

Service quality rebate



Heathrow Terminal 1	Nov-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.18	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	4.26	4.30	No	0	514,427	6
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.89	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	99.86%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	100.00%	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	100.00%	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	99.90%	95.00%	Yes	0	0	0
Control posts search	98.02%	95.00%	Yes	0	0	0
Pier service +	99.04%	95.00%	Yes	0	0	0
Total				0	514,427	6

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 2	Nov-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.47	3.80	Yes	0	0	0
Cleanliness	4.49	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.41	4.30	Yes	0	0	0
Security	4.31	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.07	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.57%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.56%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.43%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.61%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.89%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	98.33%	95.00%	Yes	0	0	0
Staff search	99.73%	95.00%	Yes	0	0	0
Control posts search	98.02%	95.00%	Yes	0	0	0
Pier service +	99.04%	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



Heathrow Terminal 3	Nov-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.00	3.80	Yes	0	0	0
Cleanliness	4.11	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.16	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.96	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.10%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.24%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.66%	99.00%	Yes	0	0	0
Jetties	99.89%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Pre-conditioned air	99.96%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.05%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.02%	95.00%	Yes	0	0	0
Pier service	98.64%	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	Nov-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.26	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	0	688,793	8
Security	4.12	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.97	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.19%	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)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.87%	99.00%	Yes	0	0	0
FEGP	99.92%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.02%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.02%	95.00%	Yes	0	0	0
Pier service	99.75%	95.00%	Yes	0	0	0
Total				0	688,793	8

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	Nov-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.01	3.80	Yes	0	0	0
Cleanliness	4.24	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.29	4.30	No	420,538	420,538	1
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.87	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.93%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue < 10 minutes	99.69%	99.00%	Yes			
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.69%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Pre-conditioned air	99.62%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	91.74%	95.00%	No	584,021	584,021	1
Staff search	96.45%	95.00%	Yes	0	0	0
Control posts search	98.02%	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	99.44%	97.00%	Yes			
Total				1,004,559	2,172,602	3

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Service quality rebate



Aerodrome Congestion Term	Nov-14		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	124,089	1
Total			124,089	1

There was 1 material event on the 24th September 2014 affecting 25 movements due to an issue on the runway resurfacing project. This resulted in a rebate of £124,089.

NOTE: * year is April 2014 to December 2014

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Service quality rebate



Control Post Groups	Nov-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.62%	95.00%	Yes			
Cargo	98.44%	95.00%	Yes			
Eastside	98.02%	95.00%	Yes			
Southside	98.65%	95.00%	Yes			
Terminal 5	98.82%	95.00%	Yes			
Control Post Groups - lowest actual result	98.02%	95.00%	Yes	0	0	0

NOTE: * year is April 2014 to December 2014

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Service quality bonus



Bonus Performance	November 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	4.18	4.47	4.00	4.26	4.01	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.49	4.11	4.14	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.11	4.25	4.20	4.20	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.41	4.36	4.26	4.29	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										
£ Rebates										
Cleanliness										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	4.00	4.13	4.14	4.14	4.14	4.14	4.14	4.14	4.14	
T2	4.00			4.44	4.57	4.56	4.54	4.49	4.49	
T3	4.00	4.10	4.10	4.10	4.11	4.11	4.11	4.11	4.11	
T4	4.00	4.13	4.12	4.12	4.12	4.12	4.13	4.14	4.14	
T5	4.00	4.22	4.22	4.22	4.23	4.24	4.24	4.24	4.24	
Wayfinding										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	4.10	4.12	4.12	4.11	4.11	4.12	4.11	4.11	4.11	
T2	4.10			4.25	4.30	4.30	4.26	4.25	4.25	
T3	4.10	4.19	4.19	4.19	4.19	4.19	4.20	4.20	4.20	
T4	4.10	4.18	4.18	4.18	4.18	4.19	4.19	4.20	4.20	
T5	4.10	4.21	4.21	4.21	4.20	4.20	4.19	4.19	4.17	
Flight information										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	4.30	4.30	4.30	4.28	4.27	4.28	4.28	4.27	4.24	
T2	4.30			4.46	4.55	4.48	4.43	4.43	4.41	
T3	4.30	4.36	4.37	4.39	4.39	4.36	4.35	4.35	4.35	
T4	4.30	4.20	4.20	4.20	4.25	4.25	4.25	4.25	4.24	
T5	4.30	4.32	4.32	4.32	4.31	4.30	4.30	4.30	4.29	
Departure lounge seat availability										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	3.80	4.12	4.12	4.11	4.13	4.13	4.16	4.18	4.18	
T2	3.80			4.51	4.70	4.55	4.55	4.49	4.47	
T3	3.80	3.90	3.90	3.91	3.94	3.95	3.96	3.96	4.08	
T4	3.80	4.19	4.20	4.21	4.21	4.22	4.22	4.25	4.26	
T5	3.80	3.95	3.95	3.95	3.95	3.97	3.98	3.99	4.01	
Security										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	0.00	4.04	4.05	4.05	4.04	4.04	4.05	4.06	4.06	
T2	0.00			4.40	4.40	4.40	4.38	4.35	4.38	
T3	0.00	4.08	4.09	4.10	4.11	4.12	4.13	4.14	4.16	
T4	0.00	4.09	4.09	4.10	4.10	4.10	4.11	4.12	4.12	
T5	0.00	4.05	4.05	4.06	4.06	4.06	4.06	4.06	4.06	
Wi-fi										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	0.00	3.93	3.91	3.91	3.91	3.90	3.90	3.98	3.89	
T2	0.00			3.74	4.01	4.02	4.06	4.06	4.07	
T3	0.00	3.92	3.90	3.90	3.92	3.92	3.94	3.96	3.96	
T4	0.00	3.91	3.90	3.90	3.92	3.93	3.92	3.96	3.97	
T5	0.00	3.90	3.89	3.89	3.87	3.89	3.87	3.87	3.89	
CSA queues - Times queue <5 minutes										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	95.00%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	96.83%	
T2	95.00%	0.00%	0.00%	97.99%	96.73%	96.36%	95.62%	96.13%	95.73%	
T3	95.00%	97.43%	96.64%	96.19%	95.50%	95.94%	96.29%	97.47%	96.10%	
T4	95.00%	96.33%	96.22%	95.76%	95.53%	95.54%	95.48%	96.64%	98.19%	
T5	95.00%	96.95%	96.94%	96.17%	96.98%	96.71%	95.12%	96.62%	96.93%	
CSA queues - Times queue < 10 minutes										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T2	99.00%	0.00%	0.00%	99.89%	99.40%	99.63%	99.29%	99.68%	99.76%	
T3	99.00%	99.86%	99.54%	99.57%	99.91%	99.91%	99.81%	99.86%	99.24%	
T4	99.00%	99.81%	99.55%	99.78%	99.59%	99.82%	99.82%	99.89%	99.89%	
T5	99.00%	99.81%	97.42%	99.49%	99.82%	99.89%	99.39%	99.79%	99.69%	
Transfer search										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	95.00%	97.00%	95.34%	98.19%	98.99%	98.52%	97.90%	99.35%	100.00%	
T2	95.00%	0.00%	0.00%	99.79%	98.20%	98.48%	97.52%	97.88%	96.33%	
T3	95.00%	98.30%	95.89%	98.81%	97.70%	97.19%	98.36%	97.37%	98.05%	
T4	95.00%	99.60%	98.60%	97.40%	98.61%	99.15%	99.40%	99.15%	99.02%	
T5	95.00%	98.16%	95.43%	95.20%	96.34%	96.73%	95.57%	95.86%	91.74%	
Staff search										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	95.00%	100.00%	99.86%	100.00%	98.82%	98.73%	99.05%	100.00%	99.90%	
T2	95.00%	0.00%	0.00%	99.77%	99.80%	99.77%	99.09%	99.58%	99.73%	
T3	95.00%	99.89%	100.00%	99.78%	99.94%	100.00%	100.00%	100.00%	100.00%	
T4	95.00%	100.00%	99.52%	95.50%	95.42%	99.20%	100.00%	99.68%	100.00%	
T5	95.00%	96.02%	95.70%	98.10%	97.80%	98.42%	95.32%	96.86%	96.45%	
Control posts search										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	
T2	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	
T3	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	
T4	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	
T5	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	
Control posts search										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
CTA	95.00%	98.33%	98.27%	98.50%	98.82%	99.18%	98.95%	98.43%	98.62%	
Cargo	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%	98.02%	
Eastside	95.00%	98.04%	98.83%	98.16%	97.02%	96.68%	99.17%	98.89%	98.02%	
Southside	95.00%	98.06%	98.34%	98.11%	98.82%	98.65%	98.83%	99.39%	98.65%	
T5	95.00%	99.60%	99.20%	99.41%	98.63%	99.52%	99.56%	99.62%	99.82%	
FEGP										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T2	99.00%	0.00%	0.00%	99.97%	99.97%	99.96%	99.91%	99.97%	100.00%	
T3	99.00%	99.89%	99.89%	99.89%	99.89%	99.89%	99.89%	99.89%	99.89%	
T4	99.00%	99.76%	99.71%	99.55%	99.91%	99.78%	99.88%	99.94%	99.89%	
T5	99.00%	99.91%	99.97%	99.93%	99.83%	99.99%	100.00%	100.00%	99.92%	
	99.89%	99.87%	99.87%	99.87%	99.89%	99.92%	99.91%	99.91%	99.79%	
Jetties										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T2	99.00%	0.00%	0.00%	99.93%	99.86%	99.85%	99.90%	99.92%	99.89%	
T3	99.00%	99.65%	99.67%	99.75%	99.85%	99.83%	99.63%	99.77%	99.89%	
T4	99.00%	99.58%	99.55%	99.82%	99.91%	99.90%	99.92%	99.86%	99.87%	
T5	99.00%	99.58%	99.55%	99.82%	99.78%	99.75%	99.61%	99.65%	99.69%	
PSE (general)										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T2	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T3	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T4	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	99.83%	
T5	99.00%	99.74%	99.70%	99.85%	99.86%	99.54%	99.61%	99.69%	99.62%	
PSE (priority)										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	99.00%	99.76%	99.80%	99.80%	99.87%	99.84%	99.88%	99.93%	99.95%	
T2	99.00%	0.00%	0.00%	99.45%	99.39%	99.49%	99.02%	99.47%	99.43%	
T3	99.00%	99.98%	99.82%	99.85%	99.93%	99.90%	99.76%	99.82%	99.86%	
T4	99.00%	99.63%	99.79%	99.86%	99.83%	99.71%	99.86%	99.94%	99.86%	
T5	99.00%	99.83%	99.78%	99.88%	99.80%	99.83%	99.86%	99.68%	99.75%	
Stand entry guidance										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	
T1	99.00%	99.98%	99.91%	100.00%	99.99%	99.99%	100.00%	99.98%	100.00%	
T2	99.00%	0.00%	0.00%	99.91%	99.99%	100.00%	99.95%	99.85%	99.95%	
T3	99.00%	99.98%	99.98%	100.00%	99.99%	100.00%	99.99%	100.00%	100.00%	
T4	99.00%	99.97%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	
T5	99.00%	99.94%	99.95%	99.98%	99.98%	99.97%	99.98%	100.00%	99.97%	
Stands										
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	

How are we performing?

November 2014

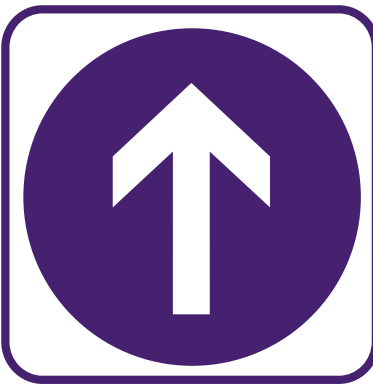
KEY TO PERFORMANCE



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?

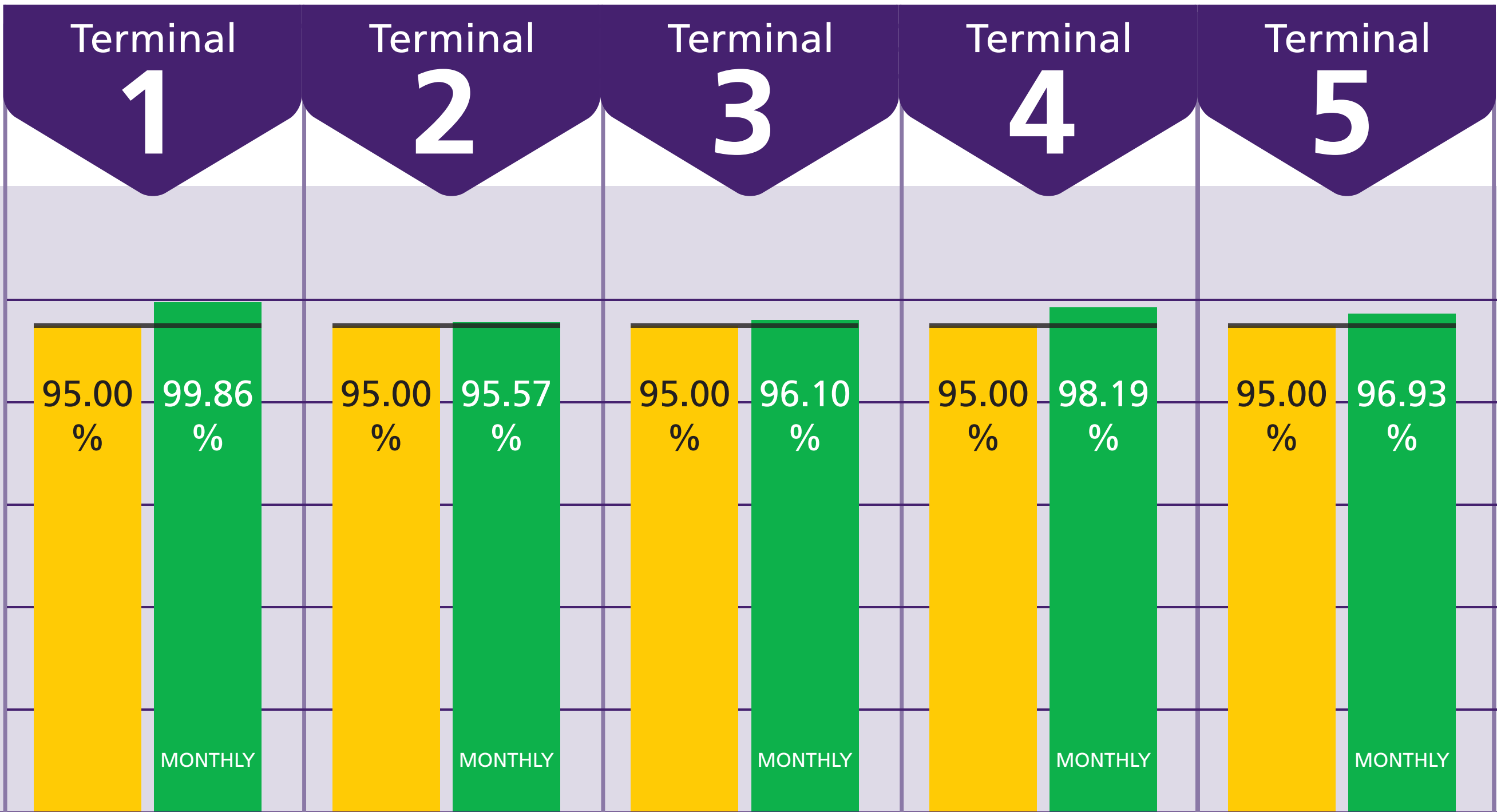
November 2014

KEY TO PERFORMANCE



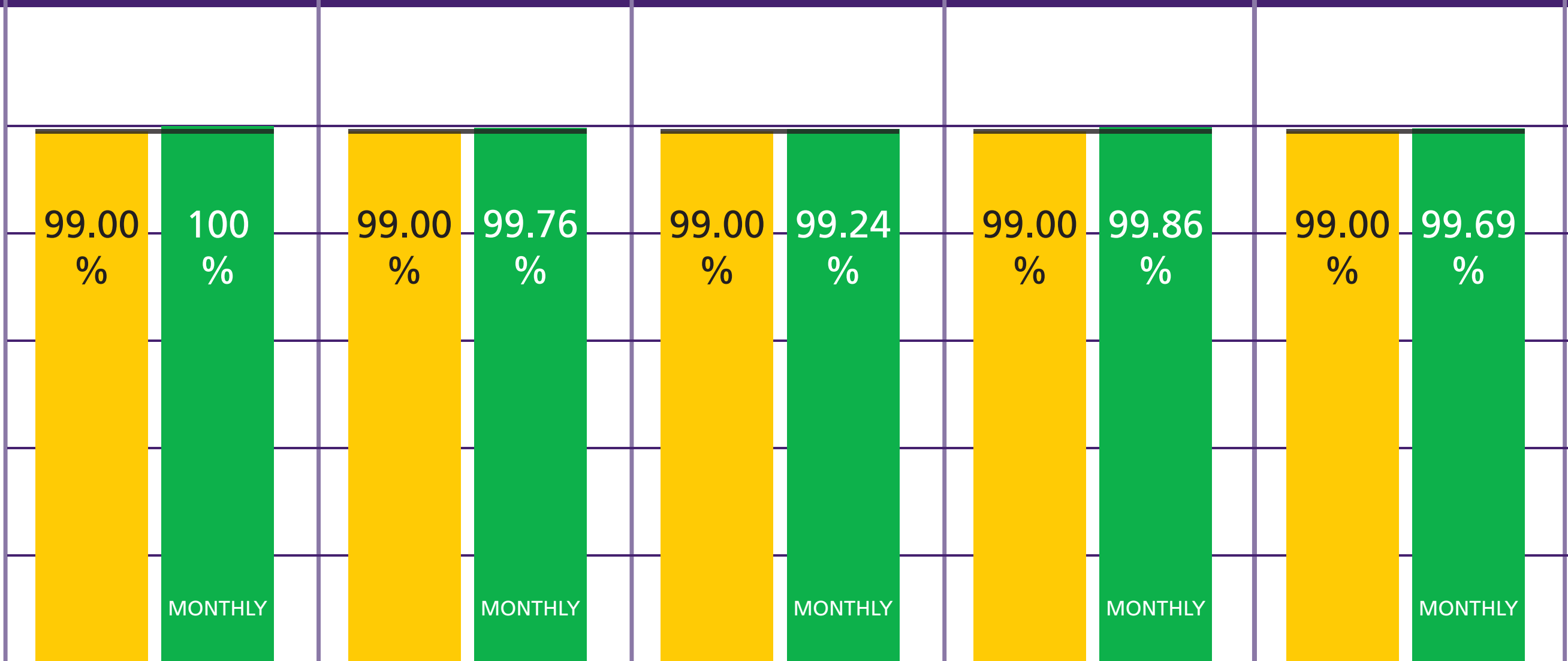
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



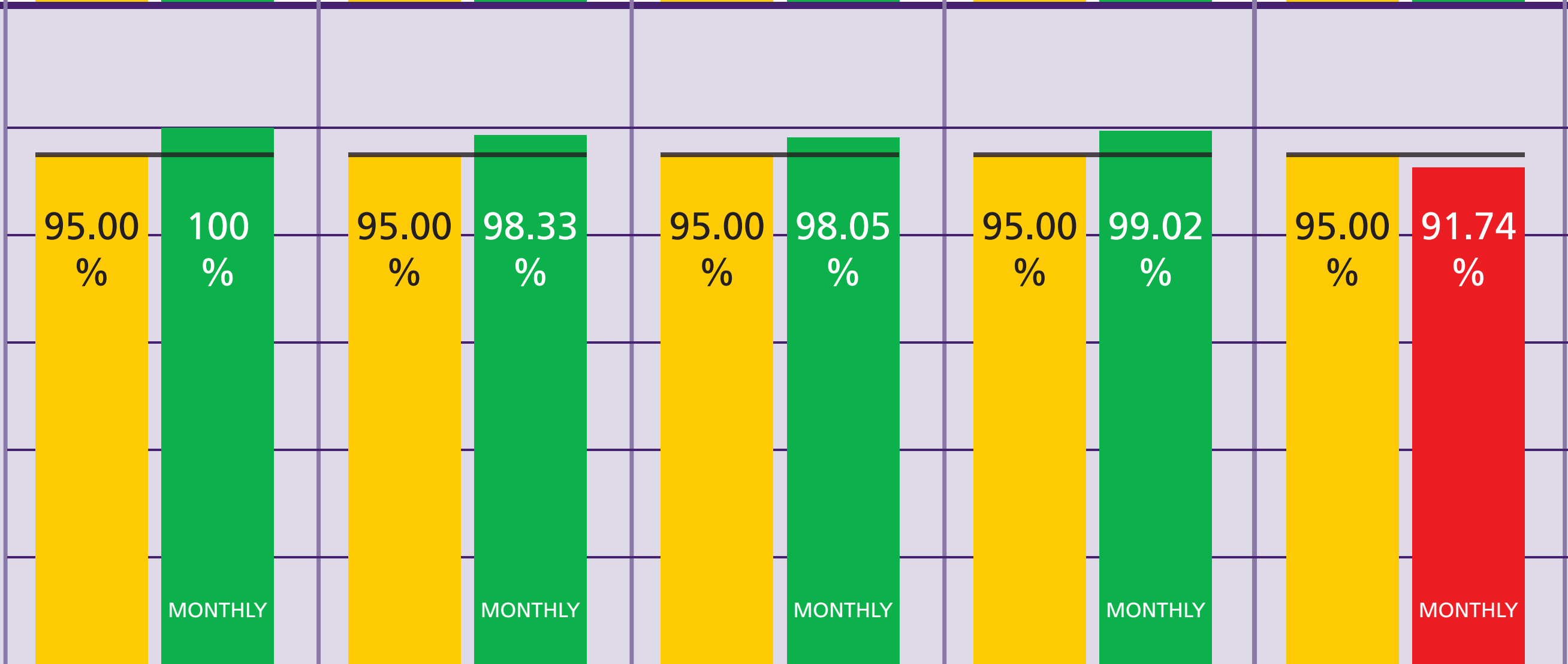
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



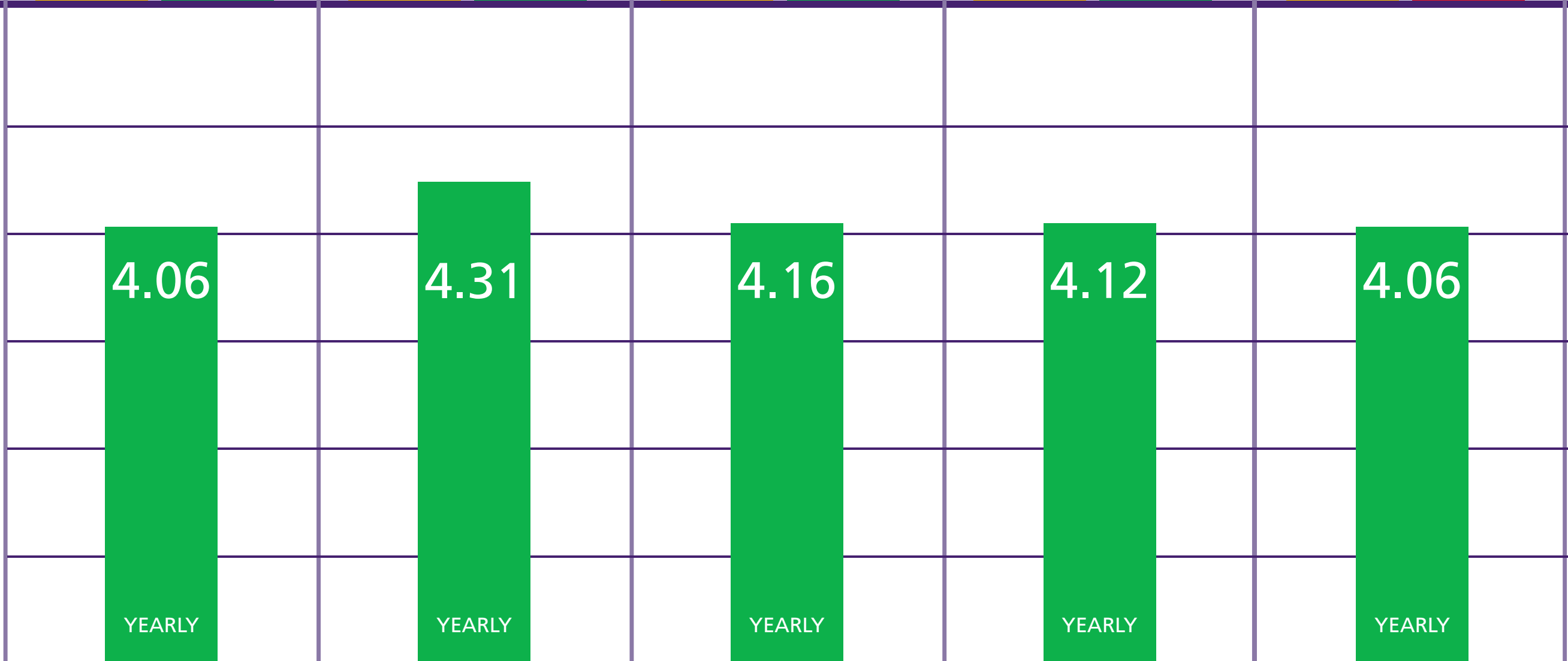
Security waiting time for transfer passengers
queue < 10mins

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