

HEATHROW UNLOCKS £1.3BN INVESTMENT FOR THIS YEAR AFTER 2025 DELIVERED RECORD GROWTH AND PUNCTUALITY

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Passengers can look forward to smoother, more reliable journeys as Heathrow plans a series of upgrades for 2026. Construction will start on a revamp to Terminal 4 which will include a new multi-storey car park and upgraded check-in area. The works will be phased to ensure T4's current operations run as normal and are expected to be completed in 2031.

Works will also begin on the new dedicated baggage system for Terminal 2. Once complete, this will enable much more resilient and efficient services for airline customers, capable of handling 31,000 bags per day. It will also further reduce costs for airlines who will have fewer misconnected bags to reunite with passengers.

In addition, a new network of cameras is being installed across Heathrow's stands. Using AI to analyse data captured, Heathrow is speeding up turnaround times between flights, saving airlines time and money and making passenger journeys more punctual. Working in collaboration with airlines and ground handlers, the rollout will continue across all terminals with full coverage expected by the end of 2026.

Heathrow is continuing to improve access for all passengers and 2026 will see focussed investment for passengers with accessibility needs. A new purpose-built assistance area in

Terminal 2 will offer direct, dedicated access to security for the first time. Alongside new mobility equipment, Heathrow is investing in upgrades to assistance areas across the airport. The airport will also introduce its new Tailored Travel Guide – the first of its kind for a UK airport – enabling passengers with access needs to input their travel details and receive a personalised step-by-step guide to navigate the airport and know what to expect at each stage of their journey.

Heathrow CEO Thomas Woldbye commented: “Passengers should expect that every time they travel through Heathrow their journey is better than the last. Last December, we said we’d invest in operational performance and this year we’re the most punctual hub in Europe, almost 99% of bags travelled on expected flights and 97% of security queue times were below 5 minutes, and in January, all passengers in all four terminals will benefit from going through new next generation security. I’m excited to unveil next year’s programme which will make Heathrow more user-friendly, more efficient and more resilient for our customers. This investment will flow directly into our nationwide supply chain helping to drive economic growth whilst we make Heathrow even better and more efficient for our customers.”

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