



Department
for Transport

From the Secretary of State
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Joshua Reynolds MP
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Dear Joshua,

I write to you, following the Oral Statement on Monday 24 March 2025 relating to the Heathrow disruption on Friday 21 March 2025.

You asked whether I could provide assurances that staff who were due to work but were unable to do so will be paid for that day. I recognise this incident impacts not only passengers at Heathrow airport but employers, contractors, staff and local services at Heathrow airport.

As the UK aviation sector operates predominantly in the private sector, it is for individual companies to determine the pay, terms and conditions of their staff. As such, decisions on changes to pay on a particular day, including the day of Heathrow disruption where staff experienced difficulties getting to work, would be made by the employer.

While this is a commercial matter, I have received assurances from Heathrow that for their staff who were due to work on Friday 21 March they will be paid as per normal. For those other employees who work on the Heathrow campus but are not directly employed by Heathrow, I would expect their employers fulfil all of their appropriate obligations and staff should be treated and paid fairly in accordance with their individual contracts

If employees have queries or concerns about pay when disruption affects their work, they would be able to contact Advisory, Conciliation and Arbitration Service (ACAs) helpline for further support.

Thank you for your interest on this matter. A copy of the letter has been placed in the Libraries of both Houses.

Yours sincerely,

Rt Hon Heidi Alexander MP
SECRETARY OF STATE FOR TRANSPORT