



# Heathrow - Service Quality Rebate and bonus report Workbook November

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APOC

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**Heathrow**  
*Making every journey better*

# Service quality rebate

Heathrow Terminal 2	Nov-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.38	3.80	Yes	0	0	0
Cleanliness	4.40	4.00	Yes	0	0	0
Wayfinding	4.27	4.10	Yes	0	0	0
Flight information	4.40	4.30	Yes	0	0	0
Security	4.25	n/a		n/a	n/a	n/a
Wi-fi	4.17	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.57%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.90%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.39%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.74%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.89%	99.00%	Yes	0	0	0
FEGP	99.99%	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	99.48%	95.00%	Yes	0	0	0
Staff search	98.32%	95.00%	Yes	0	0	0
Control posts search	96.76%	95.00%	Yes	0	0	0
Pier service +	99.67%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>0</b>	<b>0</b>

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	Nov-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.24	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.23	4.10	Yes	0	0	0
Flight information	4.37	4.30	Yes	0	0	0
Security	4.20	n/a		n/a	n/a	n/a
Wi-fi	4.16	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.95%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.90%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.75%	99.00%	Yes	0	0	0
Stands	98.47%	99.00%	No	129,648	129,648	1
Jetties	99.86%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	99.29%	95.00%	Yes	0	0	0
Staff search	99.90%	95.00%	Yes	0	0	0
Control posts search	96.76%	95.00%	Yes	0	0	0
Pier service	99.07%	94.63%	Yes	0	0	0
<b>Total</b>				<b>129,648</b>	<b>129,648</b>	<b>1</b>

NOTE: \* year is January 2015 to December 2015

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# Service quality rebate

Heathrow Terminal 4	Nov-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.32	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.26	4.10	Yes	0	0	0
Flight information	4.33	4.30	Yes	0	840,630	6
Security	4.14	n/a		n/a	n/a	n/a
Wi-fi	4.22	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.81%	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)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.88%	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	97.94%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.76%	95.00%	Yes	0	0	0
Pier service	99.95%	95.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>840,630</b>	<b>6</b>

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	Nov-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	4.27	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.32	4.30	Yes	0	2,366,820	6
Security	4.08	n/a		n/a	n/a	n/a
Wi-fi	4.08	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.74%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.98%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.71%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.94%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.70%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	99.80%	98.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	98.01%	95.00%	Yes	0	0	0
Staff search	96.70%	95.00%	Yes	0	0	0
Control posts search	96.76%	95.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.94%	97.00%	Yes	0	0	0
<b>Total</b>				<b>0</b>	<b>2,366,820</b>	<b>6</b>

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	Nov-15		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>	<b>0</b>

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# Service quality rebate

Control Post Groups	Nov-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.94%	95.00%	Yes			
Cargo	97.06%	95.00%	Yes			
Eastside	97.34%	95.00%	Yes			
Southside	96.76%	95.00%	Yes			
Terminal 5	99.43%	95.00%	Yes			
<b>Control Post Groups - lowest actual result</b>	96.76%	95.00%	Yes	0	0	0

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Performance

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	4.00	4.14	4.15	4.15	4.15	4.16	4.16					
T2	4.00	4.46	4.46	4.45	4.44	4.44	4.44	4.42	4.41	4.40	4.40	4.40
T3	4.00	4.12	4.12	4.13	4.14	4.14	4.14	4.15	4.17	4.17	4.17	4.17
T4	4.00	4.14	4.15	4.15	4.15	4.16	4.16	4.16	4.16	4.16	4.16	4.17
T5	4.00	4.24	4.24	4.25	4.26	4.26	4.27	4.27	4.26	4.26	4.27	4.27

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	4.10	4.11	4.10	4.09	4.08	4.08	4.08					
T2	4.10	4.25	4.25	4.25	4.25	4.26	4.25	4.25	4.26	4.26	4.27	4.27
T3	4.10	4.20	4.21	4.22	4.21	4.22	4.22	4.22	4.22	4.22	4.22	4.23
T4	4.10	4.20	4.21	4.20	4.21	4.21	4.22	4.22	4.23	4.25	4.25	4.26
T5	4.10	4.17	4.16	4.17	4.17	4.16	4.17	4.17	4.17	4.18	4.19	4.20

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	4.30	4.26	4.26	4.26	4.25	4.22	4.22					
T2	4.30	4.40	4.41	4.41	4.41	4.40	4.39	4.39	4.40	4.40	4.40	4.40
T3	4.30	4.35	4.36	4.35	4.35	4.35	4.35	4.35	4.37	4.37	4.36	4.37
T4	4.30	4.26	4.27	4.27	4.28	4.29	4.28	4.30	4.30	4.31	4.32	4.33
T5	4.30	4.29	4.29	4.29	4.28	4.28	4.29	4.30	4.30	4.31	4.32	4.32

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	3.80	4.20	4.22	4.23	4.24	4.26	4.28					
T2	3.80	4.44	4.45	4.43	4.43	4.40	4.40	4.38	4.39	4.38	4.37	4.38
T3	3.80	4.07	4.09	4.10	4.14	4.18	4.20	4.21	4.24	4.25	4.25	4.24
T4	3.80	4.27	4.28	4.30	4.32	4.30	4.31	4.31	4.30	4.32	4.33	4.32
T5	3.80	4.02	4.03	4.04	4.05	4.06	4.06	4.07	4.06	4.07	4.07	4.06

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	0.00	4.07	4.08	4.07	4.08	4.07	4.08					
T2	0.00	4.28	4.28	4.27	4.27	4.26	4.26	4.25	4.25	4.25	4.24	4.25
T3	0.00	4.17	4.18	4.18	4.18	4.18	4.18	4.18	4.19	4.19	4.20	4.20
T4	0.00	4.12	4.13	4.13	4.13	4.13	4.12	4.13	4.12	4.12	4.13	4.14
T5	0.00	4.05	4.06	4.06	4.06	4.06	4.06	4.06	4.06	4.07	4.07	4.08

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	0.00	3.88	3.91	3.93	3.93	3.98	4.01	4.16	4.15	4.15	4.16	4.17
T2	0.00	4.11	4.13	4.13	4.15	4.16	4.16	4.16	4.15	4.15	4.16	4.17
T3	0.00	3.99	4.01	4.03	4.05	4.09	4.12	4.13	4.14	4.16	4.16	4.16
T4	0.00	3.99	4.01	4.03	4.08	4.11	4.14	4.16	4.18	4.20	4.20	4.22
T5	0.00	3.89	3.92	3.94	3.96	3.99	4.03	4.03	4.03	4.05	4.07	4.08

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	95.00%	99.86%	99.59%	99.22%	99.14%	99.68%	99.90%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	95.00%	96.68%	96.07%	97.65%	97.24%	97.97%	98.48%	96.22%	97.10%	97.48%	97.37%	96.57%
T3	95.00%	97.33%	96.12%	96.31%	97.71%	97.14%	96.71%	96.31%	96.87%	98.48%	98.57%	96.95%
T4	95.00%	98.25%	97.76%	97.33%	97.10%	96.54%	97.52%	95.39%	98.16%	97.71%	97.83%	97.81%
T5	95.00%	96.54%	98.29%	97.72%	98.14%	96.11%	96.88%	95.85%	97.28%	96.24%	97.24%	97.74%

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.68%	99.64%	99.91%	100.00%	99.91%	100.00%	99.72%	99.95%	100.00%	100.00%	99.90%
T3	99.00%	99.72%	99.95%	99.72%	99.95%	99.91%	99.90%	99.86%	99.91%	99.90%	100.00%	99.90%
T4	99.00%	100.00%	100.00%	99.86%	99.95%	99.59%	99.95%	99.63%	99.86%	100.00%	100.00%	100.00%
T5	99.00%	99.88%	99.97%	99.95%	99.93%	100.00%	99.88%	99.98%	99.98%	99.93%	100.00%	99.98%

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	95.00%	98.06%	98.57%	97.10%	99.43%	98.16%	98.38%	98.48%	97.88%	98.29%	99.26%	99.48%
T2	95.00%	96.54%	97.96%	97.14%	95.52%	95.96%	97.14%	97.42%	97.19%	98.67%	99.45%	99.29%
T3	95.00%	96.73%	99.05%	99.48%	98.97%	96.92%	97.45%	98.77%	98.20%	99.22%	98.48%	97.94%
T4	95.00%	96.17%	98.48%	98.00%	98.71%	97.04%	97.34%	97.35%	96.61%	97.96%	98.00%	98.01%
T5	95.00%	96.17%	98.48%	98.00%	98.71%	97.04%	97.34%	97.35%	96.61%	97.96%	98.00%	98.01%

£ Rebates

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£8,989	£8,989	£8,989	£8,989	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£8,989	£8,989	£8,989	£8,989	£8,989	£8,989	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£140,105	£140,105	£140,105	£140,105	£140,105	£140,105	£0	£0	£0	£0	£0
T5	£394,470	£394,470	£394,470	£394,470	£394,470	£394,470	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0								



**Performance**

Staff search	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	95.00%	98.53%	99.49%	99.40%	99.62%	99.77%	99.76%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	95.00%	99.40%	99.19%	97.81%	99.20%	99.38%	99.44%	96.76%	98.81%	99.68%	98.70%	98.32%
T3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	99.95%	99.86%	100.00%	99.90%	99.95%	99.90%
T4	95.00%	96.27%	100.00%	99.59%	100.00%	99.86%	100.00%	100.00%	99.63%	100.00%	99.82%	100.00%
T5	95.00%	96.16%	95.98%	95.45%	96.13%	95.35%	95.53%	95.64%	97.51%	95.66%	96.83%	96.70%

Control posts search	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%	96.76%
T2	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%	96.76%
T3	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%	96.76%
T4	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%	96.76%
T5	95.00%	97.83%	98.49%	97.98%	98.13%	98.78%	98.54%	97.98%	98.29%	96.89%	96.52%	96.76%

Control posts search	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
CTA	95.00%	99.11%	99.37%	99.23%	99.11%	99.36%	99.48%	99.43%	99.18%	98.31%	99.16%	98.94%
Cargo	95.00%	98.52%	98.49%	98.58%	99.22%	99.07%	99.40%	99.32%	99.36%	98.51%	97.88%	97.06%
Eastside	95.00%	97.83%	98.83%	97.98%	98.13%	98.94%	98.54%	97.98%	98.29%	97.45%	96.52%	97.34%
Southside	95.00%	98.91%	99.13%	98.87%	98.20%	98.78%	98.60%	99.13%	98.34%	96.89%	97.08%	96.76%
T5	95.00%	99.22%	99.39%	99.38%	99.50%	99.08%	99.57%	99.68%	99.23%	98.57%	99.46%	99.43%

FEGP	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	100.00%	99.93%	100.00%	100.00%	100.00%	99.98%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.98%	99.99%	100.00%	99.96%	100.00%	99.98%	100.00%	99.93%	99.98%	99.99%	99.99%
T3	99.00%	99.91%	99.97%	99.94%	99.88%	99.97%	99.93%	99.97%	99.95%	99.88%	100.00%	99.98%
T4	99.00%	99.93%	99.98%	99.82%	100.00%	99.99%	99.99%	99.98%	99.98%	99.94%	99.94%	99.91%
T5	99.00%	99.89%	99.96%	99.95%	99.89%	99.96%	99.94%	99.99%	99.99%	99.92%	99.98%	99.98%

Jetties	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	99.77%	99.89%	99.80%	99.95%	99.85%	99.92%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.86%	99.97%	99.89%	99.93%	99.94%	99.96%	99.95%	99.95%	99.98%	99.94%	99.89%
T3	99.00%	99.73%	99.85%	99.69%	99.73%	99.72%	99.85%	99.65%	99.88%	99.79%	99.88%	99.86%
T4	99.00%	99.82%	99.91%	99.87%	99.86%	99.77%	99.91%	99.87%	99.90%	99.91%	99.87%	99.88%
T5	99.00%	99.53%	99.71%	99.81%	99.82%	99.84%	99.81%	99.72%	99.82%	99.80%	99.85%	99.70%

PSE (general)	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	99.80%	99.89%	99.91%	99.75%	99.92%	99.89%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.46%	99.54%	99.68%	99.81%	99.75%	99.69%	99.65%	99.73%	99.78%	99.74%	99.66%
T3	99.00%	99.87%	99.74%	99.76%	99.66%	99.71%	99.73%	99.35%	99.76%	99.79%	99.77%	99.78%
T4	99.00%	99.76%	99.82%	99.77%	99.75%	99.75%	99.81%	99.77%	99.66%	99.75%	99.66%	99.75%
T5	99.00%	99.62%	99.64%	99.71%	99.57%	99.63%	99.51%	99.54%	99.61%	99.66%	99.70%	99.67%

PSE (priority)	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	99.80%	99.89%	99.91%	99.75%	99.92%	99.89%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.40%	99.32%	99.68%	99.73%	99.65%	99.57%	99.48%	99.64%	99.69%	99.68%	99.39%
T3	99.00%	99.85%	99.83%	99.85%	99.55%	99.82%	99.66%	99.05%	99.67%	99.69%	99.80%	99.82%
T4	99.00%	99.89%	99.91%	99.74%	99.95%	99.79%	99.95%	99.66%	99.91%	99.92%	99.96%	99.87%
T5	99.00%	99.61%	99.69%	99.77%	99.52%	99.66%	99.58%	99.40%	99.12%	99.78%	99.79%	99.71%

Stand entry guidance	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	99.98%	100.00%	100.00%	99.98%	100.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	100.00%	99.92%	99.87%	100.00%	99.96%	99.98%	99.99%	99.99%	100.00%	99.99%	99.99%
T3	99.00%	99.99%	99.95%	99.91%	99.94%	99.99%	99.98%	99.96%	99.96%	99.90%	99.97%	99.97%
T4	99.00%	99.96%	100.00%	99.96%	99.90%	99.99%	100.00%	100.00%	99.98%	99.98%	100.00%	100.00%
T5	99.00%	99.98%	99.95%	99.99%	99.99%	99.90%	99.96%	99.98%	99.93%	99.97%	99.99%	99.96%

Stands	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	99.93%	99.98%	99.92%	99.91%	99.92%	99.91%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.89%	99.93%	99.82%	99.89%	99.68%	99.86%	99.84%	99.73%	99.80%	99.92%	99.79%
T3	99.00%	99.83%	99.80%	99.90%	99.78%	99.84%	99.84%	99.83%	99.73%	99.83%	99.78%	98.47%
T4	99.00%	99.88%	99.81%	99.85%	99.75%	99.80%	99.86%	99.87%	99.75%	99.90%	99.80%	99.82%
T5	99.00%	99.88%	99.91%	99.85%	99.88%	99.82%	99.84%	99.84%	99.84%	99.83%	99.83%	99.86%

Pier service	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1/T2	99.15%	99.21%	99.26%	99.29%	99.34%	99.41%	99.50%	99.58%	99.64%	99.67%	99.67%
T2	99.57%	99.60%	99.58%	99.60%	99.61%	99.64%	99.65%	99.67%	99.69%	99.71%	99.70%
T3	98.99%	99.14%	99.40%	99.39%	99.41%	99.39%	99.36%	99.29%	99.36%	99.17%	99.07%
T4	99.78%	99.80%	99.85%	99.86%	99.88%	99.88%	99.91%	99.92%	99.93%	99.94%	99.95%

TTS - % time one car available	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T5	99.00%	99.94%	100.00%	100.00%	99.95%	99.88%	99.95%	99.93%	99.98%	100.00%	99.99%	100.00%

TTS - % time two cars available	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T5	97.00%	99.24%	99.80%	99.52%	99.38%	99.80%	99.70%	99.53%	99.30%	99.14%	99.84%	99.94%

Arrivals Reclaims	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	99.00%	99.98%	99.90%	99.97%	99.97%	99.96%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	99.00%	99.47%	99.67%	99.54%	99.36%	99.55%	99.29%	99.11%	99.07%	99.51%	99.64%	99.74%
T3	99.00%	99.74%	99.81%	99.74%	99.70%	99.79%	99.65%	99.37%	99.43%	99.54%	99.77%	99.75%
T4	99.00%	99.70%	99.92%	99.70%	99.85%	99.78%	99.85%	99.72%	99.63%	99.78%	99.78%	99.80%
T5	99.00%	99.86%	99.85%	99.88%	99.88%	99.91%	99.87%	99.82%	99.87%	99.81%	99.94%	99.94%

Pre-conditioned air	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	98.00%	99.99%	99.97%	99.45%	99.96%	99.95%	99.68%	99.93%	99.83%	99.91%	99.93%	99.99%
T3	98.00%	100.00%	100.00%	100.00%	100.00%	99.99%	99.91%	99.93%	99.09%	100.00%	99.87%	99.99%
T4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	98.00%	99.88%	99.59%	99.59%	99.44%	99.78%	99.61%	99.62%	99.56%	99.82%	99.69%	99.80%

Aerodrome congestion	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

**£ Rebates**

Staff search	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£								

**Cleanliness - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	4.00	4.26	4.24	4.37	4.18	4.31	4.17	0.00	0.00	0.00	0.00	0.00
T2	4.00	4.39	4.46	4.36	4.40	4.40	4.44	4.35	4.41	4.35	4.41	4.46
T3	4.00	4.11	4.24	4.28	4.14	4.16	4.14	4.18	4.19	4.13	4.14	4.15
T4	4.00	4.17	4.23	4.22	4.07	4.20	4.18	4.21	4.08	4.14	4.17	4.23
T5	4.00	4.31	4.26	4.31	4.29	4.33	4.30	4.24	4.24	4.19	4.28	4.26

**Wayfinding - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	4.10	4.04	4.04	4.17	4.11	4.21	3.96	0.00	0.00	0.00	0.00	0.00
T2	4.10	4.26	4.30	4.23	4.27	4.29	4.22	4.29	4.32	4.24	4.30	4.35
T3	4.10	4.19	4.34	4.32	4.19	4.24	4.16	4.24	4.23	4.15	4.18	4.28
T4	4.10	4.16	4.25	4.25	4.19	4.28	4.23	4.30	4.27	4.36	4.25	4.24
T5	4.10	4.25	4.16	4.21	4.17	4.19	4.23	4.16	4.19	4.22	4.21	4.22

**Flight information - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	4.30	4.34	4.48	4.23	4.13	4.14	4.18	0.00	0.00	0.00	0.00	0.00
T2	4.30	4.38	4.53	4.41	4.41	4.28	4.39	4.46	4.44	4.38	4.38	4.45
T3	4.30	4.37	4.48	4.37	4.36	4.39	4.36	4.32	4.42	4.29	4.34	4.40
T4	4.30	4.24	4.43	4.26	4.25	4.38	4.27	4.38	4.28	4.37	4.38	4.36
T5	4.30	4.32	4.33	4.31	4.25	4.30	4.35	4.35	4.29	4.34	4.32	4.36

**Departure lounge seat availability - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	3.80	4.33	4.48	4.36	4.30	4.37	4.30	0.00	0.00	0.00	0.00	0.00
T2	3.80	4.32	4.52	4.33	4.40	4.23	4.40	4.35	4.46	4.38	4.31	4.44
T3	3.80	4.26	4.39	4.32	4.27	4.26	4.10	4.20	4.23	4.21	4.22	4.19
T4	3.80	4.37	4.42	4.42	4.29	4.26	4.30	4.27	4.22	4.48	4.36	4.32
T5	3.80	4.15	4.09	4.13	4.12	4.02	4.04	3.89	4.00	4.08	4.15	4.12

**Security - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	0.00	4.25	4.25	4.19	4.18	4.13	4.21	0.00	0.00	0.00	0.00	0.00
T2	0.00	4.27	4.28	4.21	4.25	4.20	4.27	4.29	4.27	4.21	4.23	4.34
T3	0.00	4.19	4.25	4.23	4.21	4.19	4.16	4.17	4.24	4.19	4.21	4.26
T4	0.00	4.13	4.21	4.13	4.10	4.12	4.10	4.12	4.06	4.15	4.19	4.23
T5	0.00	4.13	4.21	4.06	4.06	4.06	4.07	4.05	4.04	4.09	4.09	4.12

**Wi-fi - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1	0.00	4.19	4.23	4.20	4.22	3.54	3.96	0.00	0.00	0.00	0.00	0.00
T2	0.00	4.18	4.23	4.15	4.27	4.21	4.16	4.09	4.03	4.17	4.16	4.21
T3	0.00	4.19	4.19	4.22	4.18	4.23	4.14	4.18	4.12	4.09	4.11	4.07
T4	0.00	4.13	4.23	4.26	4.30	4.18	4.28	4.27	4.20	4.19	4.20	4.23
T5	0.00	4.05	4.23	4.08	4.09	4.09	4.06	3.98	4.03	4.14	4.13	4.03

**Pier service - Month**

	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15
T1/T2	0.0	99.69%	99.74%	99.40%	99.66%	99.67%	99.73%	99.79%	99.77%	99.75%	99.82%	99.60%
T3	0.0	99.25%	99.30%	99.01%	99.51%	99.45%	99.44%	99.49%	99.17%	99.52%	98.37%	97.79%
T4	0.0	100.00%	99.95%	100.00%	99.94%	99.88%	99.99%	99.99%	99.93%	99.88%	99.94%	100.00%

# Heathrow SQR Bonus Performance Dashboard

	November 2015								Year To Date*	
	Measure Type	Lower Performance Threshold	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)	
<b>Departure lounge seating availability</b>	MAT	4.10	<b>4.38</b>	<b>4.24</b>	<b>4.32</b>	<b>4.06</b>	4.50	£ -	£ -	
<b>Cleanliness</b>	MAT	4.20	<b>4.40</b>	<b>4.17</b>	<b>4.17</b>	<b>4.27</b>	4.50	£ -	£ -	
<b>Way finding</b>	MAT	4.20	<b>4.27</b>	<b>4.23</b>	<b>4.26</b>	<b>4.20</b>	4.50	£ -	£ -	
<b>Flight information</b>	MAT	4.40	<b>4.40</b>	<b>4.37</b>	<b>4.33</b>	<b>4.32</b>	4.70	£ -	£ -	
<b>Total</b>								£ -	£ -	

\*January 2015 - December 2015

**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 Eduardo Teixeira, email: [eduardo\\_teixeira@heathrow.com](mailto:eduardo_teixeira@heathrow.com)

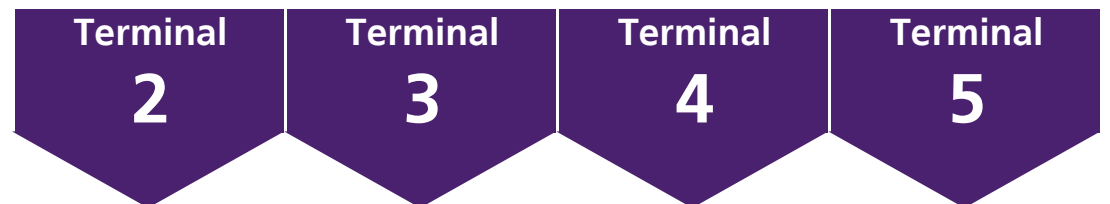
## How are we performing?

November 2015

### KEY TO PERFORMANCE



As rated by 1=Extremely Poor and 5=Excellent



## How are we performing?

November 2015

### KEY TO PERFORMANCE



As rated by 1=Extremely Poor and 5=Excellent

