

Service quality rebate



Heathrow Terminal 1	Apr-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.24	3.80	Yes	0	0	0
Cleanliness	4.15	4.00	Yes	0	0	0
Wayfinding	4.08	4.10	No	8,989	17,978	2
Flight information	4.25	4.30	No	8,989	35,956	4
Security	4.08	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.93	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	99.14%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.97%	99.00%	Yes	0	0	0
Stands	99.91%	99.00%	Yes	0	0	0
Jetties	99.95%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	99.62%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service +	99.29%	95.00%	Yes	0	0	0
Total				17,978	53,934	6

NOTE: * year is January 2015 to December 2015

NOTE: + Pier Service - targets and results of Terminals 1 and 2 are combined.

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@heathrow.com

Service quality rebate



Heathrow Terminal 2	Apr-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.43	3.80	Yes	0	0	0
Cleanliness	4.44	4.00	Yes	0	0	0
Wayfinding	4.25	4.10	Yes	0	0	0
Flight information	4.41	4.30	Yes	0	0	0
Security	4.27	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.15	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.24%	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)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.36%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.93%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.96%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.43%	95.00%	Yes	0	0	0
Staff search	99.20%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service +	99.29%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is January 2015 to December 2015

NOTE: + Pier Service - targets and results of Terminals 1 and 2 are combined.

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 3	Apr-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.14	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.35	4.30	Yes	0	0	0
Security	4.18	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.05	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.71%	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)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.55%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.73%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	95.52%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service	99.39%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is January 2015 to December 2015

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Service quality rebate



Heathrow Terminal 4	Apr-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.32	3.80	Yes	0	0	0
Cleanliness	4.15	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.28	4.30	No	140,105	560,420	4
Security	4.13	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.08	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.10%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.95%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.86%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	98.97%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Pier service	99.86%	95.00%	Yes	0	0	0
Total				140,105	560,420	4

NOTE: * year is January 2015 to December 2015

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	Apr-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.05	3.80	Yes	0	0	0
Cleanliness	4.26	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.28	4.30	No	394,470	1,577,880	4
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.96	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.14%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.52%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.82%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Pre-conditioned air	99.44%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.71%	95.00%	Yes	0	0	0
Staff search	96.13%	95.00%	Yes	0	0	0
Control posts search	98.13%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.95%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.38%	97.00%	Yes	0	0	0
Total				394,470	1,577,880	4

NOTE: * year is January 2015 to December 2015

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	Apr-15		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total			0	0

NOTE: * year is January 2015 to December 2015
 FOR FURTHER INFORMATION: please contact Christopher Downs, email:
Christopher_Downs@heathrow.com

Service quality rebate



Control Post Groups	Apr-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.11%	95.00%	Yes			
Cargo	99.22%	95.00%	Yes			
Eastside	98.13%	95.00%	Yes			
Southside	98.20%	95.00%	Yes			
Terminal 5	99.50%	95.00%	Yes			
Control Post Groups - lowest actual result	98.13%	95.00%	Yes	0	0	0

NOTE: * year is January 2015 to December 2015

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

Table with 6 columns: Cleanliness, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with various numerical values.

E Rebates

Table with 6 columns: Cleanliness, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Wayfinding, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Flight information, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Flight information, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Departure lounge seat availability, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Departure lounge seat availability, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Security, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Security, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Wi-fi, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Wi-fi, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: CSA queues - Times queue <5 minutes, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: CSA queues - Both, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: CSA queues - Times queue <= 10 minutes, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: CSA queues - Passengers queue <10 minutes, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Has per passenger measurement been introduced?, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '0.00%'.

Table with 6 columns: Penalty of non delivery of automated security queue measurement, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Transfer search, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Transfer search, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Staff search, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Staff search, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Control posts search, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Control posts search, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Control posts search, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Control posts search, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: FEQP, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: FEQP, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Jetties, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Jetties, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: PSE (general), Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: PSE (general), Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: PSE (priority), Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: PSE (priority), Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Stand entry guidance, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Stand entry guidance, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Stands, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Stands, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Pier service, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1/T2 to T4 with percentage values.

Table with 6 columns: Pier service, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1/T2 to T4 with values like '£0'.

Table with 6 columns: TTS - % time one car available, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: TTS - % Both, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: TTS - % time two cars available, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Arrivals Reclaims, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Arrivals Reclaims, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Arrivals Reclaims, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Pre-conditioned air, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with percentage values.

Table with 6 columns: Pre-conditioned air, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like '£0'.

Table with 6 columns: Aerodrome congestion, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like 'N/A'.

Table with 6 columns: Aerodrome congestion, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with values like 'N/A'.

Table with 6 columns: Monthly performance - reported only, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Cleanliness - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Wayfinding - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Flight information - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Departure lounge seat availability - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Security - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Wi-fi - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1 to T5 with numerical values.

Table with 6 columns: Pier service - Month, Target, Jan-15, Feb-15, Mar-15, Apr-15. Rows T1/T2 to T5 with percentage values.

Service quality bonus

Bonus Performance	April 2015									Year To Date*
	Measure Type	Lower Performance Threshold	Terminal 1 Performance	Terminal 2 Performance	Terminal 3 Performance	Terminal 4 Performance	Terminal 5 Performance	Upper Performance Threshold	Estimated Bonus Term £ (Current Month)	Estimated Bonus Term £ (Year To Date)
Departure lounge seating availability	MAT	4.10	4.24	4.43	4.14	4.32	4.05	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.15	4.44	4.14	4.15	4.26	4.50	£ -	£ -
Way finding	MAT	4.20	4.08	4.25	4.21	4.21	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.25	4.41	4.35	4.28	4.28	4.70	£ -	£ -
Total									£ -	£ -

Important Notes:

Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

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

How are we performing?

April 2015

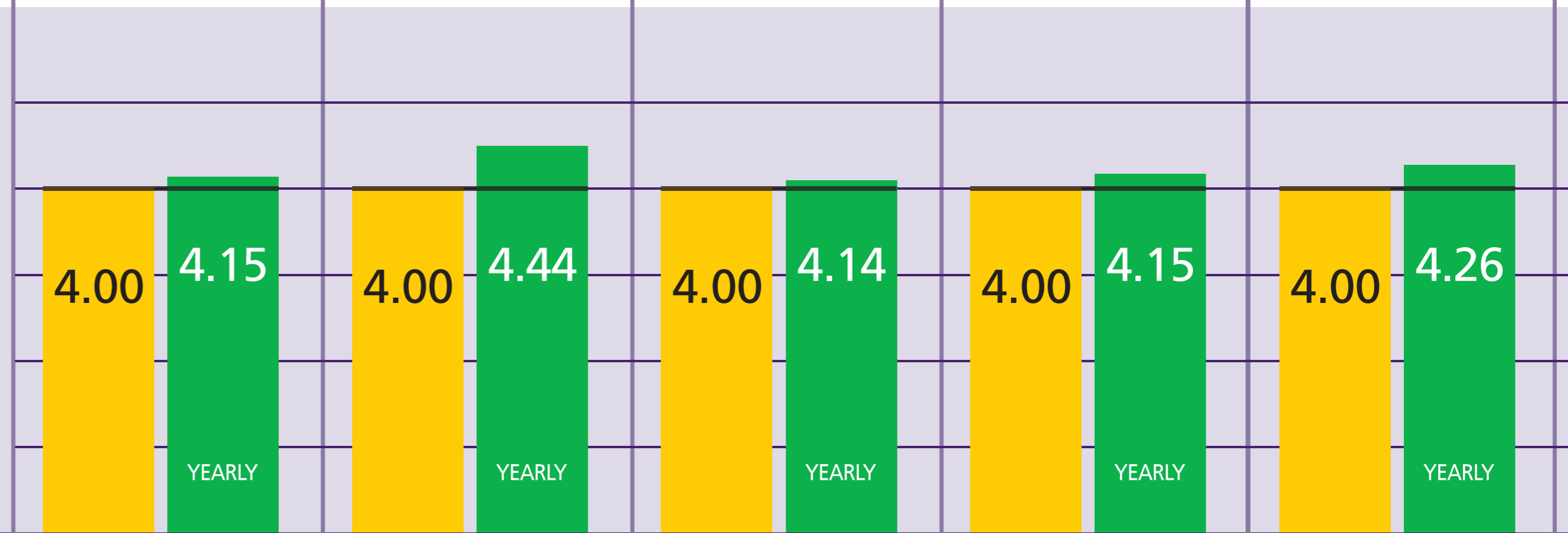
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

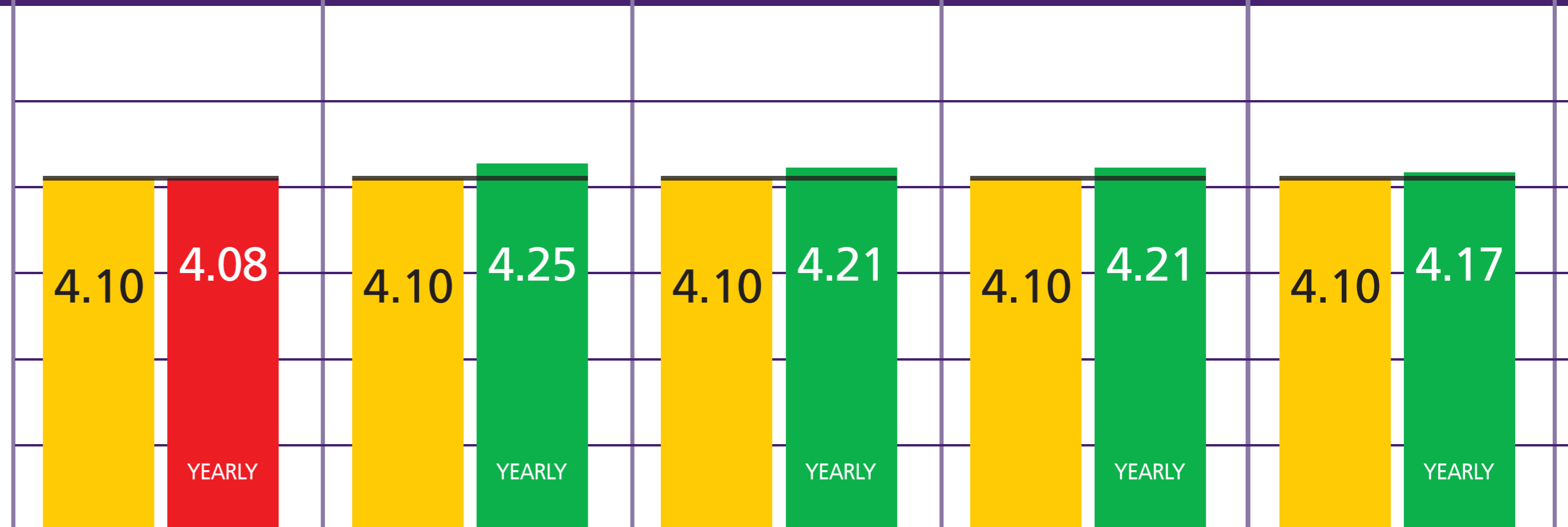
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

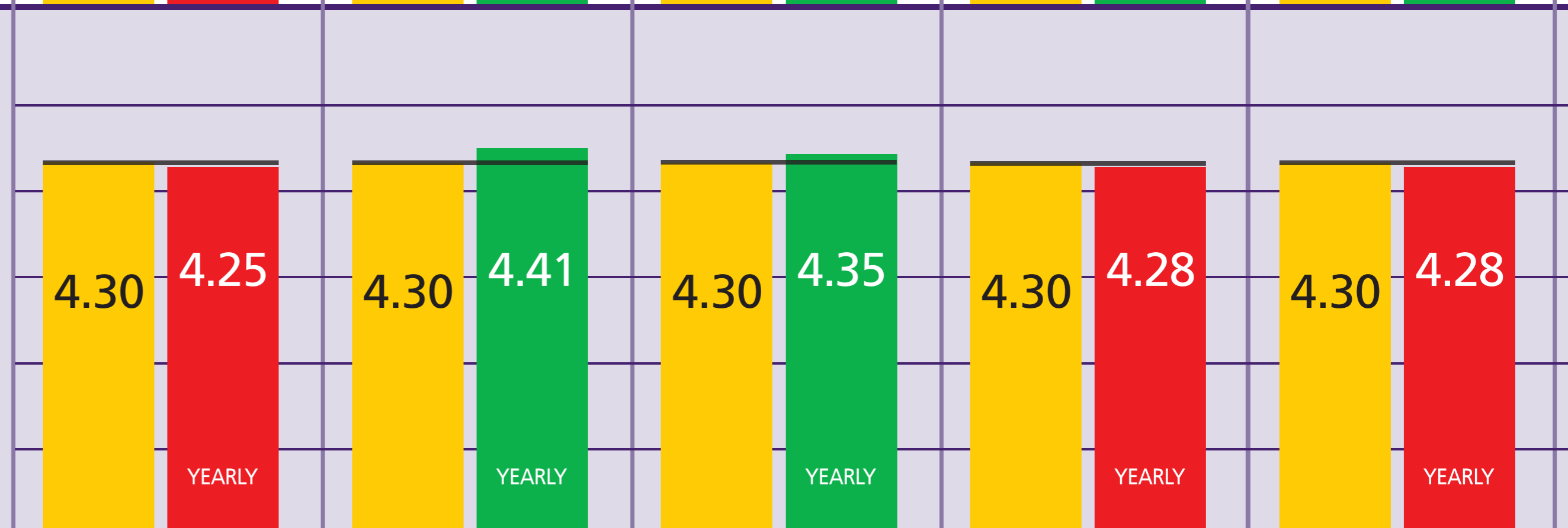
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

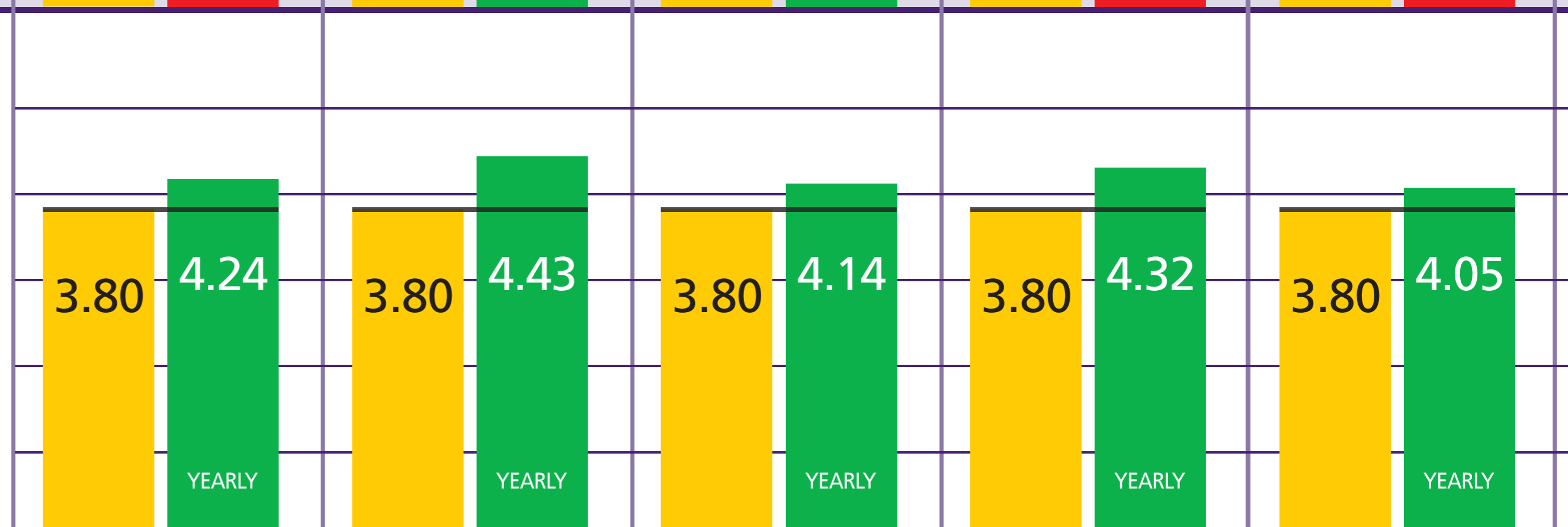
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

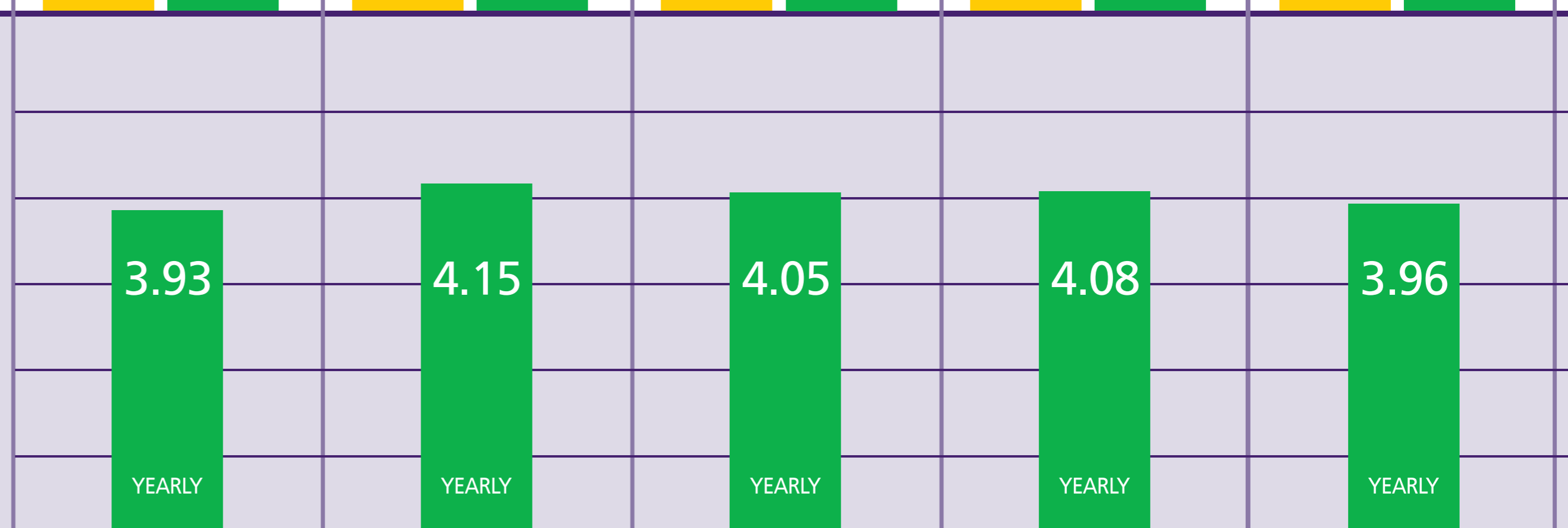
As rated by 1= extremely poor and 5= excellent



WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

How are we performing?

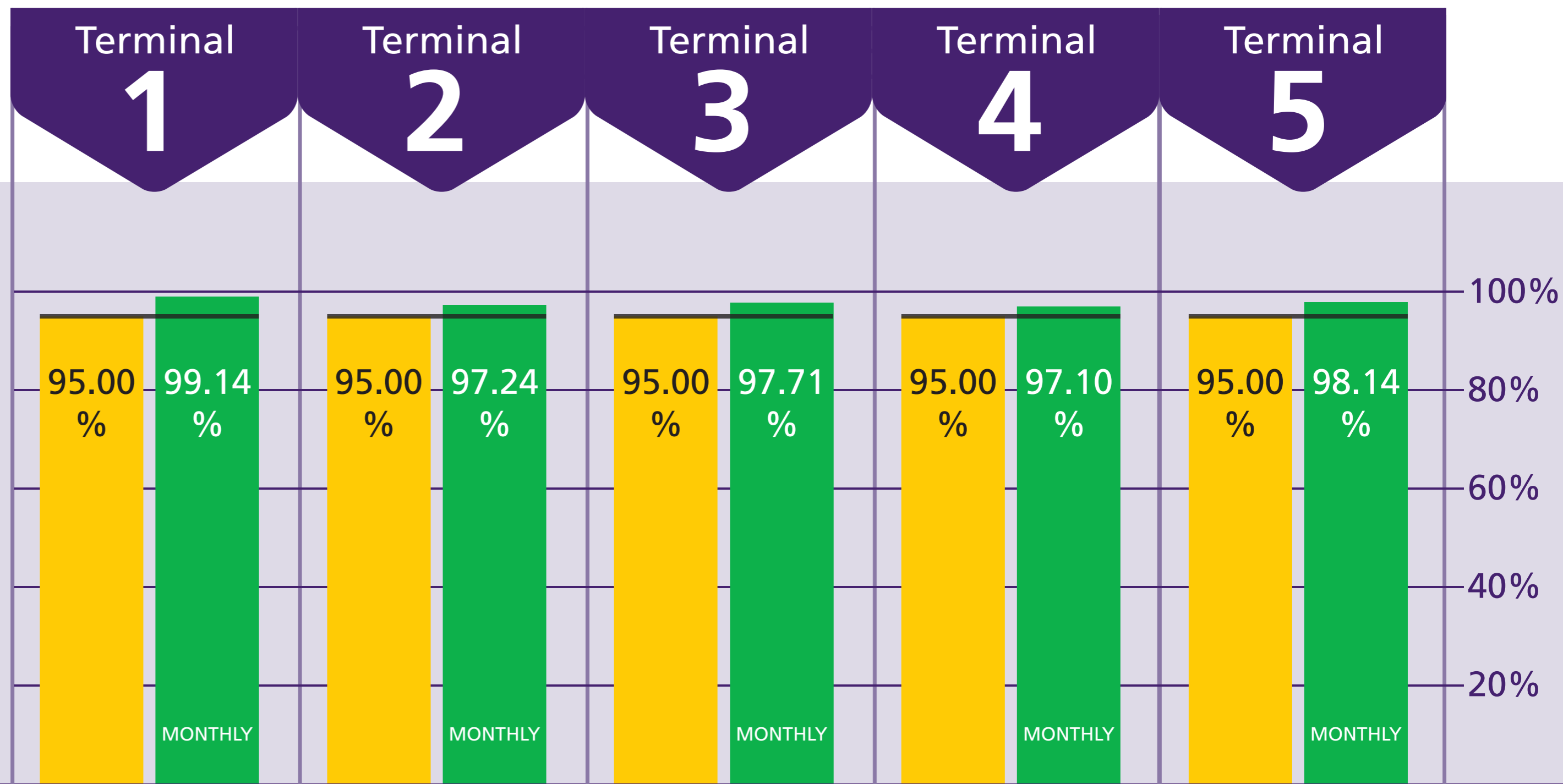
April 2015

KEY TO PERFORMANCE



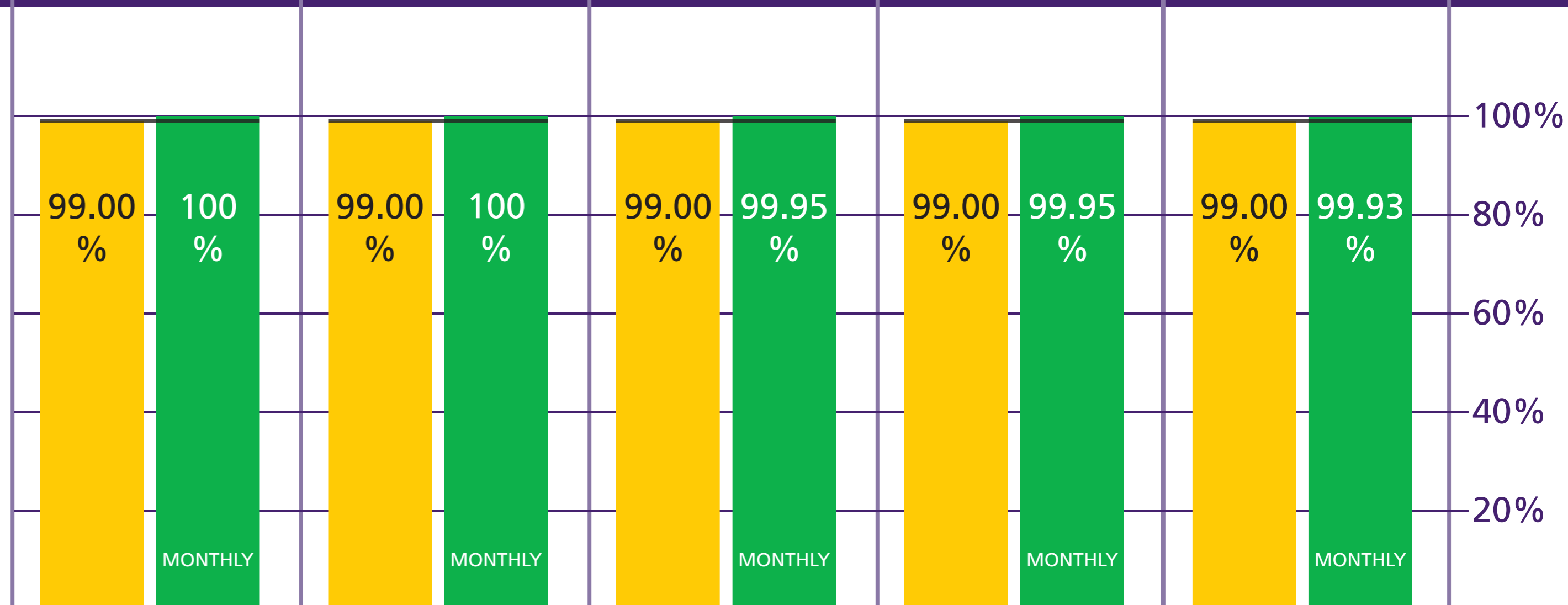
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



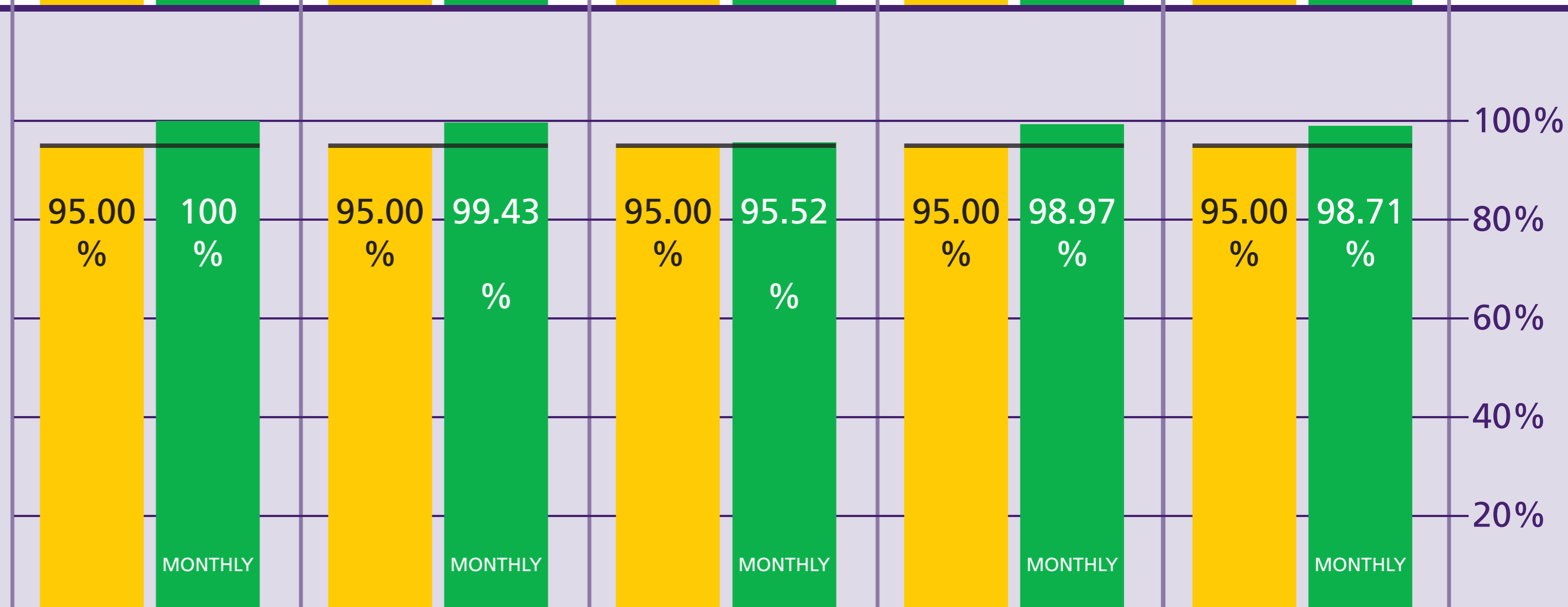
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



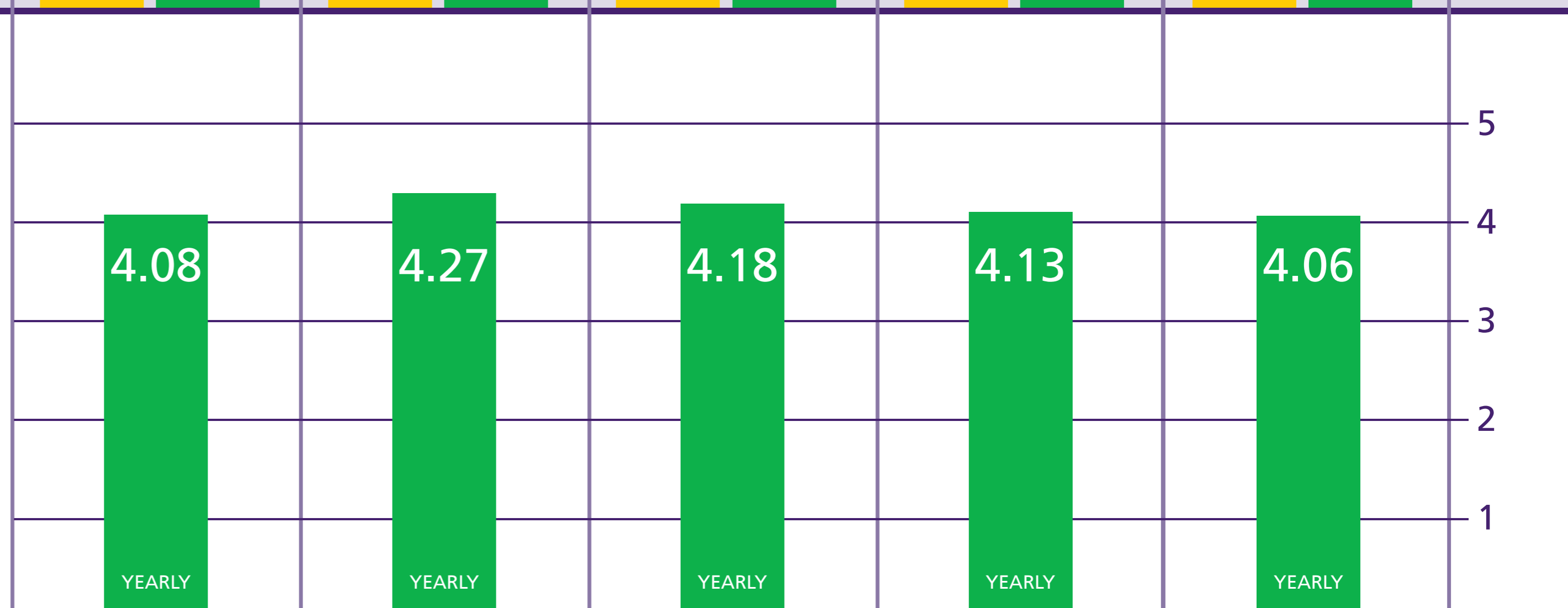
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



Security Passenger Satisfaction

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com