

Service quality rebate



Heathrow Terminal 1	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.13	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.12	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	114,317	342,951	3
Security	4.04	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.90	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.61%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.80%	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	98.25%	95.00%	Yes	0	0	0
Staff search	98.73%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service +	98.86%	95.00%	Yes	0	0	0
Total				114,317	342,951	3

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 2	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.55	3.80	Yes	0	0	0
Cleanliness	4.56	4.00	Yes	0	0	0
Wayfinding	4.30	4.10	Yes	0	0	0
Flight information	4.48	4.30	Yes	0	0	0
Security	4.40	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.02	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.36%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.63%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.46%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.39%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.91%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	99.77%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service +	98.86%	95.00%	Yes	0	0	0
Total				0	0	0

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.

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Service quality rebate



Heathrow Terminal 3	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.95	3.80	Yes	0	0	0
Cleanliness	4.11	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.12	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.92	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.94%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.90%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.73%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.83%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Pre-conditioned air	99.71%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.19%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service	97.93%	95.00%	Yes	0	0	0
Total				0	0	0

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.

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Service quality rebate



Heathrow Terminal 4	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.22	3.80	Yes	0	0	0
Cleanliness	4.12	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.25	4.30	No	76,533	688,793	5
Security	4.10	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	96.54%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.71%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.93%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.90%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.15%	95.00%	Yes	0	0	0
Staff search	99.26%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service	99.76%	95.00%	Yes	0	0	0
Total				76,533	688,793	5

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.

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Service quality rebate



Heathrow Terminal 5	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.97	3.80	Yes	0	0	0
Cleanliness	4.24	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.30	4.30	Yes	0	0	0
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.88	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.71%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue < 10 minutes	99.88%	99.00%	Yes			
Passenger sensitive equipment (general)	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.74%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Pre-conditioned air	99.33%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.73%	95.00%	Yes	0	0	0
Staff search	98.42%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.95%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.24%	97.00%	Yes			
Total				0	1,168,043	1

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.

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Service quality rebate



Aerodrome Congestion Term	Aug-14		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total			0	0

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NOTE: * year is April 2014 to December 2014

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

Service quality rebate



Control Post Groups	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.18%	95.00%	Yes			
Cargo	99.55%	95.00%	Yes			
Eastside	96.68%	95.00%	Yes			
Southside	98.65%	95.00%	Yes			
Terminal 5	99.52%	95.00%	Yes			
Control Post Groups - lowest actual result	96.68%	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

Service quality bonus



Bonus Performance	August 2014									Year To Date*
	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	4.13	4.55	3.95	4.22	3.97	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.56	4.11	4.12	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.12	4.30	4.19	4.19	4.20	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.48	4.36	4.25	4.30	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

How are we performing?

August 2014

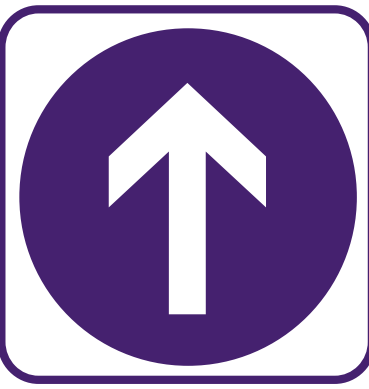
KEY TO PERFORMANCE



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?

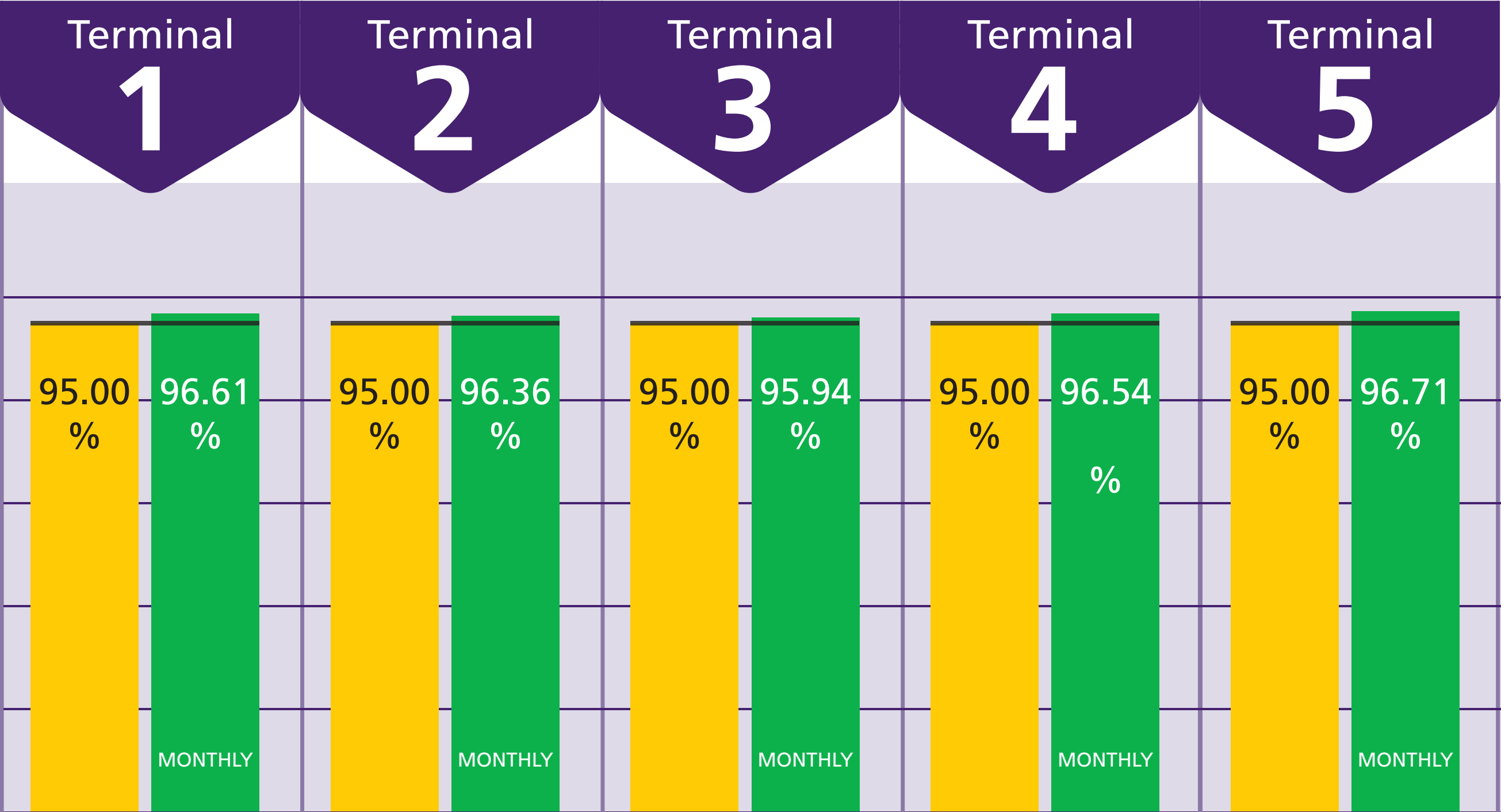
August 2014

KEY TO PERFORMANCE



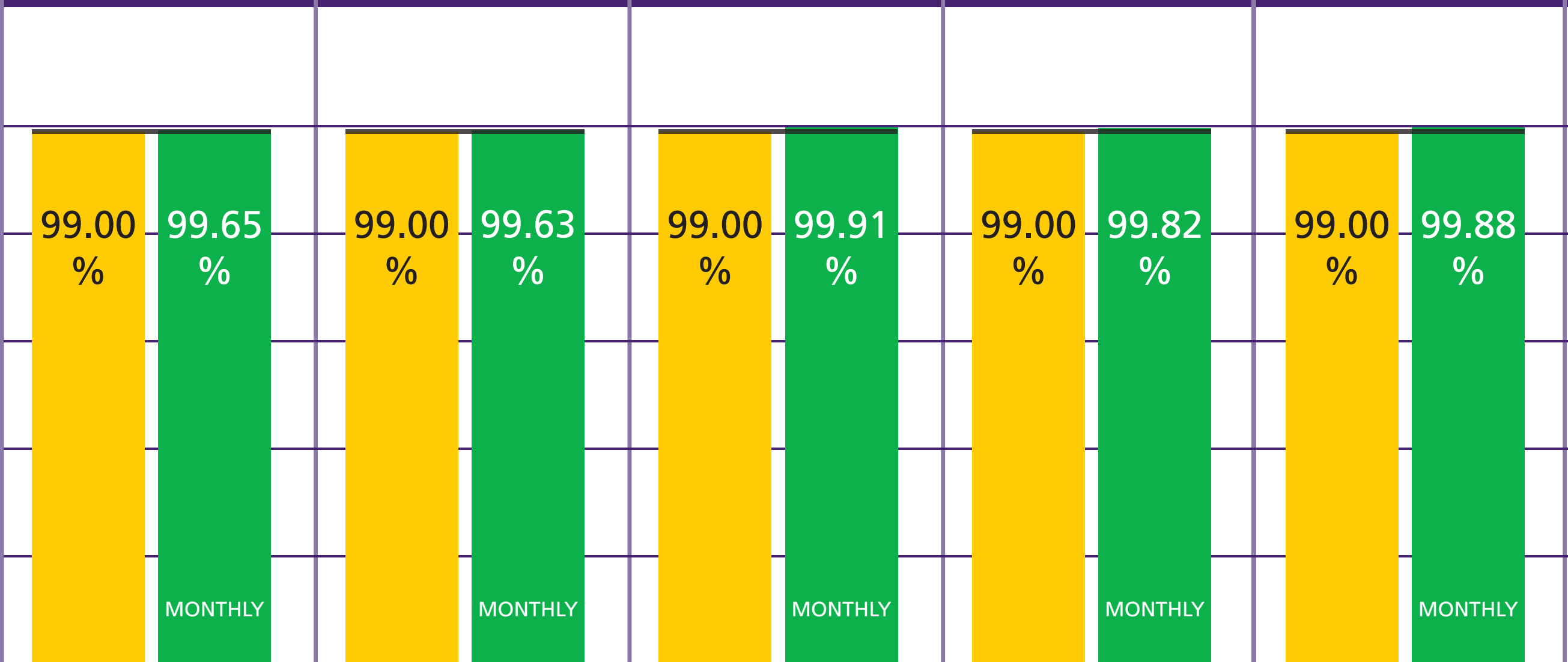
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



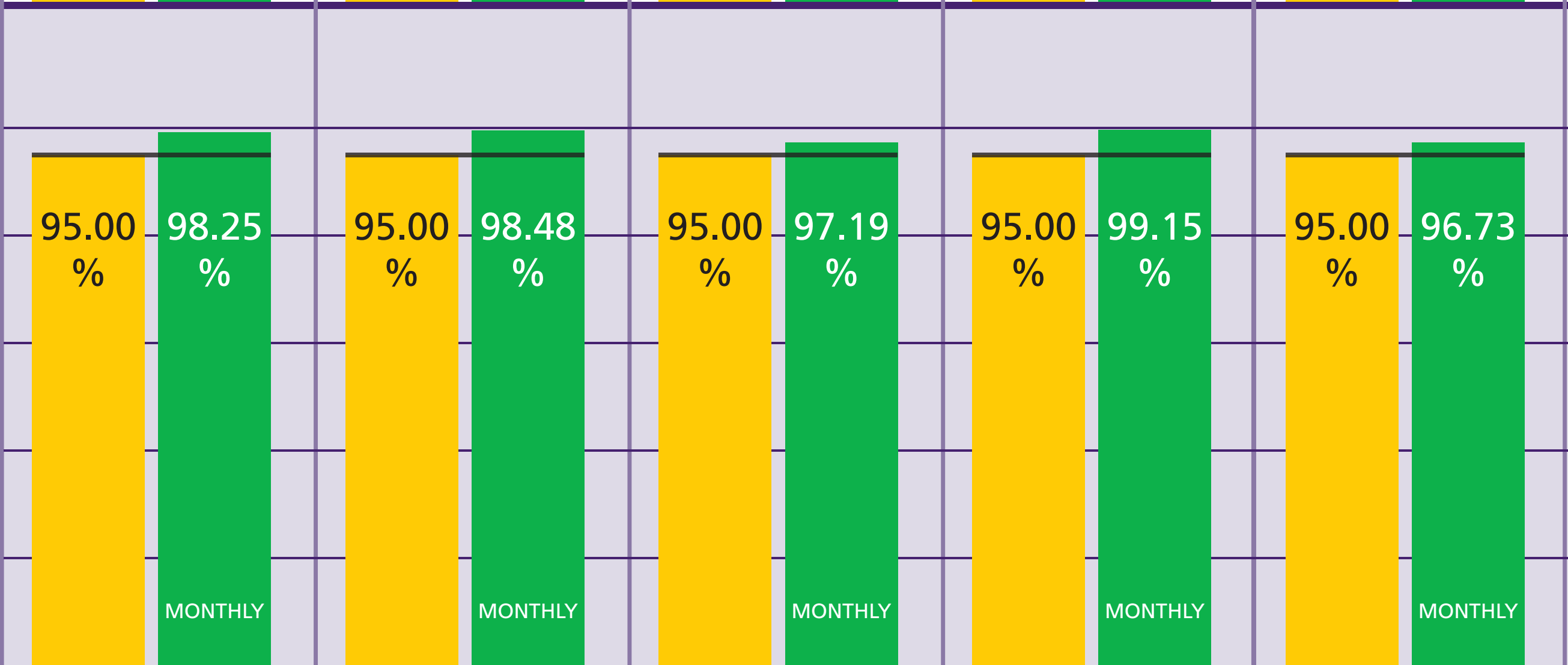
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



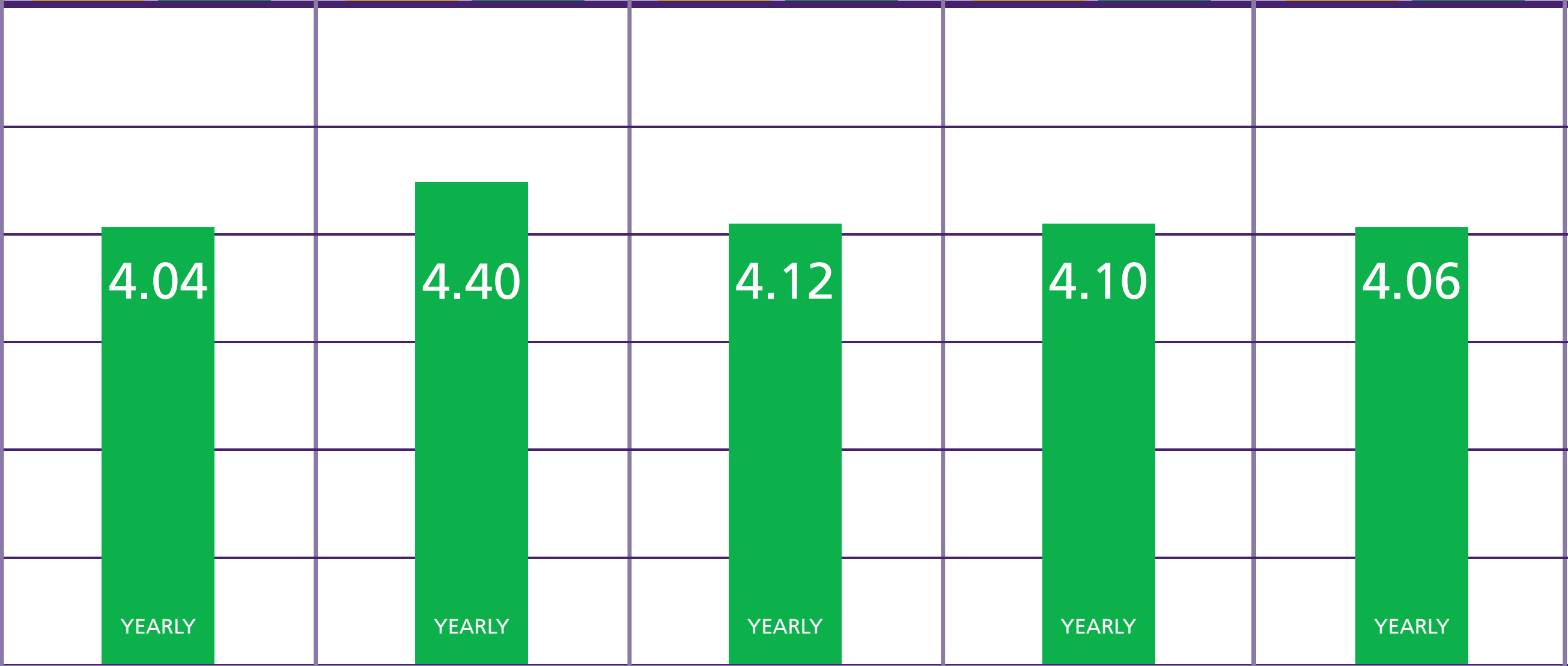
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



Security Passenger Satisfaction

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com