

Heathrow Terminal 1		Au	g-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	n	0	0
Central security queues - Times queue < 10 minutes	99.65%	99.00%	Yes	U		J
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.



Heathrow Terminal 2		Aug	g-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	U		
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.

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Heathrow Terminal 3		Aug	g-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	U		U
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

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Heathrow Terminal 4		Aug	g-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	J		
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

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Heathrow Terminal 5		Au	g-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	U	1,100,043	1
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	U	U	U
Total				0	1,168,043	1

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

NOTE: * year is April 2014 to December 2014



Control Post Groups		Aug	g-14		Year to	date *
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
СТА	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

Service quality bonus



				- A	August	2014				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	4.13	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:

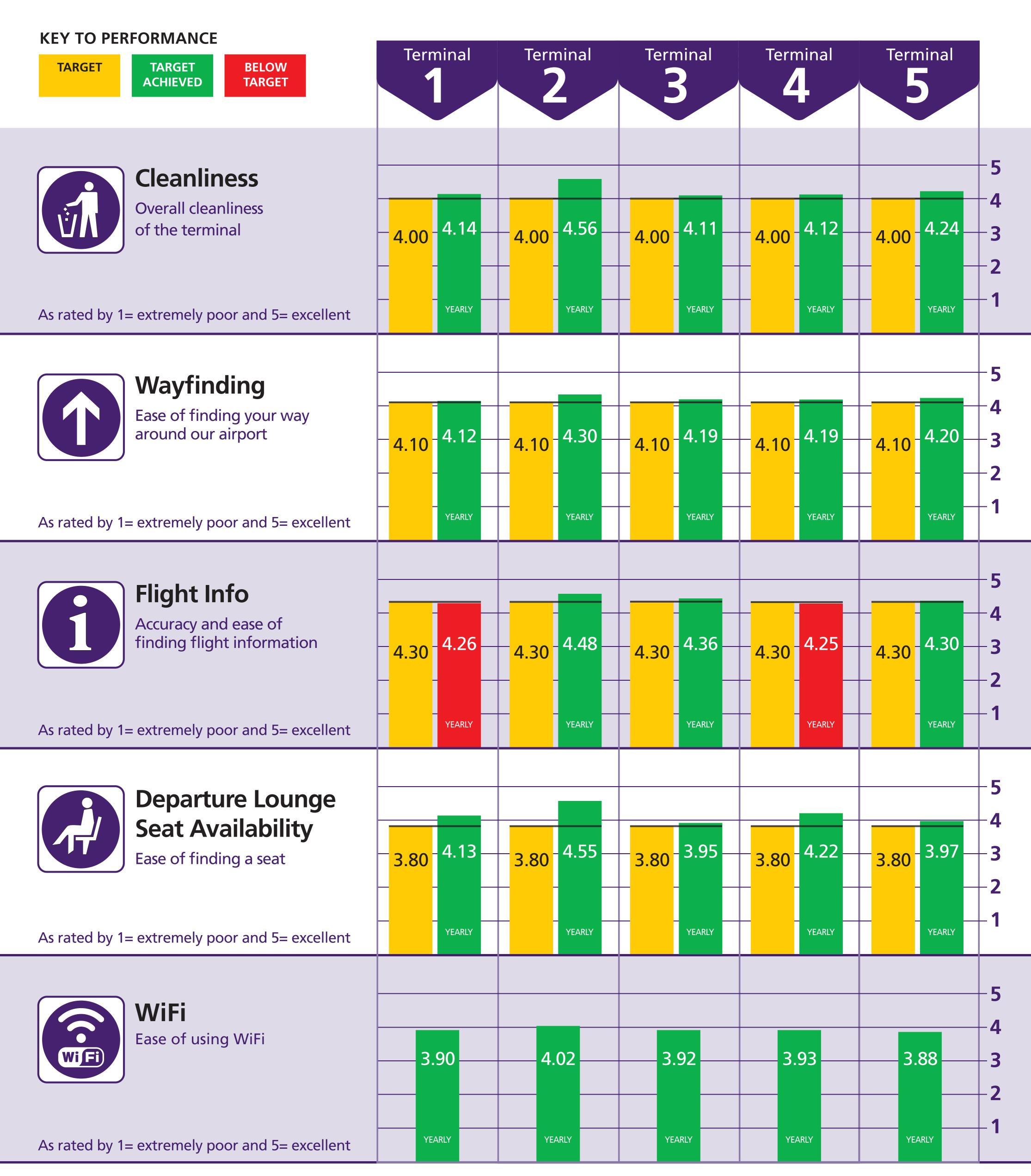
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

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

Making Cleanlin	leath	FOW ey better <mark>e</mark>	rformance	l .			Cleanlines	· c	£ Rebat	es		
Γ1 Γ2 Γ3 Γ4 Γ5 Γ5 Γ5 Γ5 Γ6 Γ6 Γ6 Γ6	4.00 4.00 4.00 4.00 4.00 4.00	Apr-14 4.13 4.10 4.13 4.22	May-14 4.14 4.10 4.12 4.22	Jun-14 4.14 4.44 4.10 4.12 4.22	Jul-14 4.14 4.57 4.11 4.12 4.23	Aug-14 4.14 4.56 4.11 4.12 4.24	T1 T2 T3 T4 T5	£0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
Vayfind	Target 4.10 4.10 4.10 4.10 4.10 4.10	Apr-14 4.12 4.19 4.18 4.21	May-14 4.12 4.19 4.18 4.21	Jun-14 4.11 4.25 4.19 4.18 4.21	Jul-14 4.11 4.30 4.19 4.18 4.20	Aug-14 4.12 4.30 4.19 4.19 4.20	Wayfindin T1 T2 T3 T4 T5	9 Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
	4.30 4.30 4.30 4.30 4.30	Apr-14 4.30 4.38 4.26	May-14 4.30 4.37 4.26	Jun-14 4.28 4.46 4.38 4.26	Jul-14 4.27 4.55 4.38 4.25	Aug-14 4.26 4.48 4.36 4.25	Flight info	rmation Apr-14 £0 £0 £0 £0	May-14 £0 £0	Jun-14 £114,317 £ £0 £0	Jul-14 114,317 £ £0 £0	Aug-14 114,317 £0 £76,533
Γ1 Γ2	4.30 re lounge seat	Apr-14 4.12 3.90	May-14 4.12 3.90	Jun-14 4.11 4.51 3.91	Jul-14 4.13 4.70 3.94	4.30 Aug-14 4.13 4.55 3.95	T1 T2 T3	LO lounge seat av	May-14 £0 £0 £0	£0 Jun-14 £0 £0 £0	£0 Jul-14 £0 £0	£0 Aug-14 £0 £0
Γ4 Γ <u>5</u> Security Γ1 Γ2 Γ3	3.80 3.80 7 Target 0.00 0.00 0.00	4.19 3.96 Apr-14 4.04	4.20 3.96 May-14 4.05	4.21 3.96 Jun-14 4.05 4.43 4.10	4.21 3.95 Jul-14 4.04 4.44 4.11	4.22 3.97 Aug-14 4.04 4.40 4.12	T4 T5 Security T1 T2 T3	£0 £0 Apr-14 £0 £0 £0	£0 £0 May-14 £0 £0 £0	£0 £0 Jun-14 £0 £0 £0	£0 £0 Jul-14 £0 £0 £0	£0 £0 Aug-14 £0 £0
Γ4 Γ5 Wi-fi Γ1 Γ2	0.00 0.00 Target 0.00 0.00	4.09 4.05 Apr-14 3.93	4.09 4.05 May-14 3.91	4.10 4.06 Jun-14 3.91 3.74	4.10 4.05 Jul-14 3.91 4.01	4.10 4.06 Aug-14 3.90 4.02	T4 T5 Wi-fi T1 T2	£0 £0 £0 Apr-14 £0 £0	£0 £0 £0 May-14 £0 £0	£0 £0 £0 Jun-14 £0 £0	£0 £0 £0 Jul-14 £0 £0	£0 £0 Aug-14 £0
Γ1	0.00 0.00 0.00 eues - Times of Target 95.00%	Apr-14 95.31%	May-14 95.67%	3.90 3.90 3.86 Jun-14 96.83%	3.92 3.92 3.87 Jul-14 95.46%	3.92 3.93 3.88 Aug-14 96.61%	T3 T4 T5 CSA queu	Apr-14 £0	£0 £0 £0 May-14 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0
Γ2 Γ3 Γ4 Γ <u>5</u> CSA que	95.00% 95.00% 95.00% 95.00% eues - Times of Target 99.00%	0.00% 97.43% 96.33% 96.55% queue < 10 r Apr-14 99.83%	0.00% 96.64% 96.22% 88.48% minutes May-14 99.68%	97.99% 96.19% 95.76% 95.17% Jun-14 99.86%	96.73% 95.58% 95.53% 95.88% Jul-14 99.35%	96.36% 95.94% 96.54% 96.71% Aug-14 99.65%	T2 T3 T4 T5	£0 £0 £0 £0	£0 £0 £0 1,168,043	£0 £0 £0 £0	£0 £0 £0	£0 £0 £0
-2 -3 -4 -5	99.00% 99.00% 99.00% 99.00% r search	99.83% 0.00% 99.86% 99.81% 99.81%	99.06% 0.00% 99.54% 99.95% 97.42%	99.80% 99.89% 99.57% 99.76% 99.48%	99.35% 99.40% 99.91% 99.59% 99.82%	99.63% 99.91% 99.82% 99.88% Aug-14	Transfer s	earch Apr-14	May-14	Jun-14	Jul-14	Aug-14
1 2 3 4 5 Staff sea	95.00% 95.00% 95.00% 95.00% 95.00%	97.00% 0.00% 96.90% 99.66% 98.16%	95.94% 0.00% 95.99% 98.06% 95.43%	98.19% 99.79% 96.81% 97.40% 95.20%	98.99% 98.20% 97.70% 98.81% 96.34%	98.25% 98.48% 97.19% 99.15% 96.73%	T1 T2 T3 T4 T5	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0
-1 -2 -3 -4 -5	Target 95.00% 95.00% 95.00% 95.00%	Apr-14 100.00% 0.00% 99.76% 100.00% 96.02%	May-14 99.86% 0.00% 100.00% 99.82% 95.70%	Jun-14 100.00% 99.77% 99.79% 95.50% 98.16%	Jul-14 98.82% 99.80% 99.84% 95.42% 97.86%	Aug-14 98.73% 99.77% 100.00% 99.26% 98.42%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
1 1 2 3 4	posts search	Apr-14 98.06% 98.06% 98.06% 98.06% 98.06%	May-14 95.66% 95.66% 95.66% 95.66%	Jun-14 98.11% 98.11% 98.11% 98.11% 98.11%	Jul-14 97.02% 97.02% 97.02% 97.02% 97.02%	Aug-14 96.68% 96.68% 96.68% 96.68%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
CTA Cargo Eastside Southsid		Apr-14 98.33% 98.06% 98.64% 99.50% 98.60%	May-14 98.27% 95.66% 98.83% 99.20% 98.34%	Jun-14 98.50% 99.49% 98.16% 99.41% 98.11%	Jul-14 98.82% 99.39% 97.02% 98.63% 98.82%	Aug-14 99.18% 99.55% 96.68% 99.52% 98.65%						
FEGP [1] [2] [3] [4] [5]	Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.96% 0.00% 99.76% 99.91% 99.88%	May-14 99.88% 0.00% 99.71% 99.97% 99.67%	Jun-14 99.97% 99.99% 99.55% 99.93% 99.87%	Jul-14 99.97% 100.00% 99.91% 99.83% 99.86%	Aug-14 99.96% 99.96% 99.78% 99.99% 99.93%	FEGP T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
1 1 2 3 4	Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.63% 0.00% 99.65% 99.55% 99.58%	May-14 99.84% 0.00% 99.67% 99.55% 99.55%	Jun-14 99.68% 99.93% 99.75% 99.83% 99.16%	Jul-14 99.85% 99.86% 99.85% 99.91% 99.78%	Aug-14 99.80% 99.85% 99.83% 99.90% 99.75%	Jetties T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
PSE (ge 1 2 3 4 5	neral) Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.80% 0.00% 99.90% 99.70% 99.74%	May-14 99.77% 0.00% 99.81% 99.73% 99.70%	Jun-14 99.86% 99.69% 99.93% 99.90% 99.85%	Jul-14 99.22% 99.59% 99.93% 99.83% 99.86%	Aug-14 99.83% 99.61% 99.85% 99.84% 99.54%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
PSE (pri	iority) Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.76% 0.00% 99.95% 99.63% 99.83%	May-14 99.80% 0.00% 99.82% 99.79% 99.78%	Jun-14 99.80% 99.43% 99.95% 99.88% 99.88%	Jul-14 99.87% 99.30% 99.93% 99.75% 99.86%	Aug-14 99.84% 99.46% 99.90% 99.71% 99.83%	PSE (prior) T1 T2 T3 T4 T5	£0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0
	ntry guidance	Apr-14 99.99% 0.00% 99.94% 99.97% 99.94%	May-14 99.91% 0.00% 99.49% 99.96% 99.95%	Jun-14 100.00% 99.91% 100.00% 100.00% 99.98%	Jul-14 99.99% 99.99% 99.98% 100.00% 99.98%	Aug-14 99.99% 100.00% 100.00% 100.00% 99.97%		## Apr-14	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0	Aug-14 £0 £0 £0
Stands 11 12 13 14	Target 99.00% 99.00% 99.00% 99.00%	Apr-14 99.67% 0.00% 99.78% 99.85%	May-14 99.76% 0.00% 99.82% 99.02%	Jun-14 99.88% 99.89% 99.73% 99.84%	Jul-14 99.92% 99.87% 99.85% 99.76%	Aug-14 99.79% 99.75% 99.81% 99.83%	Stands T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	May-14 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0	Aug-14 £0 £0 £0
71/T2 73 74		99.75% Apr-14 98.75% 97.04% 99.75%	99.59% May-14 98.78% 97.26% 99.73%	99.66% Jun-14 98.83% 97.45% 99.75%	99.78% Jul-14 98.88% 97.67% 99.76%	99.77% Aug-14 98.86% 97.93% 99.76%	Pier service T1/T2 T3 T4	£0 Ee Apr-14 £0 £0 £0	£0 May-14 £0 £0 £0	£0 Jun-14 £0 £0 £0	£0 Jul-14 £0 £0 £0	£0 Aug-14 £0 £0
1/T2 ta 3 target 4 target TS - %	t	95.00% 95.00% 95.00% available Apr-14 99.86%	95.00% 95.00% 95.00% May-14 99.82%	95.00% 95.00% 95.00% Jun-14 99.98%	95.00% 95.00% 95.00% Jul-14 99.91%	95.00% 95.00% 95.00% Aug-14 99.95%	TTS - % B T5	oth Apr-14 £0	May-14 £0	Jun-14 £0	Jul-14 £0	Aug-14
Γ5	Target 97.00% Reclaims Target 99.00%	Apr-14 Apr-14 99.66%	May-14 99.23% May-14 99.66%	Jun-14 99.29% Jun-14 99.55%	Jul-14 99.12% Jul-14 99.78%	Aug-14 99.24% Aug-14 99.85%	Arrivals R	eclaims Apr-14 £0	May-14 £0	Jun-14 £0	Jul-14 £0	Aug-14
	99.00% 99.00% 99.00% 99.00% ditioned air	0.00% 99.80% 99.85% 99.79% Apr-14	0.00% 99.89% 99.73% 99.84% May-14	99.58% 99.68% 99.73% 99.68% Jun-14	99.06% 99.69% 99.72% 99.77%	99.39% 99.73% 99.93% 99.74% Aug-14	T2 T3 T4 T5	Apr-14	£0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0
1 2 3 4 5 Aerodro	0.00% 98.00% 98.00% 0.00% 98.00%		0.00% 0.00% 99.96% 0.00% 99.75%	0.00% 99.20% 99.97% 0.00% 99.50%	0.00% 99.91% 99.82% 0.00% 99.57%	0.00% 99.91% 99.71% 0.00% 99.33%	T1 T2 T3 T4 T5	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0
•	Performance ess - Month Target	Apr-14 N/A - reported o	May-14 N/A only May-14	Jun-14 N/A Jun-14	Jul-14 N/A	Aug-14 N/A Aug-14	All	Apr-14 N/A	May-14 N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A
1 2 3 4 5 Wayfind	4.0 4.0 4.0 4.0 4.0	4.2 0.0 4.1 4.1 4.2	4.1 0.0 4.1 4.1 4.3	4.2 4.4 4.1 4.2 4.2	4.2 4.6 4.1 4.2 4.3	4.1 4.6 4.1 4.1 4.3						
-1 -2 -3 -4 -5	Target 4.1 4.1 4.1 4.1 4.1	Apr-14 4.2 0.0 4.2 4.1 4.2	May-14 4.1 0.0 4.2 4.2 4.2	Jun-14 4.1 4.3 4.2 4.2 4.2	Jul-14 4.1 4.3 4.2 4.2 4.1	Aug-14 4.1 4.3 4.2 4.2 4.2						
1 2 3 4 5	Target 4.3 4.3 4.3 4.3 4.3 4.3 4.3	Apr-14 4.3 0.0 4.4 4.2 4.4	May-14 4.3 0.0 4.4 4.3 4.3	Jun-14 4.2 4.5 4.4 4.3 4.3	Jul-14 4.2 4.6 4.3 4.2 4.2	Aug-14 4.3 4.4 4.3 4.3 4.3						
Departu 1 2 3 4	Target 3.8 3.8 3.8 3.8 3.8 3.8 3.8	Apr-14 4.17 0.00 3.88 4.08 4.02	May-14 4.18 0.00 3.90 4.39 3.93	Jun-14 4.19 4.51 3.85 4.25 3.97	Jul-14 4.27 4.78 4.10 4.23 3.82	Aug-14 4.14 4.38 3.97 4.33 4.06						
1 - 2 - 3 - 4	7 - Month Target 0.0 0.0 0.0 0.0 0.0	Apr-14 4.06 0.00 4.25 4.09	May-14 4.11 0.00 4.17 4.11	Jun-14 4.07 4.43 4.16 4.21	Jul-14 4.02 4.45 4.22 4.05	Aug-14 4.04 4.34 4.12 4.15						
Vi-fi - M 1 2 3 4	0.0 Onth	Apr-14 3.94 0.00 3.99 3.83	May-14 3.69 0.00 3.77 3.85	Jun-14 3.87 3.74 3.86 3.87	Jul-14 3.95 4.13 4.15 4.09	4.10 Aug-14 4.00 4.04 3.95 4.02						
5	vice - Month Target	3.83 3.87 Apr-14 99.38% 99.62% 99.84%	3.85 3.73 May-14 99.02% 99.24% 99.65%	3.87 3.66 Jun-14 98.91% 99.59% 99.96%	Jul-14 98.82% 99.80% 99.78%	4.02 4.04 Aug-14 98.82% 99.88% 99.80%						

How are we performing?

August 2014

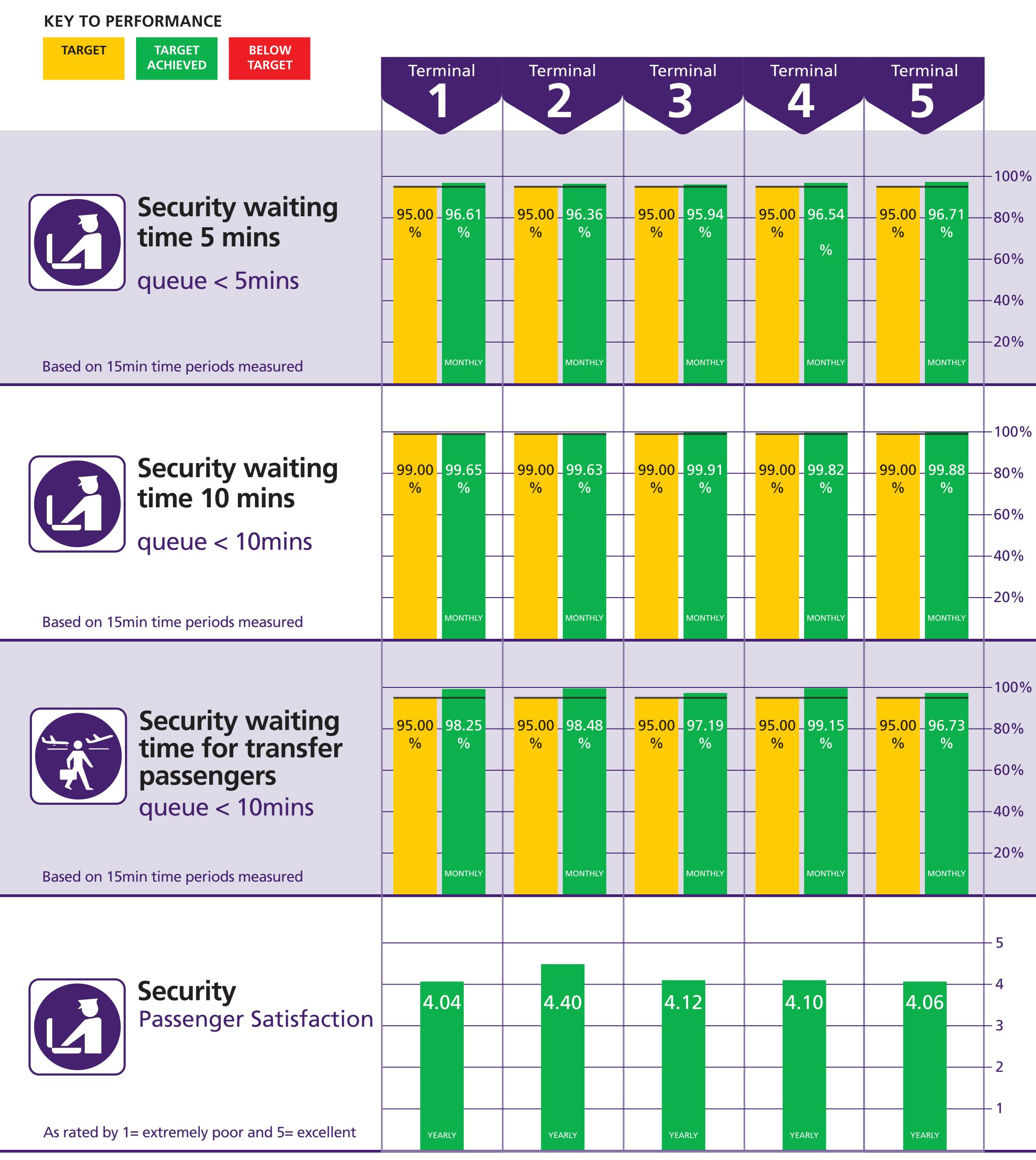


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



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August 2014



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