

Heathrow Airport Limited

Specified activities – transparency and trading statements

Year ended 31 December
2020

Contents

1.	Background	4
2.	Accounts.....	4
3.	Cost types and the principles of cost allocation.....	4
4.	Table G.4 breakdown.....	6
5.	Prices	6
6.	Explanatory notes	6
7.	Transparency statement for specified activities.....	11
8.	Detailed trading statements	12
	Check-in desks	12
	Baggage systems	14
	Hold baggage screening	16
	Passengers requiring service (PRS)	18
	Staff car parking.....	20
	Staff ID cards.....	22
	Fixed electrical ground power (FEGP)	24
	Pre-conditioned air (PCA)	26
	Airsides licences.....	28
	Waste, recycling and refuse collection	30
	Taxi feeder park.....	32
	Heating and Gas.....	34
	Electricity	36
	Water and sewerage.....	38
	Bus and coach facilities	40
	Common I.T. infrastructure	41
	Airline Operators Committee (AOC).....	44

Heathrow Airport Limited Specified activities – transparency and trading statements for year ended 31 December 2020

This document sets out the actual costs and income in respect of the specified activities outlined in table G.4, page 278, 'Economic regulation at Heathrow from April 2014: Notice granting the licence', the "Q6 decision", undertaken by Heathrow Airport Limited for the year ended 31 December 2020.

The transparency and trading statements, combined into a single document for clarity, have been drawn up in accordance with the requirements of condition C2: Charges for other services, contained in the licence granted to Heathrow Airport Limited under the Civil Aviation Act 2012.

This document is approved by:

A handwritten signature in black ink, appearing to read 'Ross Baker', written over a dotted line.

Ross Baker
Director

1. Background

The CAA prescribes activities to be included in the transparency conditions.

The designation of specified activities for Q6 is derived from Annex G in the Q6 decision as follows:

- Check-in desks
- Baggage systems
- Hold baggage screening
- Passengers requiring service (PRS)
- Staff car parking
- Staff ID cards
- Fixed electrical ground power (FEGP)
- Pre-conditioned air (PCA)
- Airside licences
- Waste, recycling and refuse collection
- Taxi feeder park
- Heating and Gas
- Electricity
- Water and sewerage
- Bus and coach facilities
- Common I.T. infrastructure
- HAL's contribution to the funding of the Heathrow Airline Operators Committee (AOC)

2. Accounts

The figures included in the statements have been prepared by Heathrow Airport and have been subject to a set of specified procedures in accordance with the terms of Heathrow Airport Limited's economic licence which have been carried out by an independent external party.

A number of adjustments are made to the figures in order to derive the complete income and costs for each activity. Where applicable, the customer share of income is then calculated and used to determine the third party share of costs. Another adjustment is made to allocated costs and annuities (see note 6 below), and the final result for each activity can be seen in the last column of each statement. In order to reflect the true underlying under/over recovery for the year, adjustments are made at the bottom of the statements to remove income elements relating to the prior year's result. Figures and adjustments are presented as rounded numbers.

3. Cost types and the principles of cost allocation

Direct costs

All transactions (income and expenditure) are posted to general ledger cost codes which represent cost centres within the management accounting system. Transactions posted to the cost centres which can be wholly identified with a particular specified activity form the income and direct expenditure allocated to that activity. This excludes depreciation, the impact of which is covered by the annuity, explained below.

Allocated costs

Those cost centres which cannot be wholly identified with individual specified activities are allocated. They cover activities, including administration, carried out on an airport-wide basis. The activities in allocated expenditure include areas such as:

- Terminal management
- Airside safety and security
- Ground operations
- Engineering
- Rates
- Finance
- Procurement
- Police
- Airport management
- Medical centre
- Human resources
- Property management
- Commercial
- Public relations

The basis of allocation, agreed in conjunction with the Other Regulated Charges Governance Group (ORCG), is 12% of direct expenditure. Recognising that some elements of the cost base are more akin to a cost pass-through and require limited management resource, principally utilities and rates, a 4% allocation has been used. In the baggage and staff car parking activities, where utilities and rates make up a significant portion of the direct cost base, 4% has been applied to those elements and 12% to all other direct expenditure.

Allocated expenditure percentages:

• Check-in desks	12.0%
• Baggage systems	9.8%
• Passengers requiring service (PRS)	4.0%
• Staff car parking	10.8%
• Staff ID cards	12.0%
• Fixed electrical ground power (FEGP)	4.0%
• Pre-conditioned air (PCA)	4.0%
• Airside licences	12.0%
• Waste, recycling and refuse collection	4.0%
• Taxi feeder park	12.0%
• Electricity	4.0%
• Heating and Gas	4.0%
• Water and sewerage	4.0%
• Bus and coach facilities	12.0%
• Common I.T. infrastructure	4.0%
• HAL's contribution to the funding of the Heathrow (AOC)	12.0%

Note that all allocated costs will be adjusted back to the 2014 totals in the table G.4 breakdown and uplifted by inflation to 2020 prices in line with CAA guidance.

Annuities

Annuities are annualised costs derived from annuity calculations relating to capital expenditure which is reasonably attributable to the relevant Specified Activity. Annuity calculations are based on an assumed asset life and calculated using a rate of 8% for assets and 6% for land.

4. Table G.4 breakdown

The statements show the full cost for each activity including the allocated and annuity costs. The Q6 decision makes reference to projections of other regulated charges income at Heathrow. The projections are set out in table G.4. The statements bring allocated costs and annuities back to the table G.4 breakdown (as agreed with the CAA) plus a cumulative RPI adjustment of 24.48% as the table is in 2011/12 prices.

Indexation	
Average RPI index for the year ended 31 March 2012	237.3
Average RPI index for the year ended 31 December 2020	293.1
RPI index at 31 December 2019	291.9
RPI index at 31 December 2020	295.4
Increase from average 2011/12 to 31 December 2020	24.48%
Increase from average 2011/12 to average 2020	23.51%
Increase from 31 December 2019 to 31 December 2020	1.20%

Indexation calculations as on unrounded numbers

(sourced from the Oxford Economics)

5. Prices

For pricing information please refer to General Notices 02/12, 01/14, 02/14, 03/14, 04/14, 01/15, 02/15, 01/16, 01/17, 02/18, 01/19, 12/19 and 16/12.

6. Explanatory notes

Check-in desks

Check-in desks costs consist of direct and allocated costs plus an annuity; direct costs include: site fees; maintenance; operating costs and business rates.

Check-in desks charges are based upon actual use of desk time and therefore could vary from the advertised price. These charges are assessed monthly and invoiced monthly in arrears. Common use self-service machines (CUSS) is included within the check-in desk charges.

In December 2020 the charging for these services changed to a per departing passenger basis, and this was applied retrospectively from April 2020.

Airline-owned self-service kiosks will remain outside of the scope of this activity.

Baggage systems

Baggage costs consist of direct and allocated costs; direct costs include: operations and maintenance of the infrastructure; business rates and utilities.

Baggage prices are charged on a “per departing bag” basis. For the avoidance of doubt, the price per departing bag recovers the cost of managing departing, arriving and transferring bags.

Hold Baggage Screening

Following the CAA HBS decision letter dated 30 July 2020, Hold Baggage Screening (HBS) is now charged as an ORC.

HBS costs consist of direct costs, which include: staff costs, operational contract and consultancy costs. Bag volumes are calculated using a bag per departing passenger ratio.

HBS prices are charged on a “per departing bag” basis and cover the costs of all departing bags, arriving bags, transferring of bags and “gate bags”.

Passengers Requiring Support (PRS)

The cost of the PRS service consists of the direct operating cost, which is primarily the contracted service provider, and allocated costs.

The charging structure established in Q5 will remain for Q6 as the pre-notification performance is important in that it facilitates the most efficient use of resources and therefore cost. The pre-notification threshold will remain at 30 hours and the charging categories for PRS are as follows:

Category 1 – at 70%+ pre-notification

Category 2 – between 65% and 69.99% pre-notification at 30 hours

Category 3 – less than 65% pre-notification at 30 hours

In July 2020 we temporarily suspended the charges for Category 2 and Category 3 performance, and the Category 1 charge applied to all departing passengers. This change was applied retrospectively from April 2020.

Staff car parking

Staff car parking costs consist of direct and allocated costs plus an annuity; direct costs include: bussing, car park management and business rates.

Income from staff car parking is derived from sales of car park passes. In Q6, the ORC charge for staff car parking will only be for perimeter staff car parks. Charges for Central Terminal Area (CTA) and S4 car park passes (formerly governed by ORC principles) will be a commercial charge and are not covered by this statement. The price includes an annual £14 levy on each pass in order to help fund public transport initiatives.

Staff car parks are shared by Heathrow and other users. The attached statement therefore follows the approach used in previous years, of assessment as a total with apportionment then applied to the Heathrow and other user elements, based on consumption. This ensures that income and cost are allocated equally. The cost base includes an annuity in respect of the car park infrastructure.

Staff identity cards and vehicle apron passes

The cost of the staff identity card and vehicle apron pass service consists of direct and allocated costs plus an annuity; direct costs include: control and administrative costs.

Income is derived from charges to airport users for the supply of staff ID cards and vehicle apron passes.

This service is shared by Heathrow and other users. The attached statement therefore follows the approach used in previous years, of assessment as a total with apportionment then applied to the Heathrow and other user elements, based on consumption. This ensures that income and cost are allocated equally.

Fixed electrical ground power (FEGP)

FEGP costs consist of direct and allocated costs plus an annuity; direct costs include: staff; maintenance; parts and electricity costs. Electricity costs are calculated using the General Notice published for the applicable regulatory year.

Between 1 April 2014 and 31 May 2014, income from FEGP was derived from a time-based unit charge to individual users. From 1 June 2014, FEGP charges are based on kilowatt hours (kwh) used.

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.

Pre-conditioned air (PCA)

PCA costs consist of direct and allocated costs plus an annuity; direct costs include: staff, maintenance, parts and electricity costs. Electricity costs are calculated using the General Notice published for the applicable regulatory year.

PCA was a new specified activity for Q6 and charging began from 1 June 2014. PCA charges are invoiced based on Kilowatt hours (kwh) used.

Automatic Meter Reading (AMR) meters have been installed on the PCA 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.

Airside licences

Airside licence costs consist of direct and allocated costs plus an annuity; direct costs include: the operating and maintenance costs of the ramp operations team. Income is derived from the sale of airside licences to users and prices are consulted upon with the Airport Users' Committee (AUC).

Waste, recycling and refuse collection services

Waste services costs consist of direct and allocated costs plus an annuity; direct costs include: waste contract and staff costs.

There are two types of waste charge:

- Refuse Area Charge
- Refuse Bin Room Charge

Tiered prices are calculated to reflect the greater use of the service by some operators.

Taxi feeder park

Taxi feeder park (TFP) costs consist of direct and allocated costs plus an annuity; direct costs include: the TFP management contract, maintenance and IT costs. Forecast movements are then used to calculate an average unit price per movement.

Income is recovered based on movement charges with operators.

Heating and Gas

Heating from the major boiler houses is charged based on space occupied and uplifted by inflation each year. As a result, there is no provision for any supplementary charge or credit based on prior regulatory period over or under recovery. Heating rents are escalated by agreement with the AOC Rents Group.

Gas costs consist of direct and allocated costs plus an annuity; direct costs include: purchase costs, staff costs and maintenance costs. Forecast consumption is then used to calculate an average unit price for gas.

Airport gas supply is shared by Heathrow and other users. The attached statement therefore follows the approach of assessment as a total with apportionment then applied to the Heathrow and other user elements, based on consumption. This ensures that income and cost are allocated equally. The majority of gas utilisation is by Heathrow and third party use represents a small proportion of the total.

Electricity

Electricity costs consist of direct and allocated costs plus an annuity; direct costs include: purchase costs for the provision of high and low voltage electricity at the airport. Forecast consumption is then used to calculate average unit prices for electricity.

Following the introduction of Electricity and Gas (Internal Market) Regulations 2011, Heathrow revised the structure of the electricity tariffs. Prices are now provided for supply of electricity only and also for the provision of high and low voltage electrical infrastructure.

Airport electricity supply is shared by Heathrow and other users. The attached statement therefore follows the approach used in previous years, of assessment as a total with apportionment then applied to the Heathrow and other user elements, based on consumption. This ensures that income and cost are allocated equally.

In the year ended 31 December 2018 Heathrow issued invoices to third party occupiers at the airport for electricity costs that were incurred in previous regulatory years. An adjustment has been included in the 2018 transparency and trading statement to reflect the appropriate increase in direct costs, calculated from the year of consumption.

Water and sewerage

Water and sewerage costs consist of direct and allocated costs plus an annuity; direct costs include: purchase costs, staff costs and maintenance costs. Forecast consumption is then used to calculate average unit prices for water.

Income is derived from charges to airport users for water supply and sewerage services (excluding de-icing facilities). There are separate charges for:

- Water and sewerage
- Water supply only
- Waste water only
- Low temperature hot water
- Chilled water
- Domestic hot water

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

Airport water and sewerage services are shared by Heathrow and other users. The attached statement therefore follows the approach used in previous years, of assessment as a total with apportionment

then applied to the Heathrow and other user elements, based on consumption. This ensures that income and cost are allocated equally.

In the year ended 31 December 2018, Heathrow issued invoices to third party occupiers at the airport for water and sewerage costs that were incurred in previous regulatory years. An adjustment has been included in the 2018 transparency and trading statement to reflect the appropriate increase in direct costs, calculated from the year of consumption.

Bus and coach facilities

Bus and coach costs consist of direct and allocated costs plus an annuity; direct costs include: the central bus station management contract, cleaning and maintenance costs. Forecast movements are then used to calculate an average unit prices per movement.

Income is recovered based on movement charges with operators.

Common I.T. Infrastructure

Common I.T. infrastructure consists of three separate categories, “common use” of the:

- Passive local area network (LAN)
- Active LAN
- Wireless LAN

Only the passive LAN component of the activity is identified as a specified activity in Table G.4. The Active and Wireless LAN components, although not included within Table G.4 and therefore not officially an ORC, are treated using ORC principles and statements have been prepared accordingly, although not for inclusion in this document.

Users of the common Passive LAN can be defined as any organisation using either Common Use or dedicated Common Use equipment (whether or not provided by means of a service provider), where the service is delivered over the HAL Managed LAN Service.

“Common Use” Passive LAN costs consist of direct and allocated costs plus an annuity; direct costs include: service, maintenance and staff costs. Forecast number of ports is then used to calculate an average unit price.

HAL contribution to the funding of the Airline Operators’ Committee (AOC)

The AOC costs that comprise this ORC category consist of direct and allocated costs; the direct costs are operating costs, largely relating to consultations taking place between Heathrow and the AOC on behalf of the airline community and are made up of facilities and resources costs. The cost and resulting charge is not intended to fund all of the AOC operating costs.

7. Transparency statement for specified activities

	Check-in desks year ended 31 Dec 2020 £'000	Baggage year ended 31 Dec 2020 £'000	HBS year ended 31 Dec 2020 £'000	PRS year ended 31 Dec 2020 £'000	SCP year ended 31 Dec 2020 £'000	Staff ID year ended 31 Dec 2020 £'000	FEGP year ended 31 Dec 2020 £'000	PCA year ended 31 Dec 2020 £'000	Airside licences year ended 31 Dec 2020 £'000
Income	3,784	40,432	5,260	8,572	10,954	1,062	8,412	175	1,058
Backbilling income									
Total Income	3,784	40,432	5,260	8,572	10,954	1,062	8,412	175	1,058
Expenditure									
Direct Expenditure	5,153	105,589	5,240	18,919	9,394	1,464	5,392	195	899
Annuity	442	-	-	-	4,023	94	3,706	4,323	31
Allocated Costs	609	11,964	-	698	1,638	144	423	235	122
Total Expenditure	6,204	117,553	5,240	19,617	15,055	1,702	9,521	4,753	1,052
Net (Under) / Over Recovery	(2,420)	(77,121)	20	(11,045)	(4,101)	(640)	(1,109)	(4,578)	6
Prior year (under) / over recovery	375	(669)	(221)	(3,670)	(3,691)	(289)	5	(9,321)	(666)
Backbilling cost adjustment									-
Backbilling cost adjustment reversal									
Cost adjustment from 2019 as per prior agreement				1,602	1,480				
Total (Under) / Over Recovery to cfwd	(2,045)	(77,790)	(201)	(13,113)	(6,312)	(929)	(1,104)	(13,899)	(660)

	Waste year ended 31 Dec 2020 £'000	TFP year ended 31 Dec 2020 £'000	Heating & Gas year ended 31 Dec 2020 £'000	Electricity year ended 31 Dec 2020 £'000	Water & sewerage year ended 31 Dec 2020 £'000	Bus & coach year ended 31 Dec 2020 £'000	Common IT - Passive year ended 31 Dec 2020 £'000	AOC year ended 31 Dec 2020 £'000
Income	2,442	524	1,472	27,132	2,764	2,356	87	219
Backbilling income				2,253	378			
Total Income	2,442	524	1,472	29,385	3,142	2,356	87	219
Expenditure								
Direct Expenditure	2,268	1,231	1,465	12,216	755	2,272	1	465
Annuity	146	510	2	19,323	4,051	475	346	-
Allocated Costs	135	247	7	1,633	199	271	15	53
Total Expenditure	2,549	1,988	1,474	33,172	5,005	3,018	362	518
Net (Under) / Over Recovery	(107)	(1,464)	(2)	(3,787)	(1,863)	(662)	(275)	(299)
Prior year (under) / over recovery	(456)	90	(59)	(4,781)	(300)	(179)	(504)	92
Backbilling cost adjustment				425	41			
Backbilling cost adjustment reversal					(41)			
Total (Under) / Over Recovery to cfwd	(563)	(1,374)	(61)	(8,993)	(2,163)	(841)	(779)	(207)

8. Detailed trading statements

Check-in desks Trading statement year ended 31 December 2020 Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000
Income	5,530	4,237	5,603	5,435	5,557	6,432	7,047	3,784
London 2012 Olympic and Paralympic Games adjustment	278							
Expenditure								
Direct expenditure	4,104	3,460	4,455	4,111	4,507	4,921	6,219	5,153
Annuity	685	500	597	574	578	424	435	442
Allocated costs	844	442	596	601	585	585	600	609
Total expenditure	5,633	4,402	5,648	5,286	5,670	5,930	7,254	6,204
Net (under) / over recovery	175	(165)	(45)	149	(113)	502	(207)	(2,420)
Prior year (under) / over recovery	79	254	89	44	193	80	582	375
Total (under) / over recovery to cfwd	254	89	44	193	80	582	375	(2,045)
Customer share	100%	100%	100%	100%	100%	100%	100%	100%
Pricing								
Charge per desk per hour								
April 2013 - Mar 2014	£3.41							
April 2014 - May 2014		£3.41						
June 2014 - December 2014		£3.23						
January 2015 - December 2015			£3.23					
January 2016 - December 2016				£3.10				
January 2017 - December 2017					£3.21			
January 2018 - December 2018						£3.71		
January 2019 - December 2019							£4.08	
January 2020 - March 2020								£4.91
Charge per desk per day								
April 2013 - Mar 2014	£21.68							
April 2014 - May 2014		£22.03						
June 2014 - December 2014		£20.87						
January 2015 - December 2015			£20.87					
January 2016 - December 2016				£20.02				
January 2017 - December 2017					£20.73			
January 2018 - December 2018						£23.95		
January 2019 - December 2019							£26.33	
January 2020 - March 2020								£31.73
Charge per departing passenger								
April 2020 - December 2020								£0.55

Check-in desks
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	3,784	-	3,784		3,784	
Direct expenditure						
Property related		1,160	1,160		1,160	1
Operating Costs		3,993	3,993		3,993	2
Total direct expenditure	-	5,153	5,153		5,153	
Annuity				442	442	3
Allocated costs (12% of Direct expenditure and Annuity)			671	(62)	609	3
Total expenditure	-	5,153	5,824	380	6,204	
Net (under) / over recovery	3,784	(5,153)	(2,040)	(380)	(2,420)	
Bfwd (under) / over recovery from 2019 in Pricing					220	
(Under) / over recovery year ended 31 Dec 2020					(2,200)	
Bfwd (under) / over recovery from 2019 not in Pricing					155	
Total (under) / over recovery to cfwd to 2021					(2,045)	

Notes

(1) Property Related

Adjustment to include property rates relating to Check-in

(2) Operating Costs

Adjustment to include site fee & service costs, as well as IT related costs (Self Service Bag Drop, Self Boarding Gates & support and maintenance for Common Use Self Service kiosks)

(3) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Baggage systems

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Dec 2015	12 months to 31 Dec 2016	12 months to 31 Dec 2017	12 months to 31 Dec 2018	12 months to 31 Dec 2019	13 months to 31 Dec 2020
	£'000	£'000	£'000	£'000	£'000	£'000
Income	126,670	124,883	136,318	132,441	129,748	40,432
Expenditure						
Direct expenditure	118,647	118,006	117,152	119,170	123,940	105,589
Annuities	-					
Allocated costs	10,734	10,354	10,996	11,493	11,787	11,964
Total expenditure	129,381	128,360	128,148	130,663	135,727	117,553
Net (under) / over recovery	(2,711)	(3,477)	8,170	1,778	(5,979)	(77,121)
Prior year (under) / over recovery	1,550	(1,161)	(4,638)	3,532	5,310	(669)
Total (under) / over recovery to cfwd	(1,161)	(4,638)	3,532	5,310	(669)	(77,790)
Customer share	100%	100%	100%	100%	100%	100%
Pricing						
Charge per departing bag						
January 2015 - December 2015	£3.53					
January 2016 - December 2016		£3.47				
January 2017 - December 2017			£3.66			
January 2018 - December 2018				£3.52		
January 2019 - December 2019					£3.52	
January 2020 - December 2020						£3.67

Baggage systems
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	40,432		40,432		40,432	
Direct expenditure						
Staff	4,939	(927)	4,012		4,012	1
Property related		18,047	18,047		18,047	2
Utilities	12,719		12,719		12,719	
Maintenance and equipment	57,179	4,775	61,954		61,954	3
Other	9,063	(206)	8,857		8,857	4
Total direct expenditure	83,900	21,689	105,589		105,589	
Annuity					-	5
Allocated costs (9.8% of direct expenditure)			10,348	1,616	11,964	6
Total expenditure	83,900	21,689	115,937	1,616	117,553	
Net (under) / over recovery	(43,468)	(21,689)	(75,505)	(1,616)	(77,121)	
Bfwd (under) / over recovery from 2019 in Pricing					(1,646)	
(Under) / over recovery year ended 31 Dec 2020					(78,767)	
Bfwd (under) / over recovery from 2019 not in Pricing					977	
Total (under) / over recovery to cfwd to 2021					(77,790)	

Notes

(1) Staff cost adjustment

An adjustment has been made to exclude non-recoverable costs (senior staff cost)

(2) Property related adjustment

An adjustment has been made to recognise property costs related to Baggage, currently sitting within the property cost centre

(3) Maintenance and equipment related adjustment

An adjustment has been made to recognise exceptional costs related to the Baggage maintenance contracts

(4) Other costs

An adjustment has been made to exclude non-recoverable costs (consultancy and other general expenses)

(5) Annuity

There is no annuity included as part of the Baggage specified activity

(6) Allocated costs

Allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Hold baggage screening

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Dec 2015	12 months to 31 Dec 2016	12 months to 31 Dec 2017	12 months to 31 Dec 2018	12 months to 31 Dec 2019	13 months to 31 Dec 2020
	£'000	£'000	£'000	£'000	£'000	£'000
Income						5,260
Expenditure						
Direct expenditure						5,240
Annuities						-
Allocated costs						-
Total expenditure						5,240
Net (under) / over recovery						20
Prior year (under) / over recovery						(221)
Total (under) / over recovery to cfwd						(201)
Customer share	Not Charged	Not Charged	Not Charged	Not Charged	Not Charged	100%
Pricing						
Charge per departing bag						
May 2019 - December 2020						£0.27

Hold baggage screening
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	5,260		5,260		5,260	
Direct expenditure						
Staff	176	33	209		209	1
Operating costs	5,031		5,031		5,031	
Total direct expenditure	5,207	33	5,240		5,240	
Annuity					-	
Allocated costs			-	-	-	
Total expenditure	5,207	33	5,240	-	5,240	
Net (under) / over recovery	53	(33)	20	-	20	
Bfwd (under) / over recovery from 2019 in Pricing					-	
(Under) / over recovery year ended 31 Dec 2020					20	
Bfwd (under) / over recovery from 2019 not in Pricing					(221)	2
Total (under) / over recovery to cfwd to 2021					(201)	

Notes

(1) Staff cost adjustment

An adjustment has been made to include recoverable staff costs

(2) Bfwd (under) / over recovery from 2019

An adjustment has been made to show the 2019 outturn based on actual costs and accrued revenue as HBS was confirmed as an ORC by the CAA in 2020 starting from May 2019.

Passengers requiring service (PRS) Trading statement year ended 31 December 2020 Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income	17,512	16,233	20,673	19,782	21,589	22,020	23,792	8,572	2
Expenditure									
Direct expenditure	17,124	13,984	19,383	19,313	20,897	23,498	24,383	18,919	
Annuity									
Allocated costs		547	723	706	656	671	688	698	1
Total expenditure	17,124	14,531	20,106	20,019	21,553	24,169	25,071	19,617	
Net (under) / over recovery	388	1,702	567	(237)	36	(2,149)	(1,279)	(11,045)	
Prior year (under) / over recovery	(2,698)	(2,310)	(608)	(41)	(278)	(242)	(2,391)	(3,670)	
Cost adjustment from 2019 as per prior agreement								1,602	3
Total (under) / over recovery to cfwd	(2,310)	(608)	(41)	(278)	(242)	(2,391)	(3,670)	(13,113)	
Customer share	100%	100%	100%	100%	100%	100%	100%	100%	
Pricing									
Annual charge per departing passenger (£)									
Category 1 (above 65%at 30 hours)	£0.44		£0.52	£0.50	£0.55	£0.55			
Category 2 (50%to 64.99%at 30 hours)	£0.85		£1.17	£1.17	£1.29	£1.29			
Category 3 (less than 50%at 30 hours)	£1.75		£2.40	£2.40	£2.65	£2.65			
Category 1 (Above 70%at 30 hrs)							£0.57	£0.78	
Category 2 (65%to 69.99%at 30 hrs)							£0.67	£0.92	
Category 3 (less than 65%at 30 hrs)							£3.23	£3.23	
April 2014 - May 2014									
Category 1		£0.44							
Category 2		£0.85							
Category 3		£1.75							
June 2014 - December 2014									
Category 1		£0.55							
Category 2		£1.24							
Category 3		£2.55							

Notes

(1) Allocated costs

PRM charges were introduced in July 2008 and therefore were not included as a Specified Activity in Table 6-3 in the Q5 CAA decision. As a result the 13/14 trading statement excludes allocated charges

(2) Income

Category	Price £	Departing passengers	Income £'000s
1 (>70%)	0.78	10,560,062	8,237
2 (65%> 69.99%)	0.92	300,928	277
3 (<65%)	3.23	18,100	58
Total		10,879,090	8,572

(3) Cost adjustment from 2019 as per prior agreement

Cost adjustment due to volume discrepancy and dual running as agreed with airline community

Passengers requiring service (PRS)
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying Accounts (JA) £'000	Adjustment to JA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	8,572	-	8,572		8,572	1
Direct Expenditure						
Staff	281	(116)	165		165	2
Operating costs	23,652	(4,898)	18,754		18,754	3
Total direct expenditure	23,933	(5,014)	18,919		18,919	
Annuity					-	4
Allocated costs (4% of Direct expenditure)			757	(59)	698	5
Total expenditure	23,933	(5,014)	19,676	(59)	19,617	
Net (under) / over recovery	(15,361)	5,014	(11,104)	59	(11,045)	
Bfwd (under) / over recovery from 2019 in Pricing					(1,740)	
(Under) / over recovery year ended 31 Dec 2020					(12,785)	
Bfwd (under) / over recovery from 2019 not in Pricing					(1,930)	
Cost adjustment from 2019 as per prior agreement					1,602	6
Total (under) / over recovery to cfwd to 2021					(13,113)	

Notes

(1) Income

Category	Price £	Departing passengers	Income £'000s
1 (> 70%)	0.78	10,560,062	8,237
2 (65% > 69.99%)	0.92	300,928	277
3 (<65%)	3.23	18,100	58
Total		10,879,090	8,572

(2) Staff costs

Adjustment to include agreed recoverable staff costs

(3) Operating cost adjustment

An adjustment has been made to exclude additional services

(4) Annuity

There is no annuity included as part of the PRS specified activity

(5) Allocated costs

Allocated Costs have been fixed at the level stated in the table G.4 breakdown plus RPI

(6) Cost adjustment from 2019 as per prior agreement

Cost adjustment due to volume discrepancy and dual running as agreed with airline community

Staff car parking

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income	21,711	13,072	17,748	16,326	14,588	16,315	15,685	10,954	
Expenditure									
Direct expenditure	10,226	8,291	10,968	11,351	11,374	11,532	12,341	9,394	
Annuity	5,928	3,212	4,071	4,001	3,868	3,865	3,964	4,023	
Allocated costs	5,081	1,139	1,521	1,522	1,542	1,574	1,614	1,638	
Total expenditure	21,235	12,642	16,560	16,874	16,784	16,971	17,919	15,055	
Net (under) / over recovery	476	430	1,188	(548)	(2,196)	(656)	(2,234)	(4,101)	
Prior year (under) / over recovery	(151)	325	755	1,943	674	(801)	(1,457)	(3,691)	
Price smoothing				(721)	721				
Cost adjustment from 2019 as per prior agreement								1,480	1
Total (under) / over recovery to cfwd	325	755	1,943	674	(801)	(1,457)	(3,691)	(6,312)	
Customer share	80%	77%	77%	77%	76%	76%	83%	74%	
Annual Pass Prices									
Perimeter passes	£65103		£635.41	£596.70	£535.29	£655.26	£655.26	£686.21	
Lost passes	£30.00		£30.00	£30.00	£30.00	£30.00	£30.00	£30.00	
June 2014 to December 2014									
Perimeter passes		£627.42							
Lost passes		£30.00							

A £14 levy per pass per annum is included in the above prices to help fund public transport initiatives.

Notes

(1) Cost adjustment from 2019 as per prior agreement

Cost adjustment due to volume discrepancy as agreed with airline community

Staff car parking
Trading statement year ended 31 December 2020
Detail - with customer share and adjustment to table G.4 breakdown

	Underlying Accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer Share £'000	Adjustment to Table G.4 breakdown £'000	Customer Trading Statement £'000	Notes
				74.33%			
Income	10,954	3,783	14,737	10,954		10,954	1
Direct Expenditure							
Staff Car Park Management		330	330	245		245	2
Staff Bussing	9,715	(4,493)	5,222	3,882		3,882	3
Staff Bussing Fuel	777	(169)	608	452		452	3
Staff Costs		61	61	45		45	4
Rent		4,157	4,157	3,090		3,090	5
Rates		2,195	2,195	1,632		1,632	6
Maintenance & Parts		64	64	48		48	7
Total Direct Expenditure	10,492	2,145	12,637	9,394	-	9,394	
Annuity					4,023	4,023	8
Allocated Costs (10.8% of Direct expenditure and Annuity)				1,449	189	1,638	8
Total Expenditure	10,492	2,145	12,637	10,843	4,212	15,055	
Net (under) / over recovery	462	1,638	2,100	111	(4,212)	(4,101)	
Bfwd (under) / over recovery from 2019 in Pricing						(430)	
(Under) / over recovery year ended 31 Dec 2020						(4,531)	
Bfwd (under) / over recovery from 2019 not in Pricing						(3,261)	
Cost adjustment from 2019 as per prior agreement						1,480	9
Total (under) / over recovery to cfwd to 2021						(6,312)	

Notes

(1) Income

A notional income has been included for HAL non-chargeable passes. The Underlying Accounts amount excludes the Passenger Transport Levy (£14 per pass per annum). This PTL income is received within the Staff Car Parking income account, then transferred to the appropriate location within HAL.

(2) Staff Car Park Management

Adjustment to allocate management cost of Staff Car Parks excluding West Ramp Coach Park and Taxi Feeder Park

(3) Staff Bussing

Adjustment includes Bussing charges relating to Staff Car Parks

(4) Staff

The staff cost reflects the time of HAL staff directly related to the provision of the service

(5) Rent

The rental charge is for the Pionair site leased from Pickering Properties which forms part of the PEX staff car park and for the Magnatex Car Park

(6) Rates

The rates are based the rateable value of the Staff Car Parks, excluding E2 from April 2020 onwards

(7) Maintenance and Parts

An adjustment has been made to include Maintenance and Parts relating to Staff Car Parks

(8) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

(9) Cost adjustment from 2019 as per prior agreement

Cost adjustment due to volume discrepancy as agreed with airline community

Staff ID cards

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000
Income	2,815	1,784	1,134	1,264	1,711	1,581	1,595	1,062
Expenditure								
Direct expenditure	1,172	835	1,283	1,175	1,457	1,684	1,732	1,464
Annuity	96	71	91	89	90	91	93	94
Allocated costs	1,598	101	132	132	136	139	142	144
Total expenditure	2,866	1,007	1,506	1,396	1,683	1,914	1,967	1,702
Net (under) / over recovery	(51)	777	(372)	(132)	28	(333)	(372)	(640)
Prior year (under) / over recovery	2,450	91	868	496	364	416	83	(289)
One off rebate	(2,308)							
Prior year adjustment					24			
Total (under) / over recovery to cfwd	91	868	496	364	416	83	(289)	(929)
Customer share	80%	81%	84%	86%	85%	81%	86%	84%

Detailed pricing information is available on the General Notice

Staff ID cards
Trading statement year ended 31 December 2020
Detail - with customer share and adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer share £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
				84.17%			
Income	1,062	200	1,262	1,062		1,062	1
Direct expenditure							
Staff	860		860	724		724	
Property related		141	141	119		119	2
Maintenance & equipment	97		97	82		82	
General expenses and BSC processing costs	635	(71)	564	475		475	3
Electricity		76	76	64		64	4
Total direct expenditure	1,592	146	1,738	1,464		1,464	
Annuity					94	94	5
Allocated costs (12% of Direct expenditure and Annuity)				187	(43)	144	5
Total expenditure	1,592	146	1,738	1,651	51	1,702	
Net (under) / over recovery	(530)	54	(476)	(589)	(51)	(640)	
Bfwd (under) / over recovery from 2019 in Pricing						(221)	
(Under) / over recovery year ended 31 Dec 2020						(861)	
Bfwd (under) / over recovery from 2019 not in Pricing						(68)	
Total (under) / over recovery to cfwd to 2021						(929)	

Notes**(1) Income**

Income is stated after including notional income for HAL passes

(2) Property related costs

An property charge has been included as this has not been charged through the normal mechanism

	Sq m	Sq ft	Amt (£) for year ended 31 Dec 2020	
Space occupied	420	4,525		
	Unit	Rate		
Rent	Sq m	£252.32	£105,974	
Waste	Per 250 Sq ft	£347.60	£6,292	
Rates	Per Property	£28,302.03	£28,302	
			£140,568	

(3) General expenses and BSC processing costs

An adjustment has been included to remove non-recoverable BSC Processing costs

(4) Electricity

An electricity charge has been included as this has not been charged through the normal mechanism

	Total
Units (kwh)	234,969
Price per unit	£0.324 (Heathrow General Notices)
Total	£76,130

(5) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Fixed electrical ground power (FEGP)
Trading statement year ended 31 December 2020
Q6 summary

	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000
Income	10,554	9,890	8,818	10,392	10,782	8,412
Expenditure						
Direct expenditure	5,789	5,421	5,955	6,609	6,512	5,392
Annuity	3,956	3,747	3,566	3,560	3,651	3,706
Allocated costs	417	402	399	406	417	423
Total expenditure	10,162	9,570	9,920	10,575	10,580	9,521
Net (under) / over recovery	392	320	(1,102)	(183)	202	(1,109)
Prior year (under) / over recovery	376	768	1,088	(14)	(197)	5
Total (under) / over recovery to cfwd	768	1,088	(14)	(197)	5	(1,104)
Customer share	100%	100%	100%	100%	100%	100%
Pricing						
Price based on consumption						
January 2015 - December 2015	£0.49					
January 2016 - December 2016		£0.46				
January 2017 - December 2017			£0.40			
January 2018 - December 2018				£0.46		
January 2019 - December 2019					£0.48	
January 2020 - December 2020						£0.53

Fixed electrical ground power (FEGP)
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying Accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	8,412		8,412		8,412	
Direct expenditure						
Staff		67	67		67	1
Electricity		5,015	5,015		5,015	2
Maintenance and parts		310	310		310	3
Total direct expenditure		5,392	5,392	-	5,392	
Annuity				3,706	3,706	4
Allocated costs (4% of Direct expenditure and Annuity)			364	59	423	4
Total expenditure		5,392	5,756	3,765	9,521	
Net (under) / over recovery	8,412	(5,392)	2,656	(3,765)	(1,109)	
Bfwd (under) / over recovery from 2019 in Pricing					(362)	
(Under) / over recovery year ended 31 Dec 2020					(1,471)	
Bfwd (under) / over recovery from 2019 not in Pricing					367	
Total (under) / over recovery to cfwd to 2021					(1,104)	

Notes

(1) Staff

An adjustment has been made to include direct costs of HAL staff working on FEGP activities

(2) Electricity

An adjustment has been made to include the internal cost of electricity

(3) Maintenance and parts

An adjustment has been made to include internal maintenance charges in direct costs

(4) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Pre-conditioned air (PCA)
Trading statement year ended 31 December 2020
Q6 summary

	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income	5,368	5,314	4,485	2,281	369	175	1
Expenditure							
Direct expenditure	1,136	1,229	1,416	1,004	377	195	
Annuity	3,927	3,978	4,128	4,153	4,259	4,323	
Allocated costs	229	223	227	226	232	235	
Total expenditure	5,292	5,430	5,771	5,383	4,868	4,753	
Net (under) / over recovery	76	(116)	(1,286)	(3,102)	(4,499)	(4,578)	
Prior year (under) / over recovery	(394)	(318)	(434)	(1,720)	(4,822)	(9,321)	
Total (under) / over recovery to cfwd	(318)	(434)	(1,720)	(4,822)	(9,321)	(13,899)	
Customer share	100%	100%	100%	100%	100%	100%	
Pricing - per kwh							
January 2015 - December 2015	£1.81						
January 2016 - December 2016		£1.77					
January 2017 - December 2017			£1.62				
January 2018 - December 2018				£1.62			
January 2019 - December 2019					£1.00		
January 2020 - December 2020						£1.00	

Notes

(1) Pre-conditioned air

The charge for pre-conditioned air has been introduced in Q6

Pre-conditioned air (PCA)
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying Accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	175		175		175	
Direct expenditure						
Staff		1	1		1	1
Electricity		52	52		52	2
Maintenance and parts		142	142		142	3
Total direct expenditure		195	195	-	195	
Annuity				4,323	4,323	4
Allocated costs (4% of Direct expenditure and Annuity)			181	54	235	4
Total expenditure		195	376	4,377	4,753	
Net (under) / over recovery	175	(195)	(201)	(4,377)	(4,578)	
Bfwd (under) / over recovery from 2019 in Pricing					(9,278)	
(Under) / over recovery year ended 31 Dec 2020					(13,856)	
Bfwd (under) / over recovery from 2019 not in Pricing					(43)	
Total (under) / over recovery to cfwd to 2021					(13,899)	

Notes

(1) Staff

An adjustment has been made to include direct costs of HAL staff working on pre-conditioned air activities

(2) Electricity

An adjustment has been made to include internal cost of electricity

(3) Maintenance and parts

An adjustment has been made to include internal maintenance charges in direct costs

(4) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Airside licences

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000
Income	1,323	922	917	1,082	804	750	924	1,058
Expenditure								
Direct expenditure	798	628	741	591	842	791	1,288	899
Annuity	49	27	30	29	30	30	31	31
Allocated costs	435	83	108	109	113	117	120	122
Total expenditure	1,282	738	879	729	985	938	1,439	1,052
Net (under) / over recovery	41	184	38	353	(181)	(188)	(515)	6
Prior year (under) / over recovery	(67)	(27)	157	195	548	204	(69)	(666)
Price smoothing adjustment					(163)	(85)	(82)	
Total (under) / over recovery to cfwd	(26)	157	195	548	204	(69)	(666)	(660)
Customer share	93%	92%	93%	92%	95%	91%	91%	93%
Pricing								
Annual charge per licence	£3,248	£2,250	£2,250	£2,606	£1,878	£1,809	£2,309	£2,809

Airside licences
Trading statement year ended 31 December 2020
Detail - with customer share and adjustment to table G.4 breakdown

	Underlying Accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer share £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
				93.31%			
Income	1,058	76	1,134	1,058		1,058	1
Direct expenditure							
Staff	747	86	833	777		777	2
Maintenance & equipment	292	(272)	20	19		19	3
General expenses	110	-	110	103		103	
Total direct expenditure	1,149	(186)	963	899		899	
Annuity				-	31	31	4
Allocated costs (12% of Direct expenditure and Annuity)				112	10	122	4
Total expenditure	1,149	(186)	963	1,011	41	1,052	
Net (under) / over recovery	(91)	262	171	47	(41)	6	
Bfwd (under) / over recovery from 2019 in Pricing						(249)	
(Under) / over recovery year ended 31 Dec 2020						(243)	
Bfwd (under) / over recovery from 2019 not in Pricing						(417)	
Total (under) / over recovery to cfwd to 2021						(660)	

Notes

(1) Income

There are a number of licences issued to third parties free of charge. Heathrow bears the cost of these and a notional income is included to reflect them

(2) Staff cost adjustment

An adjustment has been made to exclude non-recoverable staff costs in Ramp Operations

(3) Maintenance & equipment cost adjustment

An adjustment has been made to exclude non-recoverable maintenance and equipment costs

(4) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Waste, recycling and refuse collection

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Dec 2015	12 months to 31 Dec 2016	12 months to 31 Dec 2017	12 months to 31 Dec 2018	12 months to 31 Dec 2019	12 months to 31 Dec 2020	Notes
	£'000	£'000	£'000	£'000	£'000	£'000	
Income	2,689	2,196	2,584	2,979	2,400	2,442	1
Expenditure							
Direct expenditure	2,004	2,088	2,291	2,689	2,634	2,268	
Annuity	389	140	140	140	144	146	
Allocated costs	125	120	125	130	133	135	
Total expenditure	2,518	2,348	2,556	2,959	2,911	2,549	
Net (under) / over recovery	171	(152)	28	20	(511)	(107)	
Prior year (under) / over recovery	(12)	159	7	35	55	(456)	
Total (under) / over recovery to cfwd	159	7	35	55	(456)	(563)	
Customer share							
Refuse Area	74%	74%	74%	75%	75%	74%	
Refuse Bin	100%	100%	100%	100%	100%	100%	
Pricing							
Refuse Area Charge - per assessed unit per quarter							
Low Waste Use (eg Services)	£72.30	£60.43	£66.85	£63.08			
Medium Waste Use (eg Shops)	£83.15	£69.50	£76.89	£72.55			
High Waste Use (eg Food and Beverage outlets)	£93.99	£78.56	£86.91	£82.01			
Refuse Bin Charge - per outlet per quarter							
Low Waste Use (eg Services)	£399.00	£336.00	£365.00	£554.00			
Medium Waste Use (eg Shops)	£1,302.00	£1,098.00	£1,192.00	£1,808.00			
High Waste Use (eg Food and Beverage outlets)	£2,409.00	£2,032.00	£2,205.00	£3,345.00			
Refuse Area Charge - per assessed unit per quarter							
Low Waste Use (eg Services)					£73.55	£86.90	
Low Waste Use GREEN TARIFF					£66.34	£78.38	
Medium Waste Use (eg Shops)					£84.59	£99.95	
Medium Waste Use GREEN TARIFF					£76.29	£90.15	
High Waste Use (eg Food and Beverage outlets)					£95.62	£112.98	
High Waste Use GREEN TARIFF					£86.24	£101.90	
Refuse Bin Charge - per outlet per quarter							
Low Waste Use (eg Services)					£215.00	£610.00	
Low Waste Use GREEN TARIFF					£188.00	£533.00	
Medium Waste Use (eg Shops)					£703.00	£1,992.00	
Medium Waste Use GREEN TARIFF					£614.00	£1,741.00	
High Waste Use (eg Food and Beverage outlets)					£1,300.00	£3,685.00	
High Waste Use GREEN TARIFF					£1,136.00	£3,220.00	

Notes

(1) Waste, recycling and refuse collection

Trading statements were not prepared in Q5 for waste, recycling and refuse collection as it was not a designated specified activity

Waste, recycling and refuse collection
Trading statement year ended 31 December 2020
Detail - with customer share and adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Refuse Area £'000	Refuse Bin £'000	Customer Share £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
				73.69%	100%				
Income	2,442	872	3,314	1,727	715	2,442		2,442	1
Direct expenditure									
Management fee @ 40%	2,857	1	2,858	842		842		842	2
Sortation	225	-	225	166		166		166	
T5 & T2 Bin Rooms Cost	1,670	(410)	1,260		1,260	1,260		1,260	2
Total direct expenditure	4,752	(409)	4,343	1,008	1,260	2,268		2,268	
Annuity						-	146	146	3
Allocated costs (4% of Direct expenditure and Annuity)						97	38	135	3
Total expenditure	4,752	(409)	4,343	1,008	1,260	2,365	184	2,549	
Net (under) / over recovery	(2,310)	1,281	(1,029)	719	(545)	77	(184)	(107)	
Bfwd (under) / over recovery from 2019 in Pricing									(107)
(Under) / over recovery year ended 31 Dec 2020								(214)	
Bfwd (under) / over recovery from 2019 not in Pricing									(349)
Total (under) / over recovery to cfwd to 2021								(563)	

Notes

(1) Income

An adjustment includes notional income attributable to HAL share of waste activities.

(2) Direct expenditure

An adjustment has been made to include the element of T3 & T4 sortation, T2 and T5 bin room costs plus 40% of the management fee relating to waste area and bin room activities. The remaining cost of the management fee is recovered through airport charges.

(3) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI.

Taxi feeder park
Trading statement year ended 31 December 2020
Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000
Income	3,292	2,228	1,886	1,896	2,205	2,320	2,405	524
Expenditure								
Direct expenditure	1,354	1,237	1,368	1,375	1,490	1,366	1,486	1,231
Annuity	180	341	450	457	474	490	503	510
Allocated costs	2,066	172	223	226	229	236	243	247
Total expenditure	3,600	1,750	2,041	2,058	2,193	2,092	2,232	1,988
Net (under) / over recovery	(308)	478	(155)	(162)	12	228	173	(1,464)
Prior year (under) / over recovery	(176)	(484)	(6)	(161)	(323)	(311)	(83)	90
Total (under) / over recovery to cfwd	(484)	(6)	(161)	(323)	(311)	(83)	90	(1,374)
Customer share	100%	100%	100%	100%	100%	100%	100%	100%
Annual Prices agreed								
Price per Movement (incl VAT)	£4.35	£4.35	£2.82	£2.82	£3.50	£3.50	£3.50	£3.50

Taxi feeder park
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying Accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to Table G.4 breakdown £'000	Customer Trading Statement £'000	Notes
Income	524	-	524		524	
Direct Expenditure						
Management Fee		919	919		919	1
Internal Maintenance		32	32		32	2
Rates		62	62		62	3
IT Support		218	218		218	3
Total Direct Expenditure		1,231	1,231	-	1,231	
Annuity				510	510	4
Allocated Costs (12% of Direct expenditure and Annuity)			209	38	247	4
Total Expenditure		1,231	1,440	548	1,988	
Net (under) / over Recovery	524	(1,231)	(916)	(548)	(1,464)	
Bfwd (under) / over recovery from 2019 in Pricing					(154)	
(Under) / over recovery year ended 31 Dec 2020					(1,618)	
Bfwd (under) / over recovery from 2019 not in Pricing					244	
Total (under) / over recovery to cfwd to 2021					(1,374)	

Notes

(1) Management Fee

An adjustment has been made to include the element of the Management Fee relating to the Taxi Feeder Park.

(2) Internal Maintenance

An adjustment has been made to include the maintenance costs relating to the Taxi Feeder Park.

(3) Rates and IT Support

An adjustment has been made to include the rates charges and IT support charges relating to Taxi Feeder Park.

(4) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Heating and Gas

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income	1,182	1,185	1,278	1,359	1,363	1,472	1
Expenditure							
Direct expenditure	1,228	1,201	1,277	1,365	1,416	1,465	
Annuity	2	2	2	2	2	2	
Allocated costs	6	6	7	7	7	7	
Total expenditure	1,236	1,209	1,286	1,374	1,425	1,474	
Net (under) / over recovery	(54)	(24)	(8)	(15)	(62)	(2)	
Prior year (under) / over recovery	104	50	26	18	3	(59)	
Total (under) / over recovery to cfwd	50	26	18	3	(59)	(61)	
Customer share	0.54%	0.38%	0.46%	0.64%	1.05%	1.05%	
Pricing							
Gas - per kwh							
January 2015 - December 2015	£0.01						
January 2016 - December 2016		£0.02					
January 2017 - December 2017			£0.05				
January 2018 - December 2018				£0.03			
January 2019 - December 2019					£0.02		
January 2020 - December 2020						£0.08	

Notes

(1) Gas and Heating

Formal trading statements were prepared in Q5 for heating but not gas, therefore the figures included for 13/14 are heating only and do not include gas

Heating and Gas

Trading statement year ended 31 December 2020

Detail - with customer share and adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer share £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
				1.05%			
Income							
Gas	74	6,982	7,056	74		74	1
Heating	1,398		1,398	1,398		1,398	
Direct Expenditure							
Supplier costs	3,754		3,754	39		39	
Staff	1,612		1,612	17		17	
Maintenance	1,093		1,093	11		11	
General expenses	-		-	-		-	
Heating costs		1,398	1,398	1,398		1,398	2
Total direct expenditure	6,459	1,398	7,857	1,465		1,465	
Annuity				-	2	2	3
Allocated costs (4% of Direct expenditure and Annuity)				59	(52)	7	3
Total expenditure	6,459	1,398	7,857	1,524	(50)	1,474	
Net (under) / over recovery	(4,987)	5,584	597	(52)	50	(2)	
Bfwd (under) / over recovery from 2019 in Pricing						5	
(Under) / over recovery year ended 31 Dec 2020						3	
Bfwd (under) / over recovery from 2019 not in Pricing						(64)	
Total (under) / over recovery to cfwd to 2021						(61)	

Notes

(1) Income

Income is stated after including notional income for HAL usage

(2) Heating costs

Heating income is recovered via property leases and an equivalent cost is included in the supply costs to offset income and ensure that the correct customer share is calculated for gas

(3) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Electricity

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000
Income	34,936	32,584	32,833	34,013	33,586	27,132
Backbilling income	2,522	1,924	1,397	1,652	1,679	2,253
Total income	37,458	34,508	34,230	35,665	35,265	29,385
Expenditure						
Direct expenditure	13,275	16,457	14,593	14,969	17,017	12,216
Annuity	19,766	18,951	18,799	18,562	19,037	19,323
Allocated costs	1,528	1,530	1,555	1,568	1,608	1,633
Total expenditure	34,569	36,938	34,947	35,099	37,662	33,172
Net (under) / over recovery	2,889	(2,430)	(717)	566	(2,397)	(3,787)
Prior year (under) / over recovery	232	2,200	(691)	(2,062)	(1,914)	(4,781)
Less backbilling cost adjustment	921	461	654	418	470	425
Total (under) / over recovery to cfwd	2,200	(691)	(2,062)	(1,914)	(4,781)	(8,993)
Customer share	33%	34%	35%	33%	34%	30%
Pricing						
January 2015 - December 2015						
HV electricity price (per kwh)	£0.180					
LV electricity price (per kwh)	£0.239					
January 2016 - December 2016						
HV electricity price (per kwh)		£0.160				
LV electricity price (per kwh)		£0.220				
January 2017 - December 2017						
HV electricity price (per kwh)			£0.166			
LV electricity price (per kwh)			£0.234			
January 2018 - December 2018						
HV electricity price (per kwh)				£0.185		
LV electricity price (per kwh)				£0.255		
January 2019 - December 2019						
HV electricity price (per kwh)					£0.195	
LV electricity price (per kwh)					£0.266	
January 2020 - December 2020						
HV electricity price (per kwh)						£0.231
LV electricity price (per kwh)						£0.324

Electricity

Trading statement year ended 31 December 2020

Detail - with customer share and adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer share £'000	Adjustment to table G.4 breakdown £'000	Customer adjusted trading statement £'000	Notes
				30.04%			
Income	29,385	60,934	90,319	27,132		27,132	1
Backbilling income		2,253	2,253	2,253		2,253	2
						29,385	
Direct expenditure							
Supplier costs	41,288	(20)	41,268	12,397		12,397	3
CLC		(601)	(601)	(181)		(181)	4
Total direct expenditure	41,288	(621)	40,667	12,216		12,216	
Annuity					19,323	19,323	5
Allocated costs (4% of direct expenditure and annuity)				1,262	371	1,633	5
Total expenditure	41,288	(621)	40,667	13,478	19,694	33,172	
Net (under) / over recovery	(11,903)	63,808	51,905	15,907	(19,694)	(3,787)	
Bfwd (under) / over recovery from 2019 in Pricing						(2,628)	
Less backbilling cost adjustment							
2015						-	2
2016						-	2
2017						-	2
2018						(1)	2
2019						426	2
						425	
(Under) / over recovery year ended 31 Dec 2020						(6,840)	
Bfwd (under) / over recovery from 2019 not in Pricing						(2,153)	
Total (under) / over recovery to cfwd to 2021						(8,993)	

Notes

(1) Income

Income is stated after including notional income for HAL usage and reflects backbilling income separately

(2) Backbilling adjustment

An adjustment is made to account for additional revenue billed to customers relating to consumption in the periods before the year ended 31 Dec 2019 and the associated increase in costs

(3) Supplier costs

An adjustment has been made to exclude non-recoverable costs

(4) CLC

An adjustment has been made to exclude non-recoverable costs

(5) Annuity and allocated costs

Annuity and allocated costs are fixed at the level stated in the table G.4 breakdown plus RPI

Water and sewerage

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Dec 2015	12 months to 31 Dec 2016	12 months to 31 Dec 2017	12 months to 31 Dec 2018	12 months to 31 Dec 2019	12 months to 31 Dec 2020
	£'000	£'000	£'000	£'000	£'000	£'000
Income	5,359	5,059	2,611	4,908	5,304	2,764
Backbilling income	1,152	511	443	223	364	378
Total income	6,511	5,570	3,054	5,131	5,668	3,142
Expenditure						
Direct expenditure	1,004	1,239	1,103	1,203	1,568	755
Annuity	3,985	3,899	3,893	3,891	3,991	4,051
Allocated costs	193	190	191	191	196	199
Total expenditure	5,182	5,328	5,187	5,285	5,755	5,005
Net (under) / over recovery	1,329	242	(2,133)	(154)	(87)	(1,863)
Prior year (under) / over recovery	503	1,832	2,074	(59)	(213)	(300)
Less backbilling cost adjustment	85	68	123	62	85	41
Cap backbilling to CAA decision customer share	(85)	(68)	(123)	(62)	(85)	(41)
Total (under) / over recovery to cfwd	1,832	2,074	(59)	(213)	(300)	(2,163)
Customer share	27%	29%	28%	28%	27%	26%
Pricing						
Annual charge - per cubic metre	£11.42	£10.58	£5.79	£10.65	£10.59	£11.84

Water and sewerage

Trading statement year ended 31 December 2020

Detail - with customer share and adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer share £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
				26.49%			
Income	3,142	7,292	10,434	2,764		2,764	1
Backbilling income adjustment		378	378	378		378	2
						<u>3,142</u>	
Direct expenditure							
Water in and water out	1,975	(597)	1,378	365		365	3
Staff	1,813	(691)	1,122	297		297	4
Maintenance	348		348	92		92	
General expenses	2		2	1		1	
Total direct expenditure	4,138	(1,288)	2,850	755		755	
Annuity					4,051	4,051	5
Allocated costs (4% of Direct expenditure and Annuity)				192	7	199	5
Total expenditure	4,138	(1,288)	2,850	947	4,058	5,005	
Net (under) / over recovery	(996)	8,958	7,962	2,195	(4,058)	(1,863)	
Bfwd (under) / over recovery from 2019 in Pricing						(125)	
Less backbilling cost adjustment							
2015						-	2
2016						-	2
2017						-	2
2018						-	2
2019						41	2
						<u>41</u>	
Cap backbilling to CAA decision customer share						(41)	
(Under) / over recovery year ended 31 Dec 2020						<u>(1,988)</u>	
Bfwd (under) / over recovery from 2019 not in Pricing						(175)	
Total (under) / over recovery to cfwd to 2021						<u>(2,163)</u>	

Notes

(1) Income

Income is stated after including notional income for HAL usage and reflects backbilling income separately

(2) Backbilling adjustment

An adjustment is made to account for additional revenue billed to customers relating to consumption in the periods before the year ended 31 Dec 2019 and the associated increase in costs

(3) Water in and water out

An adjustment has been made to exclude non-recoverable costs

(4) Staff costs

Staff costs are adjusted to reflect time spent on water and sewerage only (time spent on other water related activities including environmental are excluded)

(5) Annuity and allocated costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Bus and coach facilities

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income	1617	2,586	3,185	3,273	3,378	3,241	2,776	2,356	
Expenditure									
Direct expenditure	1952	1959	2,740	2,450	2,328	2,487	2,194	2,272	
Annuity	945	429	548	530	511	456	468	475	
Allocated costs	3,045	194	256	256	260	260	267	271	
Total expenditure	5,942	2,582	3,544	3,236	3,099	3,203	2,929	3,018	
Net (under) / over recovery	(4,325)	4	(359)	37	279	38	(153)	(662)	
Prior year (under) / over recovery			4	(355)	(318)	(39)	(26)	(179)	
Price Smoothing						(25)			
Total (under) / over recovery to cfwd	(4,325)	4	(355)	(318)	(39)	(26)	(179)	(841)	1
Customer share	86%	100%	100%	100%	100%	100%	100%	100%	
Pricing - per departing movement									
Central Bus Station (CBS)	£2.74	£4.74							
January 2015 - July 2015			All operators	£4.74					
August 2015 - December 2015			Bus up to 60 seats	£4.42					
August 2015 - December 2015			Bus up to 15 seats	£2.37					
January 2016 - December 2016			Bus up to 15 seats		£2.37				
January 2016 - December 2016			Bus more than 15 seats	£4.42					
January 2017 - December 2017			Bus up to 15 seats		£2.37				
January 2017 - December 2017			Bus more than 15 seats		£4.42				
January 2018 - December 2018			All operators			£4.11			
January 2019 - December 2019			All operators				£4.11		
January 2020 - December 2020			All operators					£4.18	
West Ramp Coach Park (WRCP)	£23.24	£23.24	£2156	£2156	£24.15	£24.15	£24.15	£24.15	

Notes

(1) Prior Year (Under) recovery

Agreed with operators not to carry forward the prior year (under) recovery in 31 Mar 2014 driven by the high allocated costs.

Bus and coach facilities
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying Accounts (UA) £'000	Adjustment to UA £'000	CBS & Permits £'000	WRCP £'000	Total £'000	Adjustment to Table G.4 breakdown £'000	Customer Trading Statement £'000	Notes
Income	1,095	1,262	1,906	450	2,356		2,356	1
Direct Expenditure								
Staff		44	22	22	44		44	2
Rent		23	23	-	23		23	3
Cleaning		196	196	-	196		196	4
Maintenance		70	60	10	70		70	4
Rates		324	251	73	324		324	5
Management Fee		1,615	1,153	462	1,615		1,615	6
Total Direct Expenditure		2,272	1,705	567	2,272		2,272	
Annuity						475	475	7
Allocated Costs (12% of Direct expenditure and Annuity)					330	(59)	271	7
Total Expenditure		2,272	1,705	567	2,602	416	3,018	
Net (under) / over Recovery	1,095	(1,010)	201	(117)	(246)	(416)	(662)	
Bfwd (under) / over recovery from 2019							(179)	
Total (under) / over recovery to cfwd to 2021							(841)	

Common I.T. infrastructure

Trading statement year ended 31 December 2020

Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income		230	284	388	454	110	75	87	1
Expenditure									
Direct expenditure		1	1	1	1	1	1	1	
Annuity		268	341	334	336	332	341	346	
Allocated costs		12	15	15	15	15	15	15	
Total expenditure		281	357	350	352	348	357	362	
Net (under) / over recovery		(51)	(73)	38	102	(238)	(282)	(275)	
Prior year (under) / over recovery		-	(51)	(124)	(28)	16	(222)	(504)	
Prior smoothing adjustment				58	(58)				
Total (under)/over recovery to cfwd		(51)	(124)	(28)	16	(222)	(504)	(779)	
Customer share		18%	1.6%	1.4%	1.7%	1.7%	1.5%	0.9%	
Pricing									
Annual charge per port	not charged	£165.43	£147.44	£211.26	£247.01	£169.10	£203.53	£198.75	

Notes

(1) Common IT - passive

The charge for common IT - passive has been introduced in Q6

Common I.T. infrastructure
Trading statement year ended 31 December 2020
Detail - with customer share and adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Customer share £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
				0.91%			
Income	87	9,507	9,594	87	-	87	
Direct expenditure							
Staff		110	110	1	-	1	1
Total direct expenditure	-	110	110	1	-	1	
Annuity					346	346	2
Allocated costs (4% of direct expenditure and annuity)				14	1	15	2
Total expenditure	-	110	110	15	347	362	
Net (under) / over recovery	87	9,397	9,484	72	(347)	(275)	
Bfwd (under) / over recovery from 2019 in Pricing						-	
(Under) / over recovery year ended 31 Dec 2020						(275)	
Bfwd (under) / over recovery from 2019 not in Pricing						(504)	
Total (under) / over recovery to cfwd to 2021						(779)	

Notes

(1) Staff cost adjustment

An adjustment has been made to include time spent by HAL staff on common IT - passive activities

(2) Annuity and allocated Costs

Annuity and allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI

Airline Operators Committee (AOC) Trading statement year ended 31 December 2020 Q6 summary

	12 months to 31 Mar 2014 £'000	9 months to 31 Dec 2014 £'000	12 months to 31 Dec 2015 £'000	12 months to 31 Dec 2016 £'000	12 months to 31 Dec 2017 £'000	12 months to 31 Dec 2018 £'000	12 months to 31 Dec 2019 £'000	12 months to 31 Dec 2020 £'000	Notes
Income		389	482	519	513	1,015	734	219	1
Expenditure									
Direct expenditure		359	456	437	606	774	645	465	
Annuity									
Allocated costs		36	47	48	49	51	52	53	
Total expenditure		395	503	485	655	825	697	518	
Net (under) / over recovery		(6)	(21)	34	(142)	190	37	(299)	
Prior year (under) / over recovery		-	(6)	(27)	7	(135)	55	92	
Total (under) / over recovery to cfwd		(6)	(27)	7	(135)	55	92	(207)	
Customer share		100%	100%	100%	100%	100%	100%	100%	
Pricing									
Annual charge per departing passenger	Not charged	£0.0173	£0.0131	£0.0139	£0.0133	£0.0256	£0.0201	£0.0201	

Notes

(1) Airline Operators Committee

The charge for the Airline Operators Committee has been introduced in Q6

Airline Operators Committee (AOC)
Trading statement year ended 31 December 2020
Detail - with adjustment to table G.4 breakdown

	Underlying accounts (UA) £'000	Adjustment to UA £'000	Total £'000	Adjustment to table G.4 breakdown £'000	Customer trading statement £'000	Notes
Income	219	-	219		219	
Direct expenditure						
AOC contribution costs	798	(333)	465		465	1
Total direct expenditure	798	(333)	465		465	
Annuity			-		-	2
Allocated costs (12% of Direct expenditure)			56	(3)	53	3
Total expenditure	798	(333)	521	(3)	518	
Net (under) / over recovery	(579)	333	(302)	3	(299)	
Bfwd (under) / over recovery from 2019 in Pricing					11	
(Under) / over recovery year ended 31 Dec 2020					(288)	
Bfwd (under) / over recovery from 2019 not in Pricing					81	
Total (under) / over recovery to cfwd to 2021					(207)	

Notes

(1) AOC contribution costs

An adjustment to include the agreed AOC contribution costs

(2) Annuity

There is no annuity included as part of the AOC specified activity

(3) Allocated costs

Allocated costs have been fixed at the level stated in the table G.4 breakdown plus RPI