



Heathrow - Service Quality Rebate and bonus report Workbook

June 2015

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APOC

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Heathrow
Making every journey better

Service quality rebate

Heathrow Terminal 1	Jun-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.28	3.80	Yes	0	0	0
Cleanliness	4.16	4.00	Yes	0	0	0
Wayfinding	4.08	4.10	No	8,989	35,956	4
Flight information	4.22	4.30	No	8,989	53,934	6
Security	4.08	n/a		n/a	n/a	n/a
Wi-fi	4.01	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	99.90%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	99.89%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	100.00%	99.00%	Yes	0	0	0
Stands	99.91%	99.00%	Yes	0	0	0
Jetties	99.92%	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	100.00%	95.00%	Yes	0	0	0
Staff search	99.76%	95.00%	Yes	0	0	0
Control posts search	98.54%	95.00%	Yes	0	0	0
Pier service +	99.41%	95.00%	Yes	0	0	0
Total				17,978	89,890	10

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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Heathrow Terminal 2	Jun-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.40	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	4.39	4.30	Yes	0	0	0
Security	4.26	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	98.48%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	99.69%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.57%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.29%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.96%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	99.68%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.38%	95.00%	Yes	0	0	0
Staff search	99.44%	95.00%	Yes	0	0	0
Control posts search	98.54%	95.00%	Yes	0	0	0
Pier service +	99.41%	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.

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Service quality rebate

Heathrow Terminal 3	Jun-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.20	3.80	Yes	0	0	0
Cleanliness	4.14	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	4.12	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.71%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.90%	99.00%	Yes			
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.65%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Pre-conditioned air	99.91%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	97.14%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	98.54%	95.00%	Yes	0	0	0
Pier service	99.39%	95.00%	Yes	0	0	0
Total				0	0	0

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	Jun-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	4.28	4.30	No	140,105	840,630	6
Security	4.12	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	97.52%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.95%	99.00%	Yes			
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.91%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.45%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.54%	95.00%	Yes	0	0	0
Pier service	99.88%	95.00%	Yes	0	0	0
Total				140,105	840,630	6

NOTE: * year is January 2015 to December 2015

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Service quality rebate

Heathrow Terminal 5	Jun-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.06	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	4.29	4.30	No	394,470	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	96.88%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.88%	99.00%	Yes			
Passenger sensitive equipment (general)	99.51%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.58%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.81%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Pre-conditioned air	99.61%	98.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	97.34%	95.00%	Yes	0	0	0
Staff search	95.53%	95.00%	Yes	0	0	0
Control posts search	98.54%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.95%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.70%	97.00%	Yes	0	0	0
Total				394,470	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.

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Service quality rebate

Aerodrome Congestion Term	Jun-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	Jun-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.48%	95.00%	Yes			
Cargo	99.40%	95.00%	Yes			
Eastside	98.54%	95.00%	Yes			
Southside	98.60%	95.00%	Yes			
Terminal 5	99.57%	95.00%	Yes			
Control Post Groups - lowest actual result	98.54%	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
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
T3	4.00	4.12	4.12	4.13	4.14	4.14	4.14
T4	4.00	4.14	4.15	4.15	4.15	4.16	4.16
T5	4.00	4.24	4.24	4.25	4.26	4.26	4.27

Wayfinding

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

Flight information

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

Departure lounge seat availability

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

Security

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-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
T3	0.00	4.17	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
T5	0.00	4.05	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
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
T3	0.00	3.99	4.01	4.03	4.05	4.09	4.12
T4	0.00	3.99	4.01	4.03	4.08	4.11	4.14
T5	0.00	3.89	3.92	3.94	3.96	3.99	4.03

CSA queues - Times queue <5 minutes

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

CSA queues - Times queue = 10 minutes

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

Transfer search

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-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%
T3	95.00%	96.54%	97.96%	97.14%	95.52%	95.96%	97.14%
T4	95.00%	96.73%	99.05%	99.48%	98.97%	96.92%	97.45%
T5	95.00%	96.17%	98.48%	98.00%	98.71%	97.04%	97.34%

£ Rebates

Cleanliness

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

Wayfinding

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

Flight information

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

Departure lounge seat availability

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

Security

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

Wi-fi

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

CSA queues - Both

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

Transfer search

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

Performance

Staff search

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
T1	95.00%	98.53%	99.49%	99.40%	99.62%	99.77%	99.76%
T2	95.00%	99.40%	99.19%	97.81%	99.20%	99.38%	99.44%
T3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%
T4	95.00%	96.27%	100.00%	99.59%	100.00%	99.86%	100.00%
T5	95.00%	96.16%	95.98%	95.45%	96.13%	95.35%	95.53%

Control posts search

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

Control posts search

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

FEGP

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
T1	99.00%	100.00%	99.93%	100.00%	100.00%	100.00%	99.98%
T2	99.00%	99.98%	99.99%	100.00%	99.96%	100.00%	99.98%
T3	99.00%	99.91%	99.97%	99.94%	99.88%	99.97%	99.93%
T4	99.00%	99.93%	99.98%	99.82%	100.00%	100.00%	99.99%
T5	99.00%	99.89%	99.96%	99.95%	99.89%	99.96%	99.94%

Jetties

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

PSE (general)

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
T1	99.00%	99.80%	99.89%	99.91%	99.75%	99.92%	99.89%
T2	99.00%	99.46%	99.54%	99.68%	99.81%	99.75%	99.69%
T3	99.00%	99.87%	99.74%	99.76%	99.66%	99.71%	99.73%
T4	99.00%	99.76%	99.82%	99.77%	99.75%	99.75%	99.81%
T5	99.00%	99.62%	99.64%	99.71%	99.57%	99.63%	99.51%

PSE (priority)

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
T1	99.00%	99.80%	99.89%	99.91%	99.75%	99.92%	99.89%
T2	99.00%	99.40%	99.32%	99.68%	99.73%	99.65%	99.57%
T3	99.00%	99.85%	99.83%	99.85%	99.55%	99.82%	99.66%
T4	99.00%	99.89%	99.91%	99.74%	99.95%	99.79%	99.79%
T5	99.00%	99.61%	99.69%	99.77%	99.52%	99.66%	99.58%

Stand entry guidance

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

Stands

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

£ Rebates

Staff search

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

Control posts search

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

FEGP

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

Jetties

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

PSE (general)

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

PSE (priority)

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

Stand entry guidance

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

Stands

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

Performance

Pier service

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

TTS - % time one car available

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

TTS - % time two cars available

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

Arrivals Reclaims

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
T1	99.00%	99.98%	99.90%	99.97%	99.97%	99.96%	100.00%
T2	99.00%	99.47%	99.67%	99.54%	99.36%	99.55%	99.29%
T3	99.00%	99.74%	99.81%	99.74%	99.70%	99.79%	99.65%
T4	99.00%	99.70%	99.92%	99.70%	99.85%	99.78%	99.85%
T5	99.00%	99.86%	99.85%	99.88%	99.88%	99.91%	99.87%

Pre-conditioned air

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

Aerodrome congestion

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15
All	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
T1/T2		£0	£0	£0	£0	£0	£0
T2		£0	£0	£0	£0	£0	£0
T3		£0	£0	£0	£0	£0	£0
T4		£0	£0	£0	£0	£0	£0

TTS - % Both

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

Arrivals Reclaims

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

Pre-conditioned air

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

Aerodrome congestion

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

Heathrow SQR Bonus Performance Dashboard

	June 2015									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	4.28	4.40	4.20	4.31	4.06	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.16	4.44	4.14	4.16	4.27	4.50	£ -	£ -
Way finding	MAT	4.20	4.08	4.25	4.22	4.22	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.22	4.39	4.35	4.28	4.29	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.

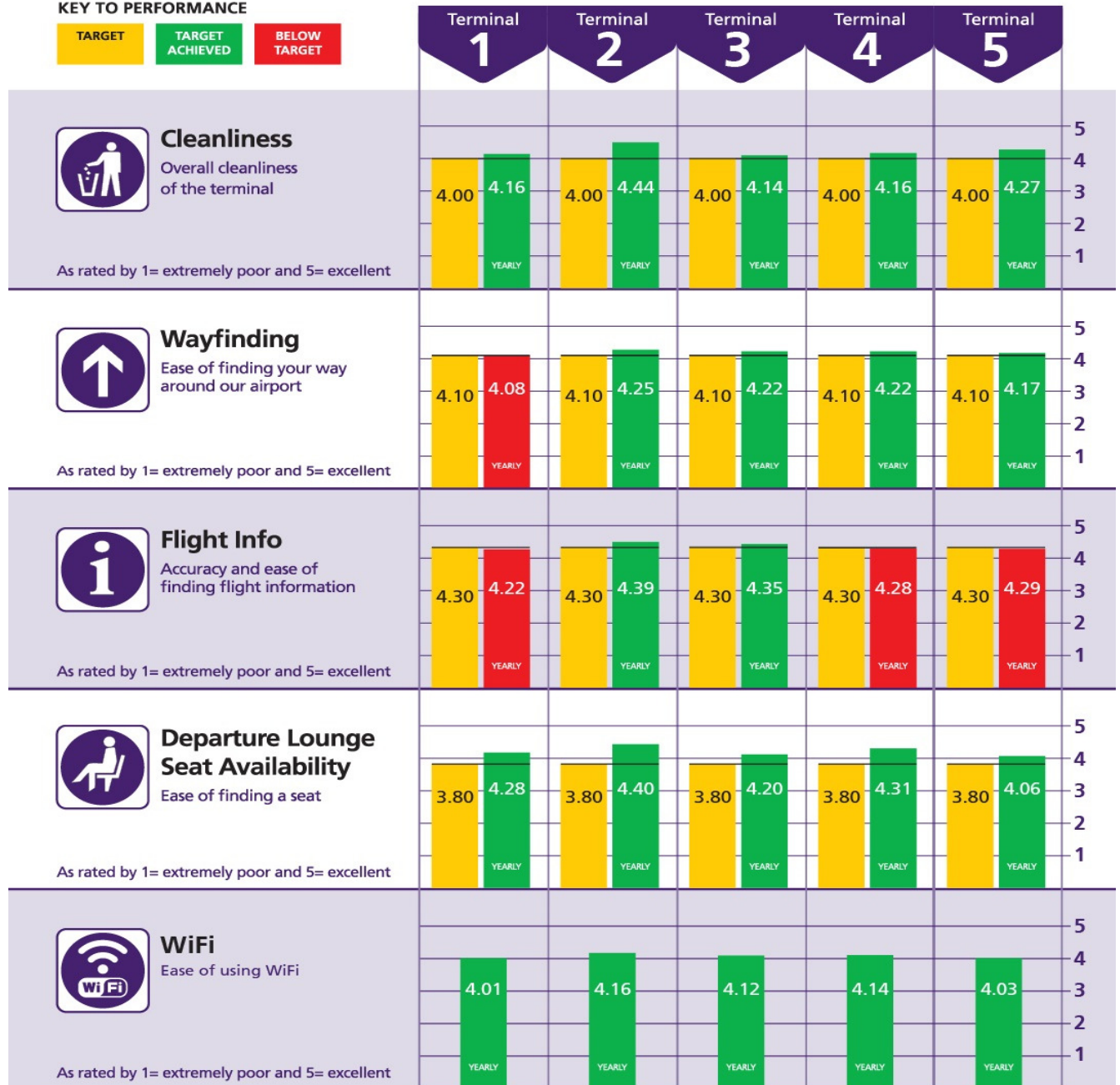
The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

How are we performing?

June 2015

KEY TO PERFORMANCE



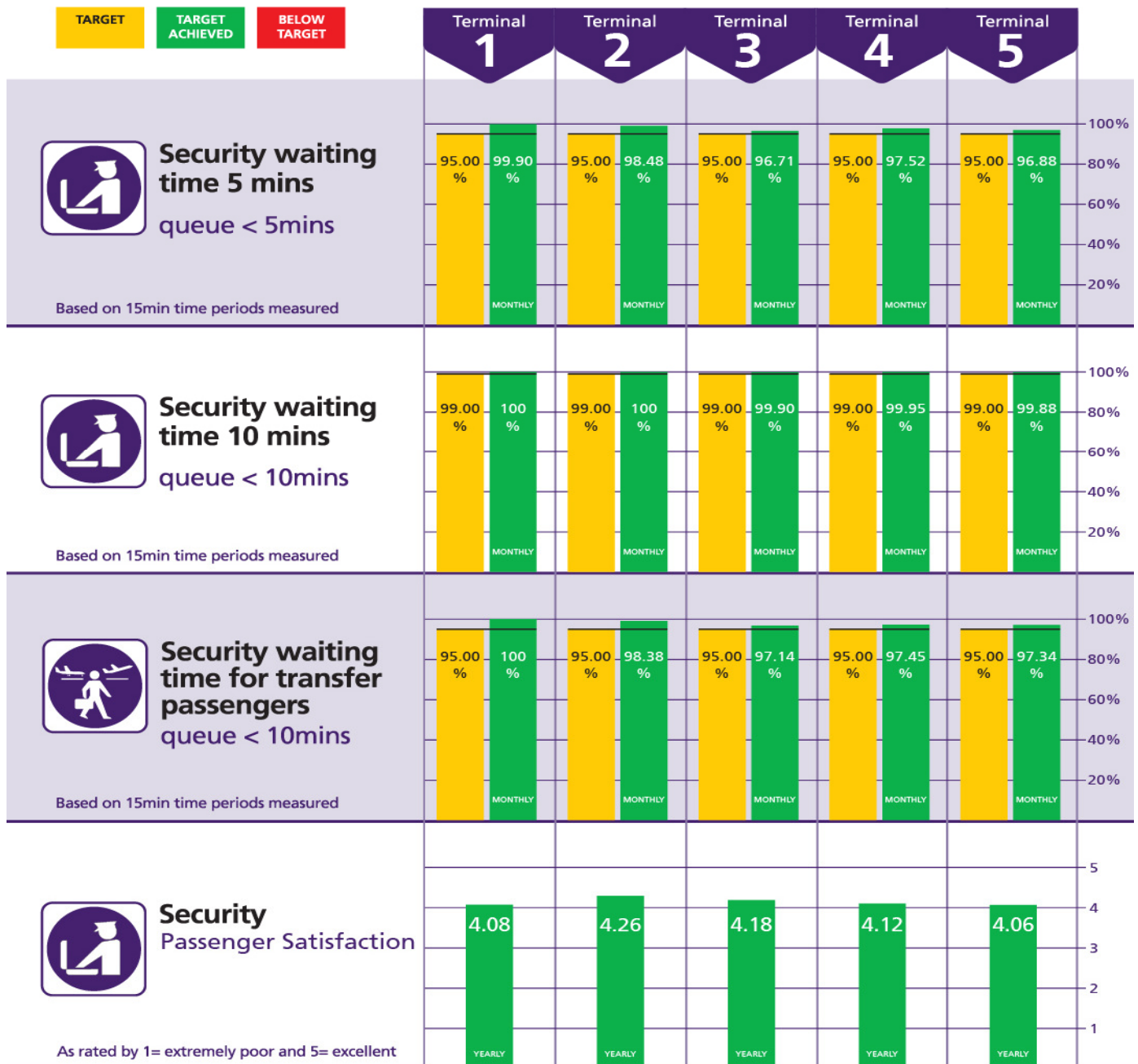
We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

Heathrow
 Making every journey better

How are we performing?

June 2015

KEY TO PERFORMANCE



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