

Heathrow - Service Quality Rebate and bonus report Workbook

December

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APOC

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Heathrow Terminal 2		De	ec-15		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.37	3.80	Yes	0	0	0
Cleanliness	4.41	4.00	Yes	0	0	0
Wayfinding	4.28	4.10	Yes	0	0	0
Flight information	4.41	4.30	Yes	0	0	0
Security	4.26	n/a		n/a	n/a	n/a
Wi-fi	4.17	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.27%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.97%	95.00%	Yes	0	0	0
Staff search	96.80%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Pier service +	99.71%	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		De	ec-15		Year to	date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.23	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.23	4.10	Yes	0	0	0
Flight information	4.37	4.30	Yes	0	0	0
Security	4.21	n/a		n/a	n/a	n/a
Wi-fi	4.14	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.83%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	129,648	1
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.08%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Pier service	98.96%	94.45%	Yes	0	0	0
Total				0	129,648	1

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		De	ec-15		Year to	date *
	Actual	Target	Target achieved	Rebate f	Rebate £	Number of failures
Departure lounge seat availability	4.33	3.80	Yes	0	0	0
Cleanliness	4.18	4.00	Yes	0	0	0
Wayfinding	4.27	4.10	Yes	0	0	0
Flight information	4.33	4.30	Yes	0	840,630	6
Security	4.14	n/a		n/a	n/a	n/a
Wi-fi	4.23	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.42%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.69%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	98.62%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Pier service	99.95%	95.00%	Yes	0	0	0
Total				0	840,630	6

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		De	ec-15		Year to	date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.07	3.80	Yes	0	0	0
Cleanliness	4.28	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	2,366,820	6
Security	4.09	n/a		n/a	n/a	n/a
Wi-fi	4.07	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.66%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.56%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.46%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.95%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.98%	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	97.25%	95.00%	Yes	0	0	0
Staff search	95.50%	95.00%	Yes	0	0	0
Control posts search	97.69%	95.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.71%	97.00%	Yes	0	0	0
Total				0	2,366,820	6

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

NOTE: * year is January 2015 to December 2015



Control Post Groups		De		Year to date *		
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.16%	95.00%	Yes			
Cargo	97.70%	95.00%	Yes			
Eastside	98.94%	95.00%	Yes			
Southside	97.69%	95.00%	Yes			
Terminal 5	98.21%	95.00%	Yes			
Control Post Groups - lowest actual result	97.69%	95.00%	Yes	0	0	0

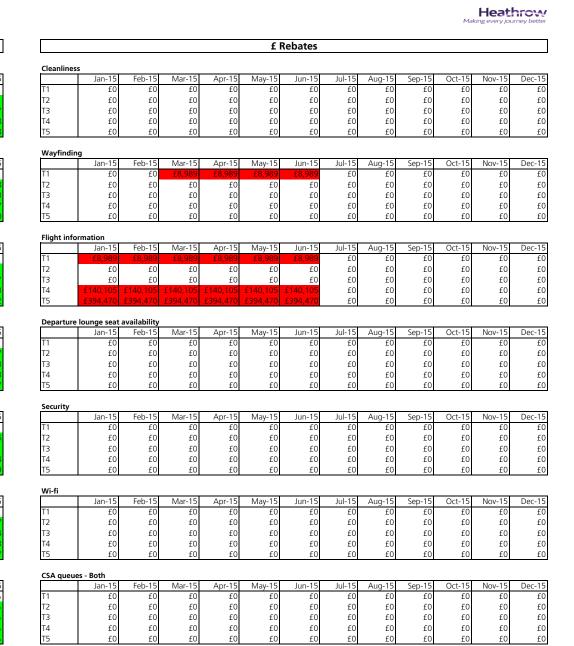
NOTE: * year is January 2015 to December 2015

Cicarinitess													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.00	4.14	4.15	4.15	4.15	4.16	4.16						
T2	4.00	4.46	4.46	4.45	4.44	4.44	4.44	4.42	4.41	4.40	4.40	4.40	4.41
T3	4.00	4.12	4.12	4.13	4.14	4.14	4.14	4.15	4.17	4.17	4.17	4.17	4.17
T4	4.00	4.14	4.15	4.15	4.15	4.16	4.16	4.16	4.16	4.16	4.16	4.17	4.18
T5	4.00	4.24	4.24	4.25	4.26	4.26	4.27	4.27	4.26	4.26	4.27	4.27	4.28
Wayfinding													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.10	4.11	4.10	4.09	4.08	4.08	4.08						
T2	4.10	4.25	4.25	4.25	4.25	4.26	4.25	4.25	4.26	4.26	4.27	4.27	4.28
T3	4.10	4.20	4.21	4.22	4.21	4.22	4.22	4.22	4.22	4.22	4.22	4.23	4.23
T4	4.10	4.20	4.21	4.20	4.21	4.21	4.22	4.22	4.23	4.25	4.25	4.26	4.27
T5	4.10	4.17	4.16	4.17	4.17	4.16	4.17	4.17	4.17	4.18	4.19	4.20	4.20
Flight inform	nation												
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.30	4.26	4.26	4.26	4.25	4.22	4.22						
T2	4.30	4.40	4.41	4.41	4.41	4.40	4.39	4.39	4.40	4.40	4.40	4.40	4.41
T3	4.30	4.35	4.36	4.35	4.35	4.35	4.35	4.35	4.37	4.37	4.36	4.37	4.37
T4	4.30	4.26	4.27	4.27	4.28	4.29	4.28	4.30	4.30	4.31	4.32	4.33	4.33
		4.20	4.27	4.27	4.28	4.29	4.20						
T5	4.30	4.29	4.29	4.29	4.28	4.28	4.29	4.30	4.30	4.31	4.32	4.32	4.32
Departure lo													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	3.80	4.20	4.22	4.23	4.24	4.26	4.28						
T2	3.80	4.44	4.45	4.43	4.43	4.40	4.40	4.38	4.39	4.38	4.37	4.38	4.37
T3	3.80	4.07	4.09	4.10	4.14	4.18	4.20	4.21	4.24	4.25	4.25	4.24	4.23
T4	3.80	4.27	4.28	4.30	4.32	4.30	4.31	4.31	4.30	4.32	4.33	4.32	4.33
T5	3.80	4.02	4.03	4.04	4.05	4.06	4.06	4.07	4.06	4.07	4.07	4.06	4.07
13	5.00	4.02	4.05	4.04	4.03	4.00	4.00	4.07	4.00	4.07	4.07	4.00	4.07
Security													
Security	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1								Jul- I J	Aug-13	3ep-13	OCC-13	1404-12	Dec-13
T1	0.00	4.07	4.08	4.07	4.08	4.07	4.08	4.25	4.25	4.25	4.2.4	4.05	1.26
T2	0.00	4.28	4.28	4.27	4.27	4.26	4.26	4.25	4.25	4.25	4.24	4.25	4.26
T3	0.00	4.17	4.18	4.18	4.18	4.18	4.18	4.18	4.19	4.19	4.20	4.20	4.21
T4	0.00	4.12	4.13	4.13	4.13	4.13	4.12	4.13	4.12	4.12	4.13	4.14	4.14
T5	0.00	4.05	4.06	4.06	4.06	4.06	4.06	4.06	4.06	4.07	4.07	4.08	4.09
Wi-fi													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	0.00	3.88	3.91	3.93	3.93	3.98	4.01		- 3				
T2	0.00	4.11	4.13	4.13	4.15	4.16	4.16	4.16	4.15	4.15	4.16	4.17	4.17
T3	0.00		4.01	4.03		4.09		4.13	4.14				4.14
		3.99			4.05		4.12			4.16	4.16	4.16	
T4	0.00	3.99	4.01	4.03	4.08	4.11	4.14	4.16	4.18	4.20	4.20	4.22	4.23
T5	0.00	3.89	3.92	3.94	3.96	3.99	4.03	4.03	4.03	4.05	4.07	4.08	4.07
CSA queues													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	95.00%	99.86%	99.59%	99.22%	99.14%	99.68%	99.90%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	95.00%	96.68%	96.07%	97.65%	97.24%	97.97%	98.48%	96.22%	97.10%	97.48%	97.37%	96.57%	96.27%
T3	95.00%	97.33%	96.12%	96.31%	97.71%	97.14%	96.71%	96.31%	96.87%	98.48%	98.57%	96.95%	97.83%
T4	95.00%	98.25%	97.76%	97.33%	97.10%	96.54%	97.52%	95.39%	98.16%	97.71%	97.83%	97.81%	97.42%
T5	95.00%	96.54%	98.29%	97.72%	98.14%	96.11%	96.88%	95.85%	97.28%	96.24%	97.24%	97.74%	96.66%
10	JJ.00 /0	JU.J4 /0	JU.ZJ /0	J1.12 /0	JU. 14 70	50.1170	-50.00 /0	JJ.0J /0	J1.20 /0	JU.Z4 /0	J1.Z4 /0	J1.74 /0	50.00 /0
CCA	т:												
CSA queues	1 - :												
0		Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	99.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.68%	99.64%	99.91%	100.00%	99.91%	100.00%	99.72%	99.95%	100.00%	100.00%		100.00%
T3	99.00%	99.72%	99.95%	99.72%	99.95%	99.91%	99.90%	99.86%	99.91%	99.90%	100.00%	99.90%	100.00%
T4	99.00%	100.00%	100.00%	99.86%	99.95%	99.59%	99.95%	99.63%	99.86%	100.00%	100.00%	100.00%	100.00%
			99.97%	99.95%	99.93%	100.00%	99.88%	99.98%	99.98%	99.93%	100.00%	99.98%	99.88%
115	99 00%	99 88%						33.3070	33.3070	33.33 70	. 30.00 /0	33.30 /0	33.0070
T5	99.00%	99.88%	99.97%	JJ.JJ 70	33.3370							•	
		99.88%	99.97%	JJ.JJ 70	33.33 70								
Transfer sea	arch						hor del	j. J. 4 e	A 4E	Ca.: 4=1	0 - 4 - 1	No. 4F	Da - 45
Transfer sea	arch Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
	arch					May-15	Jun-15 100.00%	Jul-15	Aug-15 0.00%	Sep-15 0.00%	Oct-15 0.00%	0.00%	Dec-15 0.00%

Performance

Cleanliness

95.00% 95.00% 95.00%



Transfer se	ransfer search											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Τ1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
	•	•		•	•	•			•	•	•	

\\lhrsvr063\group8\Q5 Service Quality\Q6\SQR - Master (final) with tracker v15 Q6

Performance	£ Rebates
Staff search Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15	Staff search Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15
T1 95.00% 98.53% 99.49% 99.40% 99.62% 99.77% 99.76% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% T2 95.00% 99.19% 97.81% 99.20% 99.38% 99.44% 96.76% 98.81% 99.68% 98.70% 98.32% 96.80%	T1
T3 95.00% 100.00% 100.00% 100.00% 100.00% 100.00% 99.95% 99.95% 99.96% 100.00% 99.95% 99.90% 99.95% 99.90% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 99.63% 100.00% 99.82% 100.00% 99.95%	T3
T5 95.00% 96.16% 95.98% 95.45% 96.13% 95.35% 95.53% 95.64% 97.51% 95.66% 96.83% 96.70% 95.50% Control posts search Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15	T5
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.78% 98.54% 97.98% 98.29% 96.89% 96.52% 96.76% 97.69% T2 95.00% 97.83% 98.49% 97.83% 98.13% 98.78% 98.78% 97.69% 97.69% 98.29% 96.89% 96.52% 96.76% 97.69%	T1
T3 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% 96.52% 96.76% 97.69% T4 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% 96.52% 96.76% 97.69%	T3
T5 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% 96.52% 96.76% 97.69% Control posts search	T5
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 CTA 95.00% 99.11% 99.37% 99.23% 99.11% 99.36% 99.48% 99.43% 99.18% 98.31% 99.16% 98.94% 99.16%	
Cargo 95.00% 98.52% 98.49% 98.58% 99.22% 99.07% 99.40% 99.32% 99.36% 98.51% 97.88% 97.06% 97.70% Eastside 95.00% 97.83% 98.83% 97.98% 98.13% 98.94% 98.94% 98.94% 98.20% 97.45% 96.52% 97.34% 98.94% Southside 95.00% 98.91% 99.13% 98.87% 98.20% 98.78% 98.60% 99.13% 98.34% 96.89% 97.08% 96.76% 97.69%	
Southside 95.00% 98.91% 99.13% 98.87% 98.20% 98.78% 98.60% 99.13% 98.34% 96.89% 97.08% 96.76% 97.69% 15 95.00% 99.22% 99.39% 99.38% 99.50% 99.08% 99.57% 99.68% 99.23% 98.57% 99.46% 99.43% 98.21%	
FEGP Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15	FEGP Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15
T1 99.00% 100.00% 99.93% 100.00% 100.00% 100.00% 99.98% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 100.00	T1
T3 99.00% 99.11% 99.97% 99.94% 99.88% 99.97% 99.93% 99.97% 99.98% 99.95% 100.00% 99.98% 99.95% 174 99.00% 99.93% 99.98% 90.90% 100.00% 100.00% 99.99% 99.98% 99.98% 99.94% 99.99% 99.99% 99.98% 99.99% 99.98%	T3
Jetties	Jetties
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1 99.00% 99.77% 99.90% 99.80% 99.95% 99.85% 99.92% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 T1 £0 £0 £0 £0 £0 £0
T2 99.00% 99.86% 99.97% 99.89% 99.93% 99.94% 99.96% 99.95% 99.95% 99.98% 99.94% 99.89% 99.77% T3 99.00% 99.73% 99.85% 99.69% 99.73% 99.73% 99.85% 99.85% 99.85% 99.88% 99.79% 99.88% 99.87%	T2
T4 99.00% 99.82% 99.91% 99.87% 99.86% 99.77% 99.91% 99.87% 99.90% 99.91% 99.81% 99.87% 99.87% 99.77% T5 99.00% 99.53% 99.71% 99.82% 99.84% 99.81% 99.72% 99.82% 99.80% 99.82% 99.80% 99.82% 99.80% 99.81% 99.85% 99.80% 99.68% 99.70% 99.82%	T4
PSE (general) Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15	PSE (general) Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15
T1 99.00% 99.80% 99.89% 99.91% 99.75% 99.92% 99.89% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% T2 99.00% 99.46% 99.54% 99.68% 99.81% 99.75% 99.69% 99.65% 99.73% 99.78% 99.78% 99.66% 99.74%	T1
T3 99.00% 99.87% 99.74% 99.76% 99.66% 99.71% 99.73% 99.35% 99.76% 99.79% 99.77% 99.78% 99.75% T4 99.00% 99.76% 99.82% 99.77% 99.75% 99.75% 99.81% 99.77% 99.66% 99.75% 99.66% 99.75% 99.75% 99.75%	T3
T5 99.00% 99.62% 99.64% 99.71% 99.57% 99.63% 99.51% 99.54% 99.61% 99.66% 99.70% 99.67% 99.56% PSE (priority)	T5
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1 99.00% 99.80% 99.89% 99.91% 99.75% 99.92% 99.89% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	Jan-15 Feb-15 Mar-15 Apr-15 Jan-00 Jun-15 Jul-15 T1 f0 f0 f0 f0 f0 f0 f0 f
T2 99.00% 99.40% 99.32% 99.68% 99.73% 99.65% 99.57% 99.48% 99.64% 99.69% 99.69% 99.89% 99.39% 99.67% 73 99.00% 99.85% 99.83% 99.85% 99.55% 99.82% 99.66% 99.05% 99.67% 99.69% 99.80% 99.82% 99.77%	T2
T4 99.00% 99.89% 99.91% 99.74% 99.95% 99.79% 99.79% 99.66% 99.91% 99.92% 99.87% 99.87% 99.77% T5 99.00% 99.61% 99.69% 99.77% 99.52% 99.66% 99.58% 99.40% 99.12% 99.78% 99.79% 99.71% 99.46%	T4
	Stand entry guidance Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1 99.00% 99.98% 100.00% 100.00% 99.98% 100.00% 100.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% T2 99.00% 100.00% 99.22% 99.87% 100.00% 99.96% 99.98% 99.99% 99.99% 100.00% 99.99% 100.00%	Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 T1 f0 f0 f0 f0 f0 f0 f0 f
T3 99.00% 99.99% 99.95% 99.91% 99.94% 99.99% 99.98% 99.96% 99.96% 99.90% 99.97% 99.97% 100.00% T4 99.00% 99.96% 100.00% 99.96% 99.90% 99.99% 100.00% 100.00% 100.00% 99.98% 99.98% 100.00% 99.97%	T3
T5 99.00% 99.98% 99.95% 99.99% 99.99% 99.90% 99.96% 99.98% 99.93% 99.97% 99.99% 99.99% 99.99%	T5
Stands Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1 99.00% 99.93% 99.98% 99.91% 99.92% 99.91% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	Stands Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 T1 £0 £0 £0 £0 £0 £0
T1 99.00% 99.33% 99.88% 99.92% 99.91% 99.92% 99.91% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 17 99.00% 99.83%	T1
T4 99.00% 99.88% 99.81% 99.85% 99.75% 99.80% 99.86% 99.87% 99.75% 99.90% 99.80% 99.82% 99.69% T5 99.00% 99.88% 99.91% 99.85% 99.88% 99.88% 99.88% 99.88% 99.88% 99.88% 99.88% 99.88% 99.88% 99.88% 99.88%	T4
Pier service	Pier service
Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1/T2 99.15% 99.21% 99.29% 99.29% 99.34% 99.41% 99.50% 99.58% 99.64% 99.67% 99.67% 99.71%	0 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 T1/T2 f0 f0 f0 f0 f0 f0 f0 f0
T2 99.57% 99.60% 99.58% 99.60% 99.61% 99.64% 99.65% 99.67% 99.69% 99.71% 99.70% 99.74% T3 98.99% 99.14% 99.40% 99.39% 99.41% 99.39% 99.39% 99.26% 99.29% 99.26% 99.17% 99.07% 98.96% T4 99.78% 99.88% 99.88% 99.88% 99.91% 99.93% 99.93% 99.94% 99.95% 99.95%	T2 f0
TTS - % time one car available	TTS - % Both
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jul-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 99.00% 99.94% 100.00% 100.00% 99.95% 99.88% 99.95% 99.93% 99.98% 100.00% 99.99% 100.00% 100.00%	Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jul-15 T5 £0 £0 £0 £0 £0 £0
TTS - % time two cars available Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15	
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jul-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 97.00% 99.24% 99.80% 99.52% 99.38% 99.80% 99.70% 99.53% 99.30% 99.14% 99.84% 99.94% 99.71%	
Arrivals Reclaims Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15	Arrivals Reclaims Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15
T1 99.00% 99.98% 99.90% 99.97% 99.97% 99.96% 100.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% T2 99.00% 99.47% 99.67% 99.54% 99.36% 99.55% 99.29% 99.11% 99.07% 99.51% 99.64% 99.74% 99.63%	T1
T3 99.00% 99.74% 99.81% 99.74% 99.70% 99.70% 99.65% 99.85% 99.37% 99.43% 99.54% 99.77% 99.75% 99.69% T4 99.00% 99.70% 99.92% 99.70% 99.85% 99.85% 99.85% 99.85% 99.85% 99.85% 99.87% 99.88% 99.87% 99.80% 99.80% 99.67% T5 99.00% 99.86% 99.85% 99.88% 99.88% 99.88% 99.81% 99.87% 99.82% 99.87% 99.81% 99.94% 99.94% 99.95%	T3
T5 99.00% 99.86% 99.85% 99.88% 99.88% 99.91% 99.87% 99.82% 99.87% 99.81% 99.94% 99.94% 99.95%. Pre-conditioned air	T5
Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15 Dec-15 T1 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 T1 £0 £0 £0 £0 £0 £0
T2 98.00% 99.99% 99.97% 99.45% 99.96% 99.95% 99.68% 99.93% 99.83% 99.91% 99.93% 99.99% 100.00% T3 98.00% 100.00% 100.00% 100.00% 100.00% 99.99% 99.99% 99.91% 99.93% 99.09% 100.00% 99.87% 99.99% 100.00%	T2
T4 0.00% 0.	T4
Aerodrome congestion Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Auq-15 Sep-15 Oct-15 Nov-15 Dec-15	Aerodrome congestion
All N/A	All N/A

					£	Rebate	s					
Staff sea	rch											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Γ1 Γ2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
3	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0
4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
ontrol p	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	f
2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
3 4	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0	£0
5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0 £0	£C
EGP	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
Γ1	£0	f0	£0	£0	£0	£0	£0	£0	f0	£0	£0	f0
2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
3 4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
4 5	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0
etties		=-1	=-1	=-1	=-1	=-1	==1	==1	=-1	=-1	==1	
etties	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
3	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0 £0
Γ4	f0	£0	£0	£0	£0	£0	£0	£0	£0	£0	f0	f0
5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
SE (gen												
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1 2	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0
3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	f0	£0
4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
SE (prio											.,	
1	Jan-15 £0	Feb-15 £0	Mar-15 £0	Apr-15 £0	Jan-00 £0	Jun-15 £0	Jul-15 £0	Aug-15 £0	Sep-15 £0	Oct-15 £0	Nov-15 £0	Dec-15 £0
Γ2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	f0	f0
3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
⁻ 4	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0
	- U	±U	±υ	±υ	±U	±0						
tand en	try guidance Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	f0	f0	£0	£0	£0	£0	£0	£0	5ep-15	£0	£0	f0
2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	f0	£0
4 5	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0
				- 1			-1				-1	
tands	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
3 4	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0 £0	£0 £0	£0 £0	£0 £0	£0	£129,648 £0	£0 £0
5	£0	f0	f0	f0	f0	£0	£0	f0	f0	£0	£0	£0
ier servi	ice	_	_	_	_	_	_	_	_	_	_	_
(0 Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1/T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
2 3	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0	£0 £0
4	£0	f0	f0	f0	f0	£0	£0	f0	f0	f0	f0	£0
TS - % E	- Both											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Arrivals F	Reclaims Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Γ2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Γ3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	
Pre-condit	ioned air												
	lan-15	Fob-15	Mar-15	Apr-15	May-15	lun-15	Jul-15	Λυα-15	San-15	Oct-15	Nov-15	Doc-15	

Pre-condit	Pre-conditioned air													
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15		
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0		
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0		
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0		
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0		
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0		

	Aerodrom	e congestic	on										
	0	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
	All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
0 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 Oct-15 Nov-15													

Monthly	performance	e - reported o	only		Heathrow Making every journey better								
Cleanline	ess - Month								Ma	king every jou	irriey better		
Cicariiii	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.00	4.26	4.24	4.37	4.18	4.31	4.17	0.00	0.00	0.00	0.00	0.00	0.00
T2	4.00	4.39	4.46	4.36	4.40	4.40	4.44	4.35	4.41	4.35	4.41	4.46	4.49
T3	4.00	4.11	4.24	4.28	4.14	4.16	4.14	4.18	4.19	4.13	4.14	4.15	4.20
T4	4.00	4.17	4.23	4.22	4.07	4.20	4.18	4.21	4.08	4.14	4.17	4.23	4.28
T5	4.00	4.31	4.26	4.31	4.29	4.33	4.30	4.24	4.24	4.19	4.28	4.26	4.30
Wayfind	ing - Month												
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.10	4.04	4.04	4.17	4.11	4.21	3.96	0.00	0.00	0.00	0.00	0.00	0.00
T2	4.10	4.26	4.30	4.23	4.27	4.29	4.22	4.29	4.32	4.24	4.30	4.35	4.27
T3	4.10	4.19	4.34	4.32	4.19	4.24	4.16	4.24	4.23	4.15	4.18	4.28	4.27
T4	4.10	4.16	4.25	4.25	4.19	4.28	4.23	4.30	4.27	4.36	4.25	4.24	4.36
T5	4.10	4.25	4.16	4.21	4.17	4.19	4.23	4.16	4.19	4.22	4.21	4.22	4.22
Flight in	formation - N	/lonth											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	4.30	4.34	4.48	4.23	4.13	4.14	4.18	0.00	0.00	0.00	0.00	0.00	0.00
T2	4.30	4.38	4.53	4.41	4.41	4.28	4.39	4.46	4.44	4.38	4.38	4.45	4.48
T3	4.30	4.37	4.48	4.37	4.36	4.39	4.36	4.32	4.42	4.29	4.34	4.40	4.44
T4	4.30	4.24	4.43	4.26	4.25	4.38	4.27	4.38	4.28	4.37	4.38	4.36	4.39
T5	4.30	4.32	4.33	4.31	4.25	4.30	4.35	4.35	4.29	4.34	4.32	4.36	4.35
Departui	re lounge sea	nt availability	/ - Month										
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	3.80	4.33	4.48	4.36	4.30	4.37	4.30	0.00	0.00	0.00	0.00	0.00	0.00
T2	3.80	4.32	4.52	4.33	4.40	4.23	4.40	4.35	4.46	4.38	4.31	4.44	4.37
T3	3.80	4.26	4.39	4.32	4.27	4.26	4.10	4.20	4.23	4.21	4.22	4.19	4.17
T4	3.80	4.37	4.42	4.42	4.29	4.26	4.30	4.27	4.22	4.48	4.36	4.32	4.33
T5	3.80	4.15	4.09	4.13	4.12	4.02	4.04	3.89	4.00	4.08	4.15	4.12	4.09
Security	Month												
Security	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1	0.00	4.25	4.25	4.19	4.18	4.13	4.21	0.00	0.00	0.00	0.00	0.00	0.00
T2	0.00	4.23	4.23	4.19	4.18	4.13	4.21	4.29	4.27	4.21	4.23	4.34	4.27
T3	0.00	4.27	4.25	4.21	4.23	4.20	4.27	4.23	4.27	4.21	4.23	4.26	4.27
T4	0.00	4.13	4.23	4.23	4.21	4.13	4.10	4.17	4.24	4.15	4.21	4.23	4.27
T5	0.00	4.13	4.21	4.13	4.10	4.12	4.10	4.12	4.00	4.13	4.19	4.23	4.21
Wi-fi - M													
441-11 - 101	Target	lan 1E	Fab 1E	Mar 1E	Apr 1E	May 15	lun 1E	Iul 1E	Aug 15	Can 1E	Oct 1E	Nov 1E	Doc 1E

Pier service	Pier service - Month												
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
T1/T2	0.0	99.69%	99.74%	99.40%	99.66%	99.67%	99.73%	99.79%	99.77%	99.75%	99.82%	99.60%	99.87%
T3	0.0	99.25%	99.30%	99.01%	99.51%	99.45%	99.44%	99.49%	99.17%	99.52%	98.37%	97.79%	97.55%
T4	0.0	100.00%	99.95%	100.00%	99.94%	99.88%	99.99%	99.99%	99.93%	99.88%	99.94%	100.00%	99.96%

Heathrow SQR Bonus Performance Dashboard

Heathrow
Making every journey better

											To Date*
		December 2015									
	Measure	Lower	Terminal 2	Terminal 3	Terminal 4	Terminal 5	Upper	Estimated		Estimated	
	Type	Performance	Performance	Performance	Performance	Performance	Performance	Bon	us Term £	Bonus	s Term £
	7.	Threshold					Threshold	(Curr	ent Month)	(Year	To Date)
Departure lounge seating availability	MAT	4.10	4.37	4.23	4.33	4.07	4.50	£	-	£	-
Cleanliness	MAT	4.20	4.41	4.17	4.18	4.28	4.50	£	-	£	-
Way finding	MAT	4.20	4.28	4.23	4.27	4.20	4.50	£	-	£	-
Flight information	MAT	4.40	4.41	4.37	4.33	4.32	4.70	£	-	£	-
Total								£	-	£	-

^{*}January 2015 - December 2015

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.

i Information

How are we performing?

December 2015





i Information

How are we performing?

December 2015

