

Service quality rebate



Heathrow Terminal 1	May-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.26	3.80	Yes	0	0	0
Cleanliness	4.16	4.00	Yes	0	0	0
Wayfinding	4.08	4.10	No	8,989	26,967	3
Flight information	4.22	4.30	No	8,989	44,945	5
Security	4.07	n/a	n/a	n/a	n/a	n/a
Wi-fi	3.98	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	99.68%	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)	99.92%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.92%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.96%	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	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	99.77%	95.00%	Yes	0	0	0
Control posts search	98.78%	95.00%	Yes	0	0	0
Pier service +	99.34%	95.00%	Yes	0	0	0
Total				17,978	71,912	8

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	May-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.40	3.80	Yes	0	0	0
Cleanliness	4.44	4.00	Yes	0	0	0
Wayfinding	4.26	4.10	Yes	0	0	0
Flight information	4.40	4.30	Yes	0	0	0
Security	4.26	n/a	n/a	n/a	n/a	n/a
Wi-fi	4.16	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.97%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.65%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.55%	99.00%	Yes	0	0	0
Stands	99.68%	99.00%	Yes	0	0	0
Jetties	99.94%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	99.95%	98.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	98.16%	95.00%	Yes	0	0	0
Staff search	98.38%	95.00%	Yes	0	0	0
Control posts search	98.78%	95.00%	Yes	0	0	0
Pier service +	99.34%	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	May-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.18	3.80	Yes	0	0	0
Cleanliness	4.14	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	4.09	n/a	n/a	n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.14%	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)	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	95.90%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.78%	95.00%	Yes	0	0	0
Pier service	99.41%	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	May-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	4.16	4.00	Yes	0	0	0
Wayfinding	4.21	4.10	Yes	0	0	0
Flight information	4.29	4.30	No	140,105	700,525	5
Security	4.13	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	99.64%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.80%	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	99.99%	99.00%	Yes	0	0	0
Transfer search	96.92%	95.00%	Yes	0	0	0
Staff search	99.86%	95.00%	Yes	0	0	0
Control posts search	98.78%	95.00%	Yes	0	0	0
Pier service	99.88%	95.00%	Yes	0	0	0
Total				140,105	700,525	5

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	May-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.06	3.80	Yes	0	0	0
Cleanliness	4.26	4.00	Yes	0	0	0
Wayfinding	4.16	4.10	Yes	0	0	0
Flight information	4.28	4.30	No	394,470	1,972,350	5
Security	4.06	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	96.11%	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)	99.63%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.91%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.84%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.78%	98.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	97.04%	95.00%	Yes	0	0	0
Staff search	95.35%	95.00%	Yes	0	0	0
Control posts search	98.78%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.88%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.80%	97.00%	Yes	0	0	0
Total				394,470	1,972,350	5

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	May-15		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total			0	0

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NOTE: * year is January 2015 to December 2015

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

Service quality rebate



Control Post Groups	May-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	99.36%	95.00%	Yes			
Cargo	99.07%	95.00%	Yes			
Eastside	98.94%	95.00%	Yes			
Southside	98.78%	95.00%	Yes			
Terminal 5	99.08%	95.00%	Yes			
Control Post Groups - lowest actual result	98.78%	95.00%	Yes	0	0	0

NOTE: * year is January 2015 to December 2015

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Service quality bonus

Bonus Performance	May 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	4.26	4.40	4.18	4.30	4.06	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.16	4.44	4.14	4.16	4.26	4.50	£ -	£ -
Way finding	MAT	4.20	4.08	4.26	4.22	4.21	4.16	4.50	£ -	£ -
Flight information	MAT	4.40	4.22	4.40	4.35	4.29	4.28	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.

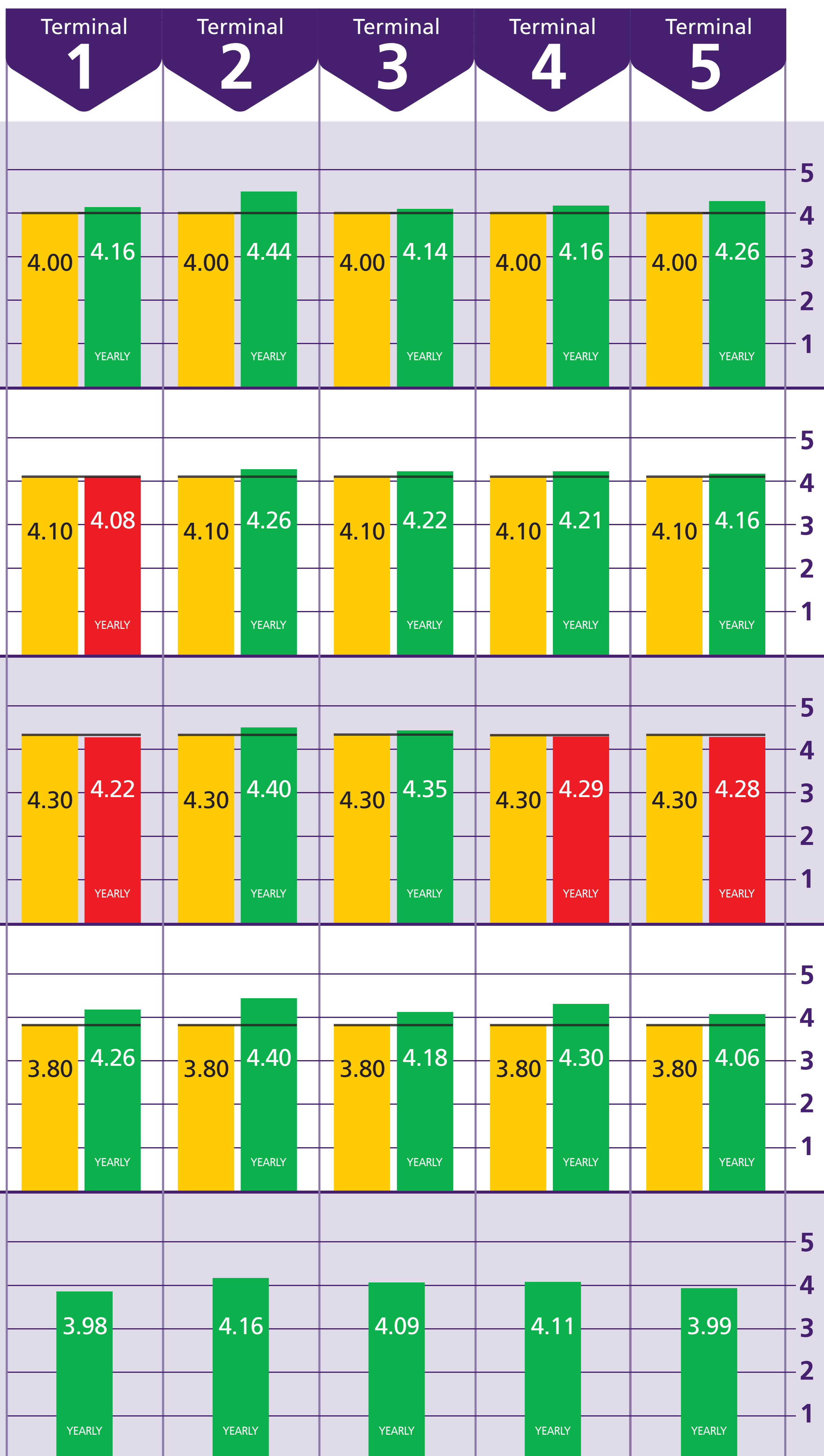
The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

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

How are we performing?

May 2015

KEY TO PERFORMANCE



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

How are we performing?

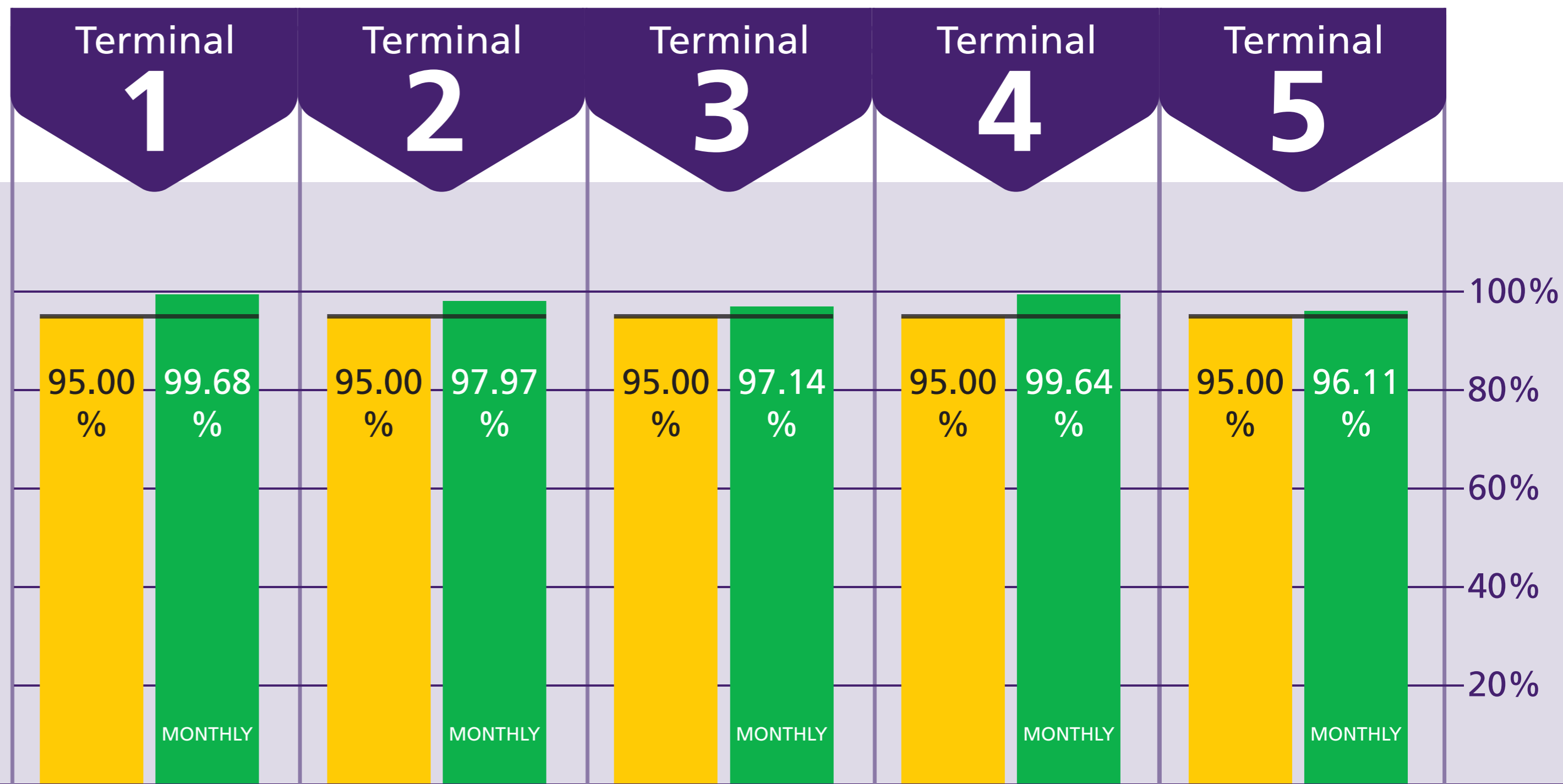
May 2015

KEY TO PERFORMANCE



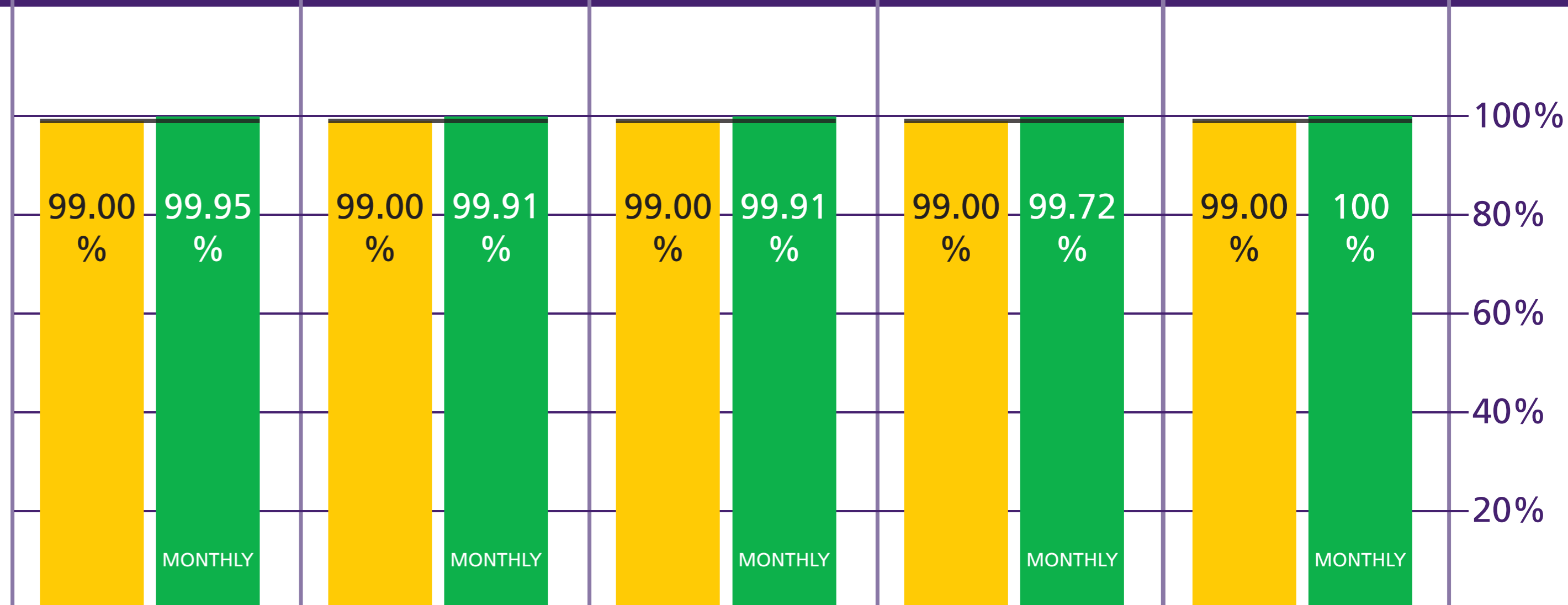
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



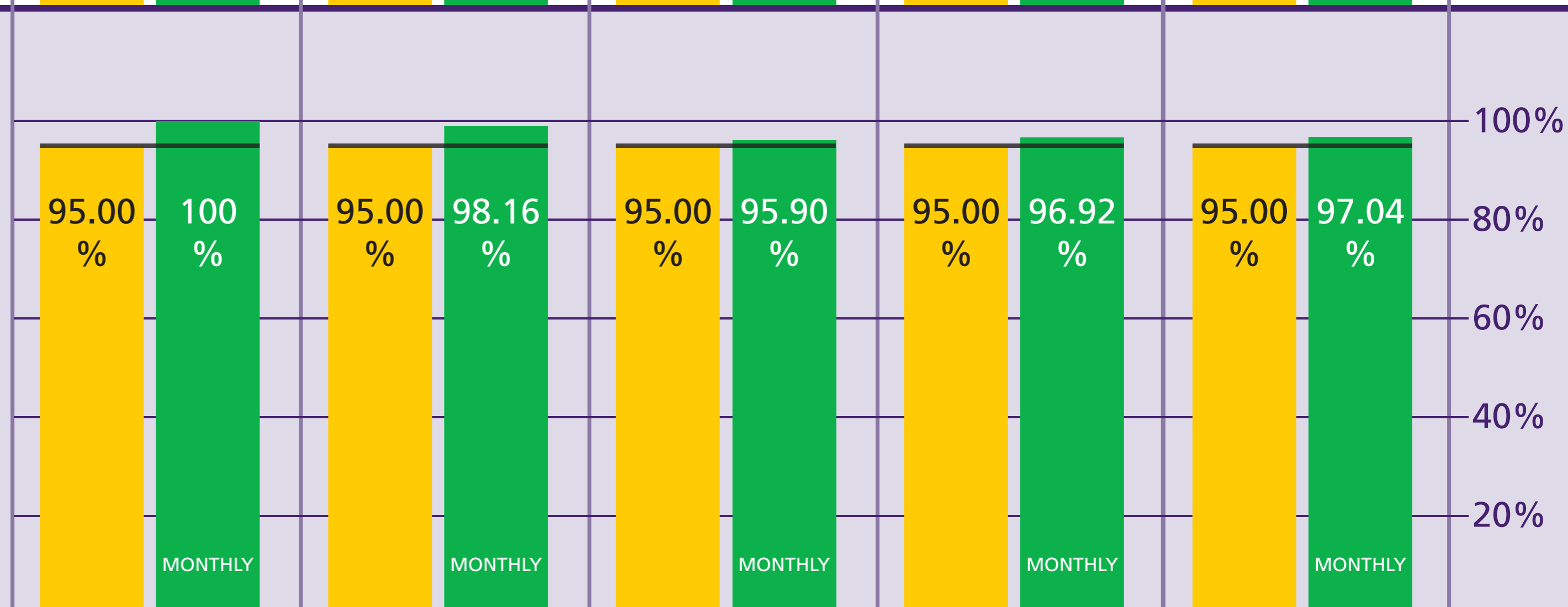
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



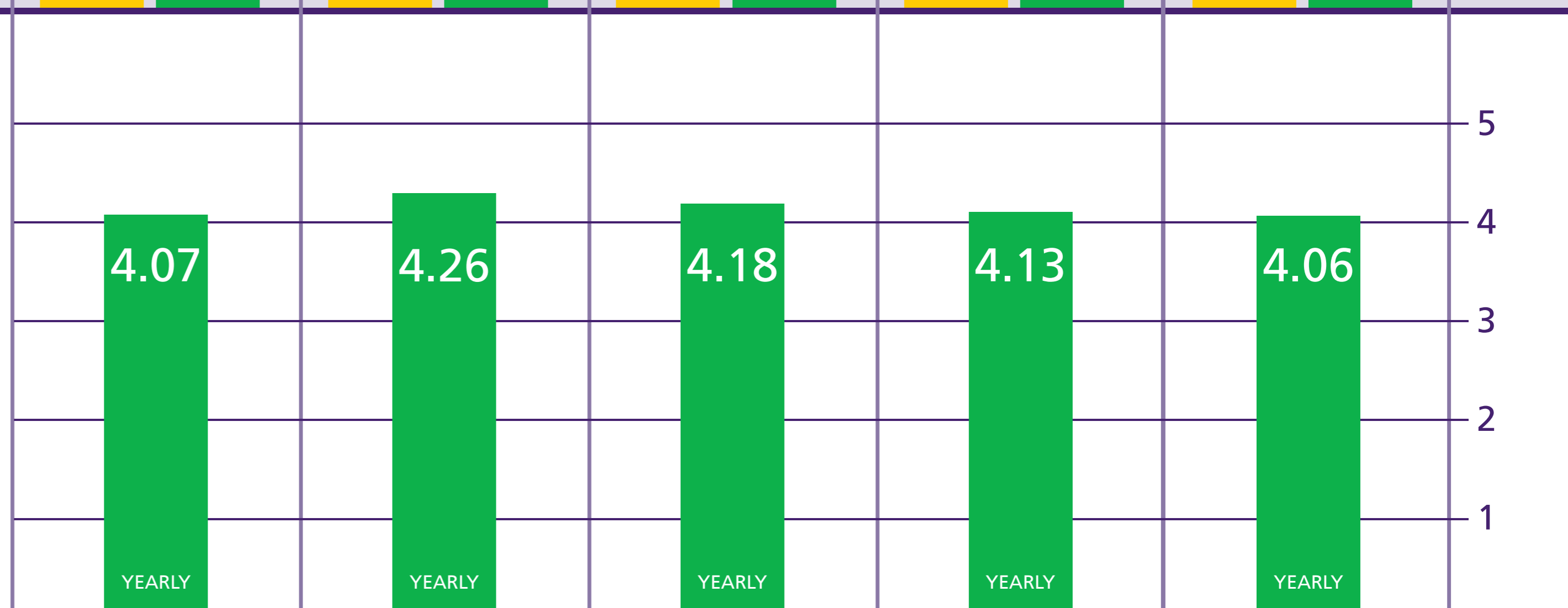
Security waiting time for transfer passengers
queue < 10mins

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