

Heathrow Terminal 1		De	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	4.15	4.00	Yes	0	0	0
Wayfinding	4.11	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	0	514,427	7
Security	4.07	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	99.35%	95.00%	Yes	0	_	
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	Ŭ		
Passenger sensitive equipment (general)	99.87%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.97%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.88%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	98.80%	95.00%	Yes	0	0	0
Control posts search	97.18%	95.00%	Yes	0	0	0
Pier service +	99.09%	95.00%	Yes	0	0	0
Total				0	514,427	7

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		Dec		Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.46	3.80	Yes	0	0	0
Cleanliness	4.48	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.40	4.30	Yes	0	0	0
Security	4.28	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.10	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.67%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.63%	99.00%	Yes	0		
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.52%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.79%	99.00%	Yes	0	0	0
FEGP	99.74%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	95.39%	95.00%	Yes	0	0	0
Staff search	98.29%	95.00%	Yes	0	0	0
Control posts search	97.18%	95.00%	Yes	0	0	0
Pier service +	99.09%	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.



Heathrow Terminal 3		Dec	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	4.12	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.17	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.98	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.77%	95.00%	Yes	0	0	
Central security queues - Times queue < 10 minutes	99.68%	99.00%	Yes	U	U	
Passenger sensitive equipment (general)	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.91%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.18%	95.00%	Yes	0	0	0
Pier service	98.85%	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.



Heathrow Terminal 4		Dec	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.26	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.27	4.30	No	0	688,793	9
Security	4.12	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.97	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.39%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.82%	99.00%	Yes	U		ľ
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.91%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.69%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	95.49%	95.00%	Yes	0	0	0
Staff search	99.08%	95.00%	Yes	0	0	0
Control posts search	97.18%	95.00%	Yes	0	0	0
Pier service	99.75%	95.00%	Yes	0	0	0
Total				0	688,793	9

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.



Heathrow Terminal 5	T	Dec	Year to date *			
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.01	3.80	Yes	0	0	0
Cleanliness	4.24	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.29	4.30	No	420,538	841,076	2
Security	4.05	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	90.37%	95.00%	No	1,168,043	2,336,086	2
Central security queues - Times queue < 10 minutes	99.19%	99.00%	Yes	1,100,043	2,330,000	
Passenger sensitive equipment (general)	99.47%	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	99.87%	99.00%	Yes	0	0	0
Jetties	99.57%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Pre-conditioned air	99.81%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	92.25%	95.00%	No	584,021	1,168,042	2
Staff search	95.27%	95.00%	Yes	0	0	0
Control posts search	97.18%	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	99.10%	97.00%	Yes	U	U	
Total				2,172,602	4,345,204	6

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.



Aerodrome Congestion Term	Dec	c-14	Year to	Year to date *			
	Rebate due	Rebate £	Number of rebates				
Aerodrome Congestion Term	No	0	124,089	1			
Total			124,089	1			

NOTE: * year is April 2014 to December 2014



Control Post Groups		Dec	Year to date *			
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
СТА	99.18%	95.00%	Yes			
Cargo	97.18%	95.00%	Yes			
Eastside	98.08%	95.00%	Yes			
Southside	98.30%	95.00%	Yes			
Terminal 5	98.08%	95.00%	Yes			
Control Post Groups - lowest actual result	97.18%	95.00%	Yes	0	0	0

NOTE: * year is April 2014 to December 2014

Service quality bonus



				De	ecembe	er 2014	1			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	4.19	4.46	4.05	4.26	4.01	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.15	4.48	4.12	4.14	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.11	4.25	4.21	4.20	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.40	4.36	4.27	4.29	4.70	£ -	£ -
Total									£ -	£ -

Important Notes:

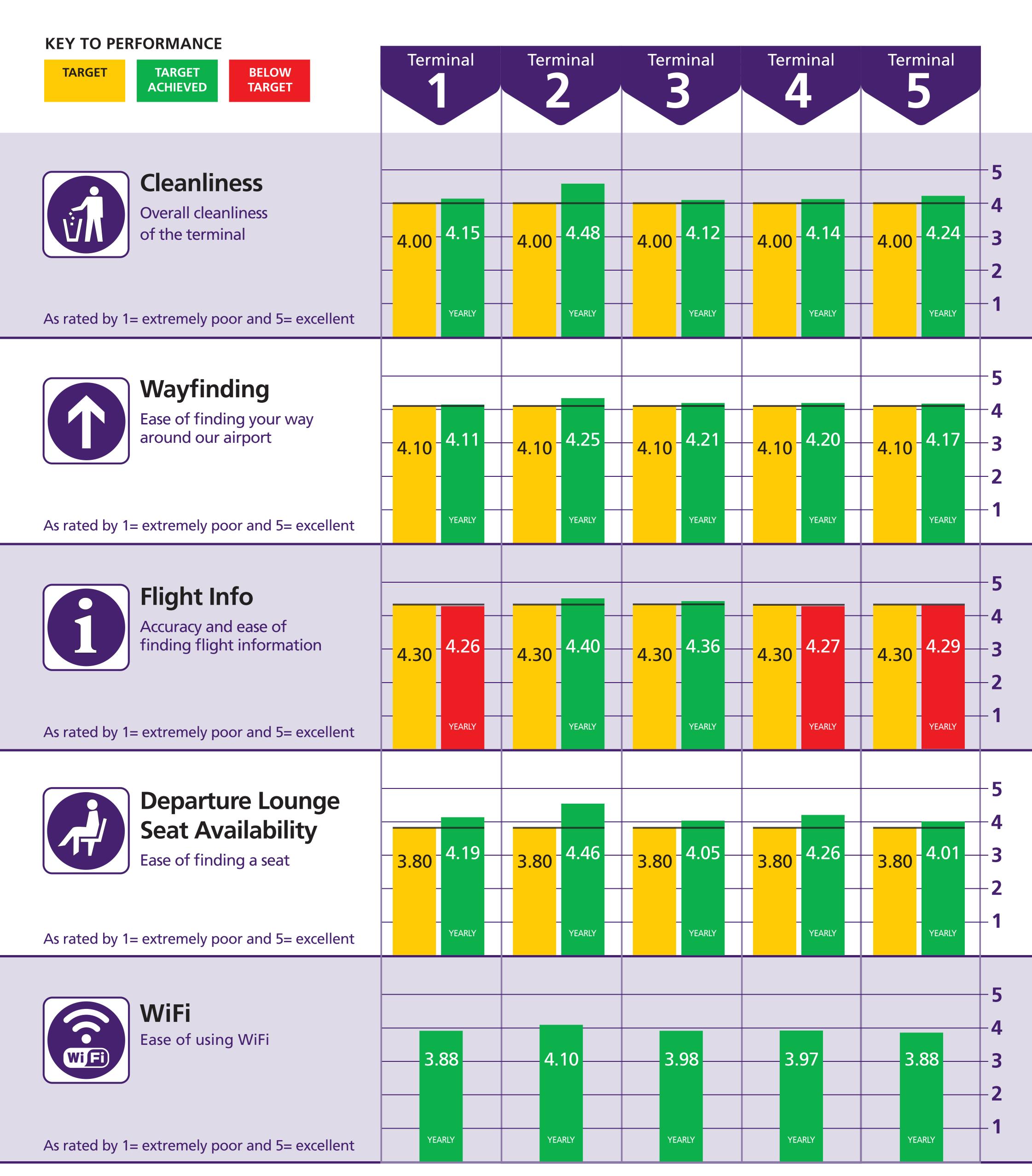
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

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

	leath every journ			Pe	rformance	ı.									£ Reba	ites				
T1 T2 T3 T4 T5	A.00 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	Sep-14 4.14 4.54 4.11 4.13 4.24	Oct-14 4.15 4.49 4.11 4.14 4.24	Nov-14 4.14 4.49 4.11 4.14 4.24	Dec-14 4.15 4.48 4.12 4.14 4.24	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	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0 £0
Wayfindi T1 T2 T3 T4 T5	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	Sep-14 4.11 4.26 4.20 4.19 4.19	Oct-14 4.11 4.25 4.20 4.20 4.18	Nov-14 4.11 4.25 4.20 4.20 4.17	Dec-14 4.11 4.25 4.21 4.20 4.17	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	£0 £0 £0 £0 £0 £0	\$ep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
Flight inf T1 T2 T3 T4 T5	Target 4.30 4.30 4.30 4.30 4.30 4.30	Apr-14 4.30 4.38 4.26 4.32	May-14 4.30 4.37 4.26 4.32	Jun-14 4.28 4.46 4.38 4.26 4.32	Jul-14 4.27 4.55 4.38 4.25 4.31	Aug-14 4.26 4.48 4.36 4.25 4.30	Sep-14 4.26 4.43 4.35 4.25 4.30	Oct-14 4.27 4.43 4.35 4.26 4.30	Nov-14 4.26 4.41 4.36 4.26 4.29	Dec-14 4.26 4.40 4.36 4.27 4.29	T1 T2 T3 T4 T5	Formation Apr-14 £0 £0 £0 £0 £0 £0 £0 £153,065 £0	May-14 £0 £0 £0 £0 £153,065 £0	Jun-14 £114,317 £0 £0 £153,065 £0	Jul-14 £114,317 £0 £0 £153,065 £0	Aug-14 £114,317 £0 £0 £76,533 £0	Sep-14 £114,317 £0 £0 £0 £0	Oct-14 £57,159 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
Departur T1 T2 T3 T4 T5	Target 3.80 3.80 3.80 3.80 3.80 3.80	Apr-14 Apr-14 4.12 3.90 4.19 3.96	May-14 4.12 3.90	Jun-14 4.11 4.51 3.91 4.21 3.96	Jul-14 4.13 4.70 3.94 4.21 3.95	Aug-14 4.13 4.55 3.95 4.22 3.97	Sep-14 4.16 4.55 3.96 4.22 3.98	Oct-14 4.18 4.49 3.98 4.25 3.99	Nov-14 4.18 4.47 4.00 4.26 4.01	Dec-14 4.19 4.46 4.05 4.26 4.01	T1 T2 T3 T4 T5	E lounge seat a Apr-14 £0 £0 £0 £0 £0 £0 £0 £0 £0 £	May-14 £0 £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
Security T1 T2 T3 T4 T5	Target 0.00 0.00 0.00 0.00 0.00	Apr-14 4.04 4.08 4.09 4.05		Jun-14 4.05 4.43 4.10 4.10 4.06	Jul-14 4.04 4.44 4.11 4.10 4.05	Aug-14 4.04 4.40 4.12 4.10 4.06	Sep-14 4.05 4.36 4.13 4.11 4.06	Oct-14 4.06 4.33 4.14 4.12 4.06	Nov-14 4.06 4.31 4.16 4.12 4.06	Dec-14 4.07 4.28 4.17 4.12 4.05	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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
Wi-fi T1 T2 T3 T4 T5	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 3.93 3.92 3.91 3.90	May-14 3.91 3.90 3.90 3.88	Jun-14 3.91 3.74 3.90 3.90 3.86	Jul-14 3.91 4.01 3.92 3.92 3.87	Aug-14 3.90 4.02 3.92 3.93 3.88	Sep-14 3.89 4.06 3.94 3.92 3.87	Oct-14 3.89 4.06 3.96 3.96 3.87	Nov-14 3.89 4.07 3.96 3.97 3.87	Dec-14 3.88 4.10 3.98 3.97 3.88	Wi-fi 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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
CSA que T1 T2 T3 T4 T5	95.00% 95.00% 95.00% 95.00% 95.00% 95.00%	queue <5 m Apr-14 95.31% 0.00% 97.43% 96.33% 96.55%		Jun-14 96.83% 97.99% 96.19% 95.76% 95.17%	Jul-14 95.46% 96.73% 95.58% 95.53% 95.88%	Aug-14 96.61% 96.36% 95.94% 96.54% 96.71%	Sep-14 95.57% 95.62% 96.29% 95.48% 95.12%	Oct-14 99.33% 96.13% 97.47% 96.64% 96.82%	Nov-14 99.86% 95.57% 96.10% 98.19% 96.93%	Dec-14 99.35% 95.67% 96.77% 95.39% 90.37%	T1 T2 T3 T4 T5	£0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0 £1,168,043	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
CSA que T1 T2 T3 T4 T5	yes - Times Target 99.00% 99.00% 99.00% 99.00% 99.00%	queue < 10 Apr-14 99.83% 0.00% 99.86% 99.81% 99.81%		Jun-14 99.86% 99.89% 99.57% 99.76% 99.48%	Jul-14 99.35% 99.40% 99.91% 99.59% 99.82%	Aug-14 99.65% 99.63% 99.91% 99.82% 99.88%	Sep-14 99.57% 99.29% 99.81% 99.62% 99.38%	Oct-14 99.95% 99.68% 99.86% 99.82% 99.79%	Nov-14 100.00% 99.76% 99.24% 99.86% 99.69%	Dec-14 99.91% 99.63% 99.68% 99.82% 99.19%										
Transfer T1 T2 T3 T4 T5	search Target 95.00% 95.00% 95.00% 95.00% 95.00%	Apr-14 97.00% 0.00% 96.90% 99.66% 98.16%	May-14 95.94% 0.00% 95.99% 98.06% 95.43%	Jun-14 98.19% 99.79% 96.81% 97.40% 95.20%	Jul-14 98.99% 98.20% 97.70% 98.81% 96.34%	Aug-14 98.25% 98.48% 97.19% 99.15% 96.73%	Sep-14 97.90% 97.52% 96.90% 99.46% 95.57%	Oct-14 99.95% 97.88% 97.37% 99.15% 95.86%	Nov-14 100.00% 98.33% 98.05% 99.02% 91.74%	Dec-14 100.00% 95.39% 96.91% 95.49% 92.25%	Transfer T1 T2 T3 T4 T5	### Apr-14 ### £0 ### £0 ### £0 ### £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
Staff sea T1 T2 T3 T4 T5	7arget 95.00% 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%	Sep-14 99.05% 99.09% 100.00% 100.00% 95.32%	Oct-14 100.00% 99.58% 100.00% 99.68% 96.86%	Nov-14 99.90% 99.73% 100.00% 100.00% 96.45%	Dec-14 98.80% 98.29% 100.00% 99.08% 95.27%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
T1 T2 T3 T4 T5	95.00% 95.00% 95.00% 95.00% 95.00%	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%	Sep-14 98.83% 98.83% 98.83% 98.83% 98.83%	Oct-14 98.43% 98.43% 98.43% 98.43% 98.43%	Nov-14 98.02% 98.02% 98.02% 98.02% 98.02%	Dec-14 97.18% 97.18% 97.18% 97.18%	T1 T2 T3 T4 T5	Apr-14 £0 £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
CTA Cargo Eastside Southside	95.00% 95.00% 95.00% 95.00% 95.00%	Apr-14 98.33% 98.06% 98.64% 98.60% 99.50%	May-14 98.27% 95.66% 98.83% 98.34% 99.20%	Jun-14 98.50% 99.49% 98.16% 98.11% 99.41%	Jul-14 98.82% 99.39% 97.02% 98.82% 98.63%	Aug-14 99.18% 99.55% 96.68% 98.65% 99.52%	Sep-14 98.85% 99.56% 99.17% 98.83% 99.55%	Oct-14 98.43% 99.49% 98.89% 99.39% 99.62%	Nov-14 98.62% 98.44% 98.02% 98.65% 98.82%	Dec-14 99.18% 97.18% 98.08% 98.30% 98.08%										
T1 T2 T3 T4 T5	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%	Sep-14 99.91% 100.00% 99.88% 100.00% 99.81%	Oct-14 99.97% 100.00% 99.94% 100.00% 99.91%	Nov-14 100.00% 100.00% 99.89% 99.92% 99.78%	Dec-14 99.87% 99.74% 99.90% 99.99% 99.88%	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	£0 £0 £0 £0 £0 £0	\$ep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
T1 T2 T3 T4 T5	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%	Sep-14 99.78% 99.90% 99.63% 99.92% 99.61%	Oct-14 99.47% 99.92% 99.77% 99.86% 99.68%	Nov-14 99.68% 99.89% 99.89% 99.87% 99.69%	Dec-14 99.88% 99.79% 99.72% 99.69% 99.57%	T1 T2 T3 T4 T5	Apr-14 £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0 £0
T1 T2 T3 T4 T5	Peral) 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%	Sep-14 99.80% 99.39% 99.81% 99.82% 99.61%	Oct-14 99.83% 99.51% 99.82% 99.72% 99.69%	Nov-14 99.85% 99.56% 99.85% 99.82% 99.62%	Dec-14 99.87% 99.61% 99.54% 99.67% 99.47%	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	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
PSE (prid T1 T2 T3 T4 T5	99.00% 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% 99.45% 99.95% 99.88% 99.88%	Jul-14 99.87% 99.35% 99.93% 99.75% 99.86%	Aug-14 99.84% 99.49% 99.90% 99.71% 99.83%	Sep-14 99.88% 99.02% 99.76% 99.86% 99.86%	Oct-14 99.93% 99.47% 99.82% 99.94% 99.68%	Nov-14 99.85% 99.43% 99.84% 99.86% 99.75%	Dec-14 99.87% 99.52% 99.85% 99.78% 99.63%	T1 T2 T3 T4 T5	Apr-14 £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	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0 £0
Stand er T1 T2 T3 T4 T5	try guidance Target 99.00% 99.00% 99.00% 99.00% 99.00%	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%	Sep-14 100.00% 99.95% 99.98% 100.00% 99.98%	Oct-14 99.98% 99.85% 100.00% 100.00%	Nov-14 100.00% 99.95% 100.00% 100.00% 99.97%	Dec-14 100.00% 99.90% 99.99% 99.98% 99.97%	T1 T2 T3 T4 T5	### Apr-14 ### £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0
T1 T2 T3 T4 T5	Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.67% 0.00% 99.78% 99.85% 99.75%	May-14 99.76% 0.00% 99.82% 99.02% 99.59%	Jun-14 99.88% 99.89% 99.73% 99.84% 99.66%	Jul-14 99.92% 99.87% 99.85% 99.76% 99.78%	Aug-14 99.79% 99.75% 99.81% 99.83% 99.77%	Sep-14 99.86% 99.91% 99.79% 99.80% 99.78%	Oct-14 99.81% 99.86% 99.63% 99.83% 99.76%	Nov-14 99.88% 99.92% 99.66% 99.80% 99.83%	Dec-14 99.80% 99.88% 99.88% 99.82% 99.87%	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	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
T1/T2 T3 T4 T1/T2 tar T3 target T4 target		Apr-14 98.75% 97.04% 99.75% 95.00% 95.00%	May-14 98.78% 97.26% 99.73% 95.00% 95.00% 95.00%	Jun-14 98.83% 97.45% 99.75% 95.00% 95.00%	Jul-14 98.88% 97.67% 99.76% 95.00% 95.00% 95.00%	Aug-14 98.86% 97.93% 99.76% 95.00% 95.00%	Sep-14 98.88% 98.21% 99.75% 95.00% 95.00%	Oct-14 98.94% 98.42% 99.75% 95.00% 95.00%	Nov-14 99.04% 98.64% 99.75% 95.00% 95.00%	Dec-14 99.09% 98.85% 99.75% 95.00% 95.00%	T1/T2 T3 T4	### Apr-14	May-14 £0 £0 £0	Jun-14 £0 £0 £0	Jul-14 £0 £0 £0	Aug-14 £0 £0 £0	Sep-14 £0 £0 £0	Oct-14 £0 £0 £0	Nov-14 £0 £0 £0	Dec-14 £0 £0 £0
T5	Target 99.00% time two car Target 97.00%	Apr-14 99.86%	May-14 99.82% May-14 99.23%	Jun-14 99.98% Jun-14 99.29%	Jul-14 99.91% Jul-14 99.12%	Aug-14 99.95% Aug-14 99.24%	Sep-14 99.89% Sep-14 99.60%	Oct-14 99.96% Oct-14 99.28%	Nov-14 99.98% Nov-14 99.44%	Dec-14 99.95% Dec-14 99.10%	TTS - % T5	Both Apr-14 £0	May-14 £0	Jun-14 £0	Jul-14 £0	Aug-14 £0	Sep-14 £0	Oct-14 £0	Nov-14 £0	Dec-14 £0
Arrivals T1 T2 T3 T4 T5	Reclaims Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.66% 0.00% 99.80% 99.85% 99.79%	May-14 99.66% 0.00% 99.89% 99.73% 99.84%	Jun-14 99.55% 99.58% 99.68% 99.73% 99.68%	Jul-14 99.78% 99.06% 99.69% 99.72% 99.77%	Aug-14 99.85% 99.39% 99.73% 99.93% 99.74%	Sep-14 99.81% 99.22% 99.81% 99.44% 99.70%	Oct-14 99.97% 99.58% 99.78% 99.86% 99.87%	Nov-14 100.00% 99.61% 99.77% 99.87% 99.83%	Dec-14 99.97% 99.56% 99.80% 99.91% 99.85%	T1 T2 T3 T4 T5	Reclaims	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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
Pre-cond T1 T2 T3 T4	Target 0.00% 98.00% 98.00% 0.00% 98.00%	Apr-14 0.00% 0.00% 99.92% 0.00% 99.64%	May-14 0.00% 0.00% 99.96% 0.00% 99.75%	Jun-14 0.00% 99.20% 99.97% 0.00% 99.50%	Jul-14 0.00% 99.91% 99.82% 0.00% 99.57%	Aug-14 0.00% 99.91% 99.71% 0.00% 99.33%	Sep-14 0.00% 99.98% 99.88% 0.00% 99.56%	Oct-14 0.00% 99.99% 99.94% 0.00% 99.52%	Nov-14 0.00% 100.00% 99.96% 0.00% 99.62%	Dec-14 0.00% 100.00% 100.00% 0.00% 99.81%	T1 T2 T3 T4 T5	Apr-14 £0 £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 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-14 £0 £0 £0 £0 £0	Dec-14 £0 £0 £0 £0 £0
All Monthly	Target N/A	Apr-14 N/A	N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A	Sep-14 N/A	Oct-14 N/A	Nov-14 N/A	Dec-14 N/A	Aerodro	me congestion Apr-14 N/A	May-14 N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A	Sep-14 N/A	Oct-14 N/A	Nov-14 N/A	Dec-14 N/A
T1 T2 T3 T4	*** - Month	Apr-14 4.15 0.00 4.07 4.12 4.22	4.13 0.00 4.12 4.10	Jun-14 4.15 4.44 4.13 4.15 4.23	Jul-14 4.15 4.63 4.13 4.15 4.27	Aug-14 4.05 4.55 4.05 4.12 4.30	Sep-14 4.15 4.50 4.09 4.15 4.20	Oct-14 4.21 4.39 4.14 4.16 4.23	Nov-14 4.18 4.48 4.10 4.13 4.22	Dec-14 4.31 4.44 4.22 4.15 4.21										
T1 T2 T3 T4	Target 4.10 4.10 4.10 4.10 4.10 4.10	Apr-14 4.17 0.00 4.21 4.13 4.19	4.08 0.00 4.22 4.22	Jun-14 4.07 4.25 4.17 4.15 4.18	Jul-14 4.05 4.32 4.22 4.24 4.14	Aug-14 4.11 4.31 4.18 4.19 4.19	Sep-14 4.09 4.17 4.17 4.18 4.04	Oct-14 4.06 4.24 4.20 4.18 4.08	Nov-14 4.02 4.25 4.20 4.18 4.15	Dec-14 4.11 4.23 4.22 4.28 4.18										
T1 T2 T3 T4	Target 4.30 4.30 4.30 4.30 4.30 4.30 4.30	Apr-14 4.33 0.00 4.42 4.17 4.35		Jun-14 4.22 4.46 4.39 4.30 4.30	Jul-14 4.16 4.59 4.30 4.19 4.24	Aug-14 4.25 4.39 4.26 4.32 4.26	Sep-14 4.21 4.35 4.30 4.26 4.23	Oct-14 4.30 4.44 4.35 4.24 4.24	Nov-14 4.25 4.35 4.39 4.24 4.30	Dec-14 4.23 4.34 4.34 4.35 4.35										
T1 T2 T3 T4	Target 3.80 3.80 3.80 3.80 3.80 3.80 3.80 3.80	Apr-14 Apr-14 4.17 0.00 3.88 4.08 4.02	May-14 4.18 0.00 3.90	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	Sep-14 4.40 4.54 4.15 4.27 4.02	Oct-14 4.24 4.39 4.27 4.30 4.08	Nov-14 4.32 4.40 4.29 4.33 4.24	Dec-14 4.17 4.41 4.28 4.25 4.02										
T1 T2 T3 T4 T5	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 4.06 0.00 4.25 4.09 4.11	May-14 4.11 0.00 4.17 4.11 4.04	Jun-14 4.07 4.43 4.16 4.21 4.06	Jul-14 4.02 4.45 4.22 4.05 4.04	Aug-14 4.04 4.34 4.12 4.15 4.10	Sep-14 4.01 4.29 4.13 4.14 3.99	Oct-14 4.16 4.27 4.18 4.13 4.06	Nov-14 4.20 4.24 4.19 4.10 4.03	Dec-14 4.14 4.17 4.14 4.15 3.96										
T1 T2 T3 T4 T5	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 3.94 0.00 3.99 3.83 3.87	May-14 3.69 0.00 3.77 3.85 3.73	Jun-14 3.87 3.74 3.86 3.87 3.66	Jul-14 3.95 4.13 4.15 4.09 3.96	Aug-14 4.00 4.04 3.95 4.02 4.04	Sep-14 3.94 4.12 3.93 4.00 3.86	Oct-14 4.06 4.07 4.10 4.17 3.94	Nov-14 4.21 4.10 4.08 3.88 3.88	Dec-14 4.12 4.22 4.21 4.18 4.07										
T1/T2 T3 T4	ice - Month Target	Apr-14 99.38% 99.62% 99.84%	May-14 99.02% 99.24% 99.65%	Jun-14 98.91% 99.59% 99.96%	Jul-14 98.82% 99.80% 99.78%	Aug-14 98.82% 99.88% 99.80%	Sep-14 99.15% 99.88% 99.71%	Oct-14 99.43% 99.30% 99.79%	Nov-14 99.64% 98.86% 99.91%	Dec-14 99.39% 98.76% 99.93%										

How are we performing?

December 2014

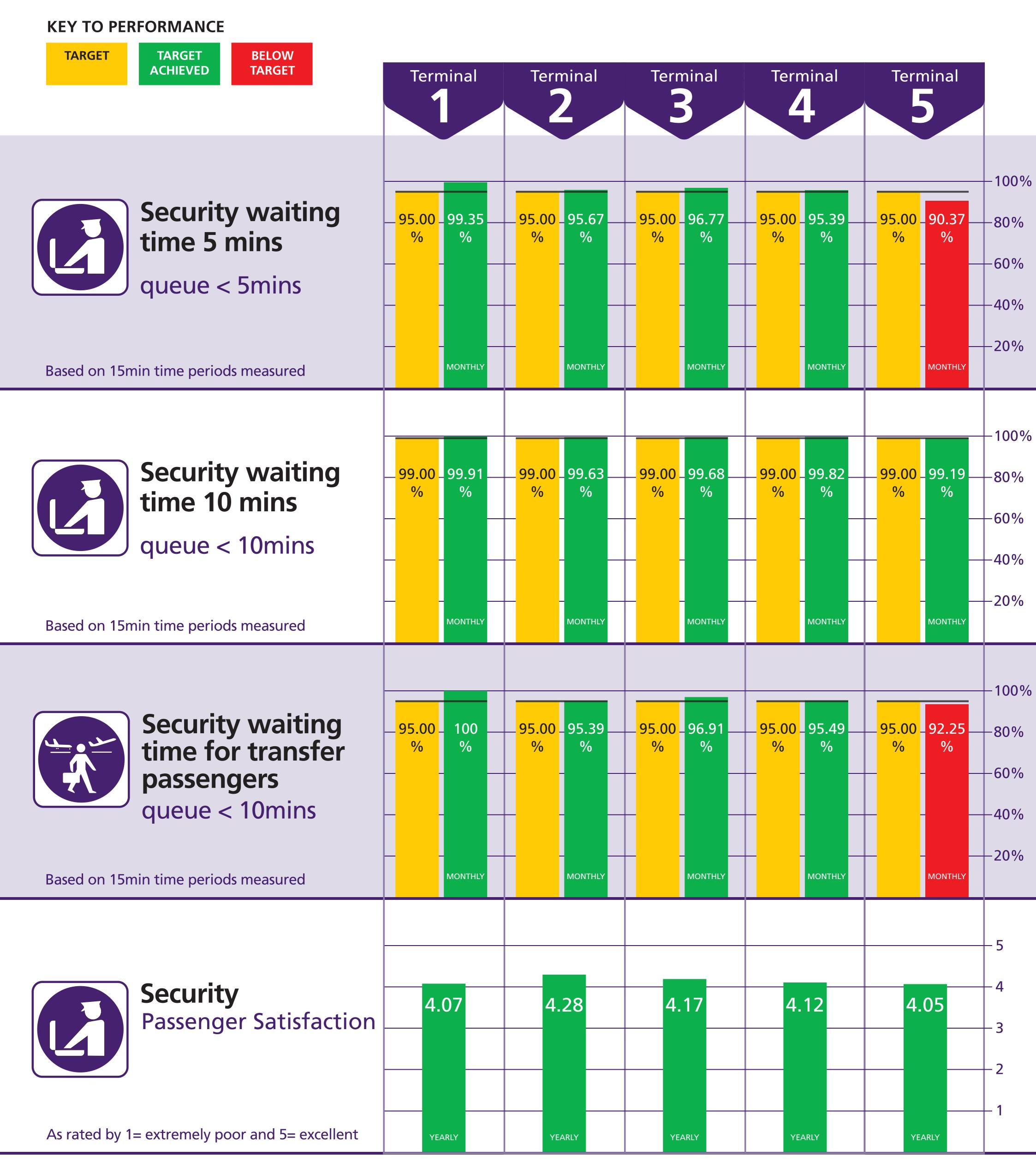


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



How are we performing?

December 2014



We welcome your feedback: heathrowcustomerfeedback@heathrow.com

