

Heathrow Terminal 1	1	Oc		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	
Central security queues - Times queue < 10 minutes	99.95%	99.00%	Yes	U		
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.



Heathrow Terminal 2		Oc	t-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	
Central security queues - Times queue < 10 minutes	99.68%	99.00%	Yes	U		
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.



Heathrow Terminal 3		Oc	Year to	o 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		95.00%	Yes	C	0		
Central security queues - Times queue < 10 minutes	99.86%	99.00%	Yes	U			
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.



Heathrow Terminal 4		Oc	t-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			J	
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.



Heathrow Terminal 5		Oc		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	U	1,100,043	'
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	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	Oc	t-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



Control Post Groups		Oc	t-14		Year to	Year to date *		
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures		
СТА	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

# **Service quality bonus**



				C	ctobe	2014				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	4.18	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.

Γ1 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	Oct-14 4.15 4.49 4.11 4.14 4.24	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	\$ep-14 £0 £0 £0 £0 £0	Oct-14 £( £( £( £( £(
Vayfindir 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	Oct-14 4.11 4.25 4.20 4.20 4.18	Wayfinding 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 £0	Oct-14 £0 £0 £0 £0
11 1 2 2 1 3 4 4 1 5 5 5 5 5 5 6 6 6 6 6 6 6 6 6 6 6 6 6	Target 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	Oct-14 4.27 4.43 4.35 4.26 4.30	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £153,065 £0	£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 £0	Oct-14 £57,158 £0 £0
Departure	3.80 3.80 3.80 3.80 3.80 3.80	Apr-14 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	Oct-14 4.18 4.49 3.98 4.25 3.99	T1 T2 T3 T4 T5	Apr-14 £0 £0 £0 £0 £0 £0 £0	May-14 £0 £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	\$ep-14 £0 £0 £0 £0 £0	Oct-14 £( £( £( £(
71 72 73 74	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	Oct-14 4.06 4.33 4.14 4.12 4.06	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 £0	Oct-1- £1 £1 £1 £1
<b>Vi-fi</b> 71  72  73  74	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	Oct-14 3.89 4.06 3.96 3.96 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	\$ep-14 £0 £0 £0 £0 £0	Oct-1- £1 £1 £1
Γ1 Γ2 Γ3 Γ4	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%	Oct-14 99.33% 96.13% 97.47% 96.64% 96.82%	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 £0	Oct-14 £( £( £( £(
T1	rarget 99.00% 99.00% 99.00% 99.00% 99.00%	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%	Oct-14 99.95% 99.68% 99.86% 99.82% 99.79%								
Transfer :	Target 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%	Oct-14 99.95% 97.88% 97.37% 99.15% 95.86%	Transfer s  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	\$ep-14 £0 £0 £0 £0 £0	Oct-1- £1 £1 £1 £1
6taff sear 11 12 13 14 15	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%	Oct-14 100.00% 99.58% 100.00% 99.68% 96.86%	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	\$ep-14 £0 £0 £0 £0 £0	Oct-1- £1 £1 £1
Γ1 Γ2 Γ3 Γ4	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% 95.66%	Jun-14 98.11% 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% 98.83%	Oct-14 98.43% 98.43% 98.43% 98.43% 98.43%	T1 T2 T3 T4 T5	\$\frac{\text{search}}{\text{Apr-14}} \\ \frac{\text{£0}}{\text{£0}} \\ \frac{\text{£0}}{\text	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	\$ep-14 £0 £0 £0 £0 £0	Oct-1
CTA Cargo Eastside Southside	95.00% 95.00% 95.00% 95.00% 95.00% 95.00%	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%	Oct-14 98.43% 99.49% 98.89% 99.62% 99.39%	FFOR							
T1	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%	Oct-14 99.97% 100.00% 99.94% 100.00% 99.91%	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 £0	Oct-1
71 72 73 74	Target 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%	Oct-14 99.47% 99.92% 99.77% 99.86% 99.68%	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	\$ep-14 £0 £0 £0 £0 £0	Oct-1
PSE (gen	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%	Oct-14 99.83% 99.51% 99.82% 99.72% 99.69%	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 £0	Oct-1
71 72 73 74	Target 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%	Oct-14 99.93% 99.47% 99.82% 99.94% 99.68%	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	\$ep-14 £0 £0 £0 £0 £0	Oct-1
Γ1 Γ2 Γ3 Γ4	Target 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%	Oct-14 99.98% 99.85% 100.00% 100.00%	T1 T2 T3 T4 T5	y guidance  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	\$ep-14 £0 £0 £0 £0 £0	Oct-1
6tands  11 12 13 14 15 Pier servi	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%	Oct-14 99.81% 99.86% 99.63% 99.83% 99.76%	T1 T2 T3 T4 T5  Pier service	Apr-14 £0 £0 £0 £0 £0	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	\$ep-14 £0 £0 £0 £0 £0 £0	Oct-1
T1/T2 T3 T4 T1/T2 targ T3 target T4 target		Apr-14 98.75% 97.04% 99.75% 95.00% 95.00%	May-14 98.78% 97.26% 99.73% 95.00% 95.00% 95.00%	Jun-14 98.83% 97.45% 99.75% 95.00% 95.00% 95.00%	Jul-14 98.88% 97.67% 99.76% 95.00% 95.00%	Aug-14 98.86% 97.93% 99.76% 95.00% 95.00% 95.00%	Sep-14 98.88% 98.21% 99.75% 95.00% 95.00%	Oct-14 98.94% 98.42% 99.75% 95.00% 95.00%	T1/T2 T3 T4	Apr-14 £0 £0 £0	May-14 £0 £0 £0	Jun-14 £0 £0 £0	Jul-14 £0 £0 £0	£0 £0 £0	\$ep-14 £0 £0 £0	Oct-1
Γ5	ime one car Target 99.00% ime two car 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%	Oct-14 99.96% Oct-14 99.28%	TTS - % Bo	Apr-14 £0	May-14 £0	Jun-14 £0	Jul-14 £0	Aug-14 £0	Sep-14 £0	Oct-1
Arrivals R  11  12  13  14  15	Reclaims 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%	Oct-14 99.97% 99.58% 99.78% 99.86% 99.87%	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 £0	Jul-14 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0 £0	Oct-1- £1 £1 £1 £1
Pre-condi T1 T2 T3 T4	titioned air 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%	Oct-14 0.00% 99.99% 99.94% 0.00% 99.52%	Pre-condit T1 T2 T3 T4 T5	## Apr-14 ## £0 ##	May-14 £0 £0 £0 £0 £0	Jun-14 £0 £0 £0 £0 £0 £0	Jul-14 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0	Sep-14 £0 £0 £0 £0 £0 £0	Oct-14 £1 £1 £1 £1
All Monthly p	Target N/A  Deerformance	Apr-14 N/A	May-14 N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A	Sep-14 N/A	Oct-14 N/A	Aerodrome	Apr-14 N/A	May-14 N/A	Jun-14 N/A	Jul-14 N/A	Aug-14 N/A	Sep-14 N/A	Oct-1- N/A
Γ1 Γ2 Γ3 Γ4	Target 4.00 4.00 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	Oct-14 4.21 4.39 4.14 4.16 4.23								
Γ1 Γ2 Γ3 Γ4	Target 4.10 4.10 4.10 4.10 4.10	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	Oct-14 4.06 4.24 4.20 4.18 4.08								
Γ1 Γ2 Γ3 Γ4	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	Oct-14 4.30 4.44 4.35 4.24 4.24								
Γ1 Γ2 Γ3 Γ4	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	7 - Month 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	Oct-14 4.24 4.39 4.27 4.30 4.08								
Security -  11  12  13  14  15  Wi-fi - Mo	Target 0.00 0.00 0.00 0.00 0.00 0.00	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	Oct-14 4.16 4.27 4.18 4.13 4.06								
<b>Ni-fi - Mo</b> 11  12  13	Target 0.00 0.00 0.00 0.00 0.00	Apr-14 3.94 0.00 3.99 3.83	May-14 3.69 0.00 3.77 3.85	Jun-14 3.87 3.74 3.86 3.87	Jul-14 3.95 4.13 4.15 4.09	Aug-14 4.00 4.04 3.95 4.02	Sep-14 3.94 4.12 3.93 4.00	Oct-14 4.06 4.07 4.10 4.17								

 Apr-14
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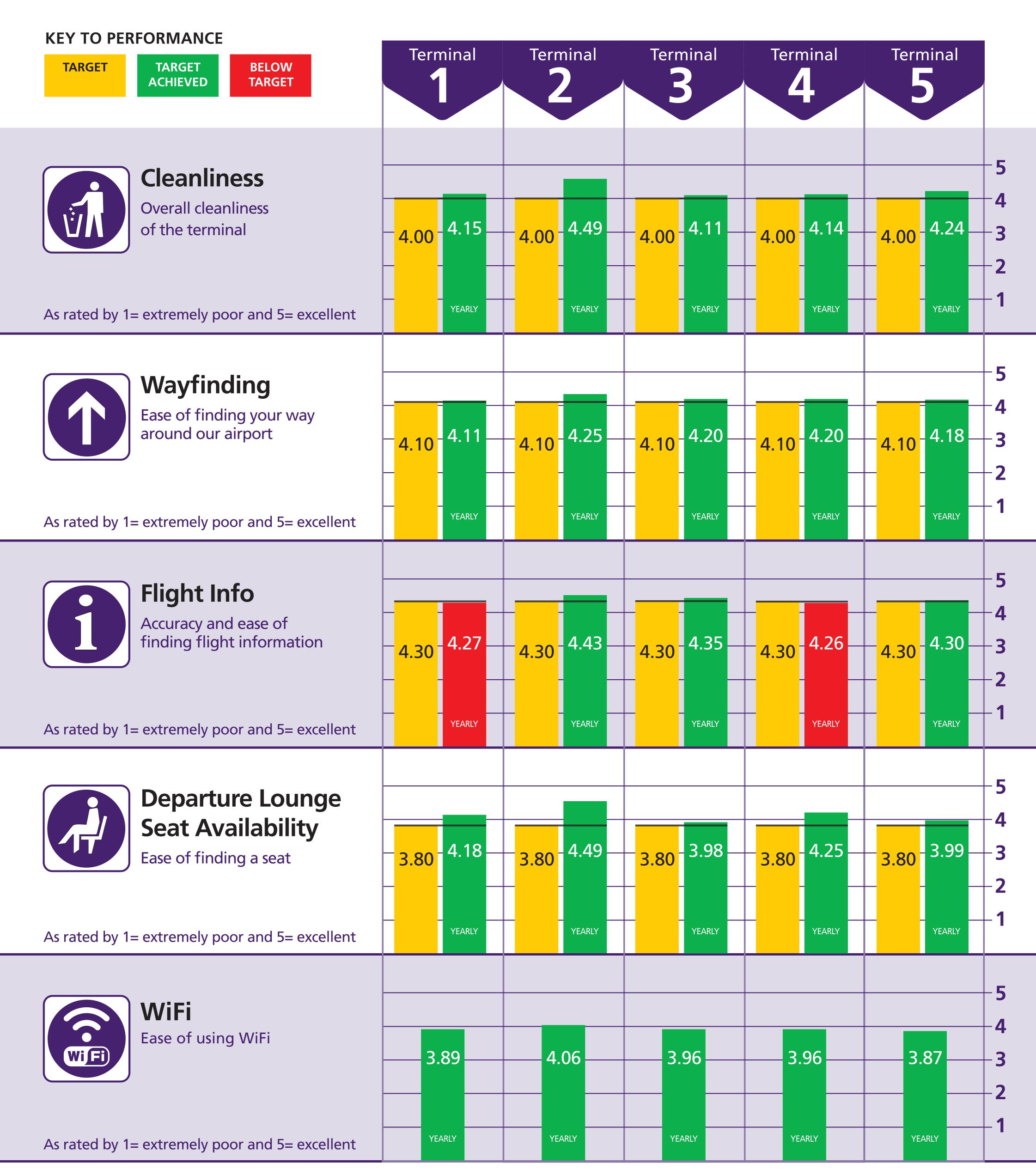
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# How are we performing?

October 2014

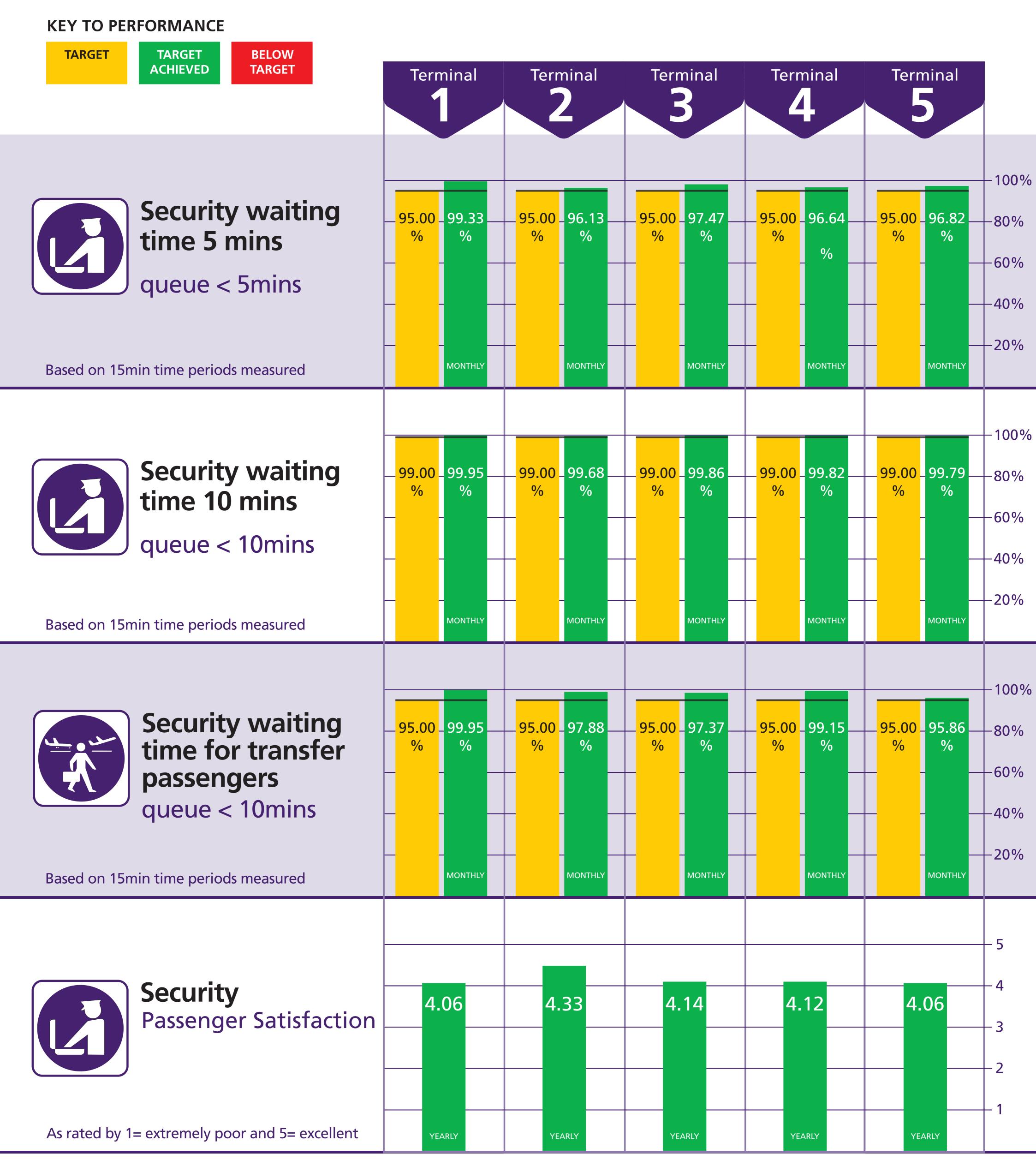


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



# How are we performing?

October 2014



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