

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
March-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	97.32%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	227,704	2
Passenger sensitive equipment (priority)	99.23%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	99.50%	99.00%	Yes	0	341,556	3
Stands	99.17%	99.00%	Yes	0	0	0
Jetties	99.28%	99.00%	Yes	0	88,248	1
FEGP	99.90%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	99.31%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	97.74%	92.74%	Yes	0	0	0
Total				0	822,397	8

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
March-2010						
Departure lounge seat availability	3.7	3.8	No	0	1,110,474	12
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	98.20%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.68%	99.00%	Yes	0	0	0
Stands	99.57%	99.00%	Yes	0	0	0
Jetties	99.73%	99.00%	Yes	0	0	0
FEGP	99.32%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	9
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	98.16%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	89.94%	95.00%	No	0	1,079,010	8
Total				0	2,189,484	29

* Please note- Departure lounge seat availability and Pier Service 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
March-2010						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	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	97.94%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.87%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.44%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.36%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Stand entry guidance	99.88%	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	99.90%	95.00%	Yes	0	188,697	3
Total				0	188,697	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.

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
March-2010						
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	97.40%	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)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.89%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.65%	99.00%	Yes	0	0	0
FEGP	99.69%	99.00%	Yes	0	0	0
Pre-conditioned air	86.14%	98.00%	No	N/A	N/A	12
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	80.05%	89.00%	No	0	1,040,646	12
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.43%	97.00%	Yes	0	0	0
Total				0	1,040,646	24

* Please note- Pier service 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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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
March-2010						
Control posts search	97.14%	95.00%	Yes	0	0	0
Total				0	0	0

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

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Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
March-2010				
Aerodrome Congestion Term	No	0	0	0
Total			0	0

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