

Service quality rebate



Heathrow Terminal 1	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.12	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.12	4.10	Yes	0	0	0
Flight information	4.30	4.30	Yes	0	0	0
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	95.67%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.66%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.84%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	95.94%	95.00%	Yes	0	0	0
Staff search	99.86%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Pier service +	98.78%	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.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@heathrow.com

Service quality rebate



Heathrow Terminal 3	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.90	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	4.37	4.30	Yes	0	0	0
Security	4.09	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	96.64%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes			
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.89%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.67%	99.00%	Yes	0	0	0
FEGP	99.71%	99.00%	Yes	0	0	0
Pre-conditioned air	99.96%	98.00%	Yes	0	0	0
Stand entry guidance	99.49%	99.00%	Yes	0	0	0
Transfer search	95.99%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Pier service	97.26%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2014 to December 2014

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Service quality rebate



Heathrow Terminal 4	May-14				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	4.12	4.00	Yes	0	0	0
Wayfinding	4.18	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	153,065	306,130	2
Security	4.09	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	96.22%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.73%	99.00%	Yes	0	0	0
Stands	99.02%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	98.06%	95.00%	Yes	0	0	0
Staff search	99.82%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Pier service	99.73%	95.00%	Yes	0	0	0
Total				153,065	306,130	2

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 Terminal 5	May-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	4.05	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.88	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	88.48%	95.00%	No	1,168,043	1,168,043	1
Central security queues - Times queue = 10 minutes	97.42%	99.00%	No			
Passenger sensitive equipment (general)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.59%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.67%	99.00%	Yes	0	0	0
Pre-conditioned air	99.75%	98.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	95.43%	95.00%	Yes	0	0	0
Staff search	95.70%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.82%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.23%	97.00%	Yes	0	0	0
Total				1,168,043	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



Aerodrome Congestion Term	May-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



Control Post Groups	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.27%	95.00%	Yes			
Cargo	95.66%	95.00%	Yes			
Eastside	98.83%	95.00%	Yes			
Southside	99.20%	95.00%	Yes			
Terminal 5	98.34%	95.00%	Yes			
Control Post Groups - lowest actual result	95.66%	95.00%	Yes	0	0	0

NOTE: * year is April 2014 to December 2014

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Service quality bonus



Bonus Performance	May 2014								Year To Date*
	Measure Type	Lower Performance Threshold	Terminal 1 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	4.12	3.90	4.20	3.96	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.10	4.12	4.22	4.50	£ -	£ -
Way finding	MAT	4.20	4.12	4.19	4.18	4.21	4.50	£ -	£ -
Flight information	MAT	4.40	4.30	4.37	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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Heathrow Making every journey better Performance				E Rebates		
Cleanliness				Cleanliness		
	Target	Apr-14	May-14		Apr-14	May-14
T1				T1		
T2	4.00	4.15	4.14	T2		
T3	4.00	4.10	4.10	T3		
T4	4.00	4.13	4.12	T4		
T5	4.00	4.22	4.22	T5		

Wayfinding				Wayfinding		
	Target	Apr-14	May-14		Apr-14	May-14
T1	4.10	4.12	4.12	T1		
T2	4.10			T2		
T3	4.10	4.18	4.19	T3		
T4	4.10	4.18	4.18	T4		
T5	4.10	4.21	4.21	T5		

Flight information				Flight information		
	Target	Apr-14	May-14		Apr-14	May-14
T1	4.30	4.30	4.30	T1		
T2	4.30			T2		
T3	4.30	4.30	4.31	T3		
T4	4.30	4.30	4.29	T4		
T5	4.30	4.32	4.32	T5		

Departure lounge seat availability				Departure lounge seat availability		
	Target	Apr-14	May-14		Apr-14	May-14
T1	3.80	4.12	4.12	T1		
T2	3.80			T2		
T3	3.80	3.90	3.90	T3		
T4	3.80	4.19	4.20	T4		
T5	3.80	3.95	3.95	T5		

Security				Security		
	Target	Apr-14	May-14		Apr-14	May-14
T1	0.00	4.04	4.05	T1		
T2	0.00			T2		
T3	0.00	4.05	4.05	T3		
T4	0.00	4.09	4.09	T4		
T5	0.00	4.05	4.05	T5		

Wi-fi				Wi-fi		
	Target	Apr-14	May-14		Apr-14	May-14
T1	0.00	3.93	3.91	T1		
T2	0.00			T2		
T3	0.00	3.92	3.90	T3		
T4	0.00	3.91	3.90	T4		
T5	0.00	3.90	3.88	T5		

CSA queues - Times queue <5 minutes				CSA queues - Both		
	Target	Apr-14	May-14		Apr-14	May-14
T1	95.00%	95.14%	95.14%	T1		
T2	95.00%	0.00%	0.00%	T2		
T3	95.00%	97.43%	96.64%	T3		
T4	95.00%	96.33%	96.22%	T4		
T5	95.00%	96.45%	96.45%	T5		

CSA queues - Times queue = 10 minutes						
	Target	Apr-14	May-14			
T1	99.00%	99.85%	99.85%			
T2	99.00%	0.00%	0.00%			
T3	99.00%	99.86%	99.54%			
T4	99.00%	99.81%	99.55%			
T5	99.00%	99.81%	97.42%			

Transfer search				Transfer search		
	Target	Apr-14	May-14		Apr-14	May-14
T1	95.00%	97.00%	95.94%	T1		
T2	95.00%	0.00%	0.00%	T2		
T3	95.00%	96.90%	95.99%	T3		
T4	95.00%	99.60%	98.06%	T4		
T5	95.00%	98.16%	95.43%	T5		

Staff search				Staff search		
	Target	Apr-14	May-14		Apr-14	May-14
T1	95.00%	100.00%	99.86%	T1		
T2	95.00%	0.00%	0.00%	T2		
T3	95.00%	99.76%	100.00%	T3		
T4	95.00%	100.00%	99.82%	T4		
T5	95.00%	96.02%	95.70%	T5		

Control posts search				Control posts search		
	Target	Apr-14	May-14		Apr-14	May-14
T1	95.00%	98.06%	95.66%	T1		
T2	95.00%	98.06%	95.66%	T2		
T3	95.00%	98.06%	95.66%	T3		
T4	95.00%	98.06%	95.66%	T4		
T5	95.00%	98.06%	95.66%	T5		

FEGP				FEGP		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.96%	99.88%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.76%	99.71%	T3		
T4	99.00%	99.91%	99.97%	T4		
T5	99.00%	99.88%	99.67%	T5		

Jetties				Jetties		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.94%	99.94%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.65%	99.67%	T3		
T4	99.00%	99.55%	99.55%	T4		
T5	99.00%	99.58%	99.58%	T5		

PSE (general)				PSE (general)		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.86%	99.73%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.90%	99.81%	T3		
T4	99.00%	99.70%	98.72%	T4		
T5	99.00%	99.74%	99.79%	T5		

PSE (priority)				PSE (priority)		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.75%	99.82%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.95%	99.82%	T3		
T4	99.00%	99.63%	99.79%	T4		
T5	99.00%	99.83%	99.78%	T5		

Stand entry guidance				Stand entry guidance		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.99%	99.91%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.94%	99.89%	T3		
T4	99.00%	99.97%	99.96%	T4		
T5	99.00%	99.94%	99.95%	T5		

Stands				Stands		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.67%	99.76%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.76%	99.89%	T3		
T4	99.00%	99.85%	99.02%	T4		
T5	99.00%	99.75%	99.59%	T5		

Pier service				Pier service		
		Apr-14	May-14		Apr-14	May-14
T1/T2		98.75%	98.78%	T1/T2		
T3		97.94%	97.25%	T3		
T4		99.75%	99.73%	T4		
T1/T2 target		95.00%	95.00%			
T3 target		95.00%	95.00%			
T4 target		95.00%	95.00%			

TTS - % time one car available				TTS - % Both		
	Target	Apr-14	May-14		Apr-14	May-14
T5	99.00%	99.86%	99.82%	T5		

TTS - % time two cars available						
	Target	Apr-14	May-14			
T5	97.00%	98.74%	98.52%			

Arrivals Reclaims				Arrivals Reclaims		
	Target	Apr-14	May-14		Apr-14	May-14
T1	99.00%	99.66%	99.66%	T1		
T2	99.00%	0.00%	0.00%	T2		
T3	99.00%	99.80%	99.89%	T3		
T4	99.00%	99.80%	99.73%	T4		
T5	99.00%	99.79%	99.84%	T5		

Pre-conditioned air				Pre-conditioned air		
	Target	Apr-14	May-14		Apr-14	May-14
T1	0.00%	0.00%	0.00%	T1		
T2	98.00%	0.00%	0.00%	T2		
T3	98.00%	99.99%	99.99%	T3		
T4	0.00%	0.00%	0.00%	T4		
T5	98.00%	99.64%	99.75%	T5		

Aerodrome congestion				Aerodrome congestion		
	Target	Apr-14	May-14		Apr-14	May-14
All	N/A	N/A	N/A	All	N/A	N/A

Monthly performance - reported only

Cleanliness - Month			
	Target	Apr-14	May-14
T1	4.0	4.2	4.1
T2	4.0	0.0	0.0
T3	4.0	4.1	4.1
T4	4.0	4.1	4.1
T5	4.0	4.2	4.3

Wayfinding - Month			
	Target	Apr-14	May-14
T1	4.1	4.2	4.1
T2	4.1	0.0	0.0
T3	4.1	4.2	4.2
T4	4.1	4.1	4.2
T5	4.1	4.2	4.2

Flight information - Month			
	Target	Apr-14	May-14
T1	4.3	4.3	4.3
T2	4.3	0.0	0.0
T3	4.3	4.4	4.4
T4	4.3	4.2	4.3
T5	4.3	4.4	4.3

Departure lounge seat availability - Month			
	Target	Apr-14	May-14
T1	3.8		4.2
T2	3.8	0.0	0.0
T3	3.8	3.9	3.9
T4	3.8	4.1	4.4
T5	3.8	4.0	3.9

Security - Month			
	Target	Apr-14	May-14
T1	0.0	4.3	4.3
T2	0.0	0.0	0.0
T3	0.0	4.3	4.2
T4	0.0	4.1	4.1
T5	0.0	4.1	4.0

Wi-fi - Month			
	Target	Apr-14	May-14
T1	0.0	3.9	3.7
T2	0.0	0.0	0.0
T3	0.0	4.0	3.8
T4	0.0	3.9	3.9
T5	0.0	3.9	3.7

Pier service - Month			
	Target	Apr-14	May-14
T1/T2		99.38%	99.02%
T3		99.62%	99.24%
T4		99.84%	99.65%

How are we performing?

May 2014

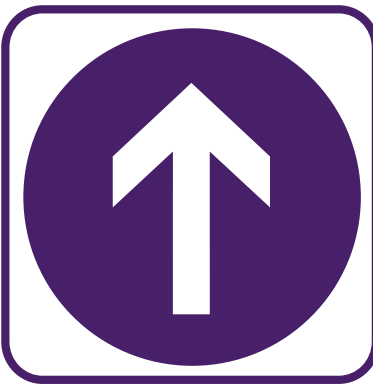
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

As rated by 1= extremely poor and 5= excellent



Departure Lounge
Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent



WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

How are we performing?

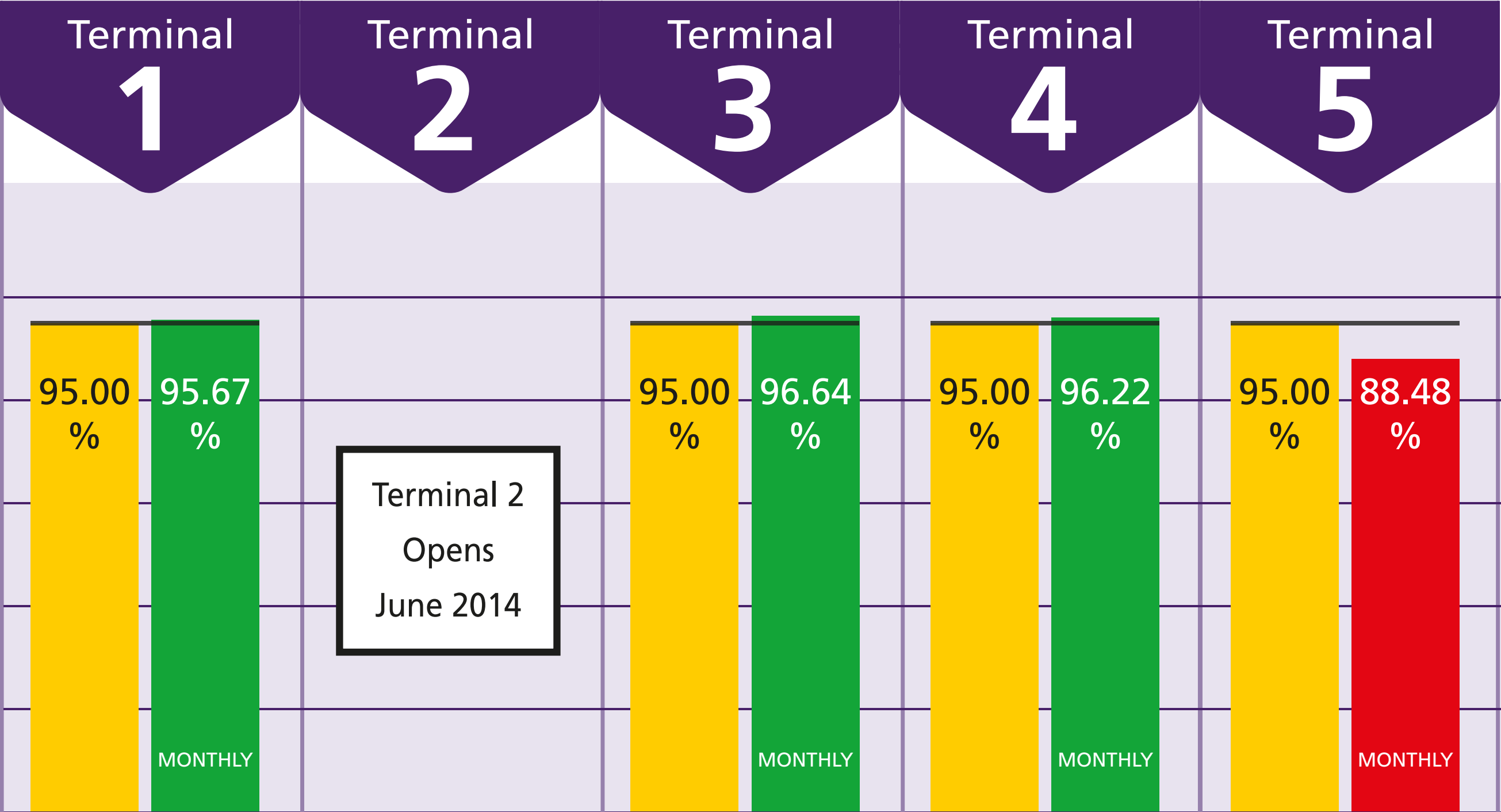
May 2014

KEY TO PERFORMANCE



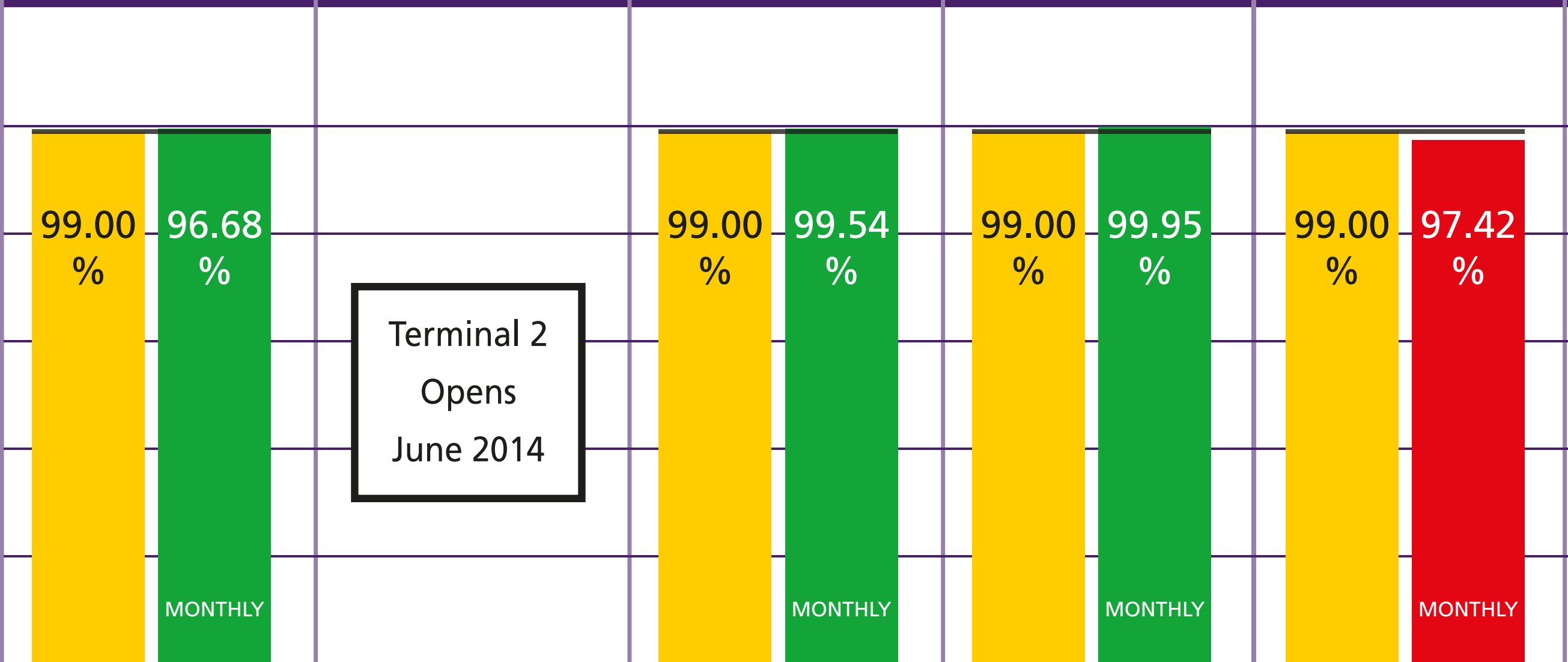
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



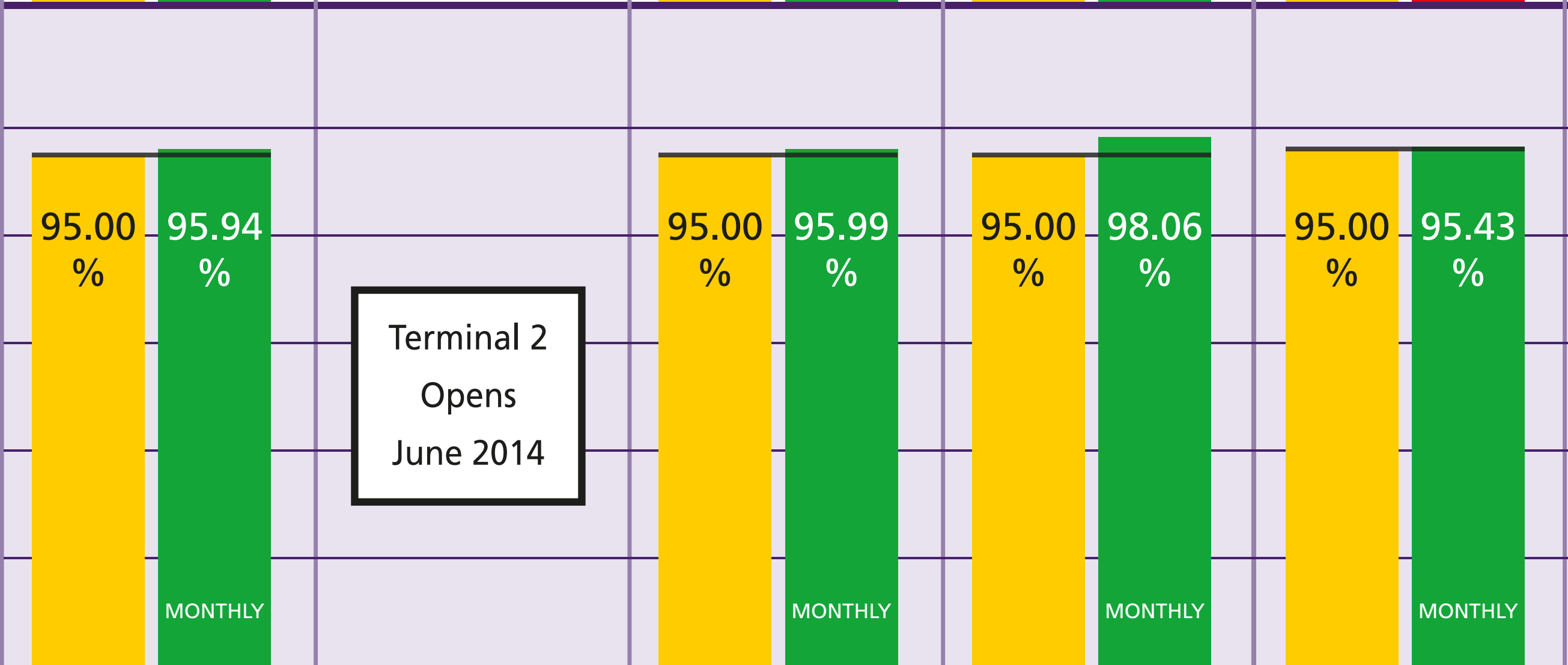
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



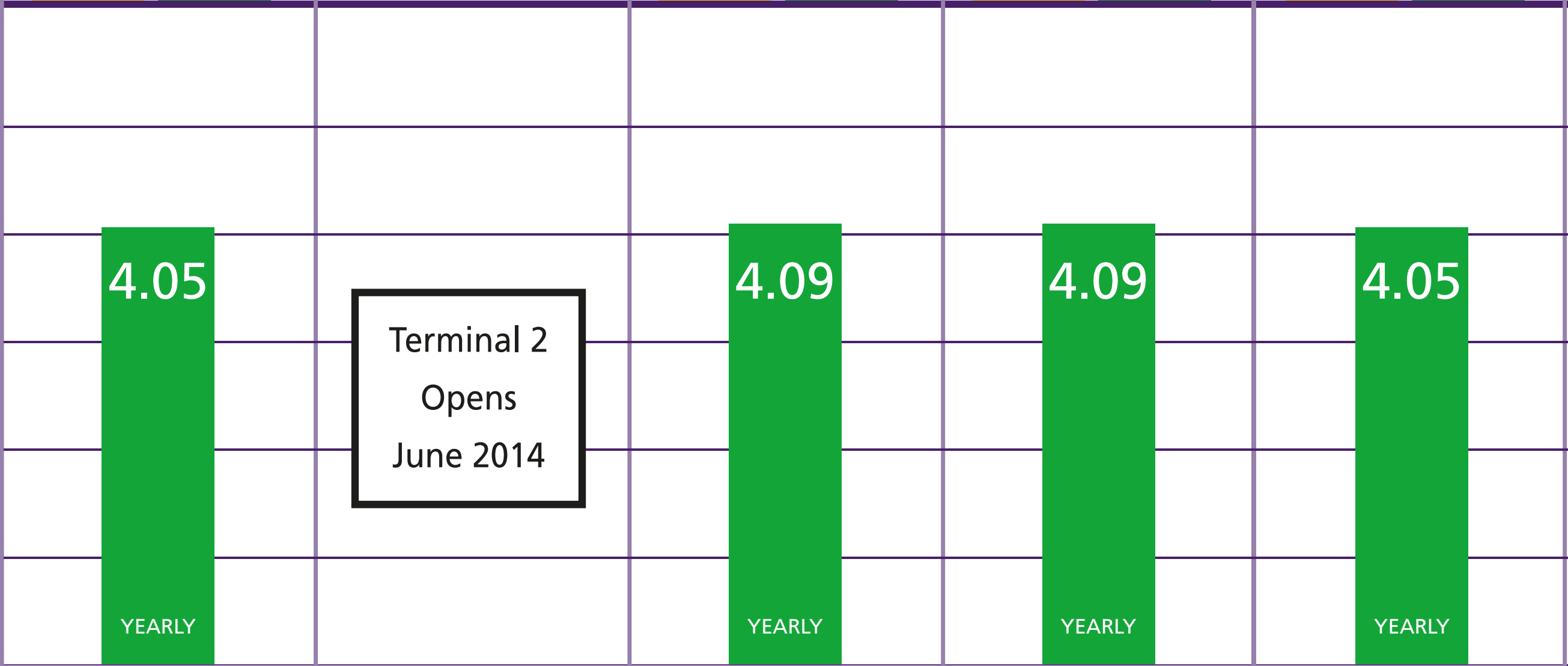
Security waiting time for transfer passengers
queue < 10mins

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