

Heathrow Terminal 1		No		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	U	U	U
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.



Heathrow Terminal 2		No	v-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				
Central security queues - Times queue < 10 minutes	99.76%	99.00%	Yes	U	U				
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.



Heathrow Terminal 3		No	v-14		Year to	o 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	U		
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

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.



Heathrow Terminal 4		Nov	v-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			
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.



Heathrow Terminal 5	T	No	v-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	U	1,100,043	'
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	U	U	U
Total				1,004,559	2,172,602	3

NOTE: \* year is April 2014 to December 2014

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Aerodrome Congestion Term	No	v-14		Year	to	date *
	Rebate due	Rebate	£	Rebate	£	Number of rebates
Aerodrome Congestion Term	No	0		124,08	39	1
Total				124,08	39	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

FOR FURTHER INFORMATION: please contact Christopher Downs,

email: Christopher\_Downs@heathrow.com



Control Post Groups		No	Year to date *			
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
СТА	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

# **Service quality bonus**



				No	vembe	er 2014	1			Year To Date*
Bonus Performance	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:**

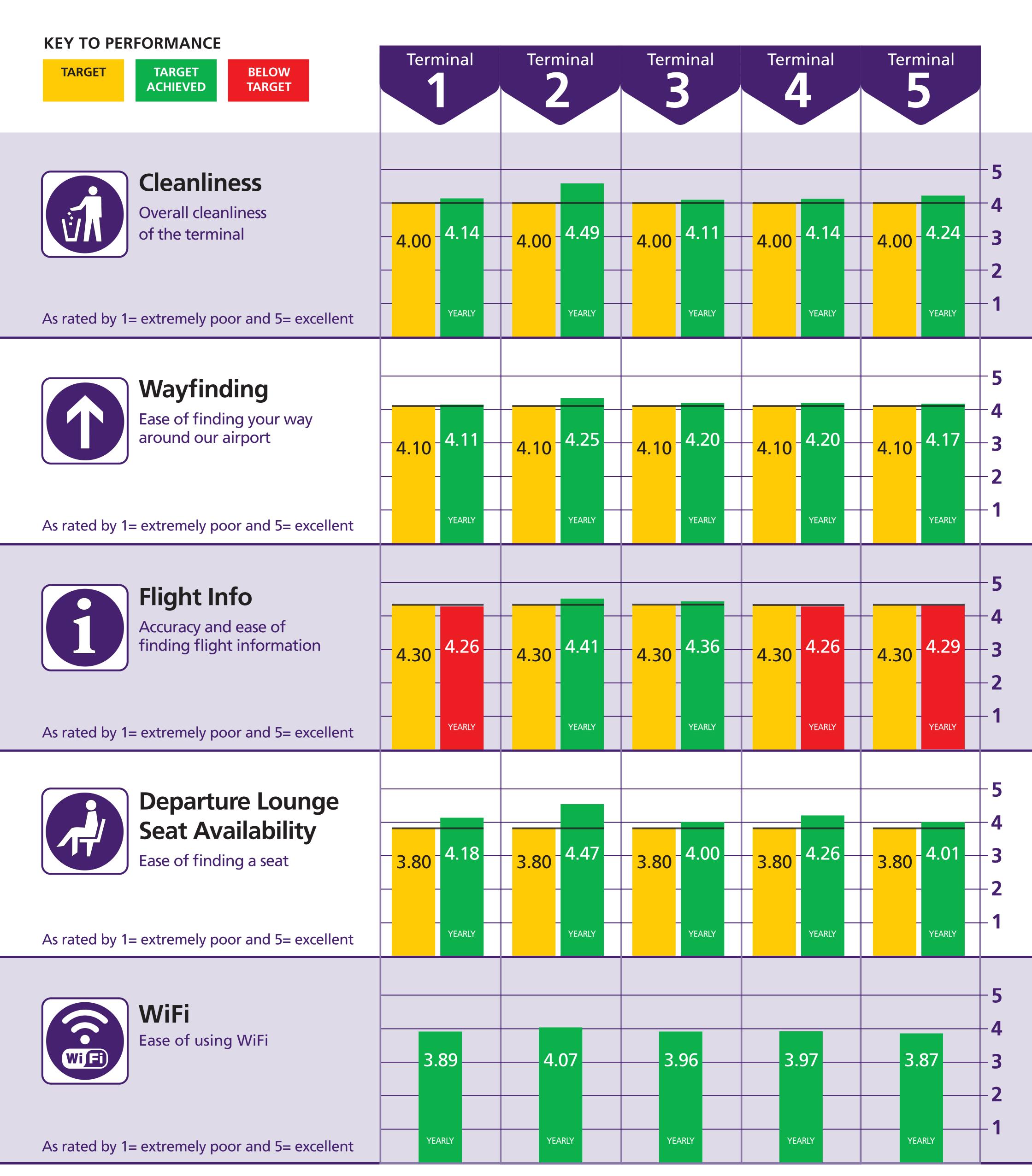
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

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

	eath:			Perform	ance								í	€ Rebates				
Cleanline  T1  T2  T3  T4  T5	Target 4.00 4.00 4.00 4.00 4.00	Apr-14 4.13 4.10 4.13 4.22	May-14 4.14 4.10 4.12 4.22	Jun-14 4.14 4.44 4.10 4.12 4.22	Jul-14 4.14 4.57 4.11 4.12 4.23	Aug-14 4.14 4.56 4.11 4.12 4.24	Sep-14 4.14 4.54 4.11 4.13 4.24	Oct-14 4.15 4.49 4.11 4.14 4.24	Nov-14 4.14 4.49 4.11 4.14 4.24	T1 T2 T3 T4 T5	£0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-1
<b>Wayfindi</b> T1  T2  T3  T4  T5	Target 4.10 4.10 4.10 4.10 4.10 4.10	Apr-14 4.12 4.19 4.18 4.21	May-14 4.12 4.19 4.18 4.21	Jun-14 4.11 4.25 4.19 4.18 4.21	Jul-14 4.11 4.30 4.19 4.18 4.20	Aug-14 4.12 4.30 4.19 4.19 4.20	Sep-14 4.11 4.26 4.20 4.19 4.19	Oct-14 4.11 4.25 4.20 4.20 4.18	Nov-14 4.11 4.25 4.20 4.20 4.17	Wayfindi T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-1 £ £ £ £
Flight inf Γ1 Γ2 Γ3 Γ4	ormation Target 4.30 4.30 4.30 4.30 4.30 4.30 4.30	Apr-14 4.30 4.38 4.26 4.32	May-14 4.30 4.37 4.26 4.32	Jun-14 4.28 4.46 4.38 4.26 4.32	Jul-14 4.27 4.55 4.38 4.25 4.31	Aug-14 4.26 4.48 4.36 4.25 4.30	Sep-14 4.26 4.43 4.35 4.25 4.30	Oct-14 4.27 4.43 4.35 4.26 4.30	Nov-14 4.26 4.41 4.36 4.26 4.29	Flight inf T1 T2 T3 T4 T5	Formation  Apr-14  £0  £0  £0  £153,065  £0	May-14 £0 £0 £0 £153,065 £0	Jun-14 £114,317 £0 £0 £153,065 £0	Jul-14 £114,317 £0 £0 £153,065 £0	Aug-14 £114,317 £0 £0 £76,533 £0	Sep-14 £114,317 £0 £0 £0 £0	Oct-14 £57,159 £0 £0 £0 £0	Nov-1 £ £ £
	e lounge seat  Target  3.80  3.80  3.80  3.80  3.80  3.80  3.80			Jun-14 4.11 4.51 3.91 4.21 3.96	Jul-14 4.13 4.70 3.94 4.21 3.95	Aug-14 4.13 4.55 3.95 4.22 3.97	Sep-14 4.16 4.55 3.96 4.22 3.98	Oct-14 4.18 4.49 3.98 4.25 3.99	Nov-14 4.18 4.47 4.00 4.26 4.01		E lounge seat and Apr-14	<u> </u>	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-1 £ £ £ £
Security Γ1 Γ2 Γ3 Γ4	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 4.04 4.08 4.09 4.05	May-14 4.05 4.09 4.09 4.05	Jun-14 4.05 4.43 4.10 4.10 4.06	Jul-14 4.04 4.44 4.11 4.10 4.05	Aug-14 4.04 4.40 4.12 4.10 4.06	Sep-14 4.05 4.36 4.13 4.11 4.06	Oct-14 4.06 4.33 4.14 4.12 4.06	Nov-14 4.06 4.31 4.16 4.12 4.06	Security  T1  T2  T3  T4  T5	Apr-14 £0 £0 £0 £0	May-14 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	\$ep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0 £0	Nov-1
<b>Ni-fi</b> Γ1 Γ2 Γ3	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 3.93 3.92 3.91	May-14 3.91 3.90 3.90 3.88	Jun-14 3.91 3.74 3.90 3.90	Jul-14 3.91 4.01 3.92 3.92 3.87	Aug-14 3.90 4.02 3.92 3.93	Sep-14 3.89 4.06 3.94 3.92 3.87	Oct-14 3.89 4.06 3.96 3.96	Nov-14 3.89 4.07 3.96 3.97	Wi-fi T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	\$ep-14 £0 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0	Nov-1
Γ1 Γ2 Γ3	ues - Times of Target 95.00% 95.00% 95.00% 95.00%	Apr-14 95.31% 0.00% 97.43% 96.33%	nutes May-14 95.67% 0.00% 96.64% 96.22%	Jun-14 96.83% 97.99% 96.19% 95.76%	Jul-14 95.46% 96.73% 95.58% 95.53%	3.88 Aug-14 96.61% 96.36% 95.94% 96.54%	Sep-14 95.57% 95.62% 96.29% 95.48%	Oct-14 99.33% 96.13% 97.47% 96.64%	3.87 Nov-14 99.86% 95.57% 96.10% 98.19%	T1 T2 T3 T4	£0 £0 £0 £0 £0	£0 May-14 £0 £0 £0	£0 Jun-14 £0 £0 £0	£0 Jul-14 £0 £0 £0	Aug-14 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0	£0  Oct-14  £0  £0  £0  £0  £0	Nov-1 £ £ £
Γ1 Γ2 Γ3	95.00%  ues - Times of Target  99.00%  99.00%  99.00%  99.00%	Apr-14 99.83% 0.00% 99.86% 99.81%	May-14 99.68% 0.00% 99.54% 99.95%	Jun-14 99.86% 99.89% 99.57% 99.76%	Jul-14 99.35% 99.40% 99.59%	96.71% Aug-14 99.65% 99.63% 99.91% 99.82%	95.12% Sep-14 99.57% 99.29% 99.81% 99.62%	96.82% Oct-14 99.95% 99.86% 99.86% 99.82%	96.93% Nov-14 100.00% 99.76% 99.24% 99.86%	T5	£0 J	21,168,043	03	03	£0	£0	[0 <u>3</u>	£
Γ5 <b>Fransfer</b> Γ1  Γ2  Γ3  Γ4	Target 95.00% 95.00% 95.00% 95.00%	99.81%  Apr-14  97.00%  0.00%  96.90%  99.66%	97.42% May-14 95.94% 0.00% 95.99% 98.06%	Jun-14 98.19% 99.79% 96.81% 97.40%	Jul-14 98.99% 98.20% 97.70% 98.81%	99.88% Aug-14 98.25% 98.48% 97.19% 99.15%	99.38% Sep-14 97.90% 97.52% 96.90% 99.46%	99.79% Oct-14 99.95% 97.88% 97.37% 99.15%	99.69% Nov-14 100.00% 98.33% 98.05% 99.02%	Transfer T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	May-14 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0	Nov-1 £ £ £
Γ5 Staff sea Γ1 Γ2 Γ3 Γ4	Target 95.00% 95.00% 95.00% 95.00%	98.16%  Apr-14 100.00% 0.00% 99.76% 100.00%	95.43% May-14 99.86% 0.00% 100.00% 99.82%	Jun-14 100.00% 99.77% 99.79% 95.50%	Jul-14 98.82% 99.80% 99.84% 95.42%	96.73% Aug-14 98.73% 99.77% 100.00% 99.26%	95.57% Sep-14 99.05% 99.09% 100.00%	95.86% Oct-14 100.00% 99.58% 100.00% 99.68%	91.74% Nov-14 99.90% 99.73% 100.00%	T5  Staff sea  T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	£0 May-14 £0 £0 £0 £0	£0 Jun-14 £0 £0 £0 £0	£0  Jul-14  £0  £0  £0  £0  £0	£0 Aug-14 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0	Nov-1
Γ1 Γ2 Γ3	95.00%  Target  95.00%  95.00%  95.00%  95.00%	96.02% Apr-14 98.06% 98.06% 98.06% 98.06%	95.70% May-14 95.66% 95.66% 95.66% 95.66%	98.16% Jun-14 98.11% 98.11% 98.11% 98.11%	Jul-14 97.02% 97.02% 97.02% 97.02%	98.42% Aug-14 96.68% 96.68% 96.68%	95.32% Sep-14 98.83% 98.83% 98.83% 98.83%	96.86%  Oct-14  98.43%  98.43%  98.43%  98.43%	96.45% Nov-14 98.02% 98.02% 98.02% 98.02%	T1 T2 T3 T4	£0  posts search	£0 May-14 £0 £0 £0 £0	£0 Jun-14 £0 £0 £0 £0	£0  Jul-14  £0  £0  £0  £0  £0	£0 Aug-14 £0 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0	£0 Oct-14 £0 £0 £0 £0 £0	Nov-1
CTA Cargo Eastside Southside	95.00%  Posts search  Target  95.00%  95.00%  95.00%  95.00%	98.06% Apr-14 98.33% 98.06% 98.64% 98.60%	95.66% May-14 98.27% 95.66% 98.83% 98.34%	Jun-14 98.50% 99.49% 98.16% 98.11%	Jul-14 98.82% 99.39% 97.02% 98.82%	96.68% Aug-14 99.18% 99.55% 96.68% 98.65%	98.83% Sep-14 98.85% 99.56% 99.17% 98.83%	98.43% Oct-14 98.43% 99.49% 98.89% 99.39%	98.02% Nov-14 98.62% 98.44% 98.02% 98.65%	T5	03	£0 <u> </u>	03	03	£0]	£0	[03	£
Γ <u>5</u> <b>FEGP</b> Γ1 Γ2 Γ3	95.00%  Target  99.00%  99.00%  99.00%  99.00%	99.50% Apr-14 99.96% 0.00% 99.76% 99.91%	99.20% May-14 99.88% 0.00% 99.71% 99.97%	Jun-14 99.97% 99.99% 99.55% 99.93%	Jul-14 99.97% 100.00% 99.91% 99.83%	99.52% Aug-14 99.96% 99.96% 99.78% 99.99%	Sep-14 99.91% 100.00% 99.88% 100.00%	99.62% Oct-14 99.97% 100.00% 99.94% 100.00%	Nov-14 100.00% 100.00% 99.89% 99.92%	FEGP T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	May-14 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0	Oct-14 £0 £0 £0 £0	Nov-1
Γ5 Jetties  Γ1 Γ2 Γ3	99.00%  Target  99.00%  99.00%  99.00%  99.00%	99.88%  Apr-14  99.63%  0.00%  99.65%  99.55%	99.67% May-14 99.84% 0.00% 99.67% 99.55%	Jun-14 99.68% 99.93% 99.75% 99.83%	Jul-14 99.85% 99.86% 99.85% 99.91%	99.93% Aug-14 99.80% 99.85% 99.83% 99.90%	Sep-14 99.78% 99.90% 99.63% 99.92%	99.91% Oct-14 99.47% 99.92% 99.77% 99.86%	99.78% Nov-14 99.68% 99.89% 99.89% 99.87%	T5  Jetties  T1 T2 T3 T4	£0 Apr-14 £0 £0 £0 £0	£0 May-14 £0 £0 £0 £0	£0 Jun-14 £0 £0 £0 £0	£0 Jul-14 £0 £0 £0 £0 £0	£0 Aug-14 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0	£0 Oct-14 £0 £0 £0 £0	Nov-1
Γ5 PSE (ger) Γ1 Γ2 Γ3 Γ4	Target 99.00% 99.00% 99.00% 99.00%	99.58% Apr-14 99.80% 0.00% 99.90% 99.70%	99.55% May-14 99.77% 0.00% 99.81% 99.73%	Jun-14 99.86% 99.69% 99.93% 99.90%	Jul-14 99.22% 99.59% 99.93% 99.83%	99.75% Aug-14 99.83% 99.61% 99.85% 99.84%	Sep-14 99.80% 99.39% 99.81% 99.82%	99.68% Oct-14 99.83% 99.51% 99.82% 99.72%	99.69% Nov-14 99.85% 99.56% 99.85% 99.82%	T5  PSE (gen T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	£0 May-14 £0 £0 £0 £0	£0 Jun-14 £0 £0 £0 £0	£0  Jul-14  £0  £0  £0  £0  £0	£0 Aug-14 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0	£0 Oct-14 £0 £0 £0 £0	Nov-1
Γ5 <b>PSE (prio</b> Γ1 Γ2 Γ3 Γ4	Target 99.00% 99.00% 99.00% 99.00%	99.74% Apr-14 99.76% 0.00% 99.95% 99.63%	99.70% May-14 99.80% 0.00% 99.82% 99.79%	Jun-14 99.80% 99.45% 99.95% 99.88%	Jul-14 99.87% 99.35% 99.93% 99.75%	99.54% Aug-14 99.84% 99.49% 99.90% 99.71%	99.61% Sep-14 99.88% 99.02% 99.76% 99.86%	99.69% Oct-14 99.93% 99.47% 99.82% 99.94%	99.62% Nov-14 99.85% 99.43% 99.84% 99.86%	T5  PSE (prid T1 T2 T3 T4	Apr-14 £0 £0 £0 £0	£0 May-14 £0 £0 £0 £0	£0 Jun-14 £0 £0 £0 £0	£0 Jul-14 £0 £0 £0 £0 £0	£0 Aug-14 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0	£0 Oct-14 £0 £0 £0 £0	Nov-
Γ1 Γ2 Γ3	99.00% try guidance Target 99.00% 99.00% 99.00% 99.00%	99.83% Apr-14 99.99% 0.00% 99.94% 99.97%	May-14 99.91% 0.00% 99.49% 99.96%	Jun-14 100.00% 99.91% 100.00% 100.00%	Jul-14 99.99% 99.99% 99.98% 100.00%	99.83% Aug-14 99.99% 100.00% 100.00%	Sep-14 100.00% 99.95% 99.98% 100.00%	99.68% Oct-14 99.98% 99.85% 100.00%	99.75% Nov-14 100.00% 99.95% 100.00%	T1 T2 T3 T4	£0  Apr-14  £0  £0  £0  £0  £0  £0  £0  £0	£0 May-14 £0 £0 £0	£0 Jun-14 £0 £0 £0	£0  Jul-14  £0  £0  £0  £0	£0 Aug-14 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0	£0  Oct-14  £0  £0  £0  £0  £0	Nov-1
<b>Stands</b> Γ1 Γ2 Γ3 Γ4	99.00%  Target 99.00% 99.00% 99.00% 99.00%	99.94% Apr-14 99.67% 0.00% 99.78% 99.85%	99.95% May-14 99.76% 0.00% 99.82% 99.02%	99.98% Jun-14 99.88% 99.89% 99.73% 99.84%	Jul-14 99.92% 99.87% 99.85% 99.76%	99.97% Aug-14 99.79% 99.75% 99.81% 99.83%	99.98% Sep-14 99.86% 99.91% 99.79% 99.80%	Oct-14 99.81% 99.86% 99.63% 99.83%	99.97% Nov-14 99.88% 99.92% 99.66% 99.80%	T5  Stands  T1  T2  T3  T4  T5	£0 Apr-14 £0 £0 £0 £0 £0 £0	£0 May-14 £0 £0 £0	£0 Jun-14 £0 £0 £0 £0 £0	£0  Jul-14  £0  £0  £0  £0  £0  £0	£0 Aug-14 £0 £0 £0 £0 £0 £0 £0	£0 Sep-14 £0 £0 £0 £0 £0	£0 Oct-14 £0 £0 £0 £0 £0	Nov-1
T5  Pier serv  T1/T2 T3 T4  T1/T2 tary		99.75%  Apr-14  98.75%  97.04%  99.75%  95.00%	99.59% May-14 98.78% 97.26% 99.73% 95.00%	99.66% Jun-14 98.83% 97.45% 99.75% 95.00%	Jul-14 98.88% 97.67% 99.76% 95.00%	99.77% Aug-14 98.86% 97.93% 99.76% 95.00%	99.78% Sep-14 98.88% 98.21% 99.75% 95.00%	99.76% Oct-14 98.94% 98.42% 99.75% 95.00%	99.83% Nov-14 99.04% 98.64% 99.75% 95.00%	Pier serv	£0 rice Apr-14 £0 £0 £0	£0 May-14 £0 £0 £0	Jun-14 £0 £0 £0	Jul-14 £0 £0 £0	Aug-14 £0 £0 £0	Sep-14 £0 £0 £0	£0 Oct-14 £0 £0 £0	Nov-1
Γ5	Target 99.00%	Apr-14 99.86% available	95.00% 95.00% May-14 99.82%	95.00% 95.00% Jun-14 99.98%	95.00% 95.00% Jul-14 99.91%	95.00% 95.00% Aug-14 99.95%	95.00% 95.00% Sep-14 99.89%	95.00% 95.00% Oct-14 99.96%	95.00% 95.00% Nov-14 99.98%	<b>TTS - %</b> T5	Both Apr-14 £0	May-14 £0	Jun-14 £0	Jul-14 £0	Aug-14 £0	Sep-14 £0	Oct-14 £0	Nov-1
Γ1 Γ2 Γ3	Target 97.00%  Reclaims  Target 99.00% 99.00% 99.00%	Apr-14 98.74% Apr-14 99.66% 0.00% 99.80%	May-14 99.23% May-14 99.66% 0.00% 99.89%	Jun-14 99.29% Jun-14 99.55% 99.58% 99.68%	Jul-14 99.12% Jul-14 99.78% 99.06% 99.69%	Aug-14 99.24% Aug-14 99.85% 99.39% 99.73%	Sep-14 99.60% Sep-14 99.81% 99.22% 99.81%	Oct-14 99.28% Oct-14 99.97% 99.58% 99.78%	Nov-14 99.44% Nov-14 100.00% 99.61% 99.77%	Arrivals T1 T2 T3	Apr-14 £0 £0 £0	May-14 £0 £0 £0	Jun-14 £0 £0 £0	Jul-14 £0 £0 £0	Aug-14 £0 £0 £0	Sep-14 £0 £0 £0	Oct-14 £0 £0 £0	Nov-1
Γ1 Γ2 Γ3	99.00% 99.00% itioned air Target 0.00% 98.00% 98.00%	99.85% 99.79% Apr-14 0.00% 0.00% 99.92%	99.73% 99.84% May-14 0.00% 0.00% 99.96%	99.73% 99.68% Jun-14 0.00% 99.20% 99.97%	99.72% 99.77% Jul-14 0.00% 99.91% 99.82%	99.93% 99.74% Aug-14 0.00% 99.91% 99.71%	99.44% 99.70% Sep-14 0.00% 99.98% 99.88%	99.86% 99.87% Oct-14 0.00% 99.99% 99.94%	99.87% 99.83% Nov-14 0.00% 100.00% 99.96%	T1 T2 T3	£0 £0 ditioned air  Apr-14  £0 £0 £0 £0	£0 £0 May-14 £0 £0 £0	£0 £0 Jun-14 £0 £0	£0 £0 Jul-14 £0 £0 £0	£0 £0 Aug-14 £0 £0 £0	£0 £0 Sep-14 £0 £0 £0	£0 £0 Oct-14 £0 £0 £0	Nov-1
All	0.00% 98.00% ne congestion Target N/A	Apr-14 N/A	0.00% 99.75% May-14 N/A	0.00% 99.50% Jun-14 N/A	0.00% 99.57% Jul-14 N/A	0.00% 99.33% Aug-14 N/A	0.00% 99.56% Sep-14 N/A	0.00% 99.52% Oct-14 N/A	0.00% 99.62% Nov-14 N/A	T4 T5 Aerodroi	£0 £0 me congestion Apr-14 N/A	£0 £0 May-14 N/A	£0 £0 Jun-14 N/A	£0 £0 Jul-14 N/A	£0 £0 Aug-14 N/A	£0 £0 Sep-14 N/A	£0 £0 Oct-14 N/A	Nov-1
Cleanline T1 T2 T3	ess - Month  Target  4.00  4.00  4.00  4.00  4.00	Apr-14 4.15 0.00 4.07 4.12	May-14 4.13 0.00 4.12 4.10	Jun-14 4.15 4.44 4.13 4.15	Jul-14 4.15 4.63 4.13 4.15	Aug-14 4.05 4.55 4.05 4.12	Sep-14 4.15 4.50 4.09 4.15	Oct-14 4.21 4.39 4.14 4.16	Nov-14 4.18 4.48 4.10 4.13									
Γ1 Γ2 Γ3	4.00 ng - Month Target 4.10 4.10 4.10 4.10	Apr-14 4.17 0.00 4.21 4.13	4.27 May-14 4.08 0.00 4.22 4.22	4.23 Jun-14 4.07 4.25 4.17 4.15	4.27 Jul-14 4.05 4.32 4.22 4.24	4.30 Aug-14 4.11 4.31 4.18 4.19	4.20 Sep-14 4.09 4.17 4.17 4.18	4.23 Oct-14 4.06 4.24 4.20 4.18	4.22 Nov-14 4.02 4.25 4.20 4.18									
Γ1 Γ2 Γ3	4.10 ormation - Mo Target 4.30 4.30 4.30 4.30	Apr-14 4.33 0.00 4.42 4.17	May-14 4.33 0.00 4.36 4.31	4.18 Jun-14 4.22 4.46 4.39 4.30	Jul-14 4.16 4.59 4.30 4.19	4.19 Aug-14 4.25 4.39 4.26 4.32	4.04 Sep-14 4.21 4.35 4.30 4.26	4.08 Oct-14 4.30 4.44 4.35 4.24	4.15 Nov-14 4.25 4.35 4.39 4.24									
Γ1 Γ2 Γ3	4.30  e lounge seat  Target  3.80  3.80  3.80  3.80	Apr-14 4.17 0.00 3.88 4.08	May-14 4.18 0.00 3.90 4.39	4.30 Jun-14 4.19 4.51 3.85 4.25	4.24 Jul-14 4.27 4.78 4.10 4.23	4.26 Aug-14 4.14 4.38 3.97 4.33	Sep-14 4.40 4.54 4.15 4.27	Oct-14 4.24 4.39 4.27 4.30	4.30 Nov-14 4.32 4.40 4.29 4.33									
Security  71 72 73	3.80	4.02 Apr-14 4.06 0.00 4.25 4.09	3.93 May-14 4.11 0.00 4.17 4.11	Jun-14 4.07 4.43 4.16 4.21	Jul-14 4.02 4.45 4.22 4.05	Aug-14 4.04 4.34 4.12 4.15	Sep-14 4.01 4.29 4.13 4.14	Oct-14 4.16 4.27 4.18 4.13	Nov-14 4.20 4.24 4.19 4.10									
<b>Vi-fi - Mα</b> Γ1  Γ1  Γ2  Γ3	0.00	Apr-14 3.94 0.00 3.99 3.83	May-14 3.69 0.00 3.77 3.85	Jun-14 3.87 3.74 3.86 3.87	Jul-14 3.95 4.13 4.15 4.09	4.15 4.10 Aug-14 4.00 4.04 3.95 4.02	Sep-14 3.99 Sep-14 3.94 4.12 3.93 4.00	0ct-14 4.06 4.07 4.10 4.17	Nov-14 4.21 4.10 4.08 3.88									
Γ5	0.00 0.00 ice - Month Target	3.83 3.87 Apr-14 99.38% 99.62% 99.84%	3.85 3.73 May-14 99.02% 99.24% 99.65%	3.87 3.66 Jun-14 98.91% 99.59% 99.96%	Jul-14 98.82% 99.80% 99.78%	4.02 4.04 Aug-14 98.82% 99.88% 99.80%	4.00 3.86 Sep-14 99.15% 99.88% 99.71%	0ct-14 99.43% 99.30% 99.79%	3.88 3.88 3.88 Nov-14 99.64% 98.86% 99.91%									

# How are we performing?

November 2014

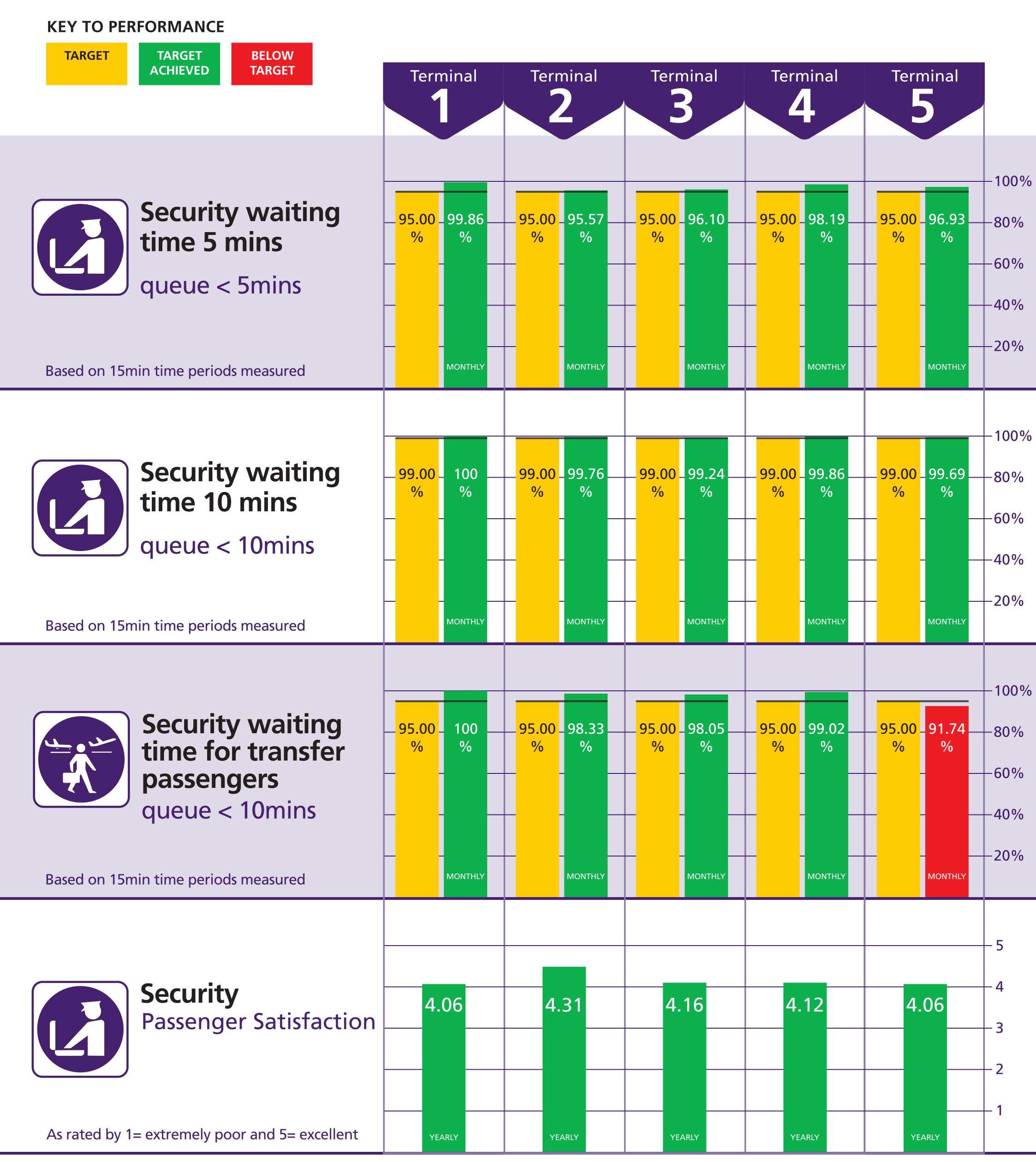


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



# How are we performing?

November 2014



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