

Service quality rebate



Heathrow Terminal 1	Sep-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.16	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	4.26	4.30	No	114,317	457,268	4
Security	4.05	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	95.57%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.78%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.90%	95.00%	Yes	0	0	0
Staff search	99.05%	95.00%	Yes	0	0	0
Control posts search	98.83%	95.00%	Yes	0	0	0
Pier service +	98.88%	95.00%	Yes	0	0	0
Total				114,317	457,268	4

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	Sep-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.55	3.80	Yes	0	0	0
Cleanliness	4.54	4.00	Yes	0	0	0
Wayfinding	4.26	4.10	Yes	0	0	0
Flight information	4.43	4.30	Yes	0	0	0
Security	4.36	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	95.62%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.29%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.39%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.02%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.22%	99.00%	Yes	0	0	0
Stands	99.91%	99.00%	Yes	0	0	0
Jetties	99.90%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Pre-conditioned air	99.98%	98.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	97.52%	95.00%	Yes	0	0	0
Staff search	99.09%	95.00%	Yes	0	0	0
Control posts search	98.83%	95.00%	Yes	0	0	0
Pier service +	98.88%	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	Sep-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	4.11	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	4.13	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	96.29%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Pre-conditioned air	99.88%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.90%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.83%	95.00%	Yes	0	0	0
Pier service	98.21%	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	Sep-14				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.22	3.80	Yes	0	0	0
Cleanliness	4.13	4.00	Yes	0	0	0
Wayfinding	4.19	4.10	Yes	0	0	0
Flight information	4.25	4.30	No	0	688,793	6
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	95.48%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.44%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.92%	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	99.46%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.83%	95.00%	Yes	0	0	0
Pier service	99.75%	95.00%	Yes	0	0	0
Total				0	688,793	6

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	Sep-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	4.24	4.00	Yes	0	0	0
Wayfinding	4.19	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	95.12%	95.00%	Yes	0	1,168,043	1
Central security queues - Times queue < 10 minutes	99.38%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.86%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.81%	99.00%	Yes	0	0	0
Pre-conditioned air	99.56%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	95.57%	95.00%	Yes	0	0	0
Staff search	95.32%	95.00%	Yes	0	0	0
Control posts search	98.83%	95.00%	Yes	0	0	0
Transit system - % time one car available	99.89%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.60%	97.00%	Yes	0	0	0
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	Sep-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

Service quality rebate



Control Post Groups	Sep-14				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.85%	95.00%	Yes			
Cargo	99.56%	95.00%	Yes			
Eastside	99.17%	95.00%	Yes			
Southside	98.83%	95.00%	Yes			
Terminal 5	99.55%	95.00%	Yes			
Control Post Groups - lowest actual result	98.83%	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	September 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	4.16	4.55	3.96	4.22	3.98	4.50	£ -	£ -
Cleanliness	MAT	4.20	4.14	4.54	4.11	4.13	4.24	4.50	£ -	£ -
Way finding	MAT	4.20	4.11	4.26	4.20	4.19	4.19	4.50	£ -	£ -
Flight information	MAT	4.40	4.26	4.43	4.35	4.25	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

How are we performing?

September 2014

KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

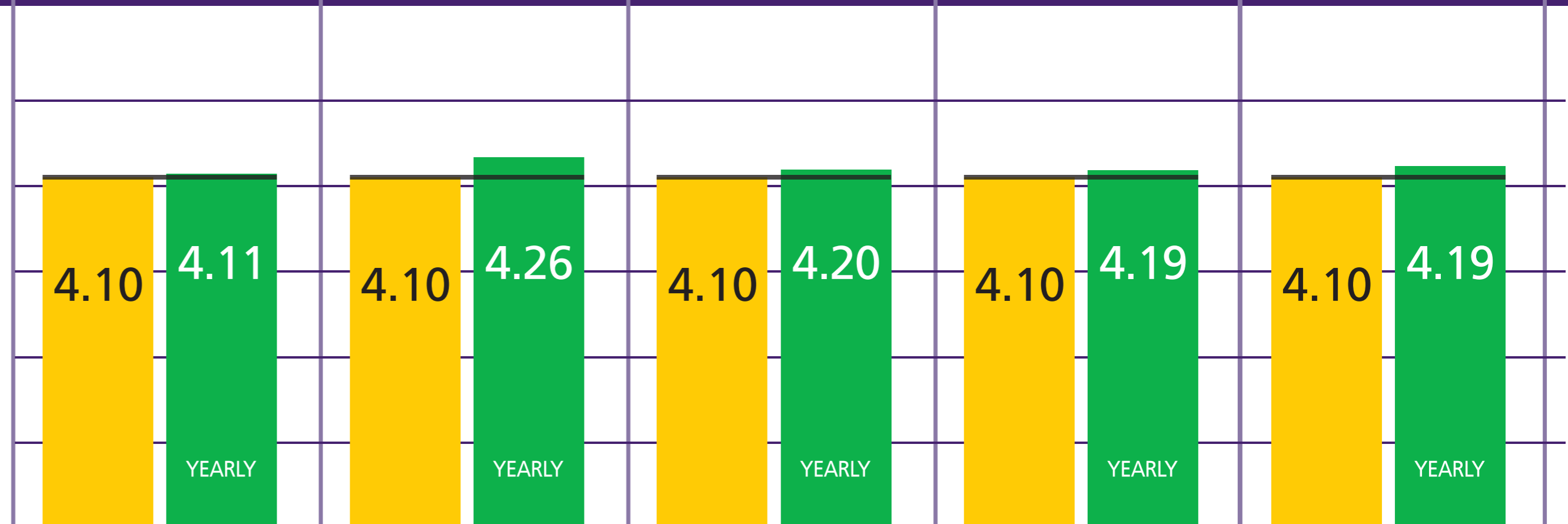
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

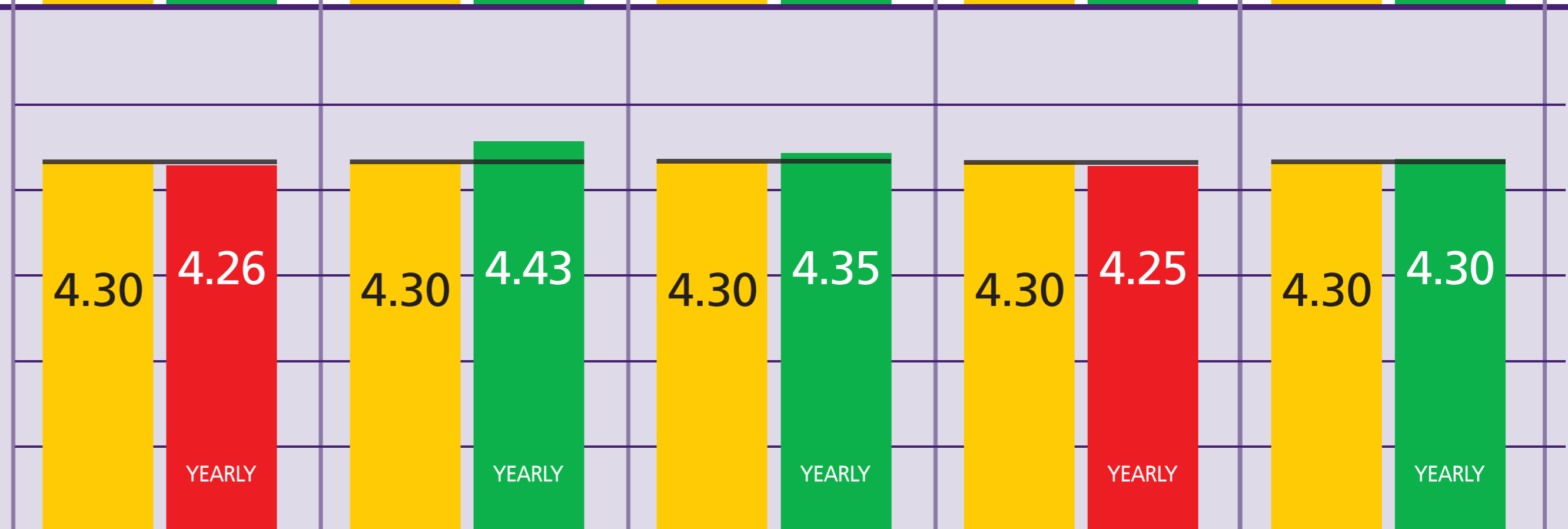
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

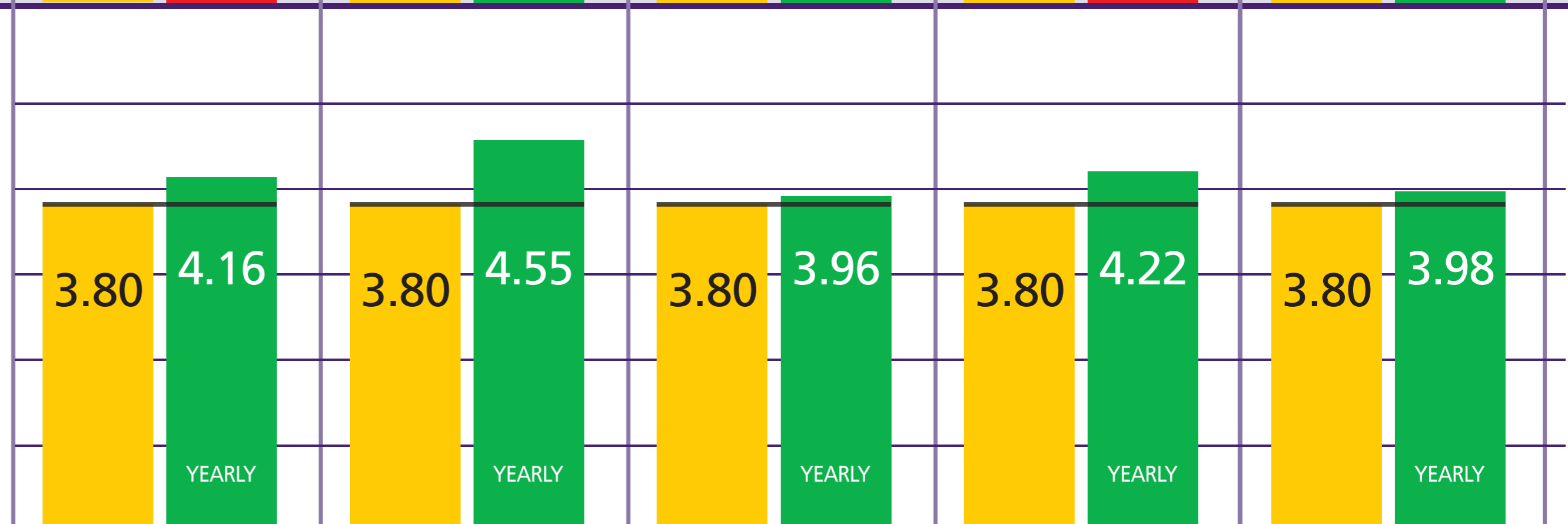
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

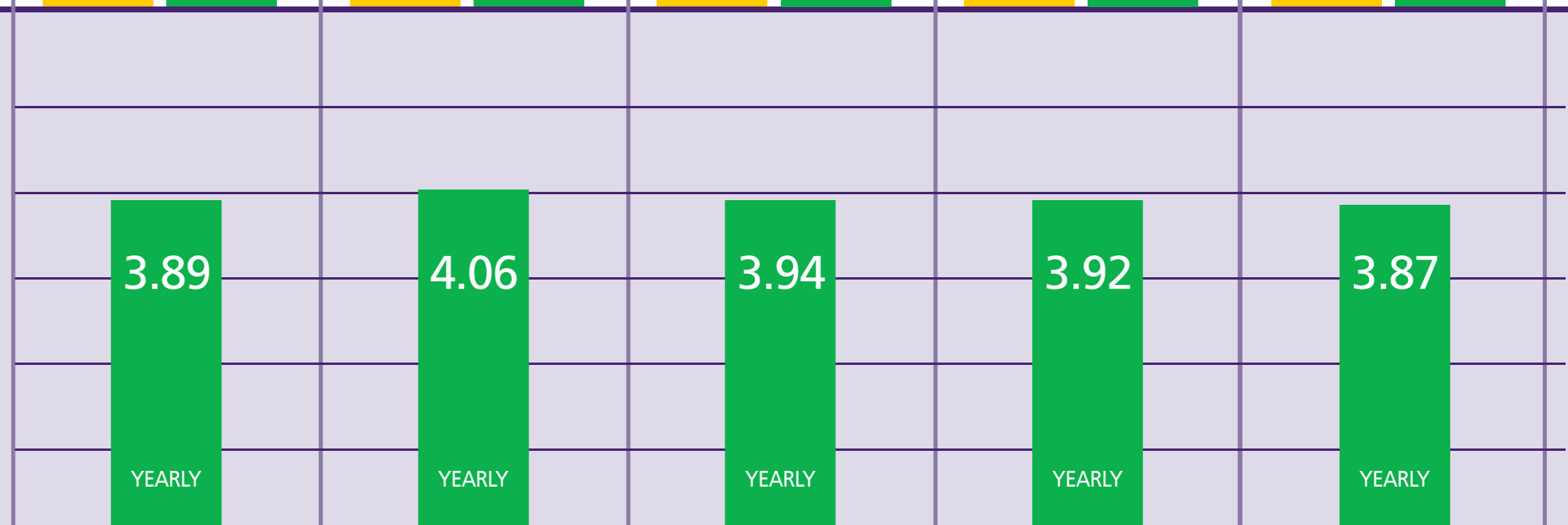
As rated by 1= extremely poor and 5= excellent



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?

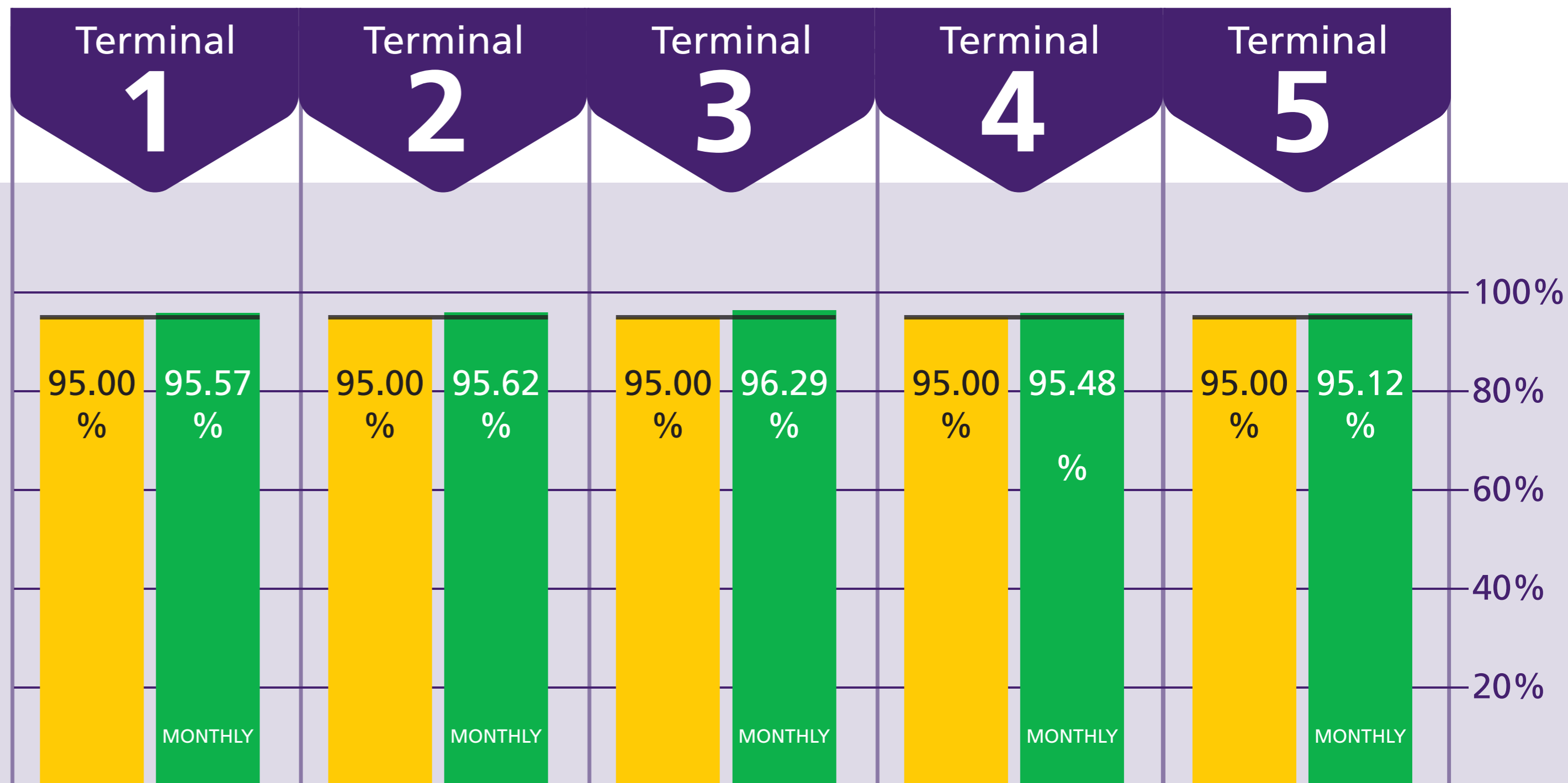
September 2014

KEY TO PERFORMANCE



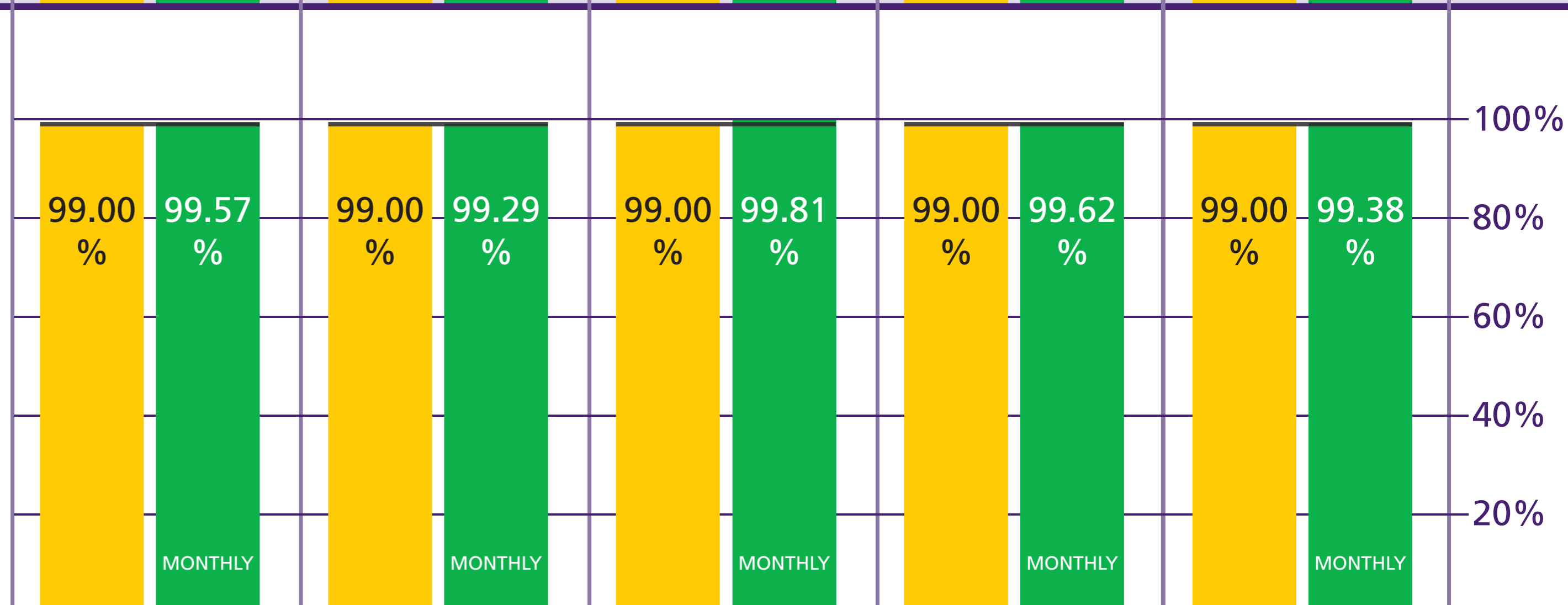
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



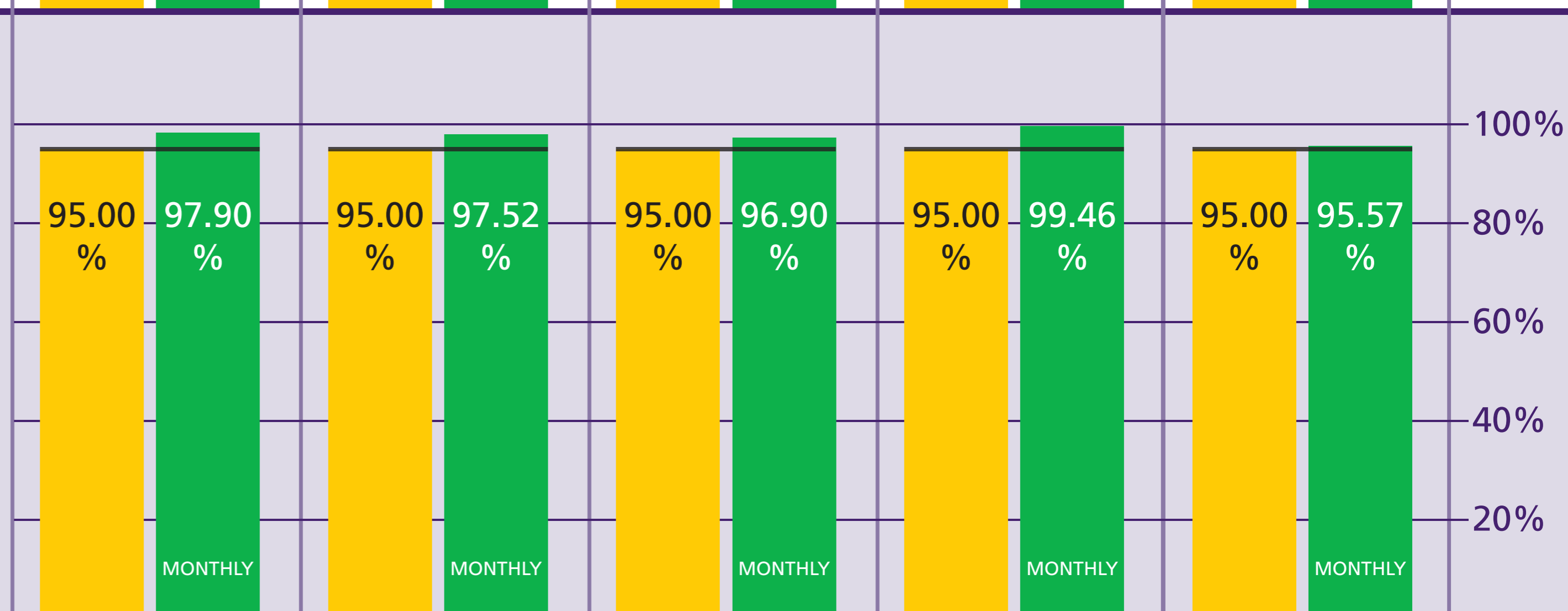
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



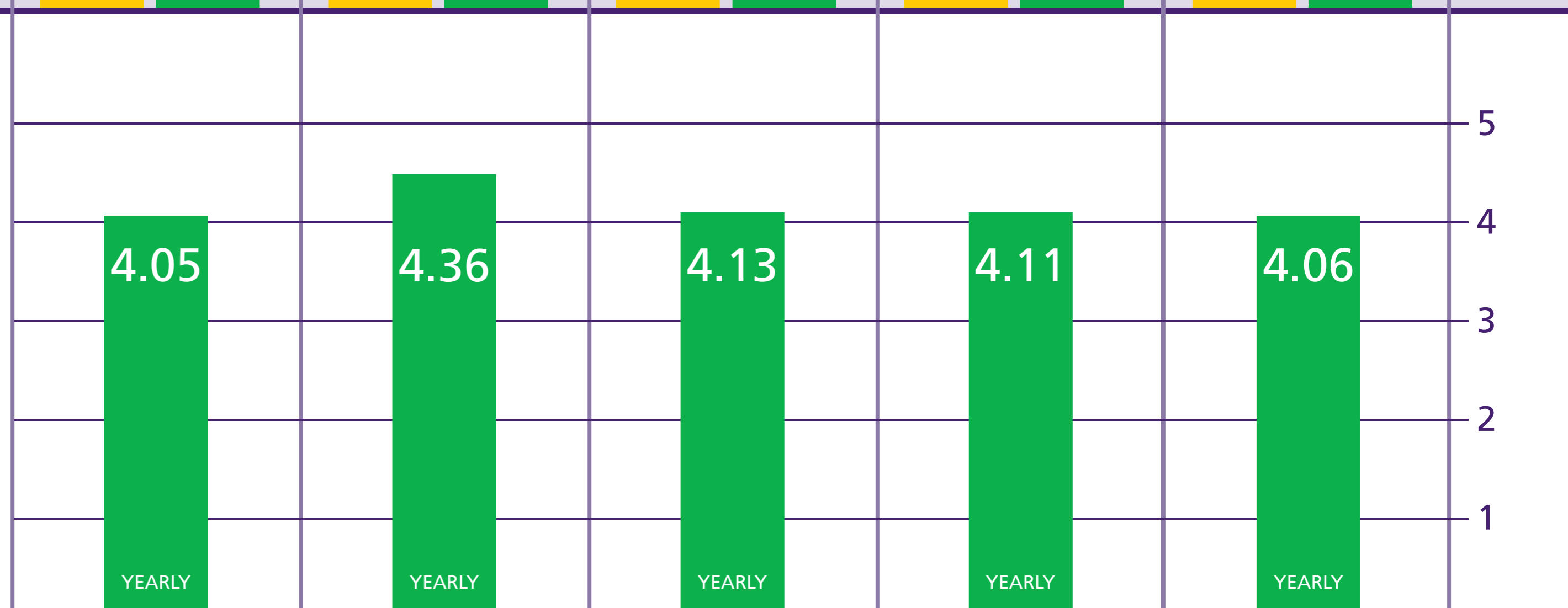
Security waiting time for transfer passengers
queue < 10mins

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