

How are we performing?

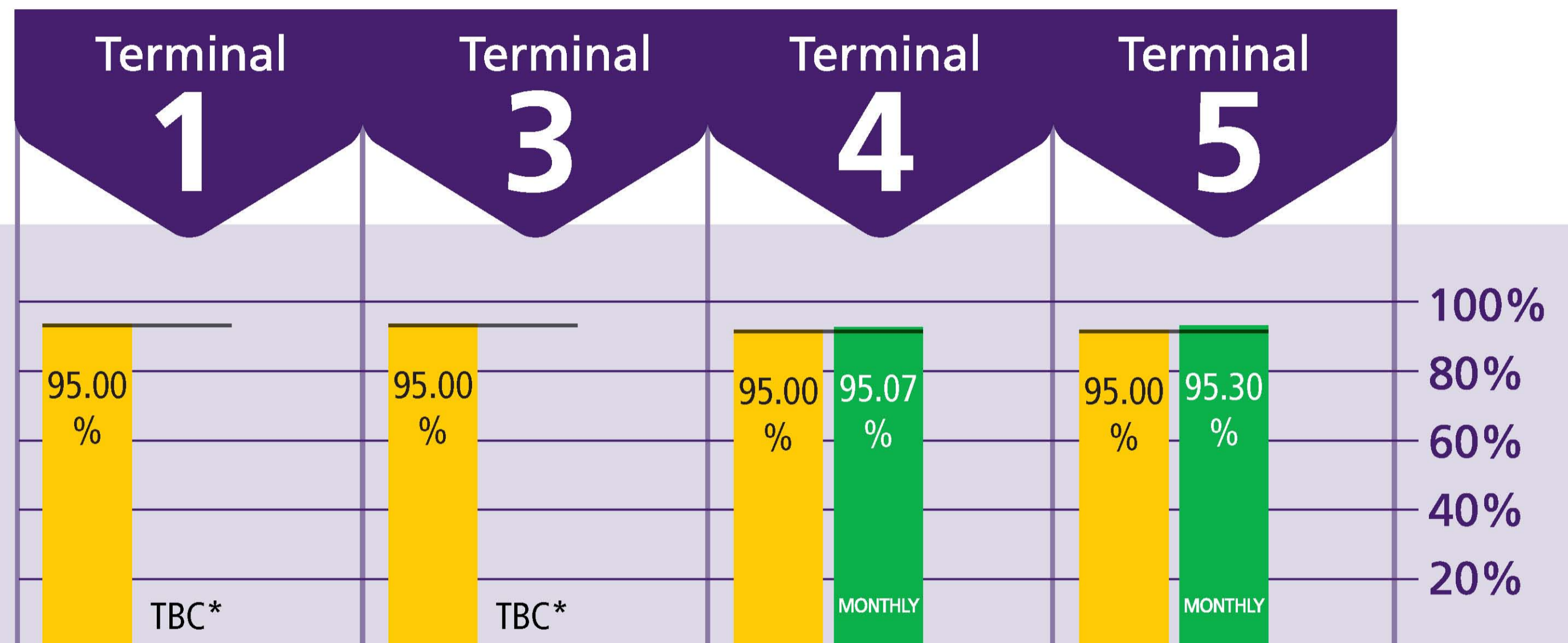
May 2013

KEY TO PERFORMANCE



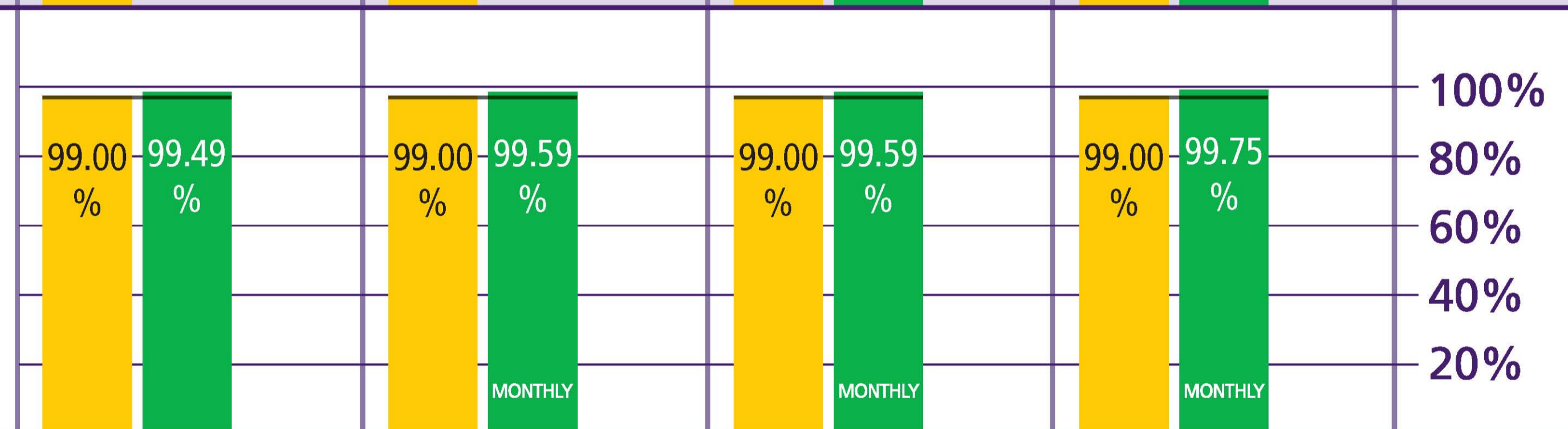
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



We welcome your feedback:
heathrowcustomerfeedback@baa.com

*Heathrow Airport and the Airline Community have jointly agreed to review T1 and T3 performance following the major operational disruption event in the month.

Heathrow
Making every journey better