

Heathrow Terminal 1		Ju		Year to	o 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	4.11	4.10	Yes	0	0	0
Flight information	4.27	4.30	No	114,317	228,634	2
Security	4.04	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.91	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.46%	95.00%	Yes	n	0	0
Central security queues - Times queue < 10 minutes	99.35%	99.00%	Yes	U		
Passenger sensitive equipment (general)	99.22%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.99%	95.00%	Yes	0	0	0
Staff search	98.82%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service +	98.88%	95.00%	Yes	0	0	0
Total				114,317	228,634	2

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		Ju	I-14		Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures	
Departure lounge seat availability	4.70	3.80	Yes	0	0	0	
Cleanliness	4.57	4.00	Yes	0	0	0	
Wayfinding	4.30	4.10	Yes	0	0	0	
Flight information	4.55	4.30	Yes	0	0	0	
Security	4.44	n/a	n/a	n/a	n/a	n/a	
Wi-fi	4.01	n/a	n/a	n/a	n/a	n/a	
Central security queues - Times queue <5 minutes	96.73%	95.00%	Yes	n	0	0	
Central security queues - Times queue < 10 minutes	99.40%	99.00%	Yes	U	U	U	
Passenger sensitive equipment (general)	99.59%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.30%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.06%	99.00%	Yes	0	0	0	
Stands	99.87%	99.00%	Yes	0	0	0	
Jetties	99.86%	99.00%	Yes	0	0	0	
FEGP	100.00%	99.00%	Yes	0	0	0	
Pre-conditioned air	99.91%	98.00%	Yes	0	0	0	
Stand entry guidance	99.99%	99.00%	Yes	0	0	0	
Transfer search	98.20%	95.00%	Yes	0	0	0	
Staff search	99.80%	95.00%	Yes	0	0	0	
Control posts search	97.02%	95.00%	Yes	0	0	0	
Pier service +	98.88%	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		Ju		Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.94	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	4.38	4.30	Yes	0	0	0
Security	4.11	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	95.58%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	U	U	
Passenger sensitive equipment (general)	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.93%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Pre-conditioned air	99.82%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	97.70%	95.00%	Yes	0	0	0
Staff search	99.84%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service	97.67%	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		Ju	I-14		Year to	o date *
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.21	3.80	Yes	0	0	0
Cleanliness	4.12	4.00	Yes	0	0	0
Wayfinding	4.18	4.10	Yes	0	0	0
Flight information	4.25	4.30	No	153,065	612,260	4
Security	4.10	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	95.53%	95.00%	Yes	n	0	0
Central security queues - Times queue < 10 minutes	99.59%	99.00%	Yes	U		U
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.91%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.81%	95.00%	Yes	0	0	0
Staff search	95.42%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service	99.76%	95.00%	Yes	0	0	0
Total				153,065	612,260	4

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		Ju		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	4.23	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.31	4.30	Yes	0	0	0
Security	4.05	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.87	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.88%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue < 10 minutes	99.82%	99.00%	Yes	U	1,100,043	'
Passenger sensitive equipment (general)	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.78%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Pre-conditioned air	99.57%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.34%	95.00%	Yes	0	0	0
Staff search	97.86%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.91%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.12%	97.00%	Yes	U	U	U
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.



Aerodrome Congestion Term	Ju	l-14	Year	r 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		Ju	l-14		Year to	date *
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
СТА	98.82%	95.00%	Yes			
Cargo	99.39%	95.00%	Yes			
Eastside	97.02%	95.00%	Yes			
Southside	98.63%	95.00%	Yes			
Terminal 5	98.82%	95.00%	Yes			
Control Post Groups - lowest actual result	97.02%	95.00%	Yes	0	0	0

NOTE: * year is April 2014 to December 2014

Service quality bonus



		July 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	4.70	3.94	4.21	3.95	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.57	4.11	4.12	4.23	4.50	£ -	£ -
Way finding	MAT	4.20	4.11	4.30	4.19	4.18	4.20	4.50	£ -	£ -
Flight information	MAT	4.40	4.27	4.55	4.38	4.25	4.31	4.70	£ -	£ -
Total									£ -	£ -

Important Notes:

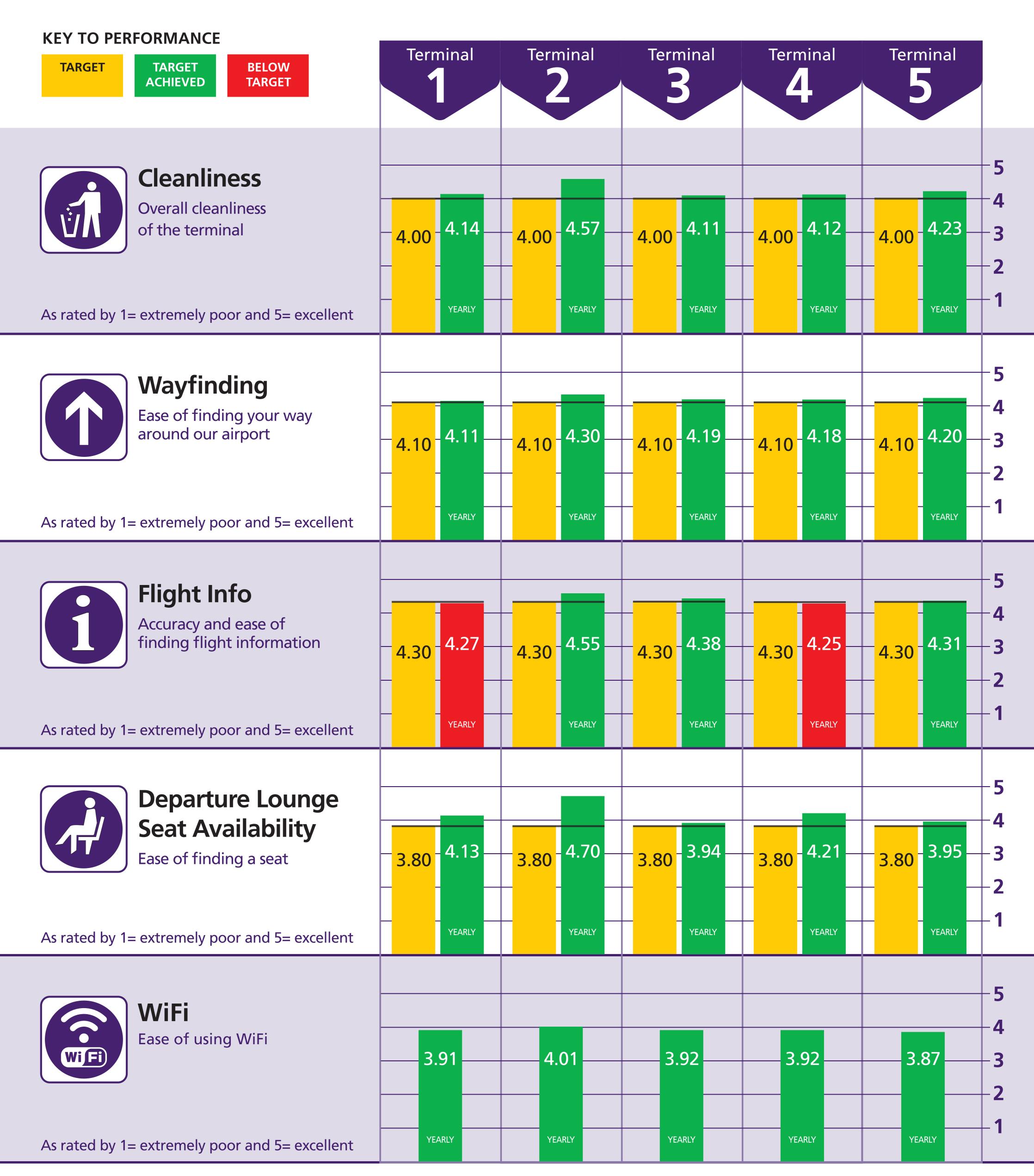
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

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

eanlir	Target 4.00	Apr-14 4.13	May-14 4.14	Jun-14 4.14	Jul-14 4.14	Cleanlines T1	Apr-14 £0	May-14 £0	Jun-14 £0	Jul-1
yfinc	4.00 4.00 4.00 4.00	4.10 4.13 4.22	4.10 4.12 4.22	4.44 4.10 4.12 4.22	4.57 4.11 4.12 4.23	T2 T3 T4 T5 Wayfindin	02 02 02 02	02 02 02 02	02 02 02 02	£ £ £
	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	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-1- 2) 2) 2) 2) 2) 2)
	Target 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	T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	May-14 £0 £0 £0 £153,065	Jun-14 £114,317 £0 £0 £153,065	Jul-1- £114,31 £1 £153,06
epartu	4.30 Ire lounge sea Target 3.80 3.80 3.80 3.80	4.32 at availability Apr-14 4.12	4.32 / May-14 4.12	Jun-14 4.11 4.51 3.91	Jul-14 4.13 4.70 3.94	Departure T1 T2 T3	£0 lounge seat av Apr-14 £0 £0 £0	railability May-14 £0 £0 £0 £0	90 Jun-14 90 90 90	Jul-1: £) £) £)
curity	3.80 3.80 y Target 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	4.21 3.95 Jul-14 4.04	T4 T5 Security	£0 £0 £0	£0 £0 £0 May-14	£0 £0 £0	Sul-1-
2 3 4 5 /i-fi	0.00 0.00 0.00 0.00	4.08 4.09 4.05	4.09 4.09 4.05 May-14	4.43 4.10 4.10 4.06	4.44 4.11 4.10 4.05	T2 T3 T4 T5 Wi-fi	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	Si Si Si Si
1 2 3 4 5	0.00 0.00 0.00 0.00 0.00	3.93 3.92 3.91 3.90	3.91 3.90 3.90 3.88	3.91 3.74 3.90 3.90 3.86	3.91 4.01 3.92 3.92 3.87	T1 T2 T3 T4 T5	02 02 02 03 03	02 02 02 02 02 02	£0 £0 £0 £0 £0	£ £ £ £ £
SA qu	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%	may-14 95.67% 0.00% 96.64% 96.22% 88.48%	Jun-14 96.83% 97.99% 96.19% 95.76% 95.17%	Jul-14 95.46% 96.73% 95.58% 95.53% 95.88%	T1 T2 T3 T4 T5	es - Both 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-1: £1 £1 £1 £1
SA qu 1 2 3 4	99.00% 99.00% 99.00% 99.00%	queue < 10 Apr-14 99.83% 0.00% 99.86% 99.81%	minutes May-14 99.68% 0.00% 99.54% 99.95%	Jun-14 99.86% 99.89% 99.57% 99.76%	Jul-14 99.35% 99.40% 99.91% 99.59%					
ransfe	99.00% r search Target 95.00% 95.00%	99.81% Apr-14 97.00% 0.00%	97.42% May-14 95.94% 0.00%	99.48% Jun-14 98.19% 99.79%	99.82% Jul-14 98.99% 98.20%	Transfer s	Apr-14 £0 £0	May-14 £0 £0	Jun-14 £0 £0	Jul-1- £i £i
3 4 5 taff se	95.00% 95.00% 95.00% arch Target 95.00%	96.90% 99.66% 98.16% Apr-14	95.99% 98.06% 95.43% May-14 99.86%	96.81% 97.40% 95.20% Jun-14 100.00%	97.70% 98.81% 96.34% Jul-14 98.82%	T3 T4 T5 Staff searce	£0 £0 £0 £0 ch Apr-14 £0	£0 £0 £0 £0 May-14	£0 £0 £0 £0	Sul-1
2 3 4 5	95.00% 95.00% 95.00% 95.00% posts search	0.00% 99.76% 100.00% 96.02%	0.00% 100.00% 99.82% 95.70%	99.77% 99.79% 95.50% 98.16%	99.80% 99.84% 95.42% 97.86%	T2 T3 T4 T5	£0 £0 £0 £0	02 02 02 03	03 03 03 03	5) 5) 5)
1 2 3 4 5	Target 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%	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-1: 5) 5) 5) 5) 5) 5)
TA argo astside outhsid	de 95.00%	Apr-14 98.33% 98.06% 98.64% 99.50%	May-14 98.27% 95.66% 98.83% 99.20%	Jun-14 98.50% 99.49% 98.16% 99.41%	Jul-14 98.82% 99.39% 97.02% 98.63%					
5 EGP 1 2 3	95.00% Target 99.00% 99.00% 99.00%	98.60% Apr-14 99.96% 0.00% 99.76%	98.34% May-14 99.88% 0.00% 99.71%	98.11% Jun-14 99.97% 99.99% 99.55%	98.82% Jul-14 99.97% 100.00% 99.91%	FEGP T1 T2 T3	Apr-14 £0 £0 £0	May-14 £0 £0 £0	Jun-14 £0 £0 £0	Jul-1 £ £
etties	99.00% 99.00% Target 99.00% 99.00%	99.91% 99.88% Apr-14 99.63% 0.00%	99.97% 99.67% May-14 99.84% 0.00%	99.93% 99.87% Jun-14 99.68% 99.93%	99.83% 99.86% Jul-14 99.85% 99.86%	T4 T5 Jetties	£0 £0 Apr-14 £0 £0	£0 £0 May-14 £0 £0	£0 £0 Jun-14 £0 £0	Jul-1
3 4 5 SE (ge	99.00% 99.00% 99.00% Peneral)	99.65% 99.55% 99.58% Apr-14	99.67% 99.55% 99.55% May-14	99.75% 99.83% 99.16% Jun-14	99.85% 99.91% 99.78% Jul-14	T3 T4 T5 PSE (gene	£0 £0 £0 £0 Apr-14	£0 £0 £0	£0 £0 £0	£ £ Jul-1
1 2 3 4 5 SE (pr	99.00% 99.00% 99.00% 99.00% 99.00%	99.80% 0.00% 99.90% 99.70% 99.74%	99.77% 0.00% 99.81% 99.73% 99.70%	99.86% 99.69% 99.93% 99.90% 99.85%	99.22% 99.59% 99.93% 99.83% 99.86%	T1 T2 T3 T4 T5 PSE (prior	02 02 02 02 02	02 02 02 02 02	02 02 02 02 02	£ £ £
1 2 3 4 5	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% 99.43% 99.95% 99.88%	Jul-14 99.87% 99.30% 99.93% 99.75% 99.86%	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-1 £ £ £ £ £
1 2 3 4	99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.99% 0.00% 99.94% 99.97%	May-14 99.91% 0.00% 99.49% 99.96%	Jun-14 100.00% 99.91% 100.00% 100.00%	Jul-14 99.99% 99.99% 99.98% 100.00%	T1 T2 T3 T4	y guidance Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-1 £ £ £
tands	99.00% Target 99.00% 99.00% 99.00%	99.94% Apr-14 99.67% 0.00% 99.78%	99.95% May-14 99.76% 0.00% 99.82%	99.98% Jun-14 99.88% 99.89% 99.73%	99.98% Jul-14 99.92% 99.87% 99.85%	T5 Stands T1 T2 T3	£0 Apr-14 £0 £0 £0	£0 May-14 £0 £0 £0	£0 Jun-14 £0 £0 £0	Jul-1 £ £
4 5 ier ser 1/T2	99.00% 99.00%	99.85% 99.75% Apr-14 98.75%	99.02% 99.59% May-14 98.78%	99.84% 99.66% Jun-14 98.83%	99.76% 99.78% Jul-14 98.88%	T4 T5 Pier service	£0 £0 ee Apr-14	£0 £0 May-14 £0	£0 £0 Jun-14	Jul-1
3 4 1/T2 ta 3 targe 4 targe	et	97.04% 99.75% 95.00% 95.00% 95.00%	97.26% 99.73% 95.00% 95.00% 95.00%	97.45% 99.75% 95.00% 95.00% 95.00%	97.67% 99.76% 95.00% 95.00% 95.00%	T3 T4	£0 £0	02 02	02 02	£)
5	Target 99.00% Stime 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%	T5	Apr-14 £0	May-14 £0	Jun-14 £0	Jul-1
rrivals	99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.66% 0.00% 99.80% 99.85%	May-14 99.66% 0.00% 99.89% 99.73%	Jun-14 99.55% 99.58% 99.68% 99.73%	Jul-14 99.78% 99.06% 99.69% 99.72%	T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	May-14 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-1 £ £ £
re-con	99.00% ditioned air	99.79% Apr-14 0.00% 0.00%	99.84% May-14 0.00% 0.00%	99.68% Jun-14 0.00% 99.20% 99.97%	99.77% Jul-14 0.00% 99.91% 99.82%	Pre-condit	£0	£0 May-14 £0 £0 £0	50 Jun-14 50 50 50	Jul-1- 21 21 21
5	0.00% 98.00% Ome congestion Target N/A	0.00% 99.64% on Apr-14 N/A	0.00% 99.75% May-14 N/A	99.97% 0.00% 99.50% Jun-14 N/A	0.00% 99.57% Jul-14 N/A	T4 T5	£0 £0 £0 e congestion Apr-14 N/A	£0 £0 £0 May-14	£0 £0 £0 £0 Jun-14	Jul-1- N/A
leanlir	performance	Apr-14	May-14	Jun-14	Jul-14					
1 2 3 4 5	4.00 4.00 4.00 4.00 4.00 ding - Month	4.15 0.00 4.07 4.12 4.22	4.13 0.00 4.12 4.10 4.27	4.15 4.44 4.13 4.15 4.23	4.15 4.63 4.13 4.15 4.27					
1 2 3 4	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	May-14 4.08 0.00 4.22 4.22 4.24	Jun-14 4.07 4.25 4.17 4.15 4.18	Jul-14 4.05 4.32 4.22 4.24 4.14					
1 2 3 4	Target 4.30 4.30 4.30 4.30 4.30	Apr-14 4.33 0.00 4.42 4.17	May-14 4.33 0.00 4.36 4.31	Jun-14 4.22 4.46 4.39 4.30	Jul-14 4.16 4.59 4.30 4.19					
epartu	4.30 Ire lounge sea Target 3.80 3.80 3.80 3.80	4.35 at availability Apr-14 4.17 0.00 3.88	4.30 y - Month May-14 4.18 0.00 3.90	Jun-14 4.19 4.51 3.85	Jul-14 4.27 4.78 4.10					
ecurity	3.80 3.80 y - Month Target 0.00	4.08 4.02 Apr-14 4.06	4.39 3.93 May-14 4.11	4.25 3.97 Jun-14 4.07	4.23 3.82 Jul-14 4.02					
2 3 4 5 /i-fi - N	Target	0.00 4.25 4.09 4.11 Apr-14	0.00 4.17 4.11 4.04 May-14	4.43 4.16 4.21 4.06	4.45 4.22 4.05 4.04					
1 2 3 4 5	0.00 0.00 0.00 0.00 0.00	3.94 0.00 3.99 3.83 3.87	3.69 0.00 3.77 3.85 3.73	3.87 3.74 3.86 3.87 3.66	3.95 4.13 4.15 4.09 3.96					
ier ser 1/T2 3	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%					

How are we performing?

July 2014

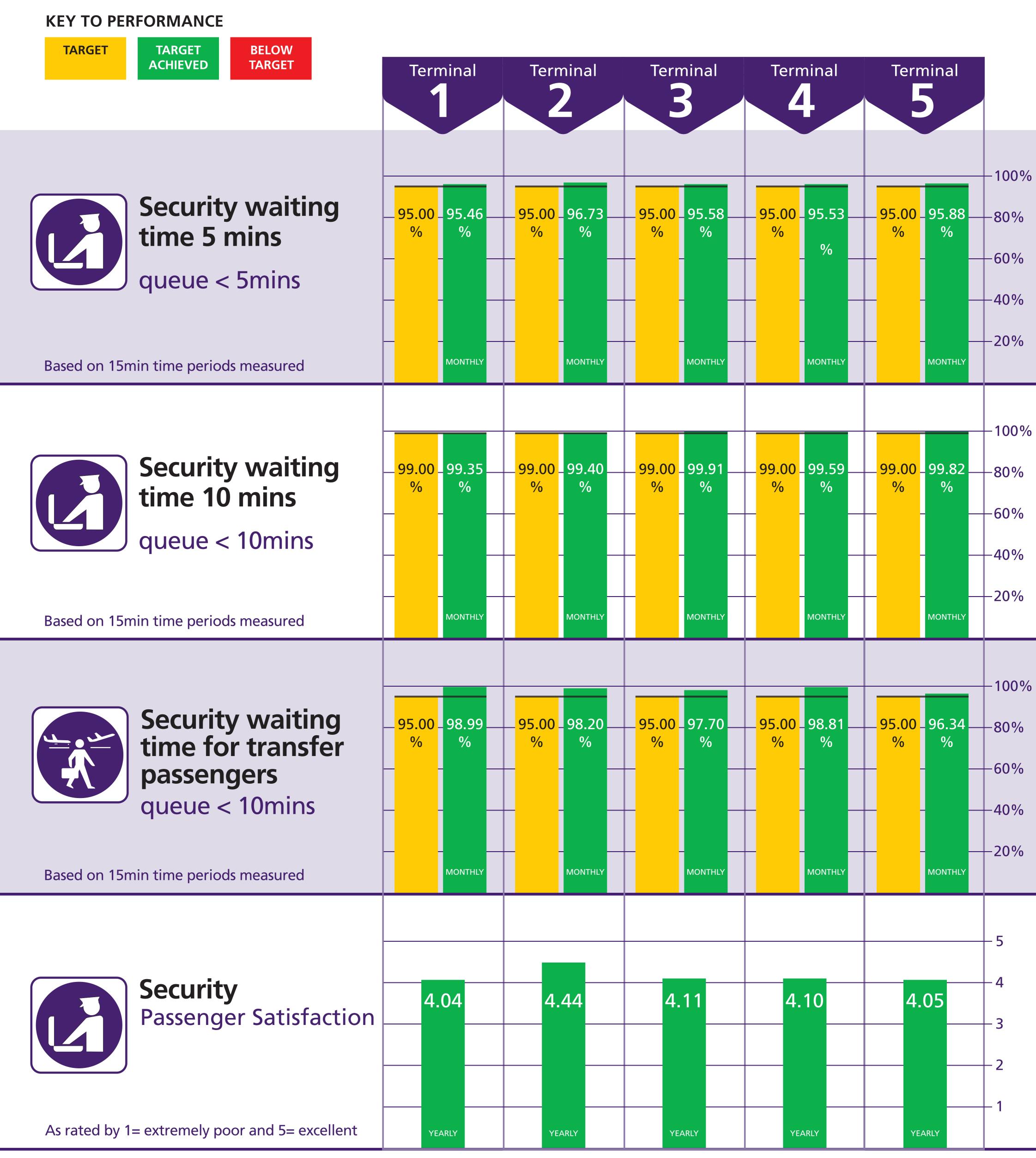


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



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July 2014



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