

Service quality rebate

Heathrow Terminal 1	Feb-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	97.21%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.27%	99.00%	Yes	0	0	0
Stands	99.53%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.92%	99.00%	Yes	0	0	0
Stand entry guidance	99.83%	99.00%	Yes	0	0	0
Transfer search	98.42%	95.00%	Yes	0	0	0
Staff search	99.04%	95.00%	Yes	0	0	0
Control posts search	98.64%	95.00%	Yes	0	0	0
Pier service	97.70%	94.38%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

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: please contact Nataly Duke, email: Nataly_Duke@baa.com

Service quality rebate



Heathrow Terminal 3	Feb-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	0	1,368,360	11
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	96.06%	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)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.70%	99.00%	Yes	0	0	0
Jetties	99.40%	99.00%	Yes	0	0	0
FEGP	99.65%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	2
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	97.04%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	98.64%	95.00%	Yes	0	0	0
Pier service +	96.01%	94.00%	Yes	0	0	0
				0	1,368,360	13

NOTE: * year is April 2011 to March 2012 + Pier service score is reported one month in arrears

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.

PIER SERVICE: Following discussion and agreement with airlines, a revised methodology for the calculation of the pier service percentage in Terminal 3 was implemented in November 2010. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly_Duke@baa.com

Service quality rebate

Heathrow Terminal 4	Feb-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	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	96.85%	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)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.91%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.44%	99.00%	Yes	0	0	0
Jetties	99.54%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	98.13%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	98.64%	95.00%	Yes	0	0	0
Pier service	99.29%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

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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Service quality rebate

Heathrow Terminal 5	Feb-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.67%	95.00%	Yes	0	1,060,946	2
Central security queues - Times queue = 10 minutes	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.71%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	184,818	1
FEGP	99.86%	99.00%	Yes	0	0	0
Pre-conditioned air	99.46%	98.00%	Yes	N/A	N/A	6
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	98.56%	95.00%	Yes	0	0	0
Staff search	98.51%	95.00%	Yes	0	0	0
Control posts search	98.64%	95.00%	Yes	0	0	0
Pier service	89.70%	95.00%	No	0	1,247,832	11
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.85%	97.00%	Yes	0	0	0
Total				0	2,493,596	20

NOTE: * year is April 2011 to March 2012

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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Service quality rebate



Aerodrome Congestion Term	Feb-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	54,434	2
Total			54,434	2

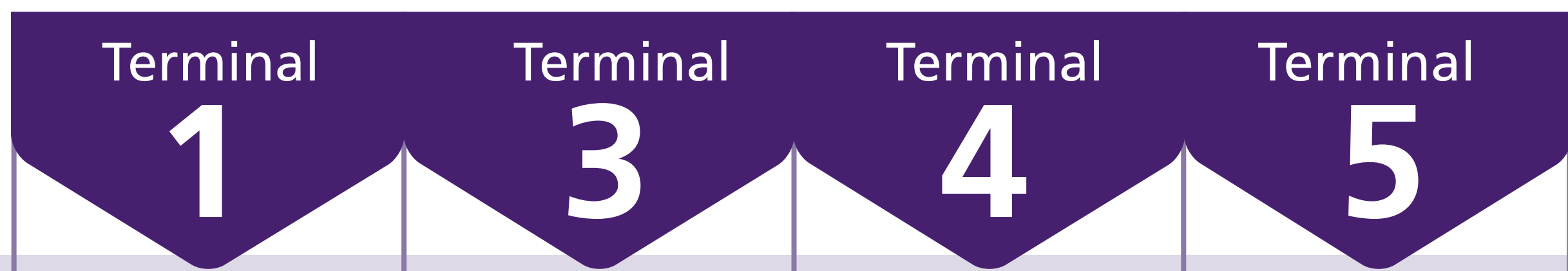
NOTE: * year is April 2011 to March 2012

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly_Duke@baa.com

How are we performing?

February 2012

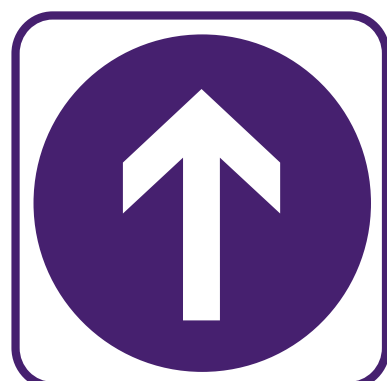
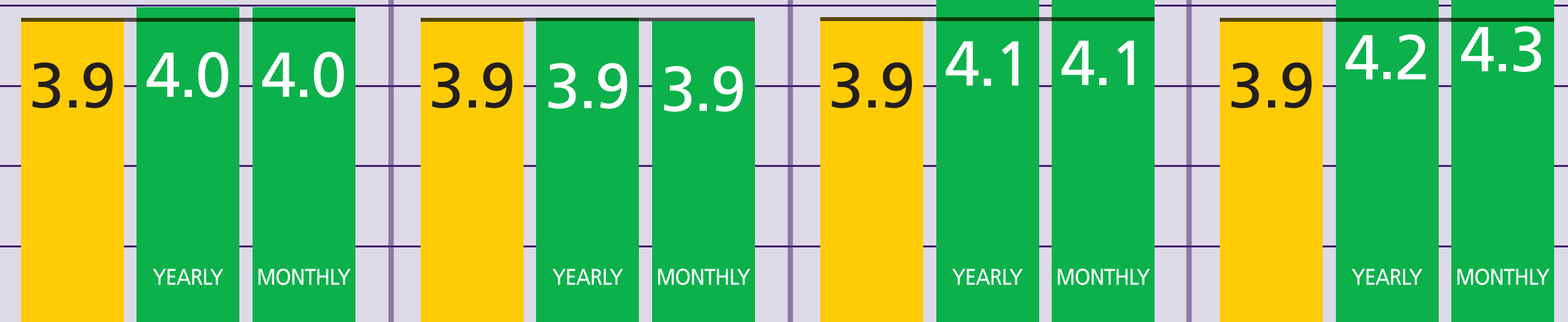
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

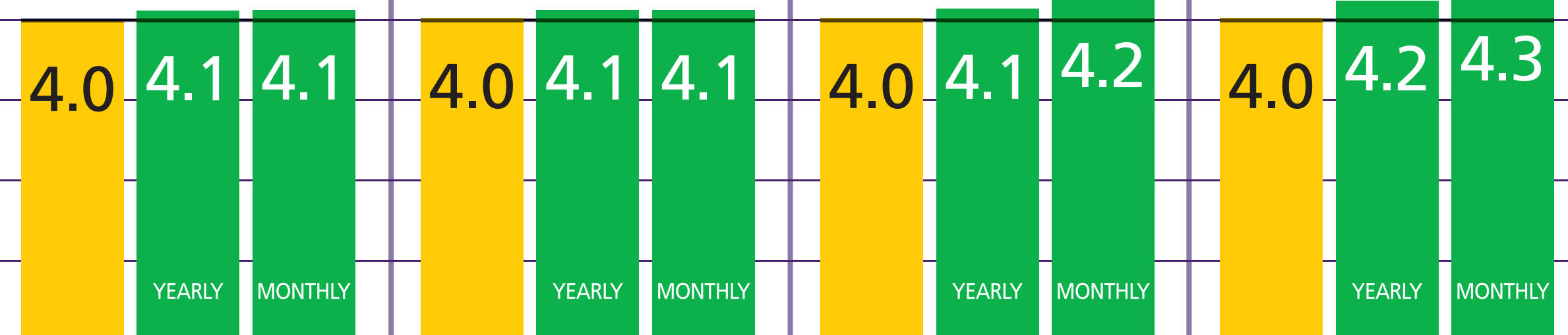
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

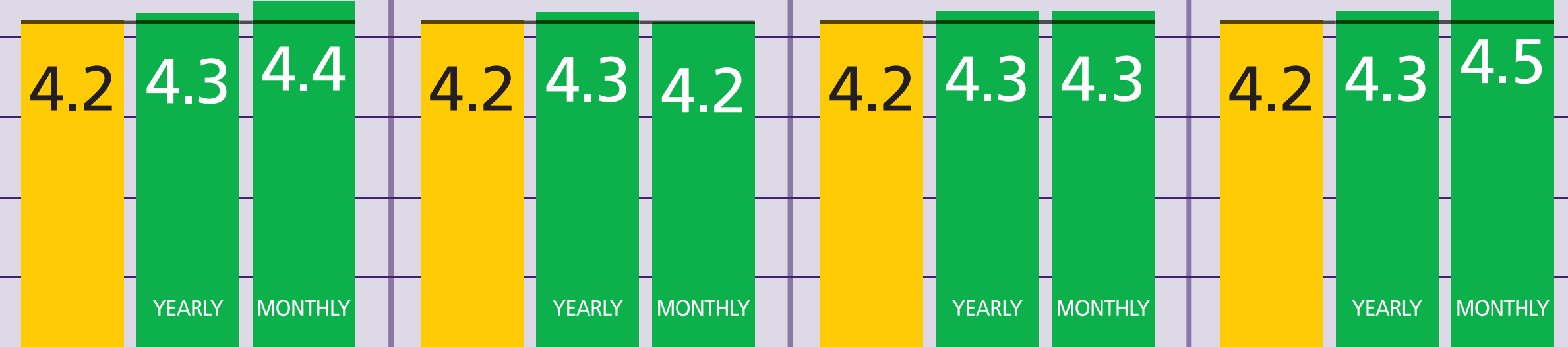
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

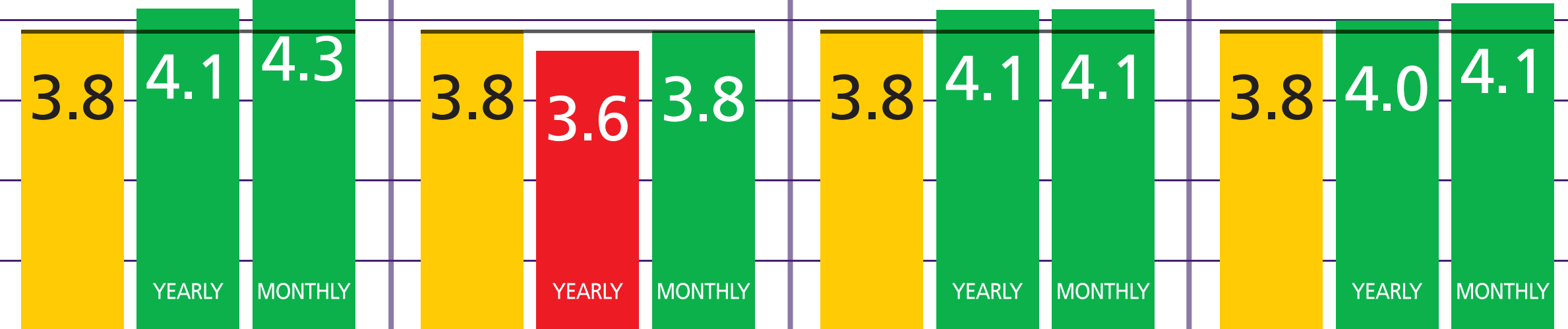
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

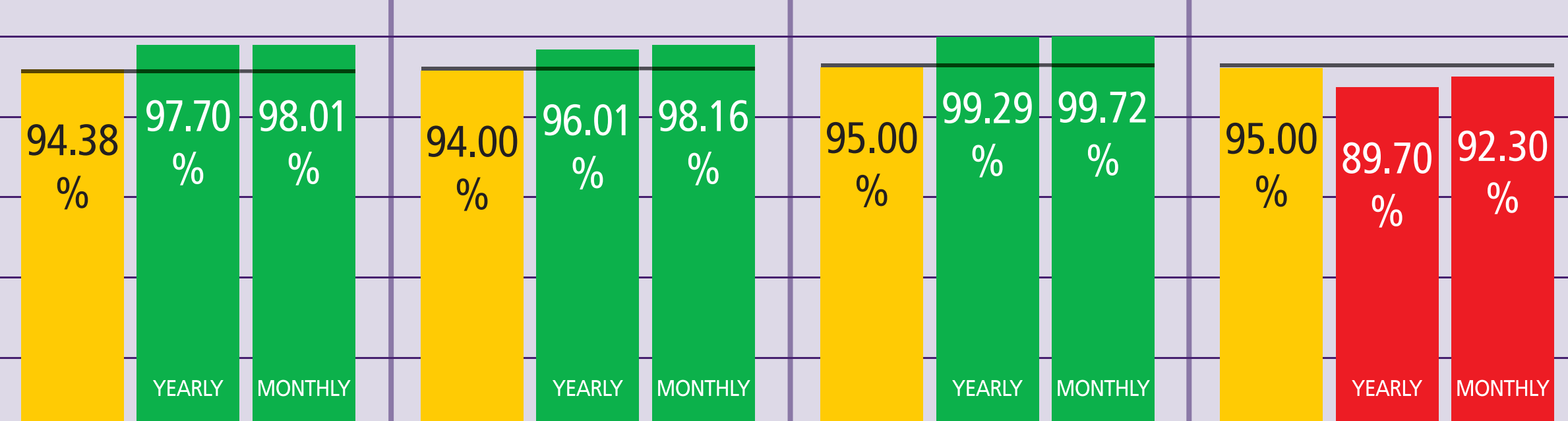


Pier Service

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. Terminal 3 Pier Service score is reported one month in arrears.

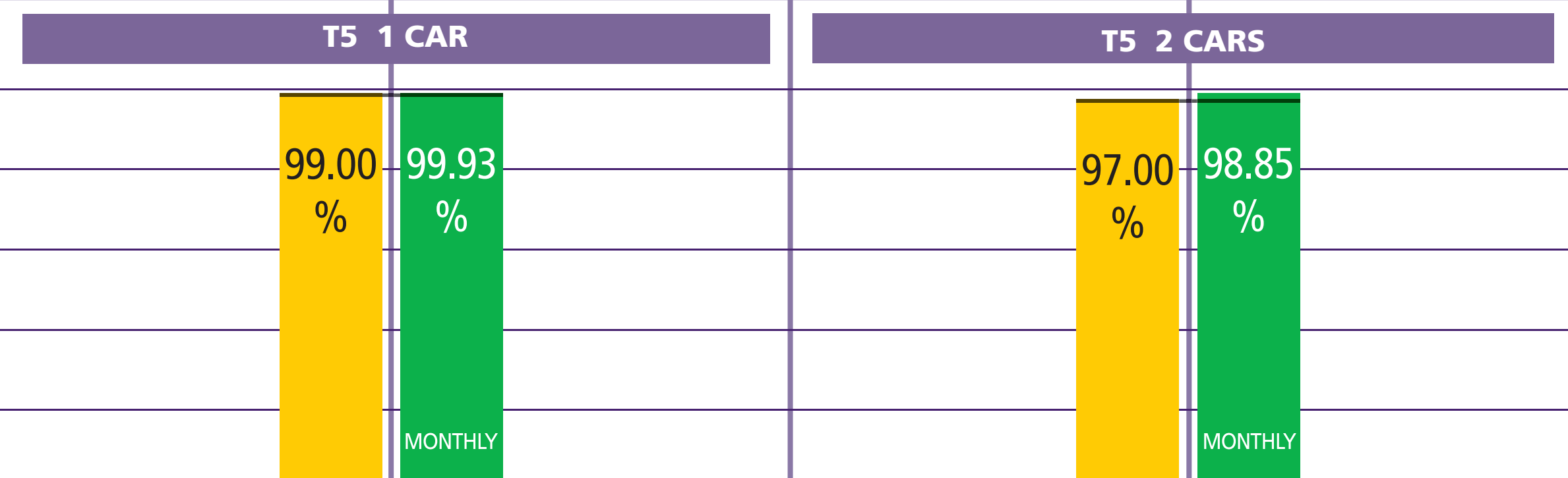
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

February 2012

KEY TO PERFORMANCE

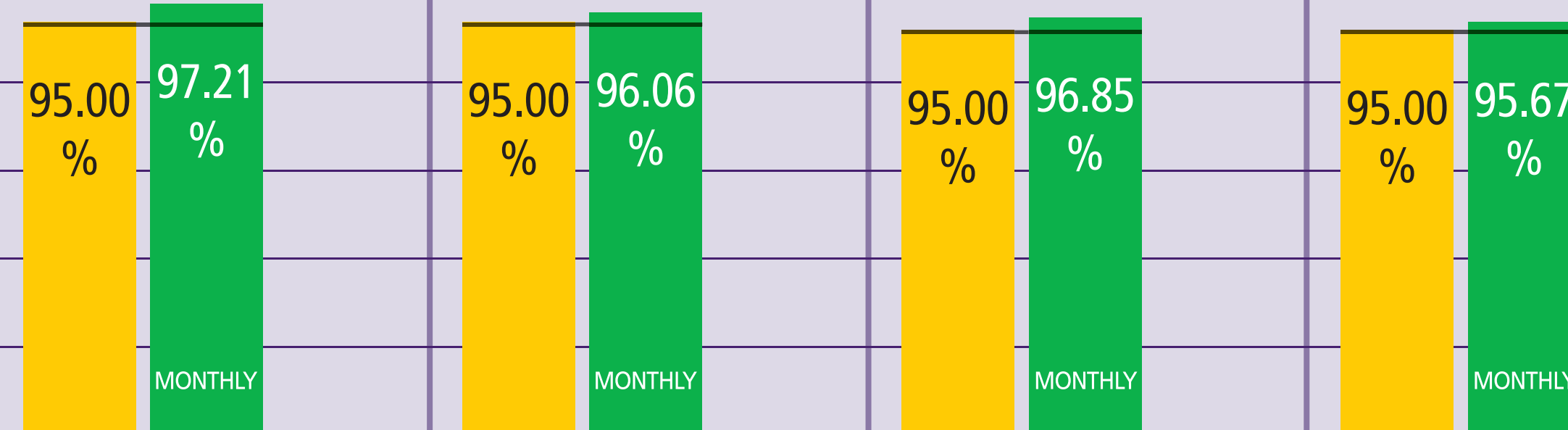


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

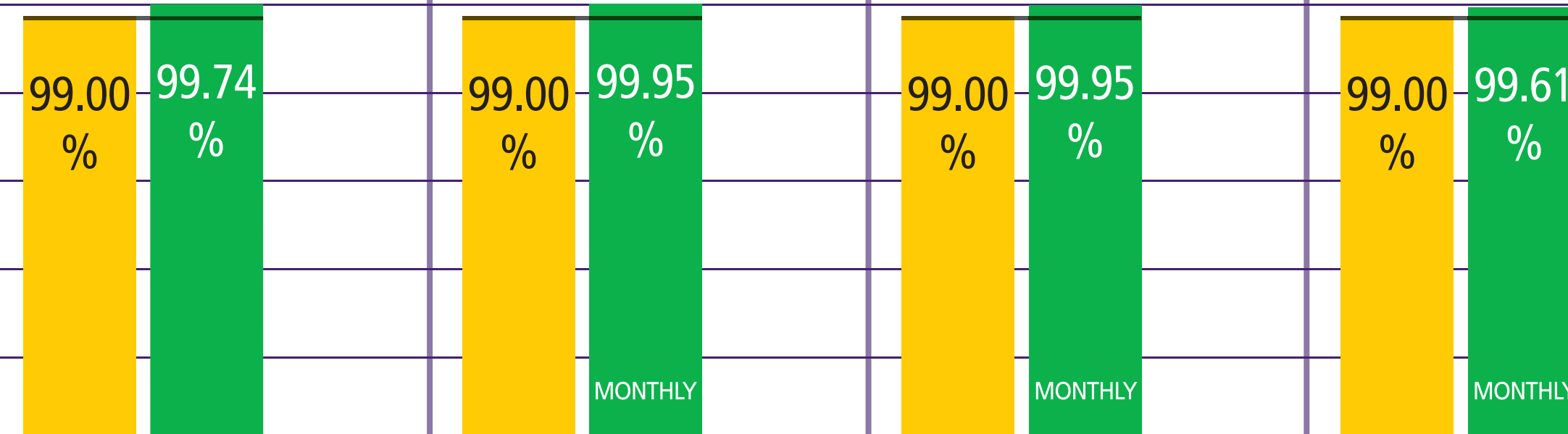


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

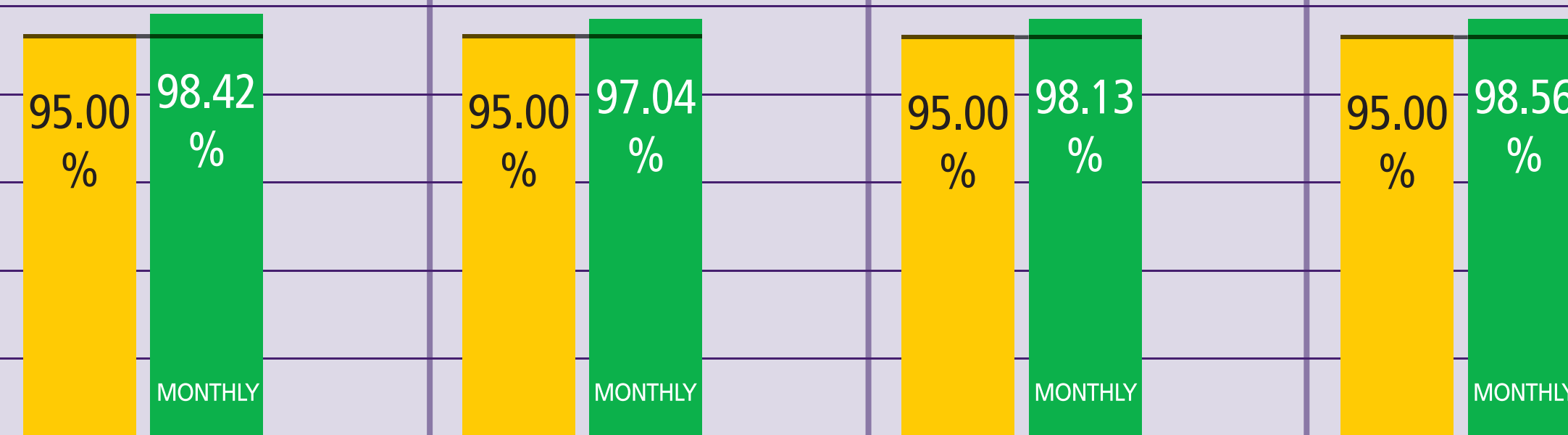


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

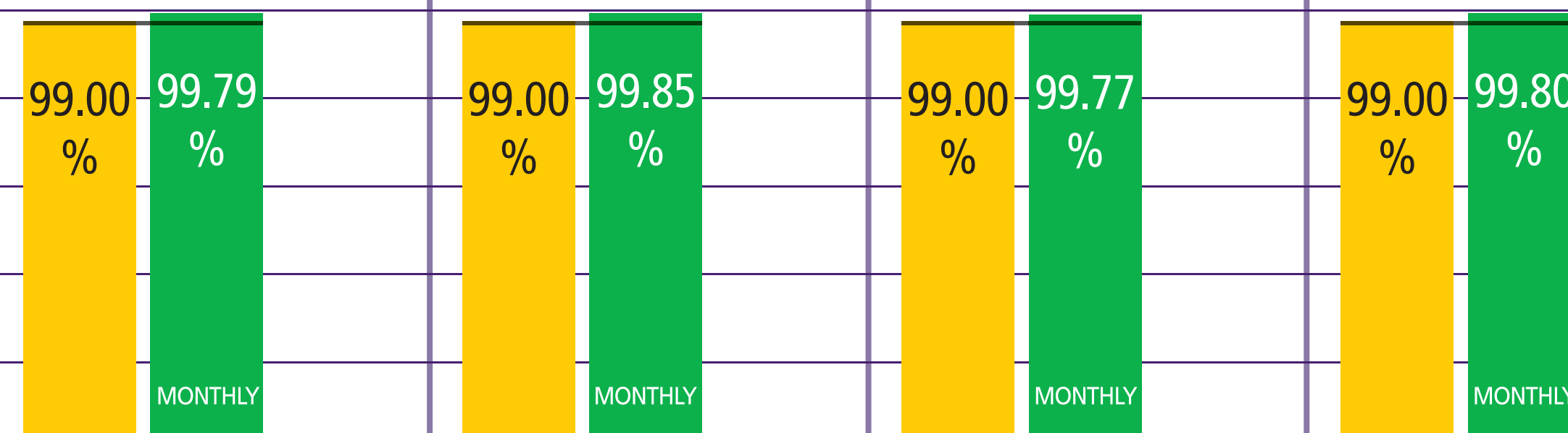


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

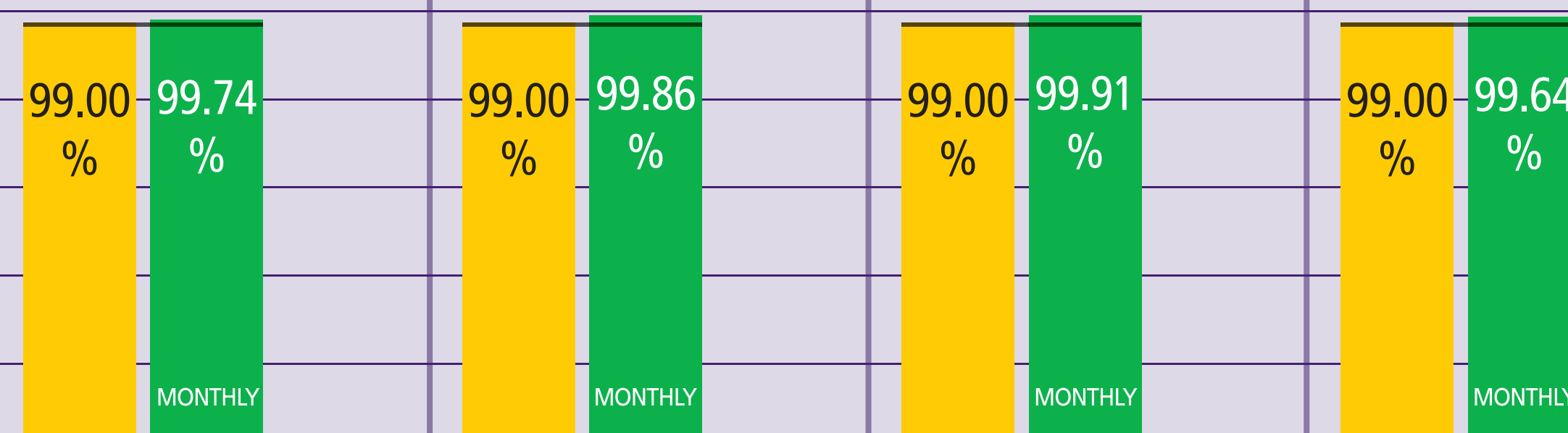


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

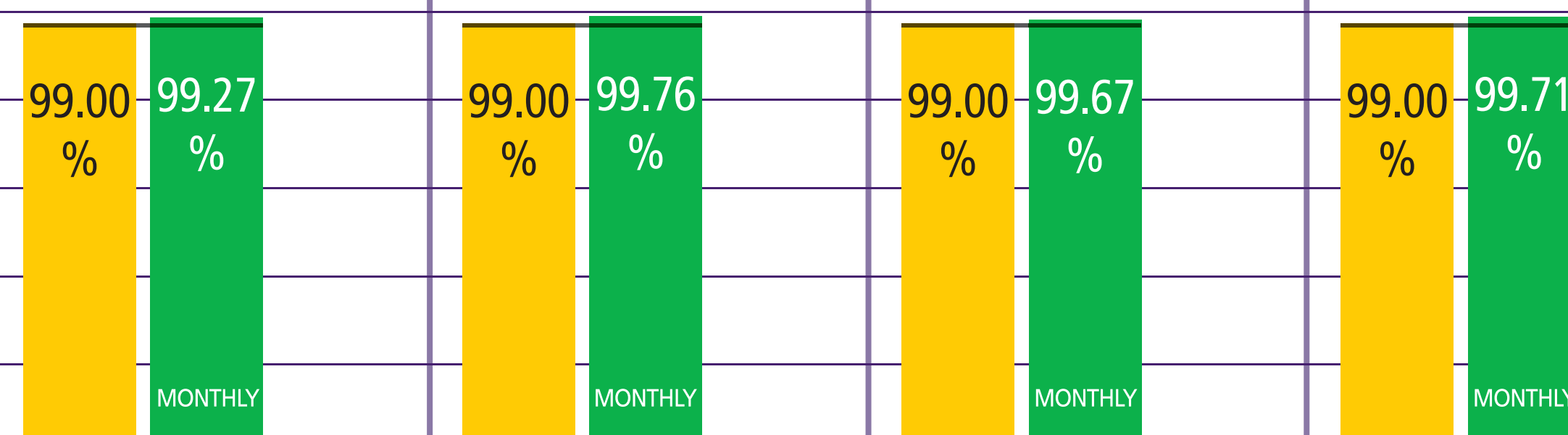


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

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How are we performing?

February 2012

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

The scheme by which third parties are compensated for material events which impacted the airfield

