



Heathrow Performance Report

Service Quality Rebate and Bonus - February 2019

Integrated Planning and Performance - Airport Operations

Printed: 21 March 2019

Heathrow
Making every journey better

Heathrow Performance Report February 2019

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.37	4.17	4.28	4.11	
Cleanliness* Overall cleanliness of the terminal	4.38	4.18	4.25	4.31	
Wayfinding* Ease of finding your way around the airport	4.31	4.24	4.26	4.25	
Flight information* Accuracy and ease of finding flight information	4.43	4.40	4.37	4.39	
Wi-Fi* Ease of using WiFi	4.15	4.14	4.17	4.14	
Security* Passenger satisfaction	4.25	4.22	4.23	4.22	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.84%	97.19%	97.09%	98.27%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	100%	100%	100%	99.64%	
Staff search Based on 15min time periods measured	99.74%	99.90%	100%	97.11%	
Transfer Search Based on 15min time periods measured	99.34%	97.70%	99.58%	99.41%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	96.30%	95.10%	96.09%	97.21%	95.66%

* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.65%	99.75%	99.70%	99.58%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.53%	99.54%	99.53%	99.35%
Stands Availability of stands	99.83%	99.86%	99.75%	99.77%
FEGP Availability of Fixed Electrical Ground Power	100%	99.98%	100%	99.98%
Jetties Availability of Air-Bridges	99.95%	99.93%	99.91%	99.88%
PCA Availability of Pre-conditioned Air	100%	100%		100%
SEGs	99.98%	99.97%	100%	99.99%
Pier Service* % Pier served passengers	97.94%	96.07%	99.98%	0.00%
Arrivals Reclaims Bag reclaim belts availability	99.32%	99.75%	99.85%	99.93%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				99.87%
TTS - Two cars Track Transit System - % time two cars available				99.61%

	T2	T3	T4	T5	ALL
PSE (General)	99.65%	99.75%	99.70%	99.58%	
PSE (Priority)	99.53%	99.54%	99.53%	99.35%	
Stands	99.83%	99.86%	99.75%	99.77%	
FEGP	100%	99.98%	100%	99.98%	
Jetties	99.95%	99.93%	99.91%	99.88%	
PCA	100%	100%		100%	
SEGs	99.98%	99.97%	100%	99.99%	
Pier Service*	97.94%	96.07%	99.98%	0.00%	
Arrivals Reclaims	99.32%	99.75%	99.85%	99.93%	
TTS - One car					99.87%
TTS - Two cars					99.61%

Financial Report- Bonus and Rebates

	Rebates:					YTD		
	T2	T3	T4	T5	Campus	Estimated Rebate	Estimated Rebate	Total Failures
Departure lounge seat availability	✓	✓	✓	✓		£ -	£ -	0
Cleanliness	✓	✓	✓	✓		£ -	£ -	0
Wayfinding	✓	✓	✓	✓		£ -	£ -	0
Flight information	✓	✓	✓	✓		£ -	£ -	0
CSA Queues - Both	✓	✓	✓	✓		£ -	£ -	0
Staff Search	✓	✓	✓	✓		£ -	£ -	0
Transfer search	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ 137,517.00	1
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓	✓		£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
Total						£ -	£ 137,517.00	1

	Bonuses:		Feb - 2019				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
4.10	4.50	4.37	4.17	4.28	4.11	£ 13,750	£ 13,750	1	
4.20	4.50	4.38	4.18	4.25	4.31	£ -	£ -	0	
4.20	4.50	4.31	4.24	4.26	4.25	£ 73,335	£ 146,669	2	
4.40	4.70	4.43	4.40	4.37	4.39	£ -	£ -	0	
						£ 87,085	£ 160,420	3	

Bonus: All business units must exceed Lower Threshold. Lowest Score will be used to calculate bonus term each month for qualifying measures. Financial year is from January 2019 - December 2019

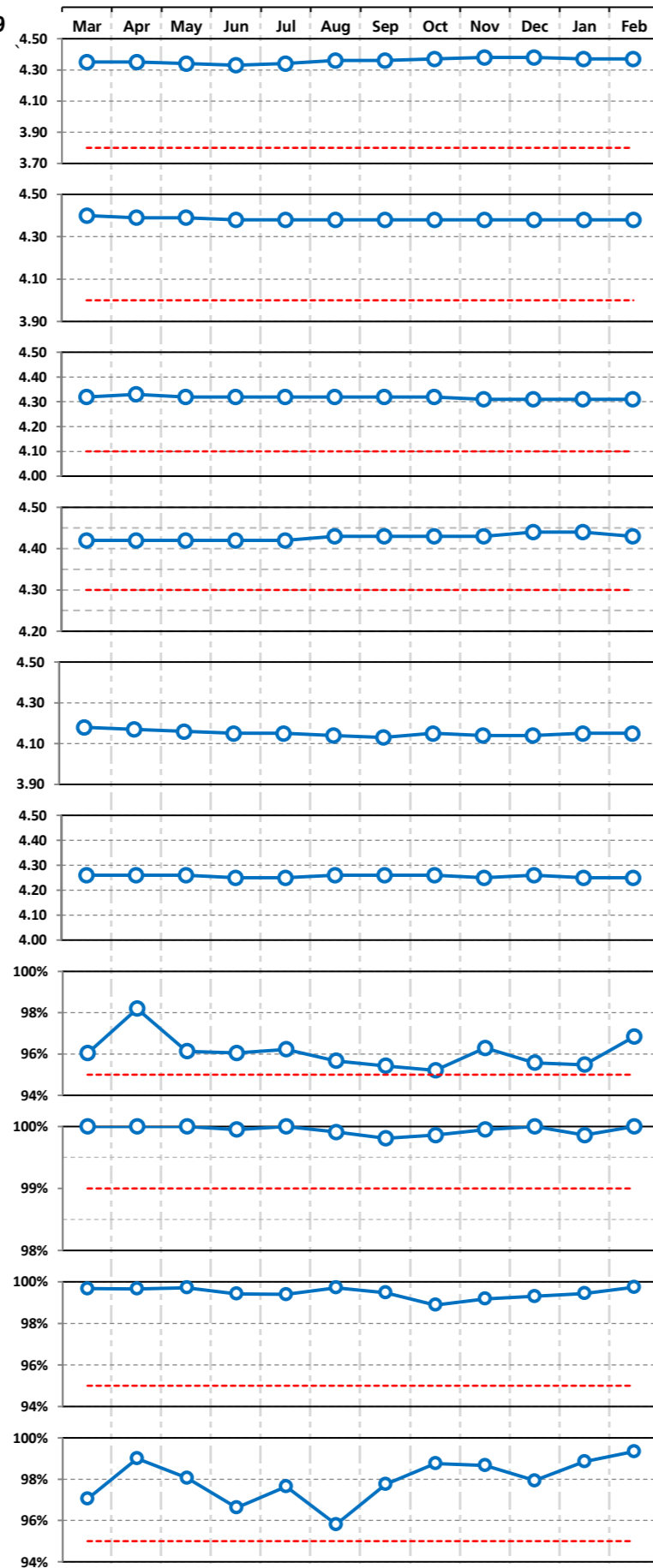
Credit Notes: Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report February 2019

calculation based on moving annual average (MAA) for these metrics

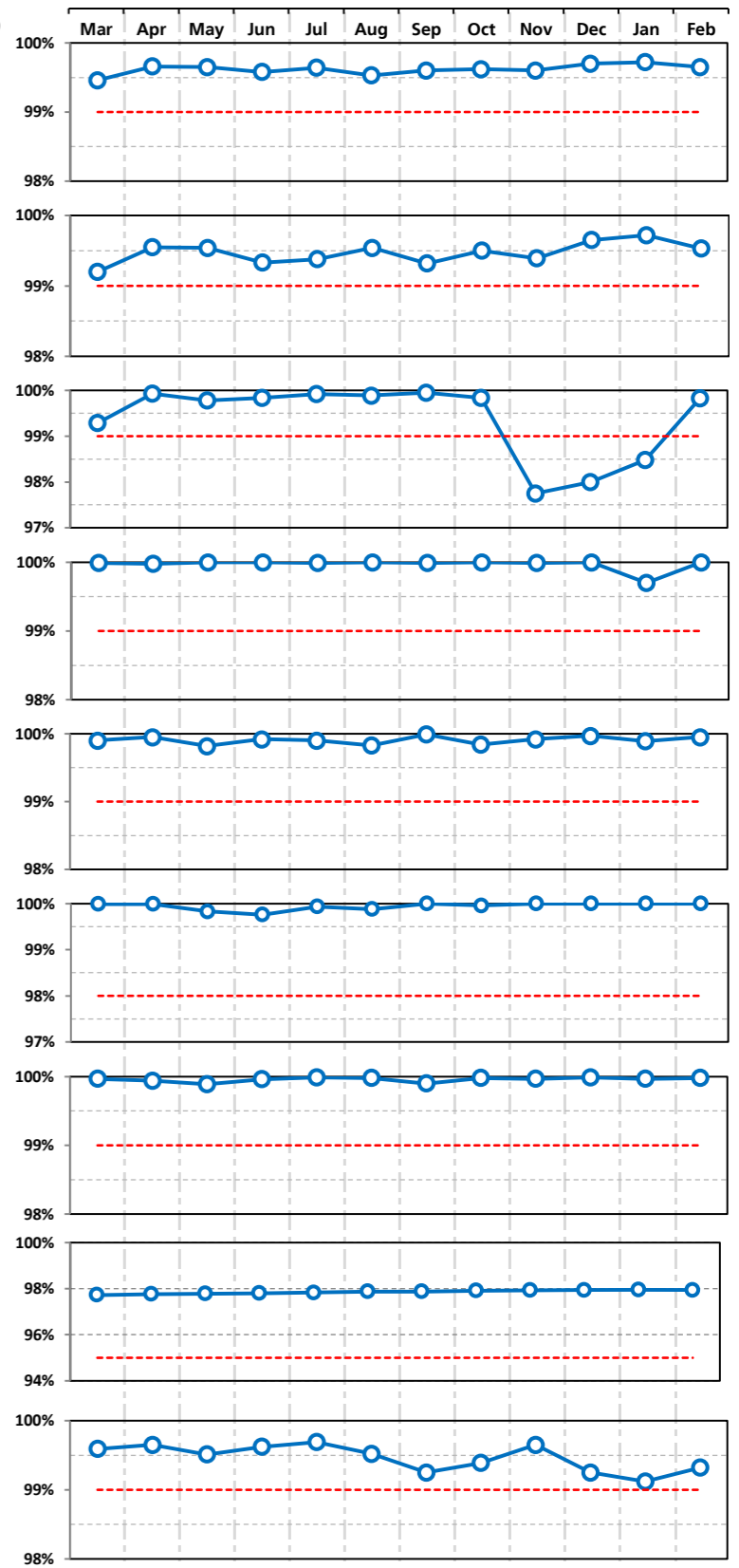
Passenger Experience and Service Level Performance

Metric	Target	Feb-19	vs. Jan-19
Departure lounge seat availability* Ease of finding a seat	3.80	4.37	0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.38	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.31	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.43	-0.01
Wi-Fi* Ease of using WiFi		4.15	0.00
Security* Passenger satisfaction		4.25	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	96.84%	▲1.36%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲0.14%
Staff search Based on 15min time periods measured	95.00%	99.74%	▲0.30%
Transfer Search Based on 15min time periods measured	95.00%	99.34%	▲0.49%



Service Level Performance

Metric	Target	Feb-19	vs. Jan-19
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.65%	▼-0.07%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.53%	▼-0.19%
Stands Availability of stands	99.00%	99.83%	▲1.35%
FEGP Availability Fixed Electrical Ground Power	99.00%	100%	▲0.30%
Jetties Availability of Air-Bridges	99.00%	99.95%	▲0.06%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.98%	▲0.01%
Pier Service* % Pier served passengers	95.00%	97.94%	▼-0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.32%	▲0.20%



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 2 Performance Report February 2019

Financial Report - Bonus and Rebates

Rebates:

	Target Achieved	Feb - 2019		Year-to-Date	
		Estimated Rebate	Estimated Rebate	Number of failures	
Departure lounge seat availability	✓	£ -	£ -	0	
Cleanliness	✓	£ -	£ -	0	
Wayfinding	✓	£ -	£ -	0	
Flight information	✓	£ -	£ -	0	
CSA queues - Both	✓	£ -	£ -	0	
Staff search	✓	£ -	£ -	0	
Transfer search	✓	£ -	£ -	0	
PSE (General)	✓	£ -	£ -	0	
PSE (Priority)	✓	£ -	£ -	0	
Stands	✓	£ -	£ 137,517.00	1	
FEGP	✓	£ -	£ -	0	
Jetties	✓	£ -	£ -	0	
PCA	✓	£ -	£ -	0	
SEGS	✓	£ -	£ -	0	
Pier Service	✓	£ -	£ -	0	
Arrivals reclaims	✓	£ -	£ -	0	
		£ -	£ 137,517.00	1	

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Feb - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.37	£ 13,750	£ -	0	
Cleanliness	MAA	4.20	4.50	4.38	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.31	£ 73,335	£ 73,335	1	
Flight information	MAA	4.40	4.70	4.43	£ -	£ -	0	
					£ 87,085	£ 73,335	1	

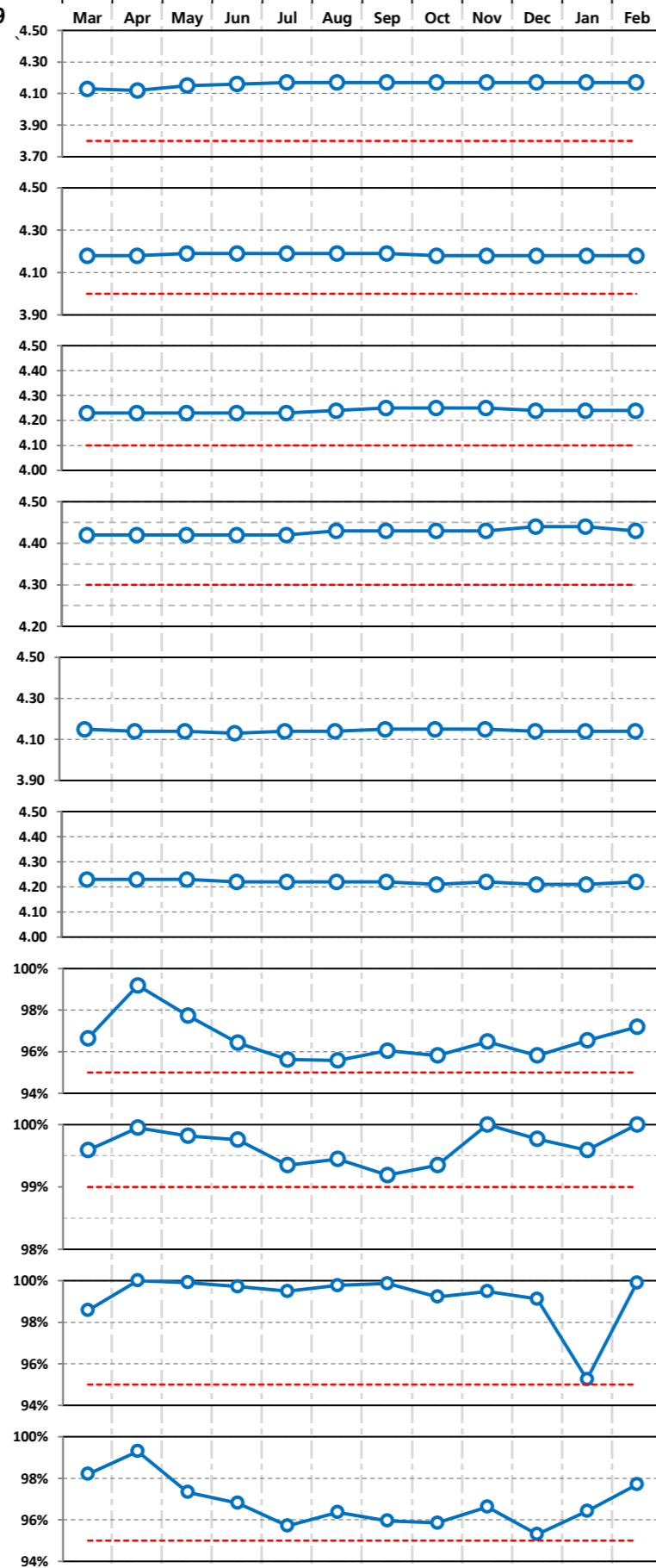
Credit Notes:

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.
 Financial year is from January 2019 - December 2019
Bonus: All business units must exceed Lower Threshold.
 Lowest Score will be used to calculate bonus term each month for qualifying measures
 All bonus measures are based on MAA

Terminal 3 Performance Report February 2019

Passenger Experience and Service Level Performance

	Target	Feb-19	vs. Jan-19
Departure lounge seat availability* Ease of finding a seat	3.80	4.17	0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.18	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.24	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.40	▼-0.01
Wi-Fi* Ease of using WiFi		4.14	0.00
Security* Passenger satisfaction		4.22	▲0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.19%	▲0.65%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲0.41%
Staff search Based on 15min time periods measured	95.00%	99.90%	▲4.65%
Transfer Search Based on 15min time periods measured	95.00%	97.70%	▲1.29%

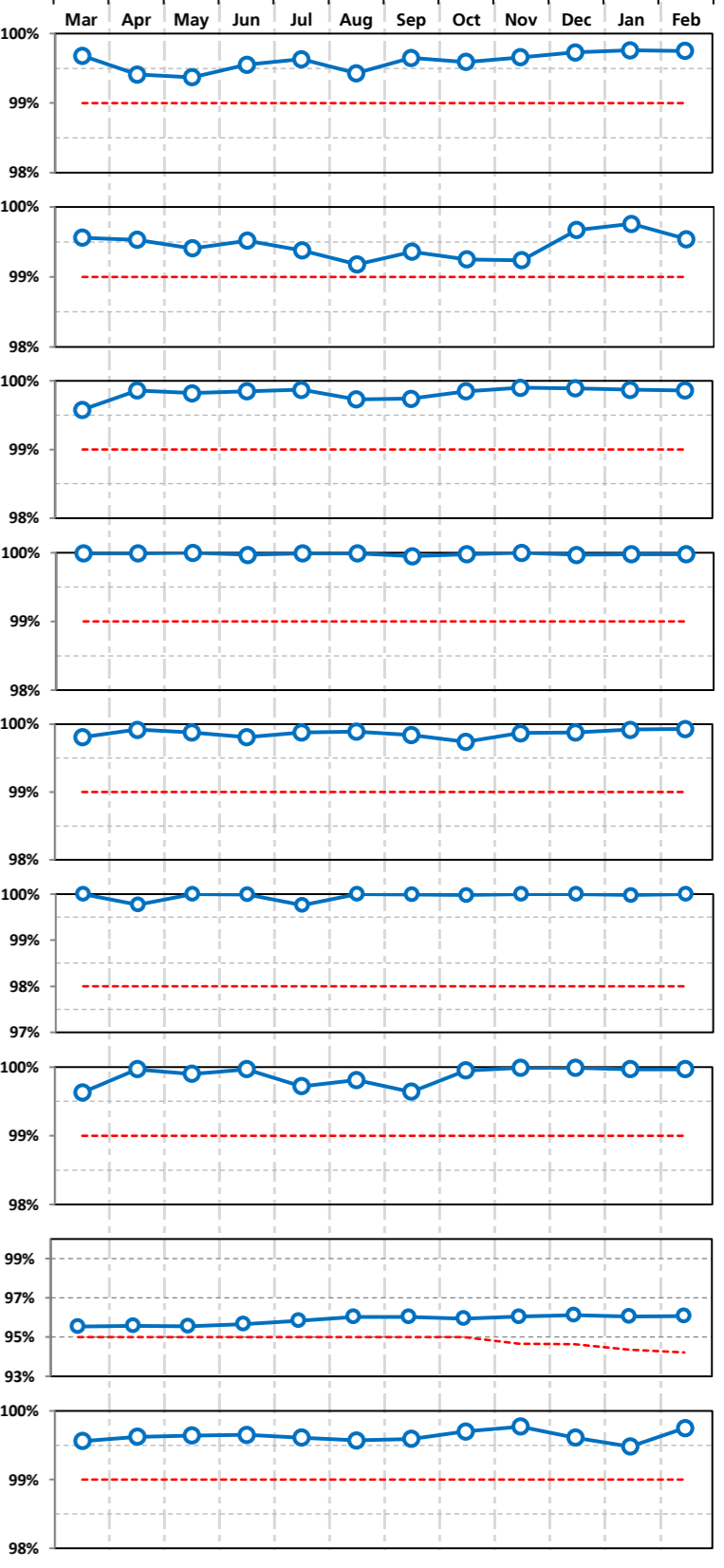


SQRB calculation based on moving annual average (MAA) for these metrics



Service Level Performance

	Target	Feb-19	vs. Jan-19
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.75%	▼-0.01%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.54%	▼-0.22%
Stands Availability of stands	99.00%	99.86%	▼-0.01%
FEGP Availability of Fixed Electrical Ground Power	99.00%	99.98%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.93%	▲0.01%
PCA Availability of Pre-Conditioned Air	98.00%	100%	▲0.02%
SEGs Availability of Stand entry guidance	99.00%	99.97%	0.00%
Pier Service* % Pier served passengers	94.22%	96.07%	▲0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.75%	▲0.27%



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Rebates:

	Feb - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Feb - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.17	£ 13,750.25	£ -	0	
Cleanliness	MAA	4.20	4.50	4.18	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.24	£ 73,335	£ 73,335	1	
Flight information	MAA	4.40	4.70	4.40	£ -	£ -	0	
					£ 87,085	£ 73,335	1	

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

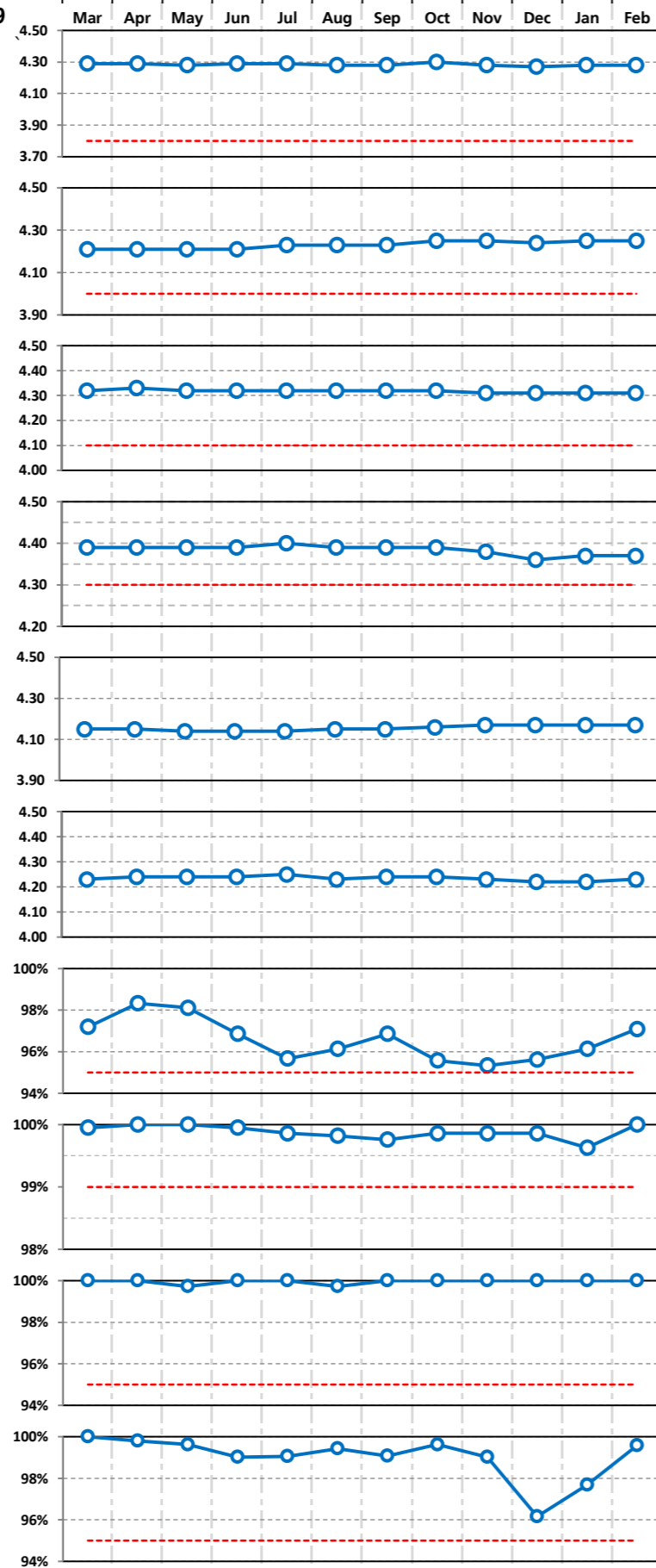
All bonus measures are based on MAA

Terminal 4 Performance Report February 2019

SQRB calculation based on moving annual average (MAA) for these metrics

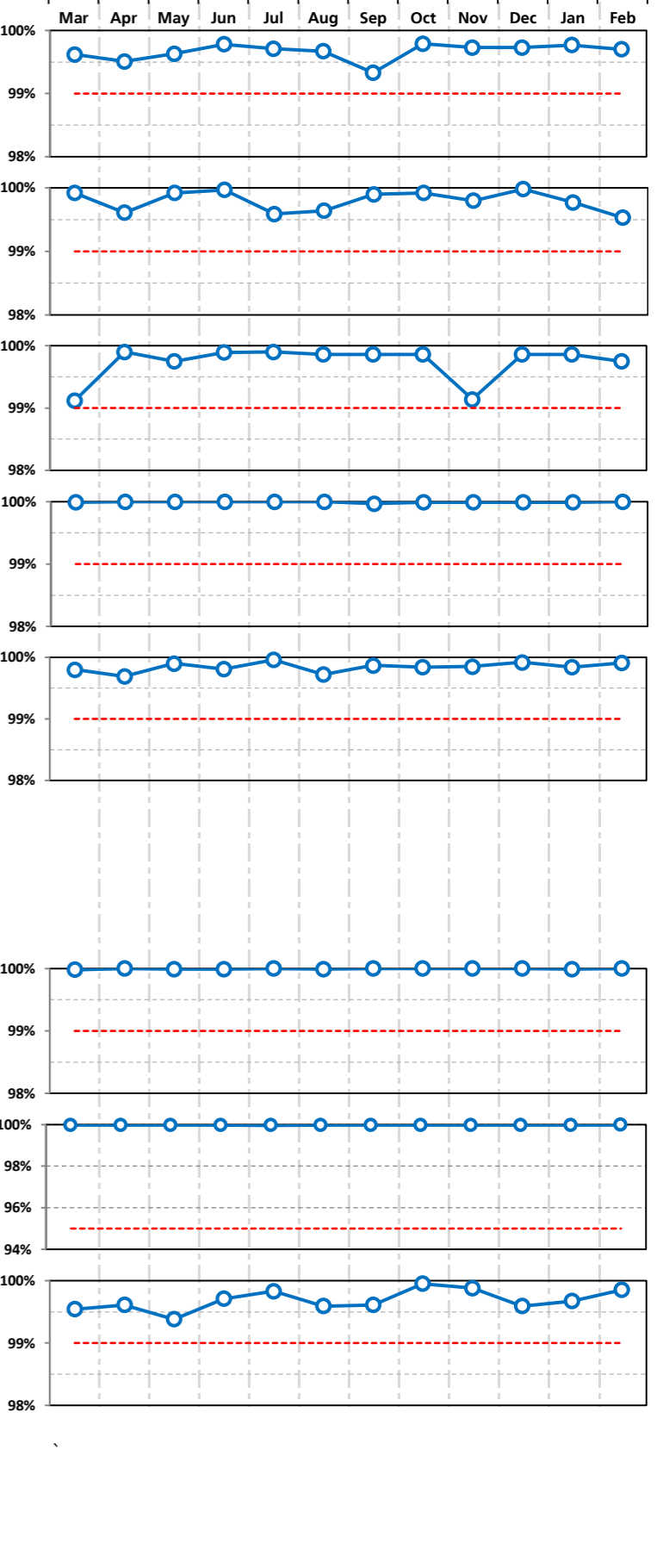
Passenger Experience and Service Level Performance

	Target	Feb-19	vs. Jan-19
Departure lounge seat availability* Ease of finding a seat	3.80	4.28	0.00
Cleanliness* Overall cleanliness of the terminal	4.00	4.25	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.26	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.37	0.00
Wi-Fi* Ease of using WiFi		4.17	0.00
Security* Passenger satisfaction		4.23	▲ 0.01
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	97.09%	▲0.96%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	100%	▲0.37%
Staff search Based on 15min time periods measured	95.00%	100%	0.00%
Transfer Search Based on 15min time periods measured	95.00%	99.58%	▲1.90%



Service Level Performance

	Target	Feb-19	vs. Jan-19
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.70%	▼-0.07%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.53%	▼-0.24%
Stands Availability of stands	99.00%	99.75%	▼-0.11%
FEGP Availability of Fixed Electrical Ground Power	99.00%	100%	▲0.01%
Jetties Availability of Air-Bridges	99.00%	99.91%	▲0.07%
SEGs Availability of Stand entry guidance	99.00%	100%	▲0.01%
Pier Service* % Pier served passengers	95.00%	99.98%	▲0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.85%	▲0.18%



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Rebates:

	Feb - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Feb - 2019		Year-to-Date	
				Actual	Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonuses
Departure lounge seat availability	MAA	4.10	4.50	4.28	£ 13,750.25	£ -	0
Cleanliness	MAA	4.20	4.50	4.25	£ -	£ -	0
Wayfinding	MAA	4.20	4.50	4.26	£ 73,335	£ 73,335	1
Flight information	MAA	4.40	4.70	4.37	£ -	£ -	0
					£ 87,085	£ 73,335	1

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

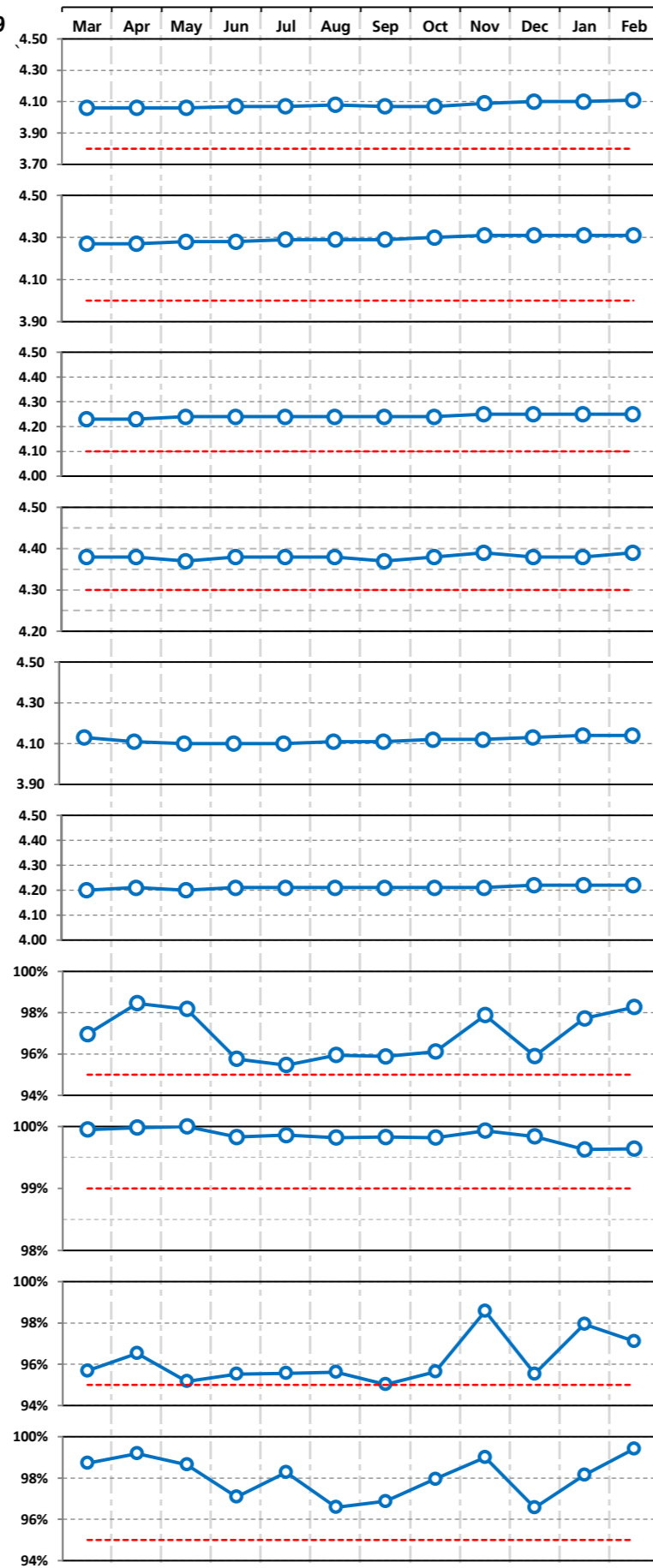
All bonus measures are based on MAA

Terminal 5 Performance Report February 2019

calculation based on moving annual average (MAA) for these metrics

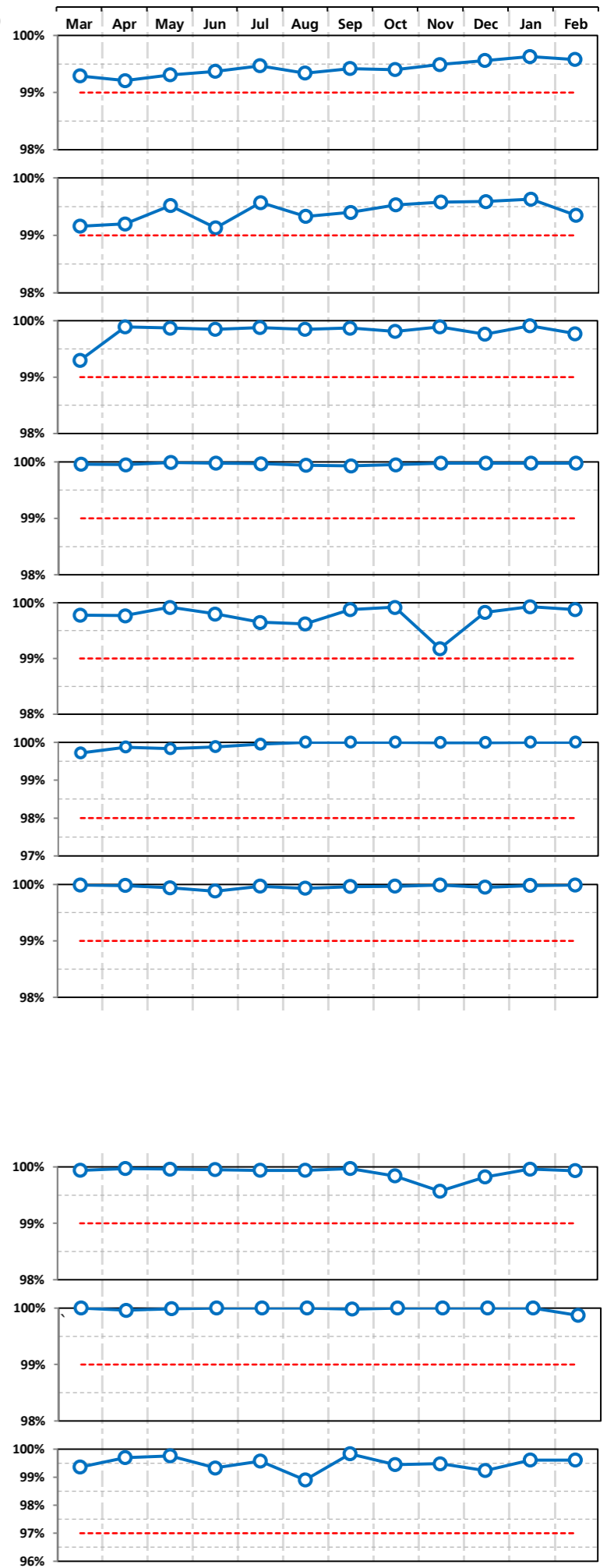
Passenger Experience and Service Level Performance

Metric	Target	Feb-19	vs. Jan-19
Departure lounge seat availability* Ease of finding a seat	3.80	4.11	▲0.01
Cleanliness* Overall cleanliness of the terminal	4.00	4.31	0.00
Wayfinding* Ease of finding your way around the airport	4.10	4.25	0.00
Flight information* Accuracy and ease of finding flight information	4.30	4.39	▲0.01
Wi-Fi* Ease of using WiFi		4.14	0.00
Security* Passenger satisfaction		4.22	0.00
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	98.27%	▲0.55%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.64%	▲0.01%
Staff search Based on 15min time periods measured	95.00%	97.11%	▼-0.83%
Transfer Search Based on 15min time periods measured	95.00%	99.41%	▲1.26%



Service Level Performance

Metric	Target	Feb-19	vs. Jan-19
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.58%	▼-0.05%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.35%	▼-0.28%
Stands Availability of stands	99.00%	99.77%	▼-0.14%
FEGP Availability Fixed Electrical Ground Power	99.00%	99.98%	0.00%
Jetties Availability of Air-Bridges	99.00%	99.88%	▼-0.05%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGS Availability of Stand entry guidance	99.00%	99.99%	▲0.01%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.93%	▲1.78%
TTS - One car Track Transit System - one car availability	99.00%	99.87%	▼-0.13%
TTS - Two cars Track Transit System - % time two cars available	97.00%	99.61%	0.00%



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Rebates:

	Feb - 2019		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability	✓	£ -	£ -	0
Cleanliness	✓	£ -	£ -	0
Wayfinding	✓	£ -	£ -	0
Flight information	✓	£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGs	✓	£ -	£ -	0
Pier Service				
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Feb - 2019		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.11	£ 13,750.25	£ -	0	
Cleanliness	MAA	4.20	4.50	4.31	£ -	£ -	0	
Wayfinding	MAA	4.20	4.50	4.25	£ 73,335	£ 73,335	1	
Flight information	MAA	4.40	4.70	4.39	£ -	£ -	0	
					£ 87,085	£ 73,335	1	

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

Terminal	Measure	Detail	31/03/2018	30/04/2018
			Year 2018	2018
			Month Mar	Apr
T2	Departure lounge seat availability	target	3.8000	3.8000
T2	Departure lounge seat availability	score	4.3500	4.3500
T2	Cleanliness	target	4.0000	4.0000
T2	Cleanliness	score	4.4000	4.3900
T2	Wayfinding	target	4.1000	4.1000
T2	Wayfinding	score	4.3200	4.3300
T2	Flight information	target	4.3000	4.3000
T2	Flight information	score	4.4200	4.4200
T2	Security	target		
T2	Security	score	4.2600	4.2600
T2	Wi-fi	target		
T2	Wi-fi	score	4.1800	4.1700
T2	CSA queues - Times queue <5 minutes	target	0.9500	0.9500
T2	CSA queues - Times queue <5 minutes	score	0.9604	0.9819
T2	CSA queues - Times queue = 10 minutes	target	0.9900	0.9900
T2	CSA queues - Times queue = 10 minutes	score	1.0000	1.0000
T2	PSE (general)	target	0.9900	0.9900
T2	PSE (general)	score	0.9946	0.9966
T2	PSE (priority)	target	0.9900	0.9900
T2	PSE (priority)	score	0.9920	0.9955
T2	Staff search	target	0.9500	0.9500
T2	Staff search	score	0.9967	0.9966
T2	Stands	target	0.9900	0.9900
T2	Stands	score	0.9929	0.9993
T2	FEGP	target	0.9900	0.9900
T2	FEGP	score	0.9999	0.9998
T2	Jetties	target	0.9900	0.9900
T2	Jetties	score	0.9990	0.9995
T2	Pre-conditioned air	target	0.9800	0.9800
T2	Pre-conditioned air	score	0.9999	0.9999
T2	Stand entry guidance	target	0.9900	0.9900
T2	Stand entry guidance	score	0.9997	0.9994
T2	Pier service	target	0.9500	0.9500
T2	Pier service	score	0.9772	0.9776
T2	Transfer search	target	0.9500	0.9500
T2	Transfer search	score	0.9705	0.9900
T2	Arrivals Reclaims	target	0.9900	0.9900
T2	Arrivals Reclaims	score	0.9959	0.9965

31/05/2018 2018 May	30/06/2018 2018 Jun	31/07/2018 2018 Jul	31/08/2018 2018 Aug	30/09/2018 2018 Sep	31/10/2018 2018 Oct	30/11/2018 2018 Nov
3.8000	3.8000	3.8000	3.8000	3.8000	3.8000	3.8000
4.3400	4.3300	4.3400	4.3600	4.3600	4.3700	4.3800
4.0000	4.0000	4.0000	4.0000	4.0000	4.0000	4.0000
4.3900	4.3800	4.3800	4.3800	4.3800	4.3800	4.3800
4.1000	4.1000	4.1000	4.1000	4.1000	4.1000	4.1000
4.3200	4.3200	4.3200	4.3200	4.3200	4.3200	4.3100
4.3000	4.3000	4.3000	4.3000	4.3000	4.3000	4.3000
4.4200	4.4200	4.4200	4.4300	4.4300	4.4300	4.4300
4.2600	4.2500	4.2500	4.2600	4.2600	4.2600	4.2500
4.1600	4.1500	4.1500	4.1400	4.1300	4.1500	4.1400
0.9500	0.9500	0.9500	0.9500	0.9500	0.9500	0.9500
0.9613	0.9605	0.9622	0.9567	0.9543	0.9521	0.9629
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
1.0000	0.9995	1.0000	0.9991	0.9981	0.9986	0.9995
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
0.9965	0.9958	0.9964	0.9953	0.9960	0.9962	0.9960
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
0.9954	0.9933	0.9938	0.9954	0.9932	0.9950	0.9939
0.9500	0.9500	0.9500	0.9500	0.9500	0.9500	0.9500
0.9972	0.9942	0.9939	0.9972	0.9947	0.9888	0.9918
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
0.9978	0.9984	0.9992	0.9989	0.9995	0.9984	0.9775
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
1.0000	1.0000	0.9999	1.0000	0.9999	1.0000	0.9999
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
0.9982	0.9992	0.9990	0.9983	0.9999	0.9984	0.9992
0.9800	0.9800	0.9800	0.9800	0.9800	0.9800	0.9800
0.9983	0.9976	0.9994	0.9988	1.0000	0.9996	1.0000
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
0.9989	0.9996	0.9999	0.9998	0.9990	0.9998	0.9997
0.9500	0.9500	0.9500	0.9500	0.9500	0.9500	0.9500
0.9778	0.9780	0.9783	0.9787	0.9788	0.9791	0.9793
0.9500	0.9500	0.9500	0.9500	0.9500	0.9500	0.9500
0.9806	0.9662	0.9765	0.9581	0.9776	0.9876	0.9867
0.9900	0.9900	0.9900	0.9900	0.9900	0.9900	0.9900
0.9951	0.9962	0.9969	0.9952	0.9925	0.9939	0.9965

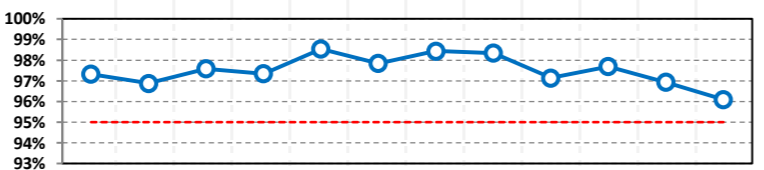
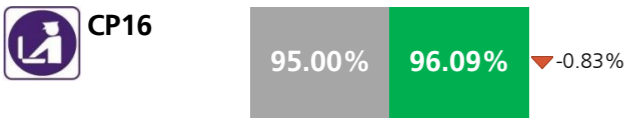
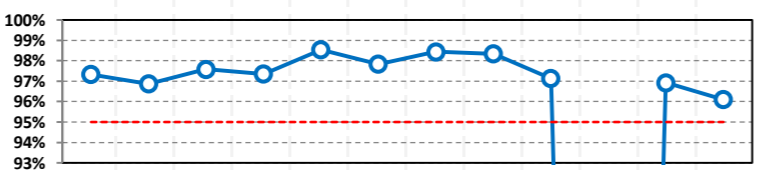
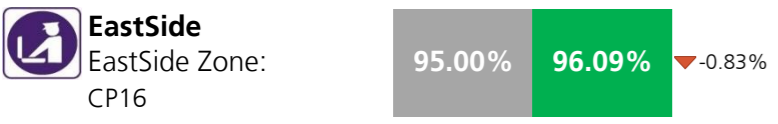
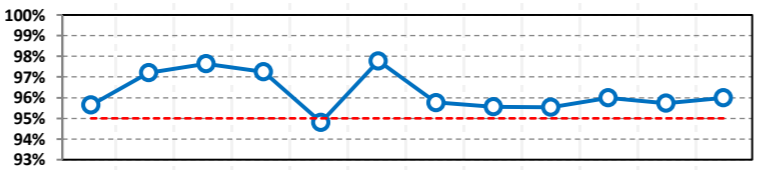
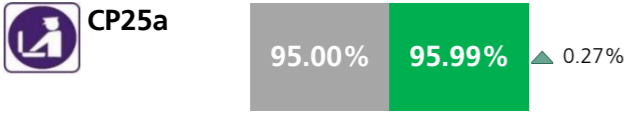
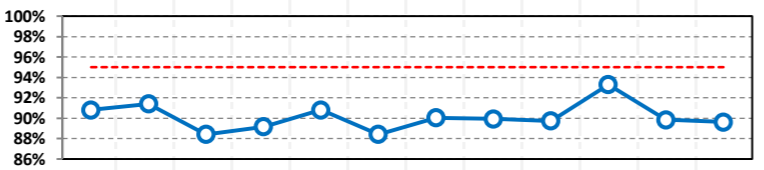
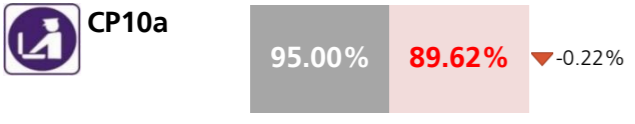
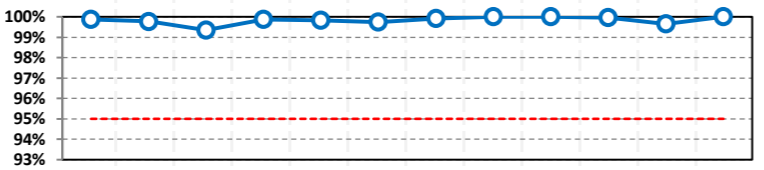
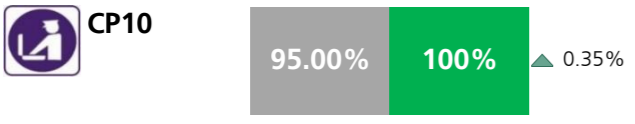
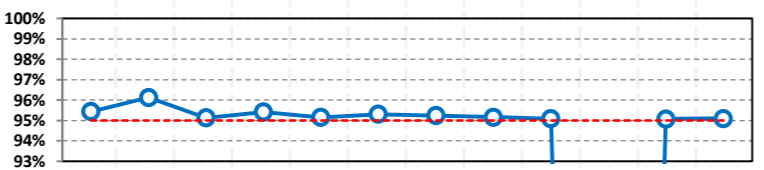
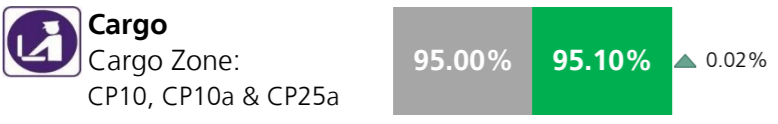
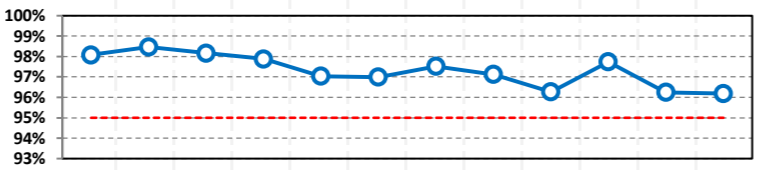
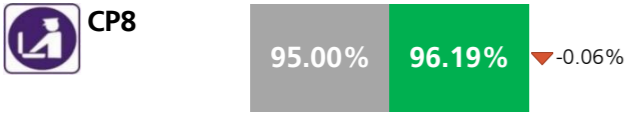
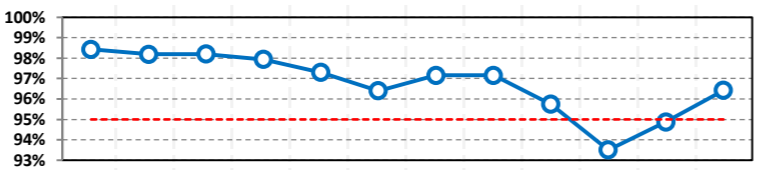
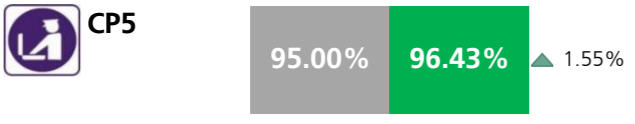
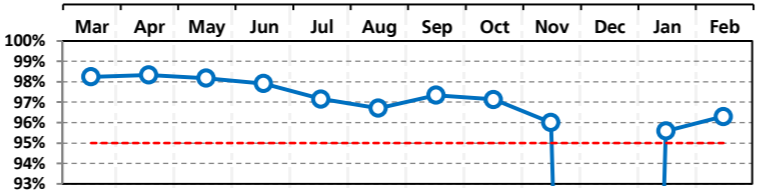
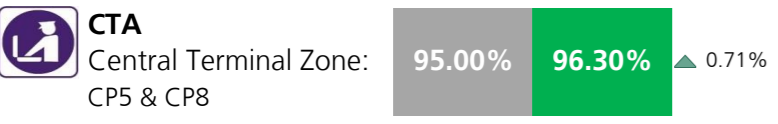
31/12/2018 2018 Dec	31/01/2019 2019 Jan	28/02/2019 2019 Feb	Max	Min	Sparkline Max	Sparkline Min
3.8000	3.8000	3.8000				
4.3800	4.3700	4.3700	4.3800	4.3300	4.4300	4.2800
4.0000	4.0000	4.0000				
4.3800	4.3800	4.3800	4.4000	4.3800	4.4500	4.3300
4.1000	4.1000	4.1000				
4.3100	4.3100	4.3100	4.3300	4.3100	4.3800	4.2600
4.3000	4.3000	4.3000				
4.4400	4.4400	4.4300	4.4400	4.4200	4.4900	4.3700
		#REF!				
4.2600	4.2500	4.2500	4.2600	4.2500	4.3100	4.2000
		#REF!				
4.1400	4.1500	4.1500	4.1800	4.1300	4.2300	4.0800
0.9500	0.9500	0.9500				
0.9558	0.9548	0.9684	0.9819	0.9521	1.0319	0.9021
0.9900	0.9900	0.9900				
1.0000	0.9986	1.0000	1.0000	0.9981	1.0500	0.9481
0.9900	0.9900	0.9900				
0.9970	0.9972	0.9965	0.9972	0.9946	1.0472	0.9446
0.9900	0.9900	0.9900				
0.9965	0.9972	0.9953	0.9972	0.9920	1.0472	0.9420
0.9500	0.9500	0.9500				
0.9930	0.9944	0.9974	0.9974	0.9888	1.0474	0.9388
0.9900	0.9900	0.9900				
0.9800	0.9848	0.9983	0.9995	0.9775	1.0495	0.9275
0.9900	0.9900	0.9900				
1.0000	0.9970	1.0000	1.0000	0.9970	1.0500	0.9470
0.9900	0.9900	0.9900				
0.9997	0.9989	0.9995	0.9999	0.9982	1.0499	0.9482
0.9800	0.9800	0.9800				
1.0000	1.0000	1.0000	1.0000	0.9976	1.0500	0.9476
0.9900	0.9900	0.9900				
0.9999	0.9997	0.9998	0.9999	0.9989	1.0499	0.9489
0.9500	0.9500	0.9500				
0.9794	0.9795	0.9794	0.9795	0.9772	1.0295	0.9272
0.9500	0.9500	0.9500				
0.9793	0.9885	0.9934	0.9934	0.9581	1.0434	0.9081
0.9900	0.9900	0.9900				
0.9925	0.9912	0.9932	0.9969	0.9912	1.0469	0.9412

Campus Performance Report February 2019

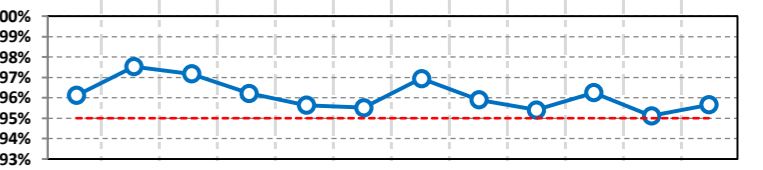
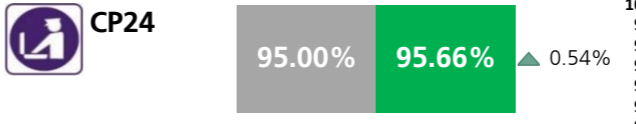
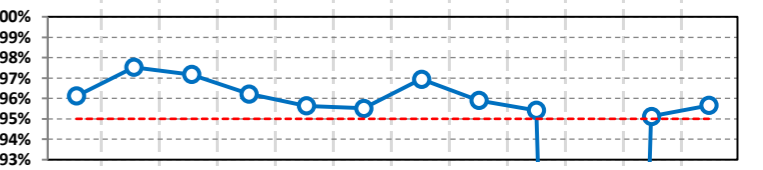
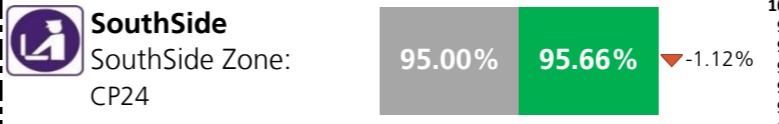
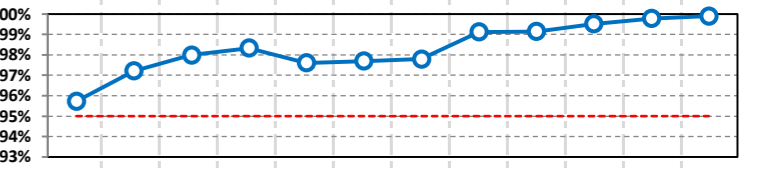
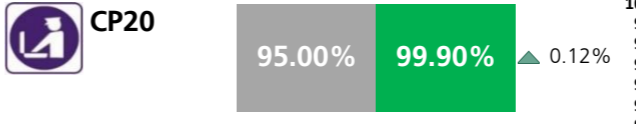
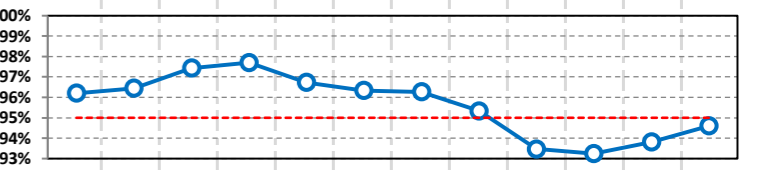
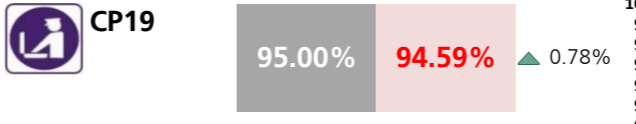
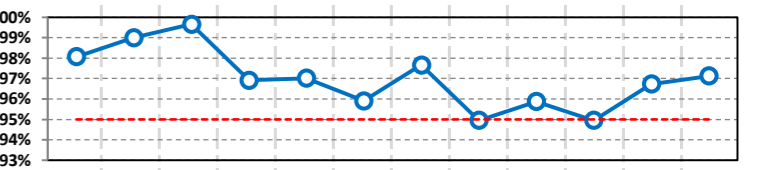
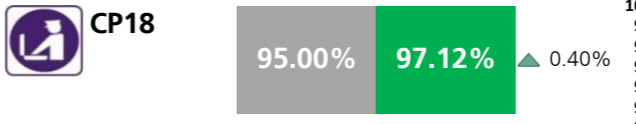
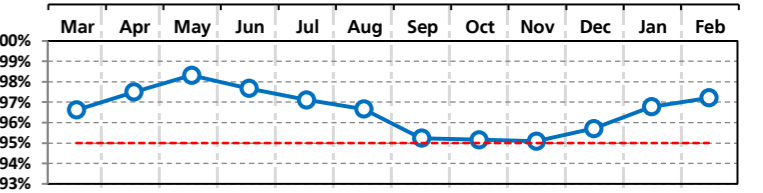
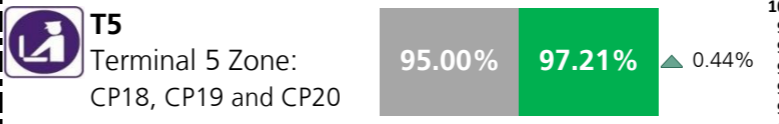
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search



Service Level Performance



Financial Report

Rebates:	Feb - 2019		Year-To-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
T2	✓	£ -	£ -	0
T3	✓	£ -	£ -	0
T4	✓	£ -	£ -	0
T5	✓	£ -	£ -	0
		£ -	£ -	0

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.

Financial year is from January 2019 - December 2019

Heathrow

Making every journey better