

Terminal 1 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2010						
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	97.26%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.42%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.40%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.53%	99.00%	Yes	0	0	0
FEGP	99.67%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	98.43%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.48%	95.00%	Yes	0	0	0
Pier service	96.39%	93.20%	Yes	0	0	0
Total				0	0	0

* year is April 2010 to March 2011

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

Terminal 3 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2010						
Departure lounge seat availability	3.7	3.8	No	183,768	918,840	5
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.72%	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)	99.63%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.48%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.45%	99.00%	Yes	0	0	0
FEGP	99.26%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.20%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	99.50%	99.00%	Yes	0	0	0
Transfer search	97.70%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.48%	95.00%	Yes	0	0	0
Pier service	89.95%	95.00%	No	178,561	892,805	5
Total				362,329	1,928,950	12

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For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 4 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2010						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.65%	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)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.37%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.40%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	99.08%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.48%	95.00%	Yes	0	0	0
Pier service	99.91%	95.00%	Yes	0	0	0
Total				0	0	0

* year is April 2010 to March 2011

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

Terminal 5 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2010						
Departure lounge seat availability	4.1	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.03%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.63%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.68%	99.00%	Yes	0	0	0
Pre-conditioned air	85.29%	98.00%	No	N/A	N/A	5
Stand entry guidance	99.64%	99.00%	Yes	0	0	0
Transfer search	98.29%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.48%	95.00%	Yes	0	0	0
Pier service	81.19%	90.25%	No	184,842	924,210	5
Transit system - % time one car available	99.94%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.81%	97.00%	Yes			
Total				184,842	924,210	10

* year is April 2010 to March 2011

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

Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date *	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
August-2010				
Aerodrome Congestion Term	Yes	17,509	17,509	1
Total			17,509	1

* year is April 2010 to March 2011

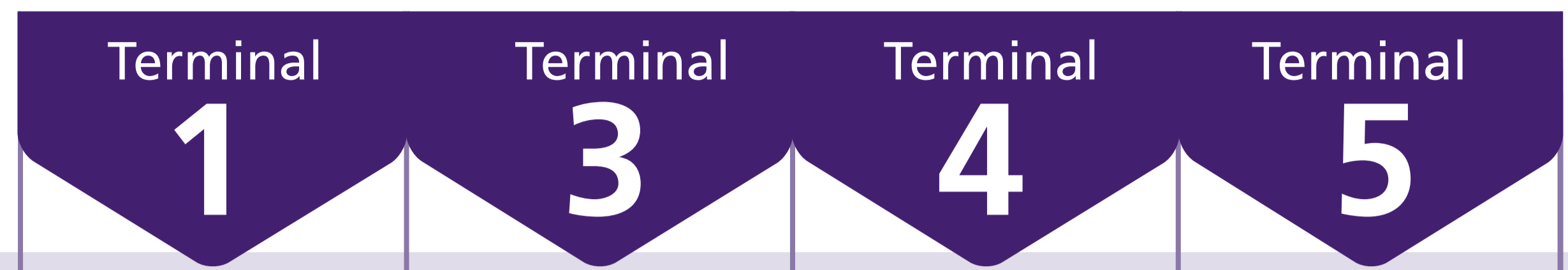
Detail of material event (if rebate due)
One material event - 27R instrument landing system failed on 26th August and affected the operation for two hours

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

How are we performing?

August 2010

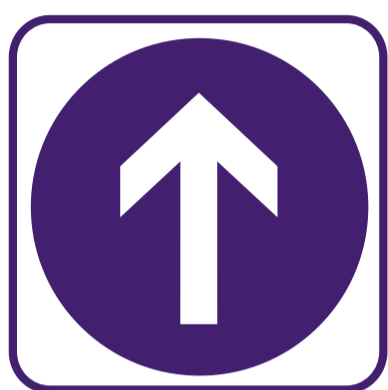
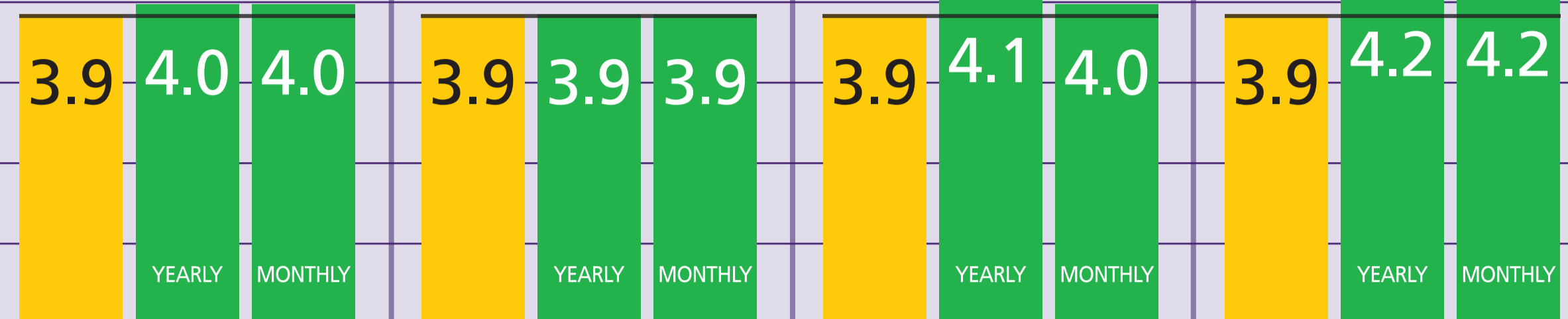
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

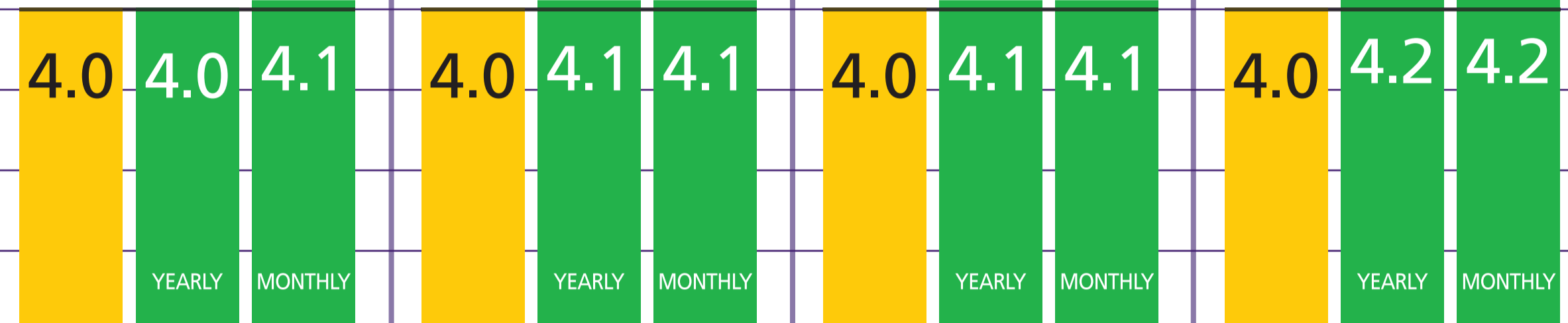
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

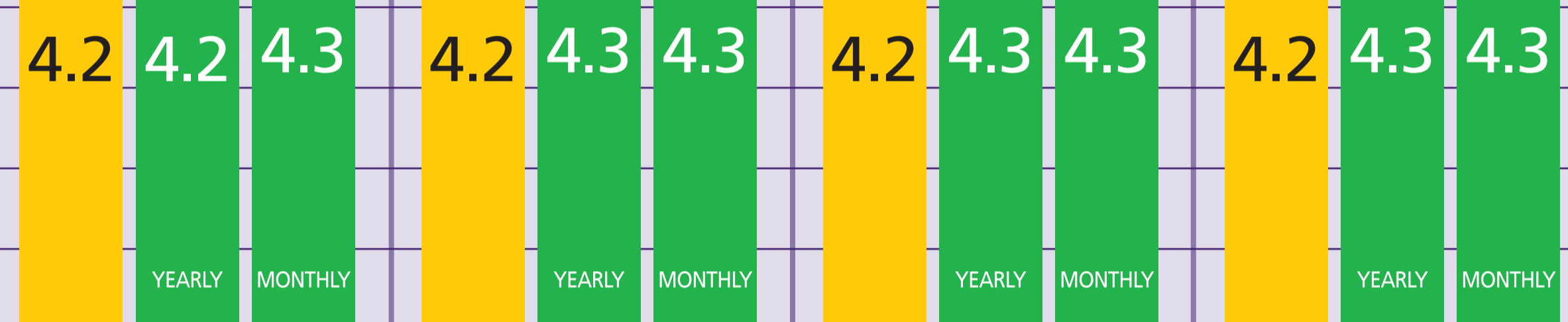
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

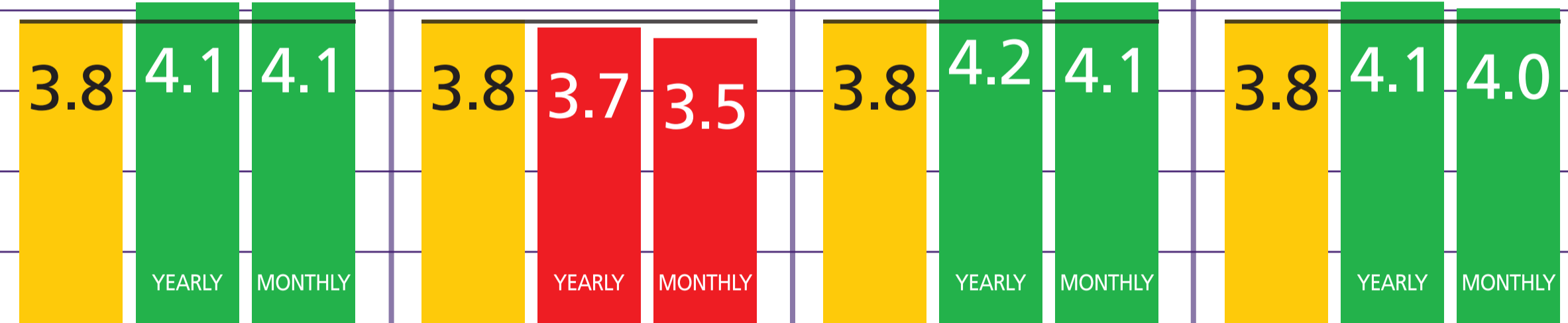
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

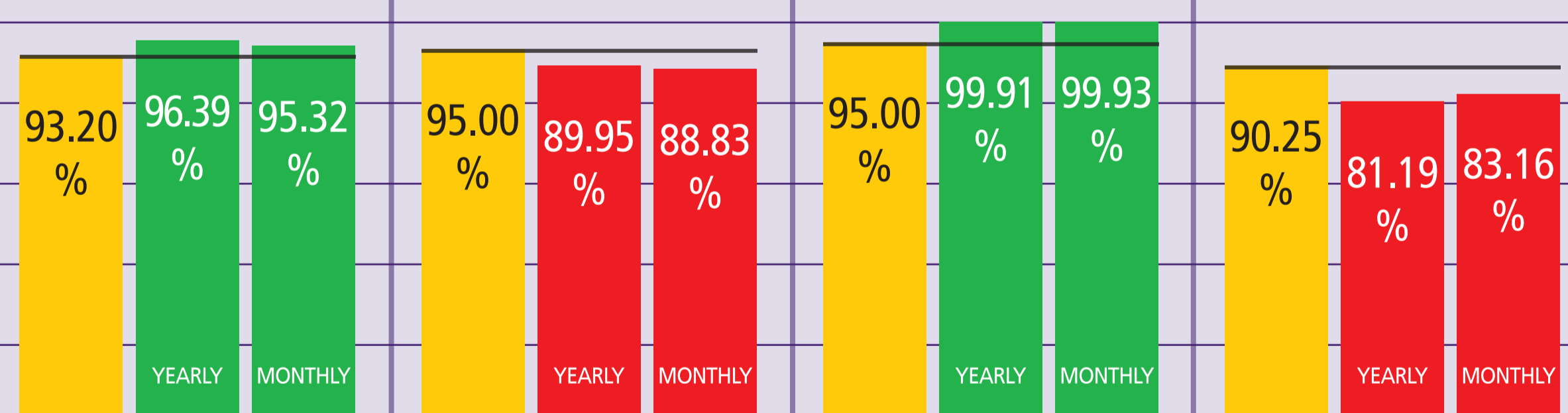


Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target.

Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month

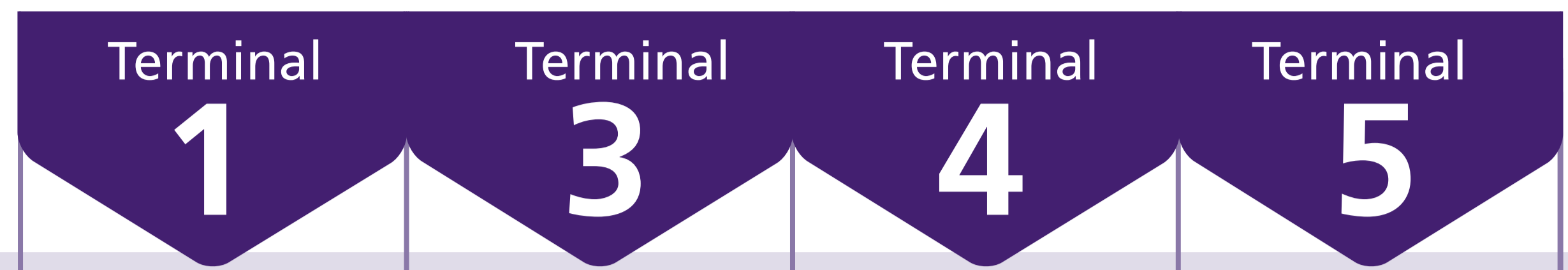


We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

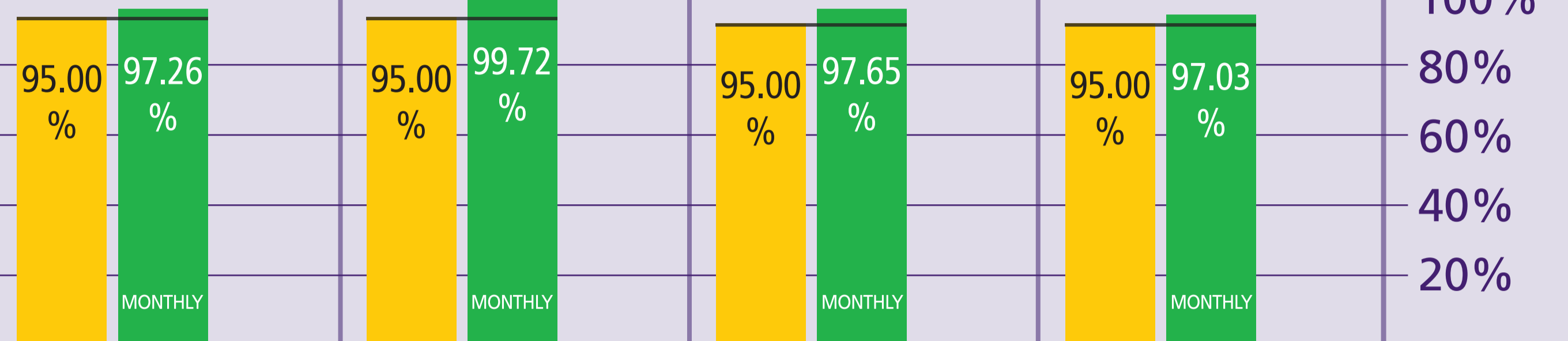
August 2010

KEY TO PERFORMANCE



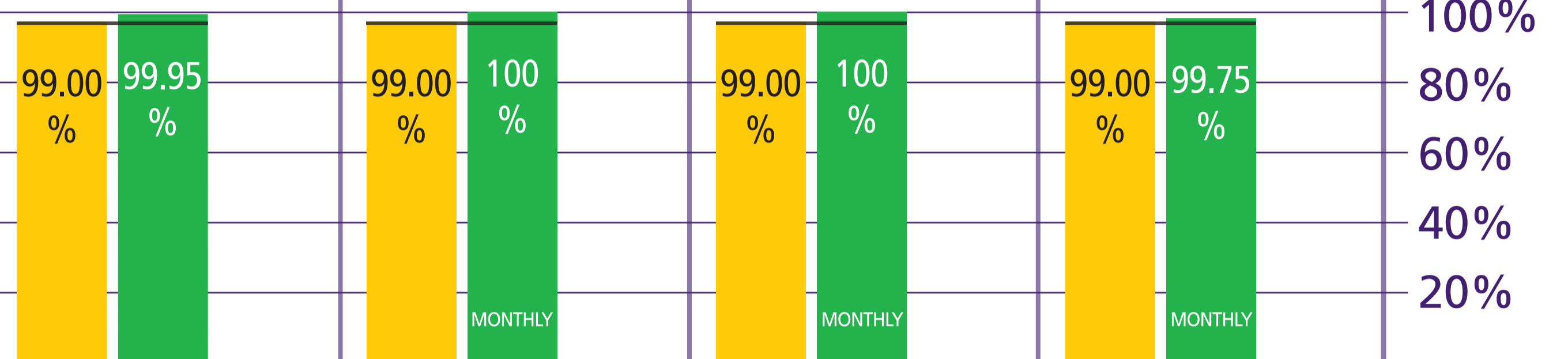
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



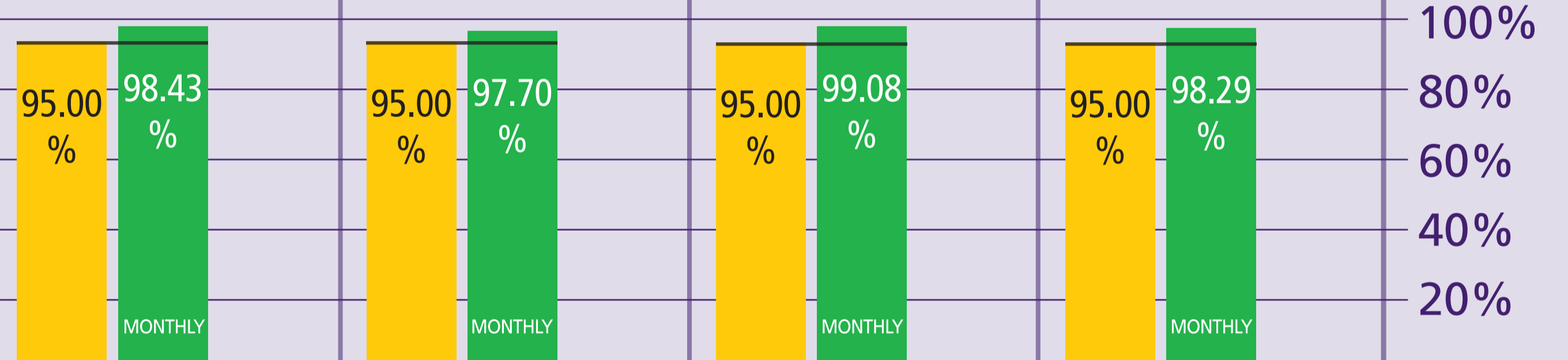
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



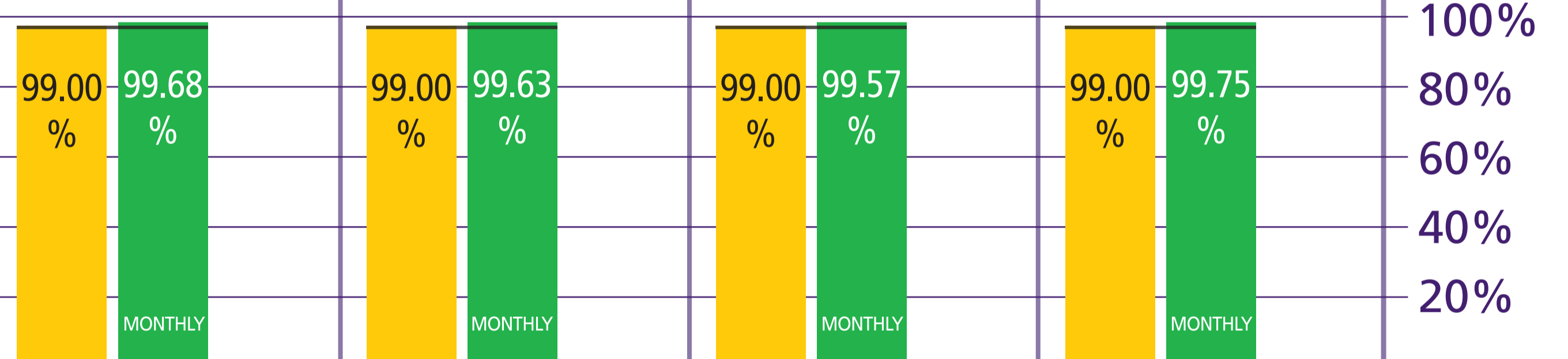
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



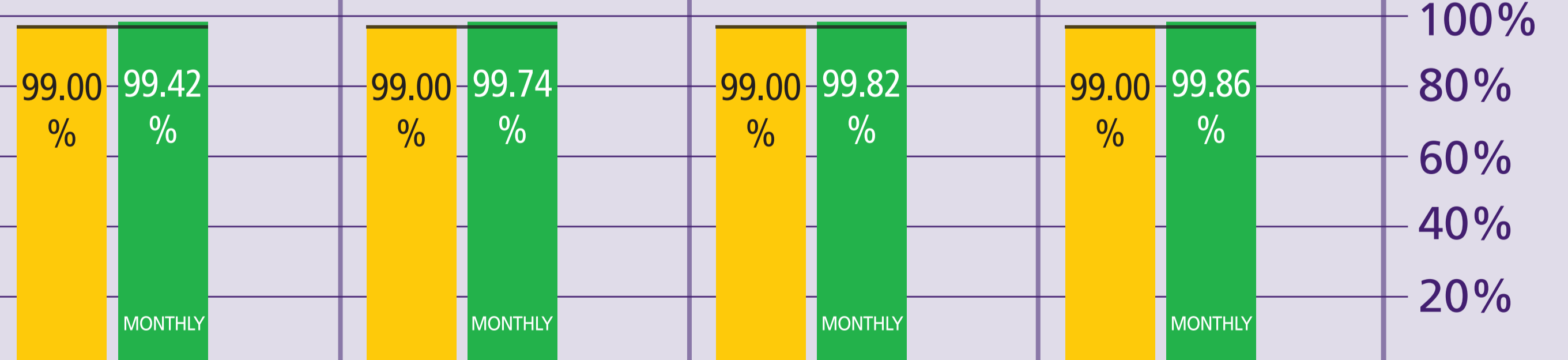
Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured



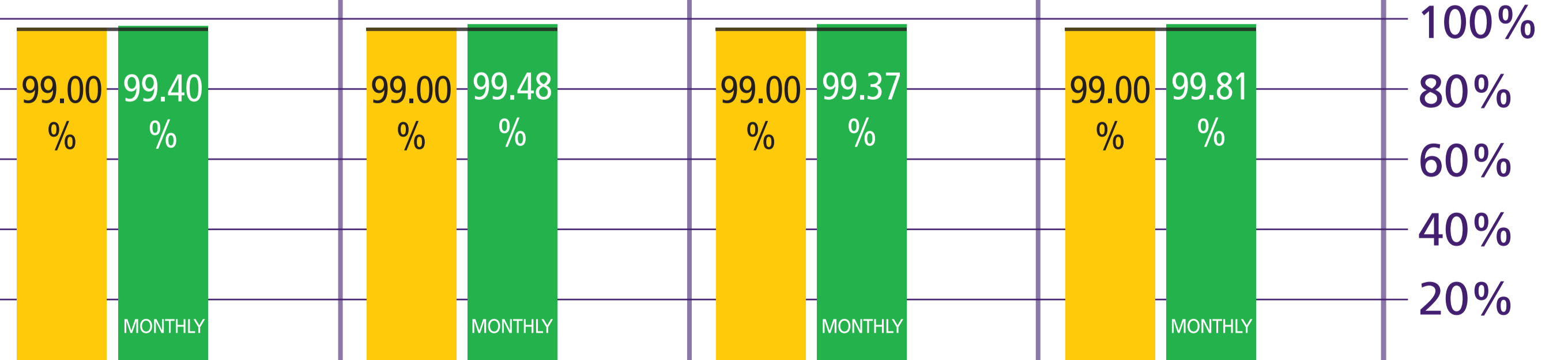
Lifts, escalators & passenger conveyors (passenger critical)
Service availability

Based on 15min time periods measured



Arrivals Reclaim
Service availability

Based on 15min time periods measured



We welcome your feedback:
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