

Service quality rebate



Heathrow Terminal 1	Dec-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	4.15	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	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	0	0	0
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.

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

Service quality rebate



Heathrow Terminal 2	Dec-14				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	0	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.

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Service quality rebate



Heathrow Terminal 3	Dec-14				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	0
Central security queues - Times queue < 10 minutes	99.68%	99.00%	Yes	0	0	0
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.

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Service quality rebate



Heathrow Terminal 4	Dec-14				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	0	0	0
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.

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Service quality rebate



Heathrow Terminal 5	Dec-14				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			
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			
Total				2,172,602	4,345,204	6

NOTE: * year is April 2014 to December 2014

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Service quality rebate



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

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	Dec-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	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

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Service quality bonus

Bonus Performance	December 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	4.19	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.

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Performance £ Rebates

Cleanliness	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	4.00	4.13	4.14	4.14	4.14	4.14	4.14	4.14	4.14	4.14
T2	4.00	4.10	4.10	4.10	4.11	4.11	4.11	4.11	4.11	4.12
T3	4.00	4.13	4.12	4.12	4.12	4.12	4.13	4.14	4.14	4.14
T4	4.00	4.22	4.22	4.22	4.23	4.24	4.24	4.24	4.24	4.24

Wayfinding	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	4.10	4.12	4.12	4.11	4.11	4.12	4.11	4.11	4.11	4.11
T2	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10	4.10
T3	4.10	4.19	4.19	4.19	4.19	4.19	4.20	4.20	4.20	4.21
T4	4.10	4.18	4.18	4.18	4.18	4.19	4.19	4.20	4.20	4.20
T5	4.10	4.21	4.21	4.21	4.20	4.20	4.19	4.18	4.17	4.17

Flight information	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	4.30	4.30	4.30	4.28	4.27	4.28	4.28	4.27	4.26	4.26
T2	4.30	4.40	4.40	4.40	4.40	4.43	4.43	4.41	4.41	4.40
T3	4.30	4.36	4.37	4.36	4.36	4.36	4.35	4.35	4.35	4.36
T4	4.30	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.26	4.27
T5	4.30	4.32	4.32	4.32	4.31	4.30	4.30	4.29	4.29	4.29

Departure lounge seat availability	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	3.80	4.12	4.12	4.11	4.13	4.13	4.16	4.18	4.18	4.18
T2	3.80	4.40	4.41	4.41	4.40	4.45	4.45	4.48	4.47	4.48
T3	3.80	3.90	3.90	3.91	3.94	3.95	3.96	3.98	4.00	4.00
T4	3.80	4.19	4.20	4.21	4.21	4.22	4.22	4.25	4.26	4.26
T5	3.80	3.96	3.96	3.95	3.95	3.97	3.98	3.99	4.01	4.01

Security	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	0.00	4.04	4.05	4.05	4.04	4.04	4.05	4.06	4.06	4.07
T2	0.00	4.43	4.43	4.43	4.43	4.43	4.43	4.43	4.43	4.43
T3	0.00	4.08	4.08	4.10	4.11	4.12	4.13	4.14	4.14	4.17
T4	0.00	4.09	4.09	4.10	4.10	4.10	4.11	4.12	4.12	4.12
T5	0.00	4.05	4.05	4.06	4.06	4.06	4.06	4.06	4.06	4.06

Wi-fi	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	0.00	3.93	3.91	3.91	3.91	3.90	3.90	3.90	3.89	3.88
T2	0.00	4.01	4.01	4.01	4.01	4.02	4.02	4.02	4.02	4.02
T3	0.00	3.92	3.90	3.90	3.92	3.92	3.94	3.96	3.96	3.98
T4	0.00	3.91	3.90	3.90	3.92	3.93	3.92	3.96	3.97	3.97
T5	0.00	3.90	3.89	3.89	3.87	3.88	3.87	3.87	3.87	3.88

CSA queues - Times queue < 5 minutes	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	95.00%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%
T2	95.00%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%
T3	95.00%	97.43%	96.64%	96.19%	95.58%	95.94%	96.29%	97.47%	96.10%	96.77%
T4	95.00%	96.33%	96.22%	95.79%	95.53%	95.54%	95.48%	95.64%	95.19%	95.39%
T5	95.00%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%

CSA queues - Times queue < 10 minutes	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T2	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T3	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T4	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T5	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%

Transfer search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	95.00%	97.00%	95.34%	96.19%	96.99%	96.25%	97.00%	96.35%	100.00%	100.00%
T2	95.00%	0.00%	0.00%	99.79%	98.20%	98.40%	97.52%	97.88%	96.33%	95.39%
T3	95.00%	96.30%	95.99%	96.81%	97.70%	97.19%	96.30%	97.37%	98.05%	96.91%
T4	95.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T5	95.00%	98.16%	95.43%	95.20%	96.34%	96.73%	95.57%	95.86%	97.24%	92.25%

Staff search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	95.00%	100.00%	99.86%	100.00%	98.82%	98.73%	99.05%	100.00%	99.80%	98.80%
T2	95.00%	0.00%	0.00%	99.77%	99.89%	99.77%	99.09%	99.58%	99.73%	98.29%
T3	95.00%	99.79%	99.89%	99.79%	99.84%	99.84%	100.00%	100.00%	100.00%	100.00%
T4	95.00%	100.00%	99.82%	95.50%	95.42%	99.20%	100.00%	99.88%	100.00%	99.08%
T5	95.00%	96.02%	95.70%	98.10%	97.80%	98.42%	95.32%	96.80%	96.45%	95.27%

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
T2	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
T3	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
T4	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
T5	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
CTA	95.00%	98.33%	96.27%	98.50%	98.82%	99.18%	99.85%	98.43%	98.62%	99.18%
Cargo	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
Eastside	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
Southside	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	97.18%
T5	95.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%

FEOP	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T2	99.00%	0.00%	0.00%	99.79%	99.89%	99.77%	99.09%	99.58%	99.73%	98.29%
T3	99.00%	99.76%	99.71%	99.55%	99.91%	99.78%	99.88%	99.94%	99.89%	99.80%
T4	99.00%	99.91%	99.97%	99.93%	99.83%	99.99%	100.00%	100.00%	99.92%	99.99%
T5	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%

Jetties	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T2	99.00%	0.00%	0.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T3	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T4	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T5	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%

PSE (general)	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T2	99.00%	0.00%	0.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T3	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T4	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T5	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%

PSE (priority)	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
T1	99.00%	99.76%	99.82%	99.80%	99.87%	99.84%	99.83%	99.83%	99.85%	99.87%
T2	99.00%	0.00%	0.00%	99.42%	99.30%	99.40%	99.02%	99.47%	99.43%	99.52%
T3	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T4	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%
T5	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%

Stand entry guidance	Target	Apr-14	May-14	Jun-14	Jul-14
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How are we performing?

December 2014

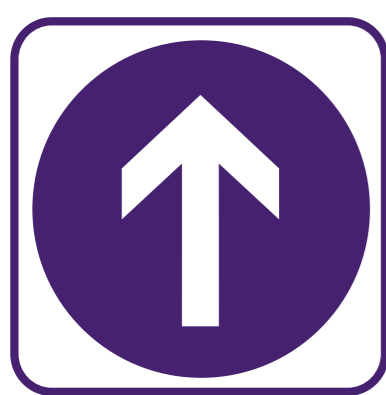
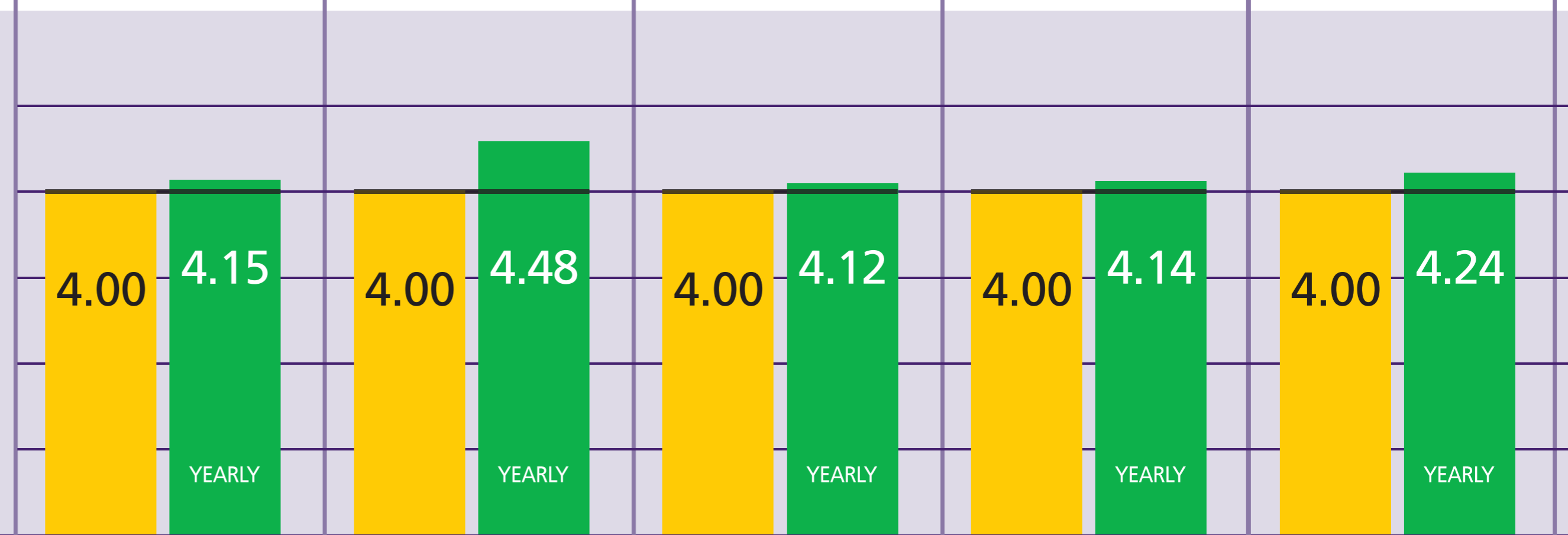
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

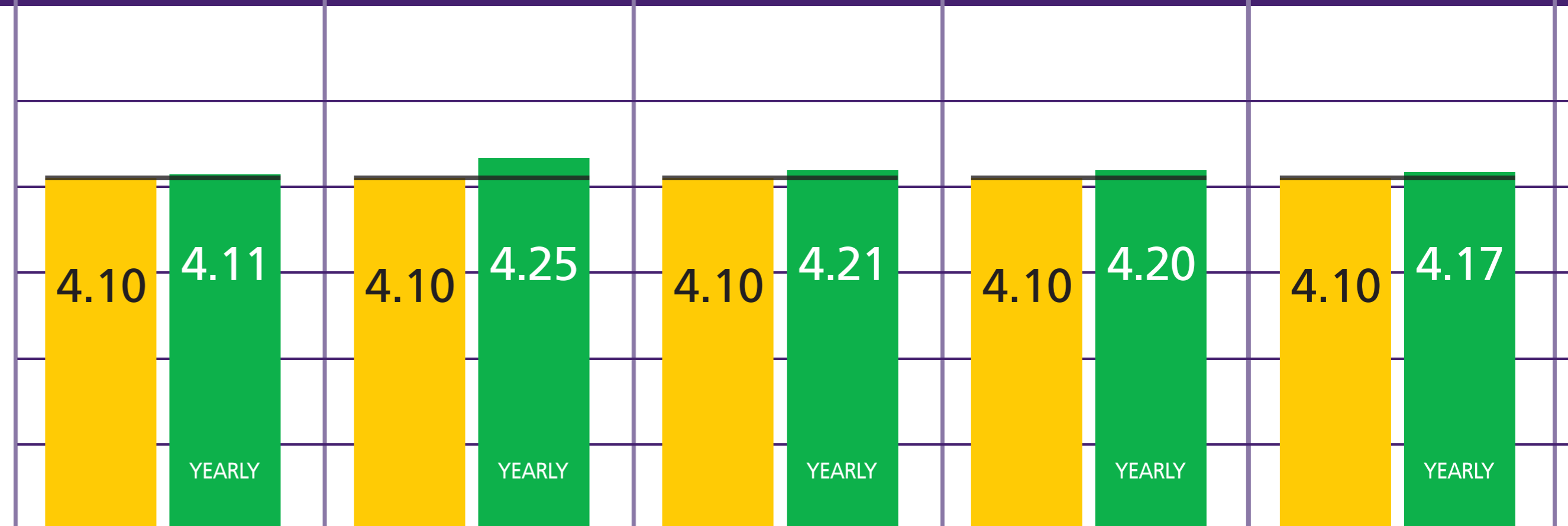
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

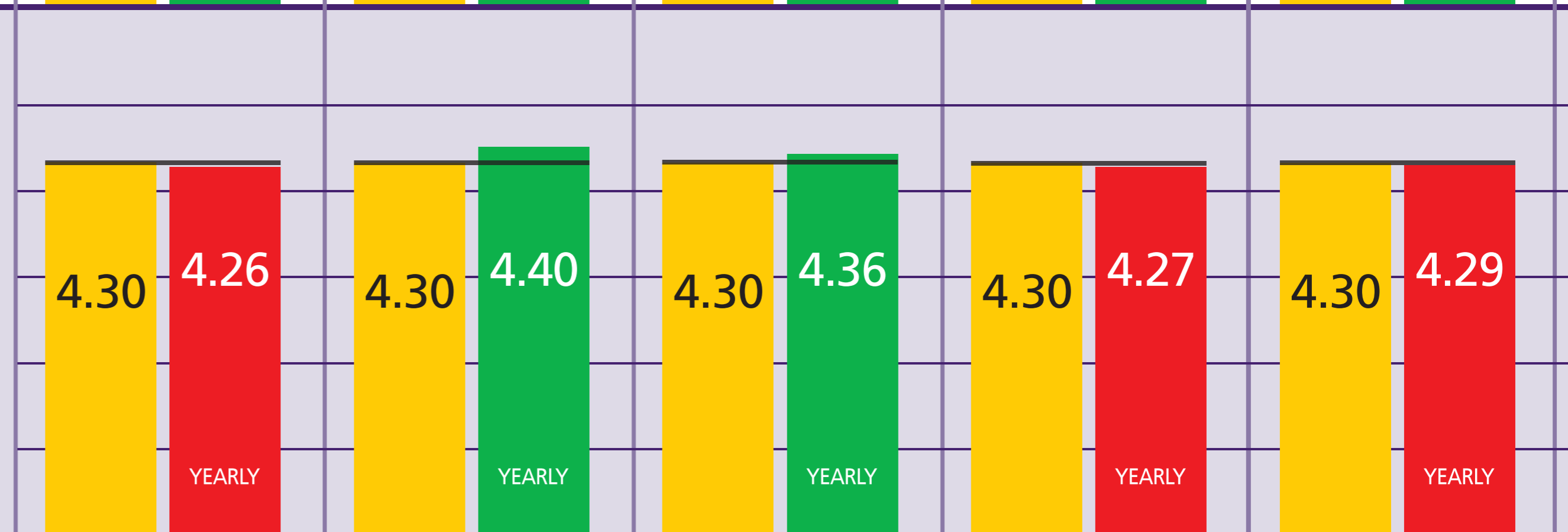
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

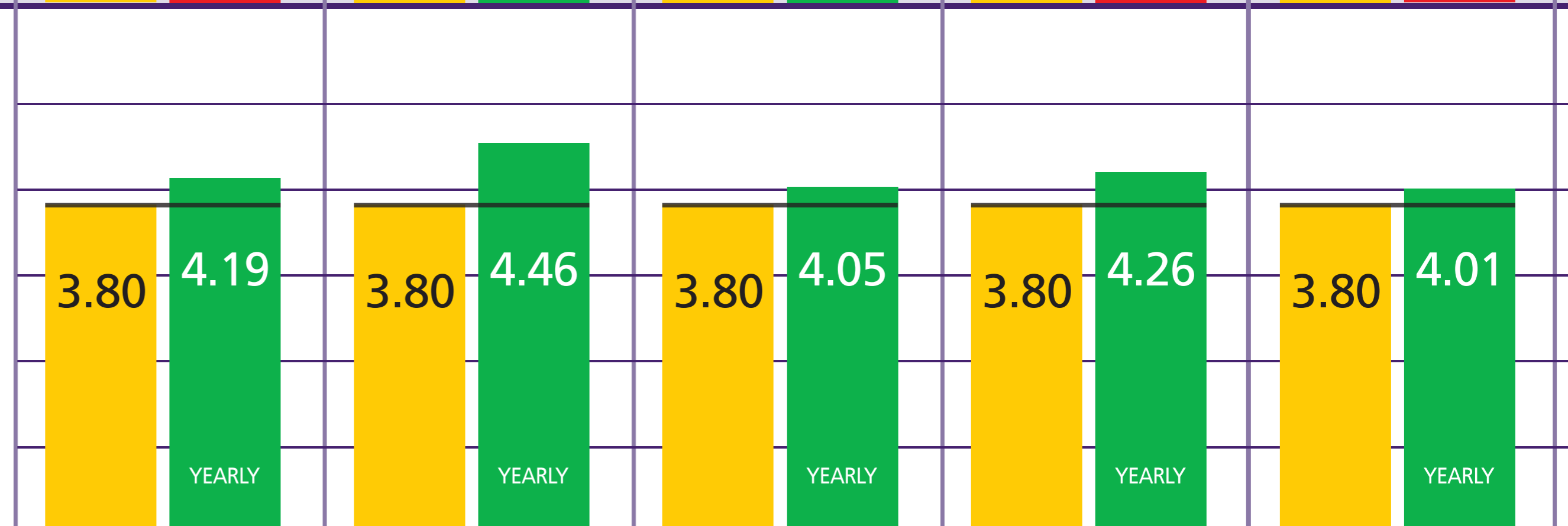
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

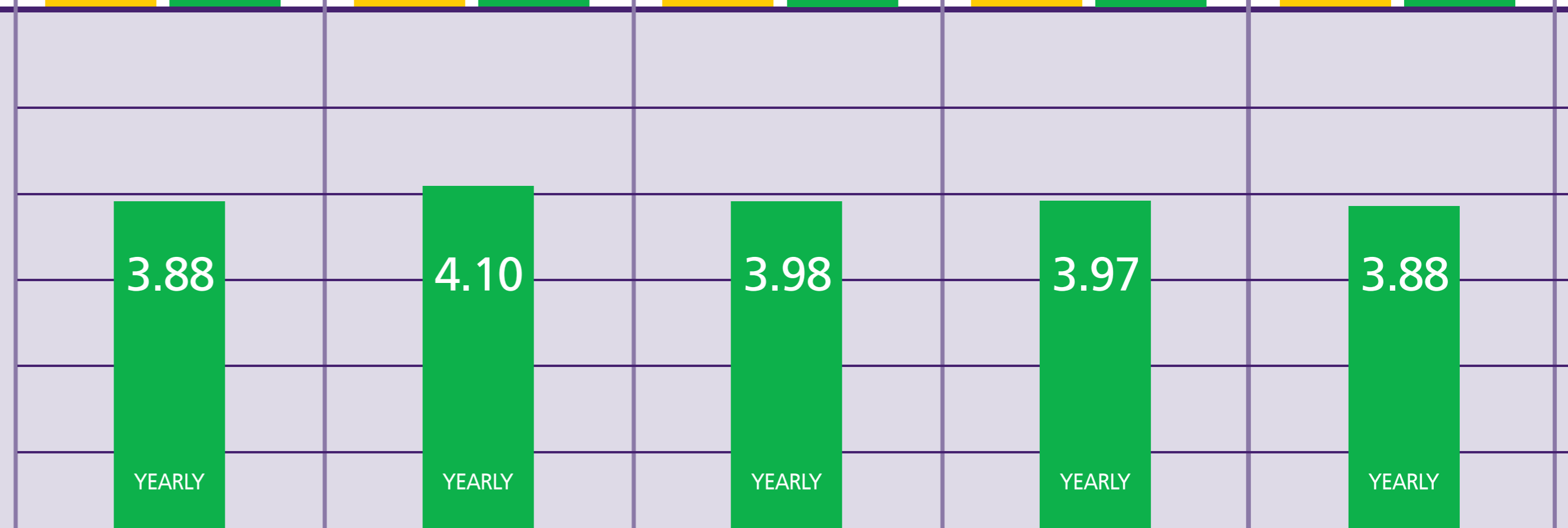
As rated by 1= extremely poor and 5= excellent



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?

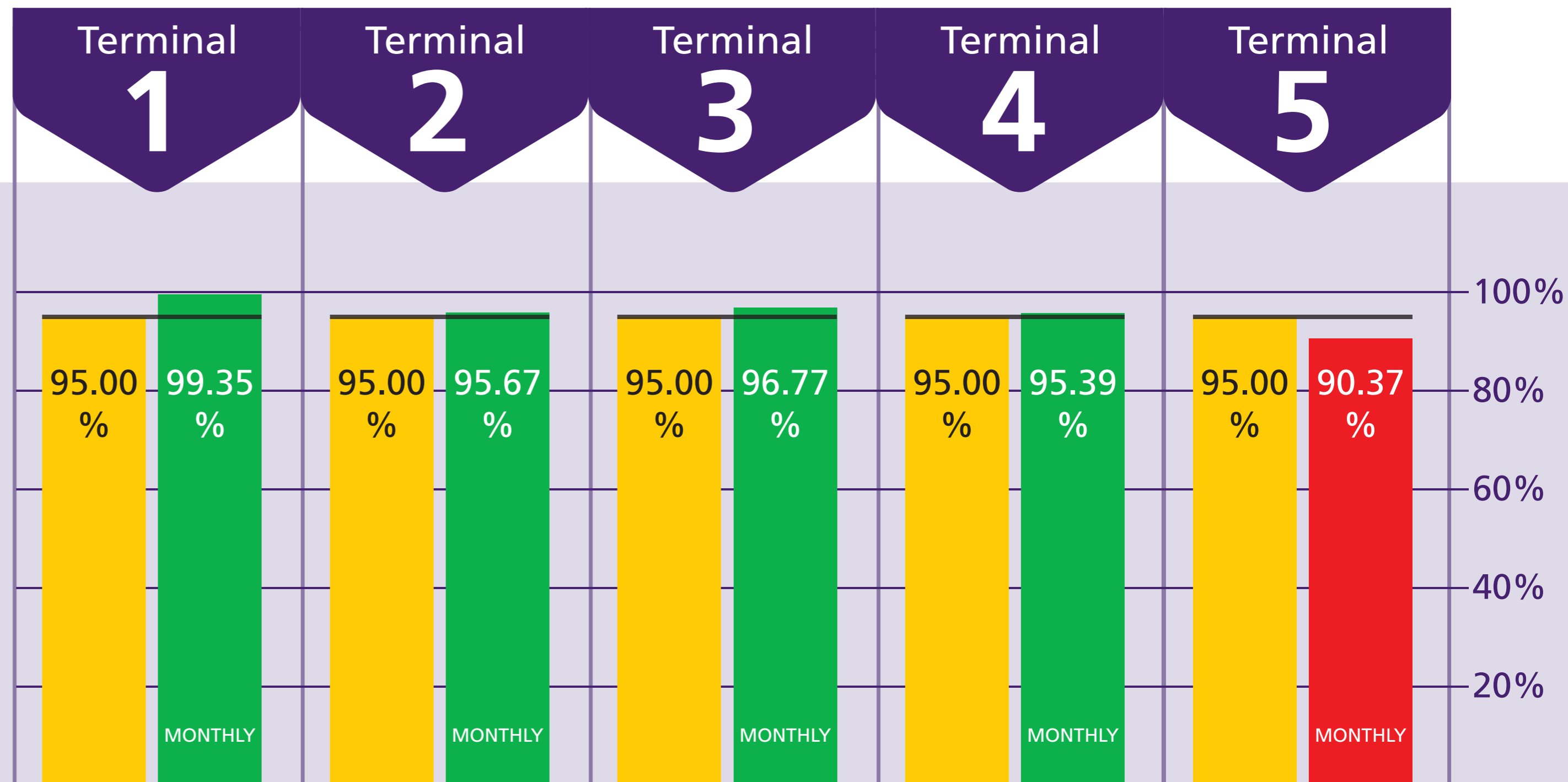
December 2014

KEY TO PERFORMANCE



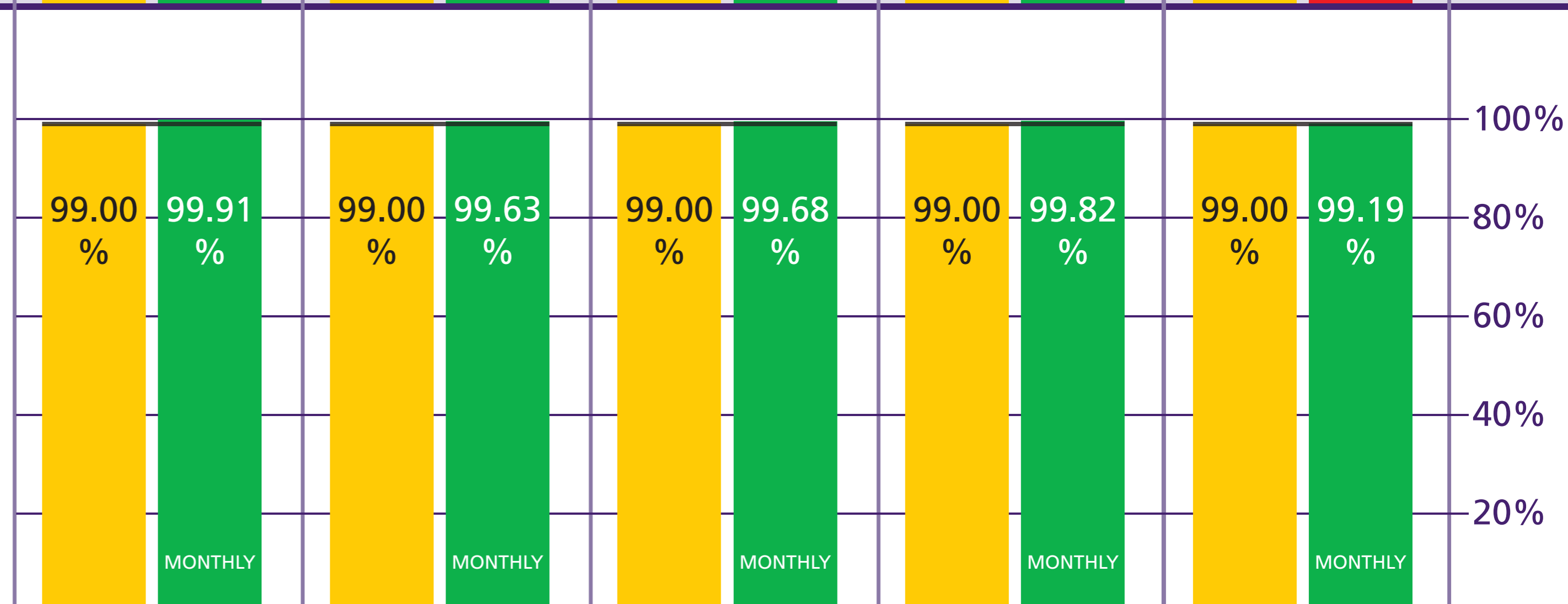
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



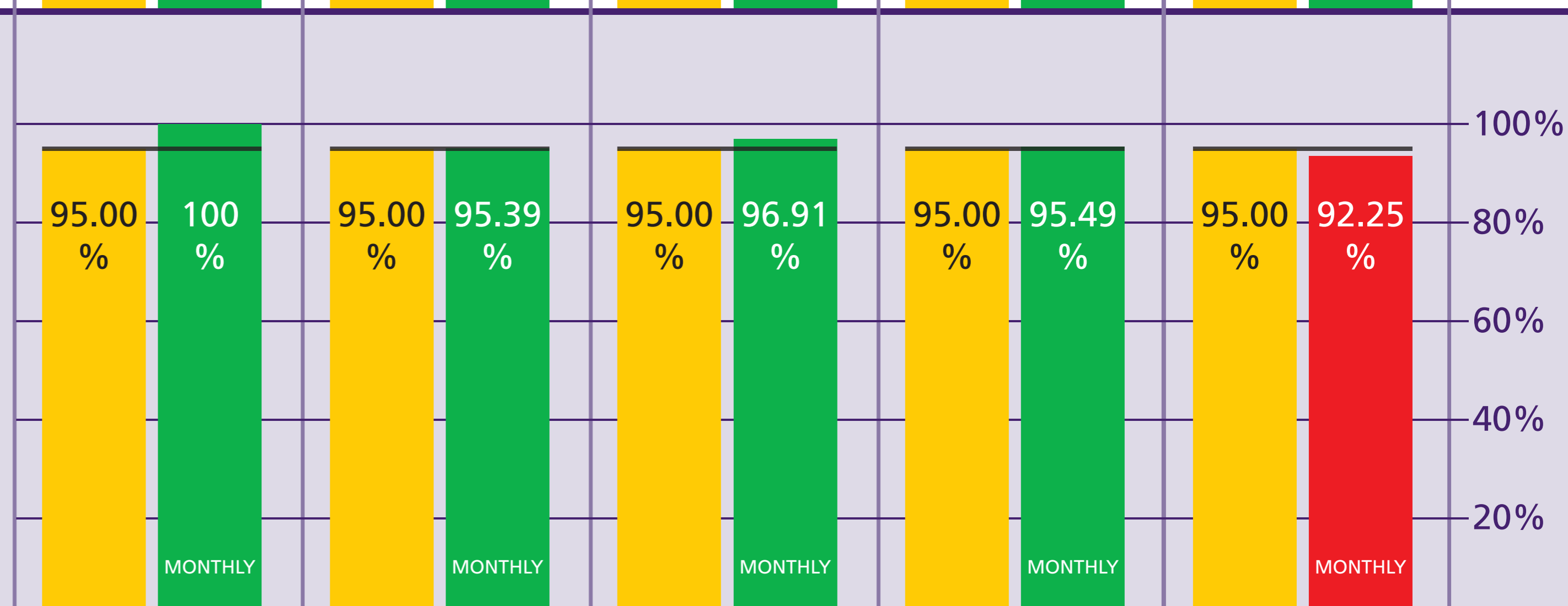
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



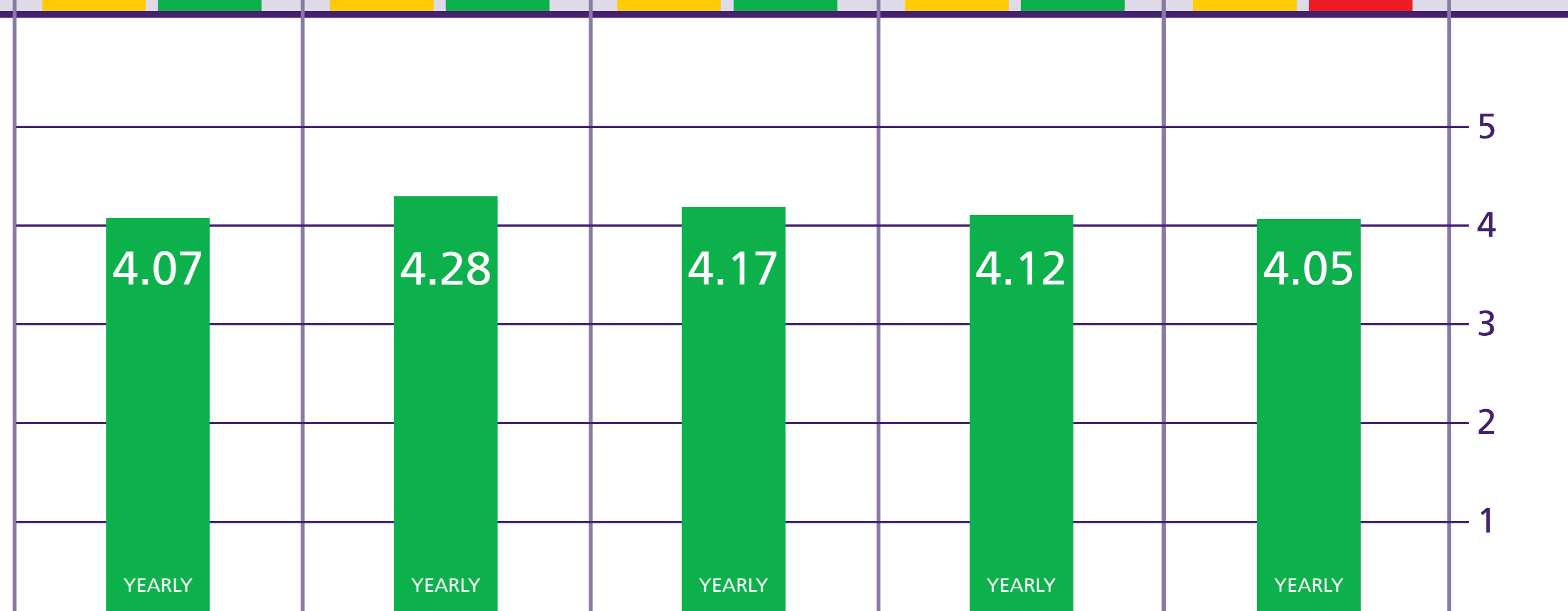
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



Security Passenger Satisfaction

As rated by 1= extremely poor and 5= excellent



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