



# Heathrow - Service Quality Rebate and bonus report Workbook

July

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APOC

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**Heathrow**  
*Making every journey better*

# Service quality rebate

| Heathrow Terminal 2                                | Jul-15  |        |                 |          | Year to date * |                    |
|----------------------------------------------------|---------|--------|-----------------|----------|----------------|--------------------|
|                                                    | Actual  | Target | Target achieved | Rebate £ | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 4.38    | 3.80   | Yes             | 0        | 0              | 0                  |
| Cleanliness                                        | 4.42    | 4.00   | Yes             | 0        | 0              | 0                  |
| Wayfinding                                         | 4.25    | 4.10   | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.39    | 4.30   | Yes             | 0        | 0              | 0                  |
| Security                                           | 4.25    | n/a    |                 | n/a      | n/a            | n/a                |
| Wi-fi                                              | 4.16    | n/a    |                 | n/a      | n/a            | n/a                |
| Central security queues - Times queue <5 minutes   | 96.22%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue < 10 minutes | 99.72%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.65%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.48%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.11%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands                                             | 99.84%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties                                            | 99.95%  | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP                                               | 100.00% | 99.00% | Yes             | 0        | 0              | 0                  |
| Pre-conditioned air                                | 99.93%  | 98.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.99%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 98.48%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 96.76%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 97.98%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service +                                     | 99.50%  | 95.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |         |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

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.

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# Service quality rebate

| Heathrow Terminal 3                                | Jul-15 |        |                 |          | Year to date * |                    |
|----------------------------------------------------|--------|--------|-----------------|----------|----------------|--------------------|
|                                                    | Actual | Target | Target achieved | Rebate £ | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 4.21   | 3.80   | Yes             | 0        | 0              | 0                  |
| Cleanliness                                        | 4.15   | 4.00   | Yes             | 0        | 0              | 0                  |
| Wayfinding                                         | 4.22   | 4.10   | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.35   | 4.30   | Yes             | 0        | 0              | 0                  |
| Security                                           | 4.18   | n/a    |                 | n/a      | n/a            | n/a                |
| Wi-fi                                              | 4.13   | n/a    |                 | n/a      | n/a            | n/a                |
| Central security queues - Times queue <5 minutes   | 96.31% | 95.00% | Yes             | 0        | 0              | 0                  |
| Central security queues - Times queue < 10 minutes | 99.86% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.35% | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.05% | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.37% | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands                                             | 99.83% | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties                                            | 99.65% | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP                                               | 99.97% | 99.00% | Yes             | 0        | 0              | 0                  |
| Pre-conditioned air                                | 99.93% | 98.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 99.96% | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 97.42% | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 99.86% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 97.98% | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service                                       | 99.36% | 95.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |        |        |                 | <b>0</b> | <b>0</b>       | <b>0</b>           |

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.

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# Service quality rebate

| Heathrow Terminal 4                                | Jul-15  |        |                 |          | Year to date * |                    |
|----------------------------------------------------|---------|--------|-----------------|----------|----------------|--------------------|
|                                                    | Actual  | Target | Target achieved | Rebate £ | Rebate £       | Number of failures |
| Departure lounge seat availability                 | 4.31    | 3.80   | Yes             | 0        | 0              | 0                  |
| Cleanliness                                        | 4.16    | 4.00   | Yes             | 0        | 0              | 0                  |
| Wayfinding                                         | 4.22    | 4.10   | Yes             | 0        | 0              | 0                  |
| Flight information                                 | 4.30    | 4.30   | Yes             | 0        | 840,630        | 6                  |
| Security                                           | 4.13    | n/a    |                 | n/a      | n/a            | n/a                |
| Wi-fi                                              | 4.16    | 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 | 99.63%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (general)            | 99.77%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Passenger sensitive equipment (priority)           | 99.66%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.72%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stands                                             | 99.87%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Jetties                                            | 99.87%  | 99.00% | Yes             | 0        | 0              | 0                  |
| FEGP                                               | 99.98%  | 99.00% | Yes             | 0        | 0              | 0                  |
| Stand entry guidance                               | 100.00% | 99.00% | Yes             | 0        | 0              | 0                  |
| Transfer search                                    | 98.77%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Staff search                                       | 100.00% | 95.00% | Yes             | 0        | 0              | 0                  |
| Control posts search                               | 97.98%  | 95.00% | Yes             | 0        | 0              | 0                  |
| Pier service                                       | 99.91%  | 95.00% | Yes             | 0        | 0              | 0                  |
| <b>Total</b>                                       |         |        |                 | <b>0</b> | <b>840,630</b> | <b>6</b>           |

NOTE: \* year is January 2015 to December 2015

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# Service quality rebate

| Heathrow Terminal 5                                | Jul-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                                        | 4.27   | 4.00   | Yes             | 0        | 0                | 0                  |
| Wayfinding                                         | 4.17   | 4.10   | Yes             | 0        | 0                | 0                  |
| Flight information                                 | 4.30   | 4.30   | Yes             | 0        | 2,366,820        | 6                  |
| Security                                           | 4.06   | n/a    |                 | n/a      | n/a              | n/a                |
| Wi-fi                                              | 4.03   | n/a    |                 | n/a      | n/a              | n/a                |
| Central security queues - Times queue <5 minutes   | 95.85% | 95.00% | Yes             | 0        | 0                | 0                  |
| Central security queues - Times queue < 10 minutes | 99.98% | 99.00% | Yes             | 0        | 0                | 0                  |
| Passenger sensitive equipment (general)            | 99.54% | 99.00% | Yes             | 0        | 0                | 0                  |
| Passenger sensitive equipment (priority)           | 99.40% | 99.00% | Yes             | 0        | 0                | 0                  |
| Arrivals reclaim (baggage carousels)               | 99.82% | 99.00% | Yes             | 0        | 0                | 0                  |
| Stands                                             | 99.84% | 99.00% | Yes             | 0        | 0                | 0                  |
| Jetties                                            | 99.72% | 99.00% | Yes             | 0        | 0                | 0                  |
| FEGP                                               | 99.99% | 99.00% | Yes             | 0        | 0                | 0                  |
| Pre-conditioned air                                | 99.62% | 98.00% | Yes             | 0        | 0                | 0                  |
| Stand entry guidance                               | 99.98% | 99.00% | Yes             | 0        | 0                | 0                  |
| Transfer search                                    | 97.52% | 95.00% | Yes             | 0        | 0                | 0                  |
| Staff search                                       | 95.64% | 95.00% | Yes             | 0        | 0                | 0                  |
| Control posts search                               | 97.98% | 95.00% | Yes             | 0        | 0                | 0                  |
| Transit system - % time one car available          | 99.93% | 99.00% | Yes             | 0        | 0                | 0                  |
| Transit system - % time two cars available         | 99.53% | 97.00% | Yes             | 0        | 0                | 0                  |
| <b>Total</b>                                       |        |        |                 | <b>0</b> | <b>2,366,820</b> | <b>6</b>           |

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.

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# Service quality rebate

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

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# Service quality rebate

| Control Post Groups                               | Jul-15 |        |                 |        | Year to date * |                    |
|---------------------------------------------------|--------|--------|-----------------|--------|----------------|--------------------|
|                                                   | Actual | Target | Target achieved | Rebate | Rebate £       | Number of failures |
| CTA                                               | 99.43% | 95.00% | Yes             |        |                |                    |
| Cargo                                             | 99.32% | 95.00% | Yes             |        |                |                    |
| Eastside                                          | 97.98% | 95.00% | Yes             |        |                |                    |
| Southside                                         | 99.13% | 95.00% | Yes             |        |                |                    |
| Terminal 5                                        | 99.68% | 95.00% | Yes             |        |                |                    |
| <b>Control Post Groups - lowest actual result</b> | 97.98% | 95.00% | Yes             | 0      | 0              | 0                  |

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## Performance

### Cleanliness

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-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   |
| T3 | 4.00   | 4.12   | 4.12   | 4.13   | 4.14   | 4.14   | 4.14   | 4.15   |
| T4 | 4.00   | 4.14   | 4.15   | 4.15   | 4.15   | 4.16   | 4.16   | 4.16   |
| T5 | 4.00   | 4.24   | 4.24   | 4.25   | 4.26   | 4.26   | 4.27   | 4.27   |

### Wayfinding

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-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   |
| T3 | 4.10   | 4.20   | 4.21   | 4.22   | 4.21   | 4.22   | 4.22   | 4.22   |
| T4 | 4.10   | 4.20   | 4.21   | 4.20   | 4.21   | 4.21   | 4.22   | 4.22   |
| T5 | 4.10   | 4.17   | 4.16   | 4.17   | 4.17   | 4.16   | 4.17   | 4.17   |

### Flight information

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-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   |
| T3 | 4.30   | 4.35   | 4.36   | 4.35   | 4.35   | 4.35   | 4.35   | 4.35   |
| T4 | 4.30   | 4.26   | 4.27   | 4.27   | 4.28   | 4.29   | 4.28   | 4.30   |
| T5 | 4.30   | 4.29   | 4.29   | 4.29   | 4.28   | 4.28   | 4.29   | 4.30   |

### Departure lounge seat availability

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-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   |
| T3 | 3.80   | 4.07   | 4.09   | 4.10   | 4.14   | 4.18   | 4.20   | 4.21   |
| T4 | 3.80   | 4.27   | 4.28   | 4.30   | 4.32   | 4.30   | 4.31   | 4.31   |
| T5 | 3.80   | 4.02   | 4.03   | 4.04   | 4.05   | 4.06   | 4.06   | 4.07   |

### Security

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 0.00   | 4.07   | 4.08   | 4.07   | 4.08   | 4.07   | 4.08   |        |
| T2 | 0.00   | 4.28   | 4.28   | 4.27   | 4.27   | 4.26   | 4.26   | 4.25   |
| T3 | 0.00   | 4.17   | 4.18   | 4.18   | 4.18   | 4.18   | 4.18   | 4.18   |
| T4 | 0.00   | 4.12   | 4.13   | 4.13   | 4.13   | 4.13   | 4.12   | 4.13   |
| T5 | 0.00   | 4.05   | 4.06   | 4.06   | 4.06   | 4.06   | 4.06   | 4.06   |

### Wi-fi

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 0.00   | 3.88   | 3.91   | 3.93   | 3.93   | 3.98   | 4.01   |        |
| T2 | 0.00   | 4.11   | 4.13   | 4.13   | 4.15   | 4.16   | 4.16   | 4.16   |
| T3 | 0.00   | 3.99   | 4.01   | 4.03   | 4.05   | 4.09   | 4.12   | 4.13   |
| T4 | 0.00   | 3.99   | 4.01   | 4.03   | 4.08   | 4.11   | 4.14   | 4.16   |
| T5 | 0.00   | 3.89   | 3.92   | 3.94   | 3.96   | 3.99   | 4.03   | 4.03   |

### CSA queues - Times queue <5 minutes

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 95.00% | 99.86% | 99.59% | 99.22% | 99.14% | 99.68% | 99.90% | 0.00%  |
| T2 | 95.00% | 96.68% | 96.07% | 97.65% | 97.24% | 97.97% | 98.48% | 96.22% |
| T3 | 95.00% | 97.33% | 96.12% | 96.31% | 97.71% | 97.14% | 96.71% | 96.31% |
| T4 | 95.00% | 98.25% | 97.76% | 97.33% | 97.10% | 96.54% | 97.52% | 95.39% |
| T5 | 95.00% | 96.54% | 98.29% | 97.72% | 98.14% | 96.11% | 96.88% | 95.85% |

### CSA queues - Times queue = 10 minutes

|    | Target | Jan-15  | Feb-15  | Mar-15  | Apr-15  | May-15  | Jun-15  | Jul-15 |
|----|--------|---------|---------|---------|---------|---------|---------|--------|
| T1 | 99.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.95%  | 100.00% | 0.00%  |
| T2 | 99.00% | 99.68%  | 99.64%  | 99.91%  | 100.00% | 99.91%  | 100.00% | 99.72% |
| T3 | 99.00% | 99.72%  | 99.95%  | 99.72%  | 99.95%  | 99.91%  | 99.90%  | 99.86% |
| T4 | 99.00% | 100.00% | 100.00% | 99.86%  | 99.95%  | 99.59%  | 99.95%  | 99.63% |
| T5 | 99.00% | 99.88%  | 99.97%  | 99.95%  | 99.93%  | 100.00% | 99.88%  | 99.98% |

### Transfer search

|    | Target | Jan-15  | Feb-15  | Mar-15  | Apr-15  | May-15  | Jun-15  | Jul-15 |
|----|--------|---------|---------|---------|---------|---------|---------|--------|
| T1 | 95.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |        |
| T2 | 95.00% | 98.06%  | 98.57%  | 97.10%  | 99.43%  | 98.16%  | 98.38%  | 98.48% |
| T3 | 95.00% | 96.54%  | 97.96%  | 97.14%  | 95.52%  | 95.96%  | 97.14%  | 97.42% |
| T4 | 95.00% | 96.73%  | 99.05%  | 99.48%  | 98.97%  | 96.92%  | 97.45%  | 98.77% |
| T5 | 95.00% | 96.17%  | 98.48%  | 98.00%  | 98.71%  | 97.04%  | 97.34%  | 97.52% |

## £ Rebates

### Cleanliness

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Wayfinding

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £8,989 | £8,989 | £8,989 | £8,989 | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Flight information

|    | Jan-15   | Feb-15   | Mar-15   | Apr-15   | May-15   | Jun-15   | Jul-15 |
|----|----------|----------|----------|----------|----------|----------|--------|
| T1 | £8,989   | £8,989   | £8,989   | £8,989   | £8,989   | £8,989   | £0     |
| T2 | £0       | £0       | £0       | £0       | £0       | £0       | £0     |
| T3 | £0       | £0       | £0       | £0       | £0       | £0       | £0     |
| T4 | £140,105 | £140,105 | £140,105 | £140,105 | £140,105 | £140,105 | £0     |
| T5 | £394,470 | £394,470 | £394,470 | £394,470 | £394,470 | £394,470 | £0     |

### Departure lounge seat availability

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Security

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Wi-fi

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### CSA queues - Both

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Transfer search

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

## Performance

### Staff search

|    | Target | 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%   |
| T2 | 95.00% | 99.40%  | 99.19%  | 97.81%  | 99.20%  | 99.38%  | 99.44%  | 96.76%  |
| T3 | 95.00% | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.95%  | 99.86%  |
| T4 | 95.00% | 96.27%  | 100.00% | 99.59%  | 100.00% | 99.86%  | 100.00% | 100.00% |
| T5 | 95.00% | 96.16%  | 95.98%  | 95.45%  | 96.13%  | 95.35%  | 95.53%  | 95.64%  |

### Control posts search

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 95.00% | 97.83% | 98.49% | 97.98% | 98.13% | 98.78% | 98.54% | 97.98% |
| T2 | 95.00% | 97.83% | 98.49% | 97.98% | 98.13% | 98.78% | 98.54% | 97.98% |
| T3 | 95.00% | 97.83% | 98.49% | 97.98% | 98.13% | 98.78% | 98.54% | 97.98% |
| T4 | 95.00% | 97.83% | 98.49% | 97.98% | 98.13% | 98.78% | 98.54% | 97.98% |
| T5 | 95.00% | 97.83% | 98.49% | 97.98% | 98.13% | 98.78% | 98.54% | 97.98% |

### Control posts search

|           | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|
| CTA       | 95.00% | 99.11% | 99.37% | 99.23% | 99.11% | 99.36% | 99.48% | 99.43% |
| Cargo     | 95.00% | 98.52% | 98.49% | 98.58% | 99.22% | 99.07% | 99.40% | 99.32% |
| Eastside  | 95.00% | 97.83% | 98.83% | 97.98% | 98.13% | 98.94% | 98.54% | 97.98% |
| Southside | 95.00% | 98.91% | 99.13% | 98.87% | 98.20% | 98.78% | 98.60% | 99.13% |
| T5        | 95.00% | 99.22% | 99.39% | 99.38% | 99.50% | 99.08% | 99.57% | 99.68% |

### FEGP

|    | Target | 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%   |
| T2 | 99.00% | 99.98%  | 99.99% | 100.00% | 99.96%  | 100.00% | 99.98% | 100.00% |
| T3 | 99.00% | 99.91%  | 99.97% | 99.94%  | 99.88%  | 99.97%  | 99.93% | 99.97%  |
| T4 | 99.00% | 99.93%  | 99.98% | 99.82%  | 100.00% | 100.00% | 99.99% | 99.98%  |
| T5 | 99.00% | 99.89%  | 99.96% | 99.95%  | 99.89%  | 99.96%  | 99.94% | 99.99%  |

### Jetties

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 99.00% | 99.77% | 99.90% | 99.80% | 99.95% | 99.85% | 99.92% | 0.00%  |
| T2 | 99.00% | 99.86% | 99.97% | 99.89% | 99.93% | 99.94% | 99.96% | 99.95% |
| T3 | 99.00% | 99.73% | 99.85% | 99.69% | 99.73% | 99.72% | 99.85% | 99.65% |
| T4 | 99.00% | 99.82% | 99.91% | 99.87% | 99.86% | 99.77% | 99.91% | 99.87% |
| T5 | 99.00% | 99.53% | 99.71% | 99.81% | 99.82% | 99.84% | 99.81% | 99.72% |

### PSE (general)

|    | Target | 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%  |
| T2 | 99.00% | 99.46% | 99.54% | 99.68% | 99.81% | 99.75% | 99.69% | 99.65% |
| T3 | 99.00% | 99.87% | 99.74% | 99.76% | 99.66% | 99.71% | 99.73% | 99.35% |
| T4 | 99.00% | 99.76% | 99.82% | 99.77% | 99.75% | 99.75% | 99.81% | 99.77% |
| T5 | 99.00% | 99.62% | 99.64% | 99.71% | 99.57% | 99.63% | 99.51% | 99.54% |

### PSE (priority)

|    | Target | 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%  |
| T2 | 99.00% | 99.40% | 99.32% | 99.68% | 99.73% | 99.65% | 99.57% | 99.48% |
| T3 | 99.00% | 99.85% | 99.83% | 99.85% | 99.55% | 99.82% | 99.66% | 99.05% |
| T4 | 99.00% | 99.89% | 99.91% | 99.74% | 99.95% | 99.79% | 99.79% | 99.66% |
| T5 | 99.00% | 99.61% | 99.69% | 99.77% | 99.52% | 99.66% | 99.58% | 99.40% |

### Stand entry guidance

|    | Target | Jan-15  | Feb-15  | Mar-15  | Apr-15  | May-15  | Jun-15  | Jul-15  |
|----|--------|---------|---------|---------|---------|---------|---------|---------|
| T1 | 99.00% | 99.98%  | 100.00% | 100.00% | 99.98%  | 100.00% | 100.00% | 0.00%   |
| T2 | 99.00% | 100.00% | 99.92%  | 99.87%  | 100.00% | 99.96%  | 99.98%  | 99.99%  |
| T3 | 99.00% | 99.99%  | 99.95%  | 99.91%  | 99.94%  | 99.99%  | 99.98%  | 99.96%  |
| T4 | 99.00% | 99.96%  | 100.00% | 99.96%  | 99.90%  | 99.99%  | 100.00% | 100.00% |
| T5 | 99.00% | 99.98%  | 99.95%  | 99.99%  | 99.99%  | 99.90%  | 99.96%  | 99.98%  |

### Stands

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 99.00% | 99.93% | 99.98% | 99.92% | 99.91% | 99.92% | 99.91% | 0.00%  |
| T2 | 99.00% | 99.89% | 99.93% | 99.82% | 99.89% | 99.68% | 99.86% | 99.84% |
| T3 | 99.00% | 99.83% | 99.80% | 99.90% | 99.78% | 99.84% | 99.84% | 99.83% |
| T4 | 99.00% | 99.88% | 99.81% | 99.85% | 99.75% | 99.80% | 99.86% | 99.87% |
| T5 | 99.00% | 99.88% | 99.91% | 99.85% | 99.88% | 99.82% | 99.84% | 99.84% |

## £ Rebates

### Staff search

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Control posts search

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### FEGP

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Jetties

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### PSE (general)

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### PSE (priority)

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Stand entry guidance

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Stands

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

## Performance

### Pier service

|              |  | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|--------------|--|--------|--------|--------|--------|--------|--------|--------|
| T1/T2        |  | 99.15% | 99.21% | 99.26% | 99.29% | 99.34% | 99.41% | 99.50% |
| T2           |  | 99.57% | 99.60% | 99.58% | 99.60% | 99.61% | 99.64% | 99.65% |
| T3           |  | 98.99% | 99.14% | 99.40% | 99.39% | 99.41% | 99.39% | 99.36% |
| T4           |  | 99.78% | 99.80% | 99.85% | 99.86% | 99.88% | 99.88% | 99.91% |
| T1/T2 target |  | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% |
| T2 target    |  | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% |
| T3 target    |  | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% |
| T4 target    |  | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% |

### TTS - % time one car available

|    | Target | Jan-15 | Feb-15  | Mar-15  | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|---------|---------|--------|--------|--------|--------|
| T5 | 99.00% | 99.94% | 100.00% | 100.00% | 99.95% | 99.88% | 99.95% | 99.93% |

### TTS - % time two cars available

|    | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T5 | 97.00% | 99.24% | 99.80% | 99.52% | 99.38% | 99.80% | 99.70% | 99.53% |

### Arrivals Reclaims

|    | Target | 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%  |
| T2 | 99.00% | 99.47% | 99.67% | 99.54% | 99.36% | 99.55% | 99.29%  | 99.11% |
| T3 | 99.00% | 99.74% | 99.81% | 99.74% | 99.70% | 99.79% | 99.65%  | 99.37% |
| T4 | 99.00% | 99.70% | 99.92% | 99.70% | 99.85% | 99.78% | 99.85%  | 99.72% |
| T5 | 99.00% | 99.86% | 99.85% | 99.88% | 99.88% | 99.91% | 99.87%  | 99.82% |

### Pre-conditioned air

|    | Target | Jan-15  | Feb-15  | Mar-15  | Apr-15  | May-15 | Jun-15 | Jul-15 |
|----|--------|---------|---------|---------|---------|--------|--------|--------|
| T2 | 98.00% | 99.99%  | 99.97%  | 99.45%  | 99.96%  | 99.95% | 99.68% | 99.93% |
| T3 | 98.00% | 100.00% | 100.00% | 100.00% | 100.00% | 99.99% | 99.91% | 99.93% |
| T5 | 98.00% | 99.88%  | 99.59%  | 99.59%  | 99.44%  | 99.78% | 99.61% | 99.62% |

### Aerodrome congestion

|     | Target | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|-----|--------|--------|--------|--------|--------|--------|--------|--------|
| All | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |

## £ Rebates

### Pier service

|       | 0 | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|-------|---|--------|--------|--------|--------|--------|--------|--------|
| T1/T2 |   | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2    |   | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3    |   | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4    |   | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### TTS - % Both

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Arrivals Reclaims

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T4 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Pre-conditioned air

|    | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T2 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T3 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |
| T5 | £0     | £0     | £0     | £0     | £0     | £0     | £0     |

### Aerodrome congestion

|     | 0   | Jan-15 | Feb-15 | Mar-15 | Apr-15 | May-15 | Jun-15 | Jul-15 |
|-----|-----|--------|--------|--------|--------|--------|--------|--------|
| All | N/A | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    | N/A    |

# Heathrow SQR Bonus Performance Dashboard

|                                       | July 2015    |                             |                        |                        |                        |                        |                             |                                        | Year To Date*                         |
|---------------------------------------|--------------|-----------------------------|------------------------|------------------------|------------------------|------------------------|-----------------------------|----------------------------------------|---------------------------------------|
|                                       | Measure Type | Lower Performance Threshold | 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                        | <b>4.38</b>            | <b>4.21</b>            | <b>4.31</b>            | <b>4.07</b>            | 4.50                        | £ -                                    | £ -                                   |
| Cleanliness                           | MAT          | 4.20                        | <b>4.42</b>            | <b>4.15</b>            | <b>4.16</b>            | <b>4.27</b>            | 4.50                        | £ -                                    | £ -                                   |
| Way finding                           | MAT          | 4.20                        | <b>4.25</b>            | <b>4.22</b>            | <b>4.22</b>            | <b>4.17</b>            | 4.50                        | £ -                                    | £ -                                   |
| Flight information                    | MAT          | 4.40                        | <b>4.39</b>            | <b>4.35</b>            | <b>4.30</b>            | <b>4.30</b>            | 4.70                        | £ -                                    | £ -                                   |
| <b>Total</b>                          |              |                             |                        |                        |                        |                        |                             | <b>£ -</b>                             | <b>£ -</b>                            |

\*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.

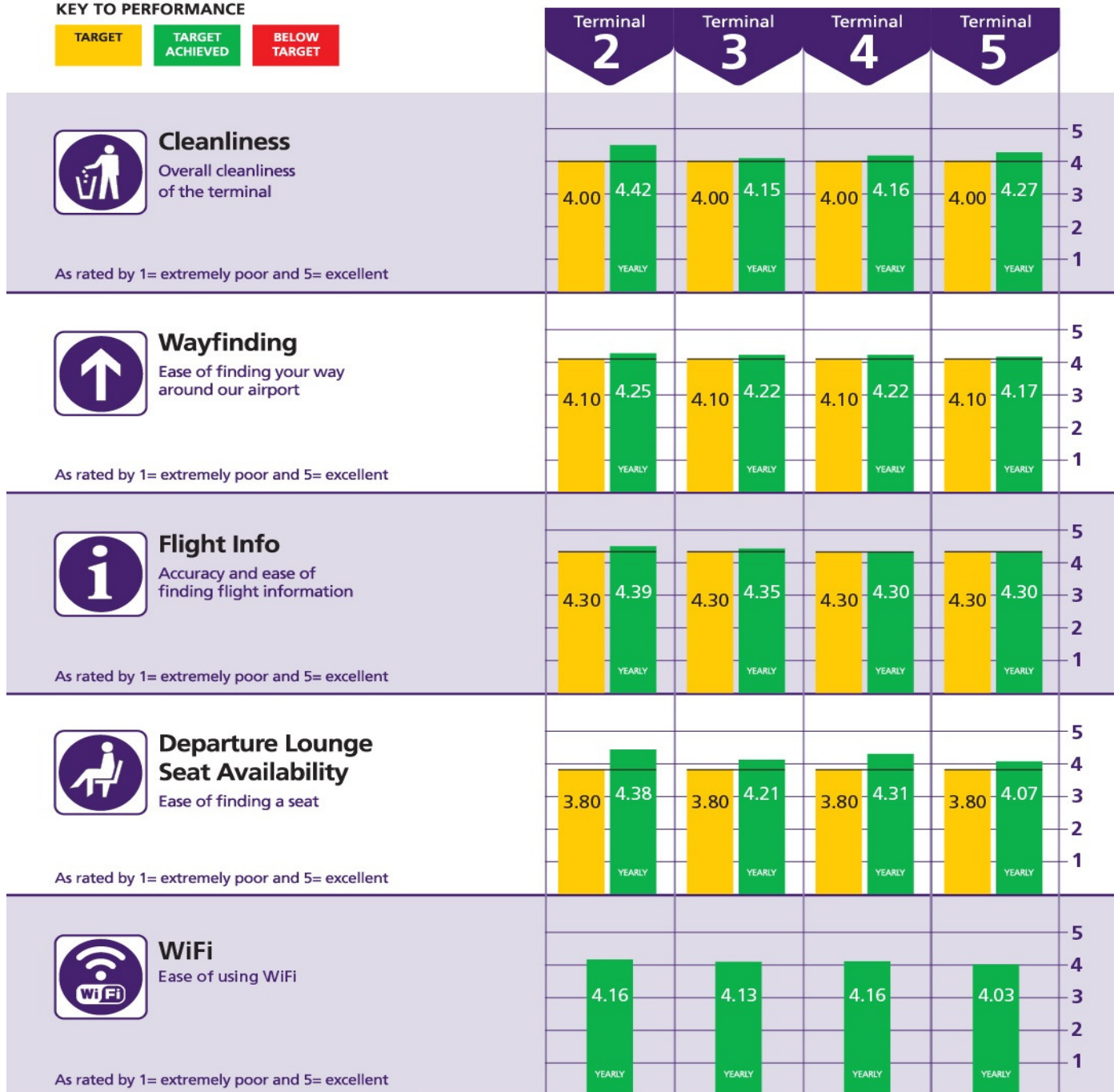
The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: [eduardo\\_teixeira@heathrow.com](mailto:eduardo_teixeira@heathrow.com)

# How are we performing?

July 2015

## KEY TO PERFORMANCE



We welcome your feedback:  
[heathrowcustomerfeedback@heathrow.com](mailto:heathrowcustomerfeedback@heathrow.com)

# How are we performing?

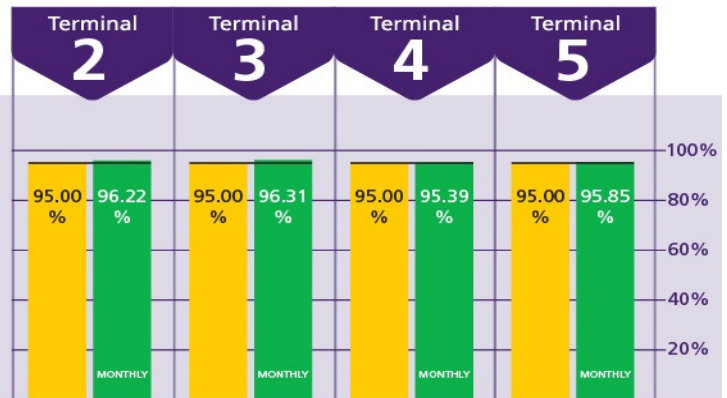
July 2015

## KEY TO PERFORMANCE



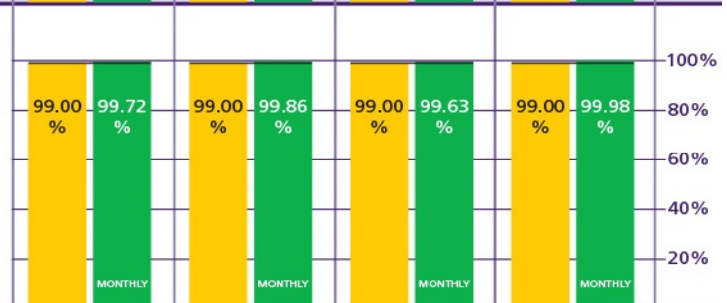
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



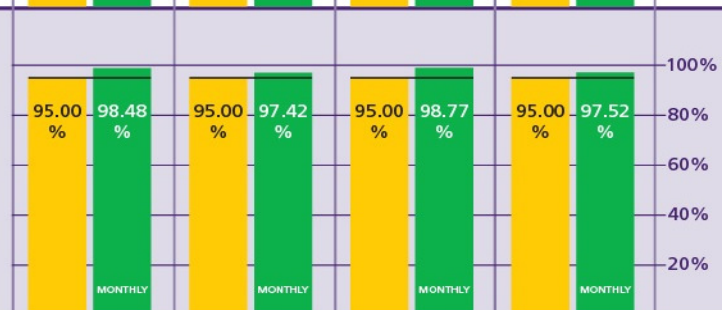
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



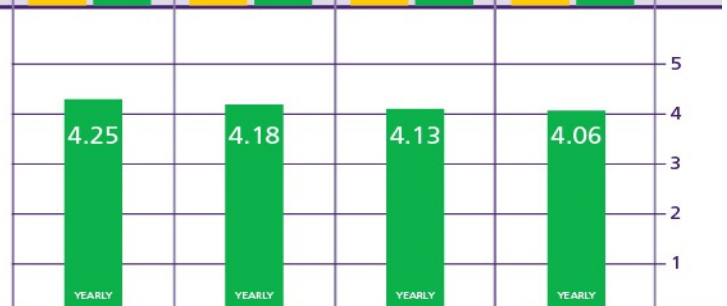
**Security waiting time for transfer passengers**  
queue < 10mins

Based on 15min time periods measured



**Security Passenger Satisfaction**

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:  
[heathrowcustomerfeedback@heathrow.com](mailto:heathrowcustomerfeedback@heathrow.com)