

# Service quality rebate



Heathrow Terminal 1	Feb-15				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	4.15	4.00	Yes	0	0	0
Wayfinding	4.10	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	8,989	17,978	2
Security	4.08	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.91	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	99.59%	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)	99.89%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.90%	99.00%	Yes	0	0	0
Stands	99.98%	99.00%	Yes	0	0	0
Jetties	99.90%	99.00%	Yes	0	0	0
FEGP	99.93%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	99.49%	95.00%	Yes	0	0	0
Control posts search	98.49%	95.00%	Yes	0	0	0
Pier service +	99.21%	95.00%	Yes	0	0	0
<b>Total</b>				<b>8,989</b>	<b>17,978</b>	<b>2</b>

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	Feb-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.45	3.80	Yes	0	0	0
Cleanliness	4.46	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	4.28	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.13	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.07%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.64%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.32%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.93%	99.00%	Yes	0	0	0
Jetties	99.97%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	99.97%	98.00%	Yes	0	0	0
Stand entry guidance	99.92%	99.00%	Yes	0	0	0
Transfer search	98.57%	95.00%	Yes	0	0	0
Staff search	99.19%	95.00%	Yes	0	0	0
Control posts search	98.49%	95.00%	Yes	0	0	0
Pier service +	99.21%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

NOTE: \* year is January 2015 to December 2015

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

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# Service quality rebate



Heathrow Terminal 3	Feb-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.09	3.80	Yes	0	0	0
Cleanliness	4.12	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.18	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.01	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.12%	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)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	97.96%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.49%	95.00%	Yes	0	0	0
Pier service	99.14%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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# Service quality rebate



Heathrow Terminal 4	Feb-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.28	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	4.27	4.30	No	140,105	280,210	2
Security	4.13	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.01	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.76%	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)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.91%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.92%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.91%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.05%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.49%	95.00%	Yes	0	0	0
Pier service	99.80%	95.00%	Yes	0	0	0
<b>Total</b>				<b>140,105</b>	<b>280,210</b>	<b>2</b>

NOTE: \* year is January 2015 to December 2015

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# Service quality rebate



Heathrow Terminal 5	Feb-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.03	3.80	Yes	0	0	0
Cleanliness	4.24	4.00	Yes	0	0	0
Wayfinding	4.16	4.10	Yes	0	0	0
Flight information	4.29	4.30	No	394,470	788,940	2
Security	4.06	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	98.29%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.97%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.64%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.91%	99.00%	Yes	0	0	0
Jetties	99.71%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.59%	98.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	95.98%	95.00%	Yes	0	0	0
Control posts search	98.49%	95.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.80%	97.00%	Yes	0	0	0
<b>Total</b>				<b>394,470</b>	<b>788,940</b>	<b>2</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	Feb-15		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>

NOTE: \* year is January 2015 to December 2015  
 FOR FURTHER INFORMATION: please contact Christopher Downs, email:  
[Christopher\\_Downs@heathrow.com](mailto:Christopher_Downs@heathrow.com)

## Service quality rebate



Control Post Groups	Feb-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.37%	95.00%	Yes			
Cargo	98.49%	95.00%	Yes			
Eastside	98.83%	95.00%	Yes			
Southside	99.13%	95.00%	Yes			
Terminal 5	99.39%	95.00%	Yes			
<b>Control Post Groups - lowest actual result</b>	98.49%	95.00%	Yes	0	0	0

NOTE: \* year is January 2015 to December 2015

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## Service quality bonus

Bonus Performance	February 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	4.22	4.45	4.09	4.28	4.03	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.15	4.46	4.12	4.15	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.10	4.25	4.21	4.21	4.16	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.41	4.36	4.27	4.29	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	Jan-15	Feb-15
T1	4.00	4.14	4.18
T2	4.00	4.46	4.46
T3	4.00	4.12	4.12
T4	4.00	4.14	4.18
T5	4.00	4.24	4.24

Cleanliness			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Wayfinding			
	Target	Jan-15	Feb-15
T1	4.10	4.11	4.18
T2	4.10	4.25	4.28
T3	4.10	4.20	4.21
T4	4.10	4.26	4.21
T5	4.10	4.17	4.18

Wayfinding			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Flight information			
	Target	Jan-15	Feb-15
T1	4.30	4.26	4.28
T2	4.30	4.40	4.41
T3	4.30	4.35	4.38
T4	4.30	4.28	4.21
T5	4.30	4.26	4.28

Flight information			
	Jan-15	Feb-15	
T1	EO	EO	EO
T2	EO	EO	EO
T3	EO	EO	EO
T4	EO	EO	EO
T5	EO	EO	EO

Departure lounge seat availability			
	Target	Jan-15	Feb-15
T1	3.80	4.40	4.52
T2	3.80	4.44	4.48
T3	3.80	4.07	4.08
T4	3.80	4.27	4.28
T5	3.80	4.02	4.03

Departure lounge seat availability			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Security			
	Target	Jan-15	Feb-15
T1	0.00	4.09	4.08
T2	0.00	4.26	4.28
T3	0.00	4.17	4.18
T4	0.00	4.12	4.13
T5	0.00	4.02	4.08

Security			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Wi-fi			
	Target	Jan-15	Feb-15
T1	0.00	3.88	3.91
T2	0.00	4.11	4.13
T3	0.00	3.88	4.01
T4	0.00	3.99	4.01
T5	0.00	3.89	3.99

Wi-fi			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

CSA queues - Times queue <5 minutes			
	Target	Jan-15	Feb-15
T1	95.00%	98.86%	98.89%
T2	95.00%	98.68%	98.07%
T3	95.00%	97.33%	96.12%
T4	95.00%	98.25%	97.78%
T5	95.00%	98.54%	98.29%

CSA queues - Both			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

CSA queues - Times queue = 10 minutes			
	Target	Jan-15	Feb-15
T1	99.00%	100.00%	100.00%
T2	99.00%	99.68%	99.69%
T3	99.00%	99.72%	99.95%
T4	99.00%	100.00%	100.00%
T5	99.00%	99.86%	99.87%

CSA queues - Passengers queue <10 minutes			
	Target	Jan-15	Feb-15
T2	99.00%		
T4	99.00%		

CSA queues - Passengers queue			
	Jan-15	Feb-15	
T2			EO
T4			EO

Has per passenger measurement been introduced			
	Target	Jan-15	Feb-15
T2			
T3			
T4			
T5			

Penalty of non delivery of automa			
	Jan-15	Feb-15	
T2			
T3			
T4			
T5			

Transfer search			
	Target	Jan-15	Feb-15
T1	95.00%	100.00%	100.00%
T2	95.00%	98.06%	98.57%
T3	95.00%	98.54%	97.98%
T4	95.00%	98.73%	97.85%
T5	95.00%	98.17%	98.48%

Transfer search			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Staff search			
	Target	Jan-15	Feb-15
T1	95.00%	99.53%	99.49%
T2	95.00%	99.40%	99.19%
T3	95.00%	100.00%	100.00%
T4	95.00%	98.27%	100.00%
T5	95.00%	98.16%	95.98%

Staff search			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Control posts search			
	Target	Jan-15	Feb-15
T1	95.00%	97.83%	98.49%
T2	95.00%	97.83%	98.49%
T3	95.00%	97.83%	98.49%
T4	95.00%	97.83%	98.49%
T5	95.00%	97.83%	98.49%

Control posts search			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Control posts search			
	Target	Jan-15	Feb-15
CTA	95.00%	98.11%	98.97%
Cargo	95.00%	98.92%	98.49%
Eastside	95.00%	97.83%	98.83%
Southside	95.00%	98.91%	98.17%
T5	95.00%	99.22%	99.30%

Control posts search			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

FEQP			
	Target	Jan-15	Feb-15
T1	99.00%	100.00%	99.93%
T2	99.00%	99.98%	99.89%
T3	99.00%	99.91%	99.97%
T4	99.00%	99.93%	99.98%
T5	99.00%	99.88%	99.95%

FEQP			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Jetties			
	Target	Jan-15	Feb-15
T1	99.00%	99.77%	99.93%
T2	99.00%	99.86%	99.97%
T3	99.00%	99.73%	99.85%
T4	99.00%	99.82%	99.91%
T5	99.00%	99.53%	99.71%

Jetties			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

PSE (general)			
	Target	Jan-15	Feb-15
T1	99.00%	99.80%	99.89%
T2	99.00%	99.46%	99.54%
T3	99.00%	99.87%	99.74%
T4	99.00%	99.76%	99.82%
T5	99.00%	99.62%	99.84%

PSE (general)			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

PSE (priority)			
	Target	Jan-15	Feb-15
T1	99.00%	99.80%	99.89%
T2	99.00%	99.40%	99.52%
T3	99.00%	99.89%	99.87%
T4	99.00%	99.89%	99.81%
T5	99.00%	99.61%	99.69%

PSE (priority)			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Stand entry guidance			
	Target	Jan-15	Feb-15
T1	99.00%	99.98%	100.00%
T2	99.00%	100.00%	99.92%
T3	99.00%	99.99%	99.95%
T4	99.00%	99.98%	100.00%
T5	99.00%	99.98%	99.95%

Stand entry guidance			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Stands			
	Target	Jan-15	Feb-15
T1	99.00%	99.93%	99.98%
T2	99.00%	99.88%	99.87%
T3	99.00%	99.83%	99.80%
T4	99.00%	99.88%	99.81%
T5	99.00%	99.88%	99.91%

Stands			
	Jan-15	Feb-15	
T1			EO
T2			EO
T3			EO
T4			EO
T5			EO

Pier service			
	Target	Jan-15	Feb-15
T1/T2		98.15%	98.21%
T3		98.99%	99.14%
T4		98.78%	98.89%
T1/T2 target	95.00%	95.00%	
T3 target	95.00%	95.00%	
T4 target	95.00%	95.00%	

Pier service			
	Jan-15	Feb-15	
T1/T2			EO
T3			EO
T4			EO

TTS - % time one car available			
	Target	Jan-15	Feb-15
T5	99.00%	99.84%	100.00%

# How are we performing?

February 2015

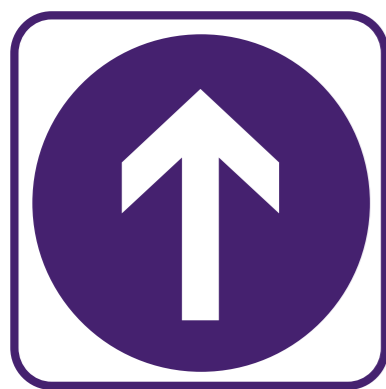
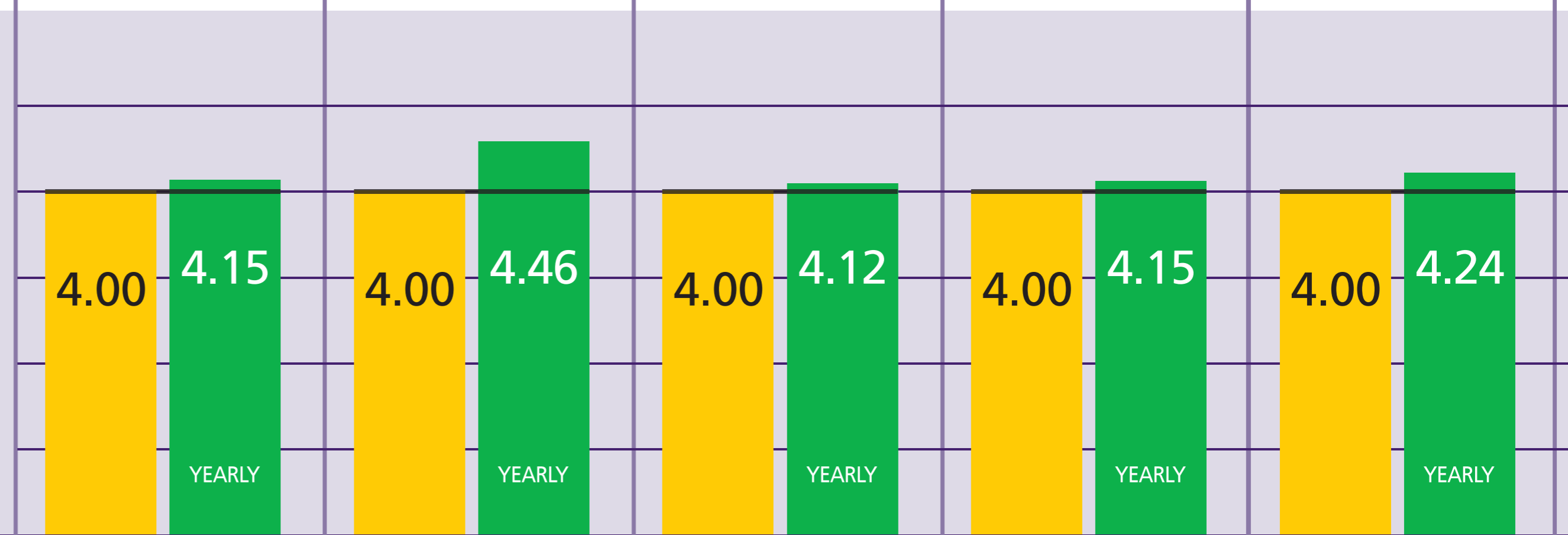
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

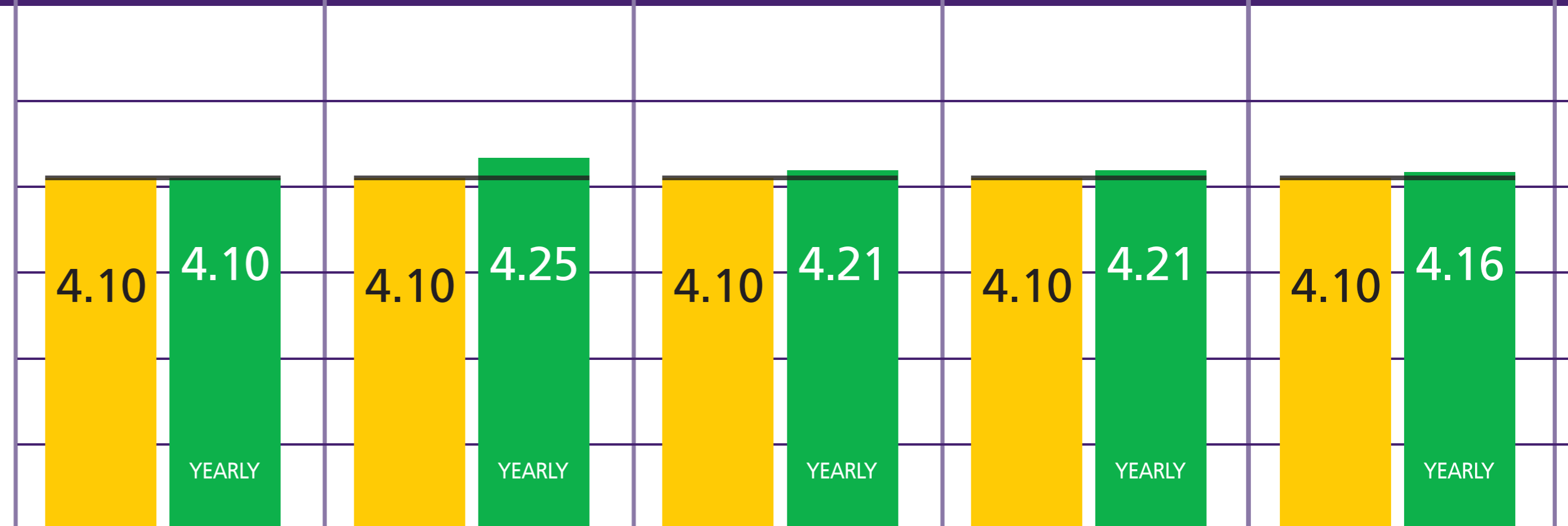
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

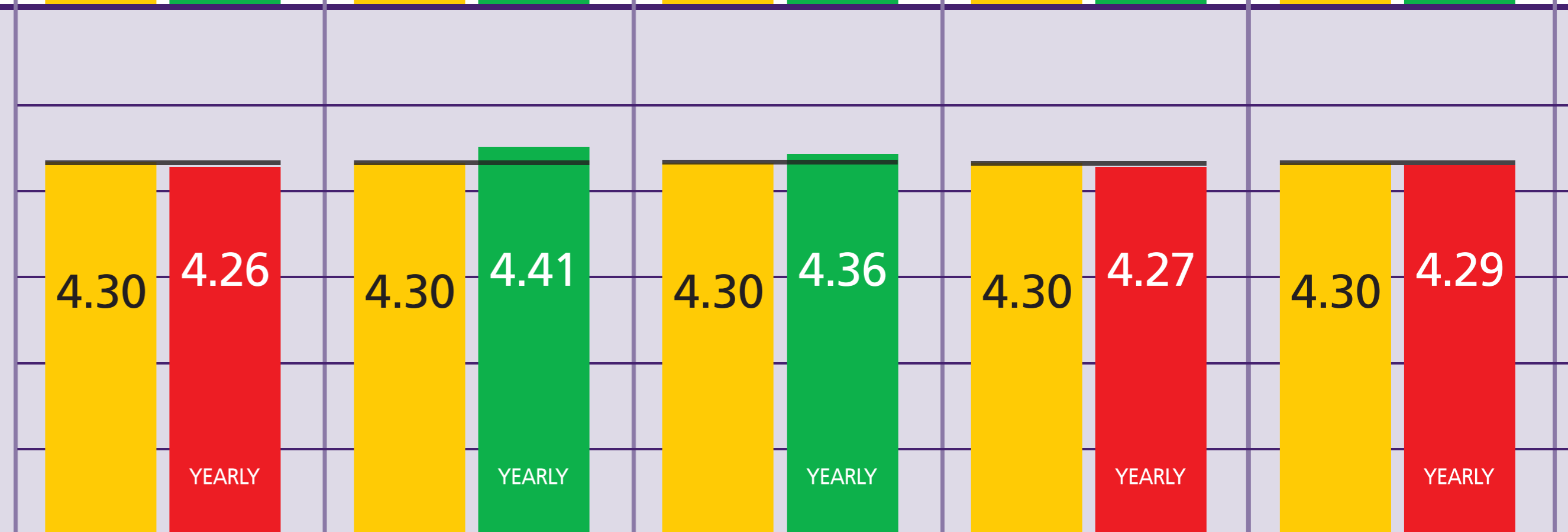
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

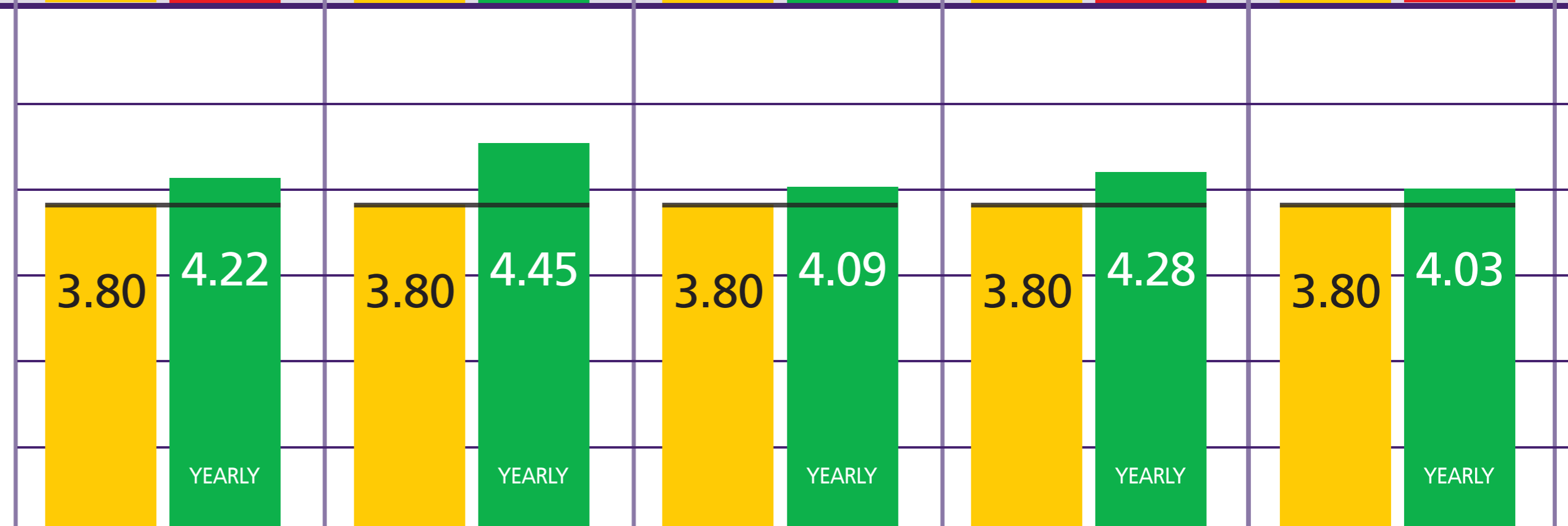
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

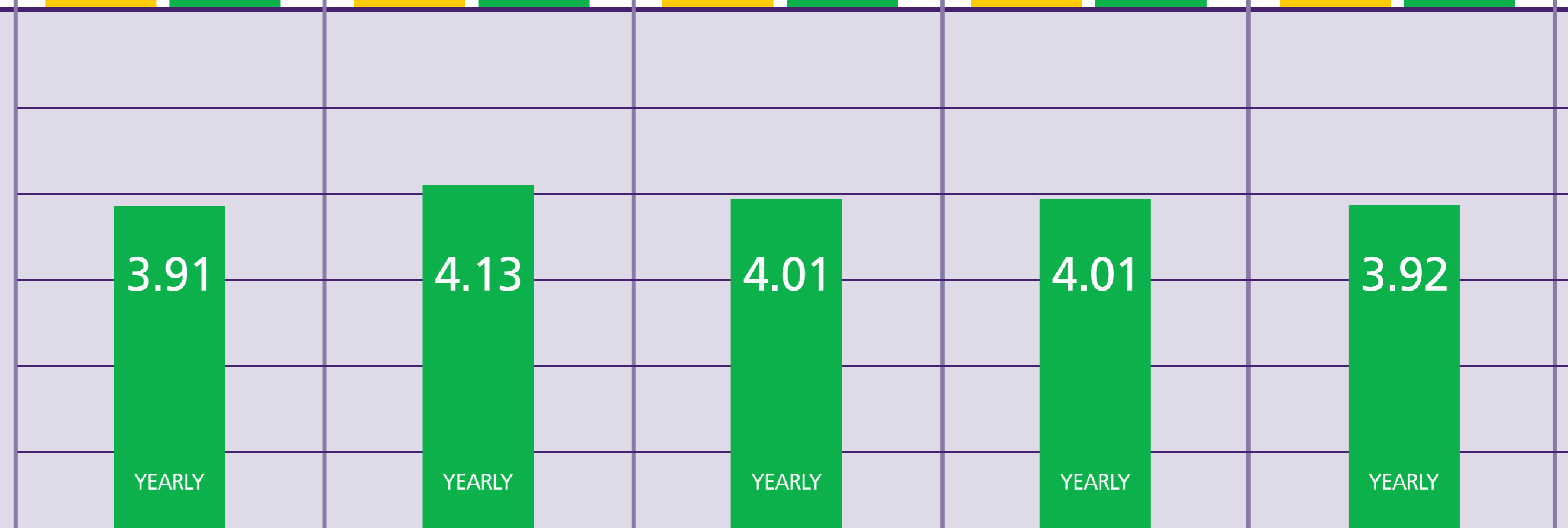
As rated by 1= extremely poor and 5= excellent



### WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



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

# How are we performing?

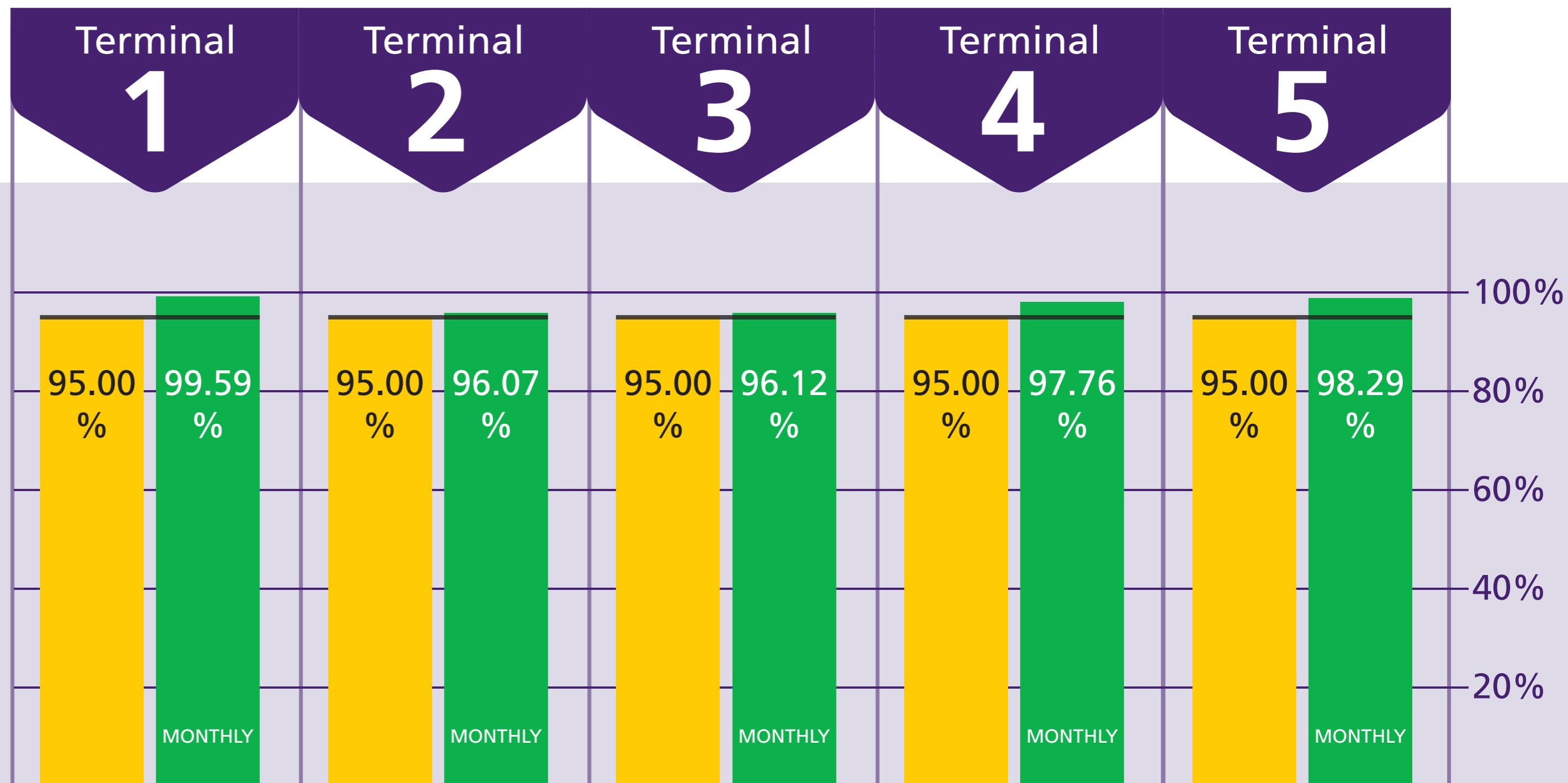
February 2015

## KEY TO PERFORMANCE



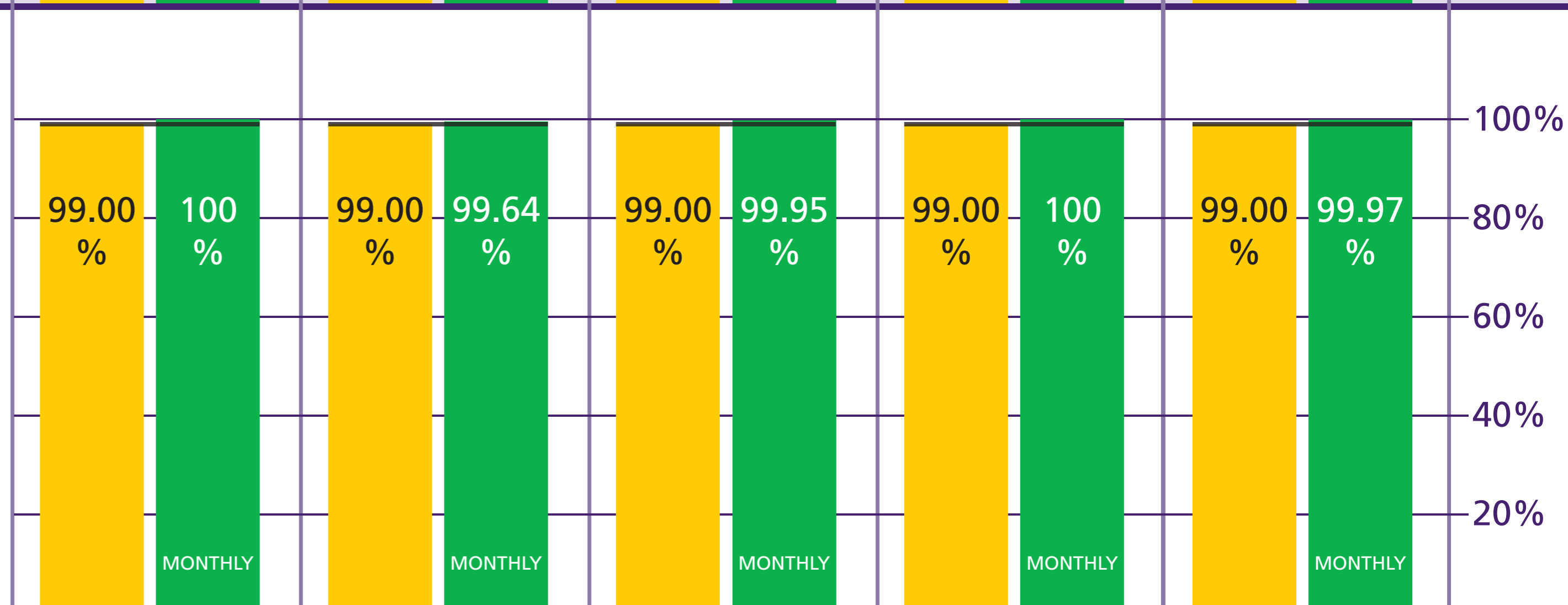
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



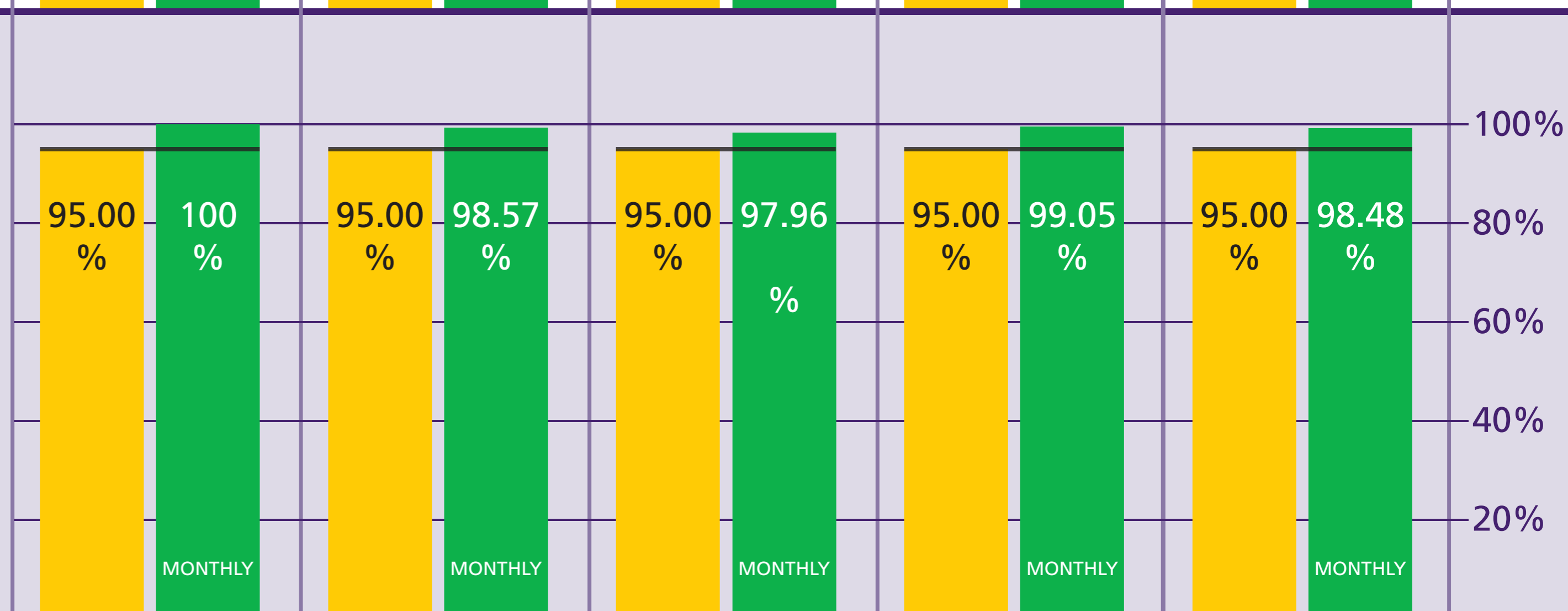
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



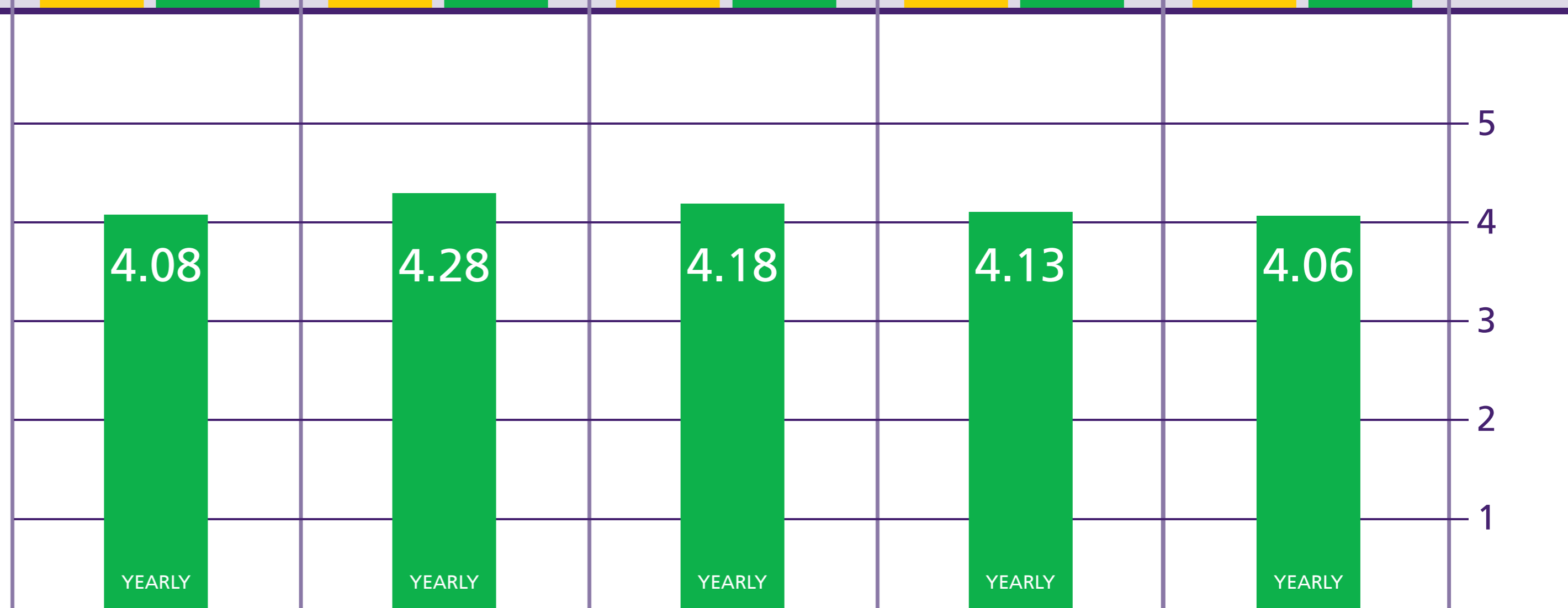
**Security waiting time for transfer passengers**  
queue < 10mins

Based on 15min time periods measured



**Security Passenger Satisfaction**

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:  
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