

# Service quality rebate



| Heathrow Terminal 1                                | Apr-14  |        |                 |          | Year to date * |                    |
|----------------------------------------------------|---------|--------|-----------------|----------|----------------|--------------------|
|                                                    | Actual  | Target | Target achieved | Rebate £ | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 4.12    | 3.80   | Yes             | 0        | 0              | 0                  |
| Cleanliness                                        | 4.13    | 4.00   | Yes             | 0        | 0              | 0                  |
| Wayfinding                                         | 4.12    | 4.10   | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.30    | 4.30   | Yes             | 0        | 0              | 0                  |
| Security                                           | 4.04    | n/a    | n/a             | n/a      | n/a            | 0                  |
| Wi-fi                                              | 3.93    | n/a    | n/a             | n/a      | n/a            | 0                  |
| Central security queues - Times queue <5 minutes   | 95.31%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 99.83%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.80%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.76%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.66%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands                                             | 99.67%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties                                            | 99.63%  | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP                                               | 99.96%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.99%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 97.00%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 100.00% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 98.06%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service +                                     | 98.75%  | 95.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |         |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

NOTE: \* year is April 2014 to December 2014

NOTE: + Pier Service - targets and results of Terminals 1 and 2 are combined.

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.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher\_Downs@heathrow.com

# Service quality rebate



| Heathrow Terminal 3                                | Apr-14 |        |                 |          | Year to date * |                    |
|----------------------------------------------------|--------|--------|-----------------|----------|----------------|--------------------|
|                                                    | Actual | Target | Target achieved | Rebate £ | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 3.90   | 3.80   | Yes             | 0        | 0              | 0                  |
| Cleanliness                                        | 4.10   | 4.00   | Yes             | 0        | 0              | 0                  |
| Wayfinding                                         | 4.19   | 4.10   | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.38   | 4.30   | Yes             | 0        | 0              | 0                  |
| Security                                           | 4.08   | n/a    | n/a             | n/a      | n/a            | 0                  |
| Wi-fi                                              | 3.92   | n/a    | n/a             | n/a      | n/a            | 0                  |
| Central security queues - Times queue <5 minutes   | 97.43% | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 99.86% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.90% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.95% | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.80% | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands                                             | 99.78% | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties                                            | 99.65% | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP                                               | 99.76% | 99.00% | Yes             | 0        | 0              | 0                  |
| Pre-conditioned air                                | 99.92% | 98.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.94% | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 96.90% | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 99.76% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 98.06% | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service                                       | 97.04% | 95.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |        |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

NOTE: \* year is April 2014 to December 2014

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# Service quality rebate



| Heathrow Terminal 4                                | Apr-14  |        |                 |                | Year to date * |                    |
|----------------------------------------------------|---------|--------|-----------------|----------------|----------------|--------------------|
|                                                    | Actual  | Target | Target achieved | Rebate £       | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 4.19    | 3.80   | Yes             | 0              | 0              | 0                  |
| Cleanliness                                        | 4.13    | 4.00   | Yes             | 0              | 0              | 0                  |
| Wayfinding                                         | 4.18    | 4.10   | Yes             | 0              | 0              | 0                  |
| Flight information                                 | 4.26    | 4.30   | No              | 153,065        | 153,065        | 1                  |
| Security                                           | 4.09    | n/a    | n/a             | n/a            | n/a            | 0                  |
| Wi-fi                                              | 3.91    | n/a    | n/a             | n/a            | n/a            | 0                  |
| Central security queues - Times queue <5 minutes   | 96.33%  | 95.00% | Yes             | 0              | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 99.81%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.70%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.63%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.85%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Stands                                             | 99.85%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Jetties                                            | 99.55%  | 99.00% | Yes             | 0              | 0              | 0                  |
| FEGP                                               | 99.91%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Stand entry guidance                               | 99.97%  | 99.00% | Yes             | 0              | 0              | 0                  |
| Transfer search                                    | 99.66%  | 95.00% | Yes             | 0              | 0              | 0                  |
| Staff search                                       | 100.00% | 95.00% | Yes             | 0              | 0              | 0                  |
| Control posts search                               | 98.06%  | 95.00% | Yes             | 0              | 0              | 0                  |
| Pier service                                       | 99.75%  | 95.00% | Yes             | 0              | 0              | 0                  |
| <b>Total</b>                                       |         |        |                 | <b>153,065</b> | <b>153,065</b> | <b>1</b>           |

NOTE: \* year is April 2014 to December 2014

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.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: [Christopher\\_Downs@heathrow.com](mailto:Christopher_Downs@heathrow.com)

# Service quality rebate



| Heathrow Terminal 5                                | Apr-14 |        |                 |          | Year to date * |                    |
|----------------------------------------------------|--------|--------|-----------------|----------|----------------|--------------------|
|                                                    | Actual | Target | Target achieved | Rebate £ | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 3.96   | 3.80   | Yes             | 0        | 0              | 0                  |
| Cleanliness                                        | 4.22   | 4.00   | Yes             | 0        | 0              | 0                  |
| Wayfinding                                         | 4.21   | 4.10   | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.32   | 4.30   | Yes             | 0        | 0              | 0                  |
| Security                                           | 4.05   | n/a    | n/a             | n/a      | n/a            | 0                  |
| Wi-fi                                              | 3.90   | n/a    | n/a             | n/a      | n/a            | 0                  |
| Central security queues - Times queue <5 minutes   | 96.55% | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue = 10 minutes | 99.81% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.74% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.83% | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.79% | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands                                             | 99.75% | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties                                            | 99.58% | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP                                               | 99.88% | 99.00% | Yes             | 0        | 0              | 0                  |
| Pre-conditioned air                                | 99.64% | 98.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.94% | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 98.16% | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 96.02% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 98.06% | 95.00% | Yes             | 0        | 0              | 0                  |
| Transit system - % time one car available          | 99.86% | 99.00% | Yes             | 0        | 0              | 0                  |
| Transit system - % time two cars available         | 98.74% | 97.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |        |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

NOTE: \* year is April 2014 to December 2014

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.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: [Christopher\\_Downs@heathrow.com](mailto:Christopher_Downs@heathrow.com)

## Service quality rebate



| Aerodrome Congestion Term | Apr-14     |          | Year to date * |                   |
|---------------------------|------------|----------|----------------|-------------------|
|                           | Rebate due | Rebate £ | Rebate £       | Number of rebates |
| Aerodrome Congestion Term | No         | 0        | 0              | 0                 |
| <b>Total</b>              |            |          | <b>0</b>       | <b>0</b>          |

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NOTE: \* year is April 2014 to December 2014

FOR FURTHER INFORMATION: please contact Christopher Downs,email: [Christopher\\_Downs@heathrow.com](mailto:Christopher_Downs@heathrow.com)

## Service quality rebate



| Control Post Groups                               | Apr-14 |        |                 |        | Year to date * |                    |
|---------------------------------------------------|--------|--------|-----------------|--------|----------------|--------------------|
|                                                   | Actual | Target | Target achieved | Rebate | Rebate £       | Number of failures |
| CTA                                               | 98.33% | 95.00% | Yes             |        |                |                    |
| Cargo                                             | 98.06% | 95.00% | Yes             |        |                |                    |
| Eastside                                          | 98.64% | 95.00% | Yes             |        |                |                    |
| Southside                                         | 99.50% | 95.00% | Yes             |        |                |                    |
| Terminal 5                                        | 98.60% | 95.00% | Yes             |        |                |                    |
| <b>Control Post Groups - lowest actual result</b> | 98.06% | 95.00% | Yes             | 0      | 0              | 0                  |

NOTE: \* year is April 2014 to December 2014

FOR FURTHER INFORMATION: please contact Christopher Downs, email: [Christopher\\_Downs@heathrow.com](mailto:Christopher_Downs@heathrow.com)

Service quality bonus



| Bonus Performance                     | April 2014   |                             |                        |                        |                        |                        |                             |                                        | Year To Date*                         |
|---------------------------------------|--------------|-----------------------------|------------------------|------------------------|------------------------|------------------------|-----------------------------|----------------------------------------|---------------------------------------|
|                                       | Measure Type | Lower Performance Threshold | Terminal 1 Performance | Terminal 3 Performance | Terminal 4 Performance | Terminal 5 Performance | Upper Performance Threshold | Estimated Bonus Term £ (Current Month) | Estimated Bonus Term £ (Year To Date) |
| Departure lounge seating availability | MAT          | 4.10                        | 4.12                   | 3.90                   | 4.19                   | 3.96                   | 4.50                        | £ -                                    | £ -                                   |
| Cleanliness                           | MAT          | 4.20                        | 4.13                   | 4.10                   | 4.13                   | 4.22                   | 4.50                        | £ -                                    | £ -                                   |
| Way finding                           | MAT          | 4.20                        | 4.12                   | 4.19                   | 4.18                   | 4.21                   | 4.50                        | £ -                                    | £ -                                   |
| Flight information                    | MAT          | 4.40                        | 4.30                   | 4.38                   | 4.26                   | 4.32                   | 4.70                        | £ -                                    | £ -                                   |
| Total                                 |              |                             |                        |                        |                        |                        |                             | £ -                                    | £ -                                   |

**Important Notes:**  
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher\_Downs@heathrow.com

| Performance |      |      | £ Rebates   |  |    |
|-------------|------|------|-------------|--|----|
| Cleanliness |      |      | Cleanliness |  |    |
| T1          | 4.00 | 4.13 | T1          |  | £0 |
| T2          | 4.00 | 4.10 | T2          |  | £0 |
| T3          | 4.00 | 4.10 | T3          |  | £0 |
| T4          | 4.00 | 4.13 | T4          |  | £0 |
| T5          | 4.00 | 4.22 | T5          |  | £0 |

| Wayfinding |      |      | Wayfinding |  |    |
|------------|------|------|------------|--|----|
| T1         | 4.10 | 4.12 | T1         |  | £0 |
| T2         | 4.10 | 4.19 | T2         |  | £0 |
| T3         | 4.10 | 4.19 | T3         |  | £0 |
| T4         | 4.10 | 4.18 | T4         |  | £0 |
| T5         | 4.10 | 4.21 | T5         |  | £0 |

| Flight information |      |      | Flight information |  |          |
|--------------------|------|------|--------------------|--|----------|
| T1                 | 4.30 | 4.36 | T1                 |  | £0       |
| T2                 | 4.30 | 4.36 | T2                 |  | £0       |
| T3                 | 4.30 | 4.36 | T3                 |  | £0       |
| T4                 | 4.30 | 4.28 | T4                 |  | £153,095 |
| T5                 | 4.30 | 4.36 | T5                 |  | £0       |

| Departure lounge seat availability |      |      | Departure lounge seat availability |  |    |
|------------------------------------|------|------|------------------------------------|--|----|
| T1                                 | 3.80 | 3.79 | T1                                 |  | £0 |
| T2                                 | 3.80 | 3.80 | T2                                 |  | £0 |
| T3                                 | 3.80 | 3.90 | T3                                 |  | £0 |
| T4                                 | 3.80 | 4.19 | T4                                 |  | £0 |
| T5                                 | 3.80 | 3.96 | T5                                 |  | £0 |

| Security |      |      | Security |  |    |
|----------|------|------|----------|--|----|
| T1       | 0.00 | 4.04 | T1       |  | £0 |
| T2       | 0.00 | 4.08 | T2       |  | £0 |
| T3       | 0.00 | 4.09 | T3       |  | £0 |
| T4       | 0.00 | 4.09 | T4       |  | £0 |
| T5       | 0.00 | 4.05 | T5       |  | £0 |

| Wi-fi |      |      | Wi-fi |  |    |
|-------|------|------|-------|--|----|
| T1    | 0.00 | 3.83 | T1    |  | £0 |
| T2    | 0.00 | 3.92 | T2    |  | £0 |
| T3    | 0.00 | 3.92 | T3    |  | £0 |
| T4    | 0.00 | 3.91 | T4    |  | £0 |
| T5    | 0.00 | 3.90 | T5    |  | £0 |

| CSA queues - Times queue <5 min |        |        | CSA queues - Both |  |    |
|---------------------------------|--------|--------|-------------------|--|----|
| T1                              | 95.00% | 95.31% | T1                |  | £0 |
| T2                              | 95.00% | 0.00%  | T2                |  | £0 |
| T3                              | 95.00% | 97.89% | T3                |  | £0 |
| T4                              | 95.00% | 96.33% | T4                |  | £0 |
| T5                              | 95.00% | 96.55% | T5                |  | £0 |

| CSA queues - Times queue >= 10 minutes |        |        |  |  |  |
|----------------------------------------|--------|--------|--|--|--|
| T1                                     | 99.00% | 99.83% |  |  |  |
| T2                                     | 99.00% | 0.00%  |  |  |  |
| T3                                     | 99.00% | 99.84% |  |  |  |
| T4                                     | 99.00% | 99.81% |  |  |  |
| T5                                     | 99.00% | 99.81% |  |  |  |

| Transfer search |        |        | Transfer search |  |    |
|-----------------|--------|--------|-----------------|--|----|
| T1              | 95.00% | 97.56% | T1              |  | £0 |
| T2              | 95.00% | 0.00%  | T2              |  | £0 |
| T3              | 95.00% | 96.95% | T3              |  | £0 |
| T4              | 95.00% | 99.66% | T4              |  | £0 |
| T5              | 95.00% | 99.16% | T5              |  | £0 |

| Staff search |        |         | Staff search |  |    |
|--------------|--------|---------|--------------|--|----|
| T1           | 95.00% | 99.82%  | T1           |  | £0 |
| T2           | 95.00% | 0.00%   | T2           |  | £0 |
| T3           | 95.00% | 99.76%  | T3           |  | £0 |
| T4           | 95.00% | 100.00% | T4           |  | £0 |
| T5           | 95.00% | 96.62%  | T5           |  | £0 |

| Control posts search |        |        | Control posts search |  |    |
|----------------------|--------|--------|----------------------|--|----|
| T1                   | 95.00% | 98.84% | T1                   |  | £0 |
| T2                   | 95.00% | 98.06% | T2                   |  | £0 |
| T3                   | 95.00% | 98.06% | T3                   |  | £0 |
| T4                   | 95.00% | 98.06% | T4                   |  | £0 |
| T5                   | 95.00% | 98.06% | T5                   |  | £0 |

| FEGP |        |        | FEGP |  |    |
|------|--------|--------|------|--|----|
| T1   | 99.00% | 99.98% | T1   |  | £0 |
| T2   | 99.00% | 0.00%  | T2   |  | £0 |
| T3   | 99.00% | 99.76% | T3   |  | £0 |
| T4   | 99.00% | 99.91% | T4   |  | £0 |
| T5   | 99.00% | 99.88% | T5   |  | £0 |

| Jetties |        |        | Jetties |  |    |
|---------|--------|--------|---------|--|----|
| T1      | 99.00% | 99.63% | T1      |  | £0 |
| T2      | 99.00% | 0.00%  | T2      |  | £0 |
| T3      | 99.00% | 99.89% | T3      |  | £0 |
| T4      | 99.00% | 99.55% | T4      |  | £0 |
| T5      | 99.00% | 99.58% | T5      |  | £0 |

| PSE (general) |        |        | PSE (general) |  |    |
|---------------|--------|--------|---------------|--|----|
| T1            | 99.00% | 99.80% | T1            |  | £0 |
| T2            | 99.00% | 0.00%  | T2            |  | £0 |
| T3            | 99.00% | 99.94% | T3            |  | £0 |
| T4            | 99.00% | 99.70% | T4            |  | £0 |
| T5            | 99.00% | 99.74% | T5            |  | £0 |

| PSE (priority) |        |        | PSE (priority) |  |    |
|----------------|--------|--------|----------------|--|----|
| T1             | 99.00% | 99.78% | T1             |  | £0 |
| T2             | 99.00% | 0.00%  | T2             |  | £0 |
| T3             | 99.00% | 99.95% | T3             |  | £0 |
| T4             | 99.00% | 99.63% | T4             |  | £0 |
| T5             | 99.00% | 99.83% | T5             |  | £0 |

| Stand entry guidance |        |        | Stand entry guidance |  |    |
|----------------------|--------|--------|----------------------|--|----|
| T1                   | 99.00% | 99.88% | T1                   |  | £0 |
| T2                   | 99.00% | 0.00%  | T2                   |  | £0 |
| T3                   | 99.00% | 99.94% | T3                   |  | £0 |
| T4                   | 99.00% | 99.97% | T4                   |  | £0 |
| T5                   | 99.00% | 99.94% | T5                   |  | £0 |

| Stands |        |        | Stands |  |    |
|--------|--------|--------|--------|--|----|
| T1     | 99.00% | 99.83% | T1     |  | £0 |
| T2     | 99.00% | 0.00%  | T2     |  | £0 |
| T3     | 99.00% | 99.76% | T3     |  | £0 |
| T4     | 99.00% | 99.82% | T4     |  | £0 |
| T5     | 99.00% | 99.73% | T5     |  | £0 |

| Pier service |  |        | Pier service |  |    |
|--------------|--|--------|--------------|--|----|
| T1/T2        |  | 96.75% | T1/T2        |  | £0 |
| T3           |  | 97.04% | T3           |  | £0 |
| T4           |  | 99.75% | T4           |  | £0 |
| T1/T2 target |  | 95.00% |              |  |    |
| T3 target    |  | 95.00% |              |  |    |
| T4 target    |  | 95.00% |              |  |    |

| TTS - % time one car available |        |        | TTS - % Both |  |    |
|--------------------------------|--------|--------|--------------|--|----|
| T5                             | 99.00% | 99.96% | T5           |  | £0 |

| TTS - % time two cars available |        |        |
|---------------------------------|--------|--------|
| T5                              | 97.00% | 98.74% |

| Arrivals Reclaims |        |        | Arrivals Reclaims |  |    |
|-------------------|--------|--------|-------------------|--|----|
| T1                | 99.00% | 99.86% | T1                |  | £0 |
| T2                | 99.00% | 0.00%  | T2                |  | £0 |
| T3                | 99.00% | 99.86% | T3                |  | £0 |
| T4                | 99.00% | 99.85% | T4                |  | £0 |
| T5                | 99.00% | 99.78% | T5                |  | £0 |

| Pre-conditioned air |        |        | Pre-conditioned air |  |    |
|---------------------|--------|--------|---------------------|--|----|
| T1                  | 0.00%  | 0.00%  | T1                  |  | £0 |
| T2                  | 98.00% | 0.00%  | T2                  |  | £0 |
| T3                  | 98.00% | 99.92% | T3                  |  | £0 |
| T4                  | 0.00%  | 0.00%  | T4                  |  | £0 |
| T5                  | 98.00% | 99.66% | T5                  |  | £0 |

| Aerodrome congestion |     |     | Aerodrome congestion |  |     |
|----------------------|-----|-----|----------------------|--|-----|
| All                  | N/A | N/A | All                  |  | N/A |

Monthly performance - reported only

| Cleanliness - Month |     |      |
|---------------------|-----|------|
| T1                  | 4.0 | 4.06 |
| T2                  | 4.0 | 0.0  |
| T3                  | 4.0 | 4.1  |
| T4                  | 4.0 | 4.1  |
| T5                  | 4.0 | 4.2  |

| Wayfinding - Month |     |     |
|--------------------|-----|-----|
| T1                 | 4.1 | 4.2 |
| T2                 | 4.1 | 0.0 |
| T3                 | 4.1 | 4.2 |
| T4                 | 4.1 | 4.1 |
| T5                 | 4.1 | 4.2 |

| Flight information - Month |     |     |
|----------------------------|-----|-----|
| T1                         | 4.3 | 4.3 |
| T2                         | 4.3 | 0.0 |
| T3                         | 4.3 | 4.4 |
| T4                         | 4.3 | 4.2 |
| T5                         | 4.3 | 4.4 |

| Departure lounge seat availability - Month |     |     |
|--------------------------------------------|-----|-----|
| T1                                         | 3.8 | 4.2 |
| T2                                         | 3.8 | 0.0 |
| T3                                         | 3.8 | 3.9 |
| T4                                         | 3.8 | 4.1 |
| T5                                         | 3.8 | 4.0 |

| Security - Month |     |     |
|------------------|-----|-----|
| T1               | 0.0 | 4.1 |
| T2               | 0.0 | 0.0 |
| T3               | 0.0 | 4.3 |
| T4               | 0.0 | 4.1 |
| T5               | 0.0 | 4.1 |

| Wi-fi - Month |     |     |
|---------------|-----|-----|
| T1            | 0.0 | 3.8 |
| T2            | 0.0 | 0.0 |
| T3            | 0.0 | 4.0 |
| T4            | 0.0 | 3.8 |
| T5            | 0.0 | 3.9 |

| Pier service - Month |  |        |
|----------------------|--|--------|
| T1/T2                |  | 99.36% |
| T3                   |  | 99.62% |
| T4                   |  | 99.84% |

# How are we performing?

April 2014

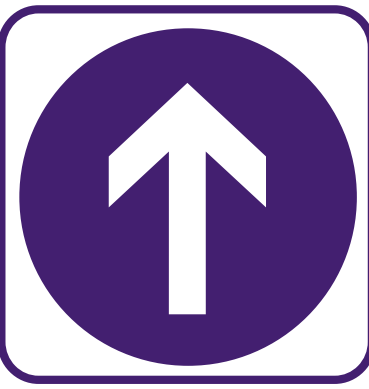
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

As rated by 1= extremely poor and 5= excellent



Departure Lounge  
Seat Availability

Ease of finding a seat

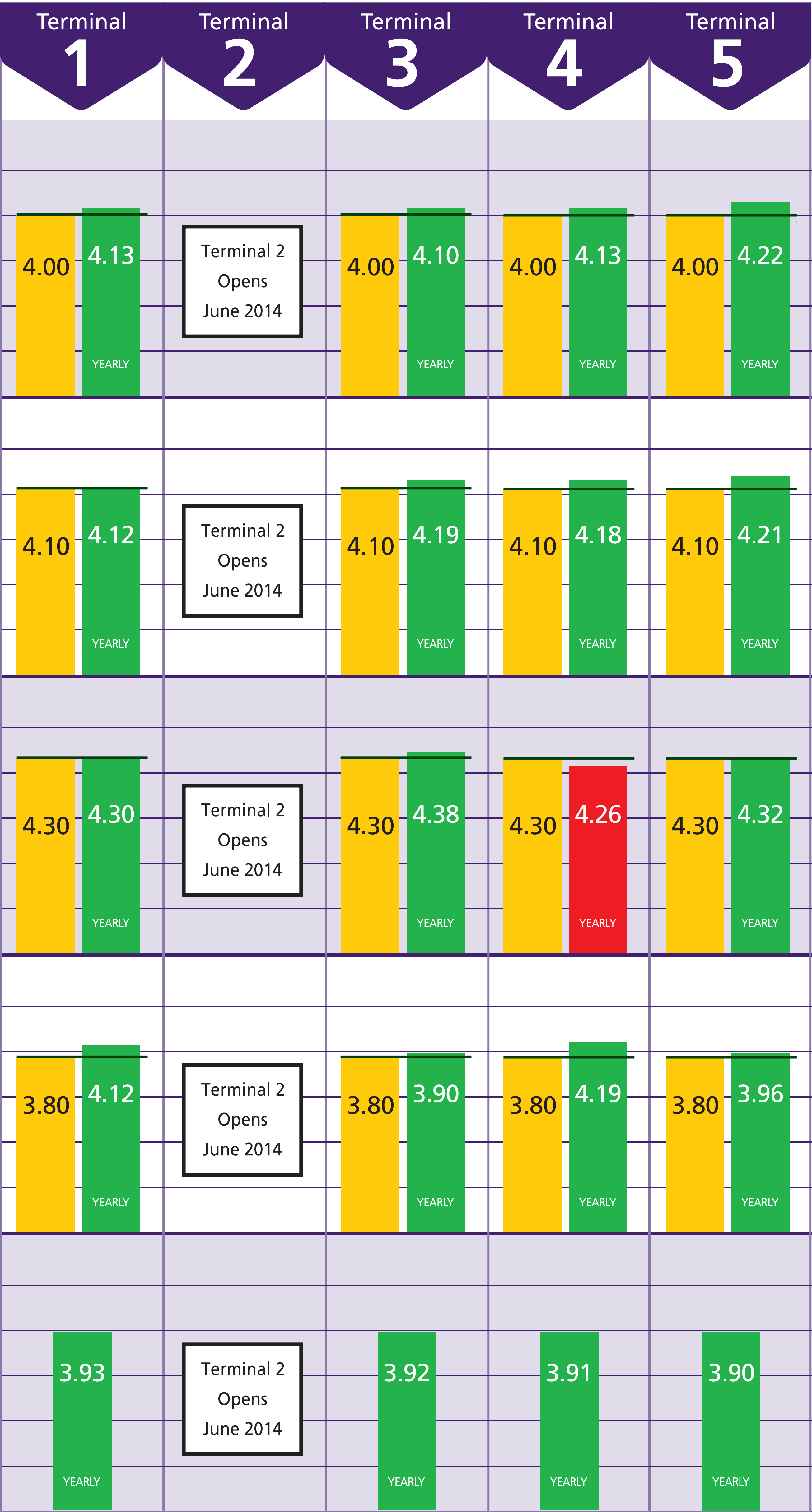
As rated by 1= extremely poor and 5= excellent



WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:  
heathrowcustomerfeedback@heathrow.com

# How are we performing?

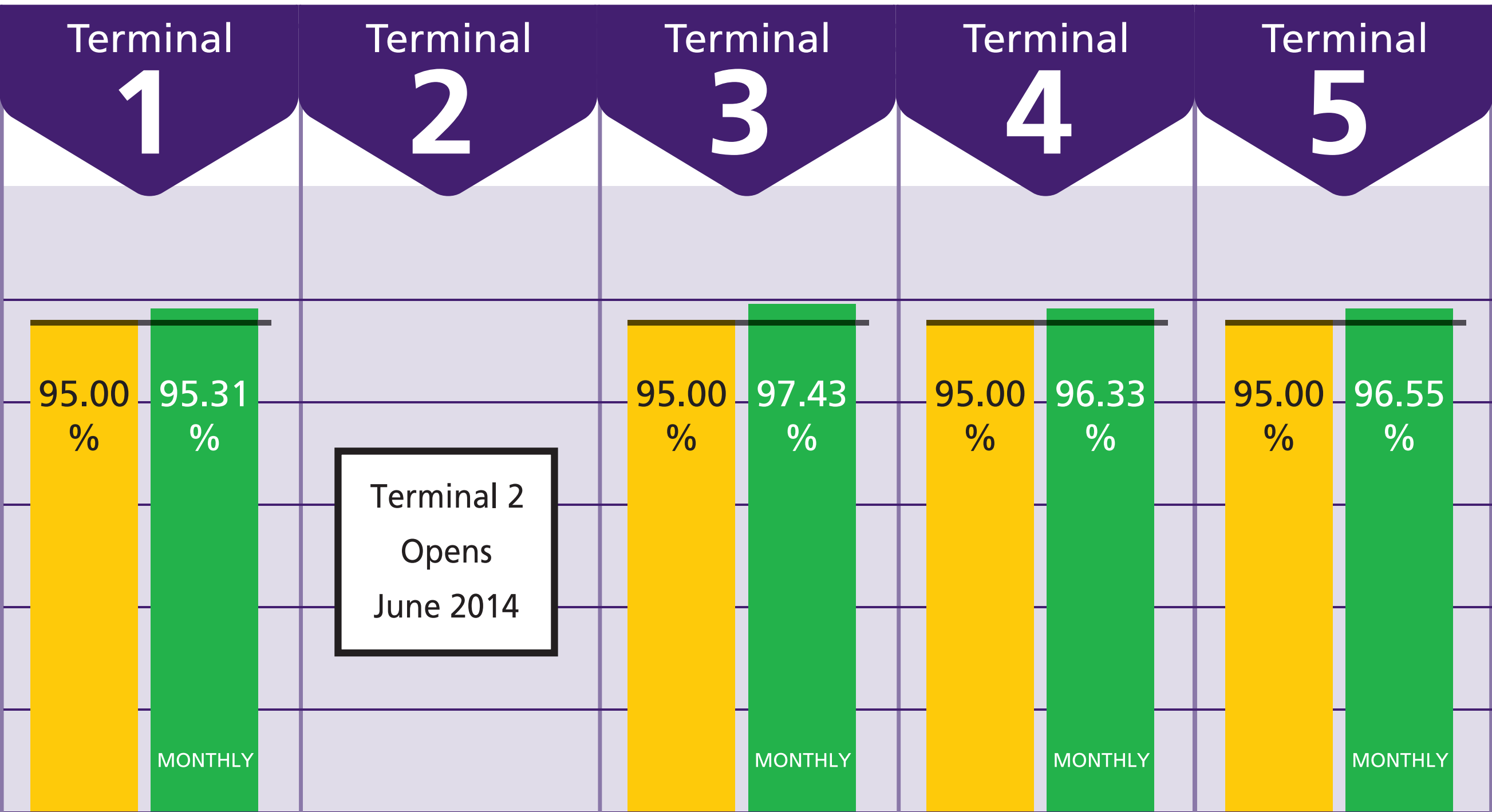
April 2014

KEY TO PERFORMANCE



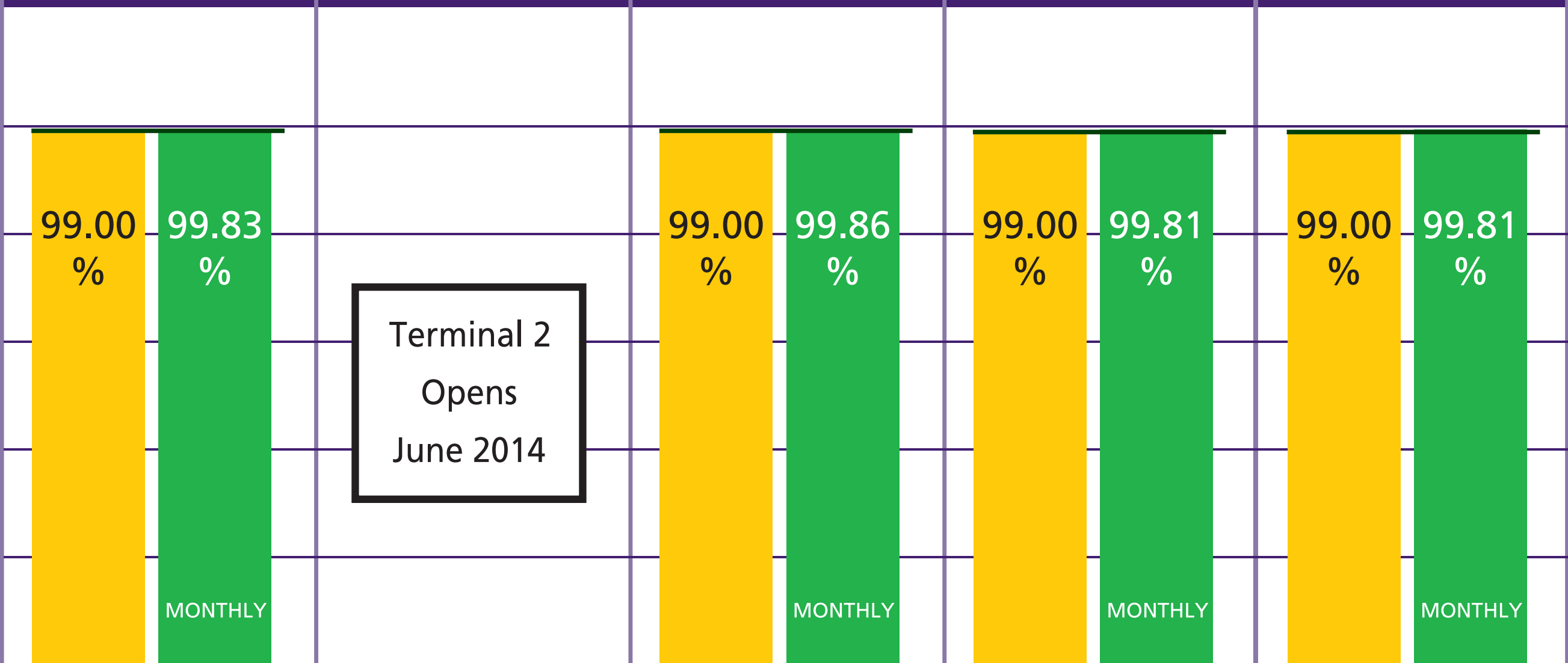
Security waiting  
time 5 mins  
queue < 5mins

Based on 15min time periods measured



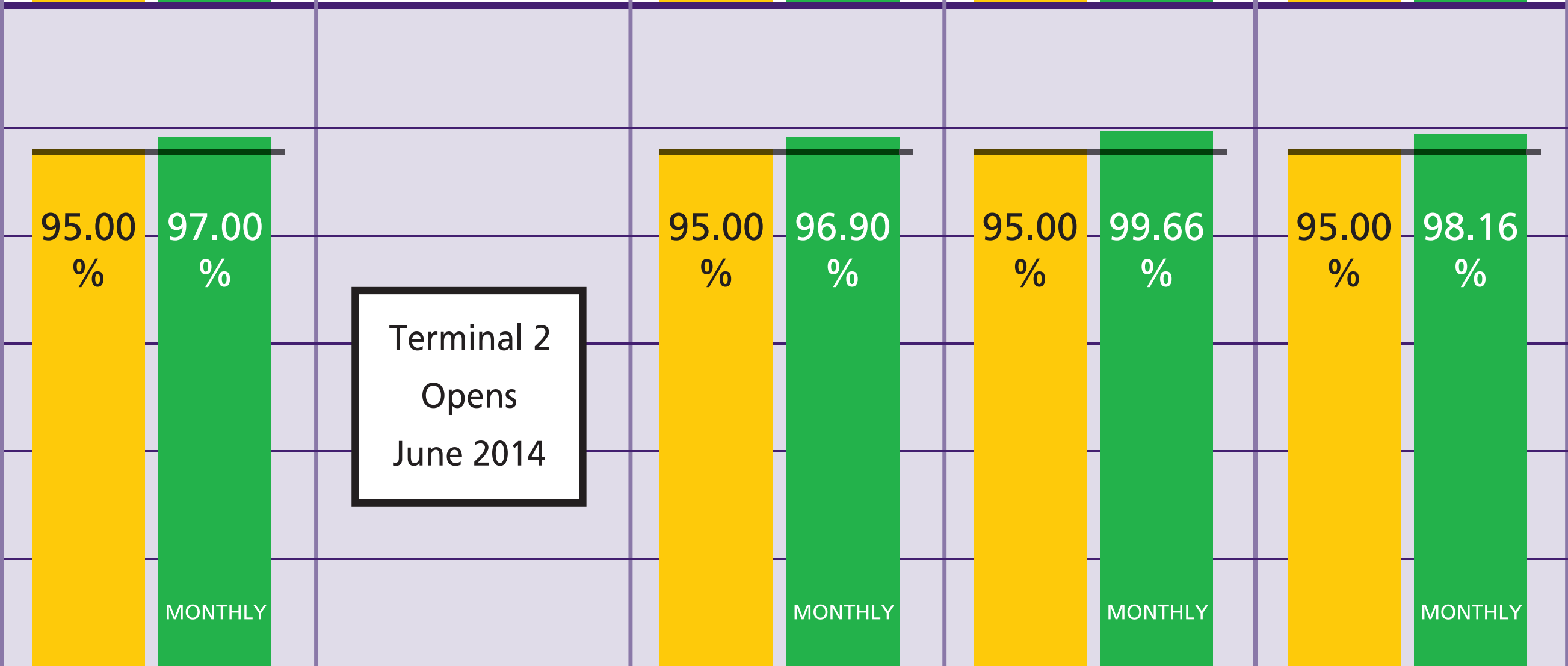
Security waiting  
time 10 mins  
queue < 10mins

Based on 15min time periods measured



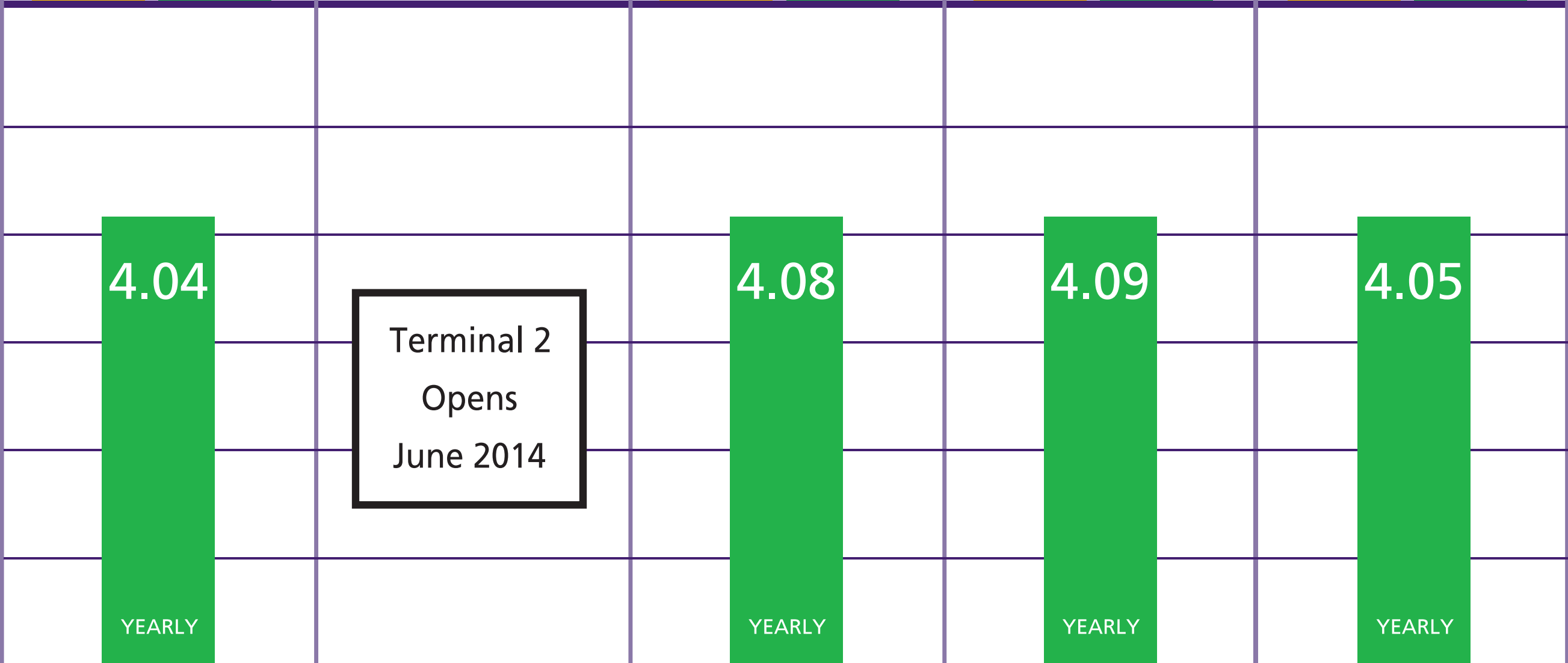
Security waiting  
time for transfer  
passengers  
queue < 10mins

Based on 15min time periods measured



Security  
Passenger Satisfaction

As rated by 1= extremely poor and 5= excellent



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[heathrowcustomerfeedback@heathrow.com](mailto:heathrowcustomerfeedback@heathrow.com)