

# Service quality rebate



Heathrow Terminal 1	Jul-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	4.11	4.10	Yes	0	0	0
Flight information	4.27	4.30	No	114,317	228,634	2
Security	4.04	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	95.46%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.35%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.22%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.99%	95.00%	Yes	0	0	0
Staff search	98.82%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service +	98.88%	95.00%	Yes	0	0	0
<b>Total</b>				<b>114,317</b>	<b>228,634</b>	<b>2</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	Jul-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.70	3.80	Yes	0	0	0
Cleanliness	4.57	4.00	Yes	0	0	0
Wayfinding	4.30	4.10	Yes	0	0	0
Flight information	4.55	4.30	Yes	0	0	0
Security	4.44	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	96.73%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.40%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.30%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.06%	99.00%	Yes	0	0	0
Stands	99.87%	99.00%	Yes	0	0	0
Jetties	99.86%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	99.91%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.20%	95.00%	Yes	0	0	0
Staff search	99.80%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service +	98.88%	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.

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# Service quality rebate



Heathrow Terminal 3	Jul-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.94	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	4.38	4.30	Yes	0	0	0
Security	4.11	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	95.58%	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)	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.93%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.85%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Pre-conditioned air	99.82%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	97.70%	95.00%	Yes	0	0	0
Staff search	99.84%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service	97.67%	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	Jul-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.21	3.80	Yes	0	0	0
Cleanliness	4.12	4.00	Yes	0	0	0
Wayfinding	4.18	4.10	Yes	0	0	0
Flight information	4.25	4.30	No	153,065	612,260	4
Security	4.10	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	95.53%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.59%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.72%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.91%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.81%	95.00%	Yes	0	0	0
Staff search	95.42%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Pier service	99.76%	95.00%	Yes	0	0	0
<b>Total</b>				<b>153,065</b>	<b>612,260</b>	<b>4</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	Jul-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	4.23	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.31	4.30	Yes	0	0	0
Security	4.05	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.87	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	95.88%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue < 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.78%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Pre-conditioned air	99.57%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.34%	95.00%	Yes	0	0	0
Staff search	97.86%	95.00%	Yes	0	0	0
Control posts search	97.02%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.91%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.12%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>1,168,043</b>	<b>1</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



Aerodrome Congestion Term	Jul-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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NOTE: \* year is April 2014 to December 2014

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher\_Downs@heathrow

# Service quality rebate



Control Post Groups	Jul-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.82%	95.00%	Yes			
Cargo	99.39%	95.00%	Yes			
Eastside	97.02%	95.00%	Yes			
Southside	98.63%	95.00%	Yes			
Terminal 5	98.82%	95.00%	Yes			
<b>Control Post Groups - lowest actual result</b>	97.02%	95.00%	Yes	0	0	0

NOTE: \* year is April 2014 to December 2014

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

## Service quality bonus

Bonus Performance	July 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	4.70	3.94	4.21	3.95	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.57	4.11	4.12	4.23	4.50	£ -	£ -
Way finding	MAT	4.20	4.11	4.30	4.19	4.18	4.20	4.50	£ -	£ -
Flight information	MAT	4.40	4.27	4.55	4.38	4.25	4.31	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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# How are we performing?

July 2014

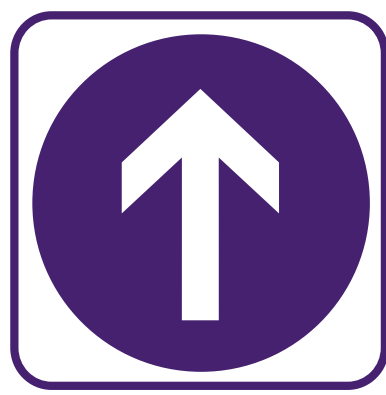
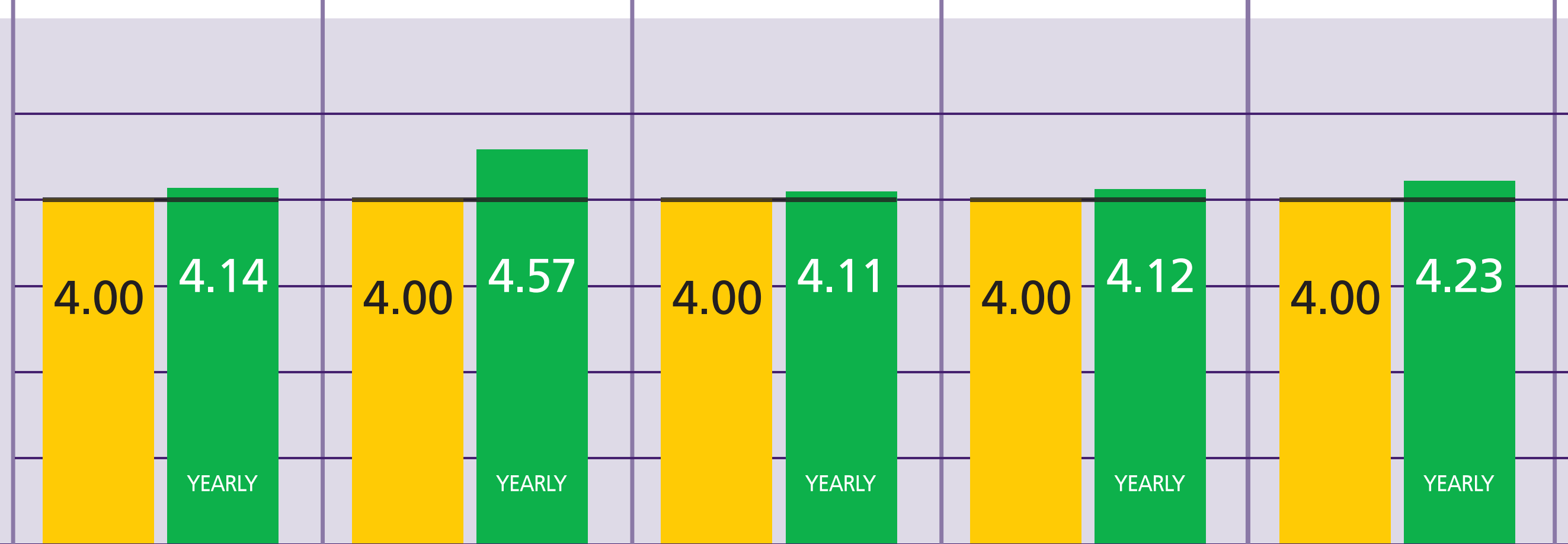
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

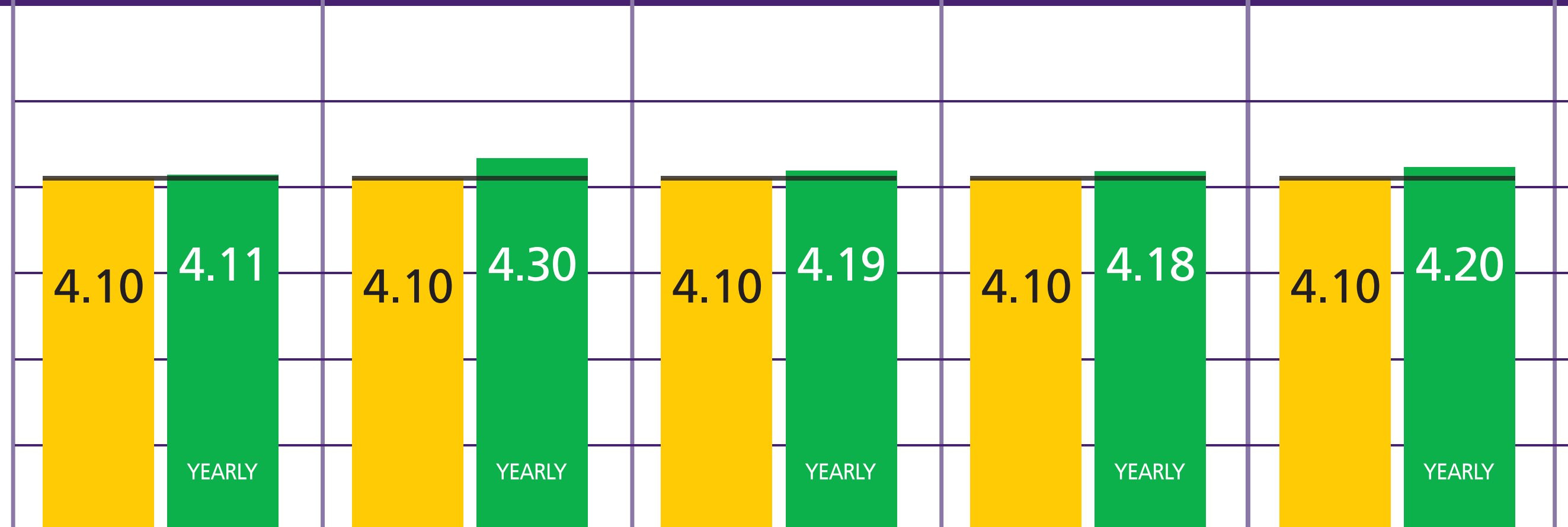
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

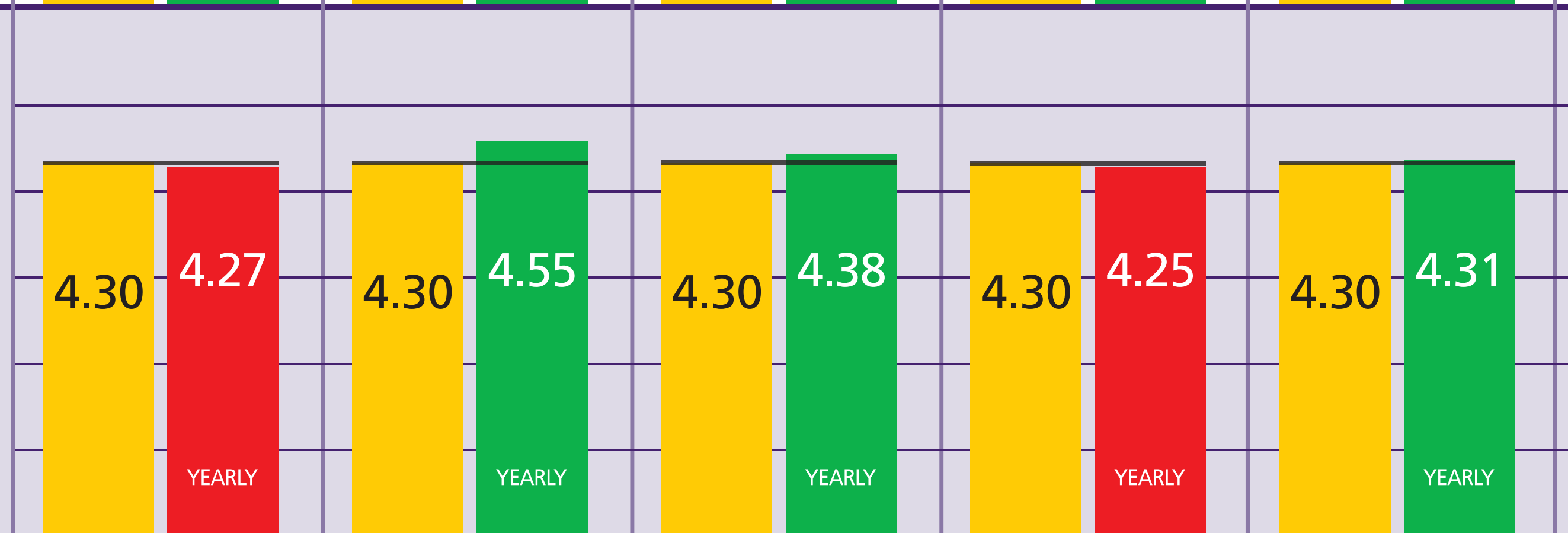
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

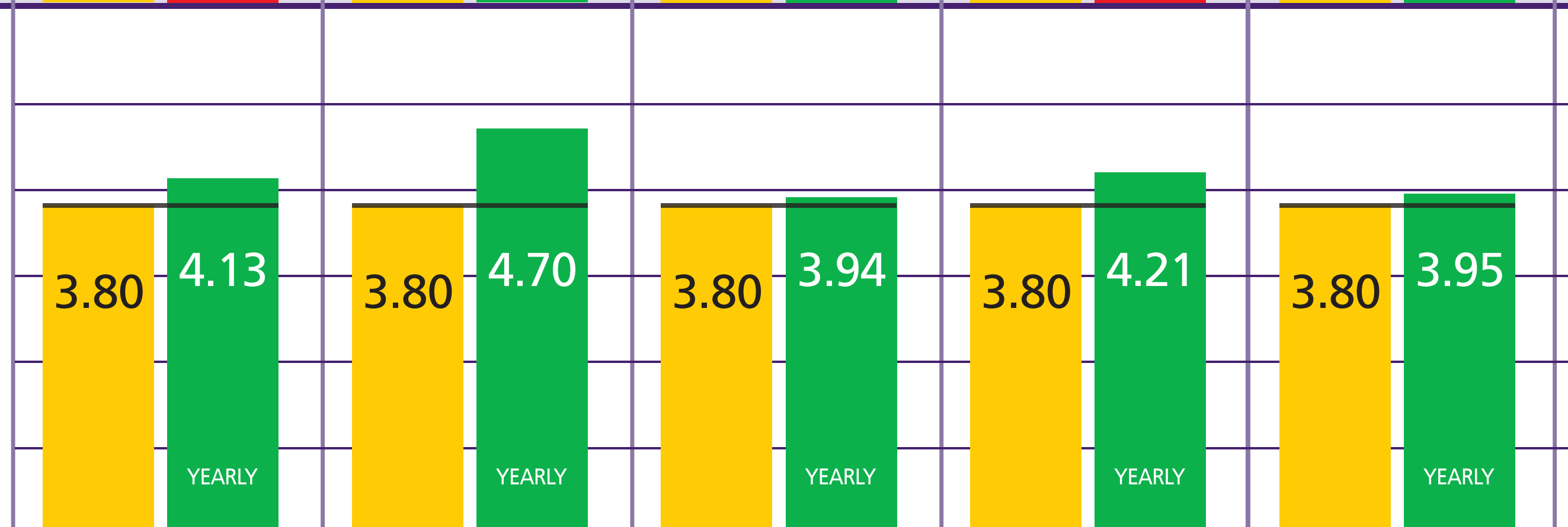
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

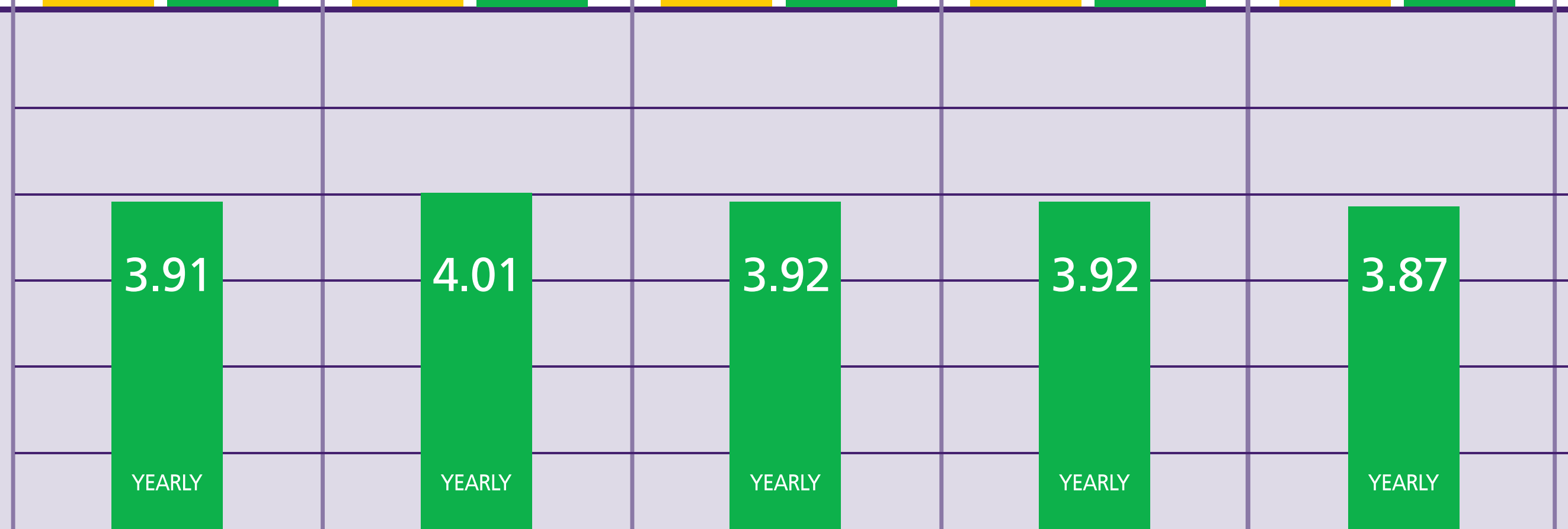
As rated by 1= extremely poor and 5= excellent



### 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?

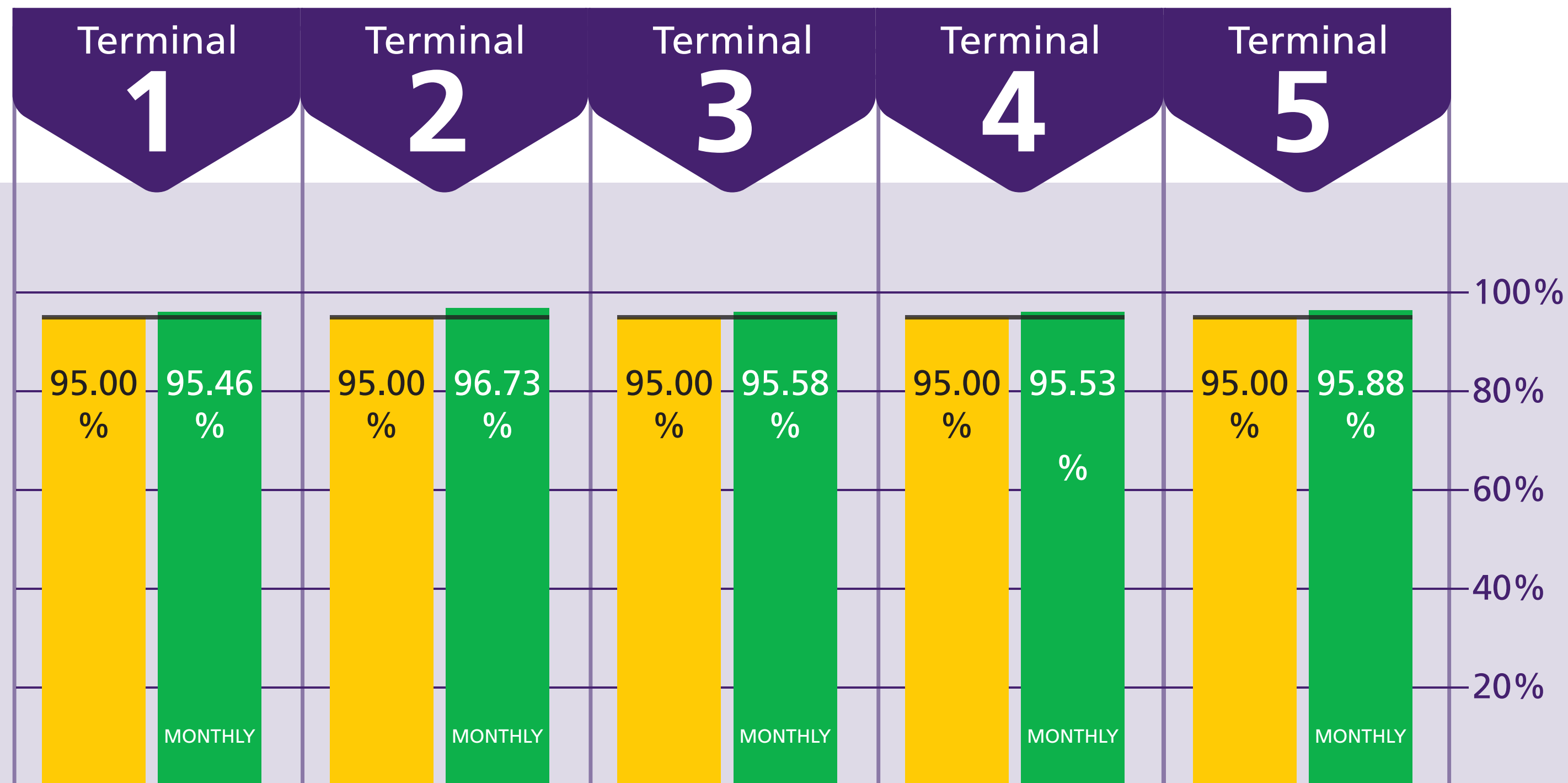
July 2014

## KEY TO PERFORMANCE



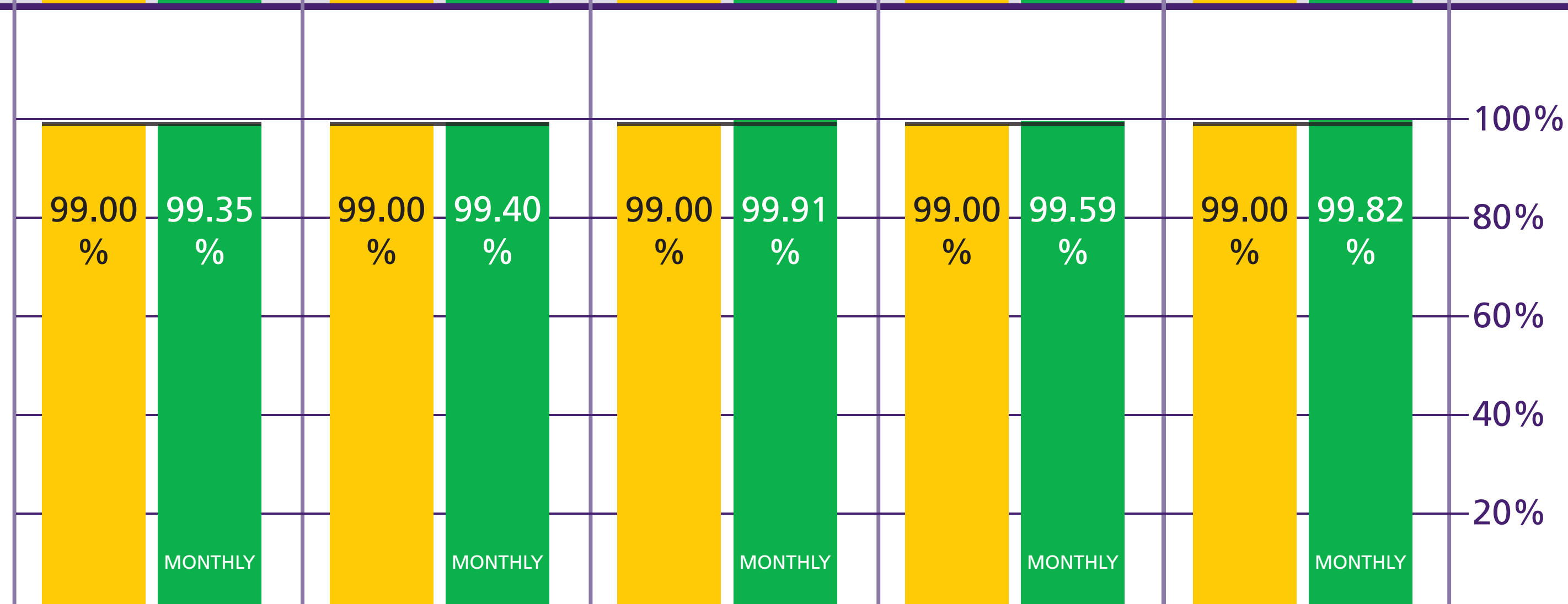
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



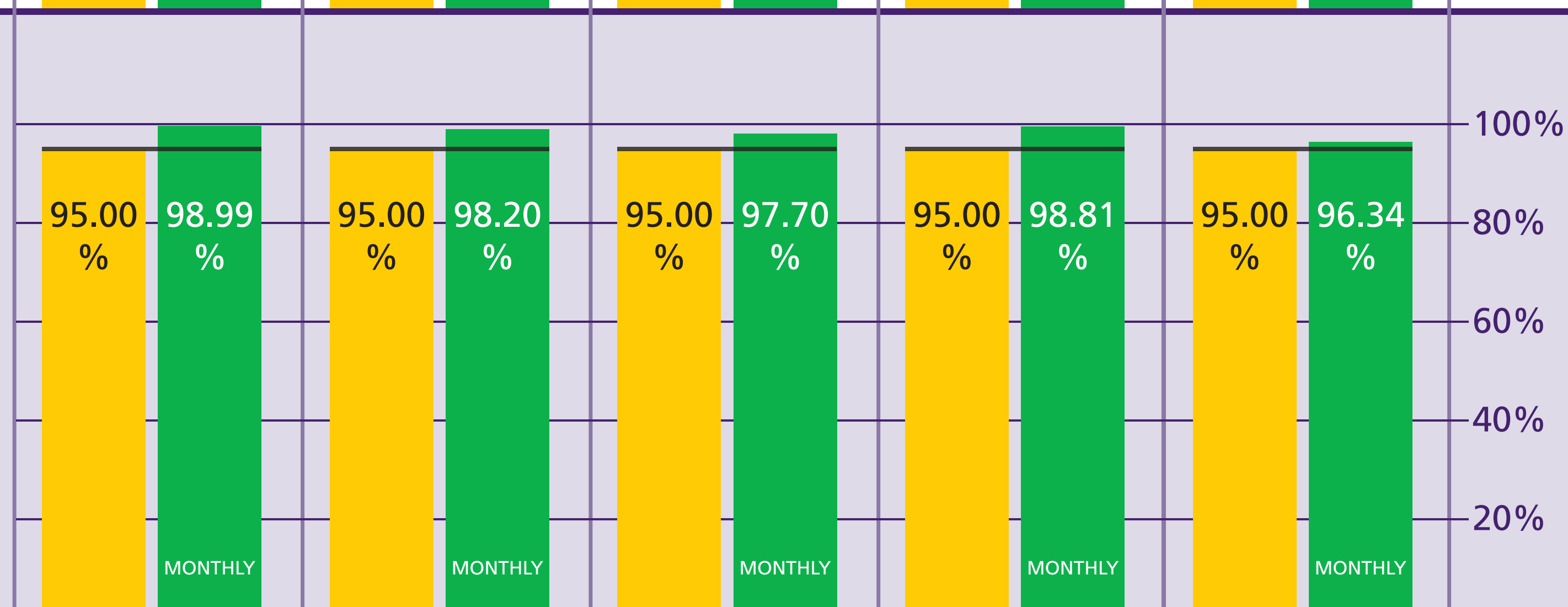
**Security waiting time 10 mins**  
queue < 10mins

Based on 15min time periods measured



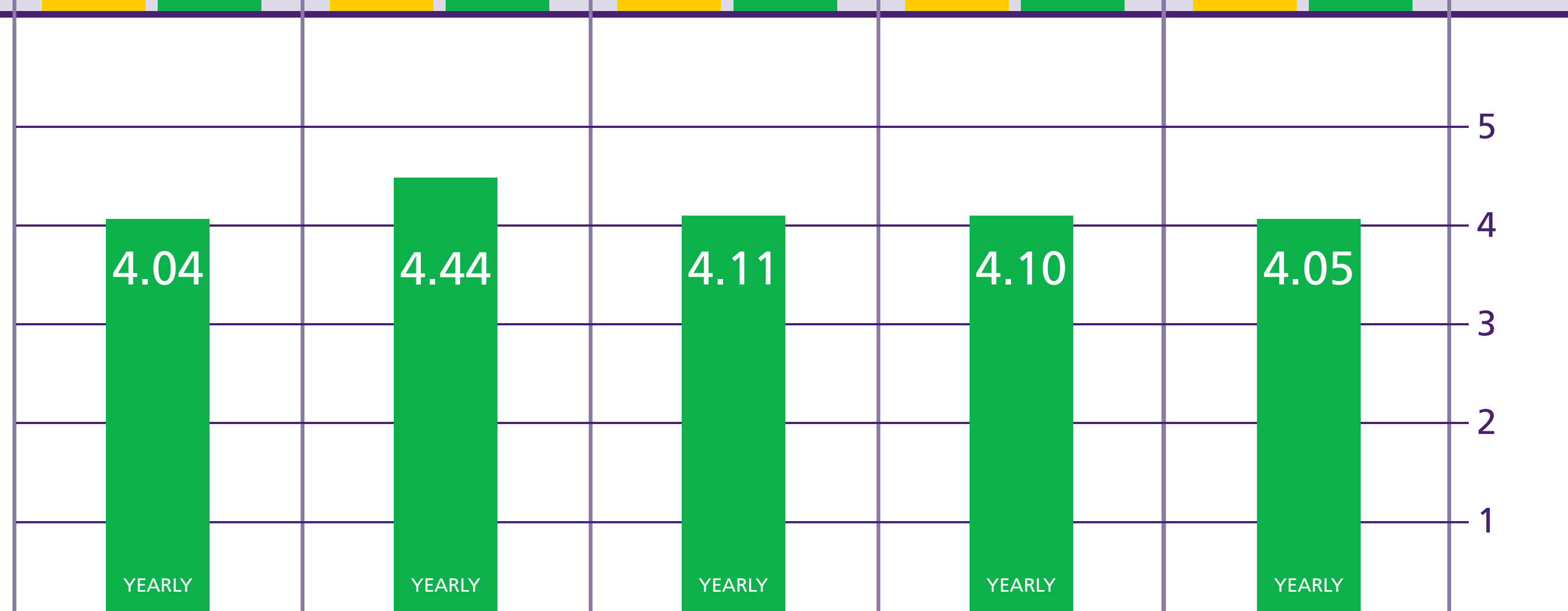
**Security waiting time for transfer passengers**  
queue < 10mins

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)