

# Service quality rebate



Heathrow Terminal 1	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.13	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.12	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	114,317	342,951	3
Security	4.04	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.90	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.61%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.25%	95.00%	Yes	0	0	0
Staff search	98.73%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service +	98.86%	95.00%	Yes	0	0	0
<b>Total</b>				<b>114,317</b>	<b>342,951</b>	<b>3</b>

NOTE: \* year is April 2014 to December 2014

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	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.55	3.80	Yes	0	0	0
Cleanliness	4.56	4.00	Yes	0	0	0
Wayfinding	4.30	4.10	Yes	0	0	0
Flight information	4.48	4.30	Yes	0	0	0
Security	4.40	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.02	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.36%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.63%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.46%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.39%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.91%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	99.77%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service +	98.86%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2014 to December 2014

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	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.95	3.80	Yes	0	0	0
Cleanliness	4.11	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.12	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.92	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.94%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.90%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.73%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.83%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Pre-conditioned air	99.71%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.19%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service	97.93%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is April 2014 to December 2014

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 4	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.22	3.80	Yes	0	0	0
Cleanliness	4.12	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.25	4.30	No	76,533	688,793	5
Security	4.10	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	96.54%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.71%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.93%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.90%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.15%	95.00%	Yes	0	0	0
Staff search	99.26%	95.00%	Yes	0	0	0
Control posts search	96.68%	95.00%	Yes	0	0	0
Pier service	99.76%	95.00%	Yes	0	0	0
<b>Total</b>				<b>76,533</b>	<b>688,793</b>	<b>5</b>

NOTE: \* year is April 2014 to December 2014

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	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.97	3.80	Yes	0	0	0
Cleanliness	4.24	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.30	4.30	Yes	0	0	0
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.88	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.71%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue < 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.74%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Pre-conditioned air	99.33%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.73%	95.00%	Yes	0	0	0
Staff search	98.42%	95.00%	Yes	0	0	0
Control posts search	96.68%	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	99.24%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>1,168,043</b>	<b>1</b>

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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	Aug-14		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
<b>Total</b>			<b>0</b>	<b>0</b>

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# Service quality rebate



Control Post Groups	Aug-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.18%	95.00%	Yes			
Cargo	99.55%	95.00%	Yes			
Eastside	96.68%	95.00%	Yes			
Southside	99.52%	95.00%	Yes			
Terminal 5	98.65%	95.00%	Yes			
<b>Control Post Groups - lowest actual result</b>	96.68%	95.00%	Yes	0	0	0

NOTE: \* year is April 2014 to December 2014

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## Service quality bonus

Bonus Performance	August 2014									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	4.13	4.55	3.95	4.22	3.97	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.56	4.11	4.12	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.12	4.30	4.19	4.19	4.20	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.48	4.36	4.25	4.30	4.70	£ -	£ -
<b>Total</b>									£ -	£ -

**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.

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Cleanliness	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	4.00	4.13	4.14	4.14	4.14	4.14
T2	4.00	4.10	4.10	4.10	4.11	4.11
T3	4.00	4.13	4.12	4.12	4.12	4.12
T4	4.00	4.22	4.22	4.22	4.23	4.23
T5	4.00	4.22	4.22	4.22	4.23	4.23

Cleanliness	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Wayfinding	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	4.10	4.12	4.12	4.11	4.11	4.12
T2	4.10	4.19	4.19	4.25	4.30	4.30
T3	4.10	4.18	4.18	4.18	4.19	4.19
T4	4.10	4.18	4.18	4.18	4.19	4.19
T5	4.10	4.21	4.21	4.21	4.20	4.20

Wayfinding	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Flight information	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	4.30	4.30	4.30	4.28	4.27	4.28
T2	4.30	4.46	4.46	4.55	4.48	4.48
T3	4.30	4.36	4.37	4.38	4.38	4.38
T4	4.30	4.25	4.25	4.25	4.25	4.25
T5	4.30	4.32	4.32	4.32	4.31	4.30

Flight information	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	£114,317	£114,317	£114,317
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	£153,058	£153,058	£153,058
T5	EO	EO	EO	EO	EO	EO

Departure lounge seat availability	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	3.80	4.12	4.12	4.11	4.13	4.13
T2	3.80	4.51	4.51	4.70	4.65	4.65
T3	3.80	3.90	3.90	3.99	3.99	3.99
T4	3.80	4.19	4.20	4.21	4.21	4.22
T5	3.80	3.95	3.95	3.95	3.95	3.97

Departure lounge seat availability	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Security	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	0.00	4.04	4.05	4.05	4.04	4.04
T2	0.00	4.43	4.43	4.44	4.46	4.46
T3	0.00	4.08	4.08	4.10	4.11	4.12
T4	0.00	4.09	4.09	4.10	4.10	4.10
T5	0.00	4.05	4.05	4.06	4.05	4.06

Security	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Wifi	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	0.00	3.93	3.91	3.91	3.91	3.90
T2	0.00	3.74	3.74	4.01	4.02	4.02
T3	0.00	3.92	3.90	3.90	3.92	3.92
T4	0.00	3.91	3.90	3.90	3.92	3.93
T5	0.00	3.90	3.89	3.89	3.87	3.89

Wifi	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

CSA queues - Times queue <5 minutes	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	95.00%	96.83%	96.83%	96.83%	96.83%	96.83%
T2	95.00%	0.00%	0.00%	97.99%	96.73%	96.36%
T3	95.00%	97.43%	96.64%	96.19%	95.58%	95.94%
T4	95.00%	96.33%	96.22%	95.79%	95.53%	95.54%
T5	95.00%	96.63%	96.46%	95.17%	95.96%	95.71%

CSA queues - Both	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

CSA queues - Times queue < 10 minutes	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%
T2	99.00%	0.00%	0.00%	99.89%	98.40%	98.63%
T3	99.00%	99.89%	99.54%	99.57%	99.91%	99.91%
T4	99.00%	99.81%	99.55%	99.78%	99.59%	99.82%
T5	99.00%	99.81%	97.42%	99.48%	99.82%	99.89%

CSA queues - Both	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Transfer search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	95.00%	97.00%	95.34%	98.19%	98.99%	98.52%
T2	95.00%	0.00%	0.00%	99.79%	98.20%	98.40%
T3	95.00%	98.30%	95.99%	98.81%	97.70%	97.19%
T4	95.00%	99.69%	99.66%	97.40%	98.91%	98.19%
T5	95.00%	98.16%	95.43%	95.20%	96.34%	96.73%

Transfer search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Staff search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	95.00%	100.00%	99.86%	100.00%	98.82%	98.73%
T2	95.00%	0.00%	0.00%	99.77%	99.89%	99.77%
T3	95.00%	99.89%	100.00%	99.78%	99.84%	100.00%
T4	95.00%	100.00%	99.82%	95.50%	95.42%	99.20%
T5	95.00%	96.02%	95.70%	98.10%	97.80%	98.42%

Staff search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%
T2	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%
T3	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%
T4	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%
T5	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
CTA	95.00%	98.33%	96.27%	98.50%	98.82%	99.18%
Cargo	95.00%	98.80%	95.66%	99.89%	99.39%	99.35%
Eastside	95.00%	98.64%	98.83%	98.16%	97.02%	96.68%
Southside	95.00%	99.50%	98.20%	98.41%	98.63%	99.52%
T5	95.00%	98.61%	98.34%	98.11%	98.82%	98.69%

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

FEGP	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	99.00%	99.89%	99.89%	99.97%	99.97%	99.96%
T2	99.00%	0.00%	0.00%	99.97%	99.97%	99.96%
T3	99.00%	99.76%	99.71%	99.55%	99.91%	99.78%
T4	99.00%	99.91%	99.97%	99.93%	99.83%	99.99%
T5	99.00%	99.89%	99.87%	99.87%	99.96%	99.93%

FEGP	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	EO	EO	EO	EO	EO	EO
T2	EO	EO	EO	EO	EO	EO
T3	EO	EO	EO	EO	EO	EO
T4	EO	EO	EO	EO	EO	EO
T5	EO	EO	EO	EO	EO	EO

Jetties	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14
T1	99.00%	99.83%	99.83%	99.83%	99.83%	99.83%
T2	99.00%	0.00%	0.00%	99.93%		

# How are we performing?

August 2014

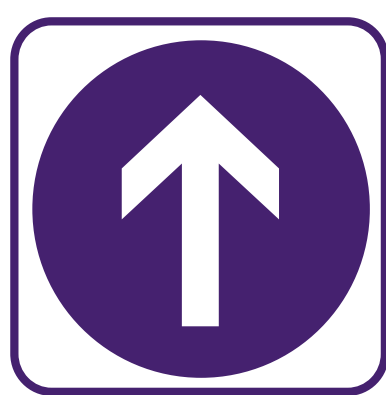
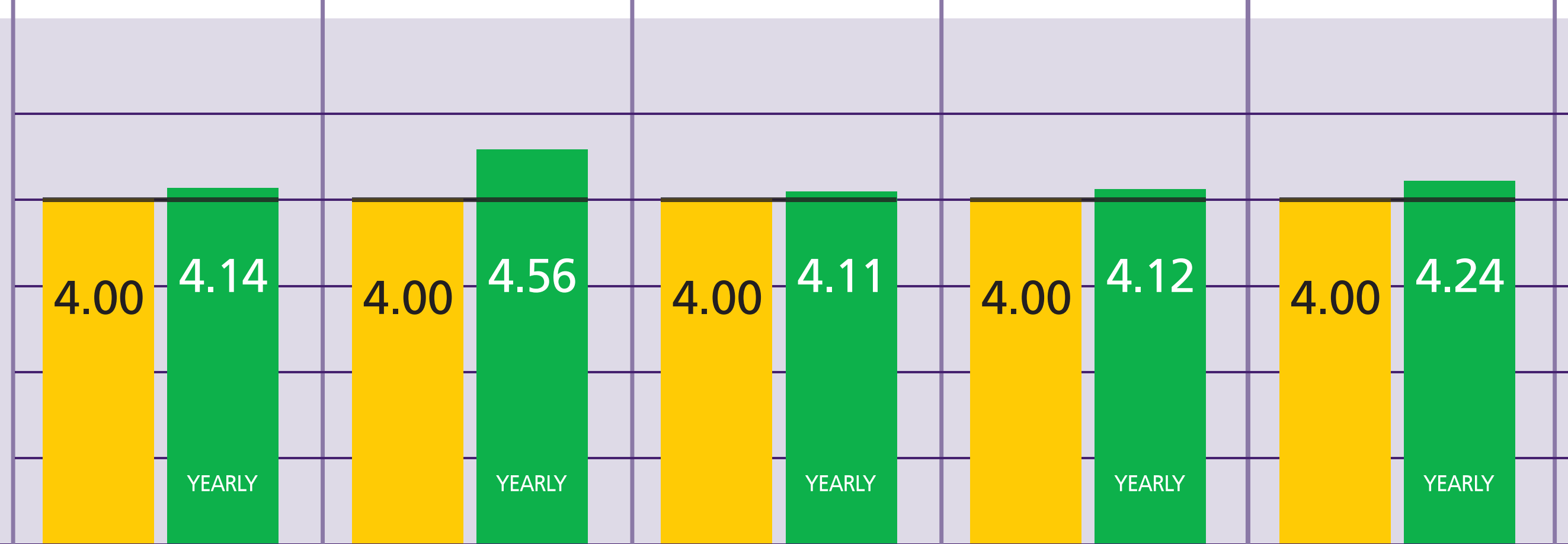
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

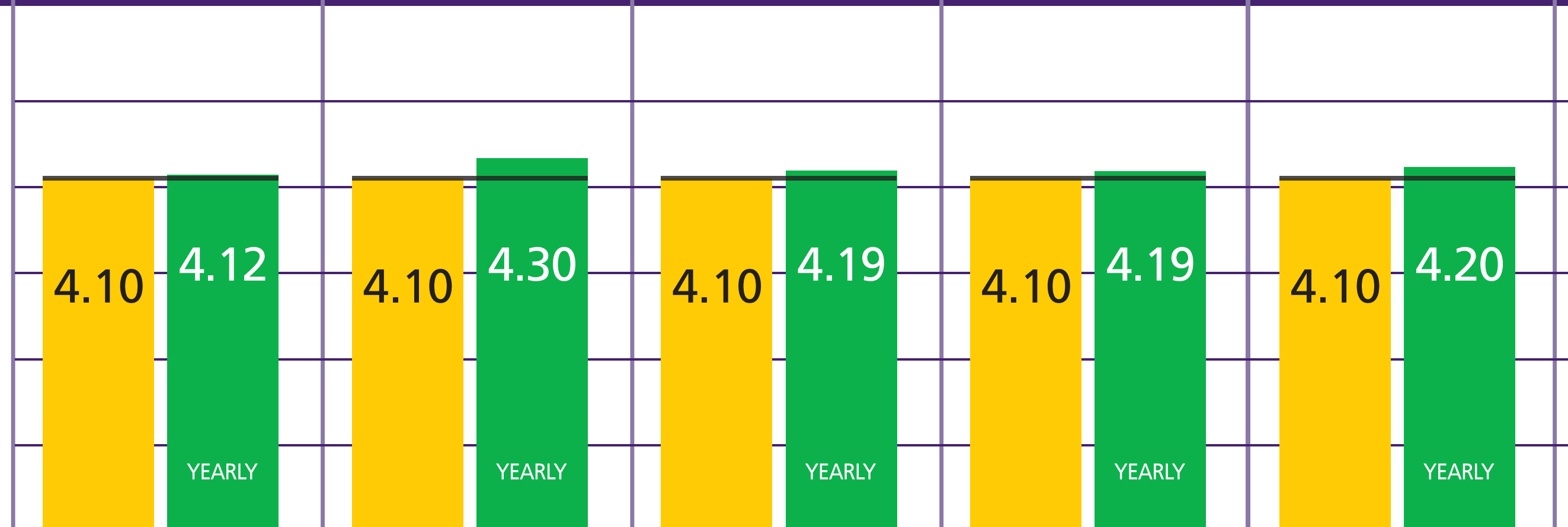
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

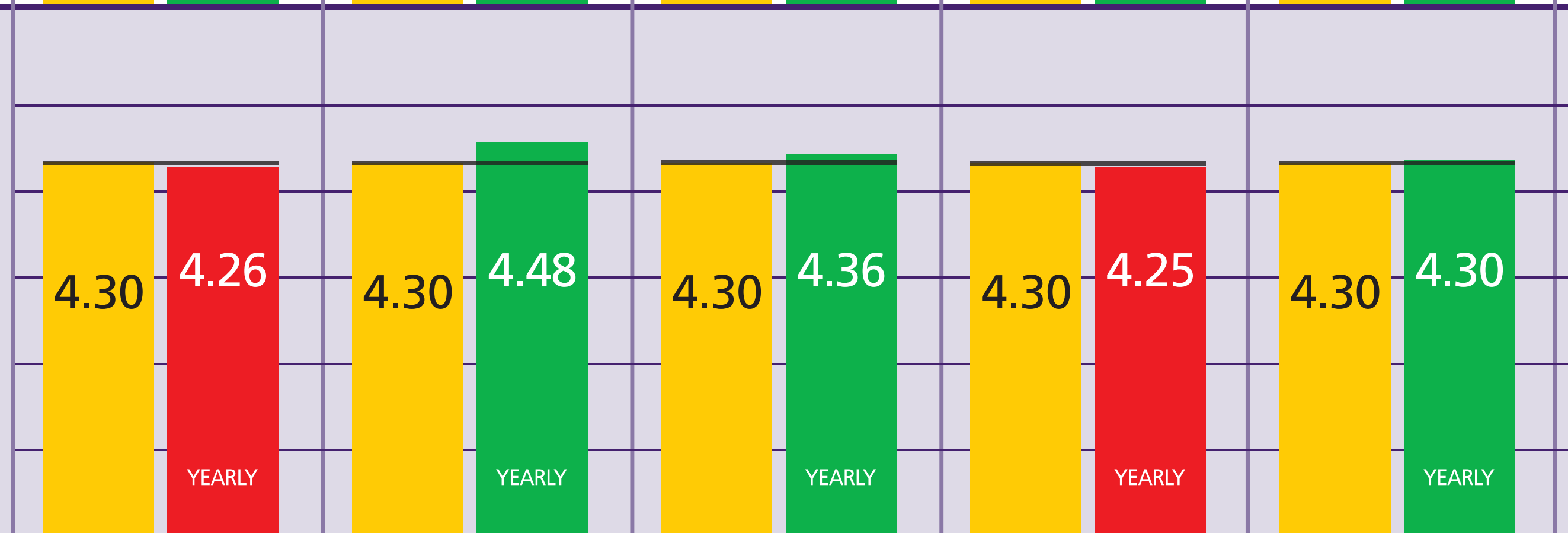
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

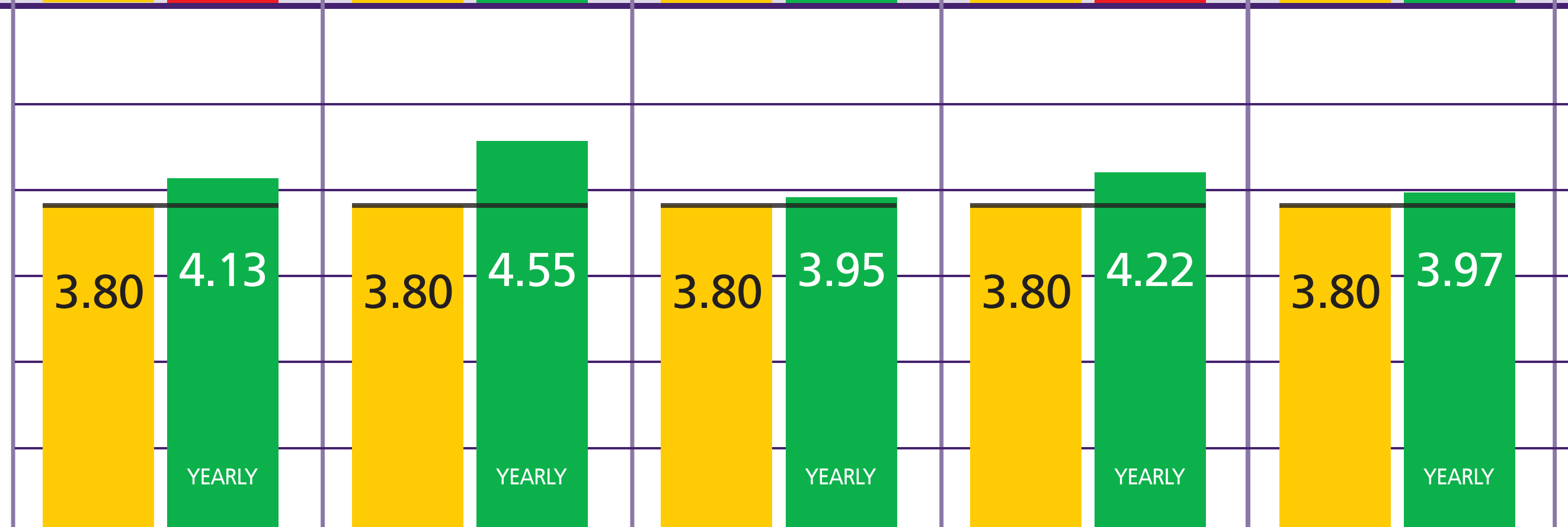
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

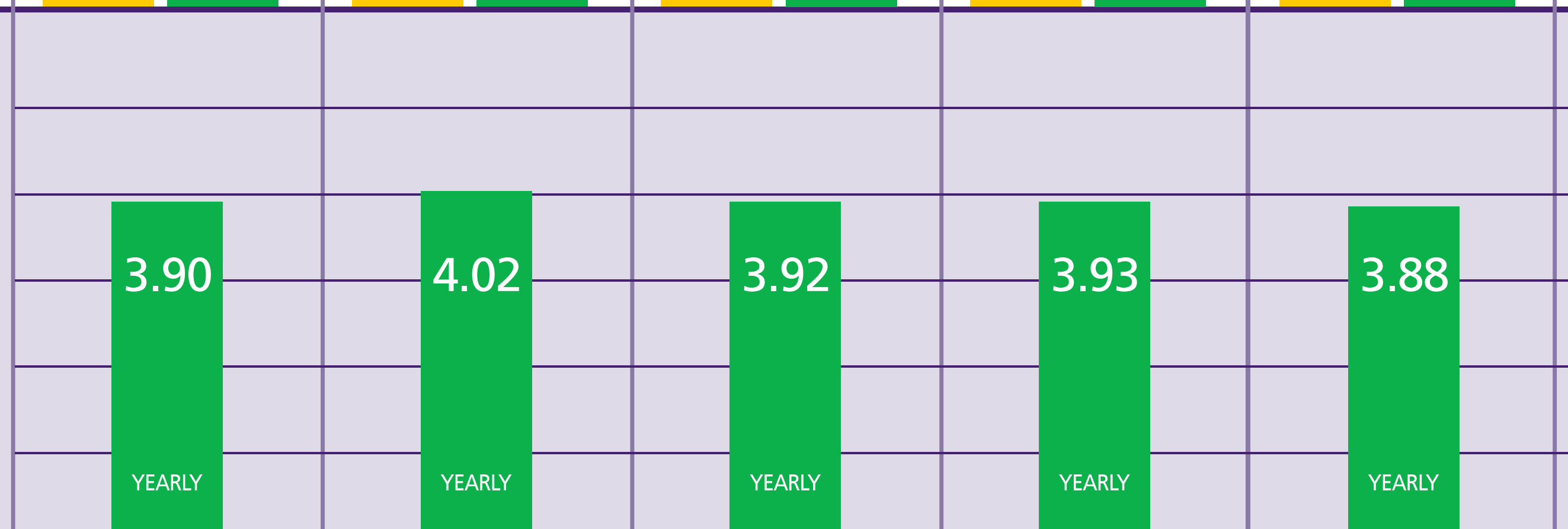
As rated by 1= extremely poor and 5= excellent



### WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:  
[heathrowcustomerfeedback@heathrow.com](mailto:heathrowcustomerfeedback@heathrow.com)



# How are we performing?

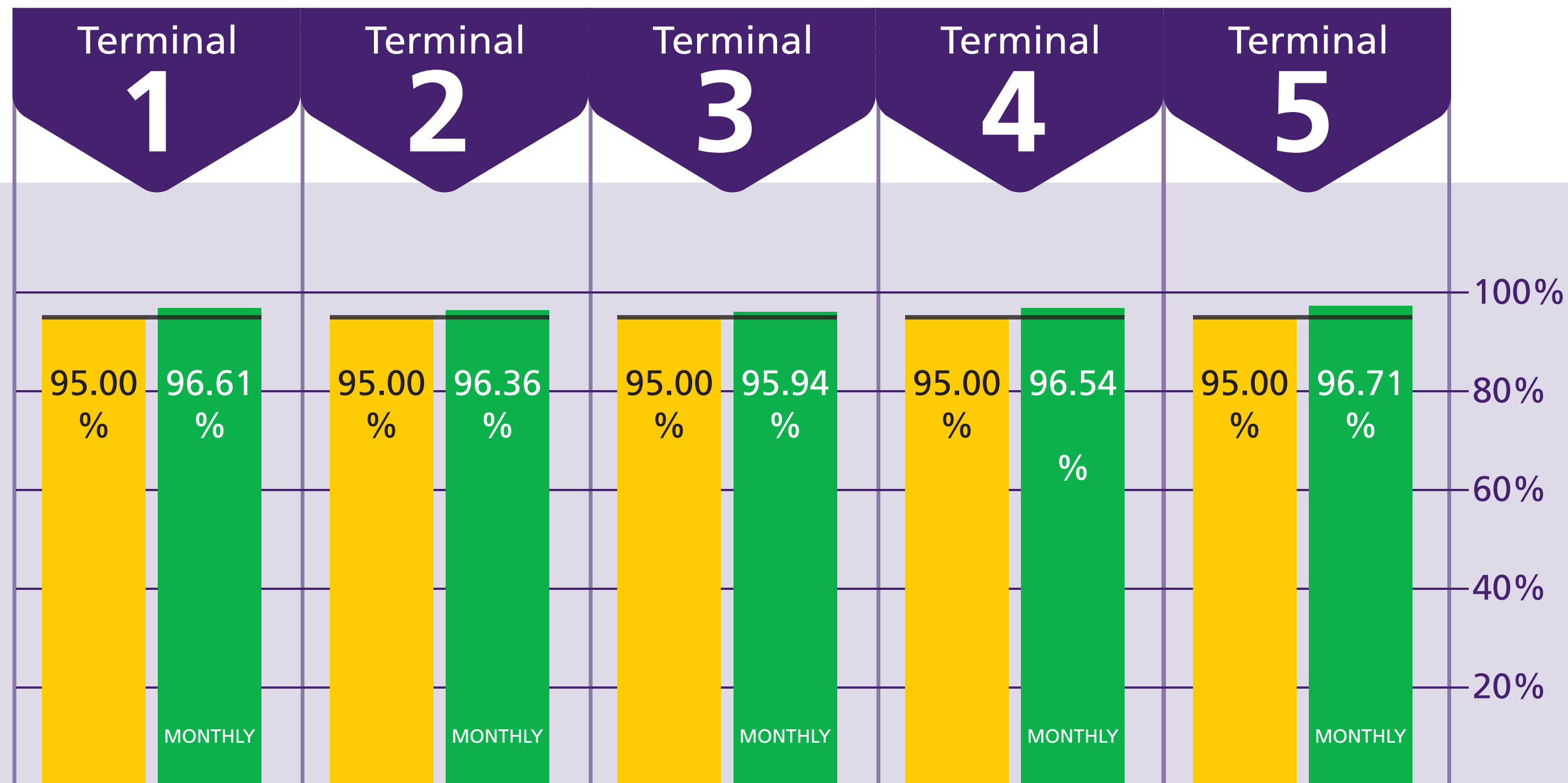
August 2014

## KEY TO PERFORMANCE



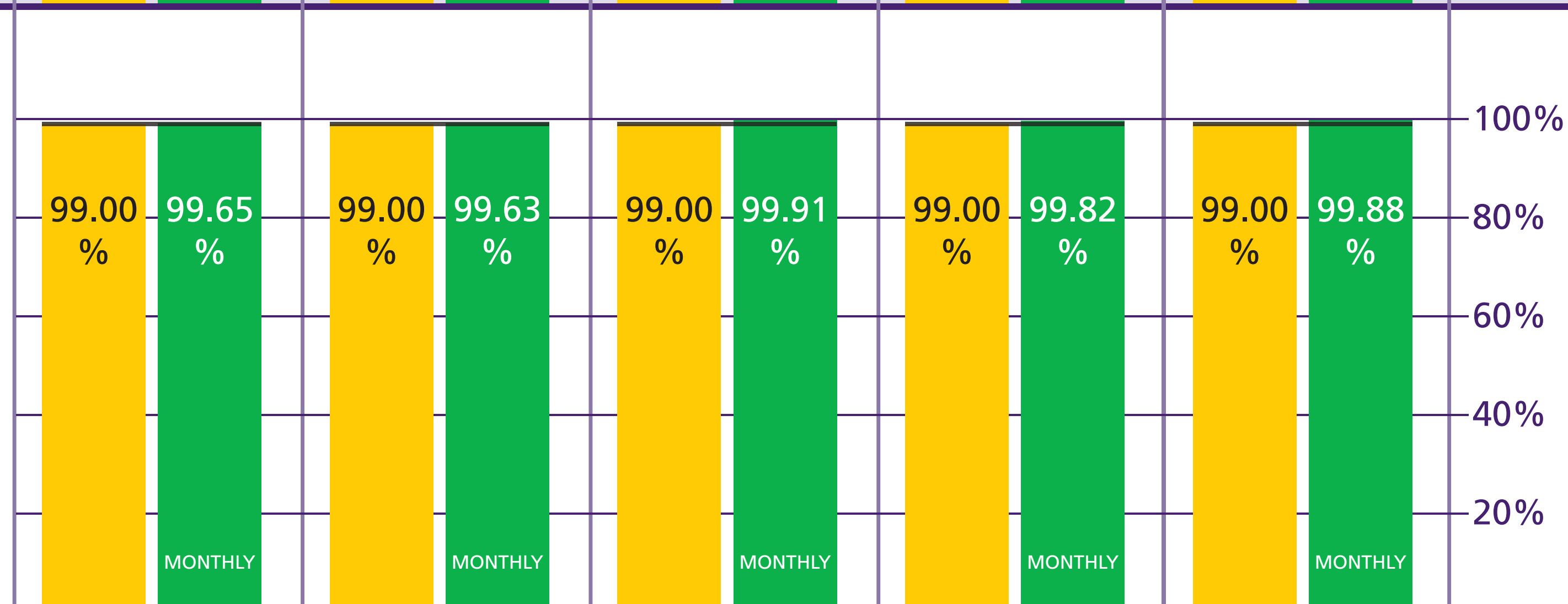
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



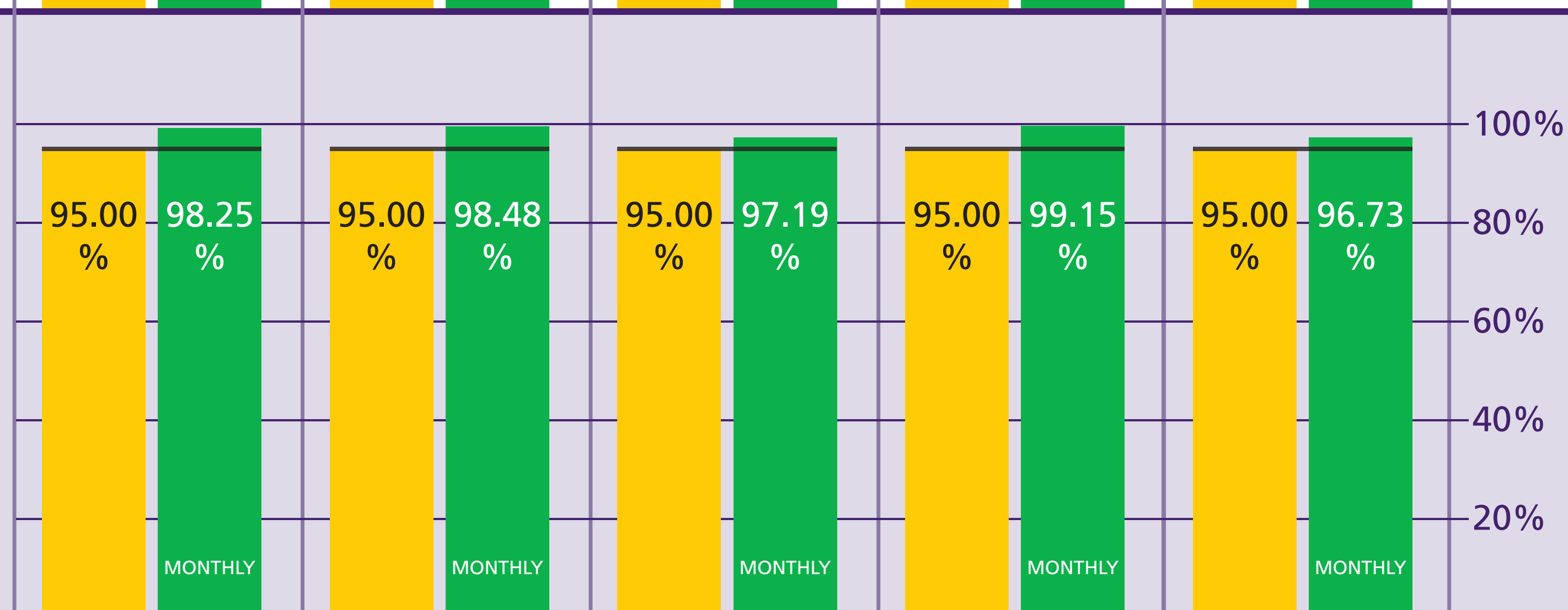
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



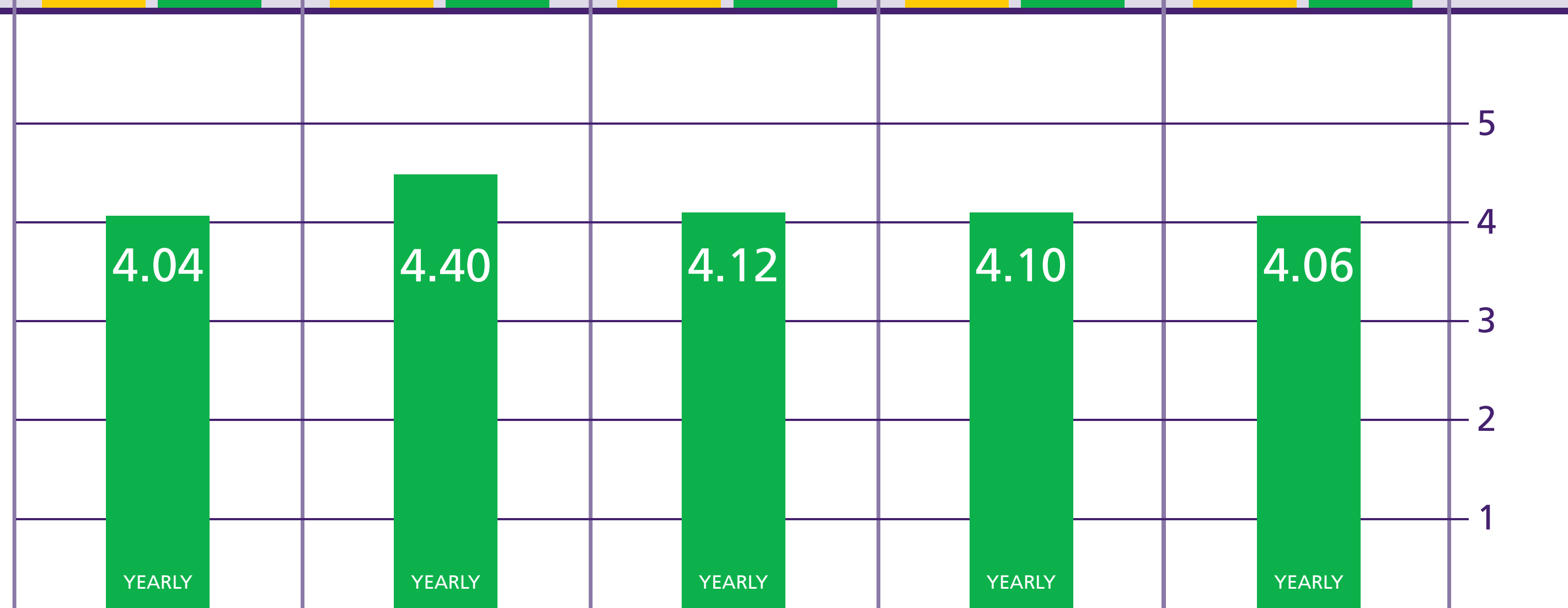
**Security waiting time for transfer passengers**  
queue < 10mins

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](mailto:heathrowcustomerfeedback@heathrow.com)