

Heathrow Terminal 1		Ap	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.24	3.80	Yes	0	0	0
Cleanliness	4.15	4.00	Yes	0	0	0
Wayfinding	4.08	4.10	No	8,989	17,978	2
Flight information	4.25	4.30	No	8,989	35,956	4
Security	4.08	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.93	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	99.14%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	U		
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.97%	99.00%	Yes	0	0	0
Stands	99.91%	99.00%	Yes	0	0	0
Jetties	99.95%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	99.62%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service +	99.29%	95.00%	Yes	0	0	0
Total				17,978	53,934	6

NOTE: \* year is January 2015 to December 2015

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.



Heathrow Terminal 2		Арі		Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.43	3.80	Yes	0	0	0
Cleanliness	4.44	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.41	4.30	Yes	0	0	0
Security	4.27	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.15	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.24%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.36%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.93%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.96%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.43%	95.00%	Yes	0	0	0
Staff search	99.20%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service +	99.29%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: \* year is January 2015 to December 2015

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.



Heathrow Terminal 3		Ар		Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures	
Departure lounge seat availability	4.14	3.80	Yes	0	0	0	
Cleanliness	4.14	4.00	Yes	0	0	0	
Wayfinding	4.21	4.10	Yes	0	0	0	
Flight information	4.35	4.30	Yes	0	0	0	
Security	4.18	n/a	n/a	n/a	n/a	n/a	
Wi-fi	4.05	n/a	n/a	n/a	n/a	n/a	
Central security queues - Times queue <5 minutes	97.71%	95.00%	Yes	0	0	0	
Central security queues - Times queue < 10 minutes	99.95%	99.00%	Yes	U	U	J	
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0	
Stands	99.78%	99.00%	Yes	0	0	0	
Jetties	99.73%	99.00%	Yes	0	0	0	
FEGP	99.88%	99.00%	Yes	0	0	0	
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0	
Stand entry guidance	99.94%	99.00%	Yes	0	0	0	
Transfer search	95.52%	95.00%	Yes	0	0	0	
Staff search	100.00%	95.00%	Yes	0	0	0	
Control posts search	98.13%	95.00%	Yes	0	0	0	
Pier service	99.39%	95.00%	Yes	0	0	0	
Total				0	0	0	

NOTE: \* year is January 2015 to December 2015

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.



Heathrow Terminal 4		Ap	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.32	3.80	Yes	0	0	0
Cleanliness	4.15	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.28	4.30	No	140,105	560,420	4
Security	4.13	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.08	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.10%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.95%	99.00%	Yes	J		
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.95%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.86%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	98.97%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service	99.86%	95.00%	Yes	0	0	0
Total				140,105	560,420	4

NOTE: \* year is January 2015 to December 2015

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.



Heathrow Terminal 5	T	Ар		Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.05	3.80	Yes	0	0	0
Cleanliness	4.26	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.28	4.30	No	394,470	1,577,880	4
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.96	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.14%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.93%	99.00%	Yes	U		
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.52%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Pre-conditioned air	99.44%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.71%	95.00%	Yes	0	0	0
Staff search	96.13%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.95%	99.00%	Yes	0	0	_
Transit system - % time two cars available	99.38%	97.00%	Yes	U	U	U
Total				394,470	1,577,880	4

NOTE: \* year is January 2015 to December 2015

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.



Aerodrome Congestion Term	Ар	r-15	Year	Year to date *		
	Rebate due	Rebate #	Rebate	£	Number of rebates	
Aerodrome Congestion Term	No	0		0	0	
Total				0	0	

NOTE: \* year is January 2015 to December 2015

FOR FURTHER INFORMATION: please contact Christopher Downs, email:

 $Christopher\_Downs@heathrow.com\\$ 



Control Post Groups		Ap		Year to date *			
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures	
СТА	99.11%	95.00%	Yes				
Cargo	99.22%	95.00%	Yes				
Eastside	98.13%	95.00%	Yes				
Southside	98.20%	95.00%	Yes				
Terminal 5	99.50%	95.00%	Yes				
Control Post Groups - lowest actual result	98.13%	95.00%	Yes	0	0	0	

NOTE: \* year is January 2015 to December 2015

	eath every journ	FOW ney better	ance				£R	ebates		
T1 T2 T3 T4	4.00 4.00 4.00 4.00 4.00 4.00	Jan-15 4.14 4.46 4.12 4.14 4.24	Feb-15 4.15 4.46 4.12 4.15 4.24	Mar-15 4.15 4.45 4.13 4.15 4.25	Apr-15 4.15 4.44 4.14 4.15 4.26	T1 T2 T3 T4 T5	Jan-15 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0	Mar-15 £0 £0 £0 £0 £0	Apr-
Wayfindir T1 T2 T3 T4 T5	Target 4.10 4.10 4.10 4.10 4.10 4.10	Jan-15 4.11 4.25 4.20 4.20 4.17	Feb-15 4.10 4.25 4.21 4.21	Mar-15 4.09 4.25 4.22 4.20 4.17	Apr-15 4.08 4.25 4.21 4.21	Wayfinding T1 T2 T3 T4 T5	Jan-15 £0 £0 £0 £0 £0	Feb-15 £0 £0 £0 £0 £0	Mar-15 £8,989 £0 £0 £0 £0	Apr- £8,9
Flight info	Target 4.30 4.30 4.30 4.30 4.30	Jan-15 4.26 4.40 4.35 4.26	4.16 Feb-15 4.26 4.41 4.36 4.27	Mar-15 4.26 4.41 4.35 4.27	4.17 Apr-15 4.25 4.41 4.35 4.28	Flight inform T1 T2 T3 T4	£8,989 £0 £0 £140,105	Feb-15 £8,989 £0 £0	Mar-15 £8,989 £0 £0	Apr- £8,9
Departure T1 T2 T3 T4	4.30  e lounge sea	4.29 at availability Jan-15 4.20 4.44 4.07 4.27	4.29 / Feb-15 4.22 4.45 4.09 4.28	4.29 Mar-15 4.23 4.43 4.10 4.30	4.28 Apr-15 4.24 4.43 4.14 4.32	Departure lo T1 T2 T3 T4	£394,470 £  unge seat ava  Jan-15  £0  £0  £0  £0  £0	,	Mar-15 £0 £0 £0 £0	E394,4 Apr
Security T1 T2 T3	3.80  Target 0.00 0.00 0.00	4.02 Jan-15 4.07 4.28 4.17	4.03 Feb-15 4.08 4.28 4.18	4.04 Mar-15 4.07 4.27 4.18	4.05 Apr-15 4.08 4.27 4.18	Security T1 T2 T3	£0  Jan-15  £0  £0  £0  £0  £0	£0 Feb-15 £0 £0 £0	£0  Mar-15  £0  £0  £0  £0	Apr
T4 T5 Wi-fi T1 T2 T3	0.00 0.00 Target 0.00 0.00 0.00	4.12 4.05 Jan-15 3.88 4.11 3.99	4.13 4.06 Feb-15 3.91 4.13 4.01	4.13 4.06 Mar-15 3.93 4.13 4.03	4.13 4.06 Apr-15 3.93 4.15 4.05	T4 T5 Wi-fi T1 T2 T3	£0 £0 Jan-15 £0 £0	£0 £0 Feb-15 £0 £0	£0 £0 Mar-15 £0 £0 £0	Apr
T4 T5 CSA queu T1 T2 T3	0.00 0.00 ues - Times Target 95.00% 95.00% 95.00%	3.99 3.89 <b>queue &lt;5 mi</b> Jan-15 99.86% 96.68% 97.33%	4.01 3.92 nutes Feb-15 99.59% 96.07% 96.12%	4.03 3.94 Mar-15 99.22% 97.65% 96.31%	4.08 3.96 Apr-15 99.14% 97.24% 97.71%	T4 T5 CSA queues  T1 T2 T3	£0 £0 - Both Jan-15 £0 £0 £0	£0 £0 Feb-15 £0 £0	£0 £0 Mar-15 £0 £0 £0	Apr
T4 T5 <b>CSA queu</b> T1 T2	95.00% 95.00%	98.25% 96.54% queue = 10 n Jan-15 100.00% 99.68%	97.76% 98.29%	96.31% 97.33% 97.72% Mar-15 100.00% 99.91%	97.71% 97.10% 98.14% Apr-15 100.00% 100.00%	T4 T5	£0 £0 £0	£0 £0 £0	£0 £0	
T2	Target 99.00%	99.72% 100.00% 99.88% ngers queue Jan-15	99.95% 100.00% 99.97% <10 minute Feb-15	99.72% 99.86% 99.95% es Mar-15	99.95% 99.95% 99.93% Apr-15 0.00%	T2	- Passengers Jan-15 £0	Feb-15 £0	Mar-15 £0	Apr
T4  Has per p  T2  T3  T4  T5	99.00%  passenger m Target	neasurement Jan-15	been intro Feb-15	oduced ? Mar-15	0.00% Apr-15 0.00% 0.00% 0.00% 0.00%	Penalty of no T2 T3 T4 T5	£0 on delivery of Jan-15	£0 automated Feb-15	£0 I security of Mar-15	<b>queue</b> Apr
Transfer s T1 T2 T3 T4 T5	search Target 95.00% 95.00% 95.00% 95.00% 95.00%	Jan-15 100.00% 98.06% 96.54% 96.73% 96.17%	Feb-15 100.00% 98.57% 97.96% 99.05% 98.48%	Mar-15 100.00% 97.10% 97.14% 99.48% 98.00%	Apr-15 100.00% 99.43% 95.52% 98.97% 98.71%	Transfer sea T1 T2 T3 T4 T5	10 E0 E0 E0 E0 E0 E0	Feb-15 £0 £0 £0 £0 £0	Mar-15 £0 £0 £0 £0 £0	Apr
Staff sear T1 T2 T3 T4	Target 95.00% 95.00% 95.00% 95.00%	Jan-15 98.53% 99.40% 100.00% 96.27%	Feb-15 99.49% 99.19% 100.00% 100.00%	Mar-15 99.40% 97.81% 100.00% 99.59%	Apr-15 99.62% 99.20% 100.00% 100.00%	Staff search T1 T2 T3 T4	Jan-15 £0 £0 £0 £0	Feb-15 £0 £0 £0 £0	Mar-15 £0 £0 £0 £0	Apr
T5 Control p T1 T2 T3 T4	95.00%  osts search Target 95.00% 95.00% 95.00% 95.00%	96.16%  Jan-15  97.83%  97.83%  97.83%  97.83%	95.98% Feb-15 98.49% 98.49% 98.49%	95.45% Mar-15 97.98% 97.98% 97.98%	96.13% Apr-15 98.13% 98.13% 98.13% 98.13%	T5  Control post T1 T2 T3 T4	£0 s search Jan-15 £0 £0 £0 £0 £0 £0	£0 Feb-15 £0 £0 £0 £0	£0  Mar-15  £0  £0  £0  £0  £0	Apr
COntrol p  CTA Cargo Eastside	95.00%  osts search Target 95.00% 95.00% 95.00%	97.83%  Jan-15  99.11%  98.52%  97.83%	98.49% Feb-15 99.37% 98.49% 98.83%	97.98% Mar-15 99.23% 98.58% 97.98%	98.13% Apr-15 99.11% 99.22% 98.13%	T5	£0 £0	£0 £0	£0 £0	
Southside T5 FEGP T1 T2 T3	95.00% 95.00% Target 99.00% 99.00%	98.91% 99.22% Jan-15 100.00% 99.98% 99.91%	99.13% 99.39% Feb-15 99.93% 99.99% 99.97%	98.87% 99.38% Mar-15 100.00% 100.00% 99.94%	98.20% 99.50% Apr-15 100.00% 99.96% 99.88%	FEGP T1 T2 T3	Jan-15 £0 £0 £0	Feb-15 £0 £0 £0	Mar-15 £0 £0 £0	Apr
T4 T5 Jetties T1 T2	99.00% 99.00% Target 99.00% 99.00%	99.93% 99.89% Jan-15 99.77% 99.86%	99.98% 99.96% Feb-15 99.90% 99.97%	99.82% 99.95% Mar-15 99.80% 99.89%	100.00% 99.89% Apr-15 99.95% 99.93%	T4 T5 <b>Jetties</b> T1 T2	£0 £0 Jan-15 £0 £0	£0 £0 Feb-15 £0 £0	£0 £0 Mar-15 £0 £0	Apr
T3 T4 T5 <b>PSE (gene</b> T1 T2	99.00% 99.00% 99.00% eral) Target 99.00% 99.00%	99.73% 99.82% 99.53% Jan-15 99.80% 99.46%	99.85% 99.91% 99.71% Feb-15 99.89% 99.54%	99.69% 99.87% 99.81% Mar-15 99.91% 99.68%	99.73% 99.86% 99.82% Apr-15 99.75% 99.81%	T3 T4 T5  PSE (genera  T1 T2	£0 £0 £0 £0 Jan-15 £0 £0	£0 £0 £0 £0 Feb-15 £0 £0	£0 £0 £0 Mar-15 £0 £0	Apr
T3 T4 T5  PSE (prio	99.00% 99.00% 99.00%	99.87% 99.76% 99.62% Jan-15	99.74% 99.82% 99.64% Feb-15 99.89%	99.76% 99.77% 99.71% Mar-15 99.91%	99.66% 99.75% 99.57% Apr-15 99.75%	T3 T4 T5  PSE (priority	£0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0 £0	Apr
T2 T3 T4 T5 <b>Stand ent</b>	99.00% 99.00% 99.00% 99.00% try guidance Target 99.00%	99.40% 99.85% 99.89% 99.61% Jan-15	99.32% 99.83% 99.91% 99.69% Feb-15	99.68% 99.85% 99.74% 99.77% Mar-15	99.73% 99.55% 99.95% 99.52% Apr-15 99.98%	T2 T3 T4 T5 Stand entry 9	£0 £0 £0 £0 <b>guidance</b> Jan-15	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	Apr
T2 T3 T4 T5 <b>Stands</b>	99.00% 99.00% 99.00% 99.00%	100.00% 99.99% 99.96% 99.98% Jan-15	99.92% 99.95% 100.00% 99.95% Feb-15	99.87% 99.91% 99.96% 99.99% Mar-15	100.00% 99.94% 99.90% 99.99% Apr-15	T2 T3 T4 T5 <b>Stands</b>	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	Apr
T1 T2 T3 T4 T5 Pier servi	99.00% 99.00% 99.00% 99.00%	99.93% 99.89% 99.83% 99.88% 99.88%	99.98% 99.93% 99.80% 99.81% 99.91%	99.92% 99.82% 99.90% 99.85% 99.85%	99.91% 99.89% 99.78% 99.75% 99.88%	T1 T2 T3 T4 T5  Pier service	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	Apr
T1/T2 T3 T4 T1/T2 targ T3 target T4 target	get	99.15% 98.99% 99.78% 95.00% 95.00%	99.21% 99.14% 99.80% 95.00% 95.00% 95.00%	99.26% 99.40% 99.85% 95.00% 95.00%	99.29% 99.39% 99.86% 95.00% 95.00%	T1/T2 T3 T4	£0 £0 £0	£0 £0 £0	£0 £0 £0	Дрі
T5	Target 99.00%  ime two cars Target 97.00%	Jan-15 99.94%	Feb-15 100.00% Feb-15 99.80%	Mar-15 100.00% Mar-15 99.52%	Apr-15 99.38% Apr-15 99.95%	TTS - % Both	Jan-15 £0	Feb-15 £0	Mar-15 £0	Apr
T1 T2 T3 T4 T5	Reclaims Target 99.00% 99.00% 99.00% 99.00% 99.00%	Jan-15 99.98% 99.47% 99.74% 99.70% 99.86%	Feb-15 99.90% 99.67% 99.81% 99.92% 99.85%	Mar-15 99.97% 99.54% 99.74% 99.70% 99.88%	Apr-15 99.97% 99.36% 99.70% 99.85% 99.88%	Arrivals Recl	### dims    Jan-15	£0 £0 £0 £0 £0	Mar-15 £0 £0 £0 £0 £0	Apr
T1 T2 T3 T4 T5	1000 air Target 0.00% 98.00% 98.00% 0.00% 98.00%	Jan-15 0.00% 99.99% 100.00% 0.00% 99.88%	Feb-15 0.00% 99.97% 100.00% 0.00% 99.59%	Mar-15 0.00% 99.45% 100.00% 0.00% 99.59%	Apr-15 0.00% 99.96% 100.00% 0.00% 99.44%	Pre-conditio T1 T2 T3 T4 T5	1 September 19 Sep	£0 £0 £0 £0 £0 £0	Mar-15 £0 £0 £0 £0 £0	Apr
<b>Aerodrom</b> All	ne congestio Target N/A		Feb-15 N/A	Mar-15 N/A	Apr-15 N/A	Aerodrome d	!	Feb-15 N/A	Mar-15 N/A	Apr N/A
T1 T2 T3 T4 T5	ss - Month Target 4.00 4.00 4.00 4.00 4.00 4.00	Jan-15 4.26 4.39 4.11 4.17 4.31	Feb-15 4.24 4.46 4.24 4.23 4.26	Mar-15 4.37 4.36 4.28 4.22 4.31	Apr-15 4.18 4.40 4.14 4.07 4.29					
Wayfindir T1 T2 T3 T4	Target 4.10 4.10 4.10 4.10 4.10	Jan-15 4.04 4.26 4.19 4.16	Feb-15 4.04 4.30 4.34 4.25	Mar-15 4.17 4.23 4.32 4.25	Apr-15 4.11 4.27 4.19 4.19					
T5 Flight info T1 T2 T3 T4	4.10  Target  4.30  4.30  4.30  4.30  4.30  4.30	4.25  Month  Jan-15  4.34  4.38  4.37  4.24	Feb-15 4.48 4.53 4.48 4.43	4.21 Mar-15 4.23 4.41 4.37 4.26	4.17 Apr-15 4.13 4.41 4.36 4.25					
T5  Departure  T1  T2  T3	4.30 E lounge sea Target 3.80 3.80 3.80	4.32 at availability Jan-15 4.33 4.32 4.26	4.33 <b>7 - Month</b> Feb-15 4.48 4.52 4.39	4.31 Mar-15 4.36 4.33 4.32	4.25 Apr-15 4.30 4.40 4.27					
T4 T5 Security - T1 T2 T3	Target 0.00 0.00 0.00	4.37 4.15 Jan-15 4.25 4.27 4.19	Feb-15 4.25 4.28 4.25	4.42 4.13 Mar-15 4.19 4.21 4.23	4.29 4.12 Apr-15 4.18 4.25 4.21					
T4 T5 <b>Wi-fi - Mo</b> T1 T2 T3	0.00 0.00	4.13 4.13 Jan-15 4.19 4.18 4.19	4.21 4.21 Feb-15 4.23 4.23 4.19	4.13 4.06 Mar-15 4.20 4.15 4.22	4.10 4.06 Apr-15 4.22 4.27 4.18					
T3 T4 T5	0.00 0.00 0.00	4.19 4.13 4.05	4.19 4.23 4.23	4.22 4.26 4.08	4.18 4.30 4.09					

# **Service quality bonus**



		April 2015								Year To Date*
Bonus Performance	Measure Type	Lower Performance Threshold	Terminal 1 Performance	Terminal 2 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	4.24	4.43	4.14	4.32	4.05	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.15	4.44	4.14	4.15	4.26	4.50	£ -	£ -
Way finding	MAT	4.20	4.08	4.25	4.21	4.21	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.25	4.41	4.35	4.28	4.28	4.70	£ -	£ -
Total									£ -	£ -

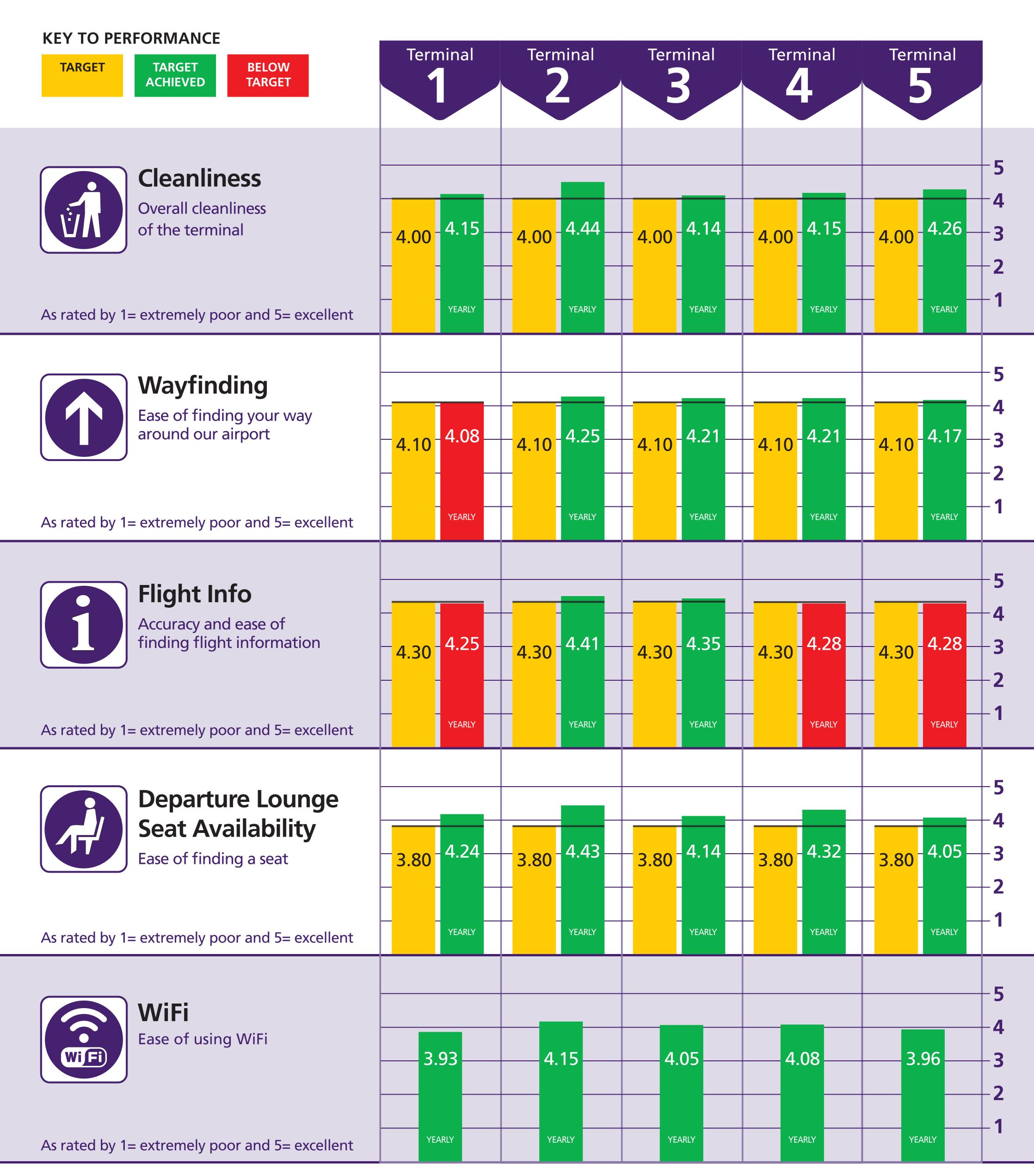
#### **Important Notes:**

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.

# How are we performing?

**April 2015** 

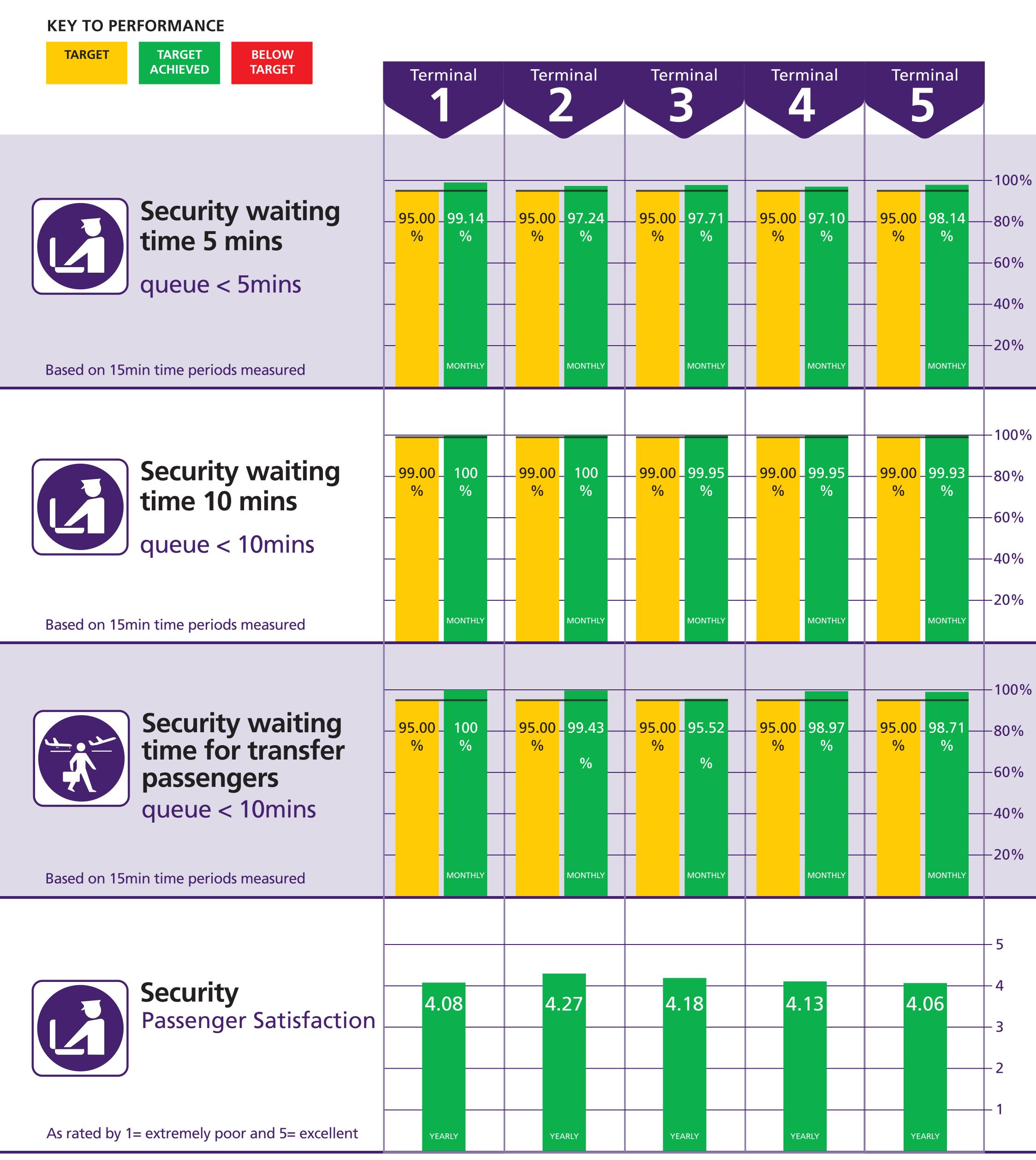


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



# How are we performing?

**April 2015** 



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