Classification: Internal

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20 May 2024

## To whom it may concern: Airport Security

The bearer of this letter (Epinion) is making Landside / Airside visits to conduct market research to support The Team Heathrow Colleague Travel Survey. The interviewer will be targeting all colleagues who work onsite at Heathrow, including, but not limited to; Heathrow Partner Companies in Construction, Airlines, Baggage, Cargo and Retail.

The interviewer will be placed in areas of high footfall to achieve a good spread, and/or specific locations where there have been pre-agreed interviews scheduled.

This work has been approved by Heathrow Research and Insight Team (Daniel Spalding – 07864 802170).

No photographs and video recording will be taken in the vicinity of Security Search, Immigration or Customs Areas.

This letter is valid between the 20 May – 30 October 2024.

**Daniel Spalding** 

Senior Research & Insight Manager

07864 802170

Reporting to:

Tim Wheen

**Head of Consumer and Customer Insight** 

07920 537438