

HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - July 2023

Operational Planning
Printed: 25 Aug 2023



Heathrow

Heathrow Performance Report July 2023



Passenger Experience and Service Level Performance

| | Target | T2 | T3 | T4 | T5 | LHR |
|---|--------|--------|---------|----------|--------|-----------|
| Overall Satisfaction * | 4.26 | 4.33 | 4.26 | 4.29 | 4.21 | |
| Passenger Assistance Service - Overall Satisfaction * | 4.00 | | | | | 4.02 |
| Security Staff - Helpfulness and Attitude * | 4.10 | 4.35 | 4.34 | 4.30 | 4.24 | |
| Airport Staff - Helpfulness and Attitude * | 4.36 | 4.41 | 4.40 | 4.40 | 4.34 | |
| Ease of Access to Airport * | 4.44 | | | | | 4.34 |
| % of UK Population Within 3 Hours (and One Interchange) | | | | | | 29.00% |
| Customer Effort * | 91.00% | 92.85% | 90.53% | 91.82% | 88.41% | |
| Cleanliness * | 4.15 | 4.32 | 4.22 | 4.32 | 4.26 | |
| Wayfinding * | 4.20 | 4.36 | 4.29 | 4.35 | 4.27 | |
| Wi-Fi * | 4.05 | 4.17 | 4.18 | 4.23 | 4.12 | |
| Enjoy My Time at the Airport * | 80.50% | 79.30% | 75.26% | 78.26% | 72.75% | |
| Airport that Meets My Needs * | | 93.49% | 91.25% | 90.08% | 88.96% | |
| Feel Safe and Secure * | 96.00% | 97.61% | 97.47% | 97.42% | 96.94% | |
| Immigration EEA | 95.00% | 98.77% | 98.26% | 99.28% | 98.63% | |
| Immigration Non EEA | 95.00% | 85.82% | 73.27% | 71.40% | 89.25% | |
| Security - CSA (QT < 5 minutes) | 95.00% | 97.78% | 98.75% | 97.51% | 96.61% | |
| Security - CSA (QT < 10 minutes) | 99.00% | 99.95% | 100.00% | 99.81% | 99.86% | |
| Security - Staff Search | 95.00% | 96.72% | 98.06% | 99.72% | 97.32% | |
| Security - Transfer | 95.00% | 98.57% | 98.75% | 99.90% | 96.41% | |
| | Target | CTA | Cargo | Eastside | T5 | Southside |
| Security - Control Post | 95.00% | 95.91% | 99.82% | 98.84% | 98.64% | 97.51% |

Service Level Performance

| | Target | T2 | T3 | T4 | T5 | LHR |
|--|---------|---------|---------|---------|---------|--------|
| Lifts, Escalators, Travellators | 99.00% | 99.50% | 99.05% | 99.73% | 99.21% | |
| FEGP | 99.00% | 99.92% | 99.99% | 100.00% | 99.97% | |
| Jetties | 99.00% | 99.94% | 99.29% | 99.85% | 99.84% | |
| PCA | 98.00% | 98.14% | 100.00% | | 99.87% | |
| SEG | 99.00% | 99.97% | 100.00% | 100.00% | 99.98% | |
| Check-In Infrastructure | 98.00% | 98.71% | 98.52% | 98.87% | 99.11% | |
| Hygiene Testing - Amber Tests Resolved in 12 hours | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| Hygiene Testing - Red Tests Resolved in 2 hours | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | |
| TTS - One Car | 99.00% | | | | 99.99% | |
| TTS - Two Car | 97.00% | | | | 99.28% | |
| Arrivals Reclaim | 99.00% | 99.64% | 99.28% | 99.60% | 99.91% | |
| Baggage System Delivery | 98.00% | 98.05% | 98.37% | 99.10% | 99.24% | |
| Baggage Misconnect Rate | | | | | | 21.70 |
| Runway Operational Resilience | | | | | | |
| Stands | 99.00% | 99.82% | 99.86% | 99.26% | 99.86% | |
| Pier Service * | 95.00% | 96.43% | 94.10% | 100.00% | | |
| Airport Arrivals Management | | | | | | 9.00 |
| Airport Departures Management | | | | | | 5.00 |
| Departure Punctuality | 80.50% | | | | | 57.10% |
| Passenger Injuries * | | | | | | 8.11 |

Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

* Ease of Access to Airport will be available in Q2

Heathrow Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

| | Jul-23 | | | | | YTD | | |
|--|--------|----|----|----|-------|------------------|------------------|----------------|
| | T2 | T3 | T4 | T5 | Other | Estimated Rebate | Estimated Rebate | Total Failures |
| Security Staff - Helpfulness and Attitude | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Security - Control Post | | | | | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| FEGP | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Jetties | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| PCA | ✓ | ✓ | | ✓ | | £0.00 | £0.00 | 0 |
| SEG | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| TTS | | | | ✓ | | £0.00 | £265,053.69 | 1 |
| Arrivals Reclaim | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Runway Operational Resilience | | | | | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | ✓ | ✓ | ✓ | | £0.00 | £0.00 | 0 |
| Total | | | | | | £0.00 | £265,053.69 | 1 |

Bonuses:

| | Jul-23 | | | | | | YTD | |
|---------------------------------|-----------------|-----------------|--------|--------|--------|--------|-----------------|------------|
| | Lower Threshold | Upper Threshold | T2 | T3 | T4 | T5 | Estimated Bonus | Total Pass |
| Cleanliness | 4.35 | 4.65 | 4.32 | 4.22 | 4.32 | 4.26 | £0.00 | 0 |
| Wayfinding | 4.40 | 4.70 | 4.36 | 4.29 | 4.35 | 4.27 | £0.00 | 0 |
| Security - CSA (QT < 5 minutes) | 97.00% | 99.00% | 97.78% | 98.75% | 97.51% | 96.61% | £0.00 | 0 |
| Security - Transfer | 97.00% | 99.00% | 98.57% | 98.75% | 99.90% | 96.41% | £0.00 | 1 |
| Total | | | | | | | £0.00 | 1 |

Credit Notes:

Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Bonus:

- All business units must exceed Lower Threshold
- Financial year is from January 2023 - December 2023
- The Security - Transfers bonus that was earned in May 2023, Heathrow has decided not to pursue this due to alleviations granted in relation to IA

Notes:

* YTD starts from the H7 Period that commenced 1st May 2023

Terminal 2 Performance Report July 2023



Passenger Experience and Service Level Performance

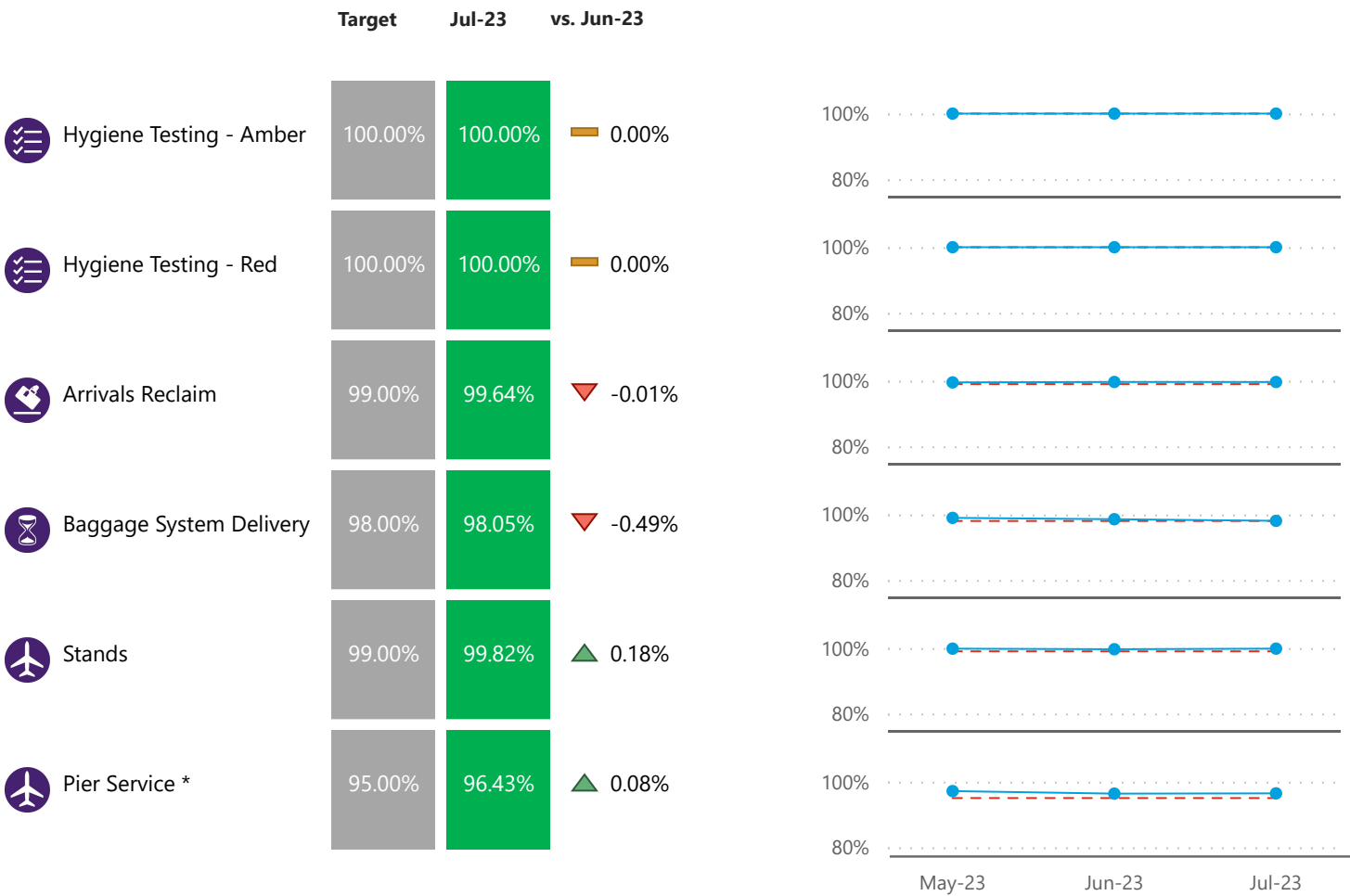


Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report July 2023

Service Level Performance



Heathrow

Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

| | Jul-23 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| PCA | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £0.00 | 0 |

Bonuses:

| | Jul-23 | | | | Year-to-Date | | |
|---------------------------------|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|
| | Measure | Lower Threshold | Upper Threshold | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Cleanliness | MAA | 4.35 | 4.65 | 4.32 | £0.00 | £0.00 | 0 |
| Wayfinding | MAA | 4.40 | 4.70 | 4.36 | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 minutes) | | 97.00% | 99.00% | 97.78% | £0.00 | £0.00 | 0 |
| Security - Transfer | | 97.00% | 99.00% | 98.57% | £0.00 | £66,916.45 | 1 |
| Total | | | | | £0.00 | £66,916.45 | 1 |

Credit Notes:

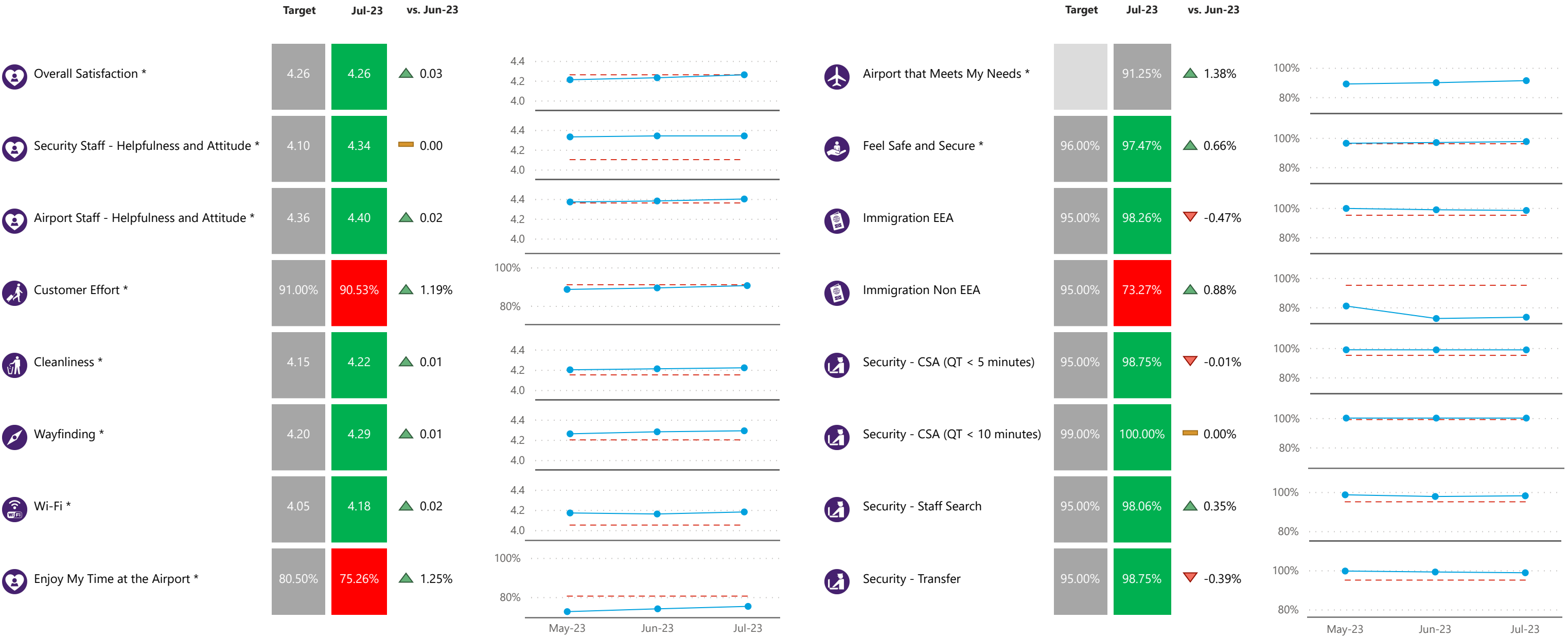
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 3 Performance Report July 2023



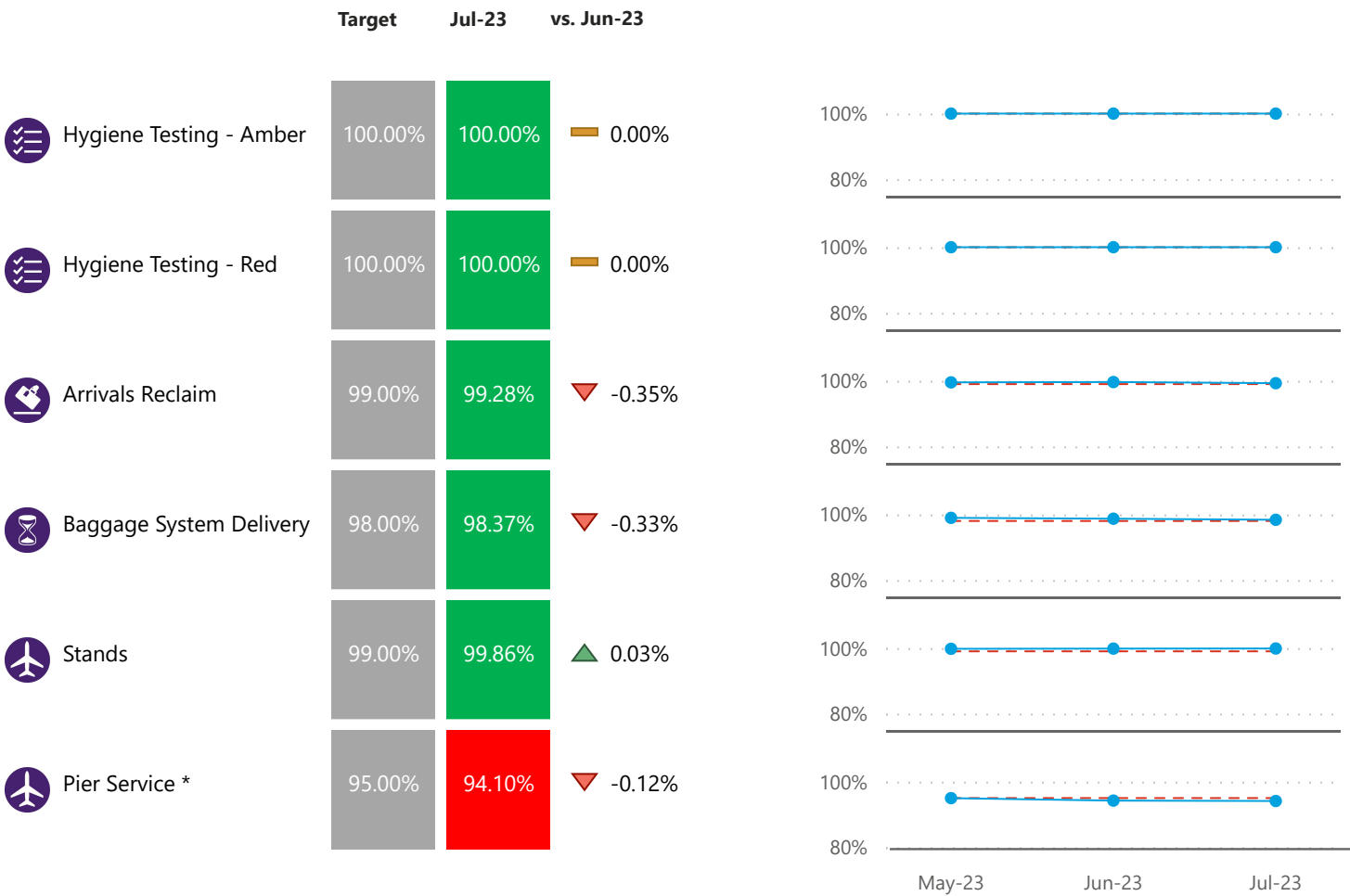
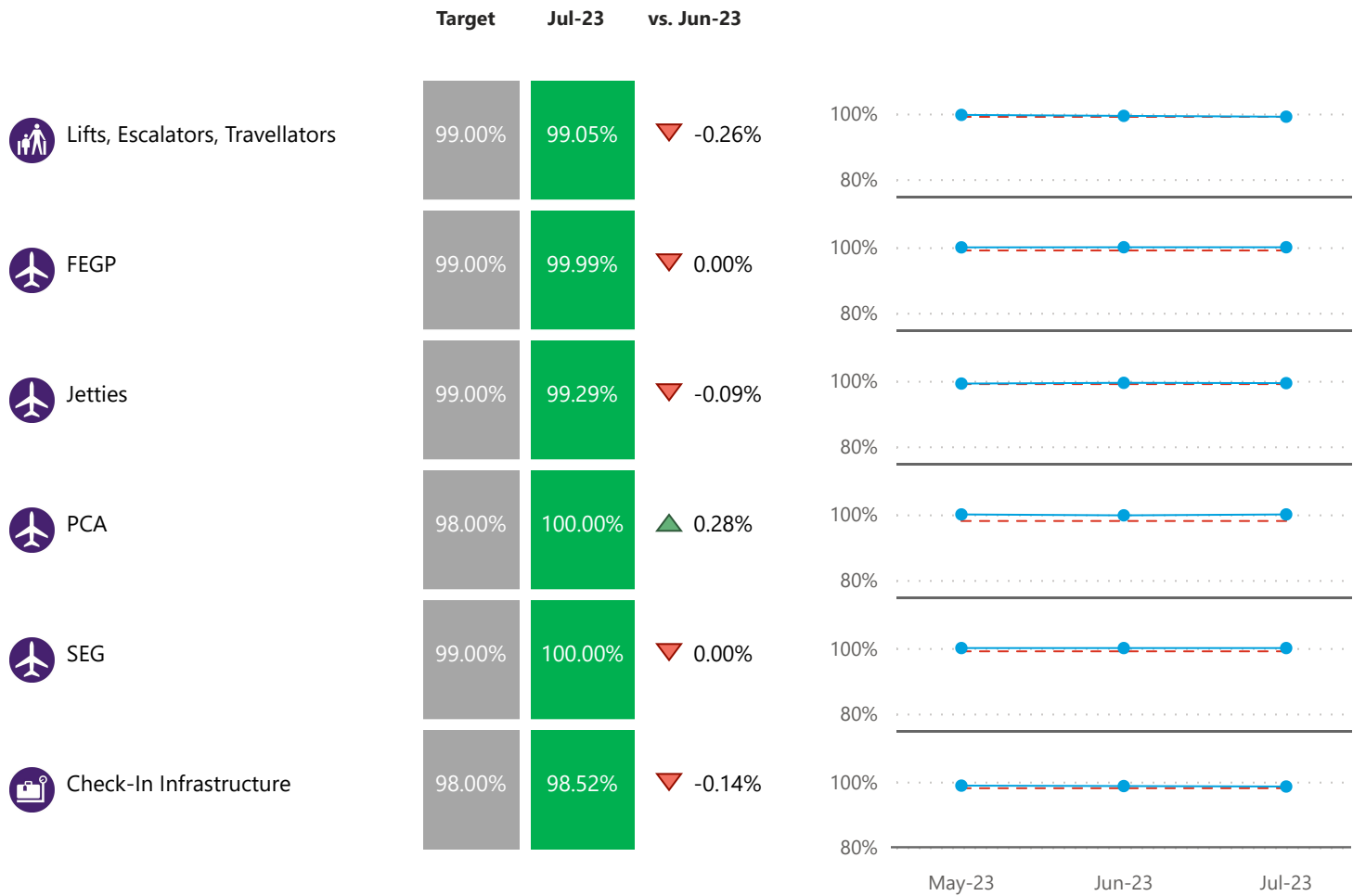
Passenger Experience and Service Level Performance



Notes:
* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report July 2023

Service Level Performance



Heathrow

Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

| | Jul-23 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| PCA | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £0.00 | 0 |

Bonuses:

| | Jul-23 | | | | Year-to-Date | | |
|---------------------------------|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|
| | Measure | Lower Threshold | Upper Threshold | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Cleanliness | MAA | 4.35 | 4.65 | 4.22 | £0.00 | £0.00 | 0 |
| Wayfinding | MAA | 4.40 | 4.70 | 4.29 | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 minutes) | | 97.00% | 99.00% | 98.75% | £0.00 | £0.00 | 0 |
| Security - Transfer | | 97.00% | 99.00% | 98.75% | £0.00 | £66,916.45 | 1 |
| Total | | | | | £0.00 | £66,916.45 | 1 |

Credit Notes:

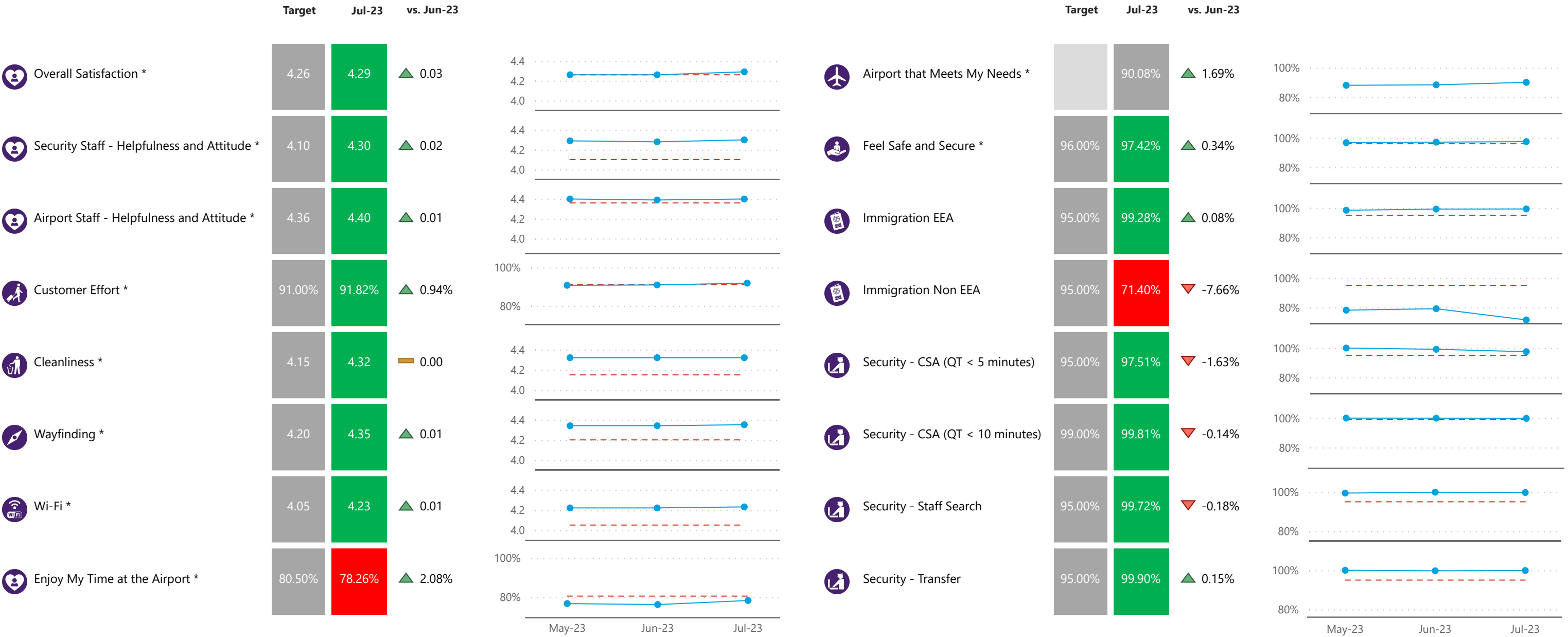
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 4 Performance Report July 2023



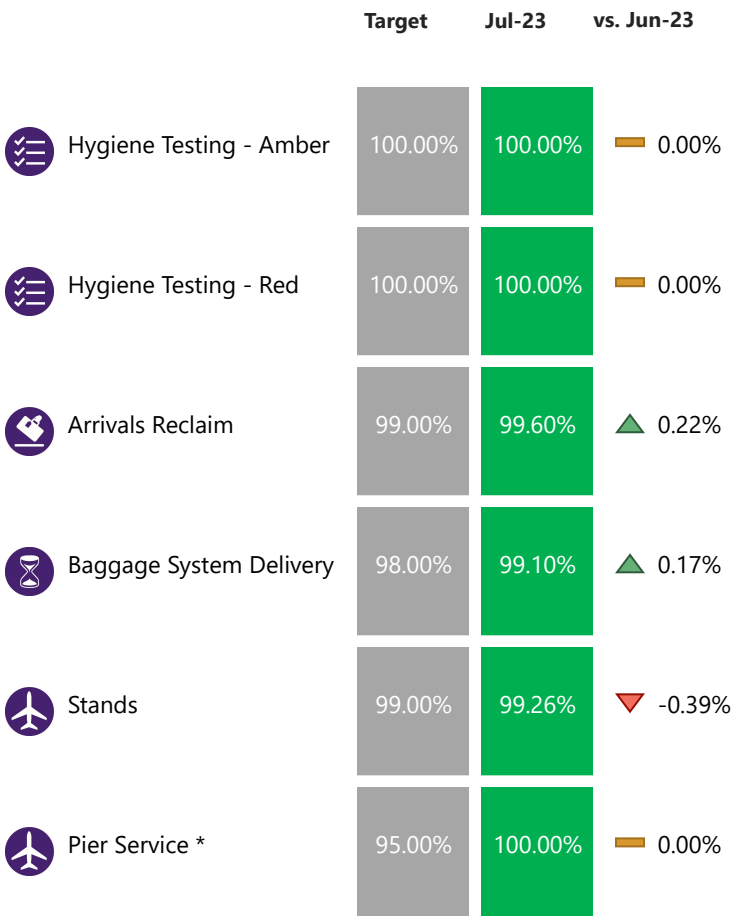
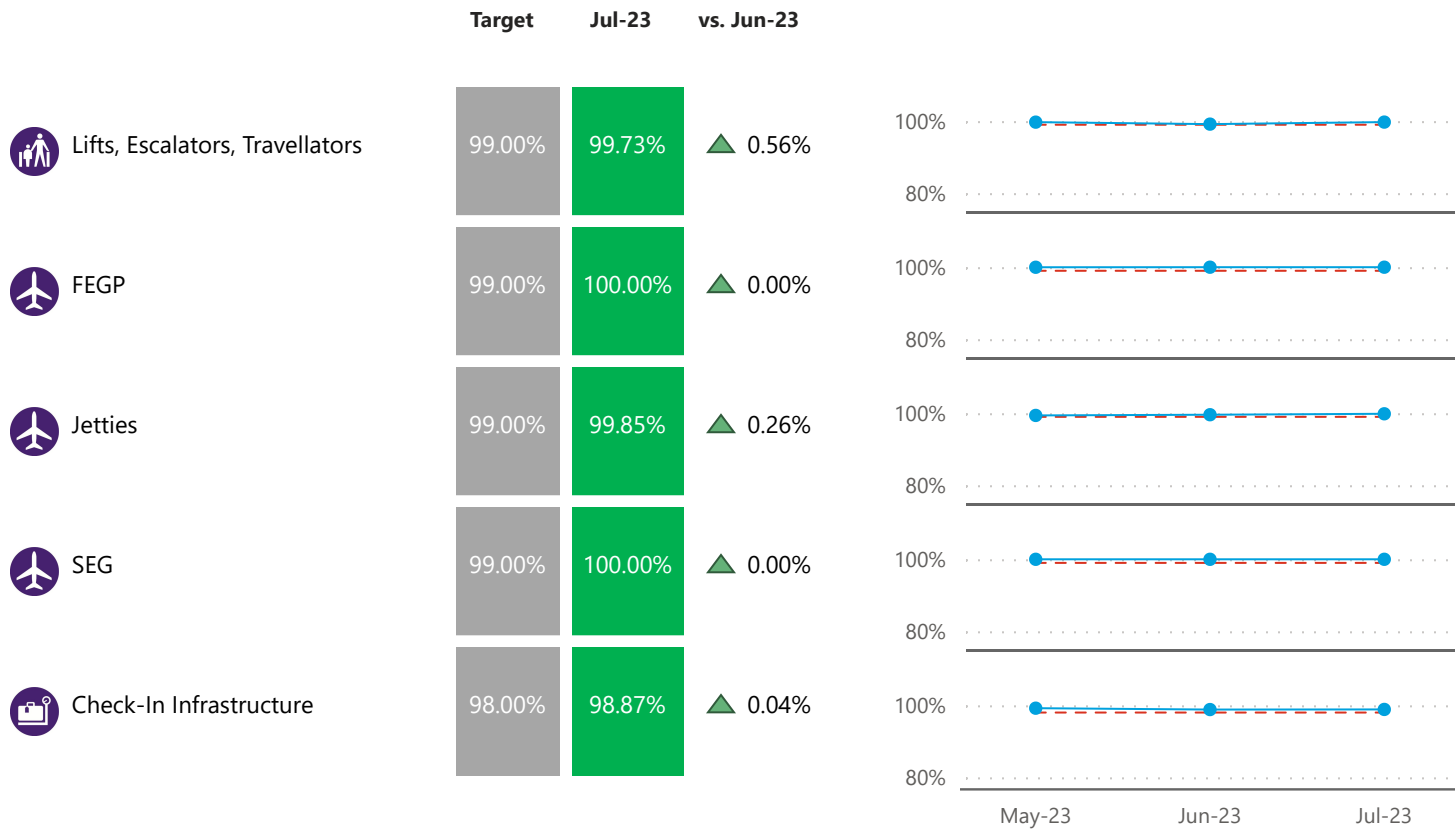
Passenger Experience and Service Level Performance



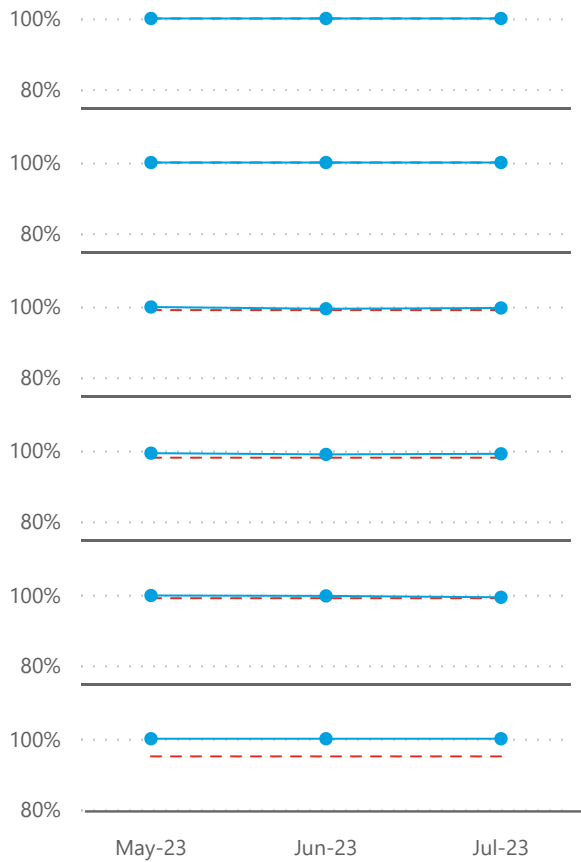
Notes:
* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report July 2023

Service Level Performance



Heathrow



Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

| | Jul-23 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £0.00 | 0 |

Bonuses:

| | | Jul-23 | | | Year-to-Date | | |
|---------------------------------|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|
| | Measure | Lower Threshold | Upper Threshold | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Cleanliness | MAA | 4.35 | 4.65 | 4.32 | £0.00 | £0.00 | 0 |
| Wayfinding | MAA | 4.40 | 4.70 | 4.35 | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 minutes) | | 97.00% | 99.00% | 97.51% | £0.00 | £0.00 | 0 |
| Security - Transfer | | 97.00% | 99.00% | 99.90% | £0.00 | £66,916.45 | 1 |
| Total | | | | | £0.00 | £66,916.45 | 1 |

Credit Notes:

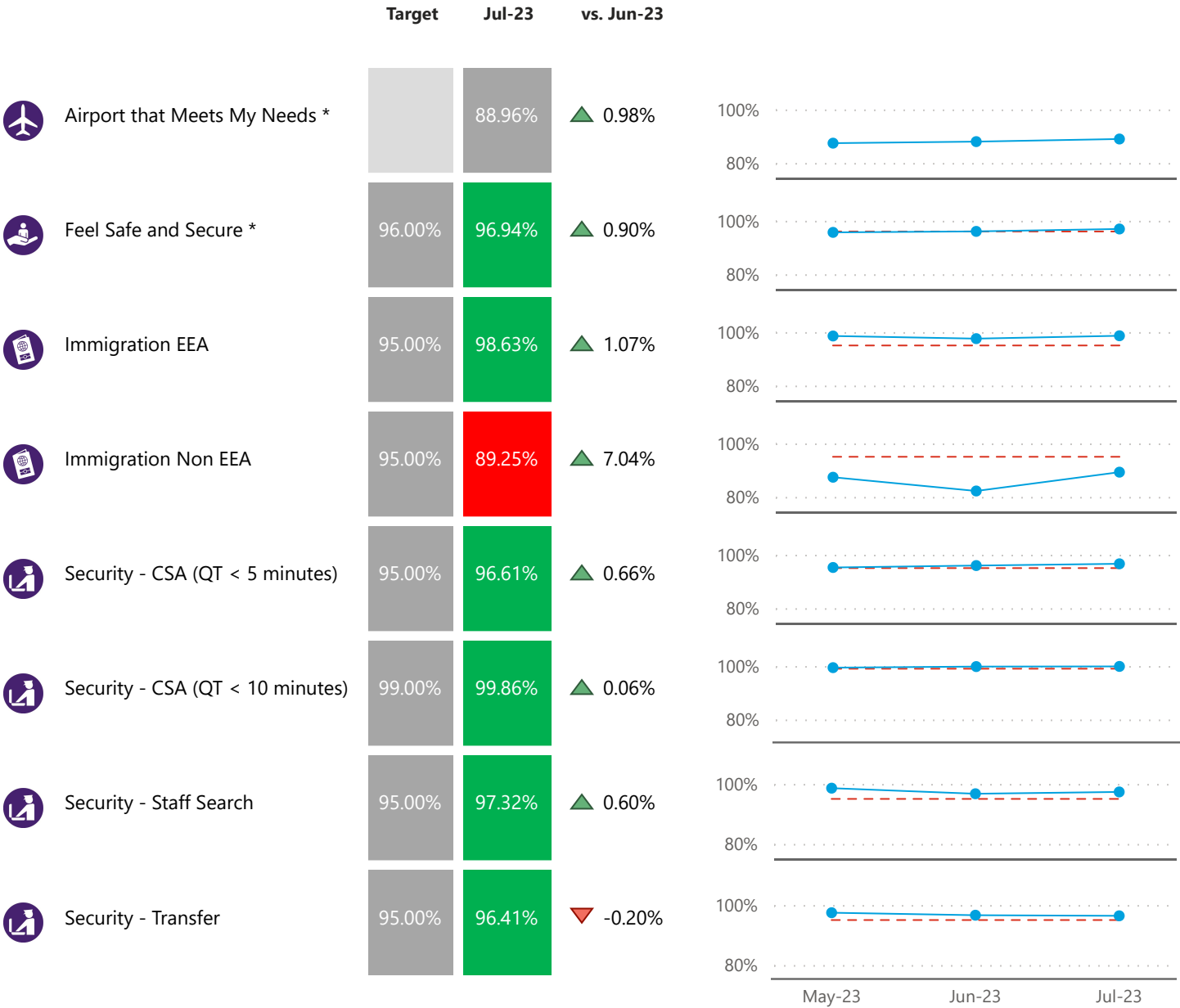
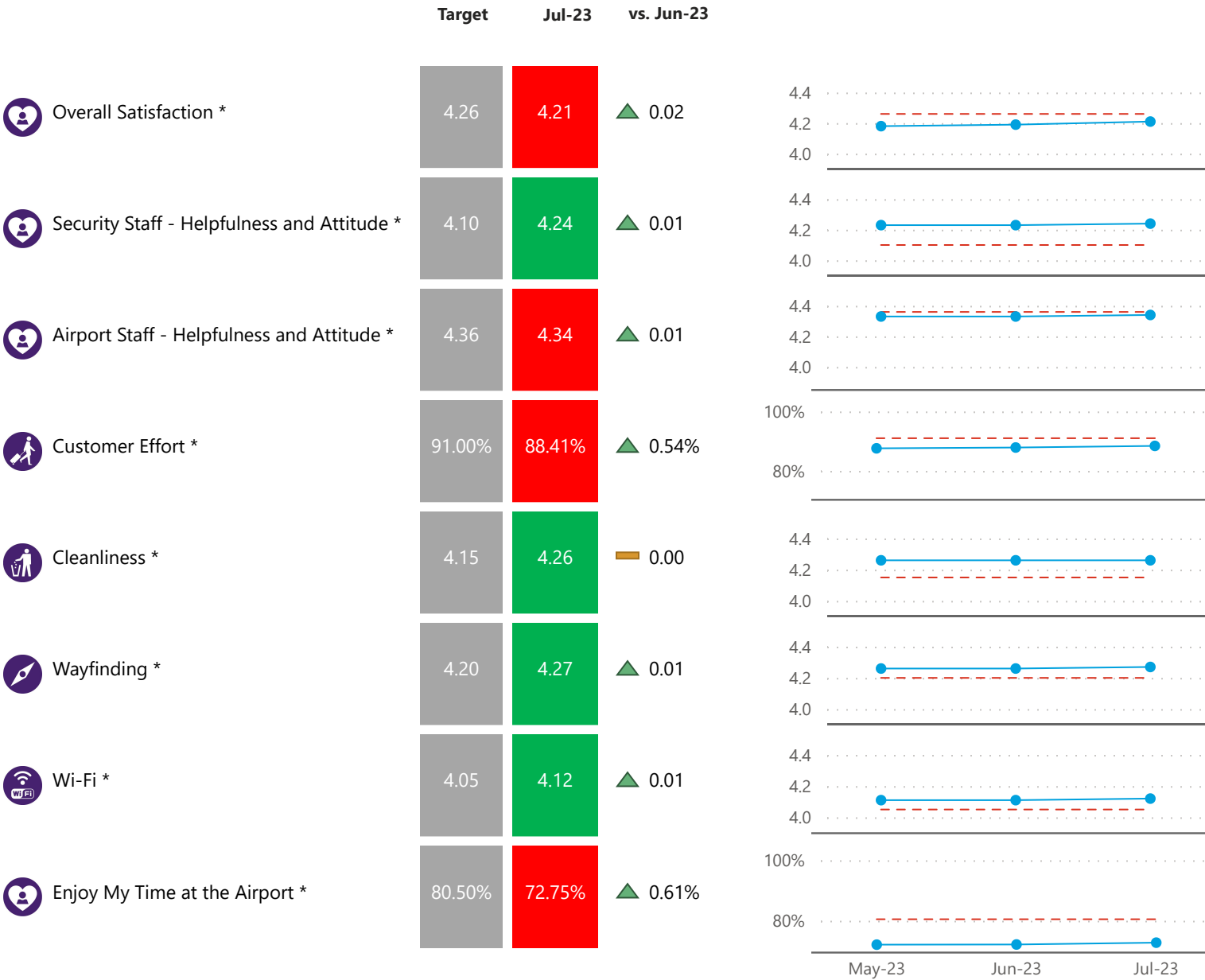
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 5 Performance Report July 2023



Passenger Experience and Service Level Performance

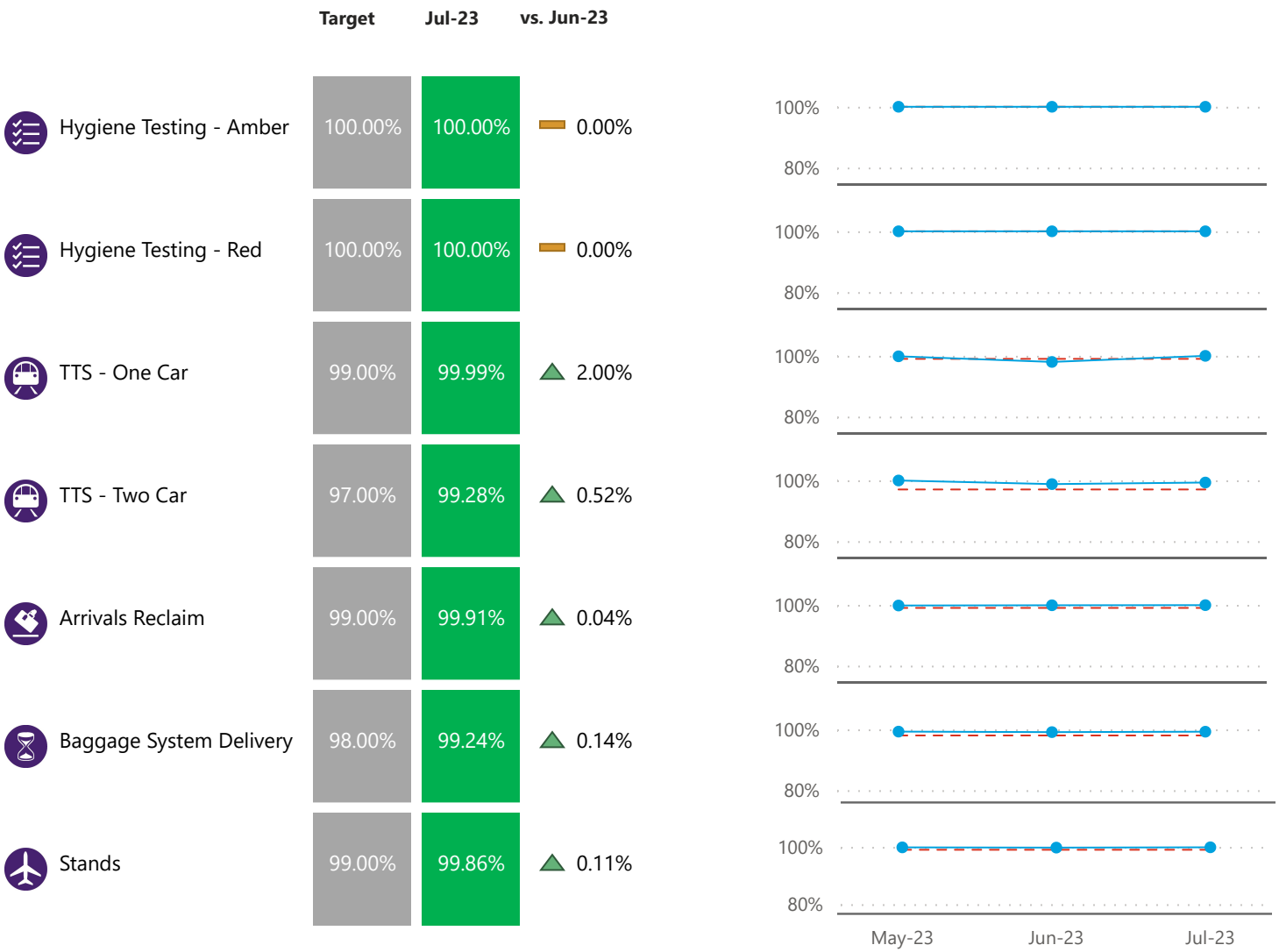


Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report July 2023

Service Level Performance



Heathrow

Notes:

* MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report July 2023



Financial Report - Rebates and Bonus

Rebates:

| | Jul-23 | Year-to-Date | | |
|--|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of Failures |
| Security Staff - Helpfulness and Attitude | ✓ | £0.00 | £0.00 | 0 |
| Cleanliness | ✓ | £0.00 | £0.00 | 0 |
| Wayfinding | ✓ | £0.00 | £0.00 | 0 |
| Wi-Fi | ✓ | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 mins or QT < 10 mins) | ✓ | £0.00 | £0.00 | 0 |
| Security - Staff Search | ✓ | £0.00 | £0.00 | 0 |
| Security - Transfer | ✓ | £0.00 | £0.00 | 0 |
| Lifts, Escalators, Travellators | ✓ | £0.00 | £0.00 | 0 |
| FEGP | ✓ | £0.00 | £0.00 | 0 |
| Jetties | ✓ | £0.00 | £0.00 | 0 |
| PCA | ✓ | £0.00 | £0.00 | 0 |
| SEG | ✓ | £0.00 | £0.00 | 0 |
| Check-In Infrastructure | ✓ | £0.00 | £0.00 | 0 |
| Hygiene Testing | ✓ | £0.00 | £0.00 | 0 |
| TTS | ✓ | £0.00 | £265,053.69 | 1 |
| Arrivals Reclaim | ✓ | £0.00 | £0.00 | 0 |
| Stands | ✓ | £0.00 | £0.00 | 0 |
| Pier Service | ✓ | £0.00 | £0.00 | 0 |
| Total | | £0.00 | £265,053.69 | 1 |

Bonuses:





















| | Jul-23 | | | | Year-to-Date | | |
|---------------------------------|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|
| | Measure | Lower Threshold | Upper Threshold | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Cleanliness | MAA | 4.35 | 4.65 | 4.26 | £0.00 | £0.00 | 0 |
| Wayfinding | MAA | 4.40 | 4.70 | 4.27 | £0.00 | £0.00 | 0 |
| Security - CSA (QT < 5 minutes) | | 97.00% | 99.00% | 96.61% | £0.00 | £0.00 | 0 |
| Security - Transfer | | 97.00% | 99.00% | 96.41% | £0.00 | £66,916.45 | 1 |
| Total | | | | | £0.00 | £66,916.45 | 1 |

Credit Notes:





















Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Passenger Experience and Service Level Performance

| Measure | Info |
|---|--|
|  Overall Satisfaction | Passenger satisfaction (out of 5) |
|  Passenger Assistance Service - Overall Satisfaction | Passenger satisfaction (out of 5) |
|  Security Staff - Helpfulness and Attitude | Passenger satisfaction (out of 5) |
|  Airport Staff - Helpfulness and Attitude | Passenger satisfaction (out of 5) |
|  Ease of Access to Airport | Passenger satisfaction (out of 5) |
|  % of UK Population Within 3 Hours (and One Interchange) | % of UK population who live within 3 hours (and one interchange) of Heathrow by public transport |
|  Customer Effort | % of passengers agreeing that their journey through Heathrow was easy |
|  Cleanliness | Passenger satisfaction (out of 5) |
|  Wayfinding | Passenger satisfaction (out of 5) |
|  Wi-Fi | Passenger satisfaction (out of 5) |
|  Enjoy My Time at the Airport | % of passengers agreeing that they enjoy their time at the airport |
|  Airport that Meets My Needs | % of passengers agreeing that the airport met their needs |
|  Feel Safe and Secure | % of passengers agreeing that they felt safe and secure at the airport |
|  Immigration EEA | % of passengers queueing < 25 minutes |
|  Immigration Non EEA | % of passengers queueing < 25 minutes |
|  Security - CSA (QT < 5 minutes) | Queue Times < 5 minutes |
|  Security - CSA (QT < 10 minutes) | Queue Times < 10 minutes |
|  Security - Staff Search | Queue Times < 10 minutes |
|  Security - Transfer | Queue Times < 10 minutes |
|  Security - Control Post | Queue Times < 15 minutes |

Service Level Performance

| Measure | Info |
|--|---|
|  Lifts, Escalators, Travellators | Availability for use |
|  FEGP | Availability of Fixed Electrical Ground Power |
|  Jetties | Availability of Air-bridges |
|  PCA | Availability of Pre-Conditioned Air |
|  SEG | Availability of Stand Entry Guidance |
|  Check-In Infrastructure | Availability for use |
|  Hygiene Testing - Amber Tests Resolved in 12 hours | % of amber tests resolved in 12 hours |
|  Hygiene Testing - Red Tests Resolved in 2 hours | % of red tests resolved in 2 hours |
|  TTS - One Car | Track Transit System - % time one car available |
|  TTS - Two Car | Track Transit System - % time two cars available |
|  Arrivals Reclaim | Availability of arrivals baggage carousels |
|  Baggage System Delivery | % of bags delivered to make up area > 30 mins from intended flight departure |
|  Baggage Misconnect Rate | Number of bags per 1,000 passengers that miss intended departing flight |
|  Runway Operational Resilience | |
|  Stands | Availability of stands |
|  Pier Service | % of passengers accessing a pier served stand |
|  Airport Arrivals Management | Average time for aircraft to reach stand |
|  Airport Departures Management | Average time between start request time and take off time |
|  Departure Punctuality | % of flights off chocks within 15 minutes |
|  Passenger Injuries | Number of passengers/million passengers that are injured while travelling through the airport |

Heathrow