

HEATHROW PERFORMANCE REPORT

Measures, Targets and Incentives - August 2023



Heathrow Performance Report August 2023



Passenger Experience and Service Level Performance

	Target	T2	T3	T4	T5	LHR
Overall Satisfaction ¹	4.26	4.34	4.28	4.30	4.22	
Passenger Assistance Service - Overall Satisfaction ¹	4.00					4.02
Security Staff - Helpfulness and Attitude ¹	4.10	4.35	4.35	4.32	4.25	
Airport Staff - Helpfulness and Attitude ¹	4.36	4.41	4.40	4.41	4.35	
Ease of Access to Airport ^{1,2}	4.44					4.34
% of UK Population Within 3 Hours (and One Interchange)						29.00%
Customer Effort ¹	91.00%	93.06%	90.97%	92.34%	88.46%	
Cleanliness ¹	4.15	4.33	4.23	4.34	4.27	
Wayfinding ¹	4.20	4.36	4.30	4.36	4.28	
Wi-Fi ¹	4.05	4.16	4.18	4.25	4.12	
Enjoy My Time at the Airport ¹	80.50%	79.29%	75.71%	79.77%	72.83%	
Airport that Meets My Needs ¹		93.88%	91.84%	91.71%	89.40%	
Feel Safe and Secure ¹	96.00%	98.07%	97.83%	97.86%	97.37%	
Immigration EEA	95.00%	95.35%	95.16%	96.50%	94.56%	
Immigration Non EEA	95.00%	88.29%	75.71%	71.89%	85.02%	
Security - CSA (QT < 5 minutes)	95.00%	98.34%	98.29%	98.52%	97.71%	
Security - CSA (QT < 10 minutes)	99.00%	100.00%	100.00%	99.95%	99.83%	
Security - Staff Search	95.00%	97.00%	97.74%	99.90%	98.02%	
Security - Transfer	95.00%	97.55%	99.40%	100.00%	97.32%	
	Target	CTA	Cargo	Eastside	T5	Southside
Security - Control Post	95.00%	95.93%	99.38%	98.68%	98.54%	100.00%

Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

2 - Ease of Access to Airport is updated Quarterly

Service Level Performance

	Target	T2	T3	T4	T5	LHR
Lifts, Escalators, Travellators	99.00%	99.29%	99.40%	99.74%	99.16%	
FEGP	99.00%	99.99%	99.96%	99.99%	100.00%	
Jetties	99.00%	99.72%	99.71%	99.91%	99.77%	
PCA	98.00%	99.98%	100.00%		99.97%	
SEG	99.00%	99.58%	100.00%	99.94%	99.98%	
Check-In Infrastructure	98.00%	98.87%	98.63%	99.34%	98.98%	
Hygiene Testing - Amber Tests Resolved in 12 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
Hygiene Testing - Red Tests Resolved in 2 hours	100.00%	100.00%	100.00%	100.00%	100.00%	
TTS - One Car	99.00%				99.81%	
TTS - Two Car	97.00%				98.69%	
Arrivals Reclaim	99.00%	99.42%	99.54%	99.76%	99.93%	
Baggage System Delivery	98.00%	98.58%	98.17%	99.07%	99.15%	
Baggage Misconnect Rate						24.10
Runway Operational Resilience ³	0.00					0.00
Stands	99.00%	99.67%	99.62%	99.82%	99.76%	
Pier Service ¹	95.00%	98.08%	96.31%	99.99%		
Airport Arrivals Management						9.00
Airport Departures Management						27.00
Departure Punctuality	80.50%					60.60%
Passenger Injuries ¹						7.90

Notes:

3 - days in which the metric was below 3 don't trigger a rebate payment and therefore are marked as '0' to avoid confusion

Heathrow Performance Report August 2023



Financial Report - Rebates and Bonus

Rebates:

	Aug-23					YTD		
	T2	T3	T4	T5	Other	Estimated Rebate	Estimated Rebate	Total Failures
Security Staff - Helpfulness and Attitude	✓	✓	✓	✓		£0.00	£0.00	0
Cleanliness	✓	✓	✓	✓		£0.00	£0.00	0
Wayfinding	✓	✓	✓	✓		£0.00	£0.00	0
Wi-Fi	✓	✓	✓	✓		£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	✓	✓	✓		£0.00	£0.00	0
Security - Staff Search	✓	✓	✓	✓		£0.00	£0.00	0
Security - Transfer	✓	✓	✓	✓		£0.00	£0.00	0
Security - Control Post					✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	✓	✓	✓		£0.00	£0.00	0
FEGP	✓	✓	✓	✓		£0.00	£0.00	0
Jetties	✓	✓	✓	✓		£0.00	£0.00	0
PCA	✓	✓	✓	✓		£0.00	£0.00	0
SEG	✓	✓	✓	✓		£0.00	£0.00	0
Check-In Infrastructure	✓	✓	✓	✓		£0.00	£0.00	0
Hygiene Testing	✓	✓	✓	✓		£0.00	£0.00	0
TTS				✓		£0.00	£265,053.69	1
Arrivals Reclaim	✓	✓	✓	✓		£0.00	£0.00	0
Runway Operational Resilience					✓	£0.00	£0.00	0
Stands	✓	✓	✓	✓		£0.00	£0.00	0
Pier Service	✓	✓	✓	✓		£0.00	£0.00	0
Total						£0.00	£265,053.69	1

Bonuses:

	Aug-23						YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
Cleanliness	4.35	4.65	4.33	4.23	4.34	4.27	£0.00	£0.00	0
Wayfinding	4.40	4.70	4.36	4.30	4.36	4.28	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)	97.00%	99.00%	98.34%	98.29%	98.52%	97.71%	£323,936.46	£323,936.46	1
Security - Transfer	97.00%	99.00%	97.55%	99.40%	100.00%	97.32%	£48,666.51	£115,582.96	2
Total							£372,602.97	£439,519.42	3

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.

Notes:

* YTD starts from the H7 Period that commenced 1st May 2023

Bonus:

- All business units must exceed Lower Threshold
- Financial year is from January 2023 - December 2023
- The Security - Transfers bonus that was earned in May 2023, Heathrow has decided not to pursue this due to alleviations granted in relation to IA

Terminal 2 Performance Report August 2023

Passenger Experience and Service Level Performance



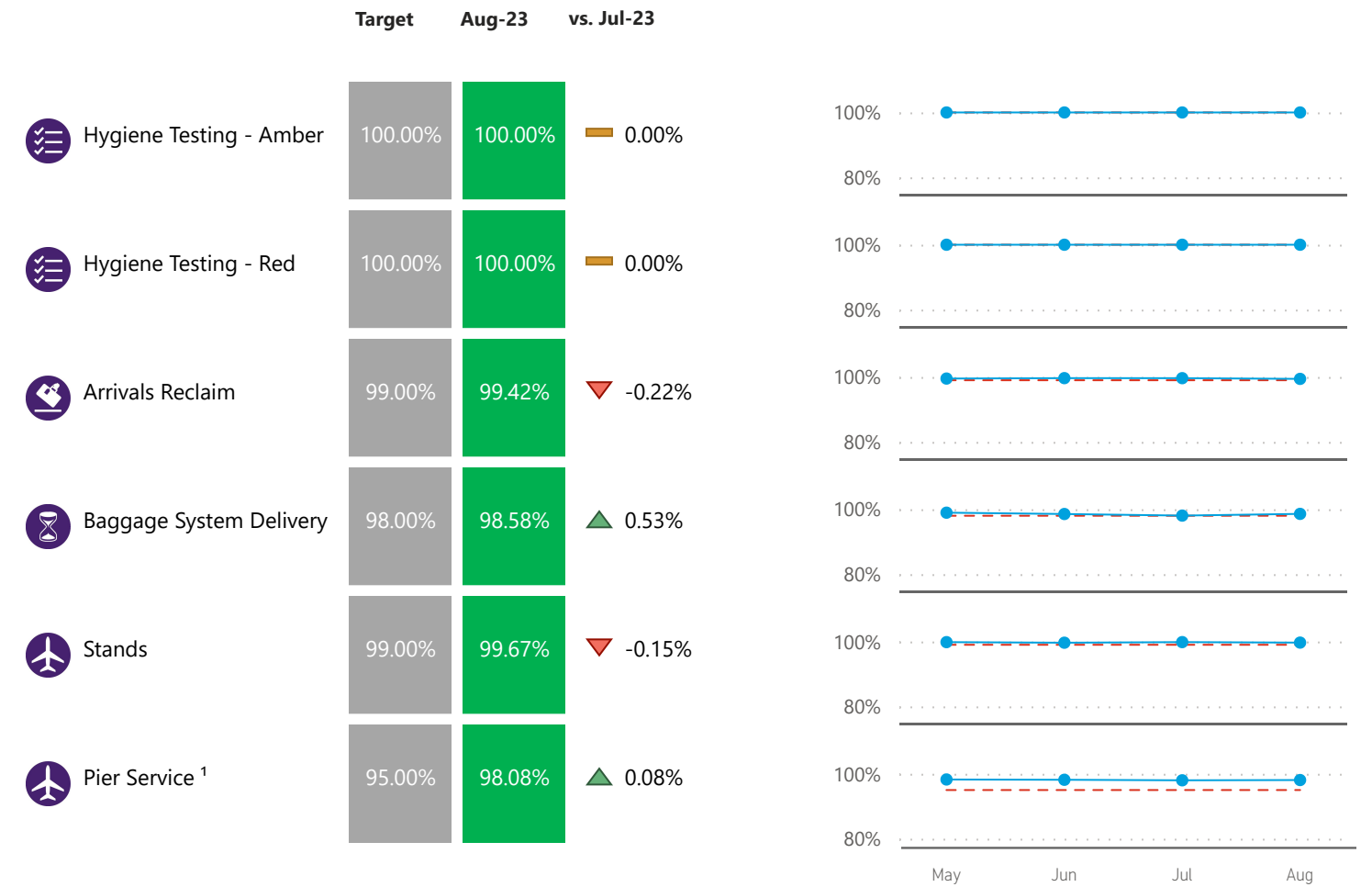
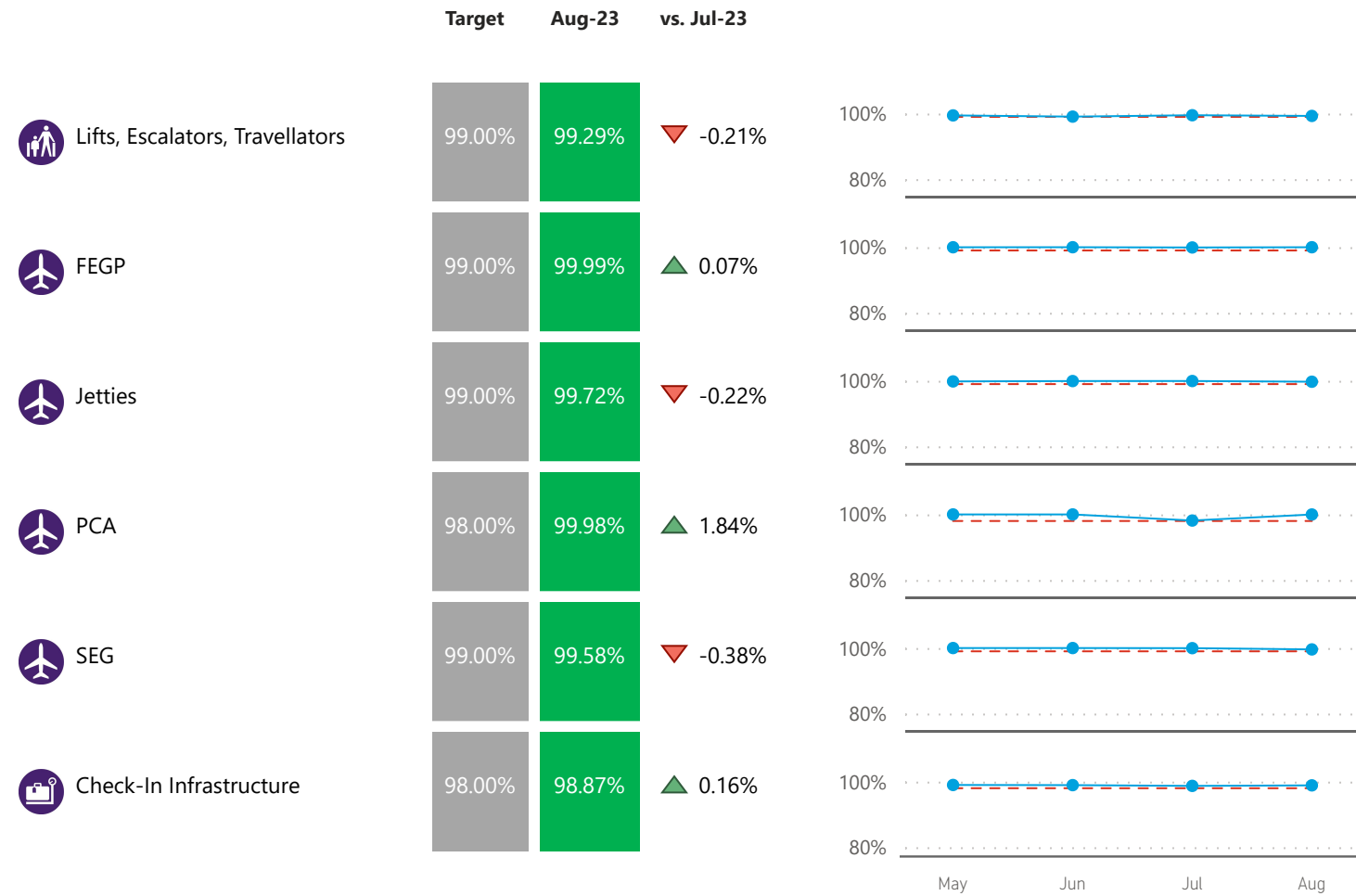
Notes:

¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report August 2023

Heathrow

Service Level Performance



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report August 2023



Financial Report - Rebates and Bonus

Rebates:

	Aug-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£0.00	0

Bonuses:

	Measure	Aug-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.33	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.36	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	98.34%	£323,936.46	£323,936.46	1
Security - Transfer		97.00%	99.00%	97.55%	£48,666.51	£115,582.96	2
Total					£372,602.97	£439,519.42	3

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 2023 - December 2023

Terminal 3 Performance Report August 2023



Passenger Experience and Service Level Performance



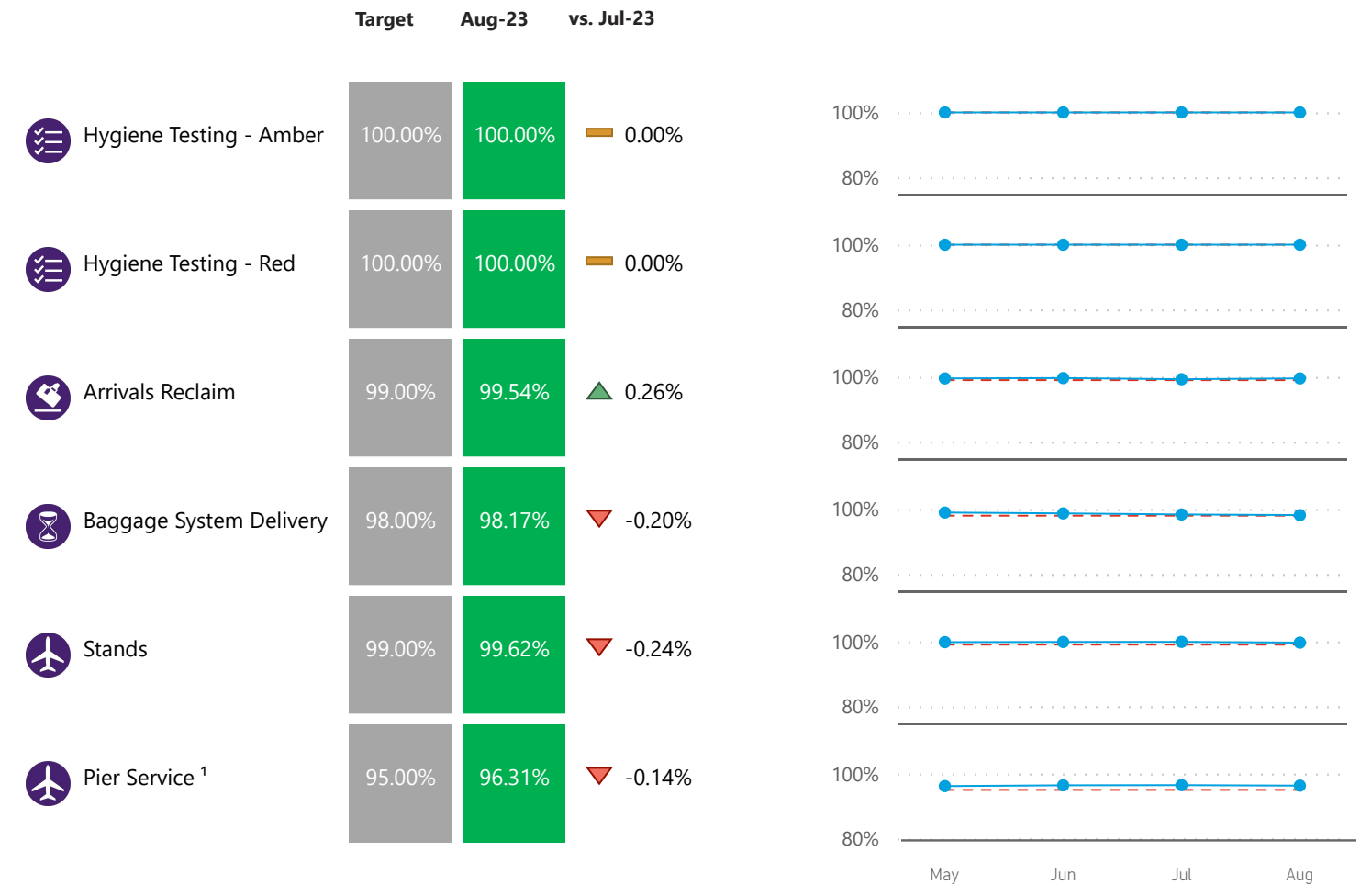
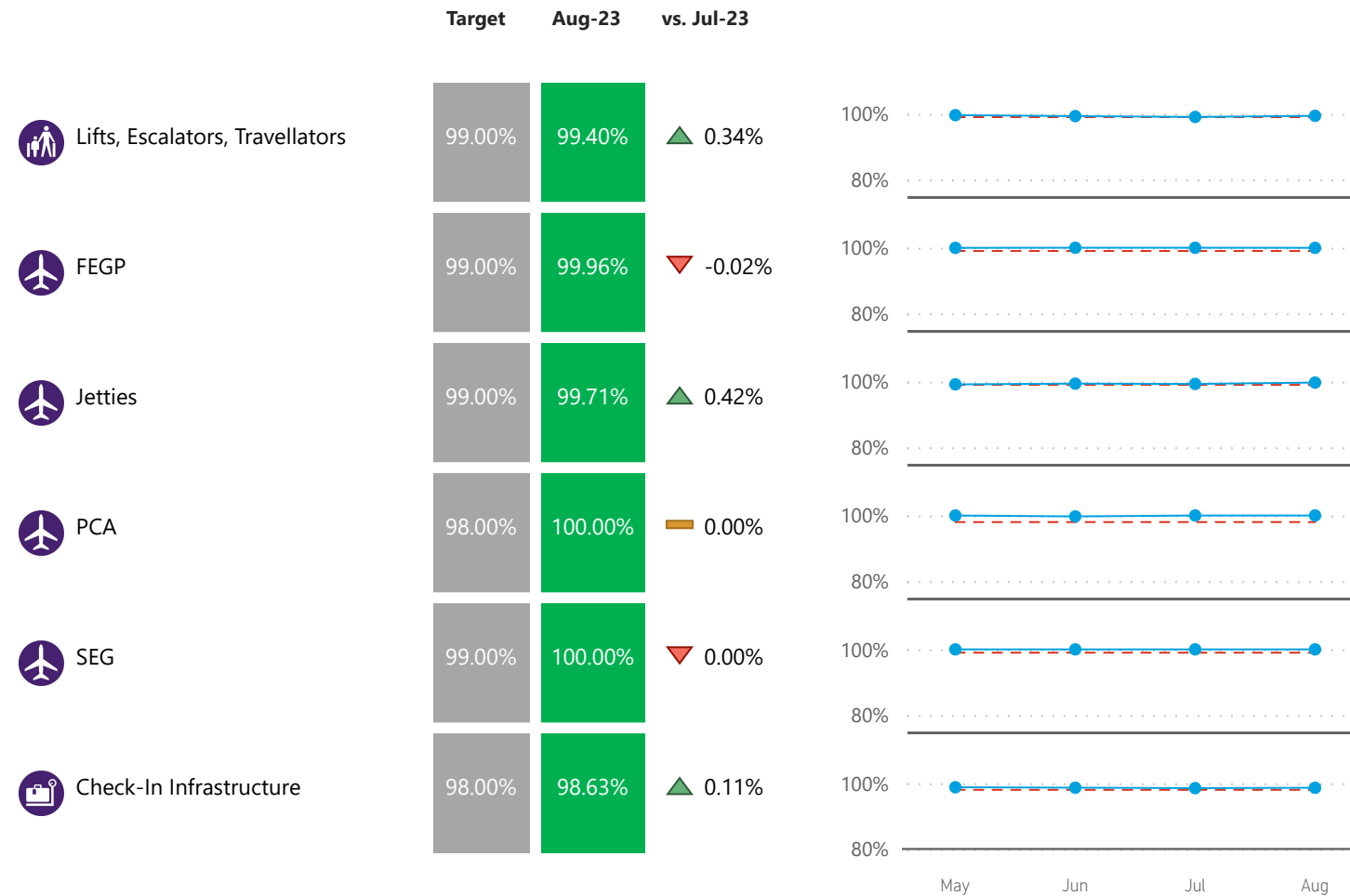
Notes:

¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report August 2023

Heathrow

Service Level Performance



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report August 2023



Financial Report - Rebates and Bonus

Rebates:

	Aug-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£0.00	0

Bonuses:

	Measure	Aug-23			Year-to-Date		
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.23	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.30	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	98.29%	£323,936.46	£323,936.46	1
Security - Transfer		97.00%	99.00%	99.40%	£48,666.51	£115,582.96	2
Total					£372,602.97	£439,519.42	3

Credit Notes:

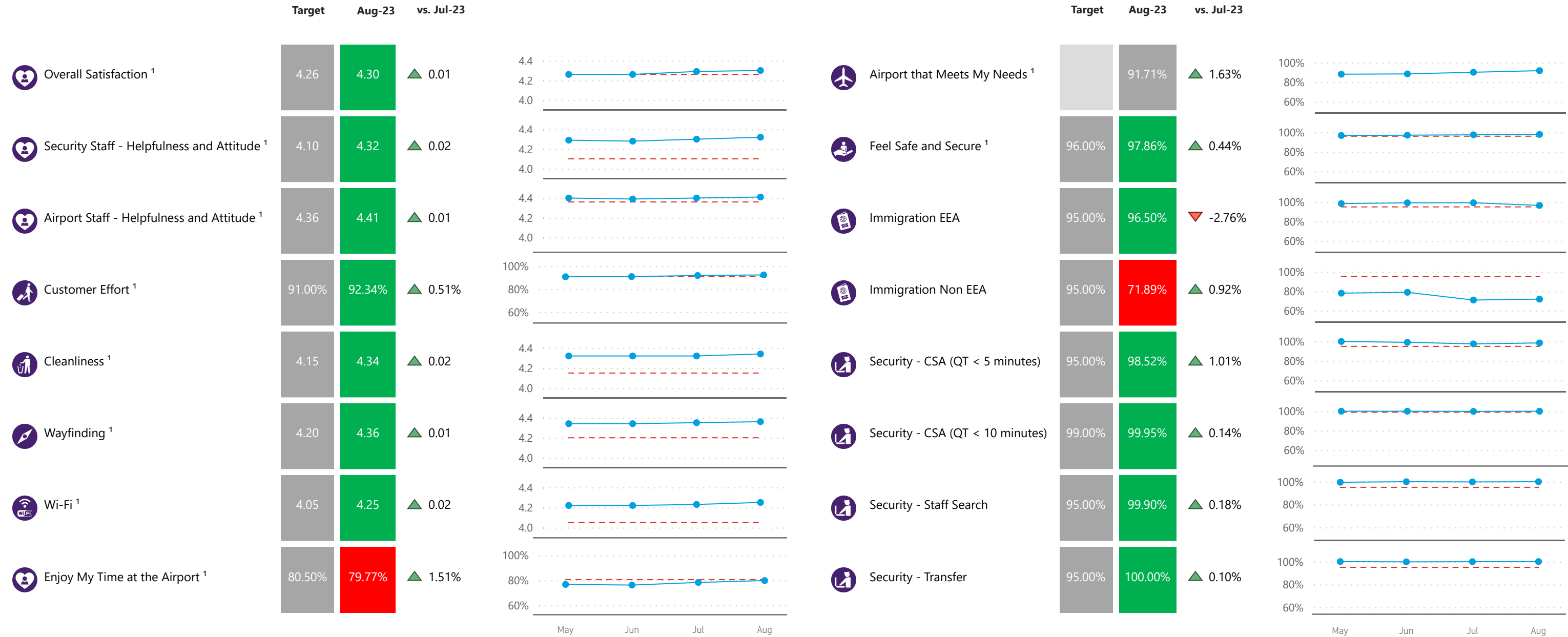
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 4 Performance Report August 2023



Passenger Experience and Service Level Performance

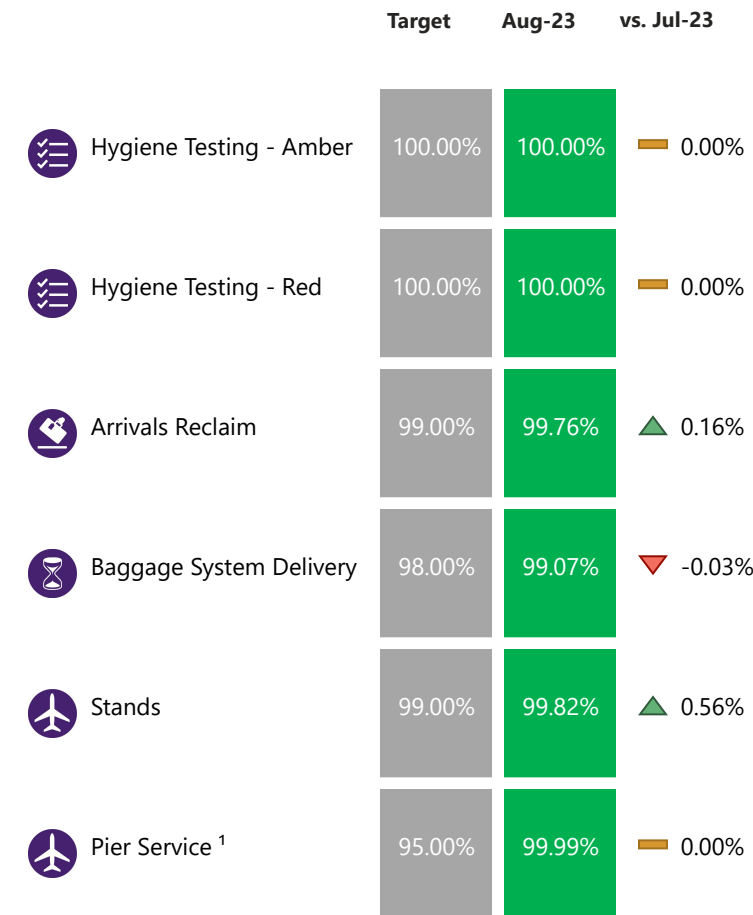
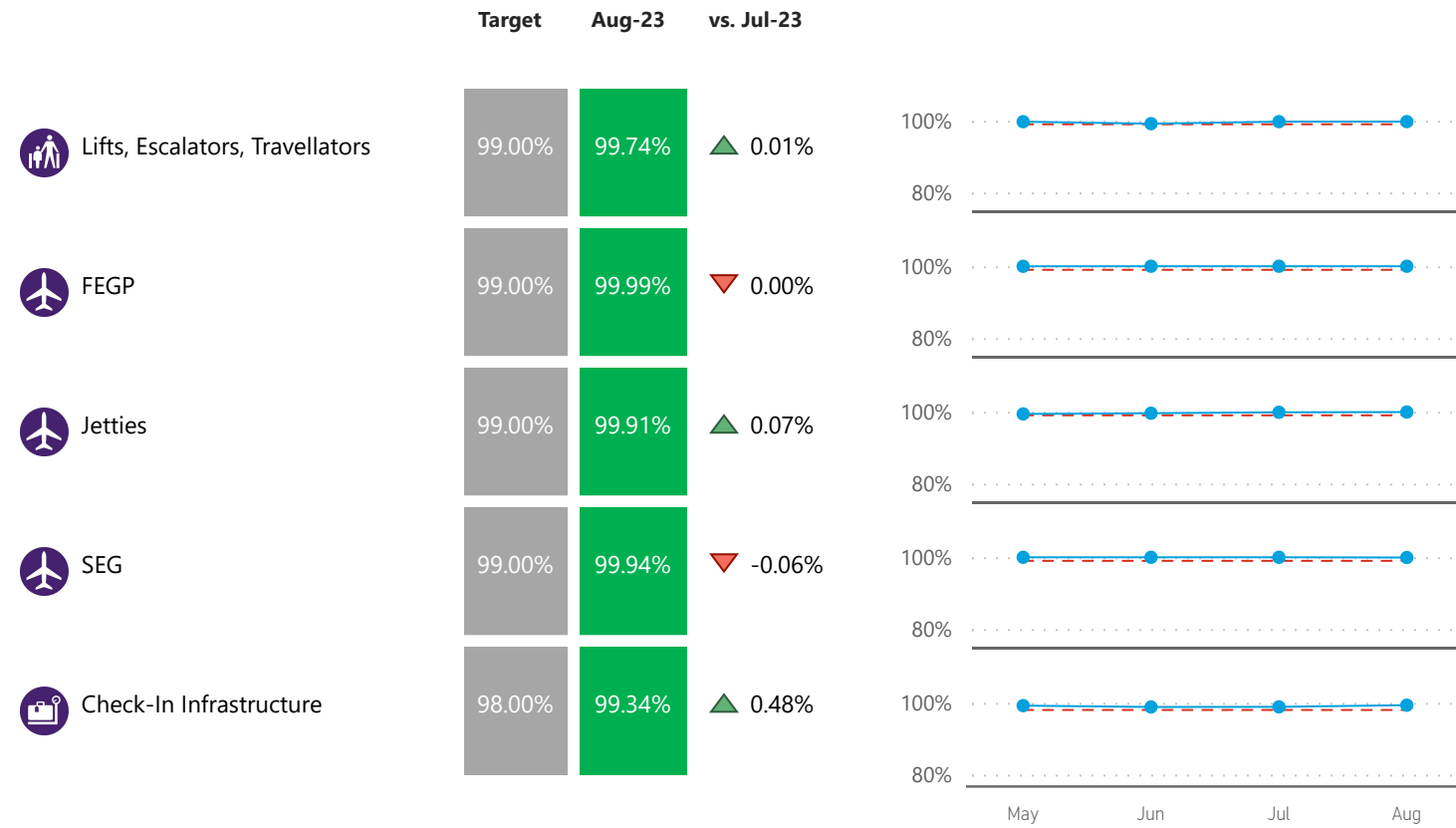


Notes:

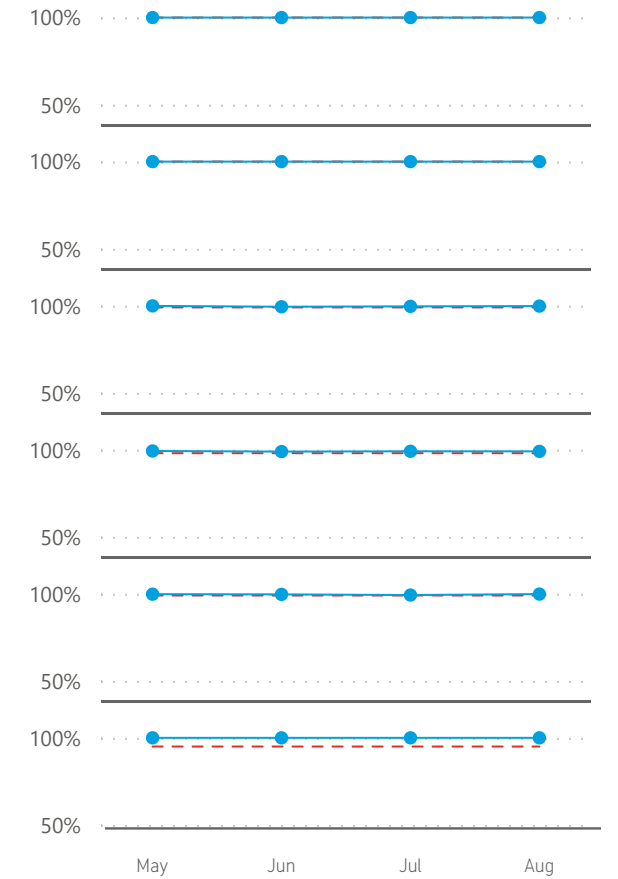
¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report August 2023

Service Level Performance



Heathrow



Notes:

1 - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 4 Performance Report August 2023

Financial Report - Rebates and Bonus

Rebates:

	Aug-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£0.00	0

Bonuses:

	Measure	Aug-23		Year-to-Date		Number of Bonus	
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)		Estimated Bonus (All Terminals)
Cleanliness	MAA	4.35	4.65	4.34	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.36	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	98.52%	£323,936.46	£323,936.46	1
Security - Transfer		97.00%	99.00%	100.00%	£48,666.51	£115,582.96	2
Total					£372,602.97	£439,519.42	3

Credit Notes:

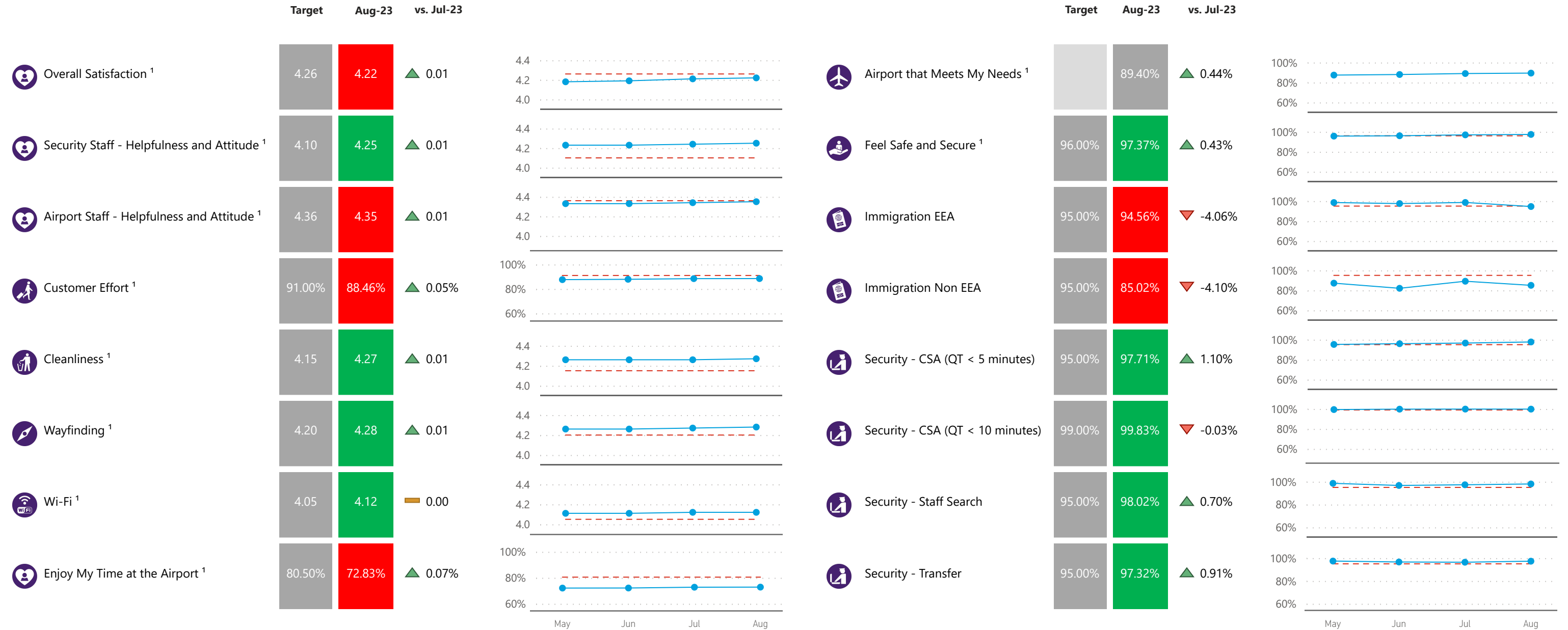
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2023 - December 2023

Terminal 5 Performance Report August 2023



Passenger Experience and Service Level Performance

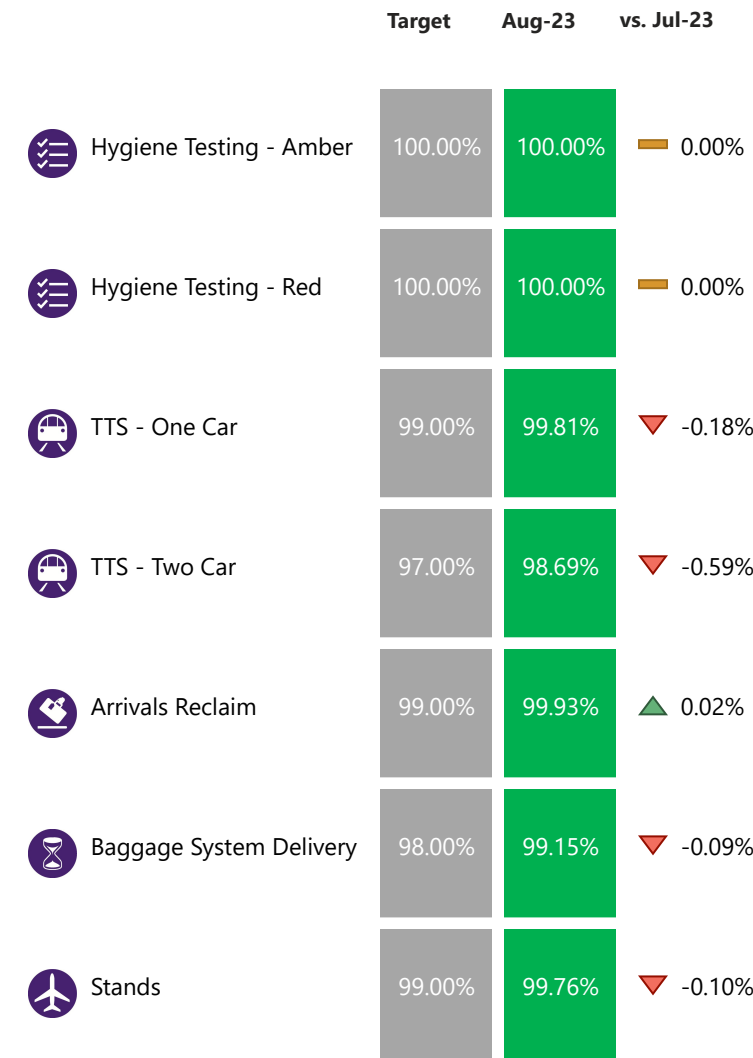
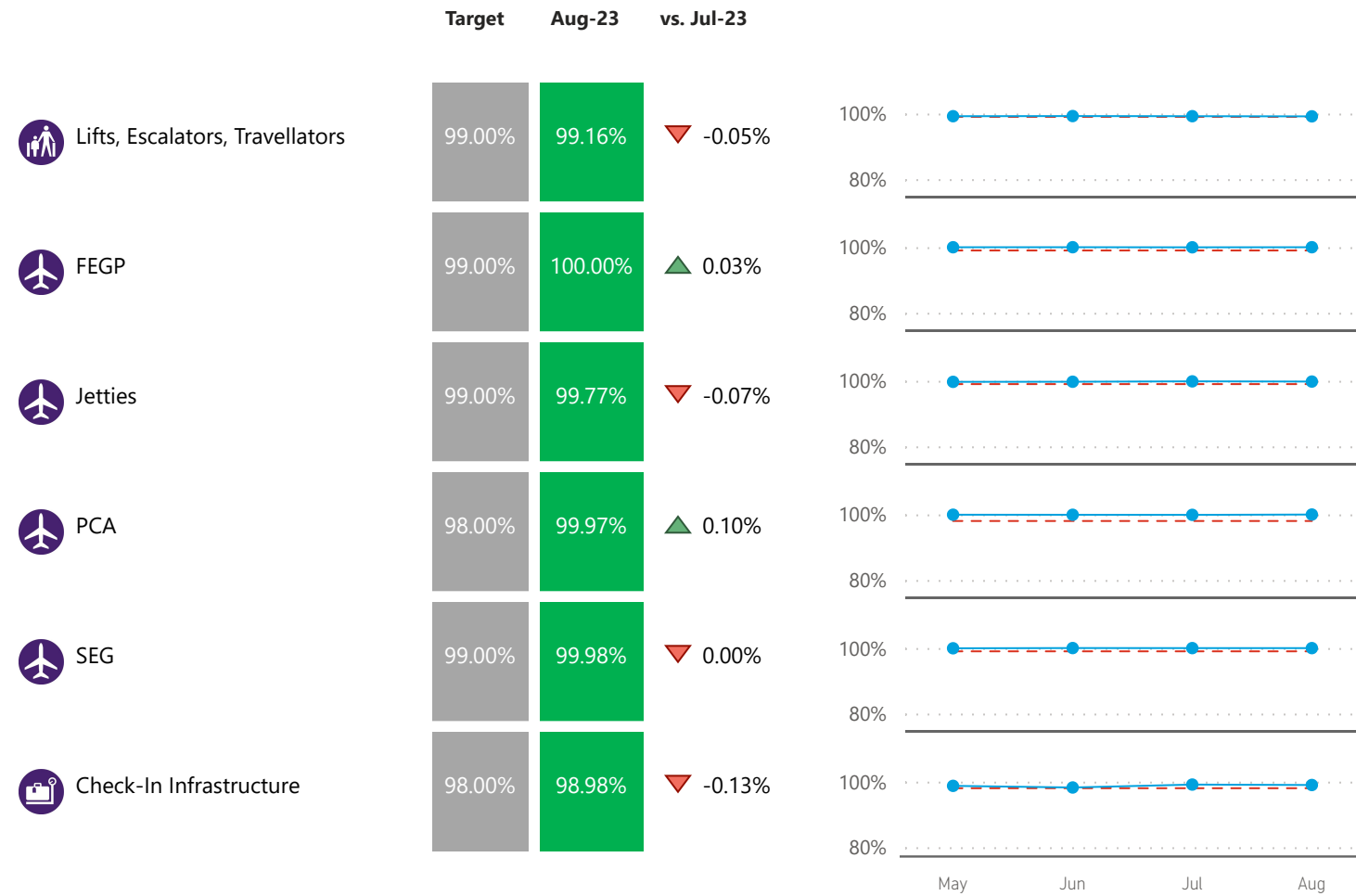


Notes:

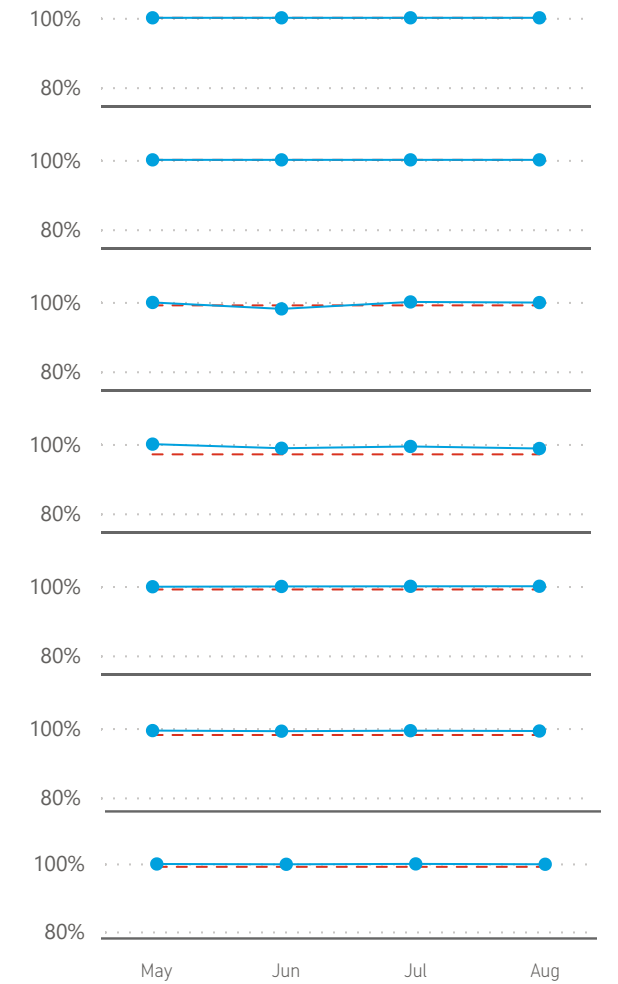
¹ - MTI calculation is based on Moving Annual Average (MAA) for these metrics

Terminal 5 Performance Report August 2023

Service Level Performance



Heathrow



Terminal 5 Performance Report August 2023

Financial Report - Rebates and Bonus

Rebates:

	Aug-23		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of Failures
Security Staff - Helpfulness and Attitude	✓	£0.00	£0.00	0
Cleanliness	✓	£0.00	£0.00	0
Wayfinding	✓	£0.00	£0.00	0
Wi-Fi	✓	£0.00	£0.00	0
Security - CSA (QT < 5 mins or QT < 10 mins)	✓	£0.00	£0.00	0
Security - Staff Search	✓	£0.00	£0.00	0
Security - Transfer	✓	£0.00	£0.00	0
Lifts, Escalators, Travellators	✓	£0.00	£0.00	0
FEGP	✓	£0.00	£0.00	0
Jetties	✓	£0.00	£0.00	0
PCA	✓	£0.00	£0.00	0
SEG	✓	£0.00	£0.00	0
Check-In Infrastructure	✓	£0.00	£0.00	0
Hygiene Testing	✓	£0.00	£0.00	0
TTS	✓	£0.00	£265,053.69	1
Arrivals Reclaim	✓	£0.00	£0.00	0
Stands	✓	£0.00	£0.00	0
Pier Service	✓	£0.00	£0.00	0
Total		£0.00	£265,053.69	1

Bonuses:

	Measure	Aug-23		Year-to-Date			
		Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus
Cleanliness	MAA	4.35	4.65	4.27	£0.00	£0.00	0
Wayfinding	MAA	4.40	4.70	4.28	£0.00	£0.00	0
Security - CSA (QT < 5 minutes)		97.00%	99.00%	97.71%	£323,936.46	£323,936.46	1
Security - Transfer		97.00%	99.00%	97.32%	£48,666.51	£115,582.96	2
Total					£372,602.97	£439,519.42	3

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 2023 - December 2023

Appendix

Passenger Experience and Service Level Performance

Measure	Info
Overall Satisfaction	Passenger satisfaction (out of 5)
Passenger Assistance Service - Overall Satisfaction	Passenger satisfaction (out of 5)
Security Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Airport Staff - Helpfulness and Attitude	Passenger satisfaction (out of 5)
Ease of Access to Airport	Passenger satisfaction (out of 5)
% of UK Population Within 3 Hours (and One Interchange)	% of UK population who live within 3 hours (and one interchange) of Heathrow by public transport
Customer Effort	% of passengers agreeing that their journey through Heathrow was easy
Cleanliness	Passenger satisfaction (out of 5)
Wayfinding	Passenger satisfaction (out of 5)
Wi-Fi	Passenger satisfaction (out of 5)
Enjoy My Time at the Airport	% of passengers agreeing that they enjoy their time at the airport
Airport that Meets My Needs	% of passengers agreeing that the airport met their needs
Feel Safe and Secure	% of passengers agreeing that they felt safe and secure at the airport
Immigration EEA	% of passengers queueing < 25 minutes
Immigration Non EEA	% of passengers queueing < 25 minutes
Security - CSA (QT < 5 minutes)	Queue Times < 5 minutes
Security - CSA (QT < 10 minutes)	Queue Times < 10 minutes
Security - Staff Search	Queue Times < 10 minutes
Security - Transfer	Queue Times < 10 minutes
Security - Control Post	Queue Times < 15 minutes

Service Level Performance

Measure	Info
Lifts, Escalators, Travellators	Availability for use
FEGP	Availability of Fixed Electrical Ground Power
Jetties	Availability of Air-bridges
PCA	Availability of Pre-Conditioned Air
SEG	Availability of Stand Entry Guidance
Check-In Infrastructure	Availability for use
Hygiene Testing - Amber Tests Resolved in 12 hours	% of amber tests resolved in 12 hours
Hygiene Testing - Red Tests Resolved in 2 hours	% of red tests resolved in 2 hours
TTS - One Car	Track Transit System - % time one car available
TTS - Two Car	Track Transit System - % time two cars available
Arrivals Reclaim	Availability of arrivals baggage carousels
Baggage System Delivery	% of bags delivered to make up area > 30 mins from intended flight departure
Baggage Misconnect Rate	Number of bags per 1,000 passengers that miss intended departing flight
Runway Operational Resilience	Availability of Runway - Maximum cumulative movements deferred each day
Stands	Availability of stands
Pier Service	% of passengers accessing a pier served stand
Airport Arrivals Management	Average time for aircraft to reach stand
Airport Departures Management	Average time between start request time and take off time
Departure Punctuality	% of flights off chocks within 15 minutes
Passenger Injuries	Number of passengers/million passengers that are injured while travelling through the airport

Heathrow