

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2009						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.28%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.46%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	99.74%	99.00%	Yes	0	227,704	2
Stands	99.28%	99.00%	Yes	0	0	0
Jetties	99.54%	99.00%	Yes	0	0	0
FEGP	99.77%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.34%	99.00%	Yes	0	0	0
Transfer search	98.71%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.36%	92.18%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>392,593</b>	<b>4</b>

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 on these results please contact - Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)

Terminal 2 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
<b>November-2009</b>						
Departure lounge seat availability	4.1	3.6	Yes	0	0	0
Cleanliness	4.0	3.7	Yes	0	0	0
Wayfinding	4.0	3.8	Yes	0	0	0
Flight information	4.2	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.67%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.78%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.96%	98.00%	Yes	0	0	0
Stands	99.98%	98.00%	Yes	0	0	0
Jetties	99.77%	97.00%	Yes	0	0	0
Pier service	99.78%	90.00%	Yes	0	0	0
FEGP	99.83%	98.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2009						
Departure lounge seat availability	3.7	3.8	No	0	1,110,474	8
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.86%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.51%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.26%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.59%	99.00%	Yes	0	0	0
FEGP	99.30%	99.00%	Yes	0	0	0
Pre-conditioned air	44.44%	98.00%	No	N/A	N/A	8
Stand entry guidance	99.63%	99.00%	Yes	0	0	0
Transfer search	97.57%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Pier service	91.35%	94.72%	No	179,835	719,340	4
<b>Total</b>				<b>179,835</b>	<b>1,829,814</b>	<b>20</b>

\*\* Please also note- Departure lounge seat availability 6 months of rebates have been paid-no further rebate applicable  
**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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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2009						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.19%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.52%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.58%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.31%	99.00%	Yes	0	0	0
Jetties	99.60%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	99.93%	95.00%	Yes	0	188,697	3
<b>Total</b>				<b>0</b>	<b>188,697</b>	<b>3</b>

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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Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2009						
Departure lounge seat availability	4.0	3.8	Yes	0	0	0
Cleanliness	4.2	3.9	Yes	0	0	0
Wayfinding	4.2	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.88%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	0	0
Stands	99.64%	99.00%	Yes	0	0	0
Jetties	99.64%	99.00%	Yes	0	0	0
FEGP	99.61%	99.00%	Yes	0	0	0
Pre-conditioned air	75.18%	98.00%	No	N/A	N/A	8
Stand entry guidance	99.83%	99.00%	Yes	0	0	0
Transfer search	96.10%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	80.56%	89.44%	No	0	1,040,646	8
Transit system - % time one car available	99.78%	99.00%	Yes	0	0	0
Transit system - % time two cars available	97.24%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>1,040,646</b>	<b>16</b>

\* Please note- Pier service 6 months of rebates have been paid-no further rebate applicable

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
November-2009						
Control posts search	97.99%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
November-2009				
Aerodrome Congestion Term	No	0	0	0
<b>Total</b>			0	0

For further information on these results please contact - Nataly Duke, email: [Nataly\\_Duke@baa.com](mailto:Nataly_Duke@baa.com)