

Service quality rebate



Heathrow Terminal 1	Mar-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.23	3.80	Yes	0	0	0
Cleanliness	4.15	4.00	Yes	0	0	0
Wayfinding	4.09	4.10	No	8,989	8,989	1
Flight information	4.26	4.30	No	8,989	26,967	3
Security	4.07	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	99.22%	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)	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.91%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.97%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	100.00%	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	99.40%	95.00%	Yes	0	0	0
Control posts search	97.98%	95.00%	Yes	0	0	0
Pier service +	99.26%	95.00%	Yes	0	0	0
Total				17,978	35,956	4

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	Mar-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	4.45	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	4.13	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.65%	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)	99.68%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.68%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.54%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.89%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	99.45%	98.00%	Yes	0	0	0
Stand entry guidance	99.87%	99.00%	Yes	0	0	0
Transfer search	97.10%	95.00%	Yes	0	0	0
Staff search	97.81%	95.00%	Yes	0	0	0
Control posts search	97.98%	95.00%	Yes	0	0	0
Pier service +	99.26%	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	Mar-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.10	3.80	Yes	0	0	0
Cleanliness	4.13	4.00	Yes	0	0	0
Wayfinding	4.22	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	4.03	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.31%	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)	99.76%	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	99.90%	99.00%	Yes	0	0	0
Jetties	99.69%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	97.14%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.98%	95.00%	Yes	0	0	0
Pier service	99.40%	95.00%	Yes	0	0	0
Total				0	0	0

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	Mar-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.30	3.80	Yes	0	0	0
Cleanliness	4.15	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.27	4.30	No	140,105	420,315	3
Security	4.13	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.03	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	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.87%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	99.48%	95.00%	Yes	0	0	0
Staff search	99.59%	95.00%	Yes	0	0	0
Control posts search	97.98%	95.00%	Yes	0	0	0
Pier service	99.85%	95.00%	Yes	0	0	0
Total				140,105	420,315	3

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	Mar-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.04	3.80	Yes	0	0	0
Cleanliness	4.25	4.00	Yes	0	0	0
Wayfinding	4.17	4.10	Yes	0	0	0
Flight information	4.29	4.30	No	394,470	1,183,410	3
Security	4.06	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.94	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.72%	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)	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.81%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Pre-conditioned air	99.59%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.00%	95.00%	Yes	0	0	0
Staff search	95.45%	95.00%	Yes	0	0	0
Control posts search	97.98%	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	99.52%	97.00%	Yes	0	0	0
Total				394,470	1,183,410	3

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	Mar-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	Mar-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.23%	95.00%	Yes			
Cargo	98.58%	95.00%	Yes			
Eastside	97.98%	95.00%	Yes			
Southside	98.87%	95.00%	Yes			
Terminal 5	99.38%	95.00%	Yes			
Control Post Groups - lowest actual result	97.98%	95.00%	Yes	0	0	0

NOTE: * year is January 2015 to December 2015

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E Rebates

Cleanliness				Cleanliness				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	4.00	4.14	4.10	4.10	T1	€0	€0	€0
T2	4.00	4.46	4.46	4.45	T2	€0	€0	€0
T3	4.00	4.12	4.12	4.13	T3	€0	€0	€0
T4	4.00	4.14	4.10	4.10	T4	€0	€0	€0
T5	4.00	4.24	4.24	4.25	T5	€0	€0	€0

Wayfinding				Wayfinding				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	4.10	4.11	4.11	4.11	T1	€0	€0	€0
T2	4.10	4.25	4.25	4.25	T2	€0	€0	€0
T3	4.10	4.20	4.21	4.22	T3	€0	€0	€0
T4	4.10	4.20	4.21	4.20	T4	€0	€0	€0
T5	4.10	4.17	4.18	4.17	T5	€0	€0	€0

Flight information				Flight information				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	4.30	4.26	4.26	4.26	T1	€8.00	€8.00	€8.00
T2	4.30	4.40	4.41	4.41	T2	€0	€0	€0
T3	4.30	4.35	4.35	4.35	T3	€0	€0	€0
T4	4.30	4.28	4.27	4.27	T4	€140.100	€140.100	€140.100
T5	4.30	4.28	4.28	4.28	T5	€364.400	€364.400	€364.400

Departure lounge seat availability				Departure lounge seat availability				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	3.80	4.40	4.22	4.23	T1	€0	€0	€0
T2	3.80	4.44	4.45	4.43	T2	€0	€0	€0
T3	3.80	4.07	4.08	4.10	T3	€0	€0	€0
T4	3.80	4.27	4.28	4.30	T4	€0	€0	€0
T5	3.80	4.02	4.03	4.04	T5	€0	€0	€0

Security				Security				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	0.00	4.07	4.18	4.09	T1	€0	€0	€0
T2	0.00	4.25	4.25	4.27	T2	€0	€0	€0
T3	0.00	4.17	4.18	4.18	T3	€0	€0	€0
T4	0.00	4.12	4.13	4.13	T4	€0	€0	€0
T5	0.00	4.02	4.06	4.06	T5	€0	€0	€0

Wi-fi				Wi-fi				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	0.00	3.88	3.91	3.83	T1	€0	€0	€0
T2	0.00	4.11	4.13	4.13	T2	€0	€0	€0
T3	0.00	3.89	4.01	4.03	T3	€0	€0	€0
T4	0.00	3.99	4.01	4.03	T4	€0	€0	€0
T5	0.00	3.89	3.92	3.94	T5	€0	€0	€0

CSA queues - Times queue <5 minutes				CSA queues - Both				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	95.00%	98.86%	98.86%	98.22%	T1	€0	€0	€0
T2	95.00%	98.68%	98.07%	97.65%	T2	€0	€0	€0
T3	95.00%	97.33%	96.12%	96.31%	T3	€0	€0	€0
T4	95.00%	98.25%	97.76%	97.43%	T4	€0	€0	€0
T5	95.00%	98.54%	98.29%	97.72%	T5	€0	€0	€0

CSA queues - Times queue = 10 minutes				
	Target	Jan-15	Feb-15	Mar-15
T1	99.00%	100.00%	100.00%	100.00%
T2	99.00%	99.69%	99.69%	99.51%
T3	99.00%	99.72%	99.95%	99.72%
T4	99.00%	100.00%	100.00%	99.86%
T5	99.00%	99.86%	99.97%	99.85%

CSA queues - Passengers queue <10 minutes				CSA queues - Passengers queue <10 minutes				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T2	99.00%	99.00%	99.00%	99.00%	T2	€0	€0	€0
T4	99.00%	99.00%	99.00%	99.00%	T4	€0	€0	€0

Has per passenger measurement been introduced ?				Penalty of non delivery of automated security				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T2					T2			
T3					T3			
T4					T4			
T5					T5			

Transfer search				Transfer search				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	95.00%	100.00%	100.00%	100.00%	T1	€0	€0	€0
T2	95.00%	98.06%	98.57%	97.10%	T2	€0	€0	€0
T3	95.00%	98.54%	97.98%	97.14%	T3	€0	€0	€0
T4	95.00%	98.73%	97.76%	97.43%	T4	€0	€0	€0
T5	95.00%	98.17%	98.48%	98.05%	T5	€0	€0	€0

Staff search				Staff search				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	95.00%	99.53%	99.49%	99.40%	T1	€0	€0	€0
T2	95.00%	99.40%	99.19%	97.41%	T2	€0	€0	€0
T3	95.00%	100.00%	100.00%	100.00%	T3	€0	€0	€0
T4	95.00%	98.27%	100.00%	99.58%	T4	€0	€0	€0
T5	95.00%	98.16%	95.96%	95.45%	T5	€0	€0	€0

Control posts search				Control posts search				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	95.00%	97.83%	98.49%	97.98%	T1	€0	€0	€0
T2	95.00%	97.83%	98.49%	97.98%	T2	€0	€0	€0
T3	95.00%	97.83%	98.49%	97.98%	T3	€0	€0	€0
T4	95.00%	97.83%	98.49%	97.98%	T4	€0	€0	€0
T5	95.00%	97.83%	98.49%	97.98%	T5	€0	€0	€0

Control posts search				
	Target	Jan-15	Feb-15	Mar-15
CTA	95.00%	98.11%	98.97%	99.22%
Cargo	95.00%	98.52%	98.49%	98.56%
Eastside	95.00%	97.83%	98.83%	97.98%
Southside	95.00%	98.91%	99.17%	98.87%
T5	95.00%	99.22%	99.30%	99.36%

FEGP				FEGP				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	99.00%	100.00%	99.93%	100.00%	T1	€0	€0	€0
T2	99.00%	99.98%	99.89%	100.00%	T2	€0	€0	€0
T3	99.00%	99.91%	99.97%	99.94%	T3	€0	€0	€0
T4	99.00%	99.93%	99.98%	99.82%	T4	€0	€0	€0
T5	99.00%	99.89%	99.96%	99.85%	T5	€0	€0	€0

Jetties				Jetties				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	99.00%	99.77%	99.93%	99.89%	T1	€0	€0	€0
T2	99.00%	99.86%	99.97%	99.89%	T2	€0	€0	€0
T3	99.00%	99.73%	99.85%	99.69%	T3	€0	€0	€0
T4	99.00%	99.82%	99.91%	99.87%	T4	€0	€0	€0
T5	99.00%	99.53%	99.71%	99.81%	T5	€0	€0	€0

PSE (general)				PSE (general)				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	99.00%	99.80%	99.89%	99.91%	T1	€0	€0	€0
T2	99.00%	99.46%	99.54%	99.68%	T2	€0	€0	€0
T3	99.00%	99.87%	99.74%	99.76%	T3	€0	€0	€0
T4	99.00%	99.76%	99.82%	99.77%	T4	€0	€0	€0
T5	99.00%	99.62%	99.84%	99.71%	T5	€0	€0	€0

PSE (priority)				PSE (priority)				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	99.00%	99.80%	99.89%	99.91%	T1	€0	€0	€0
T2	99.00%	99.40%	99.52%	99.68%	T2	€0	€0	€0
T3	99.00%	99.89%	99.87%	99.85%	T3	€0	€0	€0
T4	99.00%	99.89%	99.81%	99.74%	T4	€0	€0	€0
T5	99.00%	99.61%	99.89%	99.77%	T5	€0	€0	€0

Stand entry guidance				Stand entry guidance				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	99.00%	99.98%	100.00%	100.00%	T1	€0	€0	€0
T2	99.00%	100.00%	99.92%	99.87%	T2	€0	€0	€0
T3	99.00%	99.99%	99.95%	99.91%	T3	€0	€0	€0
T4	99.00%	99.98%	100.00%	99.98%	T4	€0	€0	€0
T5	99.00%	99.98%	99.95%	99.96%	T5	€0	€0	€0

Stands				Stands				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1	99.00%	99.93%	99.98%	99.92%	T1	€0	€0	€0
T2	99.00%	99.88%	99.87%	99.82%	T2	€0	€0	€0
T3	99.00%	99.83%	99.80%	99.90%	T3	€0	€0	€0
T4	99.00%	99.88%	99.81%	99.85%	T4	€0	€0	€0
T5	99.00%	99.88%	99.91%	99.85%	T5	€0	€0	€0

Pier service				Pier service				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T1/T2		98.15%	98.21%	98.25%	T1/T2	€0	€0	€0
T3		98.99%	99.14%	99.40%	T3	€0	€0	€0
T4		98.78%	98.82%	98.82%	T4	€0	€0	€0
T1/T2 target		95.00%	95.00%	95.00%				
T3 target		95.00%	95.00%	95.00%				
T4 target		95.00%	95.00%	95.00%				

TTS - % time one car available				TTS - % Both				
	Target	Jan-15	Feb-15	Mar-15		Jan-15	Feb-15	Mar-15
T5	99.00%	99.44%	100.00%	100.00%	T5	€0	€0	€0

Service quality bonus

Bonus Performance	March 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	4.23	4.43	4.10	4.30	4.04	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.15	4.45	4.13	4.15	4.25	4.50	£ -	£ -
Way finding	MAT	4.20	4.09	4.25	4.22	4.20	4.17	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.41	4.35	4.27	4.29	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?

March 2015

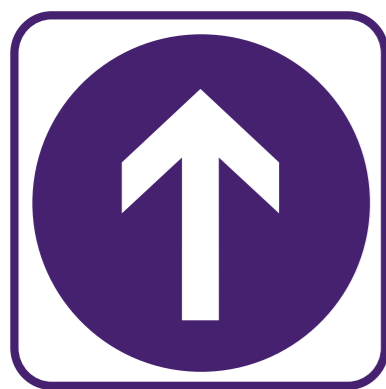
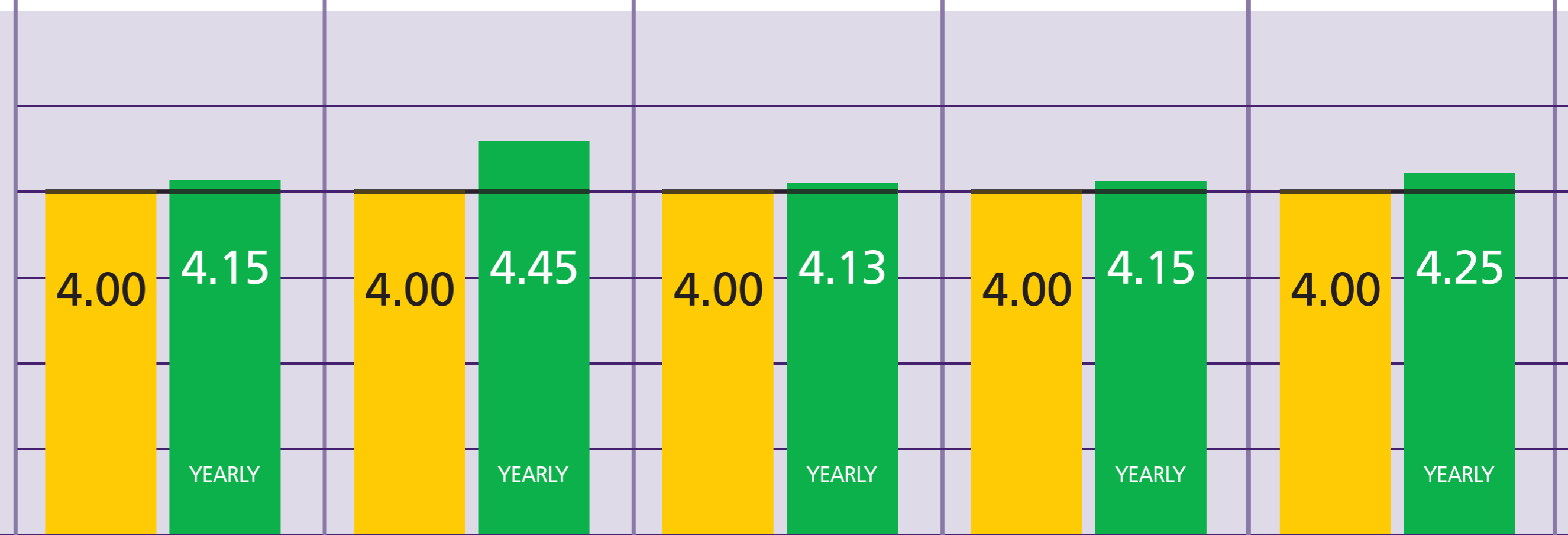
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

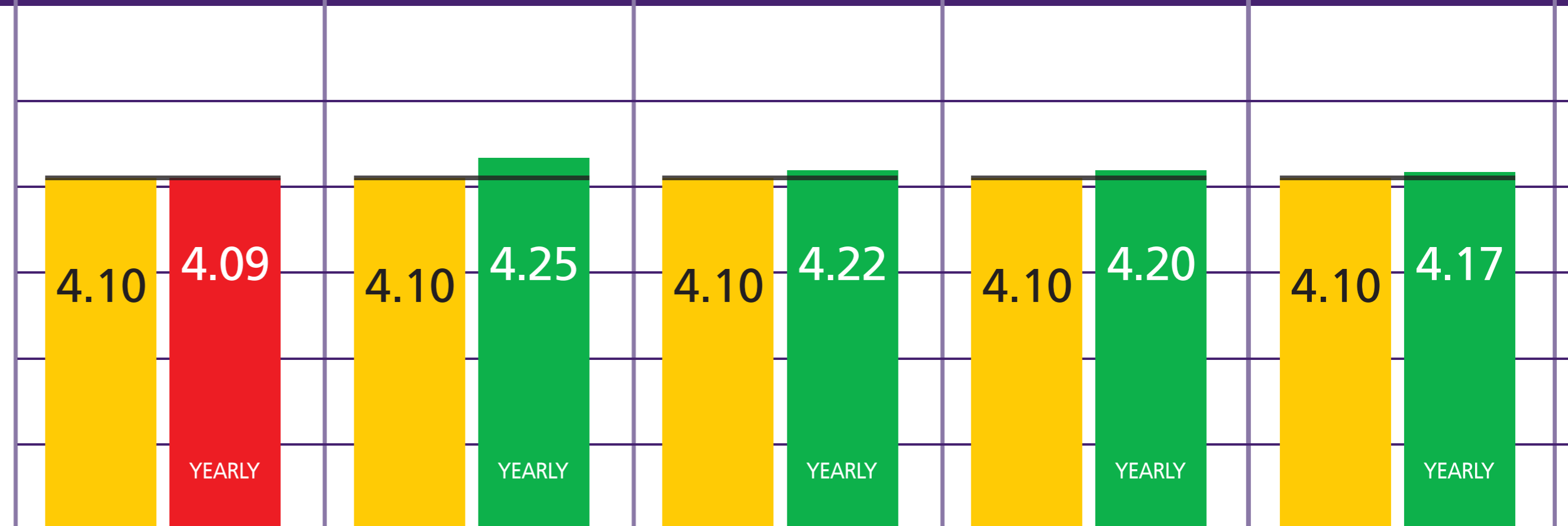
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

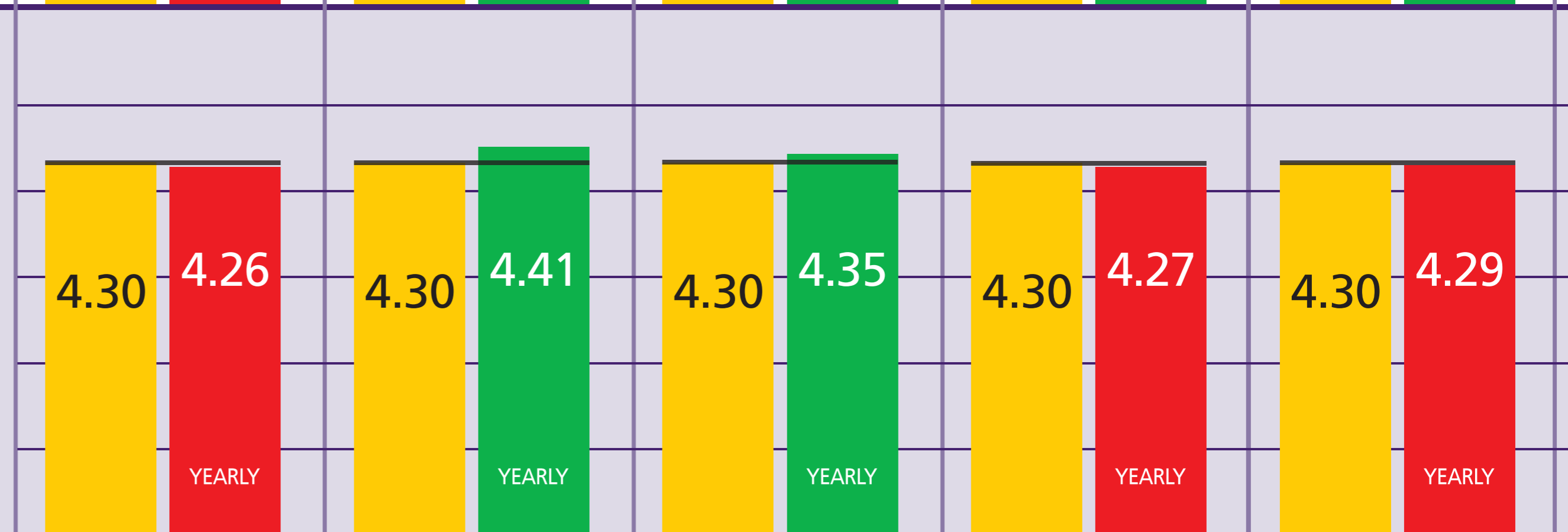
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

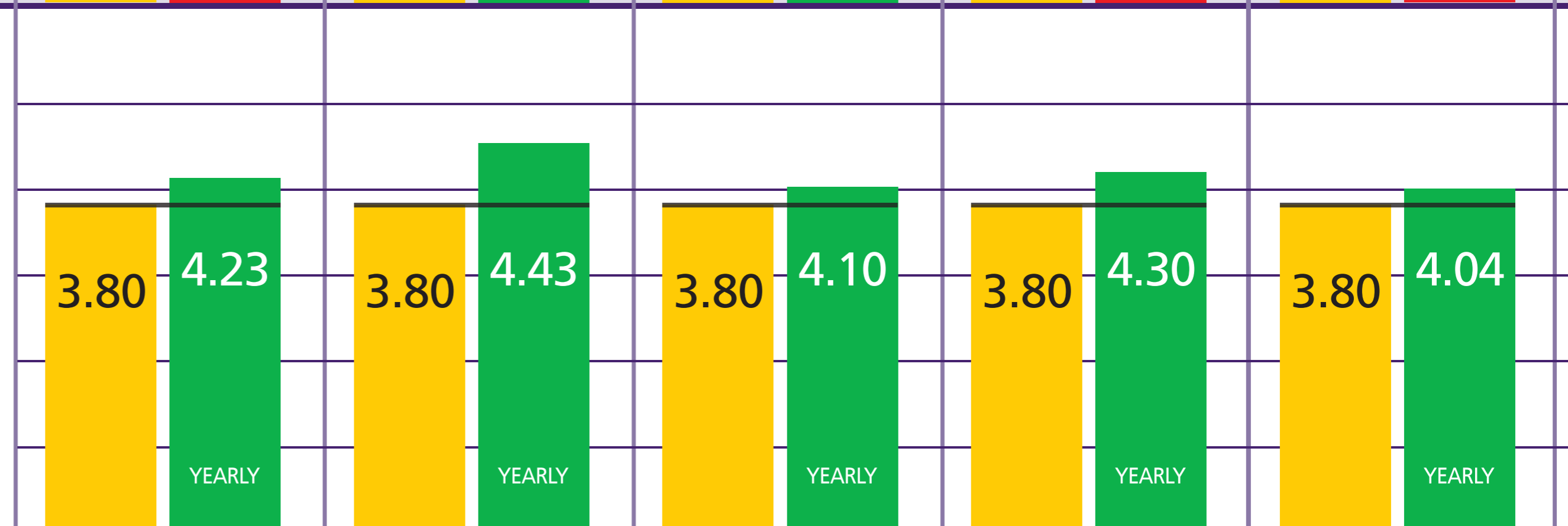
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

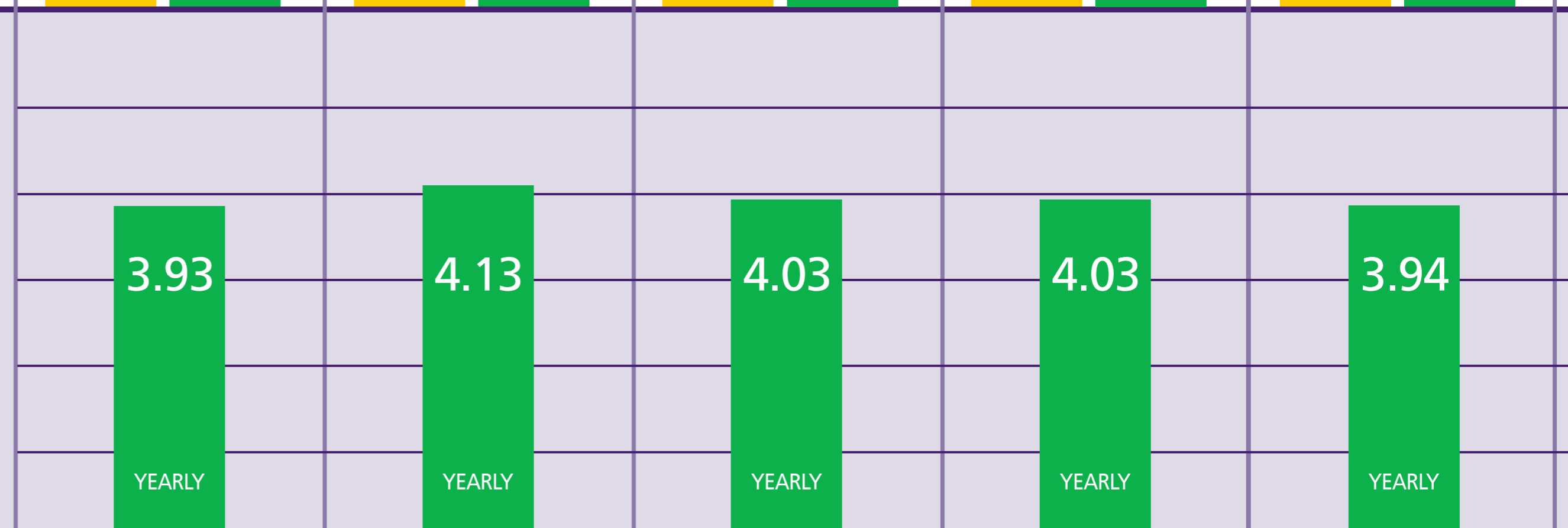
As rated by 1= extremely poor and 5= excellent



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?

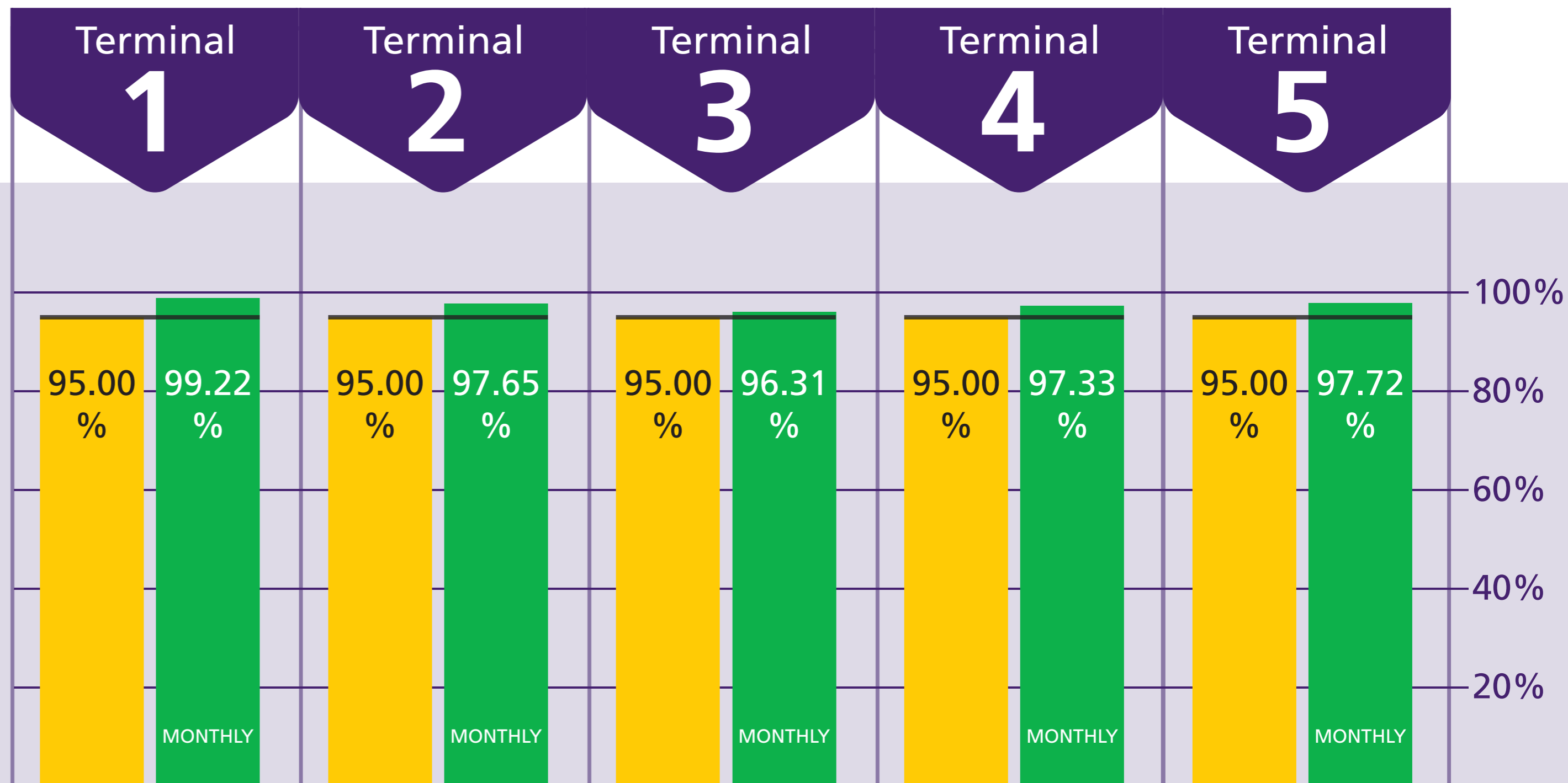
March 2015

KEY TO PERFORMANCE



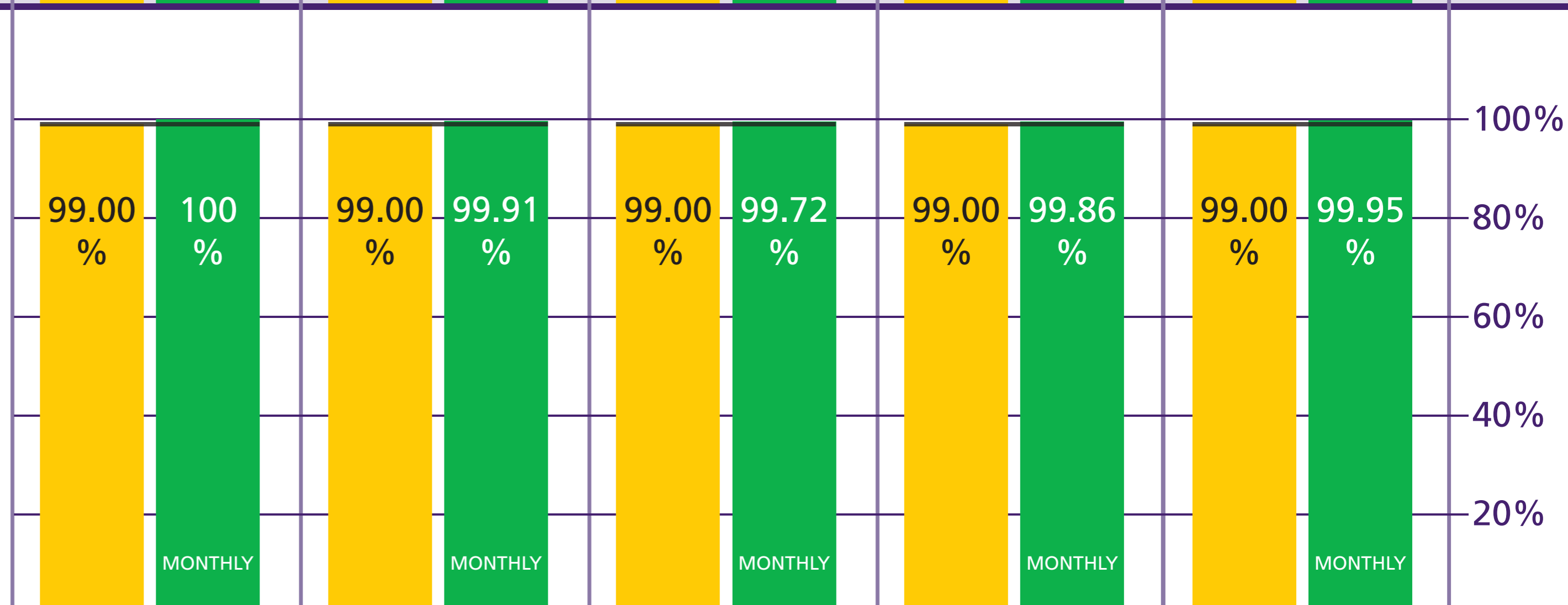
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



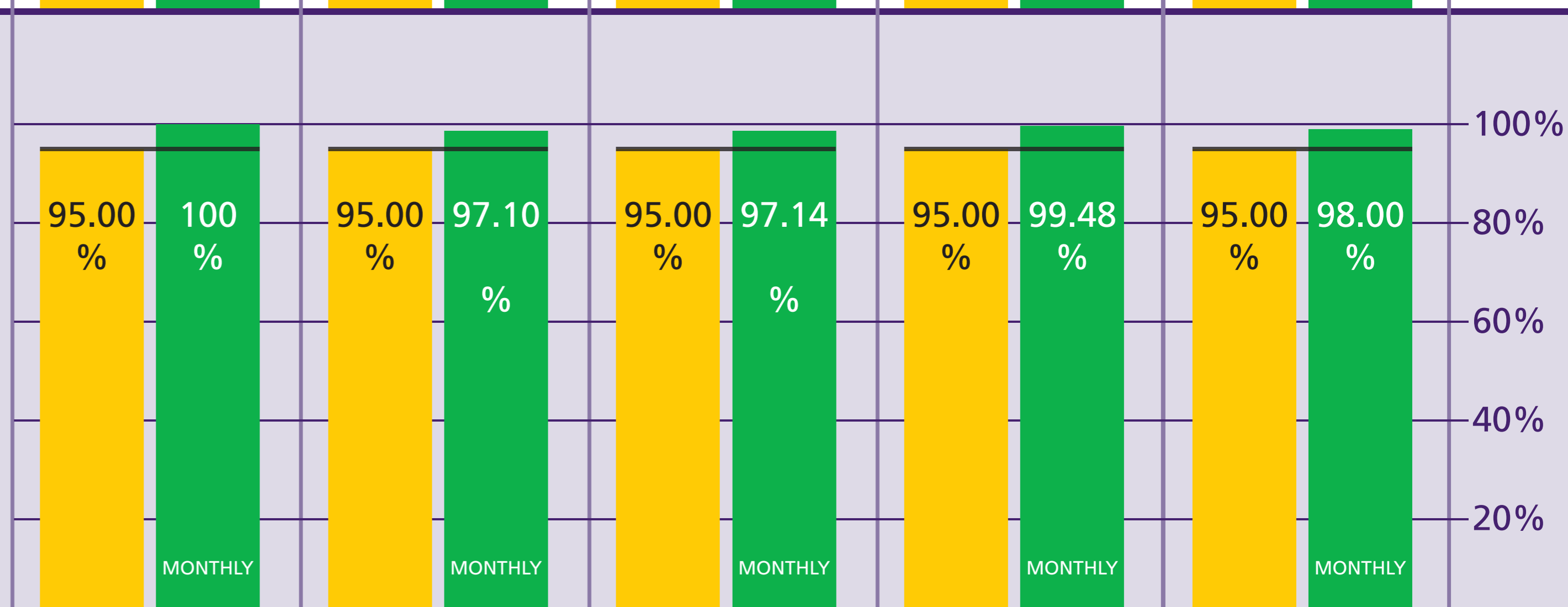
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



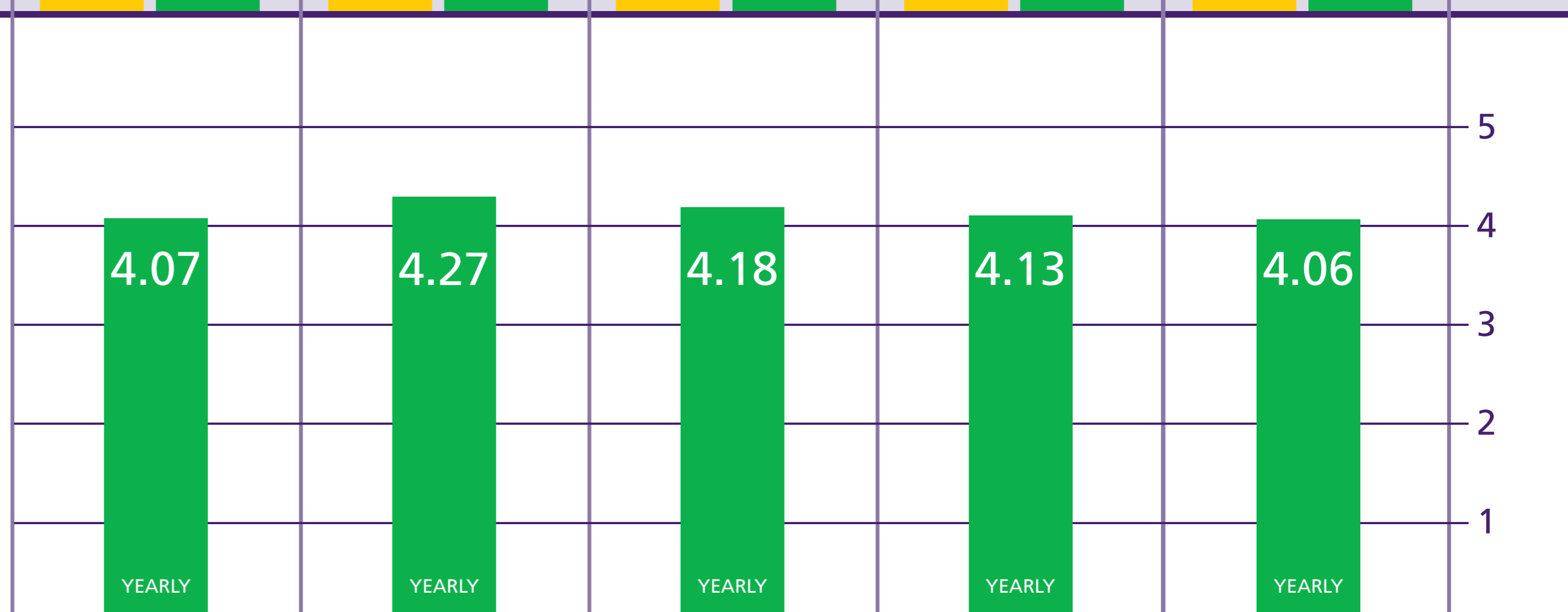
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



Security Passenger Satisfaction

As rated by 1= extremely poor and 5= excellent



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