

# Service quality rebate



Heathrow Terminal 1	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.12	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	4.30	4.30	Yes	0	0	0
Security	4.05	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	95.67%	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)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.66%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.84%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Stand entry guidance	99.91%	99.00%	Yes	0	0	0
Transfer search	95.94%	95.00%	Yes	0	0	0
Staff search	99.86%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Pier service +	98.78%	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.

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

# Service quality rebate



Heathrow Terminal 3	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.90	3.80	Yes	0	0	0
Cleanliness	4.10	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.37	4.30	Yes	0	0	0
Security	4.09	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	96.64%	95.00%	Yes	0	0	0
Central security queues - Times queue <10 minutes	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.89%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.67%	99.00%	Yes	0	0	0
FEGP	99.71%	99.00%	Yes	0	0	0
Pre-conditioned air	99.96%	98.00%	Yes	0	0	0
Stand entry guidance	99.49%	99.00%	Yes	0	0	0
Transfer search	95.99%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Pier service	97.26%	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

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# Service quality rebate



Heathrow Terminal 4	May-14				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	4.12	4.00	Yes	0	0	0
Wayfinding	4.18	4.10	Yes	0	0	0
Flight information	4.26	4.30	No	153,065	306,130	2
Security	4.09	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	96.22%	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)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.73%	99.00%	Yes	0	0	0
Stands	99.02%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	98.06%	95.00%	Yes	0	0	0
Staff search	99.82%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Pier service	99.73%	95.00%	Yes	0	0	0
<b>Total</b>				<b>153,065</b>	<b>306,130</b>	<b>2</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	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.96	3.80	Yes	0	0	0
Cleanliness	4.22	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	0	0
Security	4.05	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	88.48%	95.00%	No	1,168,043	1,168,043	1
Central security queues - Times queue <10 minutes	97.42%	99.00%	No			
Passenger sensitive equipment (general)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.59%	99.00%	Yes	0	0	0
Jetties	99.55%	99.00%	Yes	0	0	0
FEGP	99.67%	99.00%	Yes	0	0	0
Pre-conditioned air	99.75%	98.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	95.43%	95.00%	Yes	0	0	0
Staff search	95.70%	95.00%	Yes	0	0	0
Control posts search	95.66%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.82%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.23%	97.00%	Yes	0	0	0
<b>Total</b>				<b>1,168,043</b>	<b>1,168,043</b>	<b>1</b>

NOTE: \* year is April 2014 to December 2014

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# Service quality rebate



Aerodrome Congestion Term	May-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>

NOTE: \* year is April 2014 to December 2014

FOR FURTHER INFORMATION: please contact Christopher Downs, email: [Christopher\\_Downs@heathrow.com](mailto:Christopher_Downs@heathrow.com)

## Service quality rebate



Control Post Groups	May-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.27%	95.00%	Yes			
Cargo	95.66%	95.00%	Yes			
Eastside	98.83%	95.00%	Yes			
Southside	99.20%	95.00%	Yes			
Terminal 5	98.34%	95.00%	Yes			
<b>Control Post Groups - lowest actual result</b>	95.66%	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	May 2014								Year To Date*	
	Measure Type	Lower Performance Threshold	Terminal 1 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	4.12	3.90	4.20	3.96	4.50	£ -	£ -	
Cleanliness	MAT	4.20	4.14	4.10	4.12	4.22	4.50	£ -	£ -	
Way finding	MAT	4.20	4.12	4.19	4.18	4.21	4.50	£ -	£ -	
Flight information	MAT	4.40	4.30	4.37	4.26	4.32	4.70	£ -	£ -	
<b>Total</b>								<b>£ -</b>	<b>£ -</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	
T1	4.00	4.13	4.14	
T2	4.00			
T3	4.00	4.10	4.10	
T4	4.00	4.13	4.12	
T5	4.00	4.22	4.22	

Cleanliness				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Wayfinding				
	Target	Apr-14	May-14	
T1	4.10	4.12	4.12	
T2	4.10			
T3	4.10	4.19	4.19	
T4	4.10	4.18	4.18	
T5	4.10	4.21	4.21	

Wayfinding				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Flight information				
	Target	Apr-14	May-14	
T1	4.30	4.30	4.30	
T2	4.30			
T3	4.30	4.26	4.27	
T4	4.30	4.20	4.20	
T5	4.30	4.32	4.32	

Flight information				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£153,000	£153,000	£153,000	£153,000
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Departure lounge seat availability				
	Target	Apr-14	May-14	
T1	3.80	4.12	4.12	
T2	3.80			
T3	3.80	3.90	3.90	
T4	3.80	4.19	4.20	
T5	3.80	3.98	3.98	

Departure lounge seat availability				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Security				
	Target	Apr-14	May-14	
T1	0.00	4.04	4.05	
T2	0.00			
T3	0.00	4.08	4.08	
T4	0.00	4.09	4.09	
T5	0.00	4.05	4.05	

Security				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Wi-Fi				
	Target	Apr-14	May-14	
T1	0.00	3.93	3.91	
T2	0.00			
T3	0.00	3.92	3.90	
T4	0.00	3.91	3.90	
T5	0.00	3.96	3.98	

Wi-Fi				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

CSA queues - Times queue <5 minutes				
	Target	Apr-14	May-14	
T1	95.00%	95.37%	95.37%	
T2	95.00%	0.00%	0.00%	
T3	95.00%	97.43%	98.64%	
T4	95.00%	96.32%	98.22%	
T5	95.00%	96.45%	98.44%	

CSA queues - Both				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

CSA queues - Times queue = 10 minutes				
	Target	Apr-14	May-14	
T1	99.00%	99.83%	99.83%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.86%	99.54%	
T4	99.00%	99.81%	99.55%	
T5	99.00%	99.81%	97.44%	

CSA queues - Both				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Transfer search				
	Target	Apr-14	May-14	
T1	95.00%	97.65%	95.94%	
T2	95.00%	0.00%	0.00%	
T3	95.00%	96.36%	95.99%	
T4	95.00%	99.85%	99.66%	
T5	95.00%	98.16%	95.43%	

Transfer search				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Staff search				
	Target	Apr-14	May-14	
T1	95.00%	100.00%	99.86%	
T2	95.00%	0.00%	0.00%	
T3	95.00%	99.91%	100.00%	
T4	95.00%	100.00%	99.82%	
T5	95.00%	96.02%	95.70%	

Staff search				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Control posts search				
	Target	Apr-14	May-14	
T1	95.00%	98.06%	95.66%	
T2	95.00%	98.06%	95.66%	
T3	95.00%	98.06%	95.66%	
T4	95.00%	98.06%	95.66%	
T5	95.00%	98.06%	95.66%	

Control posts search				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

FEGP				
	Target	Apr-14	May-14	
T1	99.00%	99.96%	99.88%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.76%	99.71%	
T4	99.00%	99.91%	99.97%	
T5	99.00%	99.88%	99.67%	

FEGP				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Jetties				
	Target	Apr-14	May-14	
T1	99.00%	99.82%	99.84%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.85%	99.87%	
T4	99.00%	99.95%	99.95%	
T5	99.00%	99.88%	99.85%	

Jetties				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

PSE (general)				
	Target	Apr-14	May-14	
T1	99.00%	99.83%	99.73%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.90%	99.81%	
T4	99.00%	99.70%	99.72%	
T5	99.00%	99.74%	99.72%	

PSE (general)				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

PSE (priority)				
	Target	Apr-14	May-14	
T1	99.00%	99.73%	99.82%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.95%	99.82%	
T4	99.00%	99.82%	99.79%	
T5	99.00%	99.85%	99.78%	

PSE (priority)				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Stand entry guidance				
	Target	Apr-14	May-14	
T1	99.00%	99.99%	99.91%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.94%	99.89%	
T4	99.00%	99.87%	99.86%	
T5	99.00%	99.94%	99.95%	

Stand entry guidance				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Stands				
	Target	Apr-14	May-14	
T1	99.00%	99.67%	99.76%	
T2	99.00%	0.00%	0.00%	
T3	99.00%	99.89%	99.89%	
T4	99.00%	99.85%	99.02%	
T5	99.00%	99.75%	99.92%	

Stands				
	Apr-14	May-14		
T1	£0	£0	£0	£0
T2	£0	£0	£0	£0
T3	£0	£0	£0	£0
T4	£0	£0	£0	£0
T5	£0	£0	£0	£0

Pier service				
	Target	Apr-14	May-14	
T1/T2		98.75%	98.79%	



# How are we performing?

May 2014

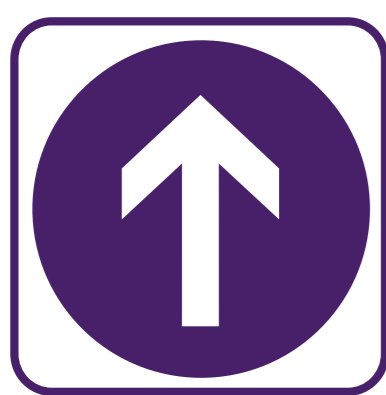
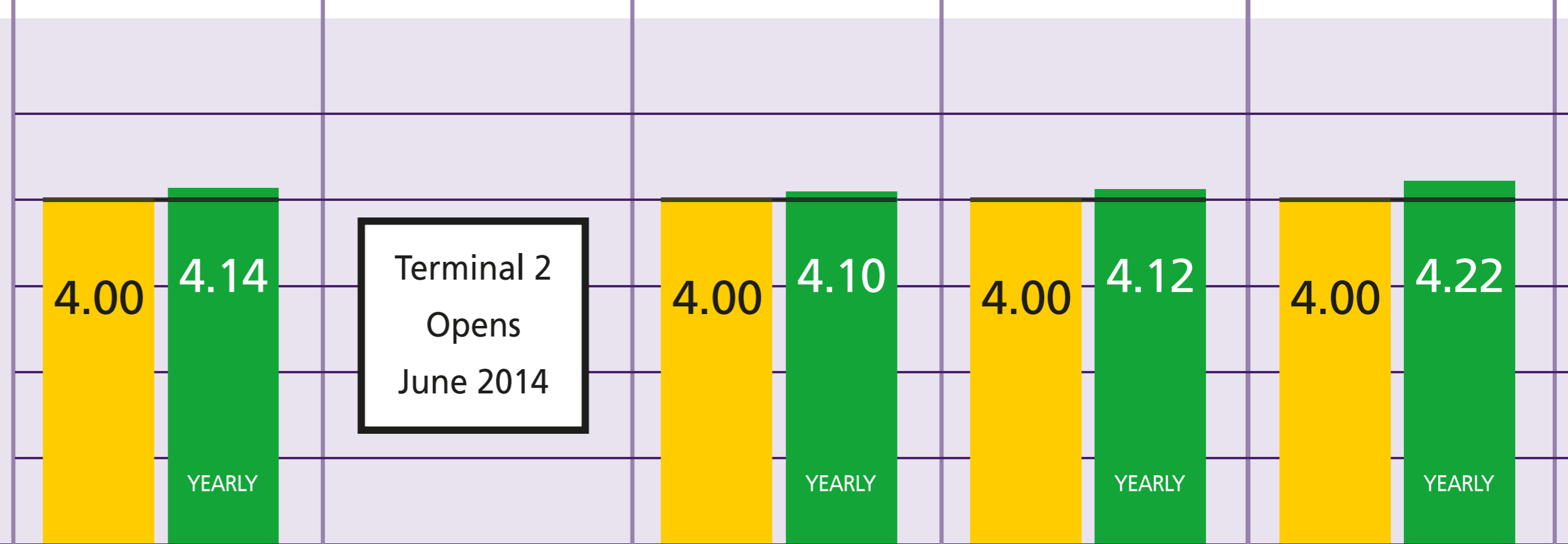
## KEY TO PERFORMANCE



### Cleanliness

Overall cleanliness of the terminal

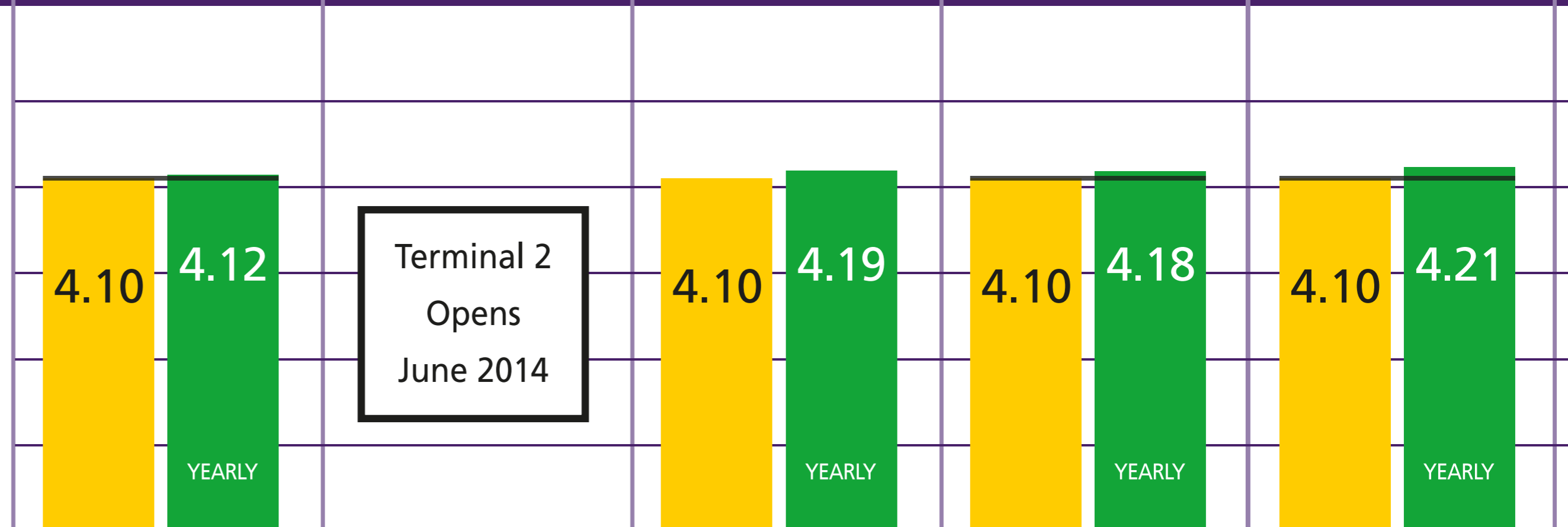
As rated by 1= extremely poor and 5= excellent



### Wayfinding

Ease of finding your way around our airport

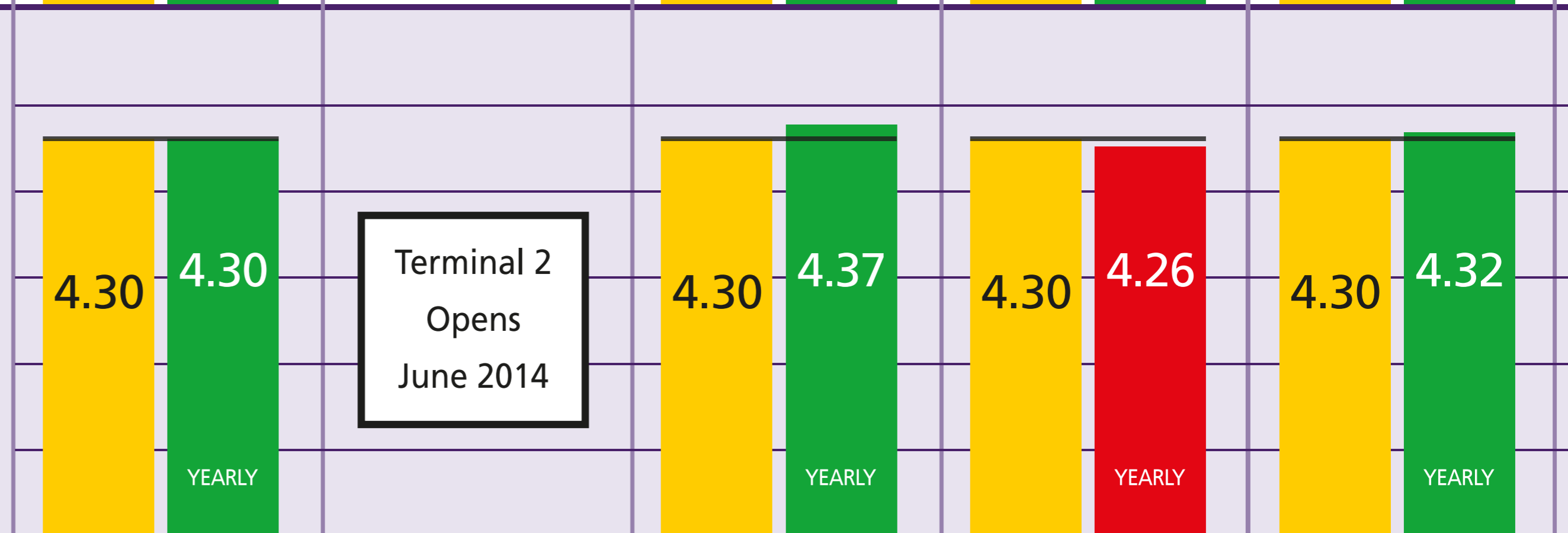
As rated by 1= extremely poor and 5= excellent



### Flight Info

Accuracy and ease of finding flight information

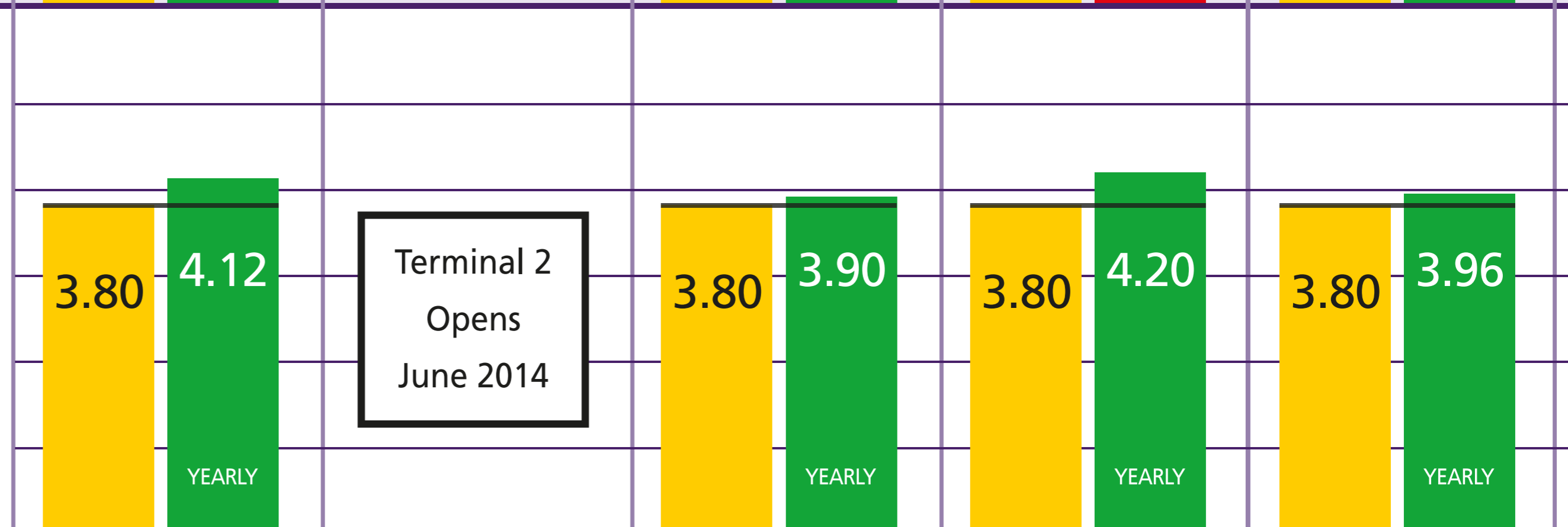
As rated by 1= extremely poor and 5= excellent



### Departure Lounge Seat Availability

Ease of finding a seat

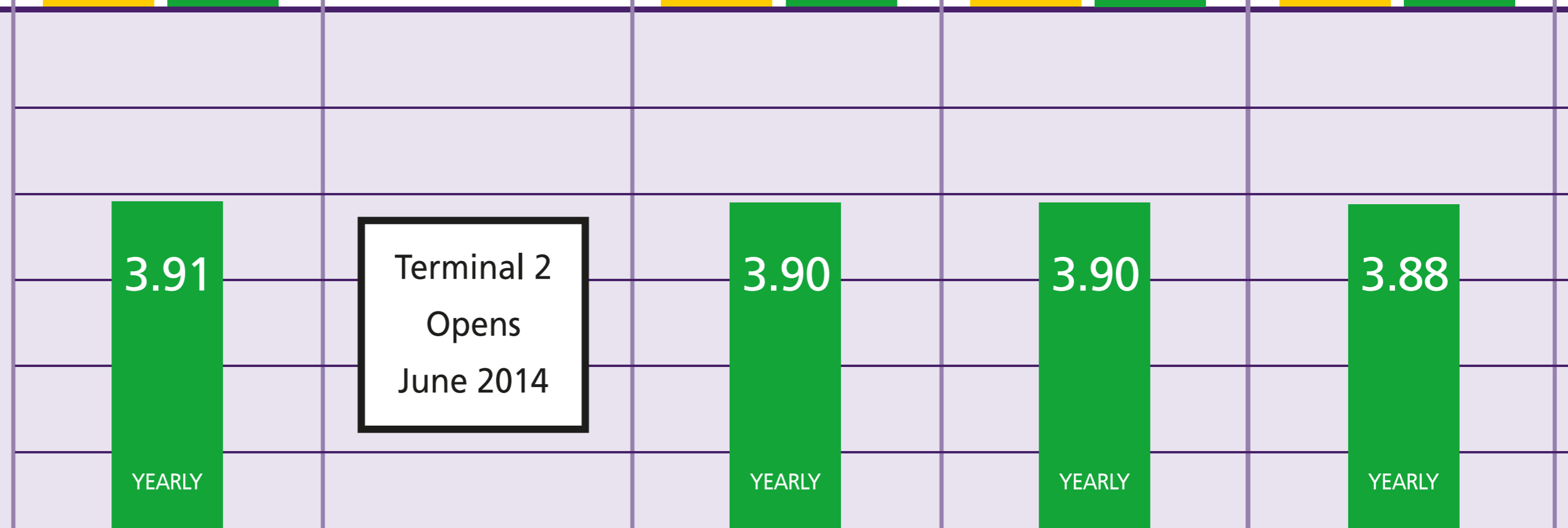
As rated by 1= extremely poor and 5= excellent



### 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?

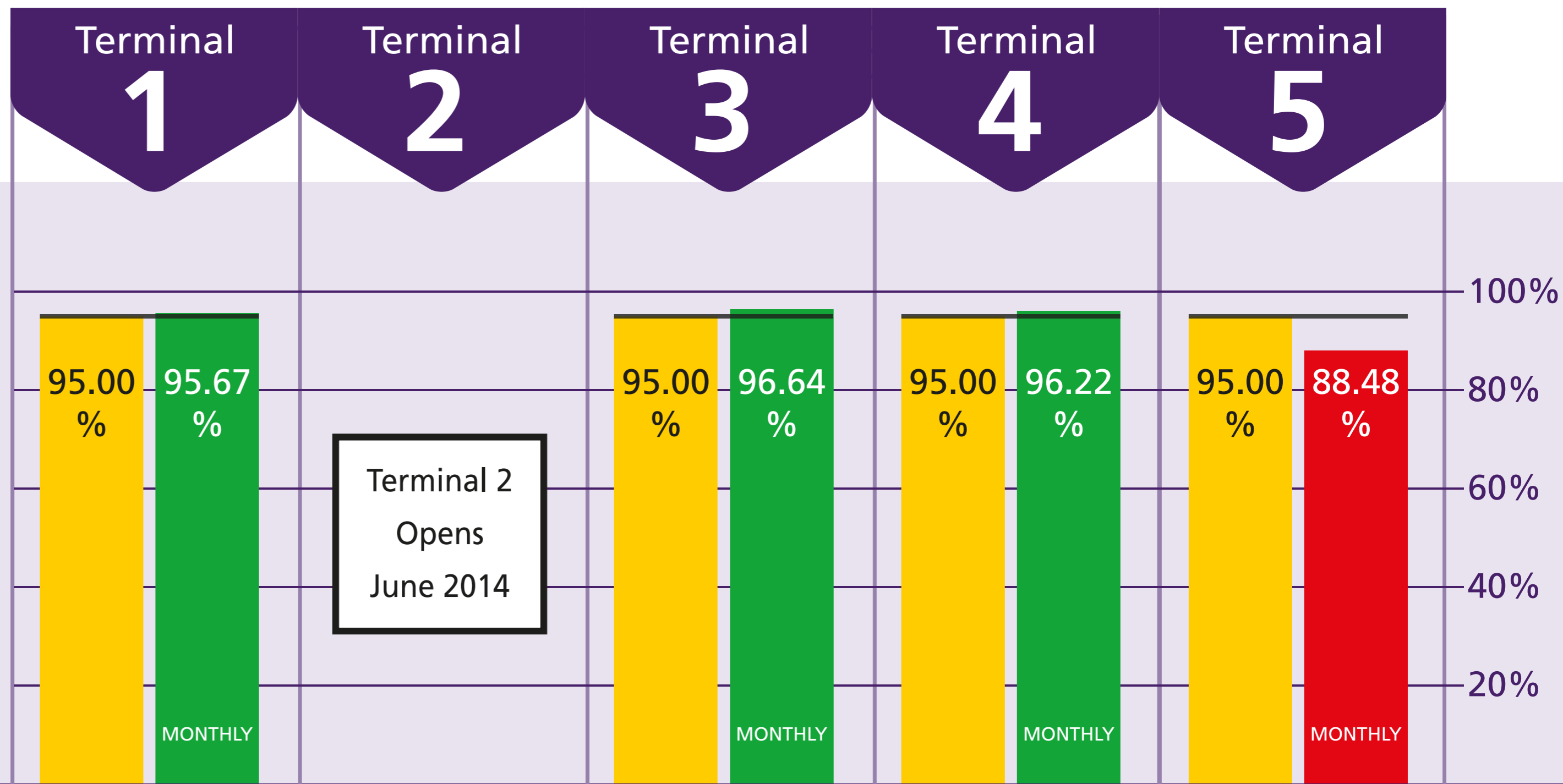
May 2014

## KEY TO PERFORMANCE



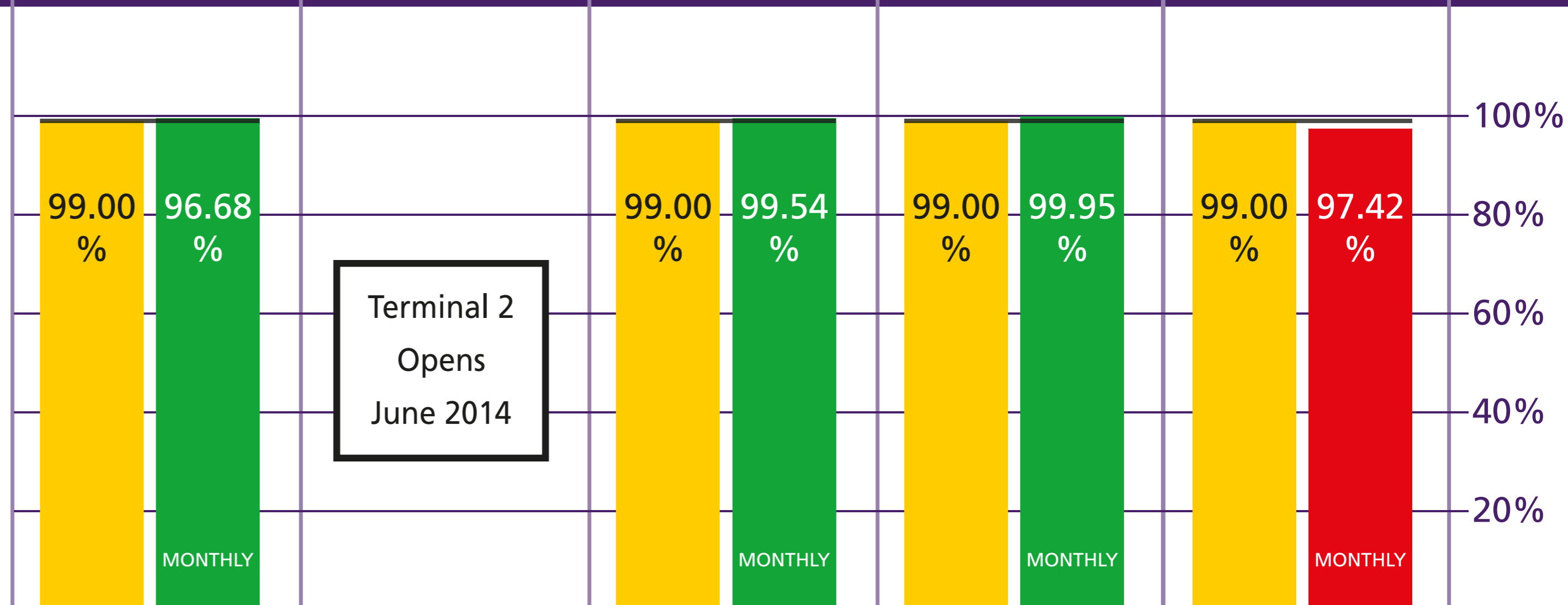
**Security waiting time 5 mins**  
queue < 5mins

Based on 15min time periods measured



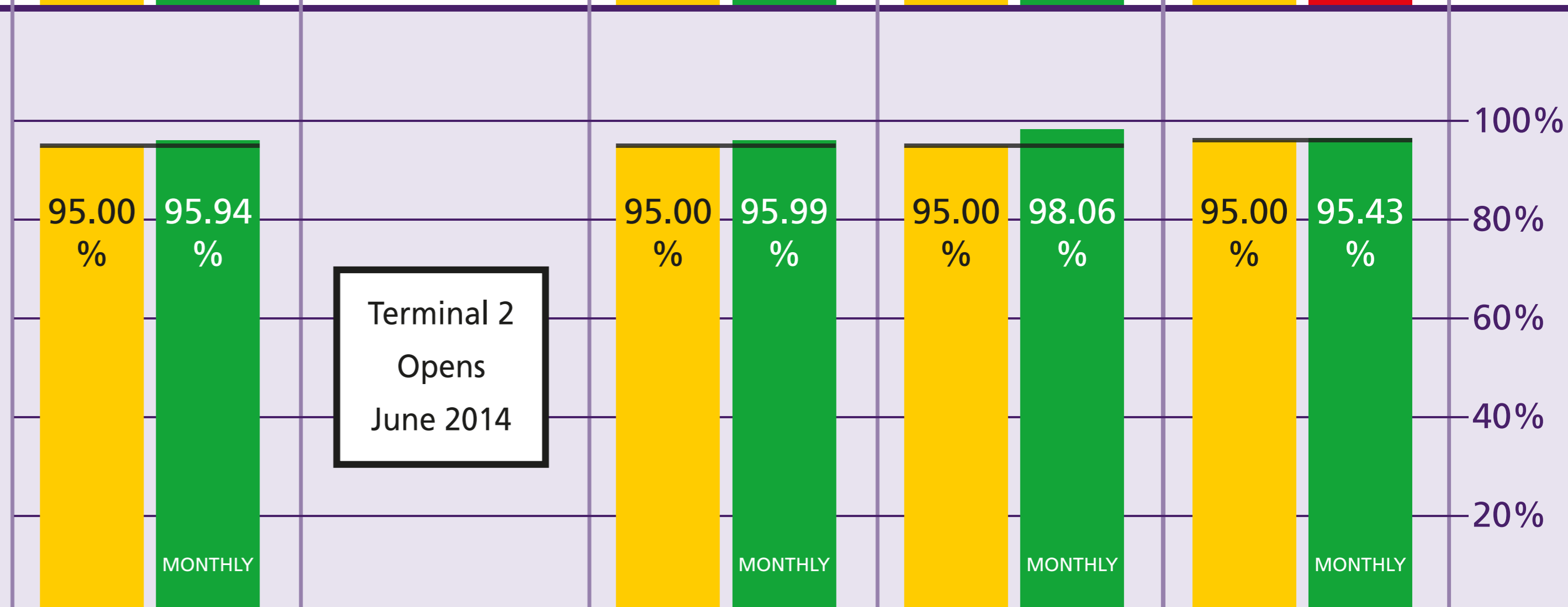
**Security waiting time 10 mins**  
queue < 10mins

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)