

# Service quality rebate



Heathrow Terminal 1	Jan-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.20	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.11	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	8,989	8,989	1
Security	4.07	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	99.86%	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)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.98%	99.00%	Yes	0	0	0
Stands	99.93%	99.00%	Yes	0	0	0
Jetties	99.77%	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	98.53%	95.00%	Yes	0	0	0
Control posts search	97.83%	95.00%	Yes	0	0	0
Pier service +	99.15%	95.00%	Yes	0	0	0
<b>Total</b>				<b>8,989</b>	<b>8,989</b>	<b>1</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	Jan-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.44	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	4.40	4.30	Yes	0	0	0
Security	4.28	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.11	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.68%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.46%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.40%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.47%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.86%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.06%	95.00%	Yes	0	0	0
Staff search	99.40%	95.00%	Yes	0	0	0
Control posts search	97.83%	95.00%	Yes	0	0	0
Pier service +	99.15%	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	Jan-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.07	3.80	Yes	0	0	0
Cleanliness	4.12	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.35	4.30	Yes	0	0	0
Security	4.17	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.99	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.33%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.87%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.74%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.73%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.54%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.83%	95.00%	Yes	0	0	0
Pier service	98.99%	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

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	Jan-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.27	3.80	Yes	0	0	0
Cleanliness	4.14	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	140,105	140,105	1
Security	4.12	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.99	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.25%	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)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	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	99.93%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	96.73%	95.00%	Yes	0	0	0
Staff search	96.27%	95.00%	Yes	0	0	0
Control posts search	97.83%	95.00%	Yes	0	0	0
Pier service	99.78%	95.00%	Yes	0	0	0
<b>Total</b>				<b>140,105</b>	<b>140,105</b>	<b>1</b>

NOTE: \* year is January 2015 to December 2015

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# Service quality rebate



Heathrow Terminal 5	Jan-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.02	3.80	Yes	0	0	0
Cleanliness	4.24	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.29	4.30	No	394,470	394,470	1
Security	4.05	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.89	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	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.61%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.53%	99.00%	Yes	0	0	0
FEGP	99.89%	99.00%	Yes	0	0	0
Pre-conditioned air	99.88%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.17%	95.00%	Yes	0	0	0
Staff search	96.16%	95.00%	Yes	0	0	0
Control posts search	97.83%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.94%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.24%	97.00%	Yes	0	0	0
<b>Total</b>				<b>394,470</b>	<b>394,470</b>	<b>1</b>

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	Jan-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

## Service quality rebate



Control Post Groups	Jan-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.11%	95.00%	Yes			
Cargo	98.52%	95.00%	Yes			
Eastside	97.83%	95.00%	Yes			
Southside	98.91%	95.00%	Yes			
Terminal 5	99.22%	95.00%	Yes			
<b>Control Post Groups - lowest actual result</b>	97.83%	95.00%	Yes	0	0	0

NOTE: \* year is January 2015 to December 2015

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## Service quality bonus

Bonus Performance	January 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	4.20	4.44	4.07	4.27	4.02	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.46	4.12	4.14	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.11	4.25	4.20	4.20	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.40	4.35	4.26	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			Cleanliness		
	Target	Jan-15		Target	Jan-15
T1	4.00	4.14	T1		£0
T2	4.00	4.46	T2		£0
T3	4.00	4.12	T3		£0
T4	4.00	4.14	T4		£0
T5	4.00	4.24	T5		£0

Wayfinding			Wayfinding		
	Target	Jan-15		Target	Jan-15
T1	4.10	4.11	T1		£0
T2	4.10	4.25	T2		£0
T3	4.10	4.20	T3		£0
T4	4.10	4.20	T4		£0
T5	4.10	4.17	T5		£0

Flight information			Flight information		
	Target	Jan-15		Target	Jan-15
T1	4.30	4.26	T1		£8,889
T2	4.30	4.40	T2		£0
T3	4.30	4.35	T3		£0
T4	4.30	4.25	T4		£140,133
T5	4.30	4.29	T5		£584,470

Departure lounge seat availability			Departure lounge seat availability		
	Target	Jan-15		Target	Jan-15
T1	3.80	4.20	T1		£0
T2	3.80	4.44	T2		£0
T3	3.80	4.07	T3		£0
T4	3.80	4.27	T4		£0
T5	3.80	4.02	T5		£0

Security			Security		
	Target	Jan-15		Target	Jan-15
T1	0.00	4.07	T1		£0
T2	0.00	4.28	T2		£0
T3	0.00	4.17	T3		£0
T4	0.00	4.12	T4		£0
T5	0.00	4.05	T5		£0

Wi-fi			Wi-fi		
	Target	Jan-15		Target	Jan-15
T1	0.00	3.88	T1		£0
T2	0.00	4.11	T2		£0
T3	0.00	3.99	T3		£0
T4	0.00	3.99	T4		£0
T5	0.00	3.99	T5		£0

CSA queues - Times queue <5 min			CSA queues - Both		
	Target	Jan-15		Target	Jan-15
T1	95.00%	99.80%	T1		£0
T2	95.00%	96.68%	T2		£0
T3	95.00%	97.33%	T3		£0
T4	95.00%	98.25%	T4		£0
T5	95.00%	96.43%	T5		£0

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

Transfer search			Transfer search		
	Target	Jan-15		Target	Jan-15
T1	95.00%	100.00%	T1		£0
T2	95.00%	98.06%	T2		£0
T3	95.00%	96.54%	T3		£0
T4	95.00%	98.73%	T4		£0
T5	95.00%	96.17%	T5		£0

Staff search			Staff search		
	Target	Jan-15		Target	Jan-15
T1	95.00%	98.53%	T1		£0
T2	95.00%	99.40%	T2		£0
T3	95.00%	100.00%	T3		£0
T4	95.00%	96.27%	T4		£0
T5	95.00%	96.16%	T5		£0

Control posts search			Control posts search		
	Target	Jan-15		Target	Jan-15
T1	95.00%	97.83%	T1		£0
T2	95.00%	97.83%	T2		£0
T3	95.00%	97.83%	T3		£0
T4	95.00%	97.83%	T4		£0
T5	95.00%	97.83%	T5		£0

Control posts search		
	Target	Jan-15
CTA	95.00%	99.11%
Cargo	95.00%	98.82%
Eastside	95.00%	97.83%
Southside	95.00%	98.91%
T5	95.00%	99.22%

FEGP			FEGP		
	Target	Jan-15		Target	Jan-15
T1	99.00%	100.00%	T1		£0
T2	99.00%	99.96%	T2		£0
T3	99.00%	99.91%	T3		£0
T4	99.00%	99.93%	T4		£0
T5	99.00%	99.89%	T5		£0

Jetties			Jetties		
	Target	Jan-15		Target	Jan-15
T1	99.00%	99.77%	T1		£0
T2	99.00%	99.86%	T2		£0
T3	99.00%	99.73%	T3		£0
T4	99.00%	99.82%	T4		£0
T5	99.00%	99.63%	T5		£0

PSE (general)			PSE (general)		
	Target	Jan-15		Target	Jan-15
T1	99.00%	98.89%	T1		£0
T2	99.00%	99.46%	T2		£0
T3	99.00%	99.87%	T3		£0
T4	99.00%	99.70%	T4		£0
T5	99.00%	99.62%	T5		£0

PSE (priority)			PSE (priority)		
	Target	Jan-15		Target	Jan-15
T1	99.00%	99.80%	T1		£0
T2	99.00%	99.40%	T2		£0
T3	99.00%	99.85%	T3		£0
T4	99.00%	99.89%	T4		£0
T5	99.00%	99.61%	T5		£0

Stand entry guidance			Stand entry guidance		
	Target	Jan-15		Target	Jan-15
T1	99.00%	99.98%	T1		£0
T2	99.00%	100.00%	T2		£0
T3	99.00%	99.89%	T3		£0
T4	99.00%	99.96%	T4		£0
T5	99.00%	99.98%	T5		£0

Stands			Stands		
	Target	Jan-15		Target	Jan-15
T1	99.00%	99.93%	T1		£0
T2	99.00%	99.89%	T2		£0
T3	99.00%	99.63%	T3		£0
T4	99.00%	99.88%	T4		£0
T5	99.00%	99.88%	T5		£0

Pier service			Pier service		
	Target	Jan-15		Target	Jan-15
T1/T2		99.75%	T1/T2		£0
T3		99.89%	T3		£0
T4		99.78%	T4		£0
T1/T2 target		95.00%			
T3 target		95.00%			
T4 target		95.00%			

TTS - % time one car available			TTS - % Both		
	Target	Jan-15		Target	Jan-15
T5	99.00%	98.94%	T5		£0

TTS - % time two cars available		
	Target	Jan-15
T5	97.00%	99.24%

Arrivals Reclaims			Arrivals Reclaims		
	Target	Jan-15		Target	Jan-15
T1	99.00%	99.98%	T1		£0
T2	99.00%	99.47%	T2		£0
T3	99.00%	99.74%	T3		£0
T4	99.00%	99.70%	T4		£0
T5	99.00%	99.86%	T5		£0

Pre-conditioned air			Pre-conditioned air		
	Target	Jan-15		Target	Jan-15
T1	0.00%	0.00%	T1		£0
T2	98.00%	99.99%	T2		£0
T3	98.00%	100.00%	T3		£0
T4	0.00%	0.00%	T4		£0
T5	98.00%	99.88%	T5		£0

Aerodrome congestion			Aerodrome congestion		
	Target	Jan-15		Target	Jan-15
All	N/A	N/A	All		N/A

Monthly performance - reported only

Cleanliness - Month		
	Target	Jan-15
T1	4.00	4.26
T2	4.00	4.39
T3	4.00	4.11
T4	4.00	4.17
T5	4.00	4.31

Wayfinding - Month		
	Target	Jan-15
T1	4.10	4.04
T2	4.10	4.26
T3	4.10	4.10
T4	4.10	4.16
T5	4.10	4.25

Flight information - Month		
	Target	Jan-15
T1	4.30	4.34
T2	4.30	4.36
T3	4.30	4.37
T4	4.30	4.24
T5	4.30	4.59

Departure lounge seat availability - Month		
	Target	Jan-15
T1	3.80	4.38
T2	3.80	4.32
T3	3.80	4.26
T4	3.80	4.37
T5	3.80	4.15

Security - Month		
	Target	Jan-15
T1	0.00	4.25
T2	0.00	4.27
T3	0.00	4.19
T4	0.00	4.13
T5	0.00	4.13

Wi-fi - Month		
	Target	Jan-15
T1	0.00	4.19
T2	0.00	4.18
T3	0.00	4.19
T4	0.00	4.13
T5	0.00	4.05

Pier service - Month		
	Target	Jan-15
T1/T2		99.69%
T3		99.25%
T4		100.00%

# How are we performing?

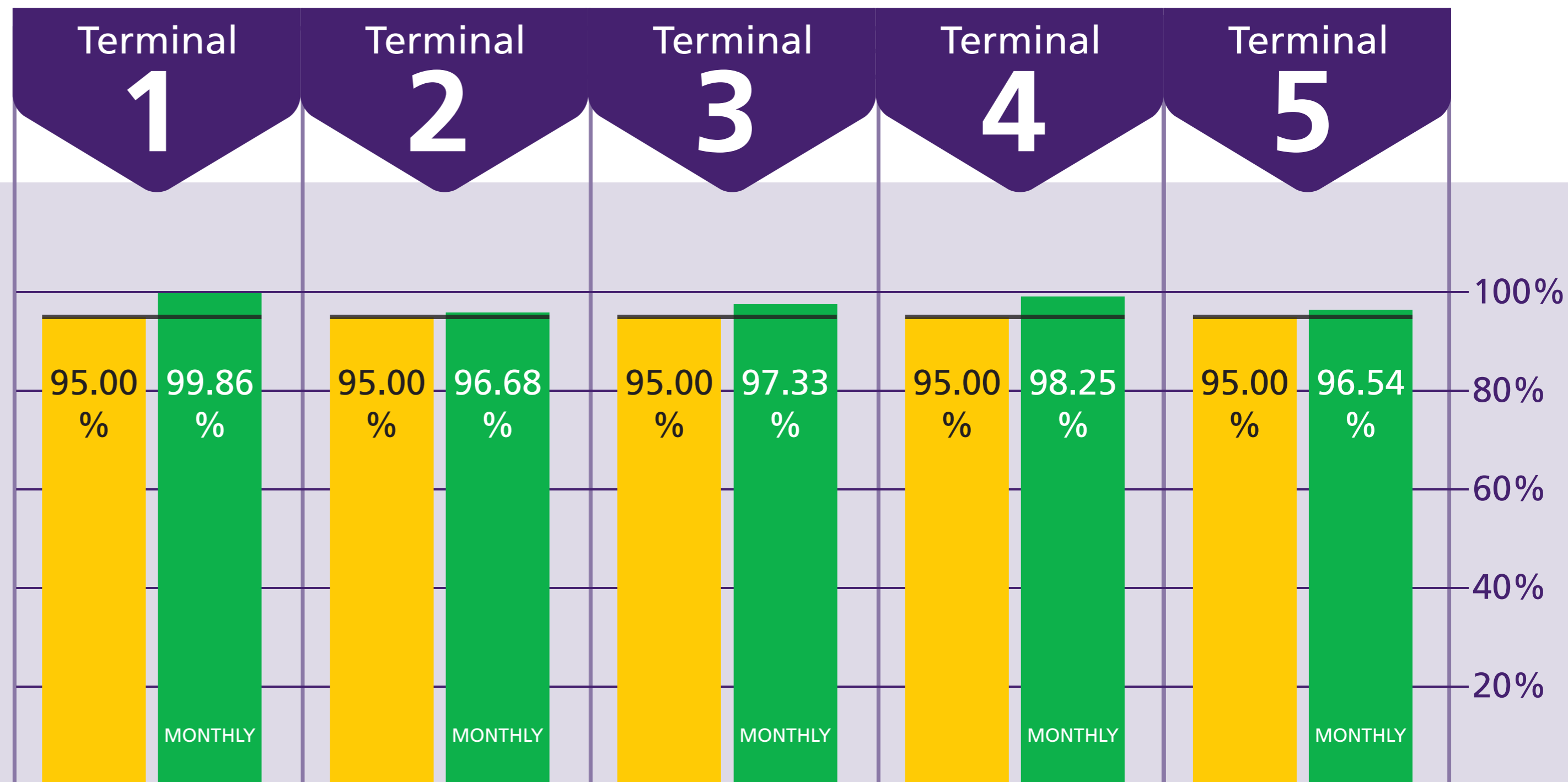
January 2015

## KEY TO PERFORMANCE



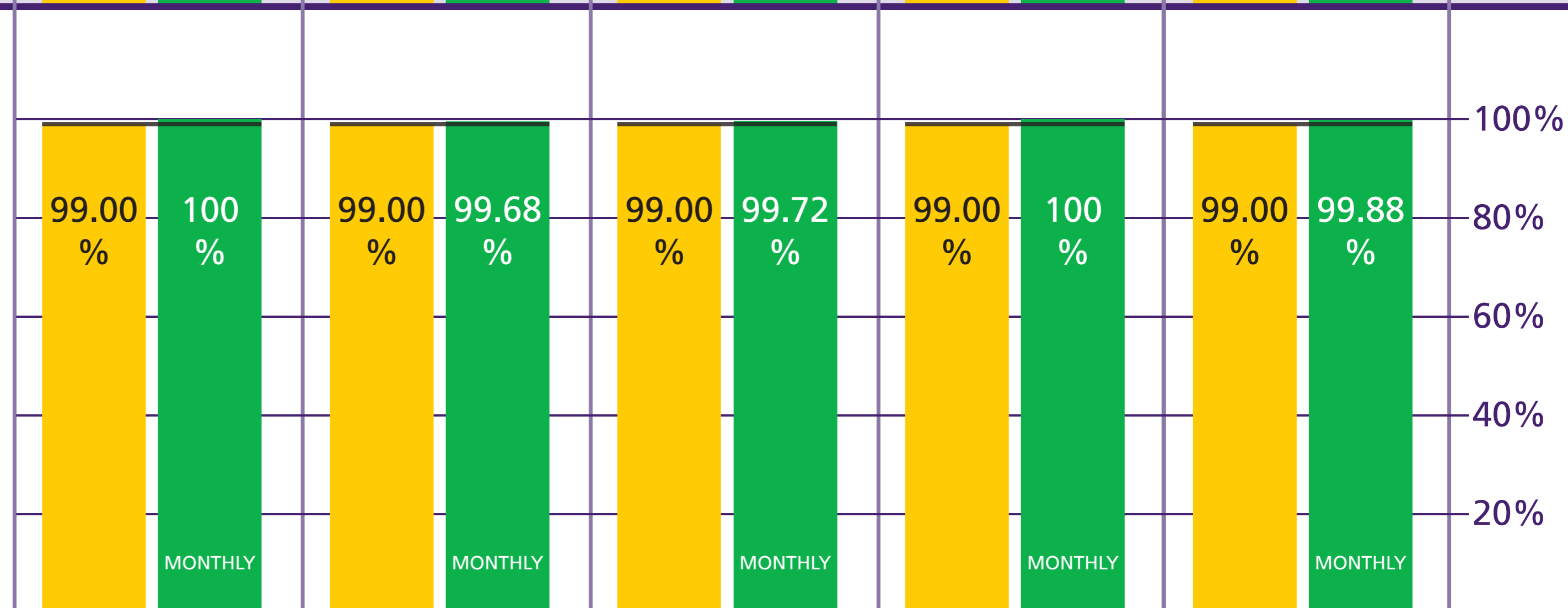
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



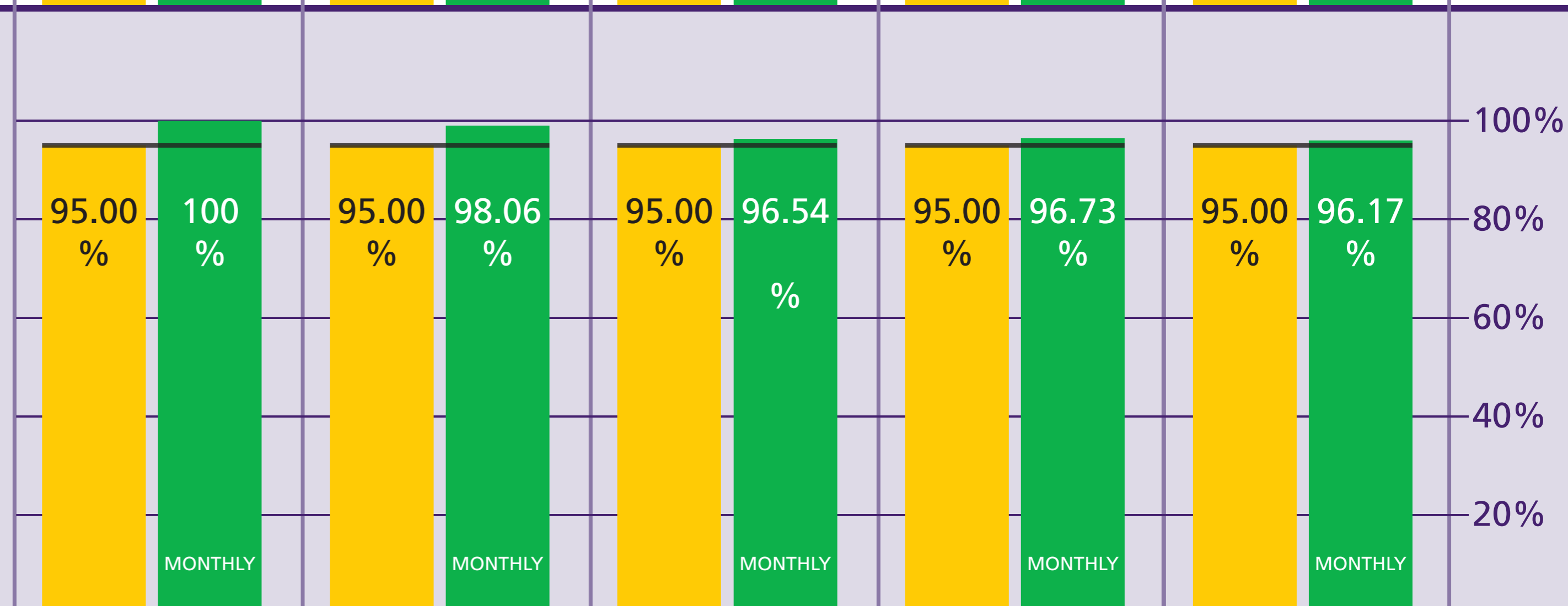
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



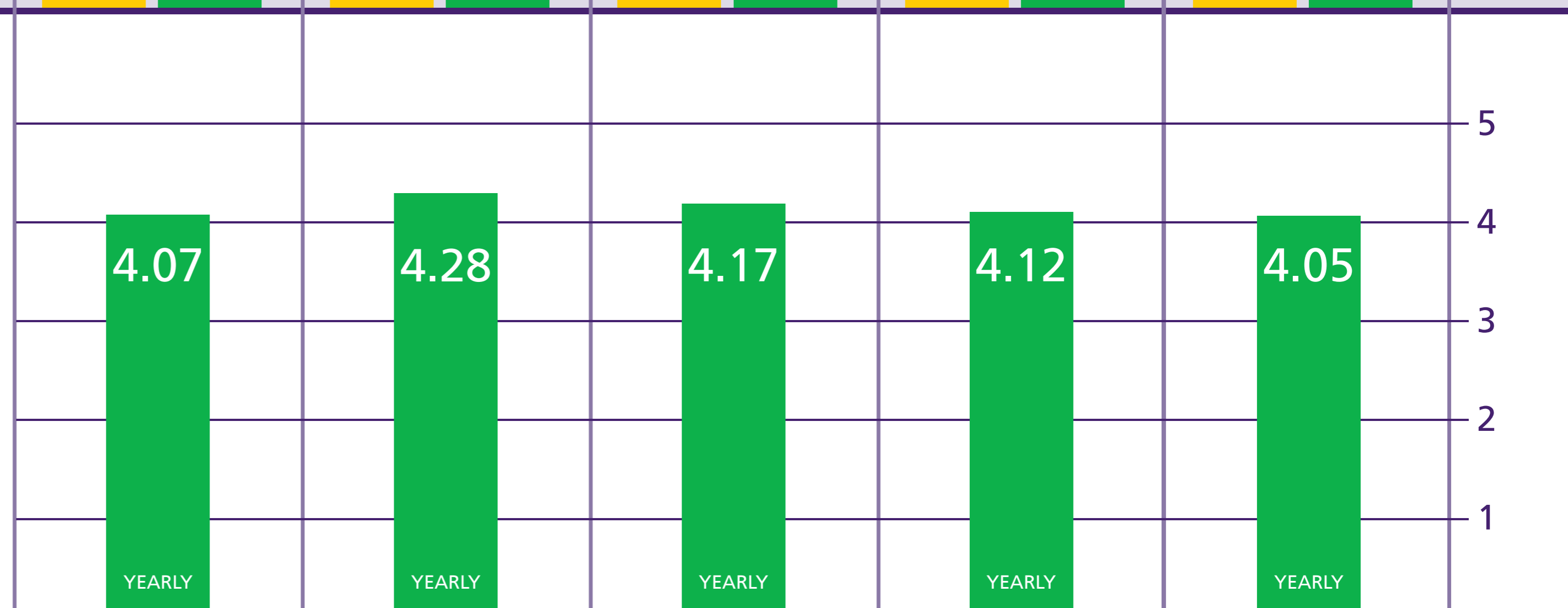
**Security waiting time for transfer passengers**  
queue < 10mins

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](mailto:heathrowcustomerfeedback@heathrow.com)

# How are we performing?

January 2015

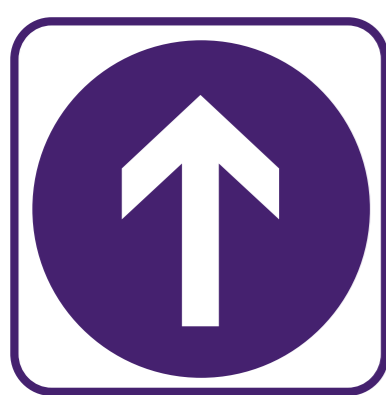
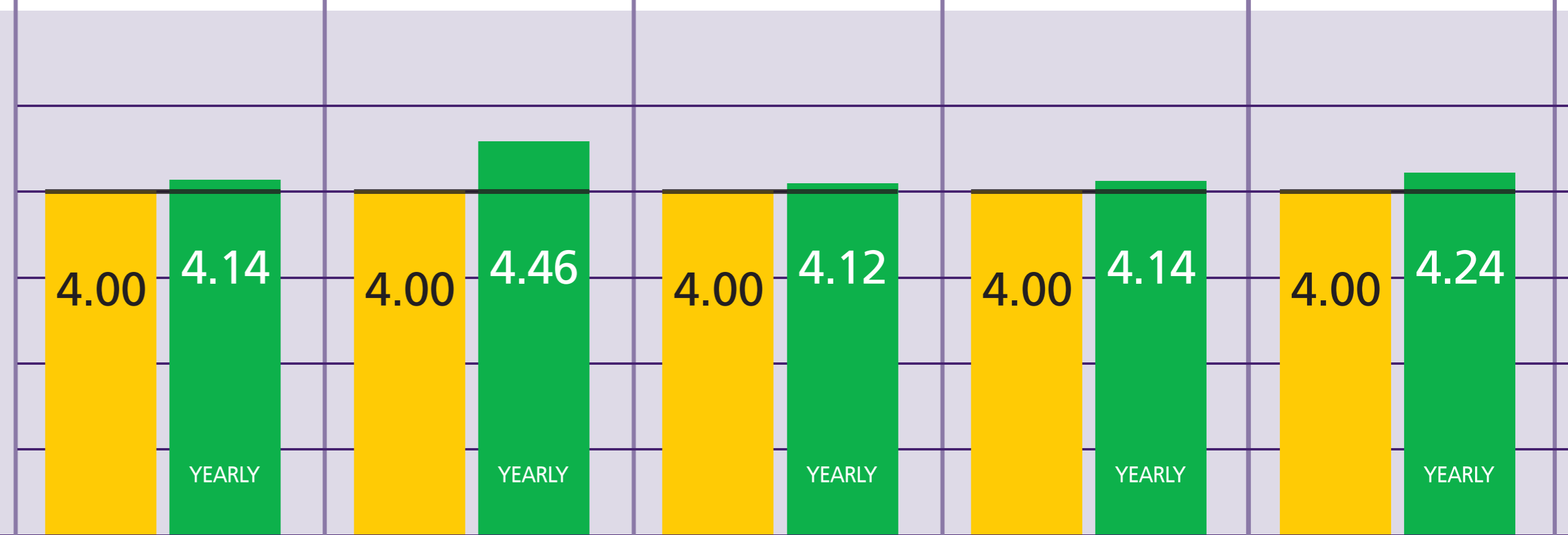
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

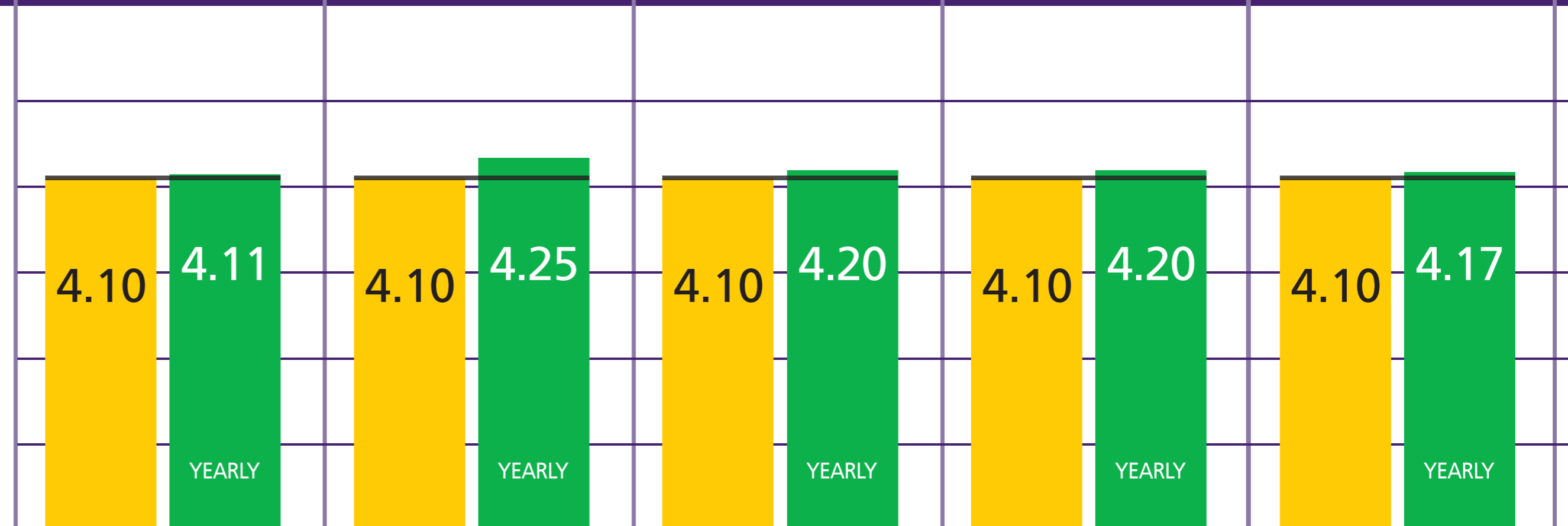
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

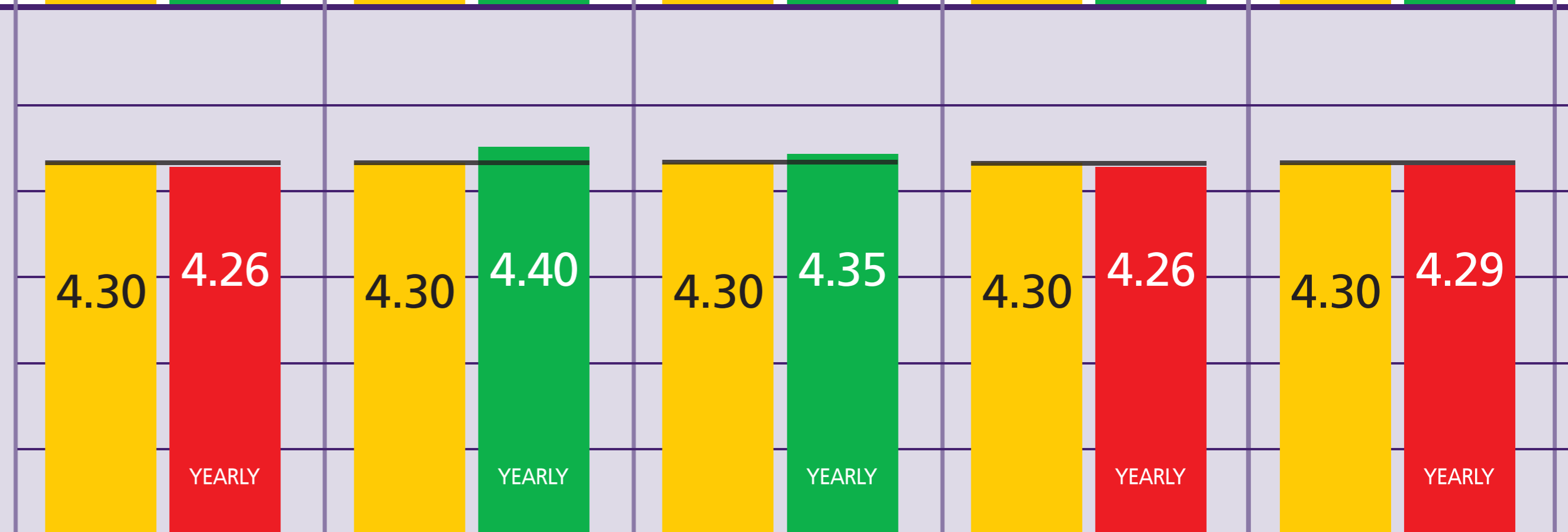
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

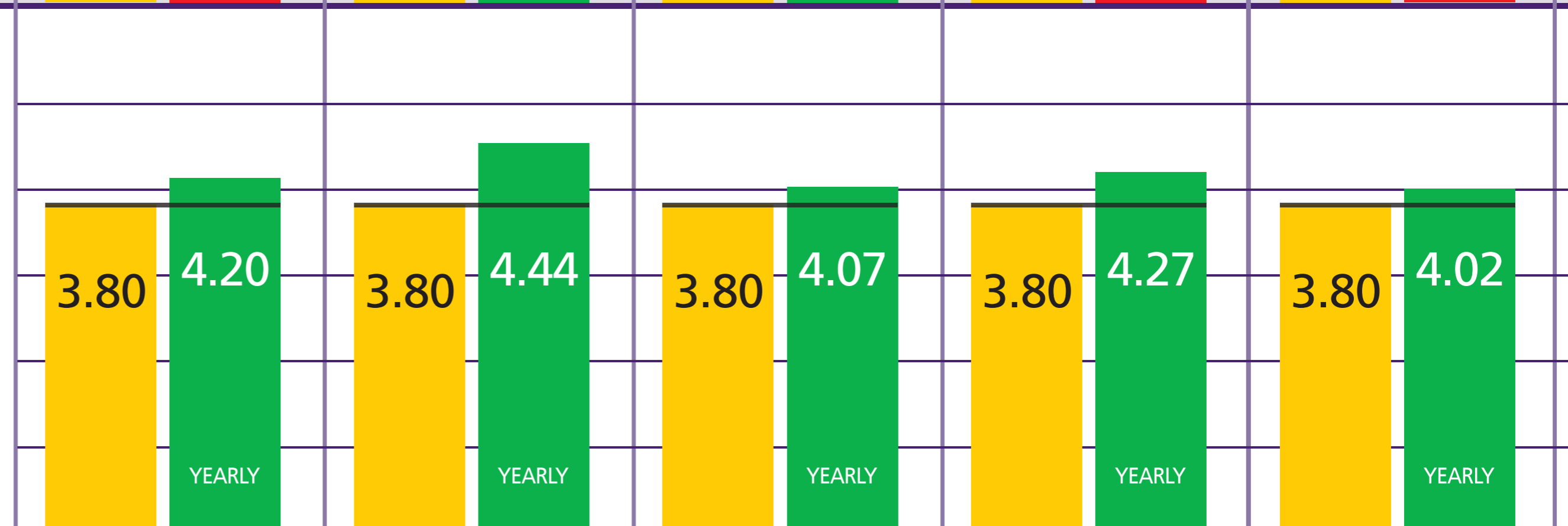
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

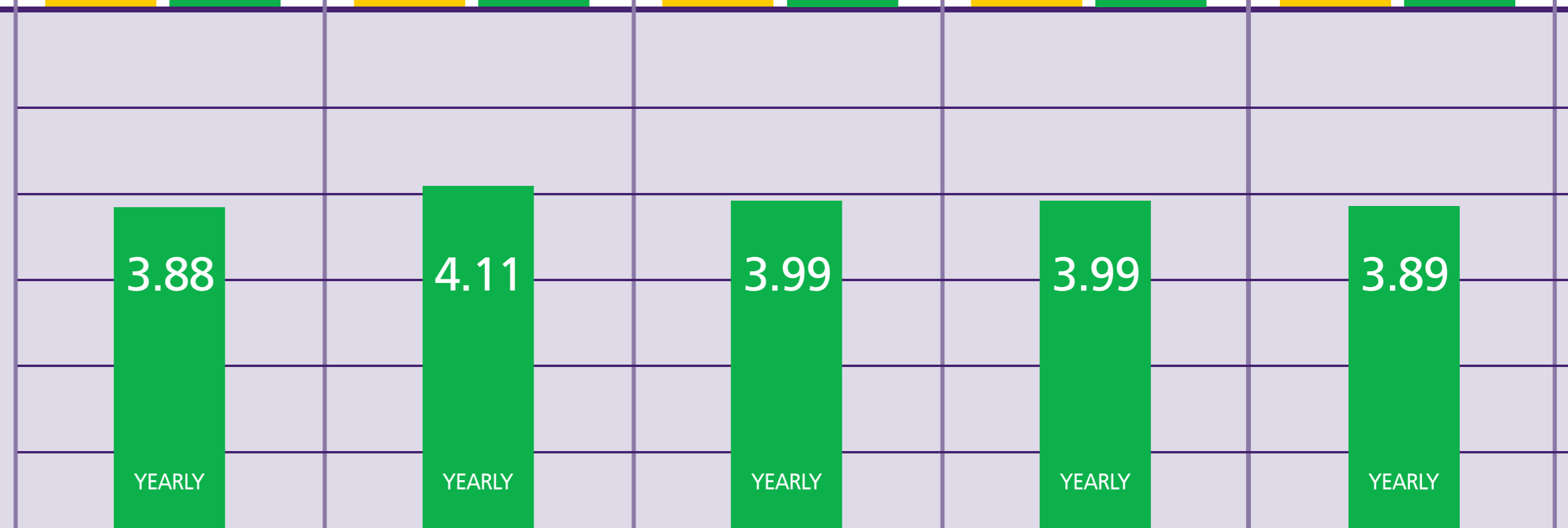
As rated by 1= extremely poor and 5= excellent



### WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:  
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