

Heathrow Terminal 1		Sep	o-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	n	0	0	
Central security queues - Times queue < 10 minutes	99.57%	99.00%	Yes	U		J	
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.



Heathrow Terminal 2		Sep	<b>o-14</b>		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		
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.



Heathrow Terminal 3		Se <sub>l</sub>	o-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	U	U		
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	

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Heathrow Terminal 4		Sep	o-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	J		ľ
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.



Heathrow Terminal 5	T	Sep	o-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	U	1,100,043	'
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	U	U	U
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.



Aerodrome Congestion Term	Se	p-14	Year	Year to date *  Rebate £ Number of rebates  0 0 0		
	Rebate due	Rebate	£ Rebate			
Aerodrome Congestion Term	No	0		0	0	
Total			ebate £ Rebate £ Nu r		0	

NOTE: \* year is April 2014 to December 2014



Control Post Groups		Sep		Year to date *  Rebate £ Number of failures		
	Actual	Target	Target achieved	Rebate	Rebate £	
СТА	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

### **Service quality bonus**



				Se	ptemb	er 201	4			Year To Date*
Bonus Performance	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:**

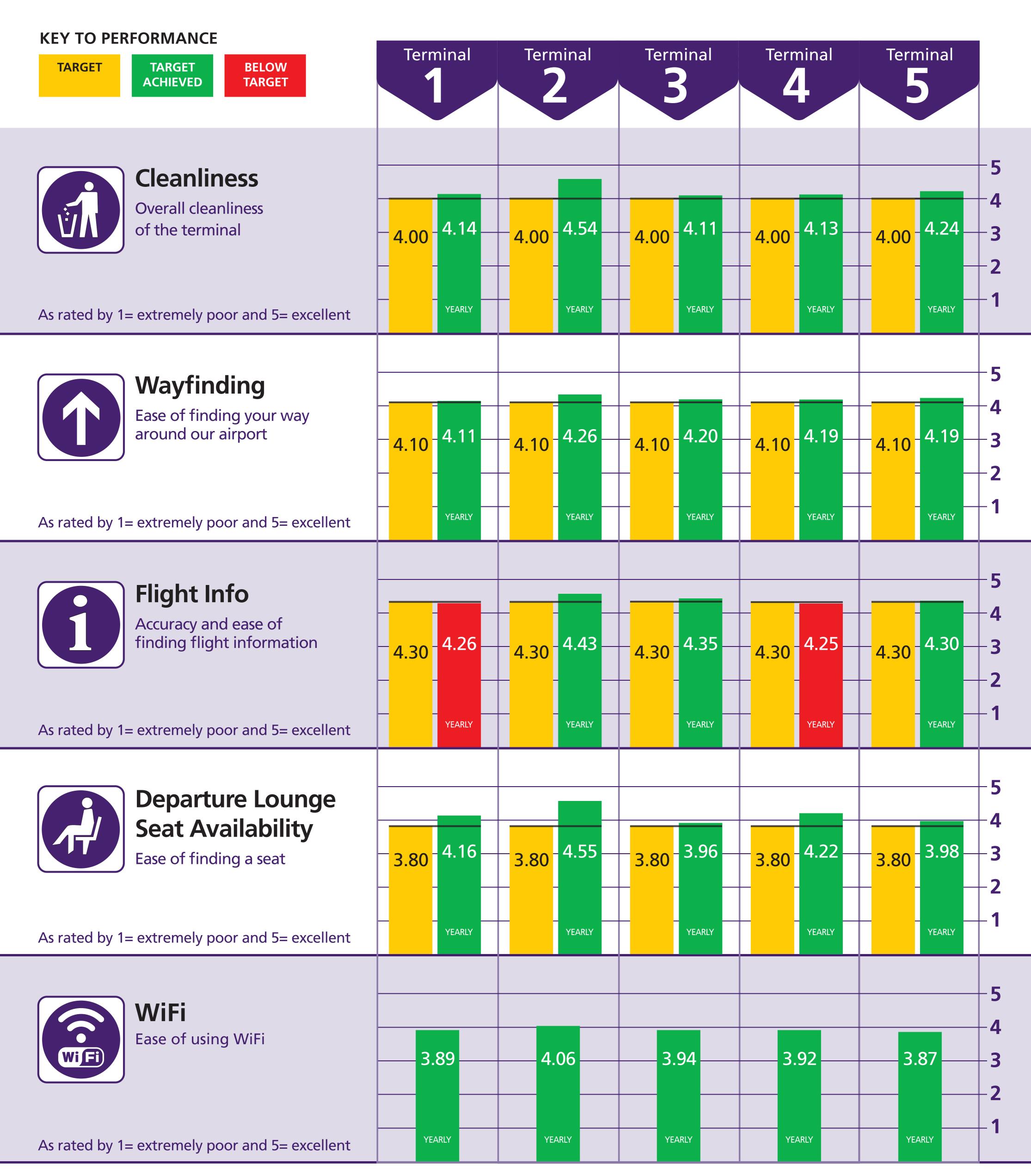
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

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

T1 Γ2 Γ3 Γ4	Target 4.00 4.00 4.00 4.00 4.00 4.00	Apr-14 4.13 4.10 4.13 4.22	May-14 4.14 4.10 4.12 4.22	Jun-14 4.14 4.44 4.10 4.12 4.22	Jul-14 4.14 4.57 4.11 4.12 4.23	Aug-14 4.14 4.56 4.11 4.12 4.24	Sep-14 4.14 4.54 4.11 4.13 4.24	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0
Vayfine 1 -2 -3 -4 -5	Target 4.10 4.10 4.10 4.10 4.10 4.10	Apr-14 4.12 4.19 4.18 4.21	May-14 4.12 4.19 4.18 4.21	Jun-14 4.11 4.25 4.19 4.18 4.21	Jul-14 4.11 4.30 4.19 4.18 4.20	Aug-14 4.12 4.30 4.19 4.19 4.20	Sep-14 4.11 4.26 4.20 4.19 4.19	Wayfindin T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5 5	Target 4.30 4.30 4.30 4.30 4.30 4.30 4.30	Apr-14 4.30 4.38 4.26 4.32	May-14 4.30 4.37 4.26 4.32	Jun-14 4.28 4.46 4.38 4.26 4.32	Jul-14 4.27 4.55 4.38 4.25 4.31	Aug-14 4.26 4.48 4.36 4.25 4.30	Sep-14 4.26 4.43 4.35 4.25 4.30	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0	May-14 £0 £0 £0 £0 £153,065	£0 £0	Jul-14 £114,317 £0 £0 £153,065 £0	Aug-14 £114,317 £0 £0 £76,533 £0	Sep-14 £114,317 £0 £0 £0
<b>epartu</b> 1  2  3  4	Target 3.80 3.80 3.80 3.80 3.80 3.80 3.80	Apr-14 4.12 3.90 4.19 3.96	May-14 4.12 3.90 4.20 3.96	Jun-14 4.11 4.51 3.91 4.21 3.96	Jul-14 4.13 4.70 3.94 4.21 3.95	Aug-14 4.13 4.55 3.95 4.22 3.97	Sep-14 4.16 4.55 3.96 4.22 3.98	T1 T2 T3 T4 T5	# lounge seat ava	May-14 £0 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 4.04 4.08 4.09 4.05	May-14 4.05 4.09 4.09 4.05	Jun-14 4.05 4.43 4.10 4.10 4.06	Jul-14 4.04 4.44 4.11 4.10 4.05	Aug-14 4.04 4.40 4.12 4.10 4.06	Sep-14 4.05 4.36 4.13 4.11 4.06	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
/i-fi 1 2 3 4 5	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 3.93 3.92 3.91 3.90	May-14 3.91 3.90 3.90 3.88	Jun-14 3.91 3.74 3.90 3.90 3.86	Jul-14 3.91 4.01 3.92 3.92 3.87	Aug-14 3.90 4.02 3.92 3.93 3.88	Sep-14 3.89 4.06 3.94 3.92 3.87	Wi-fi T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
<b>SA qu</b> 1  2  3  4	eues - Times Target 95.00% 95.00% 95.00% 95.00% 95.00%	Apr-14 95.31% 0.00% 97.43% 96.33% 96.55%	May-14 95.67% 0.00% 96.64% 96.22% 88.48%	Jun-14 96.83% 97.99% 96.19% 95.76% 95.17%	Jul-14 95.46% 96.73% 95.58% 95.53% 95.88%	Aug-14 96.61% 96.36% 95.94% 96.54% 96.71%	Sep-14 95.57% 95.62% 96.29% 95.48% 95.12%	T1 T2 T3 T4 T5	ES - Both  Apr-14  £0  £0  £0  £0  £0  £0  £0  £0  £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
<b>SA qu</b> 1  2  3  4  5	eues - Times	queue < 10 I Apr-14 99.83% 0.00% 99.86% 99.81% 99.81%	minutes  May-14  99.68%  0.00%  99.54%  99.95%  97.42%	Jun-14 99.86% 99.89% 99.57% 99.76% 99.48%	Jul-14 99.35% 99.40% 99.91% 99.59% 99.82%	Aug-14 99.65% 99.63% 99.91% 99.82% 99.88%	Sep-14 99.57% 99.29% 99.81% 99.62% 99.38%							
1 2 3 4 5	95.00% 95.00% 95.00% 95.00% 95.00% 95.00%	Apr-14 97.00% 0.00% 96.90% 99.66% 98.16%	May-14 95.94% 0.00% 95.99% 98.06% 95.43%	Jun-14 98.19% 99.79% 96.81% 97.40% 95.20%	Jul-14 98.99% 98.20% 97.70% 98.81% 96.34%	Aug-14 98.25% 98.48% 97.19% 99.15% 96.73%	Sep-14 97.90% 97.52% 96.90% 99.46% 95.57%	Transfer 9 T1 T2 T3 T4 T5	\$\frac{\text{Apr-14}}{\politicut{	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5	Target 95.00% 95.00% 95.00% 95.00% 95.00%	Apr-14 100.00% 0.00% 99.76% 100.00% 96.02%	May-14 99.86% 0.00% 100.00% 99.82% 95.70%	Jun-14 100.00% 99.77% 99.79% 95.50% 98.16%	Jul-14 98.82% 99.80% 99.84% 95.42% 97.86%	Aug-14 98.73% 99.77% 100.00% 99.26% 98.42%	Sep-14 99.05% 99.09% 100.00% 100.00% 95.32%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5	Posts search Target 95.00% 95.00% 95.00% 95.00% 95.00%	Apr-14 98.06% 98.06% 98.06% 98.06% 98.06%	May-14 95.66% 95.66% 95.66% 95.66%	Jun-14 98.11% 98.11% 98.11% 98.11%	Jul-14 97.02% 97.02% 97.02% 97.02% 97.02%	Aug-14 96.68% 96.68% 96.68% 96.68%	Sep-14 98.83% 98.83% 98.83% 98.83%	T1 T2 T3 T4 T5	\$0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
CTA Cargo Castside Couthside		Apr-14 98.33% 98.06% 98.64% 99.50% 98.60%	May-14 98.27% 95.66% 98.83% 99.20% 98.34%	Jun-14 98.50% 99.49% 98.16% 99.41% 98.11%	Jul-14 98.82% 99.39% 97.02% 98.63% 98.82%	Aug-14 99.18% 99.55% 96.68% 99.52% 98.65%	Sep-14 98.85% 99.56% 99.17% 99.55% 98.83%							
1 2 3 4 5	Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.96% 0.00% 99.76% 99.91% 99.88%	May-14 99.88% 0.00% 99.71% 99.97% 99.67%	Jun-14 99.97% 99.99% 99.55% 99.93% 99.87%	Jul-14 99.97% 100.00% 99.91% 99.83% 99.86%	Aug-14 99.96% 99.96% 99.78% 99.99% 99.93%	Sep-14 99.91% 100.00% 99.88% 100.00% 99.81%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5	Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.63% 0.00% 99.65% 99.55% 99.58%	May-14 99.84% 0.00% 99.67% 99.55% 99.55%	Jun-14 99.68% 99.93% 99.75% 99.83% 99.16%	Jul-14 99.85% 99.86% 99.85% 99.91% 99.78%	Aug-14 99.80% 99.85% 99.83% 99.90% 99.75%	Sep-14 99.78% 99.90% 99.63% 99.92% 99.61%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
SE (ge 1 2 3 4 5	Pineral)  Target  99.00%  99.00%  99.00%  99.00%  99.00%	Apr-14 99.80% 0.00% 99.90% 99.70% 99.74%	May-14 99.77% 0.00% 99.81% 99.73% 99.70%	Jun-14 99.86% 99.69% 99.93% 99.90% 99.85%	Jul-14 99.22% 99.59% 99.93% 99.83% 99.86%	Aug-14 99.83% 99.61% 99.85% 99.84% 99.54%	Sep-14 99.80% 99.39% 99.81% 99.82% 99.61%	T1 T2 T3 T4 T5	£0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
SE (pr 1 2 3 4 5	Target 99.00% 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.76% 0.00% 99.95% 99.63% 99.83%	May-14 99.80% 0.00% 99.82% 99.79% 99.78%	Jun-14 99.80% 99.45% 99.95% 99.88% 99.88%	Jul-14 99.87% 99.35% 99.93% 99.75% 99.86%	Aug-14 99.84% 99.49% 99.90% 99.71% 99.83%	Sep-14 99.88% 99.02% 99.76% 99.86% 99.86%	T1 T2 T3 T4 T5	### Apr-14	£0 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5	99.00% 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.99% 0.00% 99.94% 99.97% 99.94%	May-14 99.91% 0.00% 99.49% 99.96% 99.95%	Jun-14 100.00% 99.91% 100.00% 100.00% 99.98%	Jul-14 99.99% 99.99% 99.98% 100.00% 99.98%	Aug-14 99.99% 100.00% 100.00% 100.00% 99.97%	Sep-14 100.00% 99.95% 99.98% 100.00% 99.98%	T1 T2 T3 T4 T5	### Apr-14 ### £0 ### #	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
1 2 3 4 5	Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.67% 0.00% 99.78% 99.85% 99.75%	May-14 99.76% 0.00% 99.82% 99.02% 99.59%	Jun-14 99.88% 99.89% 99.73% 99.84% 99.66%	Jul-14 99.92% 99.87% 99.85% 99.76% 99.78%	Aug-14 99.79% 99.75% 99.81% 99.83% 99.77%	Sep-14 99.86% 99.91% 99.79% 99.80% 99.78%	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
71/T2 3 4 1/T2 ta 3 targe 4 targe	arget st	Apr-14 98.75% 97.04% 99.75% 95.00% 95.00%	May-14 98.78% 97.26% 99.73% 95.00% 95.00%	Jun-14 98.83% 97.45% 99.75% 95.00% 95.00%	Jul-14 98.88% 97.67% 99.76% 95.00% 95.00% 95.00%	Aug-14 98.86% 97.93% 99.76% 95.00% 95.00%	Sep-14 98.88% 98.21% 99.75% 95.00% 95.00%	T1/T2 T3 T4	£0 £0 £0 £0	May-14 £0 £0 £0	Jun-14 £0 £0 £0	Jul-14 £0 £0 £0	Aug-14 £0 £0 £0	Sep-14 £0 £0
5	Target 99.00% time two cars Target 97.00%	Apr-14 99.86%	May-14 99.82% May-14 99.23%	Jun-14 99.98% Jun-14 99.29%	Jul-14 99.91% Jul-14 99.12%	Aug-14 99.95% Aug-14 99.24%	Sep-14 99.89% Sep-14 99.60%	TTS - % E	Apr-14 £0	May-14 £0	Jun-14 £0	Jul-14 £0	Aug-14 £0	Sep-14 £0
1 -2 -3 -4 -5	Feclaims Target 99.00% 99.00% 99.00% 99.00% 99.00%	Apr-14 99.66% 0.00% 99.80% 99.85% 99.79%	May-14 99.66% 0.00% 99.89% 99.73% 99.84%	Jun-14 99.55% 99.58% 99.68% 99.73% 99.68%	Jul-14 99.78% 99.06% 99.69% 99.72% 99.77%	Aug-14 99.85% 99.39% 99.73% 99.93% 99.74%	Sep-14 99.81% 99.22% 99.81% 99.44% 99.70%	T1 T2 T3 T4 T5	Eclaims  Apr-14  £0  £0  £0  £0  £0  £0  £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0
Pre-con 1 2 3 4	Target 0.00% 98.00% 98.00% 0.00% 98.00%	Apr-14 0.00% 0.00% 99.92% 0.00% 99.64%	May-14 0.00% 0.00% 99.96% 0.00% 99.75%	Jun-14 0.00% 99.20% 99.97% 0.00% 99.50%	Jul-14 0.00% 99.91% 99.82% 0.00% 99.57%	Aug-14 0.00% 99.91% 99.71% 0.00% 99.33%	Sep-14 0.00% 99.98% 99.88% 0.00% 99.56%	T1 T2 T3 T4 T5	£0 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0	Aug-14 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0
ll Ionthly	Target N/A	Apr-14 N/A	May-14 N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A	Sep-14 N/A	Aerodrom	Apr-14 N/A	May-14 N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A	Sep-14 N/A
-1 -2 -3 -4 -5	Pess - Month Target 4.00 4.00 4.00 4.00 4.00	Apr-14 4.15 0.00 4.07 4.12 4.22	May-14 4.13 0.00 4.12 4.10 4.27	Jun-14 4.15 4.44 4.13 4.15 4.23	Jul-14 4.15 4.63 4.13 4.15 4.27	Aug-14 4.05 4.55 4.05 4.12 4.30	Sep-14 4.15 4.50 4.09 4.15 4.20							
1 2 3 4 5	Target	Apr-14 4.17 0.00 4.21 4.13 4.19	May-14 4.08 0.00 4.22 4.22 4.24	Jun-14 4.07 4.25 4.17 4.15 4.18	Jul-14 4.05 4.32 4.22 4.24 4.14	Aug-14 4.11 4.31 4.18 4.19 4.19	Sep-14 4.09 4.17 4.17 4.18 4.04							
1 2 3 4 5	Target 4.30 4.30 4.30 4.30 4.30 4.30 4.30	Apr-14 4.33 0.00 4.42 4.17 4.35	May-14 4.33 0.00 4.36 4.31 4.30	Jun-14 4.22 4.46 4.39 4.30 4.30	Jul-14 4.16 4.59 4.30 4.19 4.24	Aug-14 4.25 4.39 4.26 4.32 4.26	Sep-14 4.21 4.35 4.30 4.26 4.23							
1 2 3 4 5	Target 3.80 3.80 3.80 3.80 3.80 3.80	Apr-14 Apr-14 4.17 0.00 3.88 4.08 4.02	May-14 4.18 0.00 3.90 4.39 3.93	Jun-14 4.19 4.51 3.85 4.25 3.97	Jul-14 4.27 4.78 4.10 4.23 3.82	Aug-14 4.14 4.38 3.97 4.33 4.06	Sep-14 4.40 4.54 4.15 4.27 4.02							
1 2 3 4	y - Month	Apr-14 4.06 0.00 4.25 4.09 4.11	May-14 4.11 0.00 4.17 4.11 4.04	Jun-14 4.07 4.43 4.16 4.21 4.06	Jul-14 4.02 4.45 4.22 4.05 4.04	Aug-14 4.04 4.34 4.12 4.15 4.10	Sep-14 4.01 4.29 4.13 4.14 3.99							
Vi-fi - N	Target 0.00 0.00 0.00 0.00 0.00 0.00	Apr-14 3.94 0.00 3.99 3.83 3.87	May-14 3.69 0.00 3.77 3.85 3.73	Jun-14 3.87 3.74 3.86 3.87 3.66	Jul-14 3.95 4.13 4.15 4.09 3.96	Aug-14 4.00 4.04 3.95 4.02 4.04	Sep-14 3.94 4.12 3.93 4.00 3.86							
7/T2 -3 -4	Target	Apr-14 99.38% 99.62% 99.84%	May-14 99.02% 99.24% 99.65%	Jun-14 98.91% 99.59% 99.96%	Jul-14 98.82% 99.80% 99.78%	Aug-14 98.82% 99.88% 99.80%	Sep-14 99.15% 99.88% 99.71%							

# How are we performing?

### September 2014

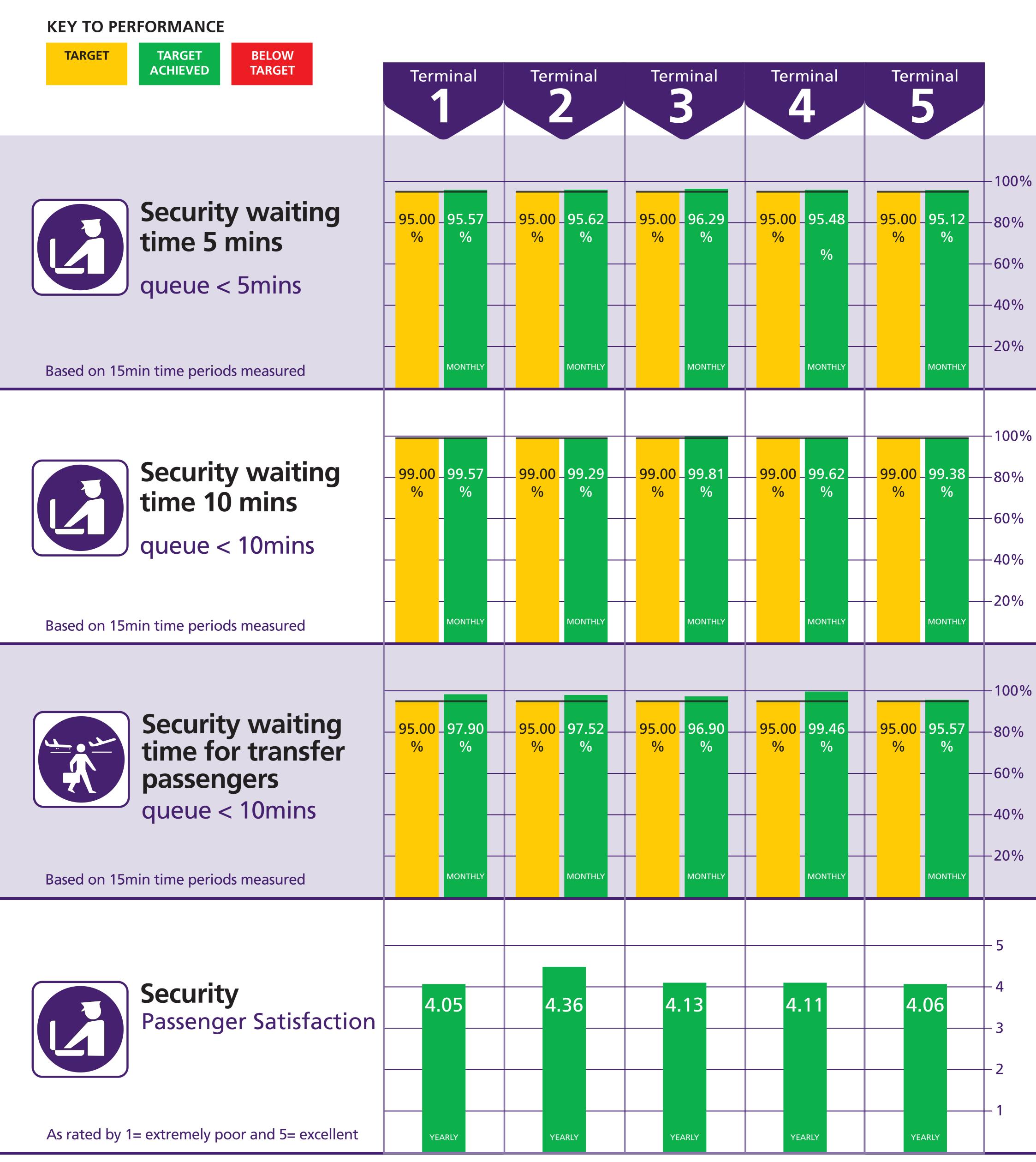


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



# How are we performing?

September 2014



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