mean was below the annual limit value for PM₁₀. No exceedances were recorded. ‘Legal Limits for Different Pollutants’ (page 12) presents limit values.

Summary Statistics for PM_{2.5} (µg/m³), Q3 Mean Data

Site	Period Mean (µg/m ³)	Data Capture	Max 24-hour Mean (µg/m ³)
LHR2	6	99.7%	23
London Harlington	6	99.8%	21
Heathrow Green Gates	7	99.8%	26
Heathrow Oaks Road	6	99.8%	22
Heathrow Bath Road	7	96.9%	24

No Limit Value

For Q3 2023, the period mean was below the target value for PM_{2.5}. ‘Legal Limits for Different Pollutants’ (page 12) presents limit values.

Air Quality

Summary Statistics for O₃, Q3 Mean Data

Site	Data Capture	Max 8-hour Rolling Mean
London Harlington	99.7%	173

Between April and June 2023, ozone measurements at the site exceeded the max 8-hour rolling mean of 100 µg/m³ for O₃, recorded on seven days in Q3. 'Legal Limits for Different Pollutants' (page 12) presents limit values.

Legal Limits for Different Pollutants

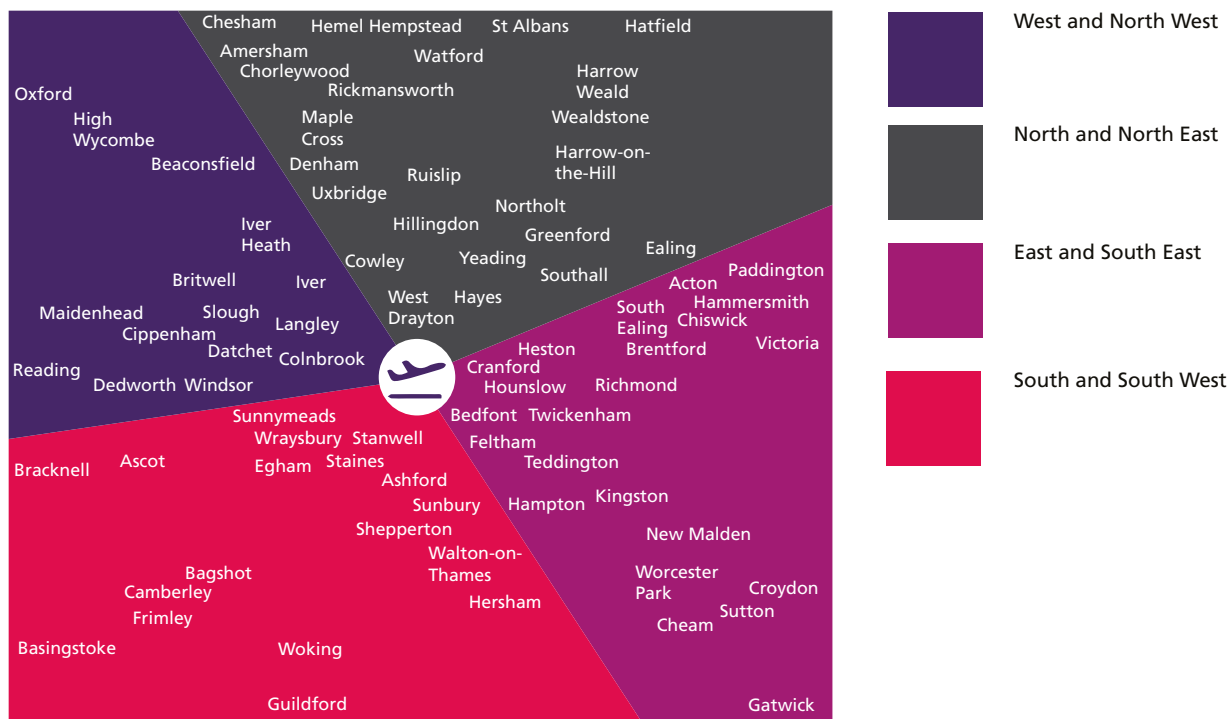
Pollutant	Symbol	Concentration	Unit	Averaging Period	Permitted Exceedance Each Year
Particles	PM ₁₀	50	µg/m ³	24 hours	35
Particles	PM ₁₀	40	µg/m ³	1 year	
Fine particles	PM _{2.5}	20	µg/m ³	1 year	
Nitrogen dioxide	NO ₂	200	µg/m ³	1 hour	18
Nitrogen dioxide	NO ₂	40	µg/m ³	1 year	
Ozone	O ₃	100	µg/m ³	Max daily 8 hours	10

Summary Statistics for Black Carbon, Q3 Mean Data

Site	Data Capture	Max 24-hour Mean-(µg/m ³)	Annual Mean (µg/m ³)
LHR2	98.9%	2.4	1.0
Heathrow Oaks Road	97.3%	2.3	0.6

No limit values for black carbon

Surface Access



Sustainable Travel Zone Improvements

September 2023	Status	Description
Bus	3 September	<ul style="list-style-type: none"> 724 – improved frequency between Watford Junction and Heathrow on Sundays and Public Holidays.
December 2023	Status	Description
Bus	3 September	<ul style="list-style-type: none"> 102 Flightline bus to High Wycombe has begun a conversion to double decker buses with luggage racks

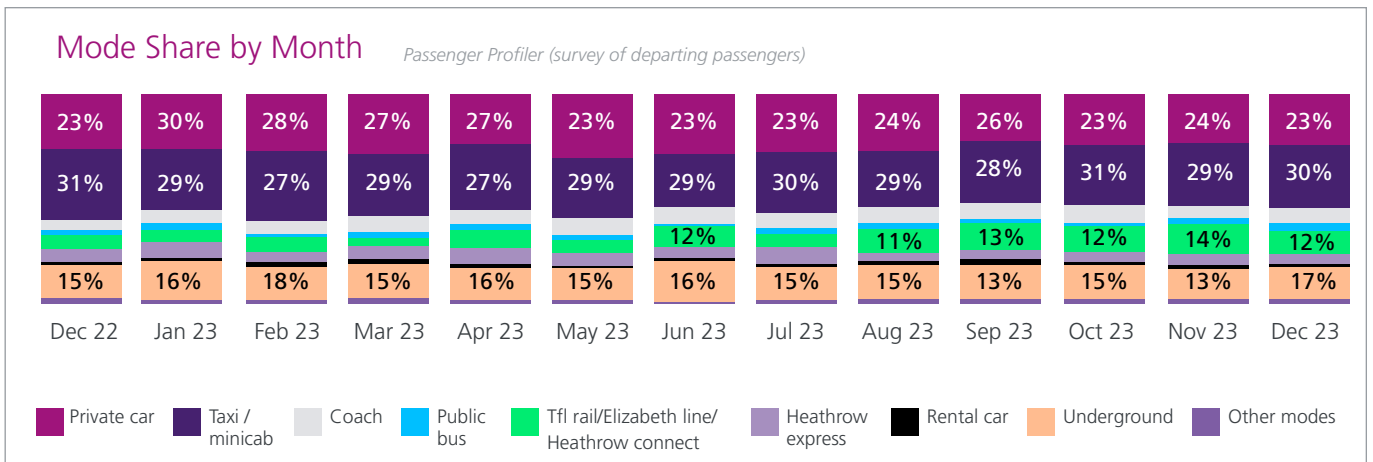
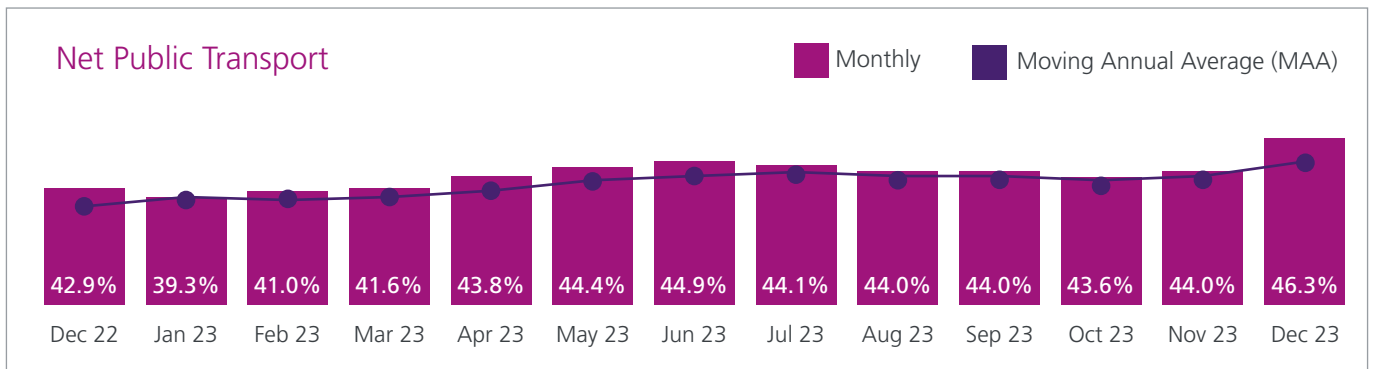
Ahead of London’s Ultra-low Emissions Zone (ULEZ) coming into effect in August 2023, a significant part of the plan for 2023 was brought forward in the year meaning there were fewer changes in September - December 2023. As a result of these efforts, 23 bus and coach routes were introduced or improved in August 2023.

[Please see the full list here: Heathrow-ULEZ-public-transport-improvements final.cdr](#)

Surface Access

Public transportation mode share:

- The trends in passenger mode share saw increased public transport usage in December 2023, despite significant rail disruption.
- There was a higher mode share on the Piccadilly Line before Christmas because of this disruption, and a slight increase in bus mode share as well.
- Overall, across 2023, we have seen a significant increase in public transport mode share, led predominantly by Elizabeth Line growth to 11-14%, from a base of below 5% before we had through-running services on all routes. December 2023's score of 46.3% is the highest passenger mode share since records began.



Surface Access

Colleague population data

The following breakdown shows the record of active airport IDs in October 2022 according to their residence in local authorities around Heathrow Airport.

Please note, the data does not include cabin crew or public sector workers.

Local Authority	Number of Colleagues
Buckinghamshire Council	1,576
Hillingdon Council	6,590
London Borough of Hounslow	7,872
Runnymede Borough Council	803
Slough Borough Council	2,816
Spelthorne Borough Council	2,313
Surrey County Council	2,531
Royal Borough of Windsor and Maidenhead	1,161

Education, Employment and Skills

Heathrow Academy

Established in 2004, the Heathrow Employment and Skills Academy connects local residents to employment opportunities at the airport. Working with Team Heathrow employers and community partners such as Jobcentres, local authorities and colleges, the Heathrow Academy team supports jobseekers into a diverse range of roles across sectors such as retail, hospitality, cargo and logistics, passenger services and construction at Heathrow.

Candidates can register on the Academy website (www.heathrowacademy.co.uk) to apply for live vacancies, view employment webinars, book onto Essential Skills Workshops and book an information, advice and guidance session with a member of the Academy team.

5,357 people registered for the Heathrow Academy this period, with **198 employment offers** secured directly through the programme over the September - December 2023 period.

	Sept	Oct	Nov	Dec	Total Year to Date (YTD) (Jan-Dec 2023)
Website registrations	1,379	2,104	1,185	689	19,159
Information, advice and guidance sessions	79	108	98	15	1,106
Interviews booked	110	140	202	58	1,871
Interviews with reported outcome	73	95	139	57	1,392
Employment offers	41	56	75	26	893

EDUCATION UPDATES DURING THIS PERIOD:

Experience of Work Days delivered (year to date): 5,340

September:

- As part of a series of events, the Marjory Kinnon Project began with a workshop delivered at Marjory Kinnon School for a group of local Year 10 students with special educational needs, supporting them to develop their communication skills and raise awareness of careers at Heathrow.

October:

- Following a successful pilot in June / July 2023, we launched 'STEM Generation', our new secondary school challenge aimed at raising awareness of careers in engineering and wider sectors at the airport
- As part of the Marjory Kinnon Project, Marjory Kinnon students visited the airport for a landside tour of T5, meeting Heathrow colleagues in terminals and learning about careers and essential skills.
- October Engineering Insights - We provided a week enhanced experience of work for 10 local college students to learn about engineering at Heathrow and promote the engineering apprenticeship and graduate opportunities. Students attended from University Technical College Heathrow, Langley College and Uxbridge College. Earlier in the year we also delivered Engineering Insights workshops in February for college students and in July for university students.

November:

- We delivered an airport tour for students at Brunel University, bringing to life sustainability at the airport and the diversity of careers available. Earlier in the year tours were also delivered to Buckinghamshire New University and University of West London (UWL) students.
- We partnered with Air League and our cargo operations to offer young people a behind-the-scenes tour of our cargo operations, helping to raise awareness of careers in the sector.
- We also continued to deliver Heathrow STEM Generation.
- Marjory Kinnon students visited Heathrow Employment and Skills Academy for a skills session to reflect on the tours and learn about careers at Heathrow.

December:

- And finally, to end the year we continued to deliver Heathrow STEM Generation.

Heathrow