

Service quality rebate

Heathrow Terminal 1	Nov-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	96.79%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.42%	99.00%	Yes	0	0	0
FEGP	99.69%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	97.71%	95.00%	Yes	0	0	0
Staff search	99.33%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service	98.25%	92.89%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate

Heathrow Terminal 3	Nov-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	3.8	Yes	0	1,471,020	6
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	77.76%	95.00%	No	524,255	1,572,765	3
Central security queues - Times queue = 10 minutes	96.67%	99.00%	No			
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.93%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.70%	99.00%	Yes	0	0	0
Jetties	99.70%	99.00%	Yes	0	0	0
FEGP	99.38%	99.00%	Yes	0	0	0
Pre-conditioned air	99.93%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.04%	99.00%	Yes	0	0	0
Transfer search	91.86%	95.00%	No	258,654	517,308	2
Staff search	97.48%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service +	96.24%	94.00%	Yes	0	0	0
				782,909	3,561,093	11

NOTE: * year is April 2012 to March 2013 + 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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate

Heathrow Terminal 4	Nov-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	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	83.24%	95.00%	No	289,329	578,658	2
Central security queues - Times queue = 10 minutes	97.62%	99.00%	No			
Passenger sensitive equipment (general)	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.71%	99.00%	Yes	0	0	0
Stands	99.76%	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	99.99%	99.00%	Yes	0	0	0
Transfer search	96.67%	95.00%	Yes	0	0	0
Staff search	96.36%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service	99.71%	95.00%	Yes	0	0	0
Total				289,329	578,658	2

NOTE: * year is April 2012 to March 2013

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	Nov-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	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	87.71%	95.00%	No	592,836	2,371,344	4
Central security queues - Times queue = 10 minutes	98.36%	99.00%	No			
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.36%	99.00%	Yes	0	0	0
Pre-conditioned air	99.88%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	96.04%	95.00%	Yes	0	516,594	2
Staff search	97.81%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service	92.22%	95.00%	No	0	1,394,526	8
Transit system - % time one car available	99.59%	99.00%	Yes	0	0	0
Transit system - % time two cars available	97.86%	97.00%	Yes	0	0	0
Total				592,836	4,282,464	14

NOTE: * year is April 2012 to March 2013

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	Nov-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	102,523	1
Total			102,523	1

NOTE: * year is April 2012 to March 2013

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Cleanliness table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Wayfinding table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Flight information table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Departure lounge seat availability table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

CSA queues - Times queue <5 minutes table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

CSA queues - Times queue = 10 minutes table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Transfer search table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Staff search table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Control posts search table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

FEGP table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Jetties table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

PSE (general) table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

PSE (priority) table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Stand entry guidance table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Stands table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Pier service table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

TTS - % time one car available table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T5.

TTS - % time two cars available table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T5.

Arrivals Reclaims table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Pre-conditioned air table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T3, T5.

Aerodrome congestion table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows All.

Monthly performance - reported only - Cleanliness - Month table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Monthly performance - reported only - Wayfinding - Month table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Monthly performance - reported only - Flight information - Month table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Monthly performance - reported only - Departure lounge seat availability - Month table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Monthly performance - reported only - Pier service - Month table with columns Target, Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Cleanliness table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Wayfinding table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Flight information table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Departure lounge seat availability table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

CSA queues - Both table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Transfer search table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Staff search table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Control posts search table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

FEGP table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Jetties table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

PSE (general) table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

PSE (priority) table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Stand entry guidance table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Stands table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

Pier service table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

TTS - % Both table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T5.

Arrivals Reclaims table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T1, T3, T4, T5.

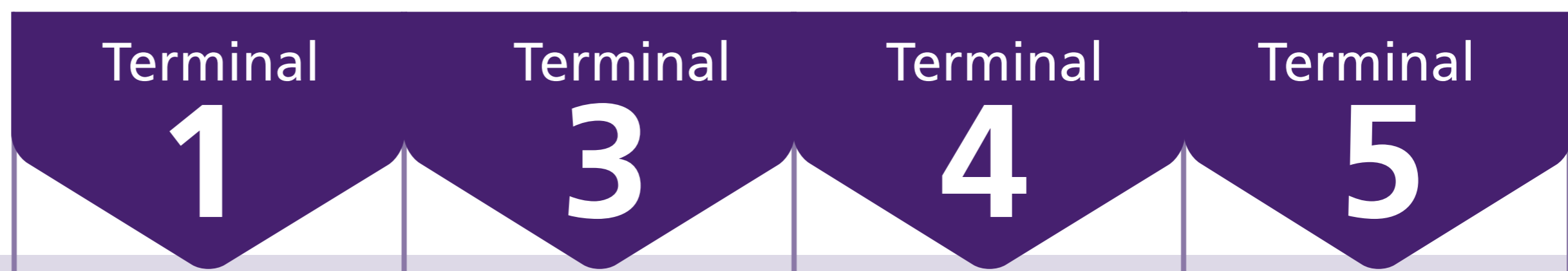
Pre-conditioned air table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows T3, T5.

Aerodrome congestion table with columns Apr-12, May-12, Jun-12, Jul-12, Aug-12, Sep-12, Oct-12, Nov-12 and rows All.

How are we performing?

November 2012

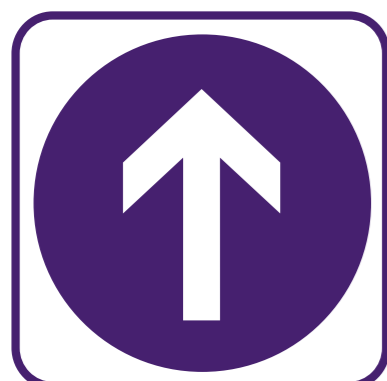
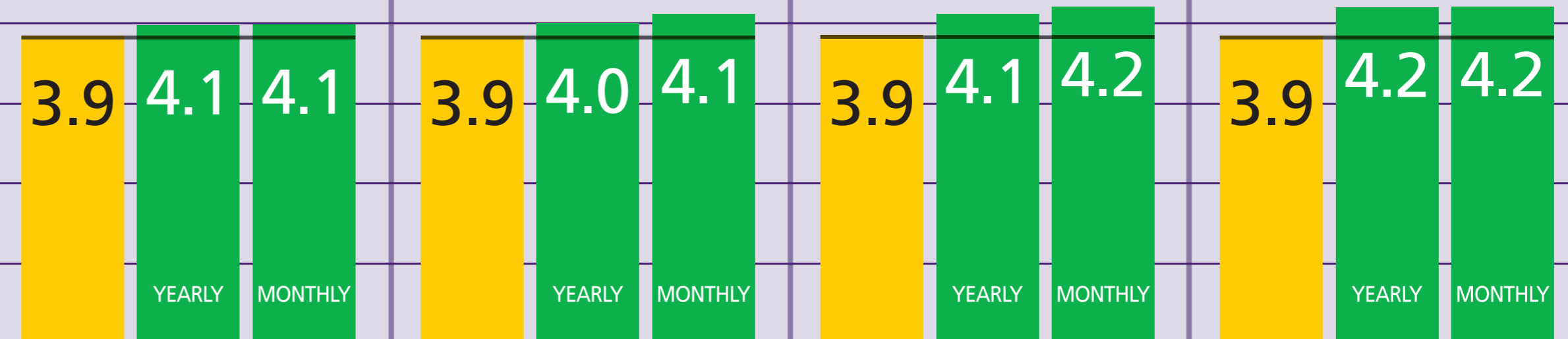
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

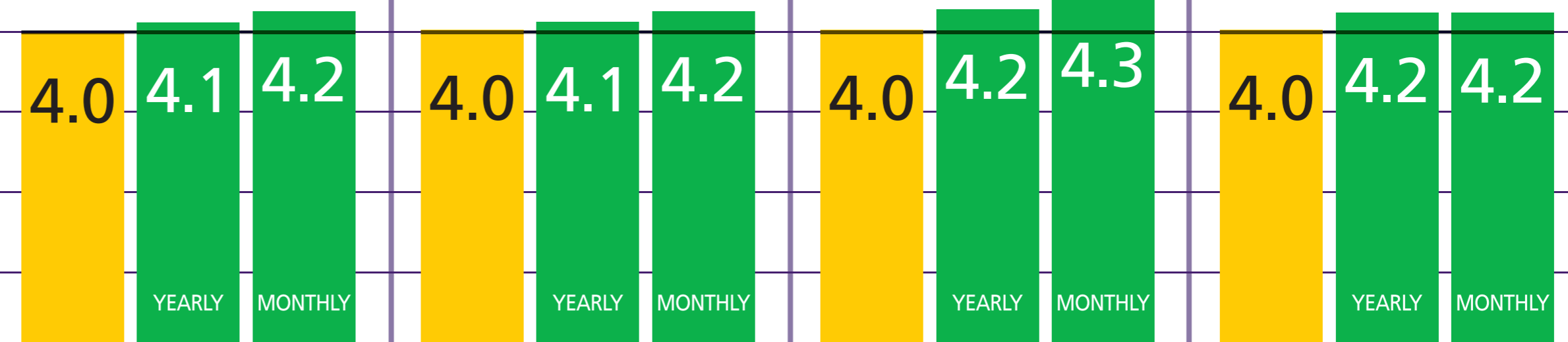
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

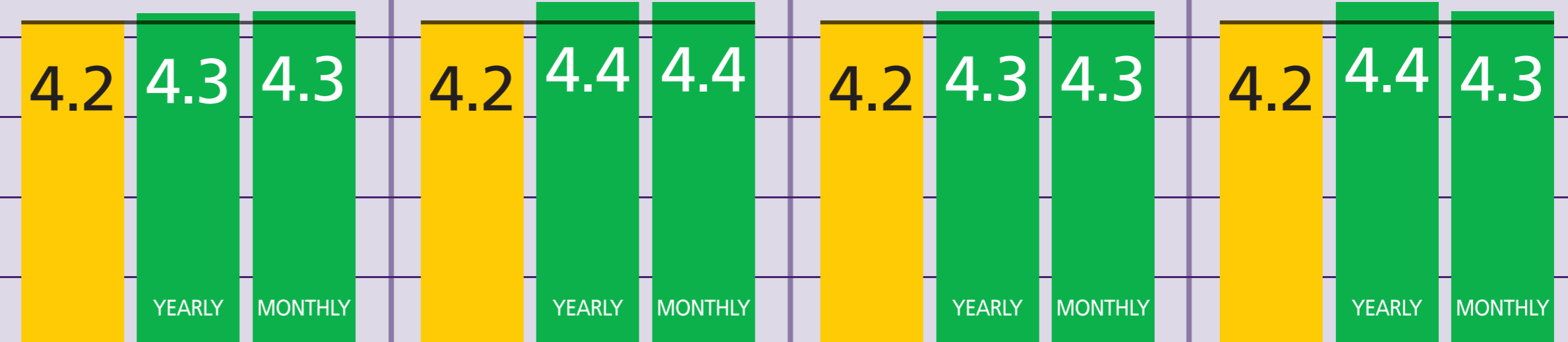
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

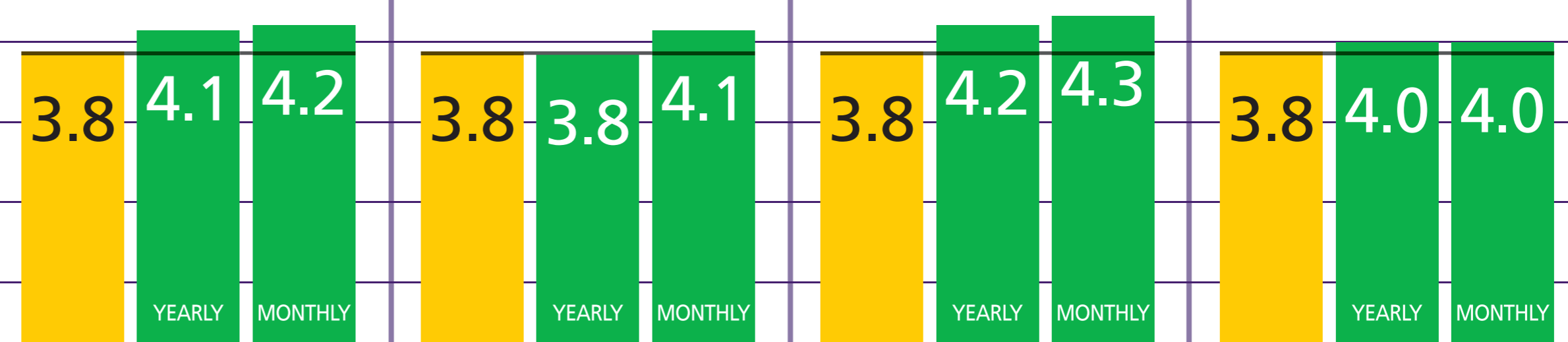
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

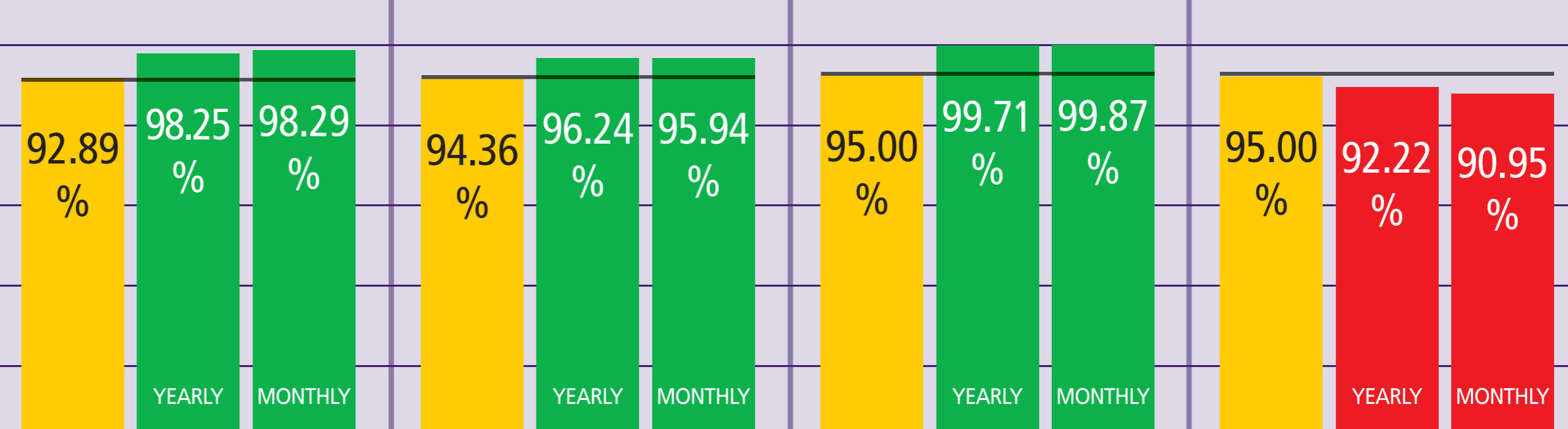


Pier Service

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.

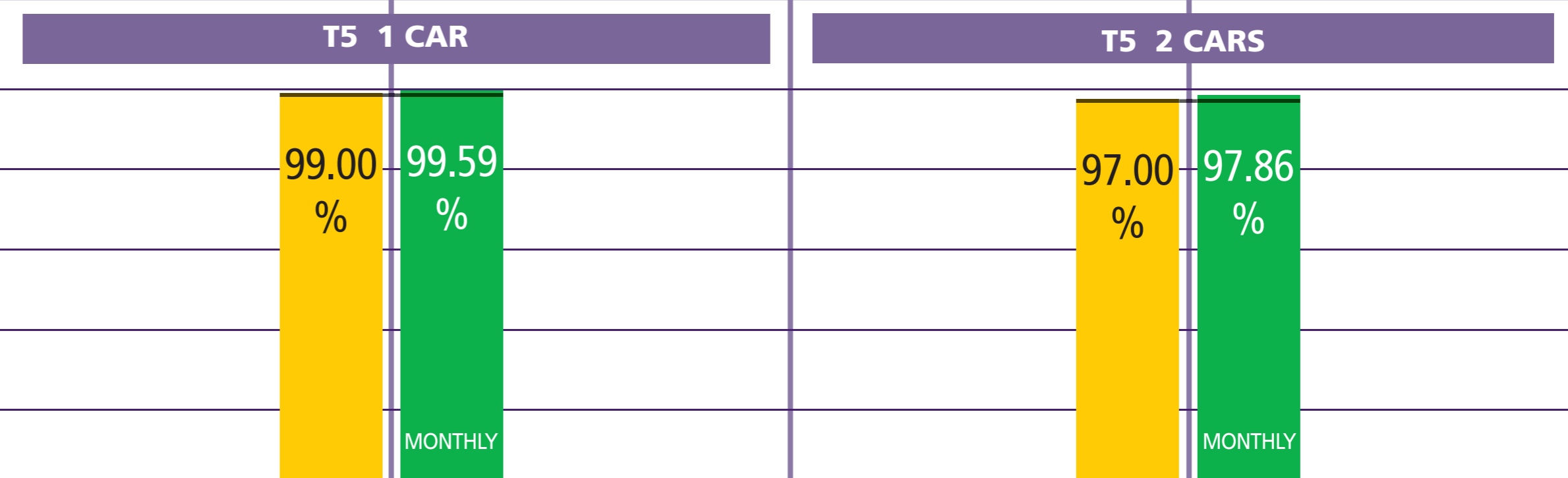
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

November 2012

KEY TO PERFORMANCE

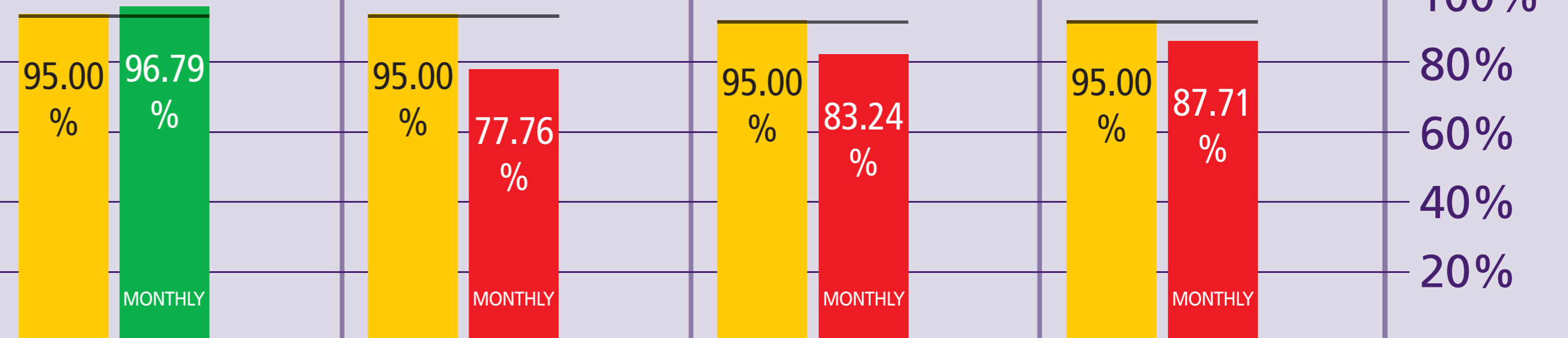


Terminal 1 Terminal 3 Terminal 4 Terminal 5



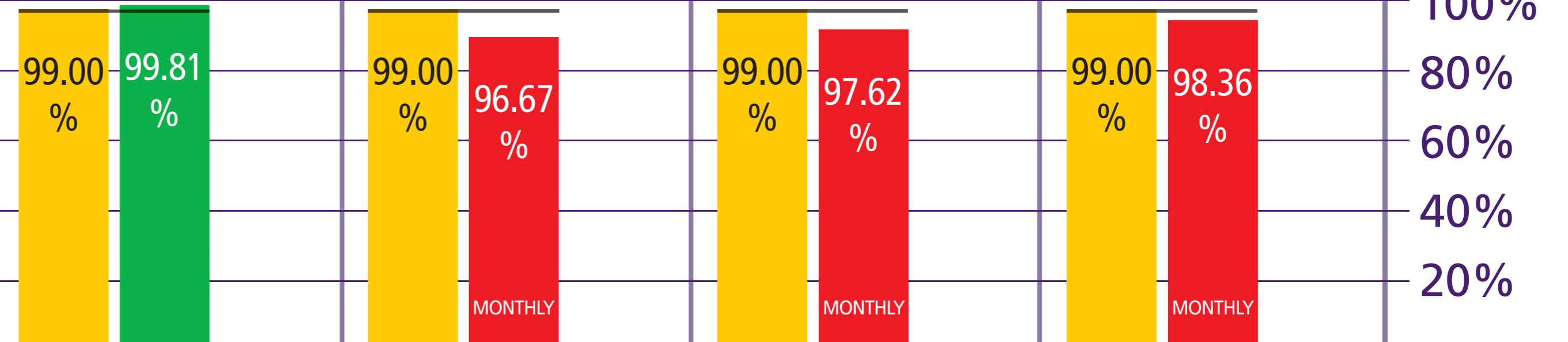
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



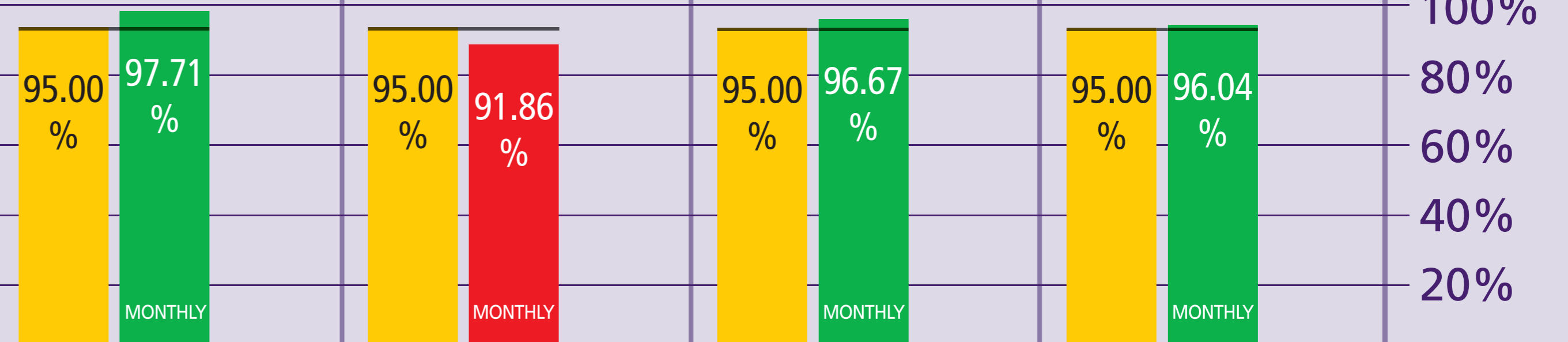
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

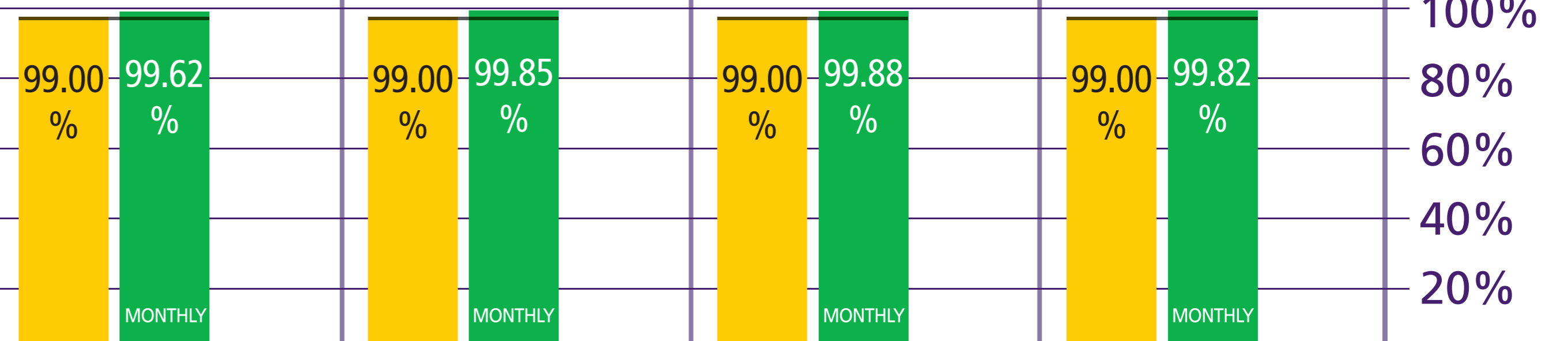


Security waiting time for transfer passengers
queue < 10mins

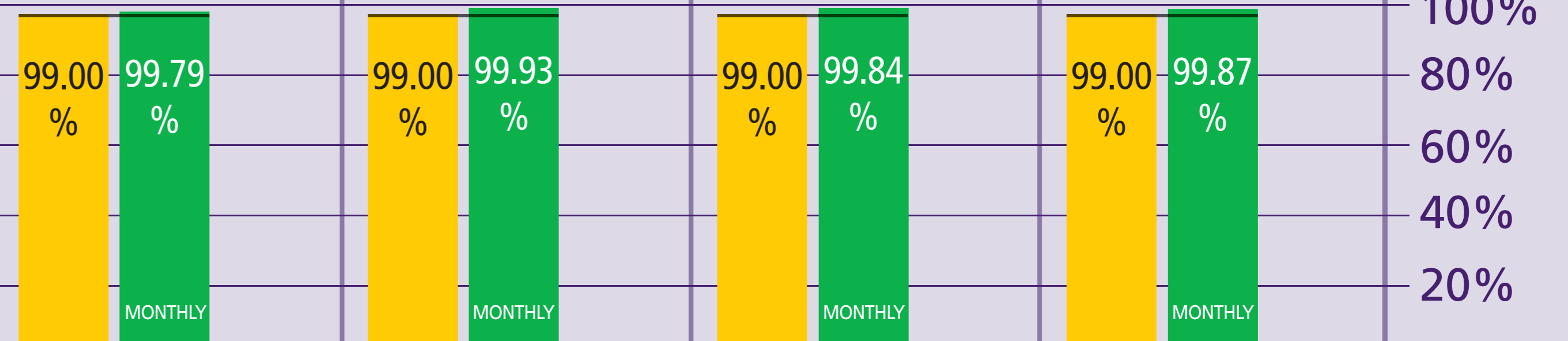
Based on 15min time periods measured



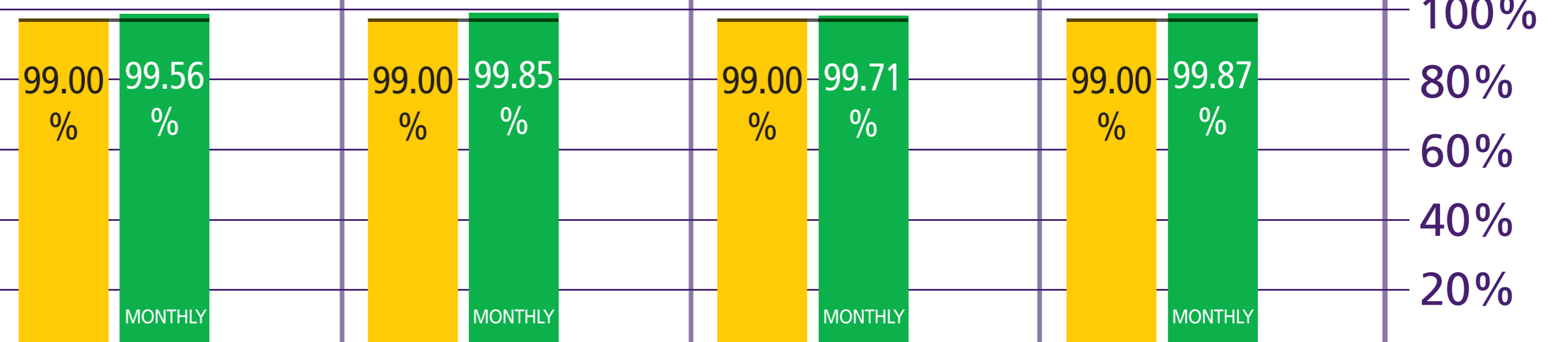
Lifts, escalators & passenger conveyors
Service availability



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



Arrivals Reclaim
Service availability



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

November 2012

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

