



Heathrow Airport Employment Survey 2008-2009

Summary of Survey Results

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1. Introduction

BAA Market Research Group undertake regular surveys of employment at Heathrow Airport. The last full employment survey was conducted over the period March to June 2004 and there have been 'snapshot' employer surveys in 2005, 2006 and 2007.

A new full employment survey was undertaken between October 2008 and September 2009, covering all companies whose employees report for work within the boundary of Heathrow Airport and the Waterside Complex.

The objectives of the survey were to obtain detailed information on employee and employer characteristics for a post-T5 airport, which can be used as a basis for employment forecasting and aid the planning of requirements for staff facilities.

BAA have appointed Sinclair Knight Merz to expand the employment survey and report its results. This report contains a summary of results based on an analysis of the expanded employment survey.



2. Survey Methodology

2.1. Background

The survey consisted of two separate parts – an Employer Survey and an Employee Survey.

2.2. Employer Survey

The aim of the Employer Survey was to determine the employment characteristics of every company whose employees report to work within the boundaries of Heathrow Airport or the Waterside Complex. It also formed the basis of the expansion of the Employee Survey.

The Employer Survey was conducted from December 2008 to February 2009 and mostly took the form of a face to face interview with a personnel representative from each participating company conducted by a member of the BAA Market Research Team. A few companies were interviewed in March 2009 if it had not been possible to do so before.

A copy of the Employer Survey questionnaire can be found in Appendix A.

2.3. Employee Survey

The aim of the Employee Survey was to determine the employment characteristics of Heathrow Airport's working population, such as job classification, home location and mode of transport to work.

The Employee Survey was conducted between October 2008 and September 2009 and took the form of face to face intercept interviews with employees, conducted at various locations around the airport.

The original aim was for a 33% sample of employees for most companies, the exception being particularly large companies for which the target sampling rate was 20%. The target sampling rate was then lowered further specifically for Heathrow based airlines, as they employ a very large proportion of Heathrow's workforce, which can be assumed to be fairly homogenous. This led to an overall sample of approximately 1 in 7, ~14%.

The numbers of employee interviews needed to match target sample rates were calculated using estimates of employee numbers, which were later confirmed by the Employer Survey. Employees of companies that had not participated in the Employer Survey were not targeted.

A copy of the Employee Survey questionnaire can be found in Appendix B.



3. Notes for the Reader

3.1. Expansion of Employee Survey

Once the Employee Survey data had been cleaned, the employee records were weighted so that the total number of employees for a given company and job type matched the information given in the Employer Survey. However, there was often the need to aggregate records by company type and/or job type, where the response rate for a certain company and job type combination was particularly low or non-existent. The totals obtained using this procedure approximate well to those found in the Employer Survey, with small differences occurring due to aggregations.

It should be noted that the problem of low or zero response rates may have been exacerbated by the time difference between the Employer and Employee Surveys, and by the relocation of various employers and staff to new terminals following the opening of Terminal 5.

3.2. BA's Waterside Complex

After analysis of the Employee Survey and discussion with BAA it became clear that staff working at the Waterside Complex (~3200) had been significantly under sampled as it was not possible to undertake sufficient face to face interviews there. Therefore Waterside based employees have not been included in any tables produced using the Employee Survey, unless explicitly stated otherwise.

3.3. Conventions

In this report numbers have been rounded to the nearest whole number and percentages have been given to an accuracy of one decimal place. Due to this rounding, some totals do not equal the sum of their component data.



4. Summary of the Employer Survey

A summary of the Employer Survey results is presented in Table 1 to Table 12.

The Employer Survey initially included completed responses from 287 employers, representing 69,352 employees. As a basis for survey planning, BAA had originally estimated that there were 78,409 employees, from 320 employers (a difference of 9,057 employees, and 33 companies).

Of the 33 non-responding companies, BAA had estimates of employees for 10 of them, accounting for 3,348 employees. These estimates were expanded by occupation category, based on assumed company types. The remaining 23 companies are considered insignificant in terms of the overall employee total, because of their likely size.

The expanded values from the 10 employers mentioned above are included in Tables 1 to Table 4. The remaining summary tables (6 - 12) omit these employees due to the lack of breakdown by male/female, part-time/full-time employees.

An additional 3,942 employees, working for a large airline, have been added to the totals in Table 1 to Table 5 based on advice from BAA in September 2009. These are omitted from Table 6 to Table 12.

The resultant total estimate for employment at Heathrow Airport (including Waterside) in 2008/09 is 76,642.

Please note that Waterside employees are included in Table 1 to Table 13.

■ Table 1 Employers and Employees by Category of Employer

Company Type	Employers	Employees
Airlines/Airline Handling Agents	81	47,567
Government Services	8	2,859
BAA	3	6,022
Catering and Retail	79	5,362
Other Public Passenger Services	49	7,423
Cargo/Freight/Courier Services	14	696
Building and Maintenance Contractors	38	3,136
Other Companies	25	3,577
Total	297	76,642¹

¹Employer Survey (69,352) + BAA estimate (3,348) + large airline (3,942) = 76,642



■ **Table 2 Permanent and Temporary Employees by Category of Employer**

Company Type	Permanent Employees	Temporary Employees	Total Employees	%
Airlines / Airline Handling Agents	47,551	16	47,567	62.1%
Government Services	2,842	17	2,859	3.7%
BAA	6,022	0	6,022	7.9%
Catering and Retail	5,358	4	5,362	7.0%
Other Public Passenger Services	7,177	246	7,423	9.7%
Cargo / Freight / Courier Services	696	0	696	0.9%
Building and Maintenance Contractors	3,077	59	3,136	4.1%
Other Companies	3,557	20	3,577	4.7%
Total	76,280	362	76,642	100.0%



■ Table 3 Occupational Grouping of Permanent Employees by Category of Employer

Company Type	Management Professional - Airport/ Airline Specific	Management Professional - General	Passenger Services, Sales and Clerical Staff	Air Cabin Crew	Pilots/ ATC/ Flight Operations	Information Technology	Maintenance Tradesmen and Other Skilled Workers / Supervisors	Apron, Ramp, Cargo, Drivers, Baggage Staff & Other Semi/ Unskilled Workers /Supervisors	Catering, Cleaning and House-keeping	Customs , Immigration, police and Fire staff	Security, Passenger Search, Security Access Control	Total Permanent Employees
Airlines / Airline Handling Agents	1,674	836	9,127	19,933	4,567	610	2,598	8,190	3	1	12	47,551
Government Services	56	52	247	0	0	0	1	0	0	2,486	0	2,842
BAA	225	191	630	0	117	0	392	254	0	99	4,114	6,022
Catering and Retail	33	625	2,695	0	0	3	1	0	1,999	0	2	5,358
Other Public Passenger Services	58	837	2,139	0	26	27	431	899	2,194	0	566	7,177
Cargo / Freight / Courier Services	12	25	154	0	0	0	20	485	0	0	0	696
Building and Maintenance Contractors	3	295	354	0	0	44	824	293	1,264	0	0	3,077
Other Companies	36	321	546	0	0	13	110	1,301	437	0	793	3,557
Total	2,097	3,182	15,892	19,933	4,710	697	4,377	11,422	5,897	2,586	5,487	76,280



■ Table 4 Occupational Grouping of Temporary Employees by Category of Employer

Company Type	Management Professional - Airport/ Airline Specific	Management Professional - General	Passenger Services, Sales and Clerical Staff	Air Cabin Crew	Pilots/ ATC/ Flight Operations	Information Technology	Maintenance Tradesmen and Other Skilled Workers / Supervisors	Apron, Ramp, Cargo, Drivers, Baggage Staff & Other Semi/ Unskilled Workers /Supervisors	Catering, Cleaning and House-keeping	Customs , Immigration, police and Fire staff	Security, Passenger Search, Security Access Control	Total Permanent Employees
Airlines / Airline Handling Agents	0	0	14	0	0	0	0	2	0	0	0	16
Government Services	0	15	2	0	0	0	0	0	0	0	0	17
BAA	0	0	0	0	0	0	0	0	0	0	0	0
Catering and Retail	0	0	4	0	0	0	0	0	0	0	0	4
Other Public Passenger Services	5	19	90	0	9	2	0	52	20	0	49	246
Cargo / Freight / Courier Services	0	0	0	0	0	0	0	0	0	0	0	0
Building and Maintenance Contractors	0	10	1	0	0	0	44	4	0	0	0	59
Other Companies	0	0	1	0	0	0	0	0	19	0	0	20
Total	5	44	112	0	9	2	44	58	39	0	49	362



■ **Table 5 Employees by Service Type**

Service Type	Count
Passenger ONLY (or mainly)	40,568
Aircraft operations (ONLY)	2,763
Air cargo	458
Passenger and/or aircraft operations and/or air cargo	11,593
'Home-base' maintenance work	2,617
Other, including admin. and clerical support for passengers and aircraft operations	15,291
Total	73,290²

■ **Table 6 Permanent Employees by Gender**

Company Type	Males	Females	Total Number of Permanent Employees
Airlines / Airline Handling Agents	23,165	19,035	42,200
Government Services	1,174	868	2,042
BAA	3,599	2,423	6,022
Catering and Retail	2,109	2,897	5,006
Other Public Passenger Services	4,469	2,188	6,657
Cargo / Freight / Courier Services	589	107	696
Building and Maintenance Contractors	1,460	307	1,767
Other Companies	2,489	1,068	3,557
Total	39,054	28,893	67,947³

² Employee total of 73, 290 is 96.1% of total permanent employees

³ Employee total of 67,947 is 89.1% of total permanent employees (76,280).



■ **Table 7 Permanent Full-Time Employees by Gender**

Company Type	Males	Females	Total Number of Permanent Full-Time Employees
Airlines / Airline Handling Agents	21,380	11,786	33,166
Government Services	1,067	689	1,756
BAA	3,425	1,916	5,341
Catering and Retail	1,563	2,235	3,798
Other Public Passenger Services	4,216	1,923	6,139
Cargo / Freight / Courier Services	574	91	665
Building and Maintenance Contractors	1,449	297	1,746
Other Companies	2,309	974	3,283
Total	35,983	19,911	55,894⁴

■ **Table 8 Permanent Part-Time Employees by Gender**

Company Type	Males	Females	Total Number of Permanent Part-Time Employees
Airlines / Airline Handling Agents	1,785	7,249	9,034
Government Services	107	179	286
BAA	174	507	681
Catering and Retail	546	662	1,208
Other Public Passenger Services	253	265	518
Cargo / Freight / Courier Services	15	16	31
Building and Maintenance Contractors	11	10	21
Other Companies	180	94	274
Total	3,071	8,982	12,053⁵

⁴ Employee total of 55,894 is 82.3% of permanent employees (67,947).

⁵ Employee total of 12,053 is 17.7% of permanent employees (67,947).



■ **Table 9 Temporary Employees by Gender**

Company Type	Males	Females	Total Number of Temporary Employees
Airlines / Airline Handling Agents	1	15	16
Government Services	2	15	17
BAA	0	0	0
Catering and Retail	0	4	4
Other Public Passenger Services	141	105	246
Cargo / Freight / Courier Services	0	0	0
Building and Maintenance Contractors	55	4	59
Other Companies	10	10	20
Total	209	153	362⁶

■ **Table 10 Temporary Full-Time Employees by Gender**

Company Type	Males	Females	Total Number of Temporary Full-time Employees
Airlines / Airline Handling Agents	0	10	10
Government Services	0	1	1
BAA	0	0	0
Catering and Retail	0	1	1
Other Public Passenger Services	137	4	141
Cargo / Freight / Courier Services	0	0	0
Building and Maintenance Contractors	54	4	58
Other Companies	10	10	20
Total	201	30	231⁷

⁶ Employee total of 362 is 100.0% of total temporary employees (362).

⁷ Employee total of 231 is 63.8% of total temporary employees (362).



■ **Table 11 Temporary Part-Time Employees by Gender**

Company Type	Males	Females	Total Number of Temporary Part-time Employees
Airlines / Airline Handling Agents	1	5	6
Government Services	2	14	16
BAA	0	0	0
Catering and Retail	0	3	3
Other Public Passenger Services	4	101	105
Cargo / Freight / Courier Services	0	0	0
Building and Maintenance Contractors	1	0	1
Other Companies	0	0	0
Total	8	123	131⁸

■ **Table 12 Companies with Disabled Employees**

Number of Disabled Employees	Number of Companies	%
None	283	95.2
1	10	3.5
2	1	0.3
6	1	0.3
10	1	0.3
72	1	0.3
All Companies	297	100.0

⁸ Employee total of 131 is 36.2% of total temporary employees (362).



5. Summary of the Employee Survey

A summary of the Employee Survey results is presented in Table 13 to Table 34.

There were 10,852 completed employee questionnaires, representing an overall sample rate of 14%. Of these, 48 were rejected because they were from employees of one of the smaller companies that did not participate in the Employer Survey. An additional 37 records were rejected later on because of incomplete information relating to their job.

All tables except for Table 13 exclude Waterside employees. These tables are therefore based on a total workforce (excluding Waterside) of 73,436 employees. However, occasionally responses to certain questions were not given so the total number of employees may vary for each question. Where this is the case, the relevant response total is indicated in a footnote.

■ Table 13 Response Rate by Category of Employer

Company Category	Number of Employees	Number of Employees Interviewed	Response Rate %
Airlines/Airline Handling Agents	47,567	5,040	10.6%
BAA	2,859	450	15.7%
Building and Maintenance Contractors	6,022	883	14.7%
Cargo/Freight/Courier Services	5,362	1,679	31.3%
Catering and Retail	7,423	1,584	21.3%
Government Services	696	144	20.7%
Other Companies	3,136	444	14.2%
Other Public Passenger Services	3,577	580	16.2%
All Companies	76,642	10,804	14.1%



■ **Table 14 When Employees Began Working for Present Employer at Heathrow Airport**

Description	Airlines/ Airline Handling Agents	Govern- ment Services	BAA	Catering and Retail	Other Public Passenger Services	Cargo/ Freight/Courier Services	Building and Maintenance Contractors	Other Companies	Total
	%	%	%	%	%	%	%	%	%
Less than 1 year	7.8	6.4	10.4	30.8	20.7	5.7	27.9	16.1	12.2
Up to 3 years	17.0	14.0	40.5	33.2	26.3	17.3	31.7	33.5	22.3
More than 3 years	75.2	79.7	49.0	36.0	53.0	77.0	40.4	50.4	65.5
Total Employees	44,753	2,484	5,886	5,452	7,221	894	3,098	3,636	73,424⁹

⁹ Employee total of 73,424 is 99.98% of total employees (73,436)



■ **Table 15 Occupational Classification**

Management Professional - Airport/Airline Specific	Count	%
Airline Station Management	882	42.1
Operation Management	489	23.4
Maintenance Engineering Management	205	9.8
Passenger Services Directors & Managers	189	9.0
Terminal Management	154	7.3
Airport Security Management	138	6.6
Planning and Property Management	37	1.8
Total Management Professional - Airport/Airline Specific Employees	2,095	100.0

Management and Professional - General	Count	%
General Management	1,159	43.1
Concessionaire Management	567	21.1
Catering Management	418	15.5
Personnel Management	140	5.2
Sales and Marketing Management	98	3.6
Financial Management, Accountants	82	3.0
Rail / Bus Company Management	79	2.9
Civil Engineers, Quantity Surveyors	53	2.0
Hotel Management	48	1.8
IT Management	31	1.2
Government Department Management	18	0.7
Total Management and Professional - General Employees	2,692	100.0

Passenger Services/Sales and Clerical Staff	Count	%
Passenger Ground Handling Staff (Wheelchair assistants, Blackjacks)	4,490	33.2
Check-in Staff and Receptionists	3,919	29.0
Sales and Shop Staff, Cashiers, Ticket Desk Staff	3,282	24.3
Telephonists, General Admin Staff	614	4.5
Public Transport Support Staff	398	2.9
Secretaries/Typists, Clerical Assistants, Clerks	354	2.6
Public Transport Drivers / Taxes / Valet Drivers	353	2.6
Crew Rostering Assistants	55	0.4
Accounts and Supplies Clerks	38	0.3
Data Entry/Computer Operators	15	0.1
Total Passenger Services/Sales and Clerical Staff Employees	13,517	100.0



Air Cabin Crew	Count	%
Stewards/Stewardesses/Pursers/CSDs	19,811	100.0
Total Air Cabin Crew Employees	19,811	100.0

Pilots/Air Traffic Control/Flight Operations	Count	%
Captains, 1st Officers, Navigators, Flight Engineers	3,680	78.8
Operations and Movement Controllers, Dispatches	854	18.3
Ground Operations Supervisors	112	2.4
Air Traffic Controllers / Assistants	22	0.5
Total Pilots/Air Traffic Control/Flight Operations Employees	4,668	100.0

Information Technology	Count	%
Systems Analysts and Computer Programmers	506	72.3
Network Engineers	193	27.7
Total Information Technology Employees	699	100.0

Maintenance Tradesmen	Count	%
Electronics Engineers and Technical Assistants	2,319	52.5
Licensed Aircraft Engineers and Apprentices	1,305	29.5
Maintenance Representatives	486	11.0
Craftsmen	179	4.0
Mechanics, Fitters	125	2.8
Aircraft Sprayers	7	0.2
Total Maintenance Tradesmen Employees	4,421	100.0

Apron, Ramp, Cargo, Baggage Handling and Drivers	Count	%
Baggage Handlers	6,746	58.8
Drivers and Aircraft Loaders	1,797	15.7
Apron-Based Ground Operations Staff	1,526	13.3
Stores Staff, Warehousemen	592	5.2
Trolley Services	479	4.2
Cargo Officers	340	3.0
Total Apron, Ramp, Cargo, Baggage Handling and Drivers Employees	11,480	100.0



Catering, Cleaning and Housekeeping	Count	%
Catering/Food Preparation and Bar Staff	3,723	62.7
Building and Office Cleaners	1,430	24.1
Aircraft Cleaners	678	11.4
Housekeeping Staff	106	1.8
Total Catering, Cleaning and Housekeeping Employees	5,936	100.0

Customs, Immigration, Police and Fire Staff	Count	%
Immigration Officers	1,059	41.1
Customs Officers / Border Agents	774	30.0
Police Officers/Detectives/Traffic Warden	667	25.9
Firemen	80	3.1
Total Customs, Immigration, Police and Fire Staff Employees	2,580	100.0

Security, Passenger Search, Security Access Control	Count	%
Passenger Search	5,138	92.8
Building / Premises Security	337	6.1
Pedestrian / Vehicle Access Control	61	1.1
Total Security, Passenger Search, Security Access Control Employees	5,536	100.0



■ Table 16 Employees by Local Authority of Residence by Category of Employer

Local Authority	Airlines/ Airline Handling Agents		Government Services		BAA		Catering and Retail		Other Public Passenger Services		Cargo/ Freight/ Courier Services		Building and Maintenance Contractors		Other Companies		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
LB Hounslow	4,088	9.1	295	11.9	1,001	17.0	1,854	34.0	1,919	26.6	190	21.3	686	22.1	722	19.8	10,755	14.6
LB Hillingdon	3,501	7.8	261	10.5	1,057	18.0	1,279	23.5	1,402	19.4	113	12.7	676	21.8	670	18.4	8,960	12.2
LB Ealing	1,820	4.1	124	5.0	545	9.3	939	17.2	1,165	16.1	71	7.9	485	15.7	611	16.8	5,760	7.8
Slough (Berkshire)	1,921	4.3	161	6.5	509	8.7	273	5.0	714	9.9	9	1.0	232	7.5	273	7.5	4,092	5.6
Spelthorne District	2,377	5.3	165	6.6	505	8.6	183	3.4	327	4.5	122	13.6	81	2.6	156	4.3	3,916	5.3
Windsor and Maidenhead (Berkshire)	1,563	3.5	90	3.6	156	2.6	41	0.8	68	0.9	40	4.5	64	2.1	55	1.5	2,077	2.8
LB Richmond upon Thames	1,435	3.2	61	2.4	169	2.9	96	1.8	94	1.3	13	1.4	56	1.8	84	2.3	2,007	2.7
Runnymede District (Surrey)	989	2.2	66	2.7	209	3.6	45	0.8	68	0.9	25	2.8	29	0.9	82	2.2	1,514	2.1
Surrey Heath District (Surrey)	999	2.2	61	2.5	86	1.5	26	*	43	0.6	21	2.4	17	0.6	25	0.7	1,278	1.7
Bracknell Forest (Berkshire)	918	2.1	69	2.8	142	2.4	14	*	35	*	53	6.0	4	*	35	0.9	1,270	1.7
LB Harrow	489	1.1	57	2.3	102	1.7	161	3.0	131	1.8	7	0.8	51	1.6	135	3.7	1,134	1.5
South Bucks District (Buckinghamshire)	537	1.2	30	1.2	129	2.2	14	*	110	1.5	41	4.5	47	1.5	34	0.9	941	1.3
The City of Brighton and Hove	840	1.9	0	0	0	0	0	0	0	0	0	0	0	0	0	0	840	1.1
Wokingham (Berkshire)	685	1.5	38	1.5	69	1.2	15	*	15	*	4	*	0	0	0	0	826	1.1
Elmbridge District (Surrey)	643	1.4	38	1.5	25	*	5	*	37	0.5	15	1.7	24	0.8	19	0.5	807	1.1
Wycombe District (Buckinghamshire)	555	1.2	26	1.1	53	0.9	9	*	78	1.1	22	2.5	3	*	45	1.2	791	1.1
LB Brent	264	0.6	26	1.0	78	1.3	83	1.5	151	2.1	11	1.2	84	2.7	89	2.4	784	1.1
LB Kingston upon Thames	536	1.2	4	*	63	1.1	26	*	36	*	0	*	54	1.7	28	0.8	747	1.0



Local Authority	Airlines/ Airline Handling Agents		Government Services		BAA		Catering and Retail		Other Public Passenger Services		Cargo/ Freight/ Courier Services		Building and Maintenance Contractors		Other Companies		Total	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Crawley District	667	1.5	6	*	7	*	5	*	3	*	0	0	7	*	10	*	704	1.0
Rushmoor District	427	1.0	44	1.8	48	0.8	22	*	6	*	43	4.8	7	*	5	*	601	0.8
Woking District (Surrey)	397	0.9	45	1.8	49	0.8	5	*	37	0.5	15	1.7	16	0.5	26	0.7	589	0.8
Hart District	451	1.0	11	*	23	*	7	*	20	*	11	1.3	6	*	52	1.4	583	0.8
LB Lambeth	514	1.1	18	0.7	7	*	15	*	13	*	0	0	0	0	2	*	568	0.8
Mid Sussex District	470	1.0	6	*	0	0	5	*	0	0	3	*	23	0.7	0	0	505	0.7
Horsham District	484	1.1	4	*	13	*	0	0	0	0	0	0	0	0	0	0	501	0.7
Guildford District (Surrey)	360	0.8	15	0.6	31	0.5	3	*	3	*	0	0	0	0	57	1.6	468	0.6
LB Hammersmith and Fulham	328	0.7	0	0	10	*	39	0.7	51	0.7	0	0	14	*	15	*	457	0.6
LB Wandsworth	274	0.6	12	*	9	*	30	0.6	35	*	3	*	0	0	11	*	375	0.5
Reigate and Banstead District (Surrey)	328	0.7	12	*	7	*	4	*	0	0	0	0	7	*	14	*	371	0.5
LB Croydon	180	*	80	3.2	32	0.5	7	*	4	*	2	*	3	*	49	1.4	358	*
LB Sutton	270	0.6	39	1.6	7	*	5	*	12	*	2	*	6	*	6	*	346	*
Wiltshire	317	0.7	4	*	9	*	0	0	6	*	0	0	2	*	0	0	338	*
Rest of UK	13,383	29.9	575	23.1	717	12.2	186	3.4	552	7.6	59	6.6	352	11.4	310	8.5	16,134	22.0
Overseas	1,273	2.8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1,273	1.7
Unidentified	476	1.1	43	1.7	18	*	54	1.0	90	1.2	0	0	63	2.0	21	0.6	766	1.0
Total	44,757	100	2,484	100	5,886	100	5,425	100	7,225	100	894	100	3,098	100	3,640	100	73,436	100

* Denotes less than 0.5%



■ **Table 17 Employees by Electoral Ward of Residence within Top Ten Local Authorities**

Local Authority	Employee Count	%
LB Hounslow	10,755	14.6
Cranford	1,251	1.7
Hounslow West	982	1.3
Heston West	945	1.3
Bedfont	811	1.1
Heston Central	792	1.1
Hanworth Park	763	1.0
Feltham West	707	1.0
Hounslow Heath	700	1.0
Hounslow Central	663	0.9
Heston East	652	0.9
Feltham North	479	0.7
Isleworth	344	0.5
Osterley and Spring Grove	300	0.4
Syon	293	0.4
Hounslow South	281	0.4
Hanworth	262	0.4
Brentford	202	0.3
Turnham Green	181	0.2
Chiswick Riverside	93	0.1
Chiswick Homefields	54	0.1



Local Authority	Employee Count	%
LB Hillingdon	8,960	12.2
Heathrow Villages	1,549	2.1
Pinkwell	967	1.3
West Drayton	749	1.0
Botwell	745	1.0
Townfield	538	0.7
Yeading	523	0.7
Yiewsley	513	0.7
Barnhill	477	0.6
Charville	437	0.6
Brunel	347	0.5
Uxbridge South	342	0.5
Hillingdon East	259	0.4
Uxbridge North	237	0.3
South Ruislip	222	0.3
West Ruislip	205	0.3
Manor	191	0.3
Ickenham	176	0.2
Cavendish	143	0.2
Eastcote and East Ruislip	136	0.2
Northwood Hills	97	0.1
Harefield	75	0.1
Northwood	30	0.0



Local Authority	Employee Count	%
LB Ealing	5,760	7.8
Southall Broadway	843	1.1
Southall Green	761	1.0
Norwood Green	555	0.8
Lady Margaret	525	0.7
Dormers Wells	425	0.6
Northolt Mandeville	314	0.4
Greenford Broadway	305	0.4
Northolt West End	241	0.3
Northfield	223	0.3
Elthorne	190	0.3
Greenford Green	188	0.3
Ealing Common	175	0.2
Walpole	172	0.2
North Greenford	140	0.2
Hobbayne	132	0.2
Acton Central	96	0.1
South Acton	93	0.1
Cleveland	90	0.1
Perivale	84	0.1
Ealing Broadway	69	0.1
Southfield	52	0.1
Hanger Hill	46	0.1
East Acton	43	0.1



Local Authority	Employee Count	%
Slough	4,092	5.6
Kedermister	587	0.8
Upton	566	0.8
Colnbrook with Poyle	441	0.6
Haymill	284	0.4
Central	263	0.4
Farnham	259	0.4
Chalvey	257	0.3
Foxborough	248	0.3
Cippenham Green	239	0.3
Cippenham Meadows	228	0.3
Langley St. Mary's	224	0.3
Wexham Lea	197	0.3
Baylis and Stoke	186	0.3
Britwell	113	0.2

Local Authority	Employee Count	%
Spelthorne District	3,916	5.3
Stanwell North	642	0.9
Ashford North and Stanwell South	411	0.6
Ashford Town	327	0.4
Ashford East	311	0.4
Staines	294	0.4
Sunbury Common	284	0.4
Laleham and Shepperton Green	281	0.4
Ashford Common	259	0.4
Sunbury East	249	0.3
Halliford and Sunbury West	247	0.3
Staines South	221	0.3
Shepperton Town	210	0.3
Riverside and Laleham	180	0.2



Local Authority	Employee Count	%
<i>Windsor and Maidenhead</i>	<i>2,077</i>	<i>2.8</i>
Castle Without	253	0.3
Old Windsor	181	0.2
Datchet	174	0.2
Horton and Wraysbury	148	0.2
Park	141	0.2
Clewer North	141	0.2
Boyn Hill	116	0.2
Clewer East	115	0.2
Oldfield	105	0.1
Clewer South	101	0.1
Ascot and Cheapside	84	0.1
Maidenhead Riverside	74	0.1
Cox Green	73	0.1
Hurley and Walthams	72	0.1
Sunninghill and South Ascot	66	0.1
Sunningdale	65	0.1
Belmont	48	0.1
Furze Platt	44	0.1
Pinkneys Green	31	0.0
Bray	23	0.0
Bisham and Cookham	16	0.0
Eton Wick	10	0.0



Local Authority	Employee Count	%
<i>LB Richmond upon Thames</i>	<i>2,007</i>	<i>2.7</i>
Heathfield	245	0.3
Hampton	236	0.3
Hampton North	234	0.3
Whitton	232	0.3
South Twickenham	165	0.2
Teddington	138	0.2
St. Margarets and North Twickenham	119	0.2
West Twickenham	109	0.1
Kew	88	0.1
South Richmond	80	0.1
Ham, Petersham and Richmond Riverside	75	0.1
East Sheen	72	0.1
Fulwell and Hampton Hill	59	0.1
North Richmond	58	0.1
Hampton Wick	41	0.1
Mortlake and Barnes Common	31	0.0
Twickenham Riverside	20	0.0
Barnes	6	0.0

Local Authority	Employee Count	%
<i>Runnymede District</i>	<i>1,514</i>	<i>2.1</i>
Egham Hythe	284	0.4
Chertsey St. Ann's	169	0.2
Egham Town	155	0.2
Chertsey Meads	145	0.2
Thorpe	144	0.2
Foxhills	95	0.1
Woodham	95	0.1
Chertsey South and Row Town	87	0.1
Englefield Green West	82	0.1
Addlestone North	72	0.1
New Haw	67	0.1
Addlestone Bourneside	54	0.1
Englefield Green East	33	0.0
Virginia Water	31	0.0



Local Authority	Employee Count	%
Surrey Heath District	1,278	1.7
Town	232	0.3
Lightwater	171	0.2
Heatherside	133	0.2
Bagshot	121	0.2
St. Michaels	114	0.2
Frimley Green	99	0.1
Parkside	86	0.1
Frimley	65	0.1
Bisley	57	0.1
St. Pauls	52	0.1
Windlesham	50	0.1
Chobham	30	0.0
West End	28	0.0
Mytchett and Deepcut	27	0.0
Watchetts	13	0.0
Old Dean	2	0.0

Local Authority	Employee Count	%
Bracknell Forest	1,270	1.7
Warfield Harvest Ride	140	0.2
Owlsmoor	127	0.2
Binfield with Warfield	121	0.2
Crown Wood	110	0.1
Wildridings and Central	103	0.1
Little Sandhurst and Wellington	93	0.1
Hanworth	92	0.1
Old Bracknell	90	0.1
Harmans Water	88	0.1
Winkfield and Cranbourne	61	0.1
Bullbrook	49	0.1
Central Sandhurst	42	0.1
Great Hollands South	40	0.1
Priestwood and Garth	37	0.1
College Town	28	0.0
Ascot	25	0.0
Great Hollands North	23	0.0



■ **Table 18 Employees' Reporting and Finishing Times**

Time	Reporting	Finishing
	%	%
00:00-00:59	0.2	1.2
01:00-01:59	0.1	0.8
02:00-02:59	0.2	1.4
03:00-03:59	0.2	0.7
04:00-04:59	4.5	0.4
05:00-05:59	13.1	0.3
06:00-06:59	20.2	0.6
07:00-07:59	12.9	0.7
08:00-08:59	9.7	0.9
09:00-09:59	5.4	0.9
10:00-10:59	3.8	0.9
11:00-11:59	5.0	1.0
12:00-12:59	6.0	3.7
13:00-13:59	6.4	9.3
14:00-14:59	7.0	18.0
15:00-15:59	2.2	8.4
16:00-16:59	1.1	6.2
17:00-17:59	0.5	5.5
18:00-18:59	0.9	7.6
19:00-19:59	0.3	6.1
20:00-20:59	0.2	5.8
21:00-21:59	0.0	6.8
22:00-22:59	0.2	8.7
23:00-23:59	0.0	4.4
Total Employees	72,786¹⁰	70,519¹¹

¹⁰ Employee total of 72,786 is 99.1% of total employees (73,436)

¹¹ Employee total of 70,519 is 96.0% of total employees (73,436)



■ Table 19 Reporting Location by Category of Employer

Work Location	Airlines/ Airline Handling Agents	Government Services	BAA	Catering and Retail	Other Public Passenger Services	Cargo/ Freight/Courier Services	Building and Maintenance Contractors	Other Companies	Total
	%	%	%	%	%	%	%	%	%
T5	56.2	24.9	36.5	32.8	14.9	1.4	18.0	8.1	43.2
CTA	37.9	45.1	46.0	57.7	32.4	*	42.7	60.8	40.6
T4	3.6	8.0	10.9	9.4	7.6	*	3.7	1.3	5.0
Cargo Area	1.0	1.1	*	*	33.6	75.0	*	0.7	4.8
Maintenance	0.8	*	*	*	3.2	21.7	29.5	15.0	3.0
Northside	*	20.5	5.9	*	6.8	*	5.1	10.0	2.5
Other	0.5	*	*	*	1.5	1.4	1.0	4.1	0.8
Total Employees	44,699	2,484	5,873	5,450	7,020	857	3,045	3,606	73,034¹²

* Denotes less than 0.5%

¹² Employee total of 73,034 is 99.5% of total employees (73,436)



■ Table 20 Main Method of Transport to Heathrow Airport by Category of Employer

Mode of Transport	Airlines/ Airline Handling Agents	Government Services	BAA	Catering and Retail	Other Public Passenger Services	Cargo/ Freight/Courier Services	Building and Maintenance Contractors	Other Companies	Total
	%	%	%	%	%	%	%	%	%
Car driver travelling alone	69.4	77.9	70.7	24.9	49.8	68.2	31.1	38.9	61.4
Local bus	6.0	7.4	8.1	49.5	30.0	12.5	45.0	33.7	14.9
Underground	4.9	4.7	4.5	14.7	6.6	0.6	5.7	9.7	6.0
Air	6.9	0.0	0.0	0.0	0.0	0.0	0.0	0.0	4.2
Car Passenger	2.6	2.6	7.1	6.9	5.4	6.7	4.0	4.9	3.8
Car driver with passenger(s)	2.7	1.2	5.1	1.2	3.1	4.4	5.3	3.8	2.9
Work bus/ Company transport	2.6	0.0	0.3	0.6	1.1	0.0	5.1	5.0	2.2
Motorcycle (More than 125cc)	0.9	2.1	1.8	0.1	0.6	1.3	0.9	1.1	0.9
Bicycle	0.9	1.0	0.9	0.4	1.1	2.6	0.5	0.6	0.9
Coach	1.1	1.4	0.3	0.1	0.0	0.0	0.0	0.4	0.8
Heathrow Express	0.7	0.7	0.3	0.2	0.4	1.0	0.6	0.0	0.6
Heathrow Connect	0.4	0.0	0.2	0.8	0.5	0.0	0.6	0.5	0.4
Motorcycle (125cc or less)	0.4	0.0	0.3	0.1	0.1	1.3	0.8	0.8	0.4
Walked from home	0.2	0.3	0.5	0.0	1.0	0.4	0.5	0.5	0.3
Taxi/Minicab	0.1	0.7	0.0	0.5	0.2	1.0	0.0	0.0	0.1
Hotel Bus/Hoppa	0.1	0.0	0.0	0.0	0.3	0.2	0.0	0.3	0.1
Total Employees	44,692	2,484	5,886	5,450	7,206	892	3,096	3,628	73,335¹³

¹³ Employee total of 73,335 is 99.9% of total employees (73,436)



■ **Table 21 Mode of Transport by Local Authority Residency**

Local Authority	LB Hounslow	LB Hillingdon	LB Ealing	Slough	Spelthorne District	Windsor and Maidenhead	LB Richmond upon Thames	Runnymede District	Surrey Heath District	Bracknell Forest	Other	Total
	%	%	%	%	%	%	%	%	%	%	%	%
Car driver travelling alone	44.5	49.1	44.5	67.7	67.3	84.7	59.8	84.0	83.4	85.9	67.6	61.3
Local bus	28.0	34.8	33.5	15.3	11.2	3.8	15.0	2.7	*	*	4.3	14.9
Underground	16.6	*	10.1	*	*	*	8.2	*	*	*	5.7	6.0
Air	*	*	*	*	*	2.9	1.0	*	*	*	9.2	4.2
Car passenger	4.1	6.5	4.2	5.7	6.2	1.4	5.4	5.1	10.6	1.3	2.0	3.8
Car driver with passenger(s)	1.9	3.4	2.7	3.4	2.7	2.6	2.6	4.4	5.2	8.9	2.8	2.9
Work bus / Company transport	0.8	1.8	0.9	3.9	0.7	1.9	1.5	*	*	0.5	3.4	2.2
Motorcycle (More than 125cc)	*	1.2	0.5	1.3	1.1	0.8	2.6	1.3	0.9	2.9	0.9	0.9
Bicycle	1.3	1.0	*	1.6	5.9	1.2	1.8	1.3	*	*	*	0.9
Coach	*	*	*	*	*	*	*	*	*	*	1.8	0.8
Heathrow Express	*	*	*	*	*	*	*	*	*	*	1.3	0.6
Heathrow Connect	*	*	2.6	*	*	*	*	*	*	*	*	*
Motorcycle (125cc or less)	0.8	0.5	*	*	2.0	0.7	0.9	0.5	*	*	*	*
Walked from home	0.7	*	*	*	2.4	*	*	0.6	*	*	*	*
Taxi/Minicab	*	*	*	*	*	*	1.0	*	*	*	*	*
Hotel Bus / Hoppa	*	*	*	*	*	*	*	*	*	*	*	*
Other	*	*	*	*	*	*	*	*	*	*	*	*
Total	10,755	8,955	5,788	4,084	3,916	2,077	2,007	1,514	1,278	1,270	31,769	73,382¹⁴

* Denotes less than 0.5%

¹⁴ Employee total of 73,382 is 99.9% of total employees (73,436)



■ **Table 22 Main Reason for Travelling to Work by Car**

Reason	Car Driver Travelling Alone	Car Driver with Passenger(s)	Car Passenger	Taxi/ Minicab	Total
	%	%	%	%	%
No alternatives	38.6	27.7	23.0	51.0	37.3
Time saving	34.9	36.5	43.7	23.5	35.4
No reliable alternatives	7.6	5.1	2.3	*	7.2
Convenience/reliability	5.6	6.9	3.5	*	5.6
Cheaper	2.6	5.0	10.8	*	3.1
Alternatives too far away	2.2	2.5	*	*	2.2
Personal Safety	1.5	1.5	2.1	5.7	1.5
No affordable alternatives	1.5	0.8	0.7	*	1.4
Shift patterns	1.1	1.9	0.6	7.1	1.2
Carer responsibilities	0.9	2.6	1.7	*	1.0
Other	3.4	9.5	11.2	12.7	4.1
Total	44,492	2,141	2,731	102	49,916¹⁵

* Denotes less than 0.5%

■ **Table 23 Whether Another Airport Employee Shared Car**

Description	Count	%
Yes	1,844	85.9
No	302	14.1
Total 'Car driver with passenger(s)' Employees	2,146¹⁶	100.0

■ **Table 24 Employees Sharing Car from the Same Household**

Number Sharing Car	Count	%
1	850	93.1
2	61	6.7
3	2	0.2
Total	912¹⁷	100.0

¹⁵ Employee total of 49,916 is 99.8% of total employees using car modes (50,015)

¹⁶ Employee total of 2,146 is 100% of 'Car driver with passenger(s)' employees (2,146)

¹⁷ Employee total of 912 is 49.5% of 'Car driver with passenger(s) working at Heathrow' employees (1,844)



■ **Table 25 Why Would Car User Employees Not Consider Car Sharing?**

Reason	Count	%
Shift patterns	8,668	42.3
Prefer to be alone	2,974	14.5
More convenient/flexible	2,148	10.5
No one lives near	1,519	7.4
Nature of the job	998	4.9
Live too far away	625	3.0
Already share with a colleague/relative	521	2.5
Too unreliable	478	2.3
Childcare responsibilities	440	2.1
No car/can't drive	383	1.9
<i>Other reasons</i>	<i>1,757</i>	<i>8.6</i>
Total	20,510¹⁸	100

■ **Table 26 Car Park Usage**

Car Park	Car driver travelling alone	Car driver with passenger(s)	Car Passenger	Total
	%	%	%	%
BA Staff Car Park (814 & Crew)	20.8	7.8	2.1	19.4
N5	11.7	10.0	4.2	11.3
PEX	11.2	12.4	5.1	11.0
N1	10.1	7.4	6.6	9.9
E2	9.9	7.5	5.3	9.6
N4	6.6	7.5	4.0	6.5
Don't know (Car Passenger)	2.7	8.7	47.3	4.9
Lithgows Rd	3.7	5.1	3.3	3.7
P5	2.2	4.0	4.0	2.4
N2	2.4	3.0	1.4	2.3
Other car parks	18.9	26.6	16.6	19.2
Total	44,873	2,088	2,174	49,135¹⁹

¹⁸ Employee total of 20,510 is 45.6% of total employees using car modes that are not registered with the Car Share scheme (44,985)

¹⁹ Employee total of 49,135 is 99.6% of total employees using car modes excluding taxi (49,913)



■ **Table 27 What Would Encourage Employees to use Public Transport?**

Reason	Car driver travelling alone	Car driver with Passenger (s)	Car Passenger	Taxi / Minicab	Total
	%	%	%	%	%
None of these/ Would not consider using PT	41.7	43.7	23.3	15.8	40.7
More frequent services	23.0	20.5	28.4	50.0	23.2
More direct bus routes	17.6	19.2	17.7	4.9	17.6
Discounted tickets or travel	6.8	7.3	7.9	2.4	6.9
More reliable services	6.6	4.7	7.1	11.1	6.5
More convenient drop off points	2.4	2.4	2.4	*	2.4
Don't know	1.7	1.7	13.2	15.8	2.3
More information on services available	*	*	*	*	*
Total	44,702	2,116	2,719	102	49,639²⁰

■ **Table 28 Why Would Employees not Consider Using Public Transport?**

Reason	Car driver travelling alone	Car driver with Passenger (s)	Car Passenger	Taxi / MiniCab	Total
	%	%	%	%	%
Shift patterns	25.4	16.8	8.8	*	24.5
Inconvenient or too far from home	17.8	6.7	15.3	23.9	17.2
Takes too long	12.7	7.7	13.0	*	12.5
No or insufficient public transport	12.3	14.0	6.3	*	12.2
Prefer to Drive	5.7	6.8	4.2	*	5.7
Unreliable	3.9	5.9	2.3	*	4.0
Don't know	3.6	5.2	6.0	56.6	3.7
Personal Safety	3.4	0.6	3.1	19.5	3.2
Prefer own space/company	3.0	0.5	1.8	*	2.9
School Run/Childcare	2.8	2.6	1.0	*	2.7
Other reasons	9.4	33.1	38.2	*	11.4
Total	18,588	924	634	16	20,162²¹

* Denotes less than 0.5%

²⁰ Employee total of 49,639 is 99.2% of total employees using car modes (50,015)

²¹ Employee total of 20,162 is 99.8% of total employees using car modes that would not consider using public transport.



■ **Table 29 Method Used to Pay for Public Transport**

Method	Heathrow Connect	Heathrow Express	Local Bus	Underground	Total
	%	%	%	%	%
Pay as you go Oyster card	26.7	41.7	50.6	72.2	56.2
Weekly Oyster card	4.5	4.7	22.6	10.4	18.2
Monthly Oyster card	2.9	1.3	11.9	9.1	10.6
Cash/Credit card/Debit card	32.5	42.8	7.8	3.9	8.1
Other Travel Card	18.6	0.6	3.6	2.8	3.6
Monthly Airport travel card	9.6	6.5	1.9	0.1	1.6
Daily Pass	5.1	1.5	1.1	0.3	1.0
Annual Oyster card	0.0	0.0	0.1	1.1	0.4
Annual Airport travel card	0.0	0.8	0.5	0.1	0.4
Total	273	390	9,579	4,245	14,486²²

■ **Table 30 Employees Travelling Landside Around the Airport**

Frequency	Count	%
Never	55,304	75.3
Daily	12,677	17.3
Weekly	3,170	4.3
Monthly	2,166	3.0
Now and again	97	0.1
Occasionally	18	0.0
Total	73,434²³	100

²² Employee total of 14,486 is 90.3% of total employees using public transport modes (16,047)

²³ Employee total of 73,434 is 99.996% of total employees (73,436)



■ **Table 31 Method of Transport when Travelling Landside Around the Airport**

Mode	Daily	Weekly	Monthly	Now and again	Occasionally	Total
	%	%	%	%		%
On foot	61.6	38.0	33.0	39.8	*	53.9
Works vehicles/pool vehicle	27.7	29.5	29.4	*	31.7	28.1
Public Transport - Free Travel	4.0	12.6	15.9	10.5	68.3	7.0
Works buses	3.1	10.2	9.1	23.7	*	5.2
Private car	2.2	4.4	5.1	15.9	*	3.0
Other	0.7	3.7	6.1	4.2	*	1.9
HEX	*	1.4	0.7	*	*	0.5
Internal Transport	*	*	*	6.0	*	*
Bicycle	*	*	*	*	*	*
Total	12,677	3,170	2,166	97	18	18,113²⁴

* Denotes less than 0.5%

²⁴ Employee total of 18,113 is 99.9% of total employees travelling landside around the airport (18,129)



■ Table 32 Age Grouping of Employees by Category of Employer

Age Group	Airlines/ Airline Handling Agents	Govern- ment Services	BAA	Catering and Retail	Other Public Passenger Services	Cargo/ Freight/Courier Services	Building and Maintenance Contractors	Other Companies	Total
	%	%	%	%	%	%	%	%	%
16-24 years	7.4	2.4	14.0	30.3	10.3	10.4	11.1	10.3	10.1
25-34 years	27.0	33.1	27.0	39.8	28.4	24.3	27.0	28.0	28.3
35-44 years	32.8	29.8	27.3	14.5	23.7	27.4	28.8	20.4	29.1
45-54 years	25.0	25.1	23.2	9.2	23.9	24.1	20.2	25.6	23.4
55-64 years	7.7	9.4	8.3	5.3	11.7	13.7	11.5	13.6	8.5
65 and over	*	*	*	0.8	2.0	*	1.4	2.1	0.6
Total Employees	44,667	2,478	5,886	5,446	7,217	894	3,098	3,636	73,323²⁵

* Denotes less than 0.5%

²⁵ Employee total of 73,323 is 99.9% of total employees (73,436)



■ **Table 33 Ethnic Grouping**

Ethnic Group	Count	%
White British	41,901	57.3%
Indian	10,526	14.4%
Other European	8,945	12.2%
Pakistani	2,234	3.1%
African	1,251	1.7%
Irish	1,032	1.4%
Caribbean	1,031	1.4%
Sri Lankan	903	1.2%
White and Asian	521	0.7%
White and Black Caribbean	412	0.6%
Other	4,350	6.0%
Total	73,105²⁶	100.0%

■ **Table 34 Employees that Reported For Work on the Previous Tuesday**

Reported to work	Count	%
Yes	41,626	58.2
No	29,847	41.8
Total Employees	71,473²⁷	100.0

²⁶ Employee total of 73,105 is 99.5% of total employees (73,436)

²⁷ Employee total of 71,473 is 97.3% of total employees (73,436)



Appendix A Employer Survey Questionnaire

Heathrow Airport - 2008/2009 Employment Survey Employer Questionnaire



24124 01

Interviewer Name: _____	Interviewer Number: <table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> <td style="width: 20px; height: 20px;"></td> </tr> </table>				

1 - 4

Company (incl. abbreviation): _____	<table border="1" style="display: inline-table; vertical-align: middle;"> <tr> <td style="width: 20px; height: 20px; text-align: center;">A/P</td> <td style="width: 20px; height: 20px; text-align: center;">Co. Type</td> <td style="width: 20px; height: 20px; text-align: center;">Company</td> </tr> <tr> <td style="text-align: center;">H</td> <td></td> <td></td> </tr> </table>	A/P	Co. Type	Company	H		
A/P	Co. Type	Company					
H							

5 - 10

Contact: _____ Job Title: _____ Location: _____ Tel No.: _____ Mobile No: _____ Email: _____ Fax No.: _____	Contact: _____ Job Title: _____ Location: _____ Tel No.: _____ Mobile No: _____ Email: _____ Fax No.: _____
---	---

Contact: _____ Job Title: _____ Location: _____ Tel No.: _____ Mobile No: _____ Email: _____ Fax No.: _____	Contact: _____ Job Title: _____ Location: _____ Tel No.: _____ Mobile No: _____ Email: _____ Fax No.: _____
---	---

Contact: _____ Job Title: _____ Location: _____ Tel No.: _____ Mobile No: _____ Email: _____ Fax No.: _____	Contact: _____ Job Title: _____ Location: _____ Tel No.: _____ Mobile No: _____ Email: _____ Fax No.: _____
---	---

11-12

Q2. Does your company employ any temporary or seasonal staff with contracts for less than 6 months?



13

[illegible][illegible]



Q5. *(SHOWLIST)* Where do the job descriptions or job titles of your company's airport employees fit in this list of occupation categories? Underline any listed job descriptions and titles which apply and/or write in any other job titles (under the appropriate categories) which are relevant to the respondent company. [Reminder: Airport-based staff only]

<p>MANAGEMENT/PROFESSIONAL - AIRPORT/AIRLINE SPECIFIC: <i>Passenger Services Directors and Managers, Airline Station Management, Terminal Management, Airport/Airline Planning Management, Operations Management, Aviation Maintenance Engineering Management, Airport Security Management, Cargo Management, Import/Export Management.</i></p>
<p>MANAGEMENT/PROFESSIONAL - GENERAL: <i>General Management, Personnel Management, Financial Management, Accountants, Civil Engineers, Quantity Surveyors, Sales and Marketing Management, Catering Management, Hotel Management, Government Department Management, Concessionaire Management, Medical Staff, Scientific Staff, General Engineering Management, Ground Transport Management (ie rail/bus company management), IT Management.</i></p>
<p>PASSENGER SERVICES, SALES AND CLERICAL STAFF: <i>Secretaries/Typists, Clerical Assistants, Clerks, Data Entry Operators/Computer Operators, Telephonists, General Admin Staff, Accounts and Supplies Clerks, Passenger Ground Handling Staff, Check-in Staff and Receptionists, Crew Rostering Assistants, Sales and Shop Staff, Cashiers, Ticket Desk Staff, Import/Export Clerks, Cargo Assistants, Salesmen, Cargo Agents, Public Transport Drivers, Public Transport Support Staff.</i></p>
<p>AIR CABIN CREW: <i>Stewards/Stewardesses/Pursers/Cabin Service Directors/Cabin Flight Directors.</i></p>
<p>PILOTS/ATC/FLIGHT OPERATIONS: <i>Captains, First Officers, Navigators, Flight Engineers, Operations and Movement Controllers, Dispatchers, Ground Operations Supervisors, Air Traffic Controllers/Assistants, Route Controllers.</i></p>
<p>INFORMATION TECHNOLOGY: <i>Systems Analysts, Computer Programmers, Network Engineers.</i></p>
<p>MAINTENANCE TRADESMEN AND OTHER SKILLED WORKERS/SUPERVISORS: <i>Licensed Aircraft Engineers and Apprentices, Mechanics, Fitters, Aircraft Sprayers, Craftsmen, Maintenance Representatives, Electronics Engineers, Technical Assistants, Electricians, Plumbers, Glaziers, Painters, Bricklayers.</i></p>
<p>APRON, RAMP, CARGO, BAGGAGE HANDLING, DRIVERS, OTHER SEMI-SKILLED AND UNSKILLED WORKERS/SUPERVISORS: <i>Baggage Handlers, Apron-based Ground Operations Staff, Aircraft Refuellers, Stores Staff, Warehousemen, Drivers and Aircraft Loaders, Trolley Services, Porters, Cargo Officers, Cargo Duty Officers, Import/Export Supervisors.</i></p>
<p>CATERING, CLEANING AND HOUSEKEEPING (ALL NON-MANAGEMENT SKILLED AND UNSKILLED STAFF INCLUDING SUPERVISORS): <i>Catering/Food Preparation and Bar Staff, Aircraft Cleaners, Building and Office Cleaners, Housekeeping Staff.</i></p>
<p>CUSTOMS, IMMIGRATION, POLICE AND FIRE STAFF (ALL NON-MANAGEMENT STAFF, INCLUDING SUPERVISORY GRADES): <i>Firemen, Customs Officers, Police Officers/Detectives, Immigration Officers, Traffic Wardens.</i></p>
<p>SECURITY, PASSENGER SEARCH, SECURITY ACCESS CONTROL (ALL NON-MANAGEMENT STAFF, INCLUDING SUPERVISORY GRADES): <i>Passenger Search, Pedestrian/Vehicle Access Control, Building/Premises Security.</i></p>



- Q6. What is the current breakdown of your company's permanent and temporary/seasonal staff by the listed occupation groups? *(Please ensure all totals are correct and correspond to totals at Q3 and Q4. We cannot accept any questionnaires with inaccurate figures).*

Occupation Groups of Permanent and Temporary/Seasonal Airport Staff <i>[Reminder: Airport-based staff only]</i>	Number of Staff who are:									
	Permanent					Temporary/ Seasonal				
Management/Professional - Airport/Airline Specific	134-143									
Management/Professional - General	144-153									
Passenger Services, Sales and Clerical Staff	154-163									
Air Cabin Crew	164-173									
Pilots/ATC/Flight Operations	174-183									
Information Technology	184-193									
Maintenance Tradesmen and Other Skilled Workers/Supervisors	194-203									
Apron, Ramp, Cargo, Drivers, Baggage Staff and Other Semi-Skilled and Unskilled Workers/Supervisors	204-213									
Catering, Cleaning, Housekeeping	214-223									
Customs, Immigration, Police and Fire Staff	224-233									
Security, Passenger Search, Access Control	234-243									
TOTAL - ALL OCCUPATION GROUPS	244-253									

- Q7. What percentage of your company's permanent staff, including management, would you describe as currently being involved in handling, processing or providing services/facilities to ...

- Q8. And what would you expect that percentage/those percentages to be in 12 months time?

<i>[Reminder: Airport-based staff only]</i>	Q7. Current %	Q8. % in 12 months
(a) Passengers ONLY (or mainly)	<div><div></div><div></div><div></div></div> <div>254-256</div>	<div><div></div><div></div><div></div></div> <div>257-259</div>
(b) Aircraft operations (ONLY)	<div><div></div><div></div><div></div></div> <div>260-262</div>	<div><div></div><div></div><div></div></div> <div>263-265</div>
(c) Air cargo ONLY	<div><div></div><div></div><div></div></div> <div>266-268</div>	<div><div></div><div></div><div></div></div> <div>269-271</div>
(d) Passengers and/or aircraft operations and/or air cargo, i.e. more than one of (a), (b) or (c)	<div><div></div><div></div><div></div></div> <div>272-274</div>	<div><div></div><div></div><div></div></div> <div>275-277</div>
(e) 'Home-base' maintenance work	<div><div></div><div></div><div></div></div> <div>278-280</div>	<div><div></div><div></div><div></div></div> <div>281-283</div>
(f) Other, including admin. and clerical support for passengers and aircraft operations	<div><div></div><div></div><div></div></div> <div>284-286</div>	<div><div></div><div></div><div></div></div> <div>287-289</div>
TOTAL (Check totals add to 100% before asking Q9)	100	100



Q9. Do any of your company's staff based at Heathrow also work at other locations outside the Airport?

Yes 1 [Continue] Don't know 9 [Go to Q12]
No 2 [Go to Q12]

290

Q10. How many? _____

291-295

Q11. Does your company provide transport for those staff to travel between the Airport and those other locations?

Yes 1 No 2 Don't know 9

296

Q12. Does your company provide any of the following facilities for home to work journeys?

For each facility coded 'Yes', ask How many staff use this facility?

	Yes	No	Don't know			Number of Staff
Public transport season ticket loans	1	2	9	297	<input type="text"/>	298-301 <input type="text"/>
Car sharing scheme	1	2	9	302	<input type="text"/>	303-306 <input type="text"/>
Company minibus	1	2	9	307	<input type="text"/>	308-311 <input type="text"/>
Discounted taxi fares	1	2	9	312	<input type="text"/>	313-316 <input type="text"/>

Q13. Are you aware of the Heathrow Airport Staff Travel Plan and range of associated staff travel discounts?

Yes 1 [Continue] No 2 [Go to Q16]

317

Q14. How are these discounts promoted to your company's employees?

318-325

They are not promoted 98 [Continue] Don't know 99 [Go to Q16]

Q15. Why aren't they promoted?

326-333

Don't know 99

Q16. Does your company have any job vacancies that have been unfilled for more than 3 months?

Yes 1 [Continue] Don't know 9 [Go to Q19]
No 2 [Go to Q19]

334



Q17. In which of these categories do you find it most difficult to recruit staff? (SHOW LIST and code applicable categories '1')

If respondent doesn't know, code '9' in box 449.

Don't know

Management/Professional - Airport/Airline Specific

336

Management/Professional - General

337

Passenger Services, Sales and Clerical Staff

338

Air Cabin Crew

339

Pilots/ATC/Flight Operations

340

Information Technology

341

Maintenance Tradesmen and Other Skilled Workers/Supervisors

342

Apron, Ramp, Cargo, Drivers, Baggage Staff and Other Semi-Skilled and Unskilled Workers/Supervisors

343

Catering, Cleaning, Housekeeping

344

Customs, Immigration, Police and Fire Staff

345

Security, Passenger Search, Access Control

346

IF ANY DIFFICULTIES EXPERIENCED

Q18. What are the reasons for those recruitment difficulties?

_____ Don't know 99

347-352

Q19. Which of the following do you use as a method of recruitment?

	Yes	No	Don't Know
Advertising in national press	1	2	9
Advertising in Airport press	1	2	9
Recruitment agencies	1	2	9
Websites	1	2	9

[Specify Websites]: _____

Other [Specify]: _____

357-360

361-362

Q20. Does your company provide any in-house training?

Yes 1 [Continue] Don't know 9 [Go to Q22]
No 2 [Go to Q22]

363



Q21. For what skills?

364-371

Q22. Other than Fire Training and General Security Awareness Training, does your company participate in any Airport-wide training schemes?

Yes 1 No 2 Don't know 9

--

372

Q23. Could you tell me the approximate numbers of permanent staff earning gross wages/salaries, including overtime but excluding allowances, in the following income bands:

(If employer unable to provide this breakdown, go to Q24)

Yes 1
No 2

--

373

£ Per Annum	£ Per Week	Number of Permanent Staff [Reminder: Airport-based staff only]				
Under £5,000	Under £95	374-378				
£5,000-£8,999	£95-£175	379-383				
£9,000-£12,999	£176-£250	384-388				
£13,000-£19,999	£251-£385	389-393				
£20,000-£23,999	£386-£462	394-398				
£24,000-£30,999	£463-£596	399-403				
£31,000-£40,999	£597-£788	404-408				
£41,000-£49,999	£789-£962	409-413				
£50,000+	£963+	414-418				

NOW GO TO Q25

Q24. What is the total annual wage bill for your company's staff at Heathrow?

£ _____ Don't know = 0000000

--	--	--	--	--	--	--	--

419-425



Q25. What is the breakdown of your company's TOTAL Airport staff by ethnic group? *[Reminder: Airport-based staff only]*

Ethnic Group	Number	Ethnic Group	Number
Asian - Bangladeshi	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 426-429	Black African	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 446-449
Asian - Chinese	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 430-433	Black Caribbean	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 450-453
Asian - Indian	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 434-437	Other Black	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 454-457
Asian - Pakistani	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 438-441	White	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 458-461
Asian - Other	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 442-445		

Q26. What is the breakdown by EU/Non EU Nationality?

EU	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 562-466
Non-EU	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> 467-471

Q27. And finally, how many of your company's total Airport staff are registered as disabled?

<input type="text"/> <input type="text"/> <input type="text"/> 472-474

Respondent's comments (e.g. views regarding BAA Heathrow etc).

Thank you very much for your co-operation

Signature of Interviewer: _____

Date of Interview: _____



Appendix B Employee Survey Questionnaire

Heathrow 2008 Employment Survey

VERSION 3



24124 01

Date:	<input type="text"/>	Interviewer Number:	<input type="text"/>	Time of interview:	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
	1 2 3 4		5 6 7 8		H 9 10	:	M 11 12	M 13	
Company:	<input type="text"/>								Office Use Only
<small>[ASK IF NOT OBVIOUS FROM INTERVIEWING LOCATION, UNIFORM OR ID PASS]</small>									<input type="text"/>
Interviewing Location:	<input type="text"/>								<input type="text"/>
									14 15 16

Good morning/afternoon/evening. We're conducting a survey amongst airport staff about their employment characteristics.

Q1. Where on the Airport did you report for work today/at the beginning of your shift?

T1 01 T2 02 T3 03 T4 04 T5 05
 BA Maintenance Area 06 WBC 07 Waterside 08 LHR Point 09
 Other [Specify]:

<input type="text"/>	<input type="text"/>
17	18

IF OFF-AIRPORT - THANK RESPONDENT AND DISCARD QUESTIONNAIRE

Q2. What is your job? [Probe for job title and brief description]

<input type="text"/>	<input type="text"/>	<input type="text"/>
19	20	21
<input type="text"/>	<input type="text"/>	
22	23	

Q3. Do you work full time [that is more than 16 hours a week] or part time?

Full time 1 Part time 2

<input type="text"/>
24

Q4. Is your job permanent or temporary?

Permanent 1 Temporary 2

<input type="text"/>
25

Q5. What time are you starting/did you start work today? [Use 24-hour clock]

Don't know 99 : 99

<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text"/>
H 26	H 27		M 28	M 29

If previous day, also code 1 in Box 31

<input type="text"/>
31

Q6. And when did you/do you expect to finish? [Use 24-hour clock]

Don't know 99 : 99

<input type="text"/>	<input type="text"/>	:	<input type="text"/>	<input type="text"/>
H 32	H 33		M 34	M 35

If next day, also code 1 in Box 37

<input type="text"/>
37



Q7. How long have you been working at Heathrow?

Less than 1 year	1	More than 3 years	3
Up to 3 years	2		

38

Q8. And how long with your present employer at Heathrow?

Less than 1 year	1	More than 3 years	3
Up to 3 years	2		

39

Q9. Where do you live? [Probe for town/village and local authority/London Borough]

Town/Village: _____

Local Authority/London Borough: _____

Q10. What is your full post code? _____

[Re-assure respondent this will not be used for mailings]

Office Use Only			
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
40	41	42	43
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
44	45	46	47
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
48	49	50	

Q11. Using this card [SHOWCARD A], can you tell me how you arrived at the Airport today?

Car driver travelling alone	01	[Continue]	Local bus [Ask for service no.]	08	[Go to Q26]
Car driver with passenger[s]	02	[Continue]	Work bus/Company transport	09	[Go to Q29]
Car passenger	03	[Continue]	Bicycle	10	[Go to Q29]
Taxi/Minicab	04	[Continue]	Air	11	[Go to Q29]
Underground	05	[Go to Q26]	Motorcycle [125cc or less]	12	[Go to Q29]
Heathrow Express	06	[Go to Q26]	Motorcycle [More than 125cc]	13	[Go to Q29]
Heathrow Connect	07	[Go to Q26]	Walked from home	14	[Go to Q29]

51 52

Bus Number:

53 54 55

Other [Specify]: _____ [Go to Q23]

Q12. What is your main reason for choosing to travel to work by car? [Do NOT prompt]

Time saving	01	Cheaper	07
No alternatives	02	Easy to park	08
No affordable alternatives	03	Personal safety	09
No reliable alternatives	04	Car needed for business travel	10
Alternatives too far away	05	Carer responsibilities	11
Disability/health reasons	06	[e.g. school run]	

Other [Specify]: _____

56 57



ASK CAR DRIVERS ONLY. CAR PASSENGERS GO TO Q17. TAXI USERS GO TO Q20

Q13. Did anyone else who works at Heathrow travel to the Airport with you in the car?

Yes 1 *[Continue]* No 2 *[Go to Q20]*

58

Q14. How many of them were ...

From your household: _____

Dropped off at a different location on the Airport before you parked: _____

Work in the same building or at the same location on the Airport as you? _____

59

60

61

62

Q15-16 Blank

NOW GO TO Q20

ASK CAR PASSENGERS ONLY

Q17. Was the person who drove you to work from your household?

Yes 1 No 2

63

Q18. Were you dropped off at another location on the Airport before the driver parked?

Yes 1 No 2

64

Q19. Do you work in the same building or at the same location on the Airport as the driver?

Yes 1 No 2

65

ASK CAR DRIVERS, CAR PASSENGERS AND TAXI USERS ONLY

Q20. Are you registered with the Airport Car Share Scheme?

Yes 1 *[Go to Q23]* No 2 *[Continue]*

66

Q21. Which one of the following would encourage you to car share? *[SHOWCARD B]*

Help finding others with similar work patterns that wish to car share 1 *[Go to Q23]*

Preferential parking closer to workplace 2 *[Go to Q23]*

Guaranteed transport home in unforeseen circumstances 3 *[Go to Q23]*

Would not consider car sharing 4 *[Continue]*

67



Q22. Why do you say that?

68	69
70	71

Q23. Which car park was the car that you arrived in parked?

N1	<input type="text" value="01"/>	N2	<input type="text" value="02"/>	N3	<input type="text" value="03"/>	N4	<input type="text" value="04"/>	N5	<input type="text" value="05"/>
E2	<input type="text" value="06"/>	Lithgows Rd	<input type="text" value="07"/>	P1	<input type="text" value="08"/>	P2	<input type="text" value="09"/>	P4	<input type="text" value="10"/>
		<i>[Southside]</i>							
Waterside	<input type="text" value="12"/>	WBC	<input type="text" value="13"/>	BA Cargo	<input type="text" value="14"/>	LHR Point	<input type="text" value="15"/>	PEX	<input type="text" value="17"/>
								<i>[Parking Express]</i>	

Elsewhere *[Specify]*:

Don't know [Car passenger] 99

72	73

Q24. Which of the following would encourage you to travel to work on public transport rather than by car? *[SHOWCARD C and code all that apply]*

More frequent services	1	More convenient drop off points	4
More reliable services	2	More information on services available	5
More direct bus routes	3	Discounted tickets or travel	6

NOW GO TO Q29

None of these/Would not consider using public transport 7 *[Continue]*

Top Fill

74
75
76
77
78

Q25. Why would you not consider using public transport?

79	80
81	82

NOW GO TO Q29

IF PUBLIC TRANSPORT '05-08' AT Q11, ASK Q26. OTHERWISE GO TO Q29

Q26. Did you make any changes during your journey either between different methods of public transport or between different services?

Yes	1	<i>[Continue]</i>	No	2	<i>[Go to Q28]</i>
-----	---	-------------------	----	---	--------------------

83



Q27. How many changes did you make between

Bus and Underground:	<input type="text"/>	Train and Train:	<input type="text"/>
	84		87
Underground and Underground:	<input type="text"/>	Bus and Bus:	<input type="text"/>
	85		88
Bus and Train:	<input type="text"/>		
	86		

Q28. How did you pay for your public transport journey? [SHOWCARD D]

Pay as you go Oyster card	1	Annual Airport travelcard	6
Weekly Oyster card	2	Other travelcard	7
Monthly Oyster card	3	Daily pass	8
Annual Oyster card	4	Cash/Credit card/Debit card	9
Monthly Airport travelcard	5		

89

90

91

Q29. During the working day, do you need to travel landside around the Airport

Daily	1	[Continue]	Monthly	3	[Continue]
Weekly	2	[Continue]	Or not at all	9	[Go to Q31]

92

Q30. How do you make the majority of those trips? [SHOWCARD E and code one]

Public transport - free travel	01	Works vehicles/pool vehicle	04
Works buses	02	Private car	05
Bicycle	03	On foot	06

93

94

Other [Specify]: _____

Q31. What is your first language?

English	01	Urdu	02	Polish	03
---------	----	------	----	--------	----

95

96

97

Other [Specify]: _____

Q32. Which of these age groups do you come into? [SHOWCARD F]

16 - 24 years	1	35 - 44 years	3	55 - 64 years	5
25 - 34 years	2	45 - 54 years	4	65 and over	6

98



Q33. What is your ethnic group? *[Only use SHOWCARD G if respondent cannot answer]*

A. White British 01 Irish 02 Other European 03

Other White *[Specify]*: _____

B. Mixed White and Black Caribbean 10
White and Black African 11
White and Asian 12

Other Mixed background *[Specify]*: _____

C. Asian/Asian British Indian 21
Pakistani 22
Bangladeshi 23

Other Asian background *[Specify]*: _____

D. Black/Black British Caribbean 31
African 32

Other Black background *[Specify]*: _____

E. Chinese or Other Ethnic Group Chinese 41

Other *[Specify]*: _____

F. Other Ethnic Group *[Specify]*: _____

Prefer not to say 99

Q34. And finally, did you report to work last Tuesday?

Yes 1 No 2 Can't remember 9

Male 1
Female 2

THANK YOU VERY MUCH FOR YOUR CO-OPERATION

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