Service quality rebate

Heathrow
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Heathrow Terminal 1	Jun-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.11	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	4.28	4.30	No	114,317	114,317	1
Security	4.05	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	96.83%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes			
Passenger sensitive equipment (general)	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.55%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.19%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.11%	95.00%	Yes	0	0	0
Pier service +	98.83%	95.00%	Yes	0	0	0
Total				**114,317**	**114,317**	**1**

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

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Heathrow Terminal 2	Jun-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.51	3.80	Yes	0	0	0
Cleanliness	4.44	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.46	4.30	Yes	0	0	0
Security	4.43	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.74	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.99%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.89%	99.00%	Yes			
Passenger sensitive equipment (general)	99.69%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.43%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.58%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.93%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	99.20%	98.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	99.79%	95.00%	Yes	0	0	0
Staff search	99.77%	95.00%	Yes	0	0	0
Control posts search	98.11%	95.00%	Yes	0	0	0
Pier service +	98.83%	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

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Heathrow Terminal 3	Jun-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.91	3.80	Yes	0	0	0
Cleanliness	4.10	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	4.10	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.90	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.19%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.57%	99.00%	Yes			
Passenger sensitive equipment (general)	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.95%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.68%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.55%	99.00%	Yes	0	0	0
Pre-conditioned air	99.97%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.81%	95.00%	Yes	0	0	0
Staff search	99.79%	95.00%	Yes	0	0	0
Control posts search	98.11%	95.00%	Yes	0	0	0
Pier service	97.45%	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

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Heathrow Terminal 4	Jun-14				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	4.12	4.00	Yes	0	0	0
Wayfinding	4.18	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	153,065	459,195	3
Security	4.10	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.90	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.76%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.76%	99.00%	Yes			
Passenger sensitive equipment (general)	99.90%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.73%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.83%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.40%	95.00%	Yes	0	0	0
Staff search	95.50%	95.00%	Yes	0	0	0
Control posts search	98.11%	95.00%	Yes	0	0	0
Pier service	99.75%	95.00%	Yes	0	0	0
Total				**153,065**	**459,195**	**3**

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

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Heathrow Terminal 5	Jun-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.96	3.80	Yes	0	0	0
Cleanliness	4.22	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	0	0
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.86	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.17%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue = 10 minutes	99.50%	99.00%	Yes			
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.68%	99.00%	Yes	0	0	0
Stands	99.66%	99.00%	Yes	0	0	0
Jetties	99.16%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Pre-conditioned air	99.50%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	95.20%	95.00%	Yes	0	0	0
Staff search	98.16%	95.00%	Yes	0	0	0
Control posts search	98.11%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.98%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.29%	97.00%	Yes			
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.

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Service quality rebate

Heathrow
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Aerodrome Congestion Term	Jun-14		Year 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

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Service quality rebate

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Control Post Groups	Jun-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.50%	95.00%	Yes			
Cargo	99.49%	95.00%	Yes			
Eastside	98.16%	95.00%	Yes			
Southside	99.41%	95.00%	Yes			
Terminal 5	98.11%	95.00%	Yes			
Control Post Groups - lowest actual result	98.11%	95.00%	Yes	0	0	0

NOTE: * year is April 2014 to December 2014

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Service quality bonus

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Bonus Performance	June 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	4.11	4.51	3.91	4.21	3.96	4.50	**£ -**	**£ -**
Cleanliness	MAT	4.20	4.14	4.44	4.10	4.12	4.22	4.50	**£ -**	**£ -**
Way finding	MAT	4.20	4.11	4.25	4.19	4.18	4.21	4.50	**£ -**	**£ -**
Flight information	MAT	4.40	4.28	4.46	4.38	4.26	4.32	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

Cleanliness

	Target	Apr-14	May-14	Jun-14
T1	4.00	4.13	4.14	4.14
T2	4.00			4.44
T3	4.00	4.10	4.10	4.10
T4	4.00	4.13	4.12	4.12
T5	4.00	4.22	4.22	4.22

Wayfinding

	Target	Apr-14	May-14	Jun-14
T1	4.10	4.12	4.12	4.11
T2	4.10			4.25
T3	4.10	4.19	4.19	4.19
T4	4.10	4.18	4.18	4.18
T5	4.10	4.21	4.21	4.21

Flight information

	Target	Apr-14	May-14	Jun-14
T1	4.30	4.30	4.30	4.28
T2	4.30			4.46
T3	4.30	4.38	4.37	4.38
T4	4.30	4.26	4.26	4.26
T5	4.30	4.32	4.32	4.32

Departure lounge seat availability

	Target	Apr-14	May-14	Jun-14
T1	3.80	4.12	4.12	4.11
T2	3.80			4.51
T3	3.80	3.90	3.90	3.91
T4	3.80	4.19	4.20	4.21
T5	3.80	3.96	3.96	3.96

Security

	Target	Apr-14	May-14	Jun-14
T1	0.00	4.04	4.05	4.05
T2	0.00			4.43
T3	0.00	4.08	4.09	4.10
T4	0.00	4.09	4.09	4.10
T5	0.00	4.05	4.05	4.06

Wi-fi

	Target	Apr-14	May-14	Jun-14
T1	0.00	3.93	3.91	3.91
T2	0.00			3.74
T3	0.00	3.92	3.90	3.90
T4	0.00	3.91	3.90	3.90
T5	0.00	3.90	3.88	3.86

CSA queues - Times queue <5 minutes

	Target	Apr-14	May-14	Jun-14
T1	95.00%	95.31%	95.67%	96.83%
T2	95.00%	0.00%	0.00%	97.99%
T3	95.00%	97.43%	96.64%	96.19%
T4	95.00%	96.33%	96.22%	95.76%
T5	95.00%	96.55%	88.48%	95.17%

CSA queues - Times queue = 10 minutes

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.83%	99.68%	99.86%
T2	99.00%	0.00%	0.00%	99.89%
T3	99.00%	99.86%	99.54%	99.57%
T4	99.00%	99.81%	99.95%	99.76%
T5	99.00%	99.81%	97.42%	99.50%

Transfer search

	Target	Apr-14	May-14	Jun-14
T1	95.00%	97.00%	95.94%	98.19%
T2	95.00%	0.00%	0.00%	99.79%
T3	95.00%	96.90%	95.99%	96.81%
T4	95.00%	99.66%	98.06%	97.40%
T5	95.00%	98.16%	95.43%	95.20%

Staff search

	Target	Apr-14	May-14	Jun-14
T1	95.00%	100.00%	99.86%	100.00%
T2	95.00%	0.00%	0.00%	99.77%
T3	95.00%	99.76%	100.00%	99.79%
T4	95.00%	100.00%	99.82%	95.50%
T5	95.00%	96.02%	95.70%	98.16%

Control posts search

	Target	Apr-14	May-14	Jun-14
T1	95.00%	98.06%	95.66%	98.11%
T2	95.00%	98.06%	95.66%	98.11%
T3	95.00%	98.06%	95.66%	98.11%
T4	95.00%	98.06%	95.66%	98.11%
T5	95.00%	98.06%	95.66%	98.11%

Control posts search

	Target	Apr-14	May-14	Jun-14
CTA	95.00%	98.33%	98.27%	98.50%
Cargo	95.00%	98.06%	95.66%	99.49%
Eastside	95.00%	98.64%	98.83%	98.16%
Southside	95.00%	99.50%	99.20%	99.41%
T5	95.00%	98.60%	98.34%	98.11%

FEGP

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.96%	99.88%	99.97%
T2	99.00%	0.00%	0.00%	99.99%
T3	99.00%	99.76%	99.71%	99.55%
T4	99.00%	99.91%	99.97%	99.93%
T5	99.00%	99.88%	99.67%	99.87%

Jetties

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.63%	99.84%	99.68%
T2	99.00%	0.00%	0.00%	99.93%
T3	99.00%	99.65%	99.67%	99.75%
T4	99.00%	99.55%	99.55%	99.83%
T5	99.00%	99.58%	99.55%	99.16%

PSE (general)

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.80%	99.77%	99.86%
T2	99.00%	0.00%	0.00%	99.69%
T3	99.00%	99.90%	99.81%	99.93%
T4	99.00%	99.70%	99.73%	99.90%
T5	99.00%	99.74%	99.70%	99.85%

PSE (priority)

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.76%	99.80%	99.80%
T2	99.00%	0.00%	0.00%	99.43%
T3	99.00%	99.95%	99.82%	99.95%
T4	99.00%	99.63%	99.79%	99.88%
T5	99.00%	99.83%	99.78%	99.88%

Stand entry guidance

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.99%	99.91%	100.00%
T2	99.00%	0.00%	0.00%	99.91%
T3	99.00%	99.94%	99.49%	100.00%
T4	99.00%	99.97%	99.96%	100.00%
T5	99.00%	99.94%	99.95%	99.98%

Stands

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.67%	99.76%	99.88%
T2	99.00%	0.00%	0.00%	99.89%
T3	99.00%	99.78%	99.82%	99.73%
T4	99.00%	99.85%	99.02%	99.84%
T5	99.00%	99.75%	99.59%	99.66%

Pier service

		Apr-14	May-14	Jun-14
T1/T2		98.75%	98.78%	98.83%
T3		97.04%	97.26%	97.45%
T4		99.75%	99.73%	99.75%
T1/T2 target		95.00%	95.00%	95.00%
T3 target		95.00%	95.00%	95.00%
T4 target		95.00%	95.00%	95.00%

TTS - % time one car available

	Target	Apr-14	May-14	Jun-14
T5	99.00%	99.86%	99.82%	99.98%

TTS - % time two cars available

	Target	Apr-14	May-14	Jun-14
T5	97.00%	98.74%	99.23%	99.29%

Arrivals Reclaims

	Target	Apr-14	May-14	Jun-14
T1	99.00%	99.66%	99.66%	99.55%
T2	99.00%	0.00%	0.00%	99.58%
T3	99.00%	99.80%	99.89%	99.68%
T4	99.00%	99.85%	99.73%	99.73%
T5	99.00%	99.79%	99.84%	99.68%

Pre-conditioned air

	Target	Apr-14	May-14	Jun-14
T1	0.00%	0.00%	0.00%	0.00%
T2	98.00%	0.00%	0.00%	99.20%
T3	98.00%	99.92%	99.96%	99.97%
T4	0.00%	0.00%	0.00%	0.00%
T5	98.00%	99.64%	99.75%	99.50%

Aerodrome congestion

	Target	Apr-14	May-14	Jun-14
All	N/A	N/A	N/A	N/A

£ Rebates

Cleanliness

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Wayfinding

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Flight information

	Apr-14	May-14	Jun-14
T1	£0	£0	£114,317
T2	£0	£0	£0
T3	£0	£0	£0
T4	£153,065	£153,065	£153,065
T5	£0	£0	£0

Departure lounge seat availability

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Security

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Wi-fi

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

CSA queues - Both

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£1,168,043	£0

Transfer search

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Staff search

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Control posts search

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

FEGP

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Jetties

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

PSE (general)

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

PSE (priority)

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Stand entry guidance

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Stands

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Pier service

	Apr-14	May-14	Jun-14
T1/T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0

TTS - % Both

	Apr-14	May-14	Jun-14
T5	£0	£0	£0

Arrivals Reclaims

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Pre-conditioned air

	Apr-14	May-14	Jun-14
T1	£0	£0	£0
T2	£0	£0	£0
T3	£0	£0	£0
T4	£0	£0	£0
T5	£0	£0	£0

Aerodrome congestion

	Apr-14	May-14	Jun-14
All	N/A	N/A	N/A

Monthly performance - reported only

Cleanliness - Month

	Target	Apr-14	May-14	Jun-14
T1	4.00	4.15	4.13	4.15
T2	4.00	0.00	0.00	4.44
T3	4.00	4.07	4.12	4.13
T4	4.00	4.12	4.10	4.15
T5	4.00	4.22	4.27	4.23

Wayfinding - Month

	Target	Apr-14	May-14	Jun-14
T1	4.10	4.17	4.08	4.07
T2	4.10	0.00	0.00	4.25
T3	4.10	4.21	4.22	4.17
T4	4.10	4.13	4.22	4.15
T5	4.10	4.19	4.24	4.18

Flight information - Month

	Target	Apr-14	May-14	Jun-14
T1	4.30	4.33	4.33	4.22
T2	4.30	0.00	0.00	4.46
T3	4.30	4.42	4.36	4.39
T4	4.30	4.17	4.31	4.30
T5	4.30	4.35	4.30	4.30

Departure lounge seat availability - Month

	Target	Apr-14	May-14	Jun-14
T1	3.80	4.17	4.18	4.19
T2	3.80	0.00	0.00	4.51
T3	3.80	3.88	3.90	3.85
T4	3.80	4.08	4.39	4.25
T5	3.80	4.02	3.93	3.97

Security - Month

	Target	Apr-14	May-14	Jun-14
T1	0.00	4.06	4.11	4.07
T2	0.00	0.00	0.00	4.43
T3	0.00	4.25	4.17	4.16
T4	0.00	4.09	4.11	4.21
T5	0.00	4.11	4.04	4.06

Wi-fi - Month

	Target	Apr-14	May-14	Jun-14
T1	0.00	3.94	3.69	3.87
T2	0.00	0.00	0.00	3.74
T3	0.00	3.99	3.77	3.86
T4	0.00	3.83	3.85	3.87
T5	0.00	3.87	3.73	3.66

Pier service - Month

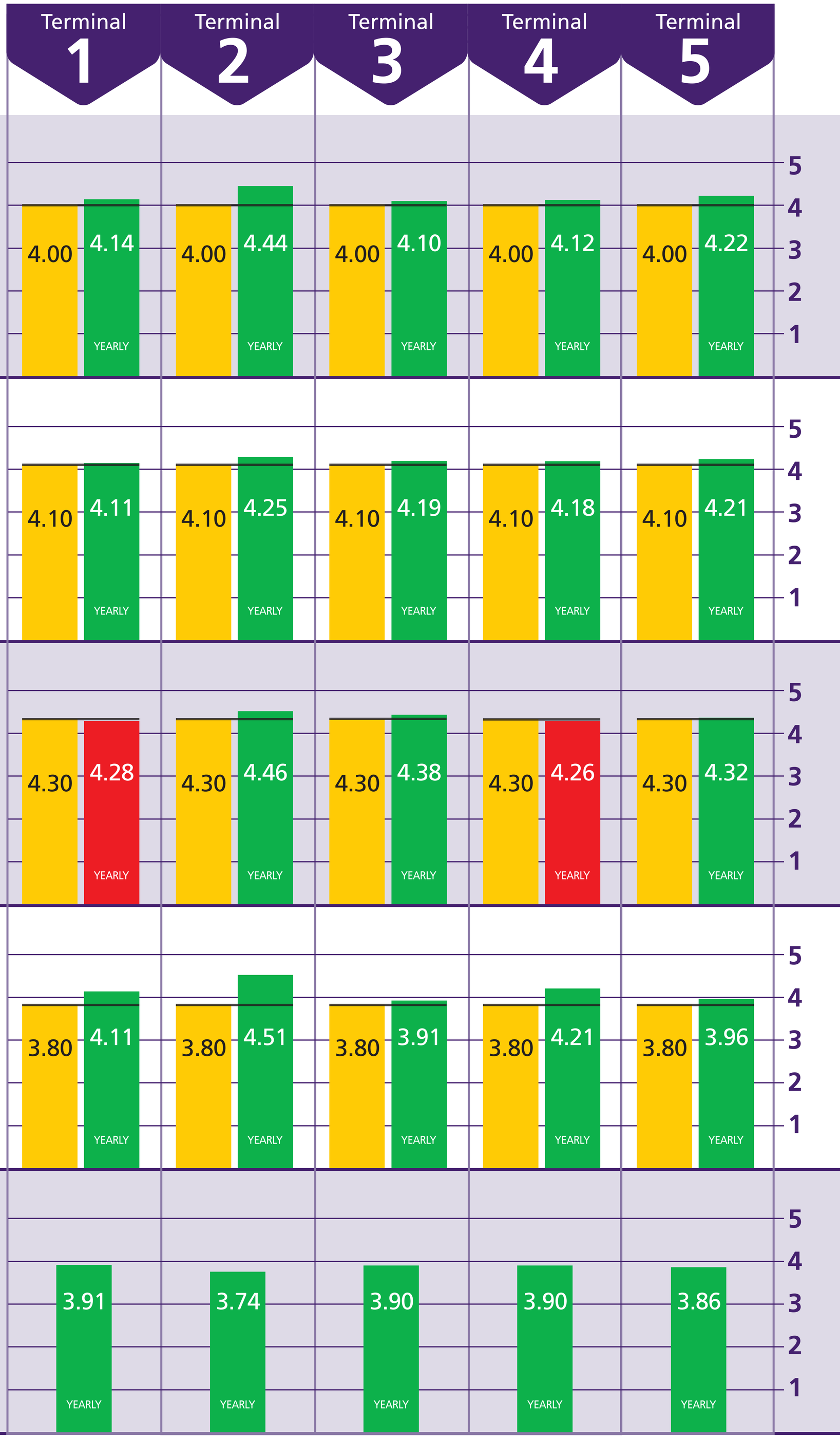
	Target	Apr-14	May-14	Jun-14
T1/T2		99.38%	99.02%	98.91%
T3		99.62%	99.24%	99.59%
T4		99.84%	99.65%	99.96%

How are we performing?

June 2014

KEY TO PERFORMANCE

TARGET | TARGET ACHIEVED | BELOW TARGET



Cleanliness

Overall cleanliness of the terminal

As rated by 1= extremely poor and 5= excellent

Terminal 1	Terminal 2	Terminal 3	Terminal 4	Terminal 5
4.00	4.00	4.00	4.00	4.00
4.14	4.44	4.10	4.12	4.22

Wayfinding

Ease of finding your way around our airport

As rated by 1= extremely poor and 5= excellent

Terminal 1	Terminal 2	Terminal 3	Terminal 4	Terminal 5
4.10	4.10	4.10	4.10	4.10
4.11	4.25	4.19	4.18	4.21

Flight Info

Accuracy and ease of finding flight information

As rated by 1= extremely poor and 5= excellent

Terminal 1	Terminal 2	Terminal 3	Terminal 4	Terminal 5
4.30	4.30	4.30	4.30	4.30
4.28	4.46	4.38	4.26	4.32

Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

Terminal 1	Terminal 2	Terminal 3	Terminal 4	Terminal 5
3.80	3.80	3.80	3.80	3.80
4.11	4.51	3.91	4.21	3.96

WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent

Terminal 1	Terminal 2	Terminal 3	Terminal 4	Terminal 5
3.91	3.74	3.90	3.90	3.86

We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

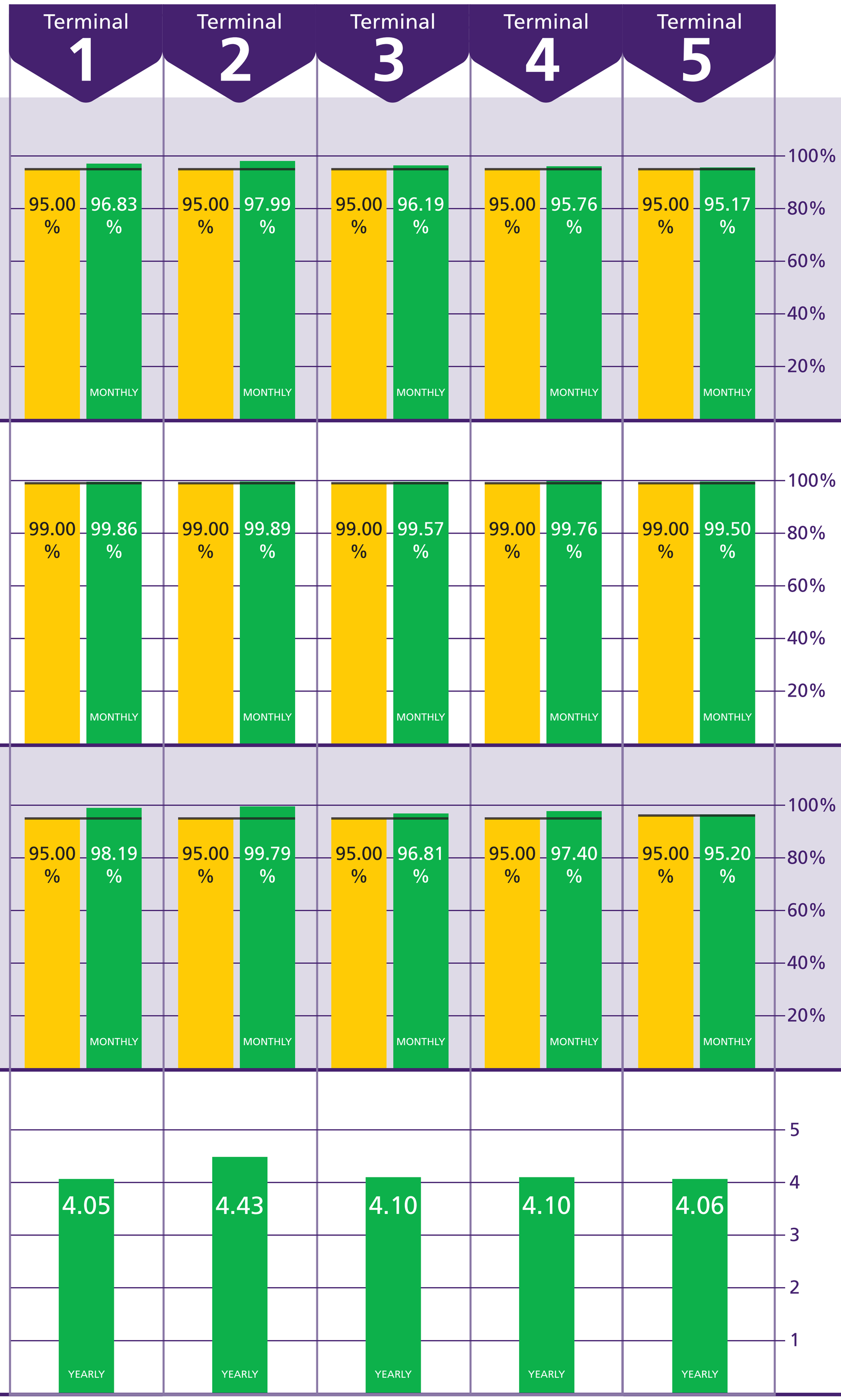
Heathrow
Making every journey better

How are we performing?

June 2014

KEY TO PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET



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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