



Heathrow - Service Quality Rebate and bonus report Workbook

October

Eduardo Teixeira, Integrated Planning & Performance Analyst

APOC

Printed : Wednesday 18 November 2015

Heathrow
Making every journey better

Service quality rebate

Heathrow Terminal 2	Oct-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.37	3.80	Yes	0	0	0
Cleanliness	4.40	4.00	Yes	0	0	0
Wayfinding	4.27	4.10	Yes	0	0	0
Flight information	4.40	4.30	Yes	0	0	0
Security	4.24	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	97.37%	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)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.68%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.64%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.94%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	99.93%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	99.26%	95.00%	Yes	0	0	0
Staff search	98.70%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Pier service +	99.67%	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.

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

Service quality rebate

Heathrow Terminal 3	Oct-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.25	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.22	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.20	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	98.57%	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)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.88%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	99.87%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	99.45%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Pier service	99.17%	94.80%	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.

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

Service quality rebate

Heathrow Terminal 4	Oct-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.33	3.80	Yes	0	0	0
Cleanliness	4.16	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	840,630	6
Security	4.13	n/a		n/a	n/a	n/a
Wi-fi	4.20	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.83%	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)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.96%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	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	99.94%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	99.82%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Pier service	99.94%	95.00%	Yes	0	0	0
Total				0	840,630	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.

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

Service quality rebate

Heathrow Terminal 5	Oct-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.07	3.80	Yes	0	0	0
Cleanliness	4.27	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	2,366,820	6
Security	4.07	n/a		n/a	n/a	n/a
Wi-fi	4.07	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.24%	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)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.94%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	99.69%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.00%	95.00%	Yes	0	0	0
Staff search	96.83%	95.00%	Yes	0	0	0
Control posts search	96.52%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.99%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.84%	97.00%	Yes	0	0	0
Total				0	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.

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

Service quality rebate

Aerodrome Congestion Term	Oct-15	Year to date *		
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total		0	0	0

--

NOTE: * year is January 2015 to December 2015

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

Service quality rebate

Control Post Groups	Oct-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.16%	95.00%	Yes			
Cargo	97.88%	95.00%	Yes			
Eastside	96.52%	95.00%	Yes			
Southside	97.08%	95.00%	Yes			
Terminal 5	99.46%	95.00%	Yes			
Control Post Groups - lowest actual result	96.52%	95.00%	Yes	0	0	0

NOTE: * year is January 2015 to December 2015

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

Performance

Cleanliness											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.42	4.41	4.40	4.40
T3	4.00	4.12	4.12	4.13	4.14	4.14	4.14	4.15	4.17	4.17	4.17
T4	4.00	4.14	4.15	4.15	4.15	4.16	4.16	4.16	4.16	4.16	4.16
T5	4.00	4.24	4.24	4.25	4.26	4.26	4.27	4.27	4.26	4.26	4.27

Wayfinding											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.25	4.26	4.26	4.27
T3	4.10	4.20	4.21	4.22	4.21	4.22	4.22	4.22	4.22	4.22	4.22
T4	4.10	4.20	4.21	4.20	4.21	4.21	4.22	4.22	4.23	4.25	4.25
T5	4.10	4.17	4.16	4.17	4.17	4.16	4.17	4.17	4.17	4.18	4.19

Flight information											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.39	4.40	4.40	4.40
T3	4.30	4.35	4.36	4.35	4.35	4.35	4.35	4.35	4.37	4.37	4.36
T4	4.30	4.26	4.27	4.27	4.28	4.29	4.28	4.30	4.31	4.31	4.32
T5	4.30	4.29	4.29	4.29	4.28	4.28	4.29	4.30	4.30	4.31	4.32

Departure lounge seat availability											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.38	4.39	4.38	4.37
T3	3.80	4.07	4.09	4.10	4.14	4.18	4.20	4.21	4.24	4.25	4.25
T4	3.80	4.27	4.28	4.30	4.32	4.30	4.31	4.31	4.30	4.32	4.33
T5	3.80	4.02	4.03	4.04	4.05	4.06	4.06	4.07	4.06	4.07	4.07

Security											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.25	4.25	4.25	4.24
T3	0.00	4.17	4.18	4.18	4.18	4.18	4.18	4.18	4.19	4.19	4.20
T4	0.00	4.12	4.13	4.13	4.13	4.13	4.12	4.13	4.12	4.12	4.13
T5	0.00	4.05	4.06	4.06	4.06	4.06	4.06	4.06	4.06	4.07	4.07

Wi-fi											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-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	4.16	4.15	4.15	4.16
T3	0.00	3.99	4.01	4.03	4.05	4.09	4.12	4.13	4.14	4.16	4.16
T4	0.00	3.99	4.01	4.03	4.08	4.11	4.14	4.16	4.18	4.20	4.20
T5	0.00	3.89	3.92	3.94	3.96	3.99	4.03	4.03	4.03	4.05	4.07

CSA queues - Times queue <5 minutes											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	95.00%	99.86%	99.59%	99.22%	99.14%	99.68%	99.90%	0.00%	0.00%	0.00%	0.00%
T2	95.00%	96.68%	96.07%	97.65%	97.24%	97.97%	98.48%	96.22%	97.10%	97.48%	97.37%
T3	95.00%	97.33%	96.12%	96.31%	97.71%	97.14%	96.71%	96.31%	96.87%	98.48%	98.57%
T4	95.00%	98.25%	97.76%	97.33%	97.10%	96.54%	97.52%	95.39%	98.16%	97.71%	97.83%
T5	95.00%	96.54%	98.29%	97.72%	98.14%	96.11%	96.88%	95.85%	97.28%	96.24%	97.24%

CSA queues - Times queue = 10 minutes											
0	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.68%	99.64%	99.91%	100.00%	99.91%	100.00%	99.72%	99.95%	100.00%	100.00%
T3	99.00%	99.72%	99.95%	99.72%	99.95%	99.91%	99.90%	99.86%	99.91%	99.90%	100.00%
T4	99.00%	100.00%	100.00%	99.86%	99.95%	99.59%	99.95%	99.63%	99.86%	100.00%	100.00%
T5	99.00%	99.88%	99.97%	99.95%	99.93%	100.00%	99.88%	99.98%	99.98%	99.93%	100.00%

Transfer search											
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		0.00%	0.00%	0.00%
T2	95.00%	98.06%	98.57%	97.10%	99.43%	98.16%	98.38%	98.48%	97.88%	98.29%	99.26%
T3	95.00%	96.54%	97.96%	97.14%	95.52%	95.96%	97.14%	97.42%	97.19%	98.67%	99.45%
T4	95.00%	96.73%	99.05%	99.48%	98.97%	96.92%	97.45%	98.77%	98.20%	99.22%	98.48%
T5	95.00%	96.17%	98.48%	98.00%	98.71%	97.04%	97.34%	97.35%	96.61%	97.96%	98.00%

£ Rebates

Cleanliness											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Wayfinding											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£0	£0	£8,989	£8,989	£8,989	£8,989	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Flight information											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£8,989	£8,989	£8,989	£8,989	£8,989	£8,989	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£140,105	£140,105	£140,105	£140,105	£140,105	£140,105	£0	£0	£0	£0	£0
T5	£394,470	£394,470	£394,470	£394,470	£394,470	£394,470	£0	£0	£0	£0	£0

Departure lounge seat availability											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Security											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Wi-fi											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

CSA queues - Both											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Transfer search											
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	<

Performance

Staff search

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	95.00%	98.53%	99.49%	99.40%	99.62%	99.77%	99.76%	0.00%	0.00%	0.00%	0.00%
T2	95.00%	99.40%	99.19%	97.81%	99.20%	99.38%	99.44%	96.76%	98.81%	99.68%	98.70%
T3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%	99.86%	100.00%	99.90%	99.95%
T4	95.00%	96.27%	100.00%	99.59%	100.00%	99.86%	100.00%	100.00%	99.63%	100.00%	99.82%
T5	95.00%	96.16%	95.98%	95.45%	96.13%	95.35%	95.53%	95.64%	97.51%	95.66%	96.83%

Control posts search

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%
T2	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%
T3	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%
T4	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%
T5	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%

Control posts search

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
CTA	95.00%	99.11%	99.37%	99.23%	99.11%	99.36%	99.48%	99.43%	99.18%	98.31%	99.16%
Cargo	95.00%	98.52%	98.49%	98.58%	99.22%	99.07%	99.40%	99.32%	99.36%	98.51%	97.88%
Eastside	95.00%	97.83%	98.83%	97.98%	98.13%	98.94%	98.54%	97.98%	98.29%	97.45%	96.52%
Southside	95.00%	98.91%	99.13%	98.87%	98.20%	98.78%	98.60%	99.13%	98.34%	96.89%	97.08%
T5	95.00%	99.22%	99.39%	99.38%	99.50%	99.08%	99.57%	99.68%	99.23%	98.57%	99.46%

FEGP

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	100.00%	99.93%	100.00%	100.00%	100.00%	99.98%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.98%	99.99%	100.00%	99.96%	100.00%	99.98%	100.00%	99.93%	99.98%	99.99%
T3	99.00%	99.91%	99.97%	99.94%	99.88%	99.97%	99.93%	99.97%	99.95%	99.88%	100.00%
T4	99.00%	99.93%	99.98%	99.82%	100.00%	100.00%	99.99%	99.98%	99.94%	99.94%	99.94%
T5	99.00%	99.89%	99.96%	99.95%	99.89%	99.96%	99.94%	99.99%	99.99%	99.92%	99.98%

Jetties

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	99.77%	99.90%	99.80%	99.95%	99.85%	99.92%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.86%	99.97%	99.89%	99.93%	99.94%	99.96%	99.95%	99.95%	99.98%	99.94%
T3	99.00%	99.73%	99.85%	99.69%	99.73%	99.72%	99.85%	99.65%	99.88%	99.79%	99.88%
T4	99.00%	99.82%	99.91%	99.87%	99.86%	99.77%	99.91%	99.87%	99.90%	99.91%	99.87%
T5	99.00%	99.53%	99.71%	99.81%	99.82%	99.84%	99.81%	99.72%	99.82%	99.80%	99.85%

PSE (general)

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	99.80%	99.89%	99.91%	99.75%	99.92%	99.89%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.46%	99.54%	99.68%	99.81%	99.75%	99.69%	99.65%	99.73%	99.78%	99.74%
T3	99.00%	99.87%	99.74%	99.76%	99.66%	99.71%	99.73%	99.35%	99.76%	99.79%	99.77%
T4	99.00%	99.76%	99.82%	99.77%	99.75%	99.75%	99.81%	99.77%	99.66%	99.75%	99.66%
T5	99.00%	99.62%	99.64%	99.71%	99.57%	99.63%	99.51%	99.54%	99.61%	99.66%	99.70%

PSE (priority)

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	99.80%	99.89%	99.91%	99.75%	99.92%	99.89%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.40%	99.32%	99.68%	99.73%	99.65%	99.57%	99.48%	99.64%	99.69%	99.68%
T3	99.00%	99.85%	99.83%	99.85%	99.55%	99.82%	99.66%	99.05%	99.67%	99.69%	99.80%
T4	99.00%	99.89%	99.91%	99.74%	99.95%	99.79%	99.79%	99.66%	99.91%	99.92%	99.96%
T5	99.00%	99.61%	99.69%	99.77%	99.52%	99.66%	99.58%	99.40%	99.12%	99.78%	99.79%

Stand entry guidance

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	99.98%	100.00%	100.00%	99.98%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	100.00%	99.92%	99.87%	100.00%	99.96%	99.98%	99.99%	99.99%	100.00%	99.99%
T3	99.00%	99.99%	99.95%	99.91%	99.94%	99.99%	99.98%	99.96%	99.96%	99.90%	99.97%
T4	99.00%	99.96%	100.00%	99.96%	99.90%	99.99%	100.00%	100.00%	100.00%	99.98%	99.98%
T5	99.00%	99.98%	99.95%	99.99%	99.99%	99.90%	99.96%	99.98%	99.93%	99.97%	99.99%

Stands

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	99.93%	99.98%	99.92%	99.91%	99.92%	99.91%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.89%	99.93%	99.82%	99.89%	99.68%	99.86%	99.84%	99.73%	99.80%	99.92%
T3	99.00%	99.83%	99.80%	99.90%	99.78%	99.84%	99.84%	99.83%	99.73%	99.83%	99.78%
T4	99.00%	99.88%	99.81%	99.85%	99.75%	99.80%	99.86%	99.87%	99.75%	99.90%	99.80%
T5	99.00%	99.88%	99.91%	99.85%	99.88%	99.82%	99.84%	99.84%	99.84%	99.83%	99.83%

Pier service

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1/T2		99.15%	99.21%	99.26%	99.29%	99.34%	99.41%	99.50%	99.58%	99.64%	99.67%
T2		99.57%	99.60%	99.58%	99.60%	99.61%	99.64%	99.65%	99.67%	99.69%	99.71%
T3		98.99%	99.14%	99.40%	99.39%	99.41%	99.39%	99.36%	99.29%	99.26%	99.17%
T4		99.78%	99.80%	99.85%	99.86%	99.88%	99.88%	99.91%	99.92%	99.93%	99.94%

TTS - % time one car available

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T5	99.00%	99.94%	100.00%	100.00%	99.95%	99.88%	99.95%	99.93%	99.98%	100.00%	99.99%

TTS - % time two cars available

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T5	97.00%	99.24%	99.80%	99.52%	99.38%	99.80%	99.70%	99.53%	99.30%	99.14%	99.84%

Arrivals Reclaims

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	99.00%	99.98%	99.90%	99.97%	99.97%	99.96%	100.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.47%	99.67%	99.54%	99.36%	99.55%	99.29%	99.11%	99.07%	99.51%	99.64%
T3	99.00%	99.74%	99.81%	99.74%	99.74%	99.79%	99.65%	99.37%	99.43%	99.54%	99.77%
T4	99.00%	99.70%	99.92%	99.70%	99.85%	99.78%	99.85%	99.72%	99.63%	99.78%	99.78%
T5	99.00%	99.86%	99.85%	99.88%	99.88%	99.91%	99.87%	99.82%	99.87%	99.81%	99.94%

Pre-conditioned air

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	98.00%	99.99%	99.97%	99.45%	99.96%	99.95%	99.68%	99.93%	99.83%	99.91%	99.93%
T3	98.00%	100.00%	100.00%	100.00%	100.00%	99.99%	99.91%	99.93%	99.09%	100.00%	99.87%
T4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	98.00%	99.88%	99.59%	99.59%	99.44%	99.78%	99.61%	99.62%	99.56%	99.82%	99.69%

Aerodrome congestion

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

£ Rebates

Staff search

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Control posts search

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

FEGP

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Jetties

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

PSE (general)

<

Cleanliness - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	4.00	4.26	4.24	4.37	4.18	4.31	4.17	0.00	0.00	0.00	0.00
T2	4.00	4.39	4.46	4.36	4.40	4.40	4.44	4.35	4.41	4.35	4.41
T3	4.00	4.11	4.24	4.28	4.14	4.16	4.14	4.18	4.19	4.13	4.14
T4	4.00	4.17	4.23	4.22	4.07	4.20	4.18	4.21	4.08	4.14	4.17
T5	4.00	4.31	4.26	4.31	4.29	4.33	4.30	4.24	4.24	4.19	4.28

Wayfinding - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	4.10	4.04	4.04	4.17	4.11	4.21	3.96	0.00	0.00	0.00	0.00
T2	4.10	4.26	4.30	4.23	4.27	4.29	4.22	4.29	4.32	4.24	4.30
T3	4.10	4.19	4.34	4.32	4.19	4.24	4.16	4.24	4.23	4.15	4.18
T4	4.10	4.16	4.25	4.25	4.19	4.28	4.23	4.30	4.27	4.36	4.25
T5	4.10	4.25	4.16	4.21	4.17	4.19	4.23	4.16	4.19	4.22	4.21

Flight information - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	4.30	4.34	4.48	4.23	4.13	4.14	4.18	0.00	0.00	0.00	0.00
T2	4.30	4.38	4.53	4.41	4.41	4.28	4.39	4.46	4.44	4.38	4.38
T3	4.30	4.37	4.48	4.37	4.36	4.39	4.36	4.32	4.42	4.29	4.34
T4	4.30	4.24	4.43	4.26	4.25	4.38	4.27	4.38	4.28	4.37	4.38
T5	4.30	4.32	4.33	4.31	4.25	4.30	4.35	4.35	4.29	4.34	4.32

Departure lounge seat availability - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	3.80	4.33	4.48	4.36	4.30	4.37	4.30	0.00	0.00	0.00	0.00
T2	3.80	4.32	4.52	4.33	4.40	4.23	4.40	4.35	4.46	4.38	4.31
T3	3.80	4.26	4.39	4.32	4.27	4.26	4.10	4.20	4.23	4.21	4.22
T4	3.80	4.37	4.42	4.42	4.29	4.26	4.30	4.27	4.22	4.48	4.36
T5	3.80	4.15	4.09	4.13	4.12	4.02	4.04	3.89	4.00	4.08	4.15

Security - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	0.00	4.25	4.25	4.19	4.18	4.13	4.21	0.00	0.00	0.00	0.00
T2	0.00	4.27	4.28	4.21	4.25	4.20	4.27	4.29	4.27	4.21	4.23
T3	0.00	4.19	4.25	4.23	4.21	4.19	4.16	4.17	4.24	4.19	4.21
T4	0.00	4.13	4.21	4.13	4.10	4.12	4.10	4.12	4.06	4.15	4.19
T5	0.00	4.13	4.21	4.06	4.06	4.06	4.07	4.05	4.04	4.09	4.09

Wi-fi - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1	0.00	4.19	4.23	4.20	4.22	3.54	3.96	0.00	0.00	0.00	0.00
T2	0.00	4.18	4.23	4.15	4.27	4.21	4.16	4.09	4.03	4.17	4.16
T3	0.00	4.19	4.19	4.22	4.18	4.23	4.14	4.18	4.12	4.09	4.11
T4	0.00	4.13	4.23	4.26	4.30	4.18	4.28	4.27	4.20	4.19	4.20
T5	0.00	4.05	4.23	4.08	4.09	4.09	4.06	3.98	4.03	4.14	4.13

Pier service - Month

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15
T1/T2	0.0	99.69%	99.74%	99.40%	99.66%	99.67%	99.73%	99.79%	99.77%	99.75%	99.82%
T3	0.0	99.25%	99.30%	99.01%	99.51%	99.45%	99.44%	99.49%	99.17%	99.52%	98.37%
T4	0.0	100.00%	99.95%	100.00%	99.94%	99.88%	99.99%	99.99%	99.93%	99.88%	99.94%

Heathrow SQR Bonus Performance Dashboard

	October 2015								Year To Date*
	Measure Type	Lower Performance Threshold	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	4.37	4.25	4.33	4.07	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.40	4.17	4.16	4.27	4.50	£ -	£ -
Way finding	MAT	4.20	4.27	4.22	4.25	4.19	4.50	£ -	£ -
Flight information	MAT	4.40	4.40	4.36	4.32	4.32	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?

October 2015

KEY TO PERFORMANCE

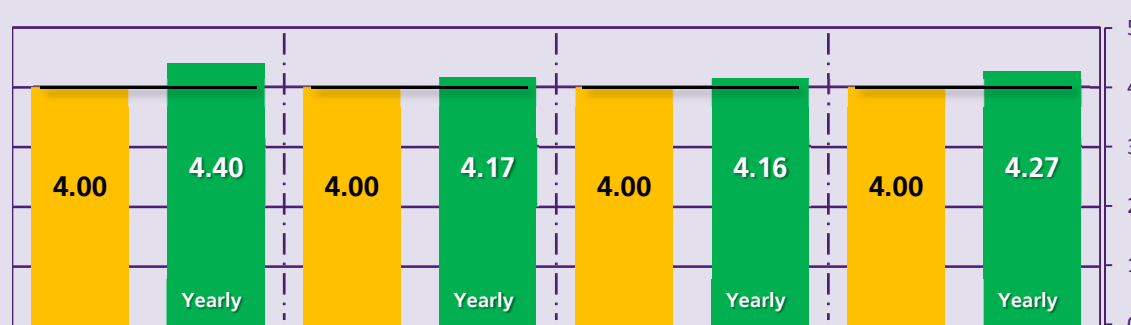


As rated by 1=Extremely Poor and 5=Excelent



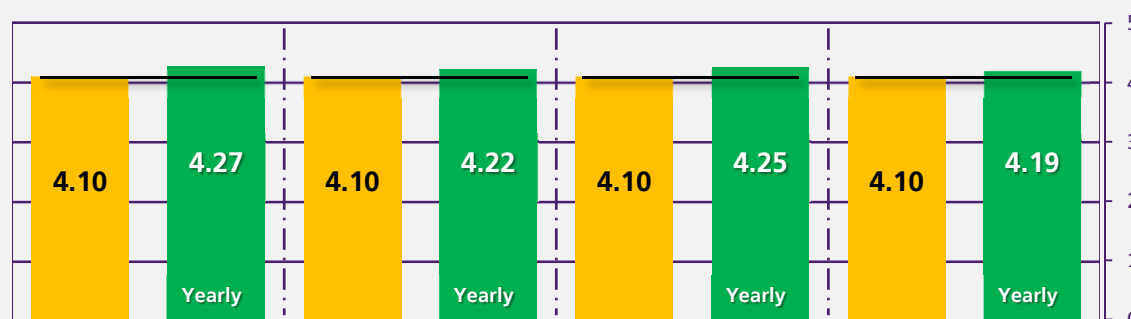
Cleanliness

Overall cleanliness of the terminal



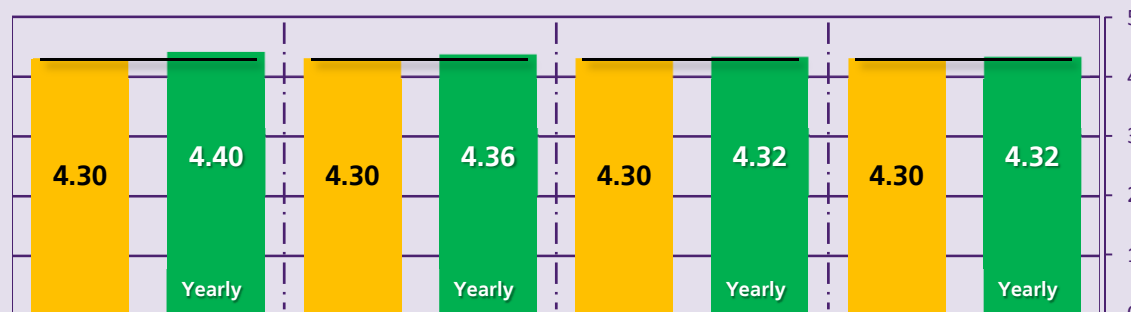
Wayfinding

Ease of finding your way around the airport



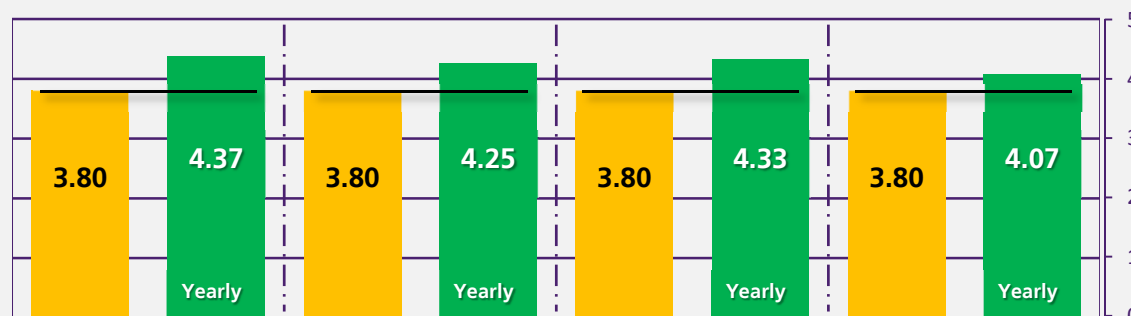
Flight Info

Accuracy and ease of finding flight information



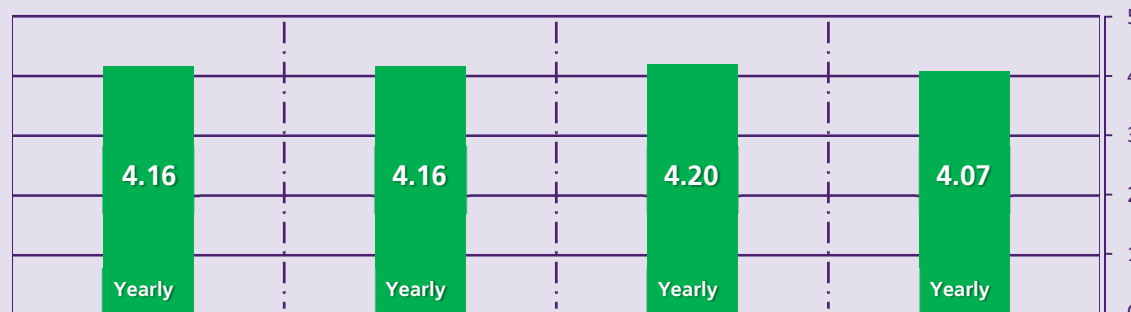
Departure Lounge Seat Availability

Ease of finding a seat



WiFi

Ease of using WiFi



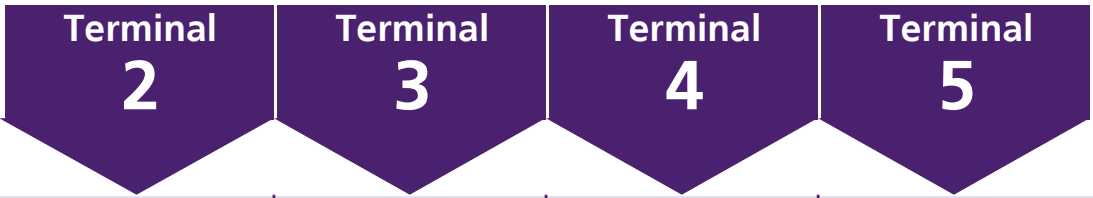
How are we performing?

October 2015

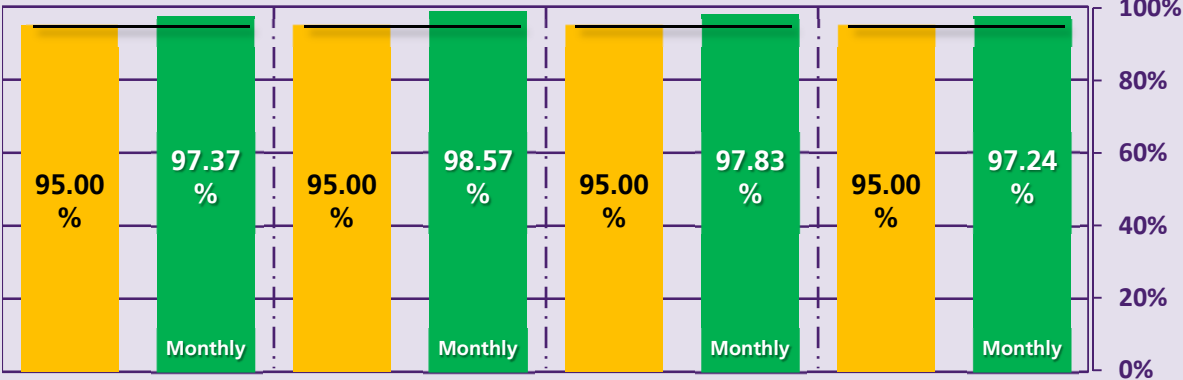
KEY TO PERFORMANCE



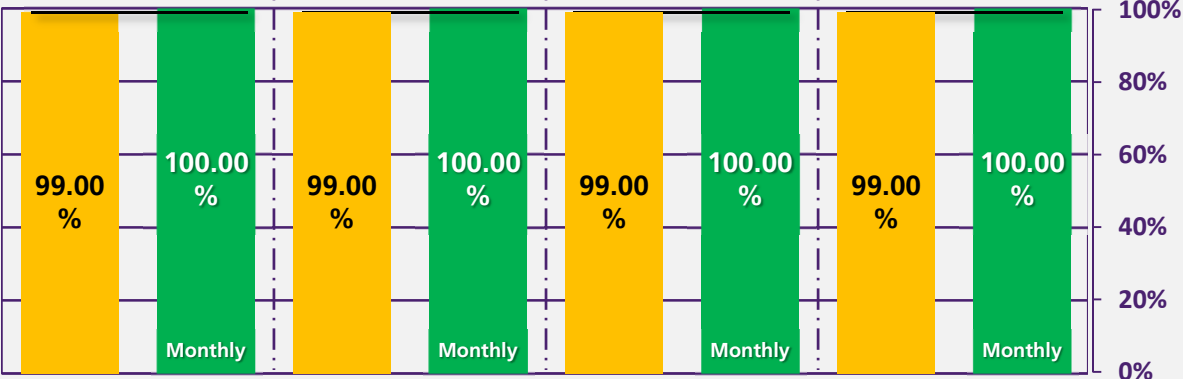
As rated by 1=Extremely Poor and 5=Excelent



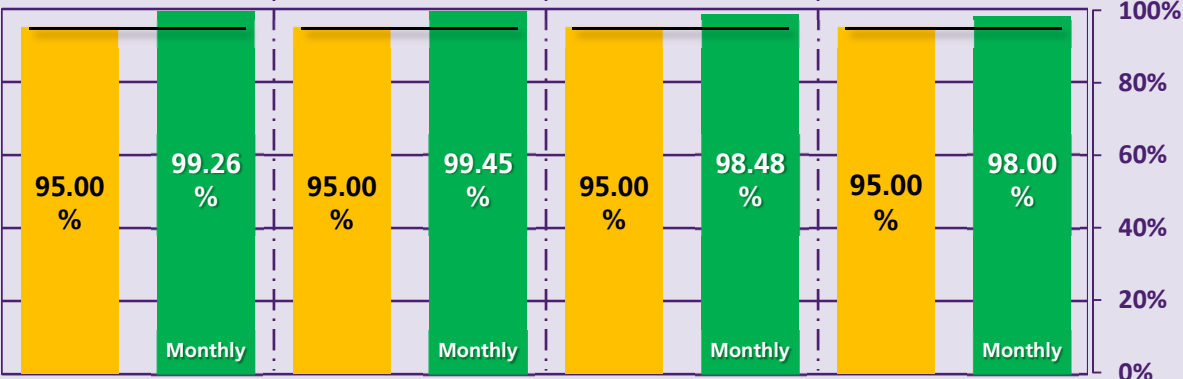
Security Waiting
time 5 mins
queue < 5mins



Security Waiting
time 10 mins
queue < 10mins



Security Waiting
time for transfer
Passengers
queue < 5mins



Security
Passenger satisfaction

