

Heathrow Performance Report

Service Quality Rebate and Bonus - September 2019

Integrated Planning and Performance - Airport Operations Printed: 25 October 2019



Heathrow Performance Report September 2019

Passenger Experience and Service Level Perfor		'			
Departure levere seet oveilebilitest	T2	Т3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.35	4.18	4.30	4.09	
Cleanliness* Overall cleanliness of the terminal	4.38	4.18	4.27	4.32	
Wayfinding* Ease of finding your way around the airport	4.30	4.25	4.27	4.26	
Flight information* Accuracy and ease of finding flight information	4.41	4.42	4.38	4.39	
Wi-Fi* Ease of using WiFi	4.18	4.18	4.26	4.21	
Security* Passenger satisfaction	4.26	4.23	4.23	4.22	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.33%	98.52%	99.33%	95.30%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	100%	99.95%	100%	99.14%	
Staff search Based on 15min time periods measured	99.71%	99.47%	100%	96.25%	
Transfer Search Based on 15min time periods measured	99.28%	97.47%	100%	95.47%	
	СТА	Cargo	EastSide	Т5	SouthSide
Control Post Security Search	97.11%	95.14%	96.56%	97.07%	95.27%

Classification: Internal

* SQRB calculation based on moving annual average (MAA) for these metrics

Heathrow

Service Level Performance

	T2	Т3	T4	T5
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.47%	99.63%	99.80%	99.50%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.81%	99.50%	99.76%	99.55%
Stands vailability of stands	99.87%	99.83%	99.84%	99.92%
FEGP wailability ofFixed Electrical Ground Power	100%	99.99%	99.99%	99.98%
etties vailability of Air-Bridges	99.73%	99.24%	99.91%	99.83%
PCA vailability of Pre-conditioned Air	99.99%	100%		100%
SEGs	100%	99.99%	99.99%	99.99%
Pier Service* 6 Pier served passengers	97.06%	95.94%	99.99%	
Arrivals Reclaims	99.03%	99 27%	99 76%	99.87%

Aerodrome congestion

Bag reclaim belts availability

TTS - One car	99.99%
Track Transit System - one car availability	99.99%

TTS - Two cars
Track Transit System - % time two cars available

Financial Report- Bonus and Rebates

					Rebates:						
			Se	p - 2019				YTD			
	T2	Т3	T4	Т5	Campus		mated bate		Estimated Rebate	Total Failures	
Departure lounge seat availability						£	-	£	-	0	
Cleanliness						£	-	£	-	0	
Wayfinding						£	-	£	-	0	
Flight information						£	-	£	-	0	
CSA Queues - Both	\bigcirc		\bigcirc	\bigcirc		£	-	£	-	0	
Staff Search	\bigcirc					£	-	£	-	0	
Transfer search	\bigcirc		\bigcirc	\bigcirc		£	-	£	-	0	
Passenger Sensitive Equipment (General)	\bigcirc					£	-	£	-	0	
Passenger Sensitive Equipment (Priority)	\bigcirc		\bigcirc	\bigcirc		£	-	£	-	0	
Stands						£	-	£	-	0	
FEGP	\bigcirc		\bigcirc	\bigcirc		£	-	£	-	0	
Jetties	\bigcirc					£	-	£	-	0	
Pre-conditioned air						£	-	£	-	0	
Stand entry guidance	\bigcirc					£	-	£	-	0	
Pier Service	\bigcirc		\bigcirc			£	-	£	-	0	
Arrivals reclaims	\bigcirc					£	-	£	-	0	
Control Posts Search						£	-	£	-	0	
Aerodrome Congestion						£	-	£	-	0	
TTS - % Both				8		£ 314	,400.00	£	314,400.00	1	
					Total	£ 314	1,400.00	£	314,400.00	1	

				Bonuses	5:						
				Sep - 20	19				YTD)	
Lower Threshol	Upper d Threshold	T2	Т3	T4	T5 Estimated Bonus		T4 T5		Estimated Bonus		Total Pass
4.10	4.50	4.35	4.18	4.30	4.09	£	-	£	27,500	2	
4.20	4.50	4.38	4.18	4.27	4.32	£	-	£	-	0	
4.20	4.50	4.30	4.25	4.27	4.26	£	91,668	£	751,680	9	
4.40	4.70	4.41	4.42	4.38	4.39	£	-	£	-	0	
					Total	£	91,668	£	779,181	11	

99.03% | 99.27%

99.76%

99.87%

92.41%

Bonus: All business units must exceed Lower Threshold. Lowest Score will be used to calculate bonus term each month for qualifying measures Financial year is from January 2019 - December 2019

Classification: Internal calculation based on moving annual average (MAA) for these metrics Terminal 2 Performance Report September 2019 **Passenger Experience and Service Level Performance Service Level Performance** Sep-19 vs. Aug-19 Target Sep-19 vs. Aug-19 **Departure lounge** 4.30 PSE (General) seat availability* 3.80 4.35 99.00° 99.47% ▲ 0.01 4.10 **▼**-0.13% Ease of finding a seat Availability of Passenger 3.90 ensitive Equipment (General) 3.70 4.50 PSE (Priority) 4.30 Cleanliness* 4.00 4.38 0.00 99.00% 99.81% **0**.28% 99% Overall cleanliness of the Availability of Passenger Sensitive Equipment (Priority) 4.50 100% 4.40 Wayfinding* 4.30 4.10 4.30 99.87% 0.00 ▲0.03% Ease of finding your way 4.20 around the airport 4.10 4.00 4.50 Flight information* **IFEGP** 4.30 4.41 100% **0.01** 99.00% 0.00% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.20 4.50 **Jetties** Wi-Fi*
Ease of us ▲ 0.01 4.18 99.00% 99.73% **▼**-0.13% Ease of using WiFi Availability of Air-Bridges 4.10 4.50 4.40 Security* 4.30 99.99% 4.26 0.00 **0.07%** 98.00% 4.20 Availability of Pre-Conditioned Passenger satisfaction 4.10 4.00 100% 98% **CSA queues - Times SEGs** 96.33% 100% 95.00% **△**0.66% 0.00% 99.00% queue <5 minutes Availability of Stand entry Based on 15min time periods quidance 94% 98% measured 100% **CSA queues - Times** Pier Service* 100% ▲0.09% 97.06% -0.15% 99.00% 95.00% queue <10 minutes % Pier served passengers Based on 15min time periods

Arrivals reclaims

Bag reclaim belts availability

99.00%

99.03%



measured

Staff search

Transfer Search

Based on 15min time periods

Sased on 15min time periods



95.00%

95.00%

99.71%

99.28%

100%

98%

△0.08%

-0.03%

100%

-0.27%

Terminal 2 Performance Report September 2019

Financial Report - Bonus and Rebates

Rebates:



		Sep - 2019			Year-to-E	Date
	Target Achieved	Estimated R	ebate	Estimate	d Rebate	Number of failures
Departure lounge seat availability	\bigcirc	£	-	£	-	0
Cleanliness		£	-	£	-	0
Wayfinding	igstar	£	-	£	-	0
Flight information	\bigcirc	£	-	£	-	0
CSA queues - Both	igoremsize	£	-	£	-	0
Staff search	igoremsize	£	-	£	-	0
Transfer search	igoremsize	£	-	£	-	0
PSE (General)	igoremsize	£	-	£	-	0
PSE (Priority)	igstar	£	-	£	-	0
Stands		£	-	£	-	0
FEGP	\bigcirc	£	-	£	-	0
Jetties		£	-	£	-	0
PCA	\bigcirc	£	-	£	-	0
SEGS	\bigcirc	£	-	£	-	0
Pier Service	\bigcirc	£	-	£	-	0
Arrivals reclaims		£	-	£	-	0
		£	-	£	-	0

Bonuses:

					Sep -	- 2019		Date	
	Measure	Lower Threshold	Upper Threshold	Δετιιαί		Estimated Bonus (All Terminals)		mated Bonus I Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.35	£	-	£	27,500.50	2
Cleanliness	MAA	4.20	4.50	4.38	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.30	£	91,668	£	751,680	9
Flight information	MAA	4.40	4.70	4.41	£	-	£	-	0
					£	91,668	£	779,181	11

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

Classification: Internal calculation based on moving annual average (MAA) for these metrics Terminal 3 Performance Report September 2019 **Passenger Experience and Service Level Performance Service Level Performance** Sep-19 vs. Aug-19 (4.50 Sep-19__ vs. Aug-19 100% Target **Departure lounge** 4.30 PSE (General) seat availability* 3.80 4.18 99.00° 99.63% ▲0.05% ▲ 0.01 4.10 Ease of finding a seat Availability of Passenger 3 90 sensitive Equipment (General) 3.70 4.50 100% PSE (Priority) 4.30 Cleanliness* 4.00 4.18 99.00% 99.50% -0.08% **0.01** Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 4.50 4.40 Wayfinding* 4.30 4.10 4.25 0.00 99.83% **-**0.08% Ease of finding your way 4.20 around the airport 4.10 4.00 4.50 Flight information* **IFEGP** 4.30 4.42 99.99% **0.01** 99.00% 0.00% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.20 4.50 **Jetties** Wi-Fi*
Ease of us 99.24% 4.18 0.00 99.00% **V**-0.59% Ease of using WiFi Availability of Air-Bridges 4.10 4.50 4.40 Security* 4.30 4.23 **a** 0.01 98.00% 100% ▲0.02% 4.20 Availability of Pre-Conditioned assenger satisfaction 4.10 4.00 100% **CSA queues - Times** SEGs 98.52% **△**2.48% 99.99% 95.00% ▲0.01% 99.00% queue <5 minutes Availability of Stand entry 96% Based on 15min time periods quidance 94% measured **CSA queues - Times** Pier Service* 99.95% **△**0.64% 95.94% -0.01% 99.00% 99% 95.00% queue <10 minutes % Pier served passengers 95% Based on 15min time periods 93% measured 100% 1009

99.00%

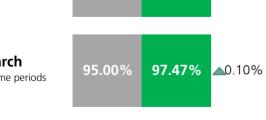
99.27%

▼-0.46%



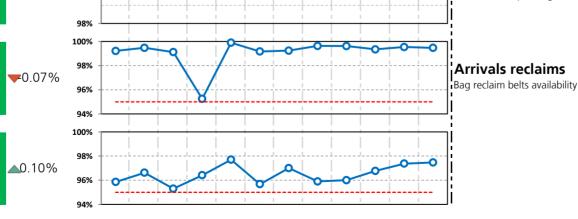
Staff search Sased on 15min time periods

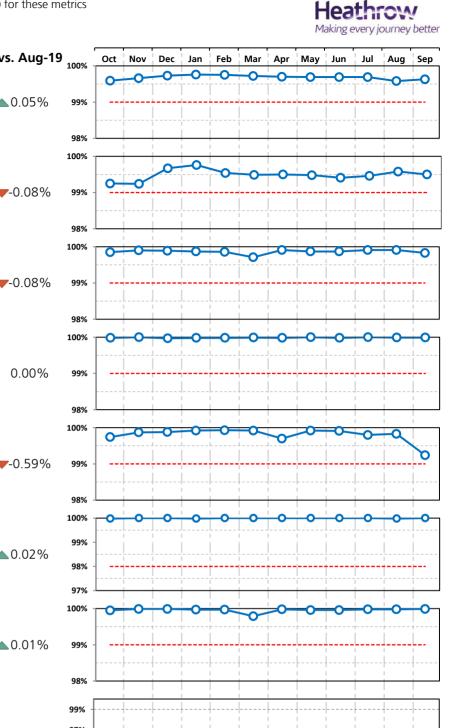




99.47%

95.00%





Terminal 3 Performance Report September 2019

Financial Report - Bonus and Rebates

Classification: Internal

Heathrow Making every journey better

Rebates:

		Sep - 2019		Year-to-Date		
	Target Achieved	Estimated Reba	ate	Estimated Rebate	Number of failures	
Departure lounge seat availability	Ø	£	-	£ -	0	
Cleanliness		£	-	£ -	0	
Wayfinding		£	-	£ -	0	
Flight information		£	-	£ -	0	
CSA queues - Both		£	-	£ -	0	
Staff search		£	-	£ -	0	
Transfer search		£	-	£ -	0	
PSE (General)		£	-	£ -	0	
PSE (Priority)		£	-	£ -	0	
Stands		£	-	£ -	0	
FEGP		£	-	£ -	0	
Jetties		£	-	£ -	0	
PCA		£	-	£ -	0	
SEGS		£	-	£ -	0	
Pier Service		£	-	£ -	0	
Arrivals reclaims		£	-	f -	0	
		£	-	£ -	0	

Bonuses:

					Sep -	2019		Year-to-Da	te
		Lower	Upper	Actual	Estim	ated Bonus (All	Estir	nated Bonus (All	Number of
	Measure	Threshold	Threshold	Actual		Terminals)		Terminals)	Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.18	£	-	£	27,500.50	2
Cleanliness	MAA	4.20	4.50	4.18	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.25	£	91,668	£	751,680	9
Flight information	MAA	4.40	4.70	4.42	£	-	£	-	0
					£	91,668	£	779,181	11

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

Classification: Internal calculation based on moving annual average (MAA) for these metrics Terminal 4 Performance Report September 2019 **Passenger Experience and Service Level Performance Service Level Performance** Sep-19 vs. Aug-19 Target Sep-19 vs. Aug-19 **Departure lounge** 4.30 PSE (General) seat availability* 3.80 4.30 99.009 99.80% ▲0.05% ▲ 0.01 4.10 Ease of finding a seat Availability of Passenger 3 90 Sensitive Equipment (General) 3.70 4.50 PSE (Priority) 4.30 Cleanliness* 4.00 4.27 99.00% 99.76% **0.01 0.15%** Overall cleanliness of the Availability of Passenger Sensitive Equipment (Priority) 4.50 100% 4.40 Wayfinding* Stands 4.30 4.10 4.27 0.00 99.84% **▽**-0.04% Ease of finding your way 4.20 around the airport 4.10 4.00 4.50 Flight information* 4.30 4.38 **-**0.01 99.99% 99.00% 0.00% Availability Fixed Electrical Accuracy and ease of finding 4.30 **Ground Power** flight information 4.20 4.50 Wi-Fi*
Ease of us ▲ 0.01 99.91% 4.26 99.00% **0.14%** Ease of using WiFi Availability of Air-Bridges 4.10 4.50 4.40 Security* 4.30 4.23 0.00 4.20 Passenger satisfaction 4.10 4.00 100% **CSA queues - Times** SEGs 95.00% 99.33% 99.99% **△**3.71% **V**-0.01% 99.00% queue <5 minutes Availability of Stand entry Based on 15min time periods quidance 94% measured **CSA queues - Times** Pier Service* 99.99% 100% **△**0.05% 0.00% 99.00% 95.00% queue <10 minutes % Pier served passengers Based on 15min time periods 98% measured 100% 100% Staff search Arrivals reclaims 95.00% 100% **△**0.37% 99.00% 99.76% **V**-0.01% Sased on 15min time periods Bag reclaim belts availability 94% 100%

Transfer Search

Based on 15min time periods

95.00%

100%

▲0.09%

96%

Terminal 4 Performance Report September 2019 Financial Report - Bonus and Rebates



Rebates:



		Sep - 2019		Year-to-Date		
	Target Achieved	Estimated Re	bate	Estimated Rel	oate	Number of failures
Departure lounge seat availability		£	-	£	-	0
Cleanliness		£	-	£	-	0
Wayfinding		£	-	£	-	0
Flight information		£	-	£	-	0
CSA queues - Both		£	-	£	-	0
Staff search		£	-	£	-	0
Transfer search		£	-	£	-	0
PSE (General)		£	-	£	-	0
PSE (Priority)		£	-	£	-	0
Stands		£	-	£	-	0
FEGP		£	-	£	-	0
Jetties		£	-	£	-	0
PCA		£	-	£	-	0
SEGs		£	-	£	-	0
Pier Service		£	-	£	-	0
Arrivals reclaims		£	-	£	-	0
		£	-	£	-	0

Classification: Internal

Bonuses:

				Sep - 2019				Year-to-Date			
	Measure	Lower Threshold	Upper Threshold	Actual		nated Bonus Terminals)		imated Bonus .ll Terminals)	Number of Bonuses		
Departure lounge seat availability	MAA	4.10	4.50	4.30	£	-	£	27,500.50	2		
Cleanliness	MAA	4.20	4.50	4.27	£	-	£	-	0		
Wayfinding	MAA	4.20	4.50	4.27	£	91,668	£	751,680	9		
Flight information	MAA	4.40	4.70	4.38	£	-	£	-	0		
					£	91,668	£	779,181	11		

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

two cars available

91%

Classification: Internal

Terminal 5 Performance Report September 2019

Financial Report - Bonus and Rebates

Rebates:

	9	Sep - 20	019	Year-to-Date			
	Target Achieved	Estim	ated Rebate	Estir	mated Rebate	Number of failures	
Departure lounge seat availability		£	-	£	-	0	
Cleanliness		£	-	£	-	0	
Wayfinding		£	-	£	-	0	
Flight information		£	-	£	-	0	
CSA queues - Both		£	-	£	-	0	
Staff search		£	-	£	-	0	
Transfer search		£	-	£	-	0	
PSE (General)		£	-	£	-	0	
PSE (Priority)		£	-	£	-	0	
Stands		£	-	£	-	0	
FEGP		£	-	£	-	0	
Jetties		£	-	£	-	0	
PCA		£	-	£	-	0	
SEGs		£	-	£	-	0	
Pier Service							
Arrivals reclaims		£	-	£	-	0	
TTS - % Both	8	£	314,400.00	£	314,400.00	1	
		£	314,400	£	314,400.00	1	

Bonuses:

					Sep - 2	019	Year-to-Dat		te
	Measure	Lower Threshold	Upper Threshold	Actual		ated Bonus (All Terminals)	Estir	mated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.09	£	-	£	27,500.50	2
Cleanliness	MAA	4.20	4.50	4.32	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.26	£	91,668	£	751,680	9
Flight information	MAA	4.40	4.70	4.39	£	-	£	-	0
					£	91,668	£	779,181	11

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.

Financial year is from January 2019 - December 2019

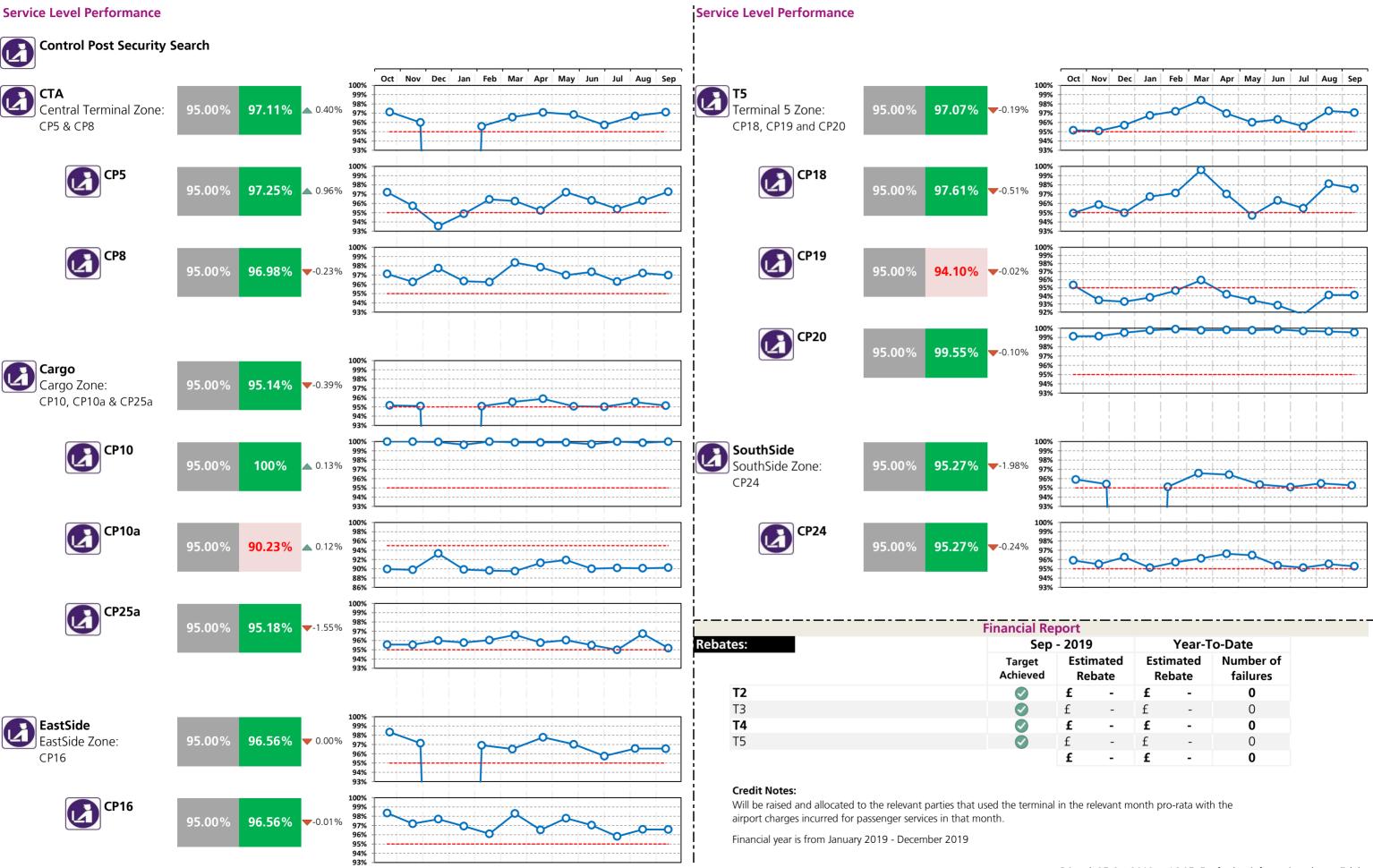
Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

Campus Performance Report September 2019

Financial Report - Bonus and Rebates



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