

Service quality rebate



| Heathrow Terminal 1 | Oct-14 | | | | 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 | 4.15 | 4.00 | Yes | 0 | 0 | 0 |
| Wayfinding | 4.11 | 4.10 | Yes | 0 | 0 | 0 |
| Flight information | 4.27 | 4.30 | No | 57,159 | 514,427 | 5 |
| Security | 4.06 | 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 | 99.33% | 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) | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.93% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.97% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.81% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.47% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.97% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.98% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 99.95% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 100.00% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.43% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service + | 98.94% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | | | 57,159 | 514,427 | 5 |

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 | Oct-14 | | | | Year to date * | |
|--|---------|--------|-----------------|----------|----------------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 4.49 | 3.80 | Yes | 0 | 0 | 0 |
| Cleanliness | 4.49 | 4.00 | Yes | 0 | 0 | 0 |
| Wayfinding | 4.25 | 4.10 | Yes | 0 | 0 | 0 |
| Flight information | 4.43 | 4.30 | Yes | 0 | 0 | 0 |
| Security | 4.33 | n/a | n/a | n/a | n/a | n/a |
| Wi-fi | 4.06 | n/a | n/a | n/a | n/a | n/a |
| Central security queues - Times queue <5 minutes | 96.13% | 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) | 99.51% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.47% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.58% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.92% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 100.00% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.99% | 98.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.85% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 97.88% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.58% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.43% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service + | 98.94% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 0 | 0 |

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 | Oct-14 | | | | Year to date * | |
|--|---------|--------|-----------------|----------|----------------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 3.98 | 3.80 | Yes | 0 | 0 | 0 |
| Cleanliness | 4.11 | 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 | 4.14 | n/a | n/a | n/a | n/a | n/a |
| Wi-fi | 3.96 | n/a | n/a | n/a | n/a | n/a |
| Central security queues - Times queue <5 minutes | 97.47% | 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) | 99.82% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.82% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.78% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.63% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.77% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.94% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.94% | 98.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 100.00% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 97.37% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 100.00% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.43% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 98.42% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 0 | 0 |

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.

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

Service quality rebate



| Heathrow Terminal 4 | Oct-14 | | | | Year to date * | |
|--|---------|--------|-----------------|----------|----------------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 4.25 | 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 | 0 | 688,793 | 7 |
| Security | 4.12 | n/a | n/a | n/a | n/a | n/a |
| Wi-fi | 3.96 | 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 | 99.82% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (general) | 99.72% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.94% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.86% | 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 | 99.15% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.68% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.43% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 99.75% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 688,793 | 7 |

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.

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

Service quality rebate



| Heathrow Terminal 5 | Oct-14 | | | | Year to date * | |
|--|---------|--------|-----------------|----------|------------------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 3.99 | 3.80 | Yes | 0 | 0 | 0 |
| Cleanliness | 4.24 | 4.00 | Yes | 0 | 0 | 0 |
| Wayfinding | 4.18 | 4.10 | Yes | 0 | 0 | 0 |
| Flight information | 4.30 | 4.30 | Yes | 0 | 0 | 0 |
| Security | 4.06 | 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 | 96.82% | 95.00% | Yes | 0 | 1,168,043 | 1 |
| Central security queues - Times queue < 10 minutes | 99.79% | 99.00% | Yes | | | |
| Passenger sensitive equipment (general) | 99.69% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.68% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.87% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.76% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.68% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.91% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.52% | 98.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 100.00% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.86% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 96.86% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.43% | 95.00% | Yes | 0 | 0 | 0 |
| Transit system - % time one car available | 99.96% | 99.00% | Yes | 0 | 0 | 0 |
| Transit system - % time two cars available | 99.28% | 97.00% | Yes | | | |
| Total | | | | 0 | 1,168,043 | 1 |

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.

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

Service quality rebate



| Aerodrome Congestion Term | Oct-14 | | Year to date * | |
|---------------------------|------------|----------|----------------|-------------------|
| | Rebate due | Rebate £ | Rebate £ | Number of rebates |
| Aerodrome Congestion Term | No | 0 | 0 | 0 |
| Total | | | 0 | 0 |

NOTE: * year is April 2014 to December 2014
 FOR FURTHER INFORMATION: please contact Christopher Downs,
 email: Christopher_Downs@heathrow.com

Service quality rebate



| Control Post Groups | Oct-14 | | | | Year to date * | |
|---|--------|--------|-----------------|--------|----------------|--------------------|
| | Actual | Target | Target achieved | Rebate | Rebate £ | Number of failures |
| CTA | 98.43% | 95.00% | Yes | | | |
| Cargo | 99.49% | 95.00% | Yes | | | |
| Eastside | 98.89% | 95.00% | Yes | | | |
| Southside | 99.39% | 95.00% | Yes | | | |
| Terminal 5 | 99.62% | 95.00% | Yes | | | |
| Control Post Groups - lowest actual result | 98.43% | 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 | October 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 | 4.18 | 4.49 | 3.98 | 4.25 | 3.99 | 4.50 | £ - | £ - |
| Cleanliness | MAT | 4.20 | 4.15 | 4.49 | 4.11 | 4.14 | 4.24 | 4.50 | £ - | £ - |
| Way finding | MAT | 4.20 | 4.11 | 4.25 | 4.20 | 4.20 | 4.18 | 4.50 | £ - | £ - |
| Flight information | MAT | 4.40 | 4.27 | 4.43 | 4.35 | 4.26 | 4.30 | 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

Cleanliness table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Wayfinding table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Flight information table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Departure lounge seat availability table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Security table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Wi-fi table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

CSA queues - Times queue < 5 minutes table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

CSA queues - Times queue < 10 minutes table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Transfer search table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Staff search table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Control posts search table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Control posts search table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows CTA, Cargo, Eastside, Southside, T5.

FEOP table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Jetties table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

PSE (general) table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

PSE (priority) table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Stand entry guidance table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Stands table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Pier service table with columns: Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1/T2, T3, T4, T1/T2 target, T3 target, T4 target.

TTS - % time one car available table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

TTS - % time two cars available table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Arrivals Reclaims table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Pre-conditioned air table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Aerodrome congestion table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows All.

Monthly performance - reported only table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Cleanliness - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Wayfinding - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Flight information - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Departure lounge seat availability - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Security - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Wi-fi - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1 to T5.

Pier service - Month table with columns: Target, Apr-14, May-14, Jun-14, Jul-14, Aug-14, Sep-14, Oct-14 and rows T1/T2, T3, T4, T5.

How are we performing?

October 2014

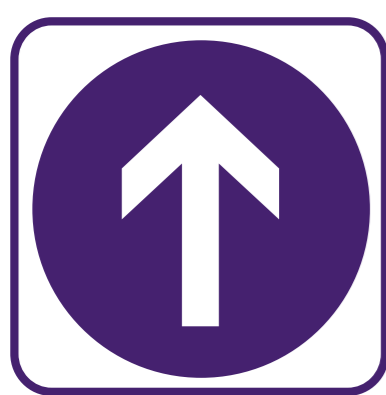
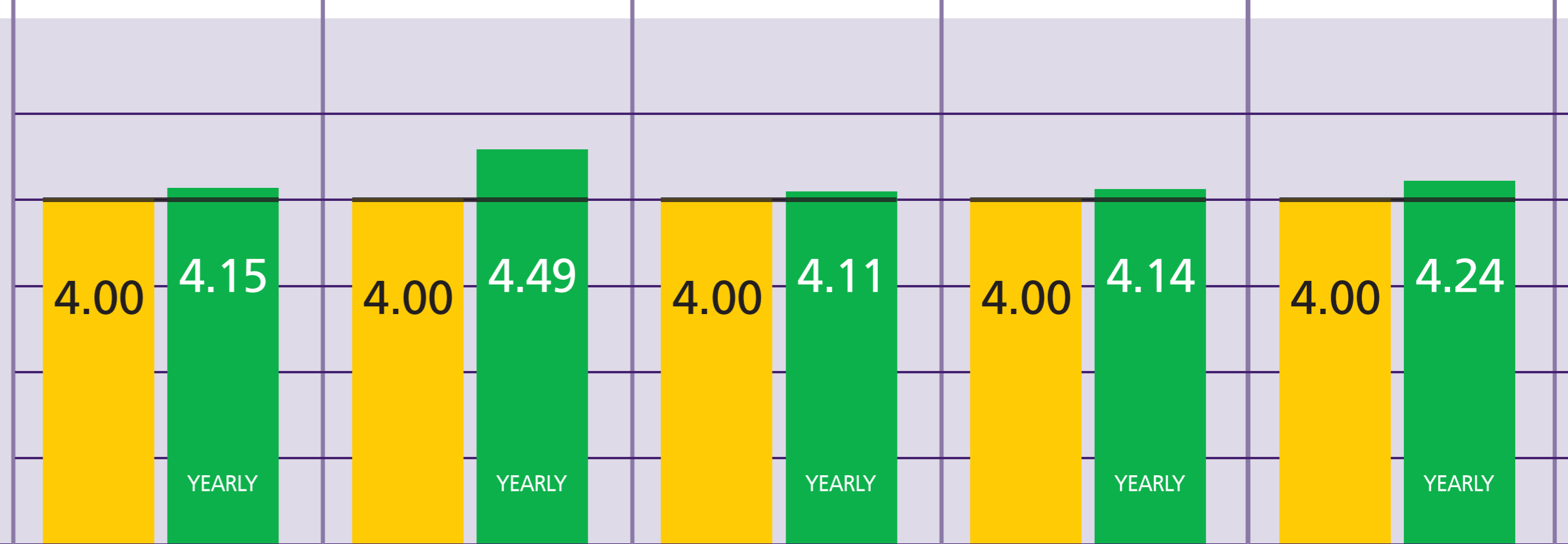
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

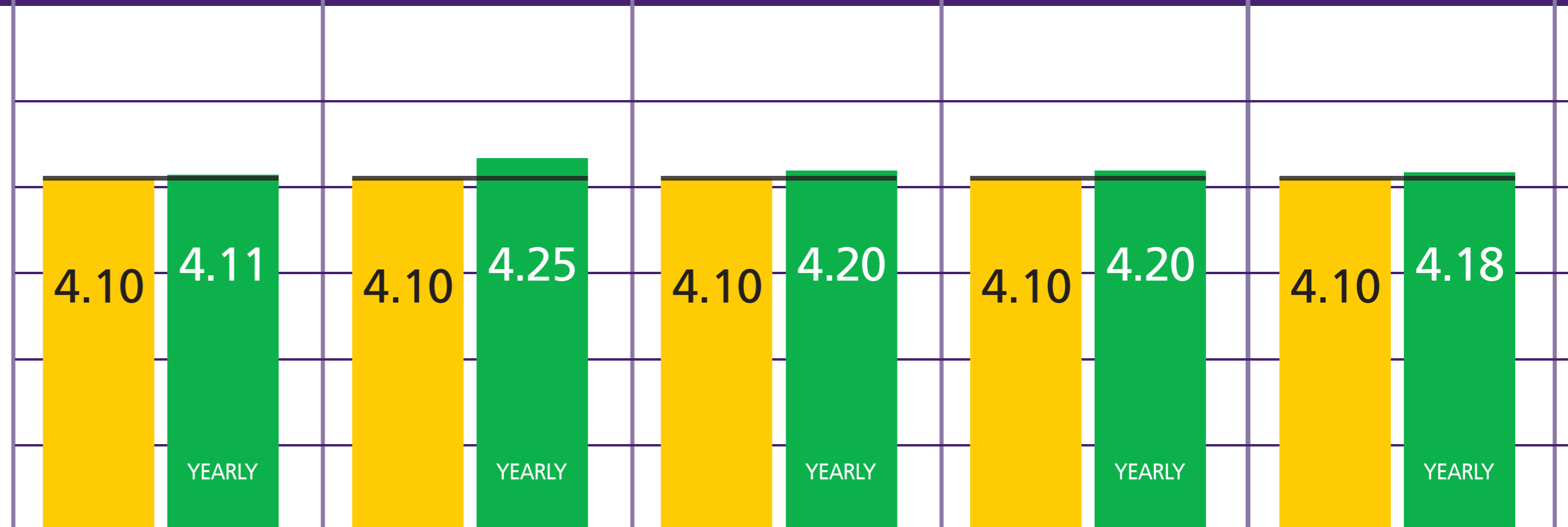
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

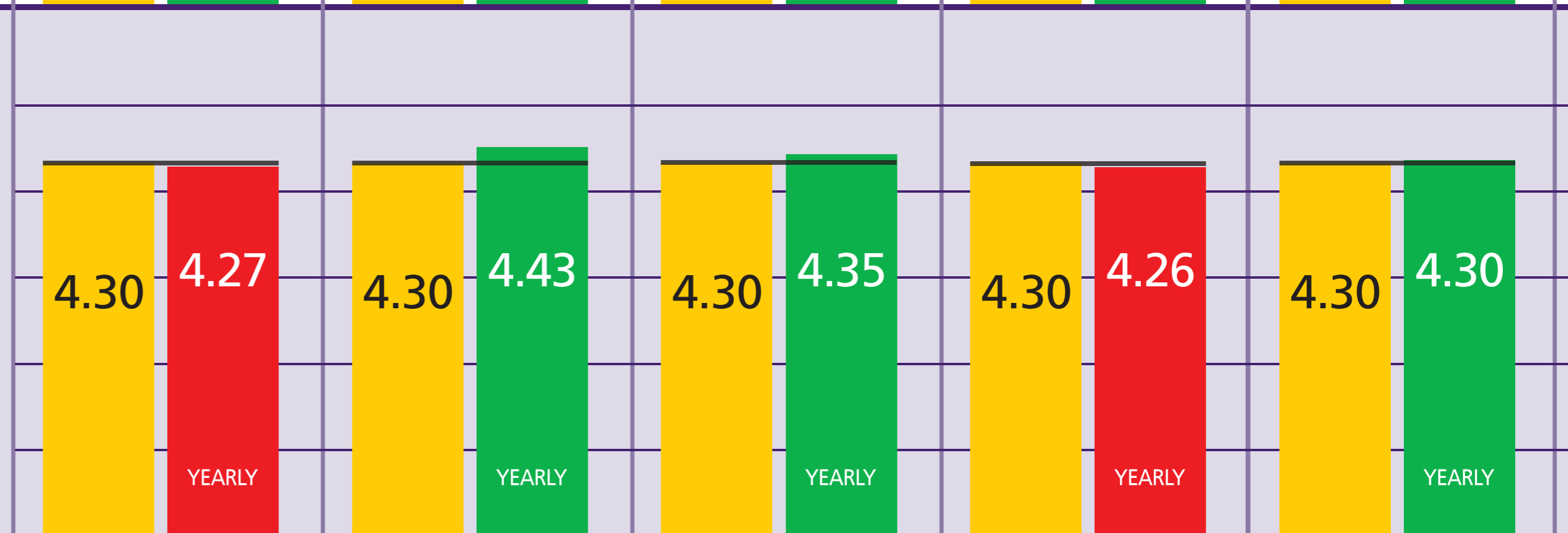
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

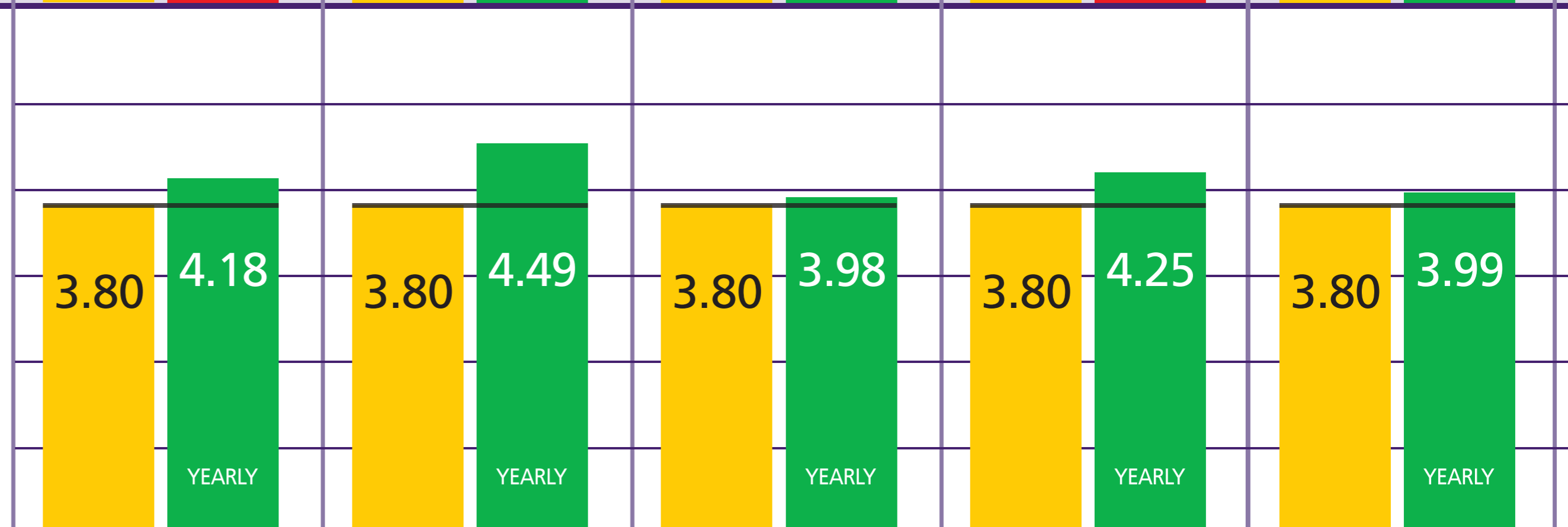
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

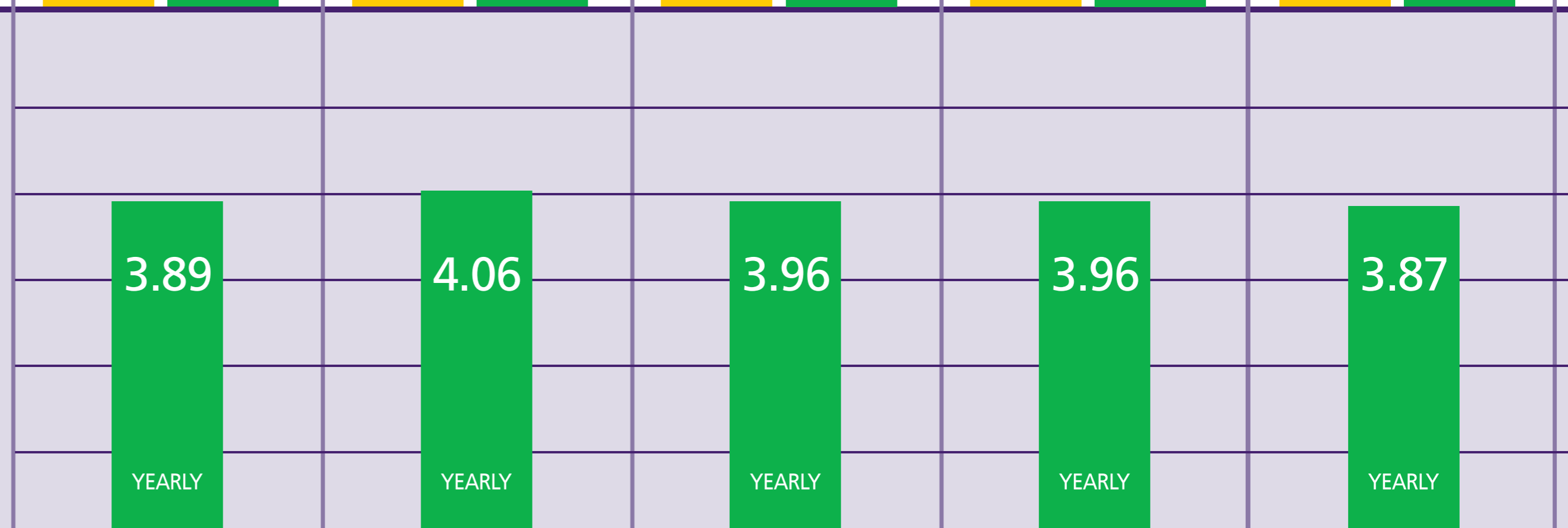
As rated by 1= extremely poor and 5= excellent



WiFi

Ease of using WiFi

As rated by 1= extremely poor and 5= excellent



We welcome your feedback:
heathrowcustomerfeedback@heathrow.com

How are we performing?

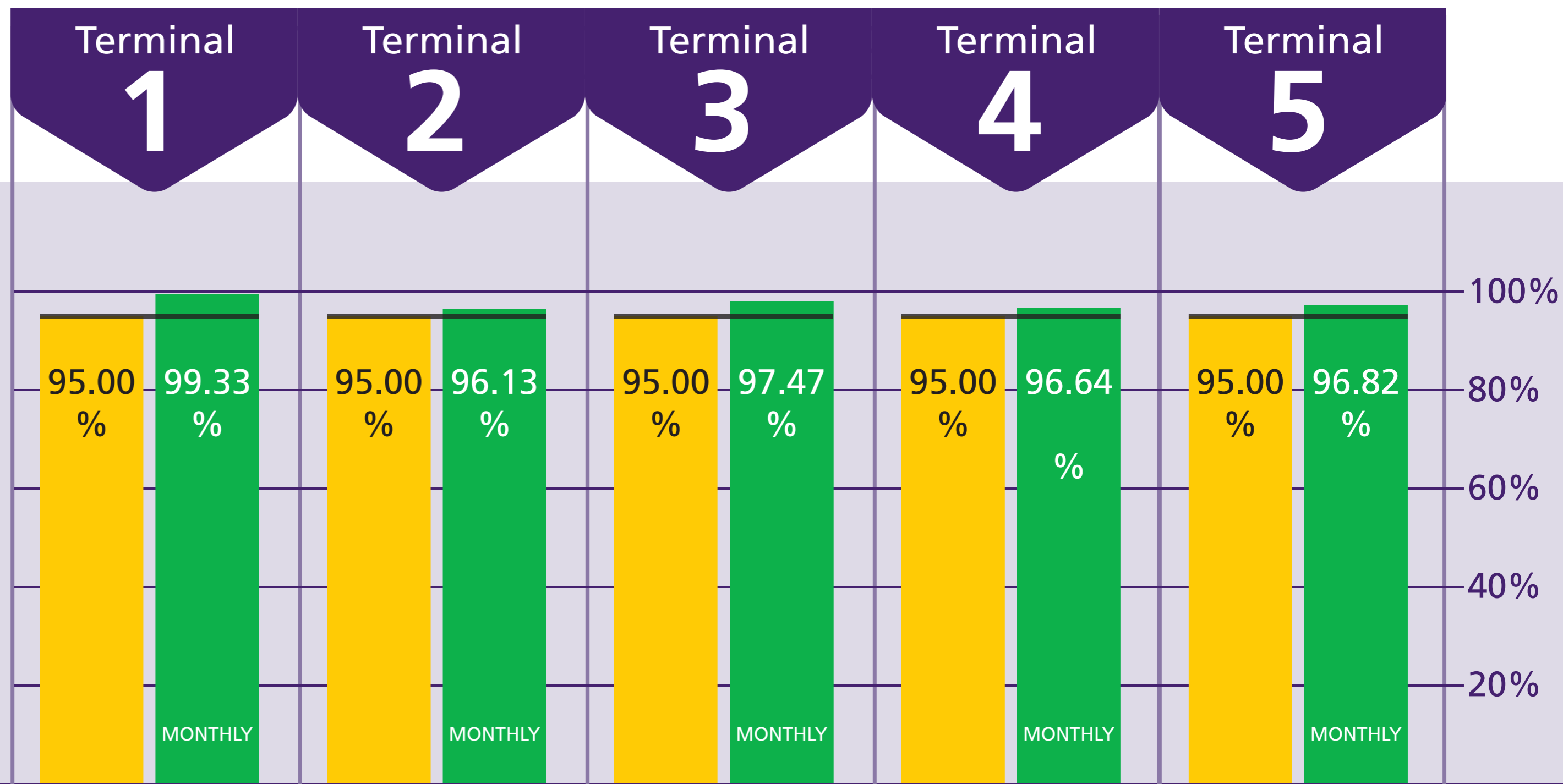
October 2014

KEY TO PERFORMANCE



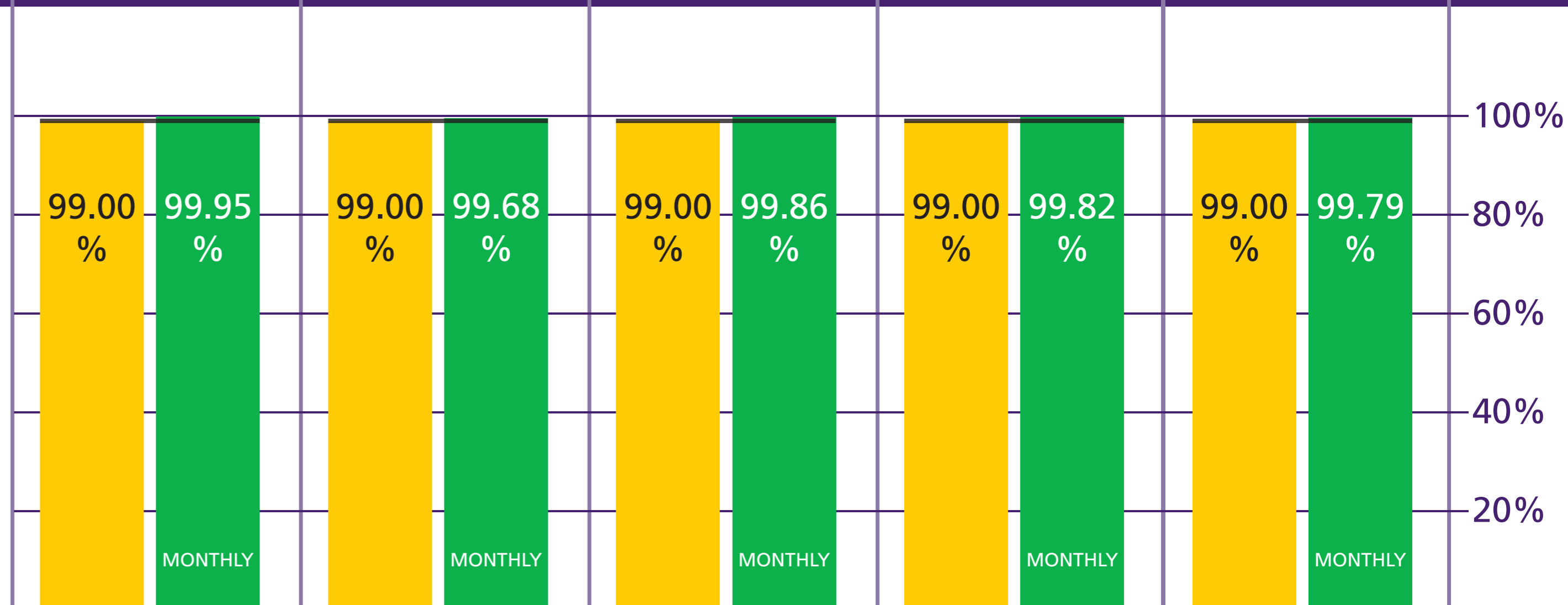
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



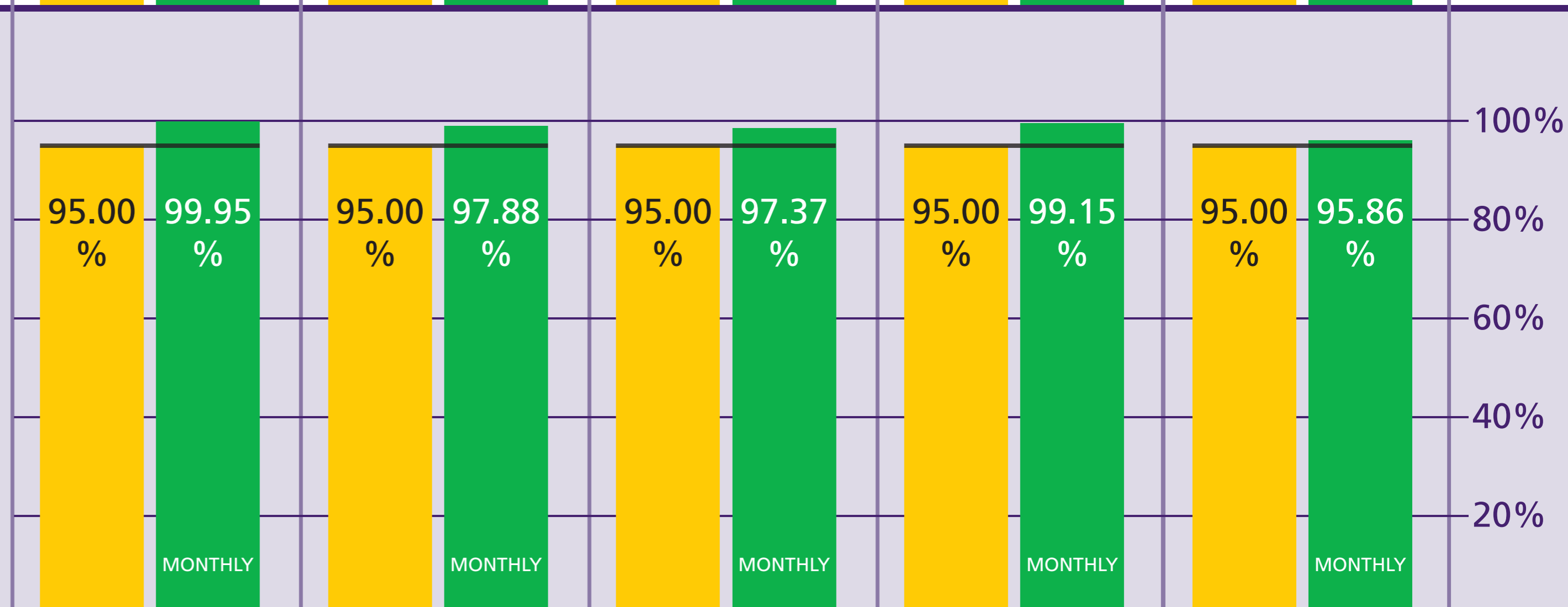
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



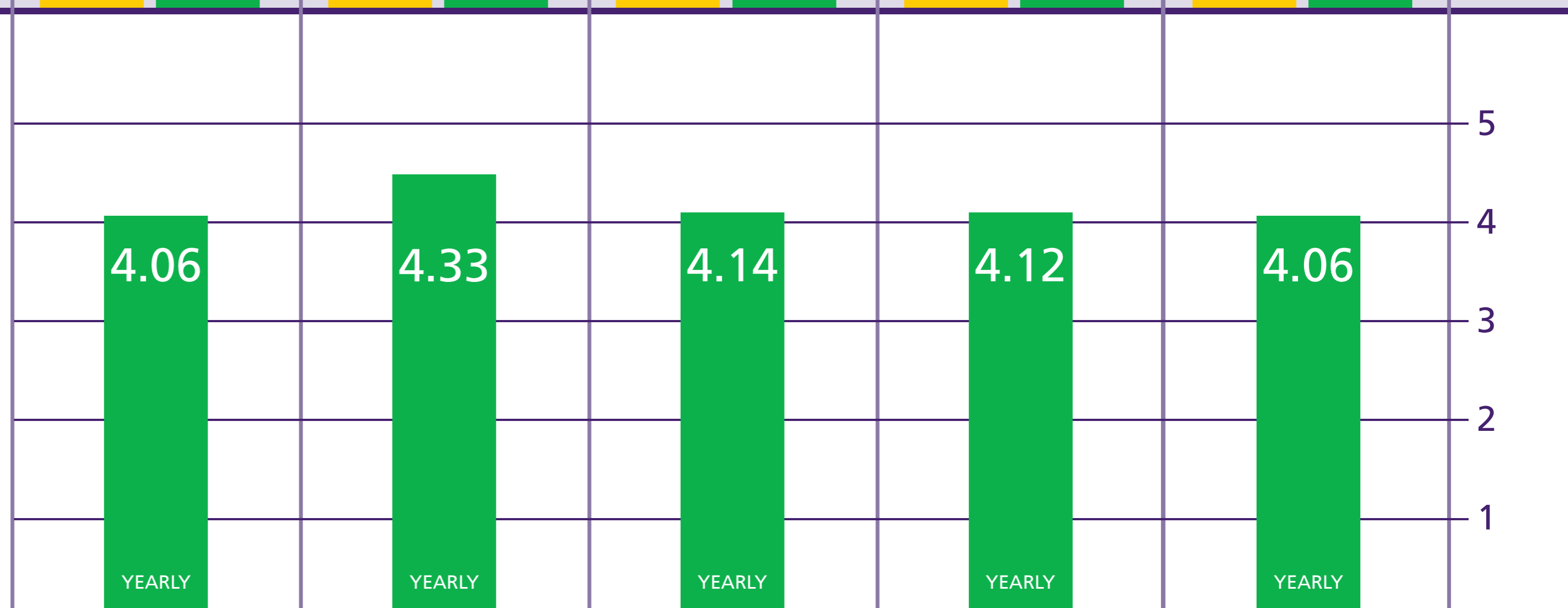
Security waiting time for transfer passengers
queue < 10mins

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