

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.

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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.

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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

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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

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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

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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

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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.

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Performance

Cleanliness	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	4.00	4.13	4.14	4.14	4.14	4.14	4.14	4.14
T2	4.00			4.44	4.57	4.56	4.54	4.49
T3	4.00	4.10	4.10	4.10	4.11	4.11	4.11	4.11
T4	4.00	4.13	4.12	4.12	4.12	4.12	4.13	4.24
T5	4.00	4.22	4.22	4.22	4.23	4.24	4.24	4.23

Wayfinding	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	4.10	4.12	4.12	4.11	4.11	4.12	4.11	4.11
T2	4.10			4.25	4.30	4.30	4.26	4.25
T3	4.10	4.18	4.19	4.19	4.19	4.19	4.20	4.20
T4	4.10	4.18	4.18	4.18	4.18	4.19	4.19	4.20
T5	4.10	4.21	4.21	4.21	4.20	4.20	4.19	4.18

Flight information	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	4.30	4.30	4.30	4.28	4.27	4.28	4.28	4.27
T2	4.30			4.46	4.55	4.48	4.43	4.43
T3	4.30	4.36	4.37	4.36	4.36	4.36	4.31	4.36
T4	4.30	4.26	4.25	4.26	4.25	4.26	4.26	4.26
T5	4.30	4.32	4.32	4.32	4.31	4.30	4.30	4.30

Departure lounge seat availability	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	3.80	4.12	4.12	4.11	4.13	4.13	4.16	4.18
T2	3.80			4.51	4.70	4.55	4.55	4.48
T3	3.80	3.90	3.90	3.91	3.94	3.95	3.96	3.98
T4	3.80	4.19	4.20	4.21	4.21	4.22	4.22	4.25
T5	3.80	3.95	3.95	3.95	3.95	3.97	3.98	3.99

Security	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	0.00	4.04	4.05	4.05	4.04	4.04	4.05	4.06
T2	0.00			4.40	4.44	4.40	4.38	4.38
T3	0.00	4.08	4.08	4.10	4.11	4.12	4.13	4.14
T4	0.00	4.09	4.09	4.10	4.10	4.10	4.11	4.12
T5	0.00	4.05	4.05	4.06	4.05	4.06	4.06	4.06

Wi-fi	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	0.00	3.93	3.91	3.91	3.91	3.90	3.90	3.98
T2	0.00			3.74	4.01	4.02	4.06	4.06
T3	0.00	3.92	3.90	3.90	3.92	3.92	3.94	3.96
T4	0.00	3.91	3.90	3.90	3.92	3.93	3.92	3.96
T5	0.00	3.90	3.89	3.89	3.87	3.89	3.87	3.87

CSA queues - Times queue <5 minutes	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	95.00%	95.00%	95.84%	95.84%	95.84%	95.84%	95.81%	95.83%
T2	95.00%	0.00%	0.00%	97.99%	96.73%	95.36%	95.62%	95.13%
T3	95.00%	97.43%	96.64%	96.19%	95.50%	95.34%	96.29%	97.47%
T4	95.00%	96.33%	95.22%	95.75%	95.53%	95.54%	95.48%	96.64%
T5	95.00%	96.55%	95.45%	95.17%	95.98%	95.71%	95.12%	95.82%

CSA queues - Times queue < 10 minutes	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.83%	99.84%	99.84%	99.84%	99.84%	99.81%	99.87%
T2	99.00%	0.00%	0.00%	99.89%	99.40%	99.63%	99.29%	99.68%
T3	99.00%	99.86%	99.54%	99.57%	99.91%	99.91%	99.81%	99.86%
T4	99.00%	99.81%	99.55%	99.78%	99.59%	99.82%	99.82%	99.82%
T5	99.00%	99.81%	97.42%	99.49%	99.82%	99.85%	99.38%	99.79%

Transfer search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	95.00%	97.00%	95.94%	98.19%	98.99%	98.23%	97.90%	99.35%
T2	95.00%	0.00%	0.00%	99.79%	98.20%	98.48%	97.52%	97.88%
T3	95.00%	98.90%	95.89%	96.81%	97.70%	97.19%	96.90%	97.37%
T4	95.00%	99.60%	98.60%	97.40%	98.91%	99.15%	99.40%	99.15%
T5	95.00%	98.16%	95.43%	95.20%	96.34%	95.73%	95.57%	95.86%

Staff search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	95.00%	100.00%	99.86%	100.00%	98.82%	98.73%	99.05%	100.00%
T2	95.00%	0.00%	0.00%	99.77%	99.80%	99.77%	99.09%	99.58%
T3	95.00%	99.76%	99.69%	99.78%	99.84%	100.00%	100.00%	100.00%
T4	95.00%	100.00%	99.82%	95.50%	95.42%	99.26%	100.00%	99.68%
T5	95.00%	96.02%	95.70%	98.10%	97.80%	98.42%	95.32%	95.86%

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%
T2	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%
T3	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%
T4	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%
T5	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	98.43%

Control posts search	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
CTA	95.00%	98.33%	96.27%	98.50%	98.82%	99.18%	98.95%	98.43%
Cargo	95.00%	98.06%	98.06%	98.40%	99.89%	99.55%	99.55%	99.49%
Eastside	95.00%	98.64%	98.83%	98.16%	97.02%	96.68%	99.17%	98.89%
Southside	95.00%	99.50%	99.20%	99.41%	98.63%	99.52%	99.55%	99.62%
T5	95.00%	98.60%	98.34%	98.11%	98.82%	98.65%	98.83%	99.39%

FEGP	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.83%	99.83%	99.87%	99.97%	99.96%	99.91%	99.97%
T2	99.00%	0.00%	0.00%	99.98%	100.00%	99.98%	100.00%	100.00%
T3	99.00%	99.76%	99.71%	99.55%	99.91%	99.78%	99.88%	99.94%
T4	99.00%	99.91%	99.97%	99.93%	99.83%	99.99%	100.00%	100.00%
T5	99.00%	99.88%	99.87%	99.87%	99.95%	99.92%	99.91%	99.91%

Jetties	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.83%	99.83%	99.84%	99.79%	99.84%	99.79%	99.47%
T2	99.00%	0.00%	0.00%	99.93%	99.86%	99.85%	99.90%	99.92%
T3	99.00%	99.65%	99.67%	99.75%	99.85%	99.83%	99.63%	99.77%
T4	99.00%	99.58%	99.55%	99.83%	99.91%	99.90%	99.92%	99.86%
T5	99.00%	99.58%	99.55%	99.15%	99.78%	99.75%	99.61%	99.65%

PSE (general)	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.80%	99.77%	99.83%	99.52%	99.52%	99.81%	99.83%
T2	99.00%	0.00%	0.00%	99.69%	99.59%	99.61%	99.39%	99.51%
T3	99.00%	99.90%	99.81%	99.83%	99.93%	99.89%	99.81%	99.82%
T4	99.00%	99.70%	99.73%	99.94%	99.83%	99.84%	99.83%	99.72%
T5	99.00%	99.74%	99.70%	99.85%	99.86%	99.54%	99.61%	99.69%

PSE (priority)	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.76%	99.50%	99.80%	99.87%	99.84%	99.88%	99.93%
T2	99.00%	0.00%	0.00%	99.40%	99.30%	99.49%	99.02%	99.47%
T3	99.00%	99.95%	99.82%	99.85%	99.93%	99.90%	99.76%	99.82%
T4	99.00%	99.83%	99.72%	99.86%	99.75%	99.71%	99.86%	99.94%
T5	99.00%	99.83%	99.78%	99.88%	99.86%	99.83%	99.86%	99.68%

Stand entry guidance	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.98%	99.91%	100.00%	99.99%	99.99%	100.00%	99.98%
T2	99.00%	0.00%	0.00%	99.91%	99.99%	100.00%	99.95%	99.85%
T3	99.00%	99.98%	99.98%	99.98%	99.98%	100.00%	99.98%	100.00%
T4	99.00%	99.97%	99.96%	100.00%	100.00%	100.00%	100.00%	100.00%
T5	99.00%	99.94%	99.95%	99.98%	99.98%	99.97%	99.98%	100.00%

Stands	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.87%	99.76%	99.68%	99.92%	99.79%	99.66%	99.81%
T2	99.00%	0.00%	0.00%	99.89%	99.97%	99.75%	99.91%	99.96%
T3	99.00%	99.78%	99.84%	99.73%	99.85%	99.81%	99.79%	99.63%
T4	99.00%	99.85%	99.02%	99.84%	99.70%	99.83%	99.80%	99.83%
T5	99.00%	99.75%	99.59%	99.66%	99.78%	99.77%	99.78%	99.76%

Pier service	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1/T2		98.75%	98.78%	98.83%	98.89%	98.96%	98.88%	98.94%
T3	97.04%	97.26%	97.45%	97.67%	97.67%	97.93%	98.21%	98.42%
T4	97.75%	99.73%	99.75%	99.76%	99.76%	99.75%	99.75%	99.75%
T1/T2 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
T3 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%
T4 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%

TTS - % time one car available	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T5	99.00%	99.36%	99.32%	99.38%	99.91%	99.53%	99.89%	99.96%

TTS - % time two cars available	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T5	97.00%	98.74%	99.23%	99.23%	99.12%	99.24%	99.60%	99.25%

Arrivals Reclaims	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	99.00%	99.66%	99.66%	99.55%	99.78%	99.85%	99.81%	99.97%
T2	99.00%	0.00%	0.00%	99.58%	99.06%	99.39%	99.22%	99.58%
T3	99.00%	99.86%	99.89%	99.86%	99.89%	99.73%	99.91%	99.76%
T4	99.00%	99.86%	99.73%	99.72%	99.83%	99.44%	99.85%	99.85%
T5	99.00%	99.79%	99.84%	99.68%	99.77%	99.74%	99.70%	99.87%

Pre-conditioned air	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
T1	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T2	98.00%	0.00%	0.00%	98.20%	98.91%	99.91%	99.98%	99.99%
T3	98.00%	98.85%	98.85%	98.85%	98.85%	99.71%	99.88%	99.94%
T4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	98.00%	99.64%	99.75%	99.50%	99.57%	99.33%	99.56%	99.52%

Aerodrome congestion	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14
All		N/A	N/A	N/A	N/A	N/A	N/A	N/A

Monthly performance - reported only

Cleanliness - Month	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14</
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How are we performing?

October 2014

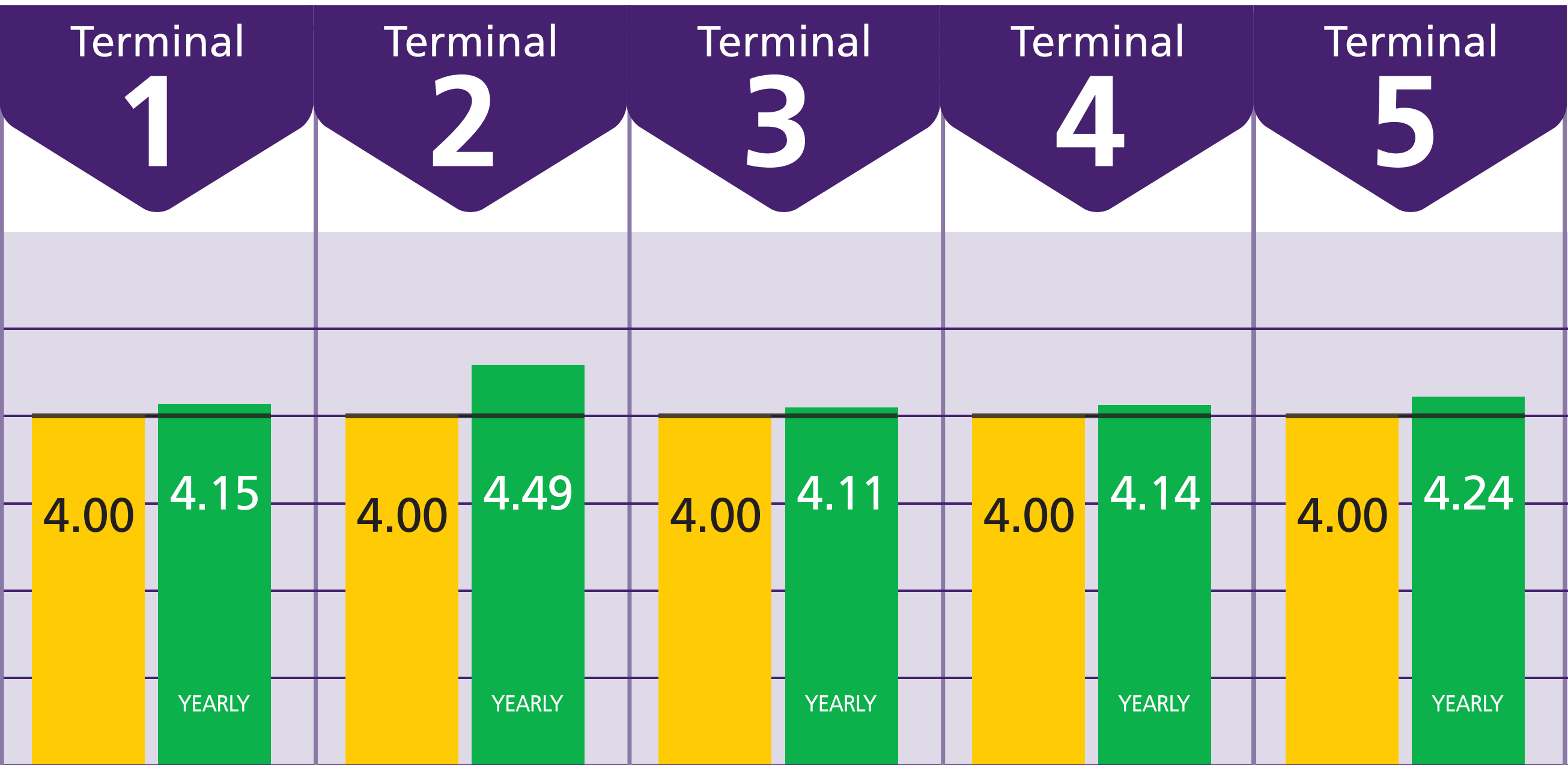
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

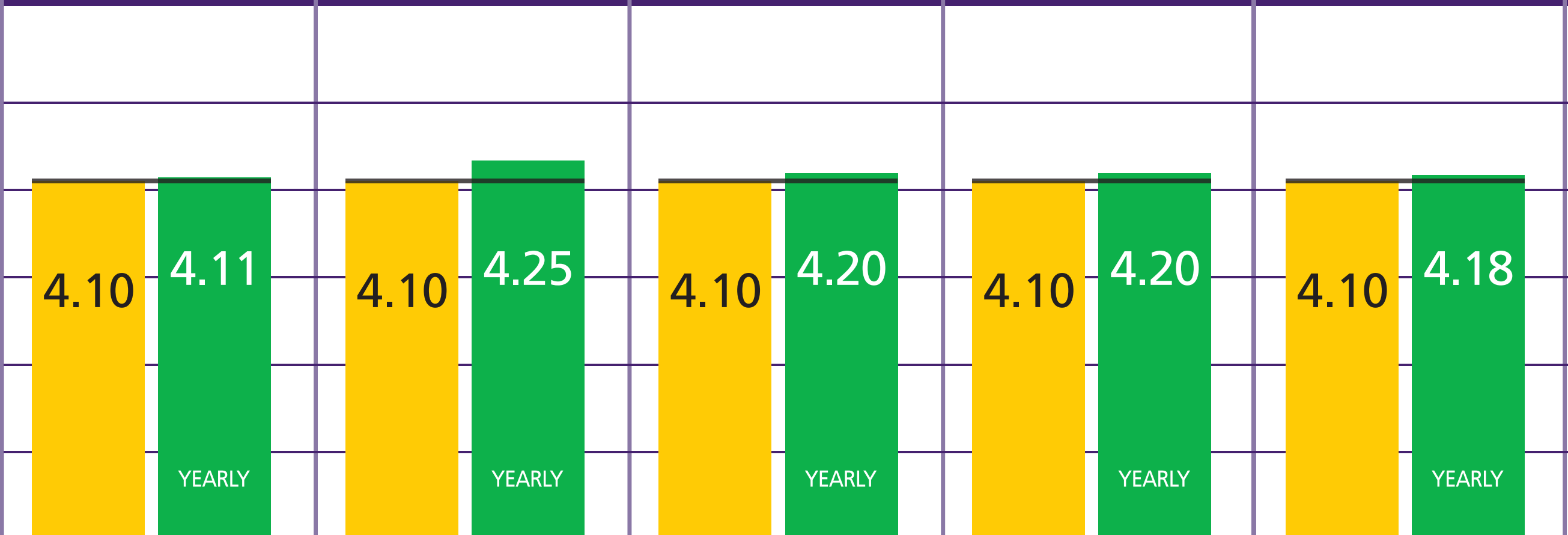
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

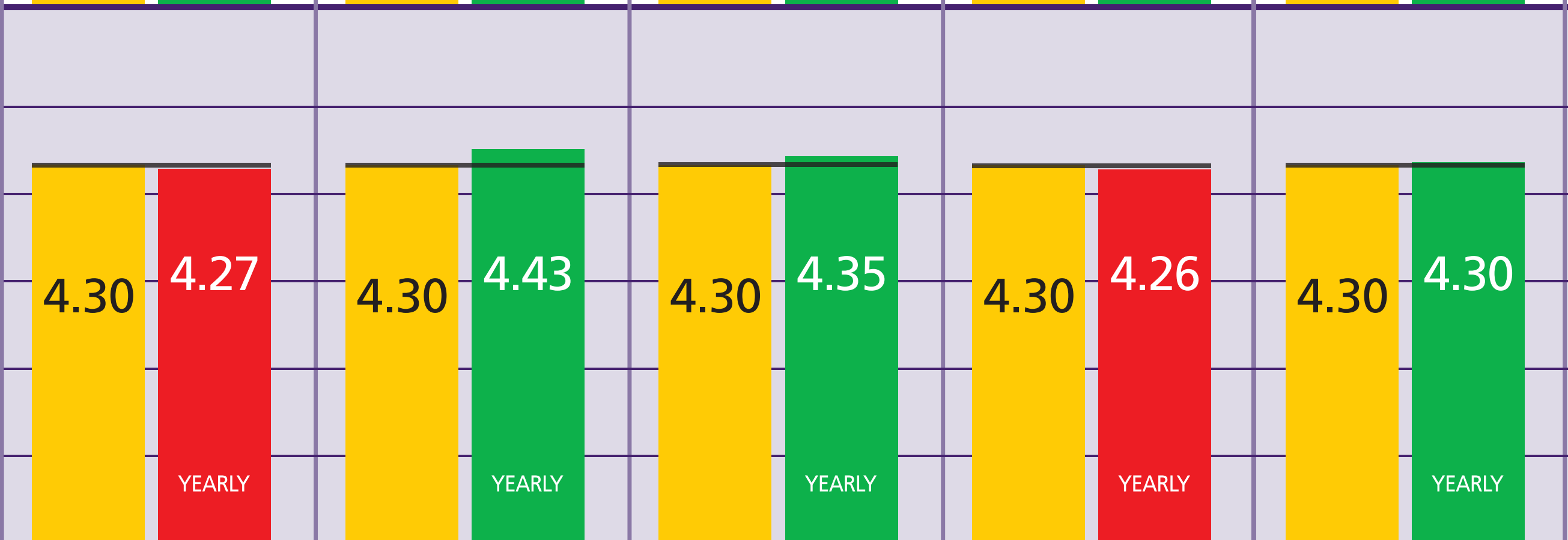
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

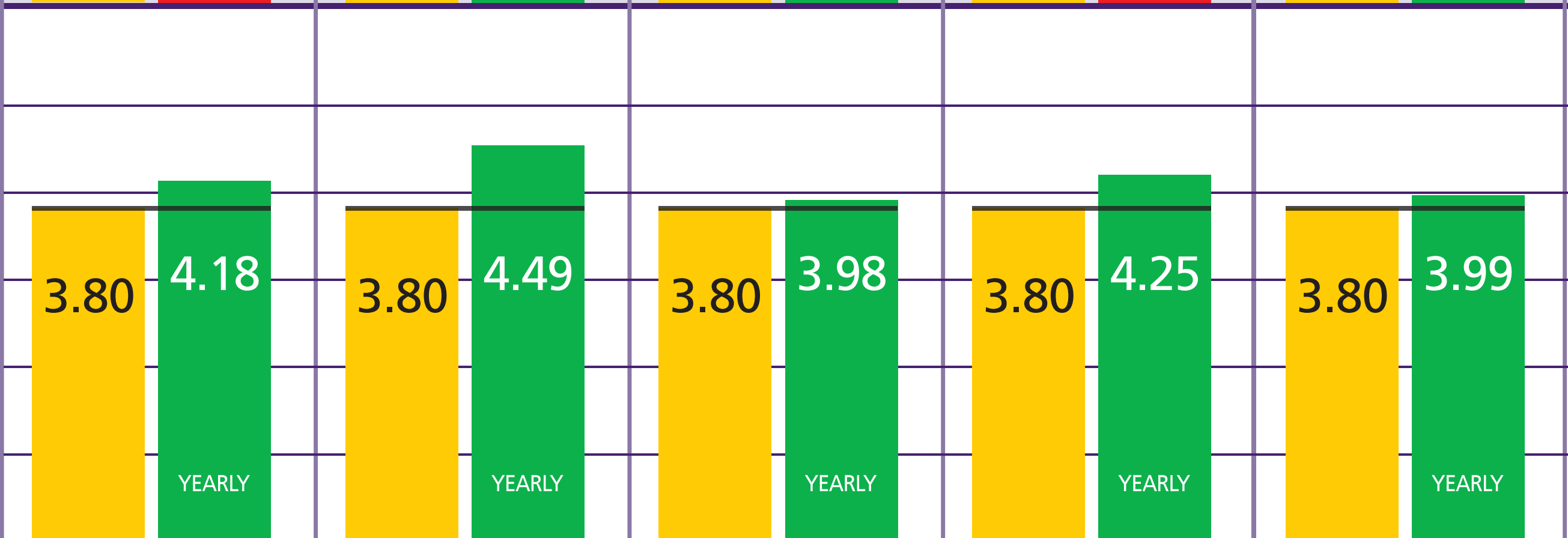
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

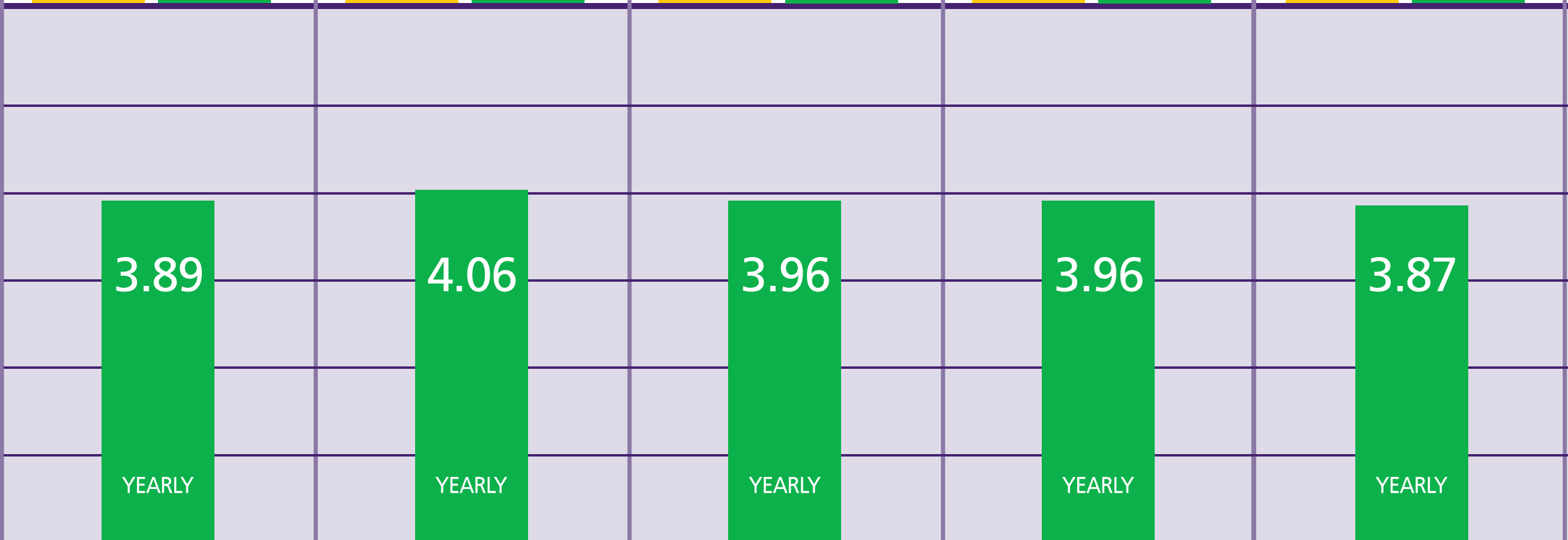
As rated by 1= extremely poor and 5= excellent



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?

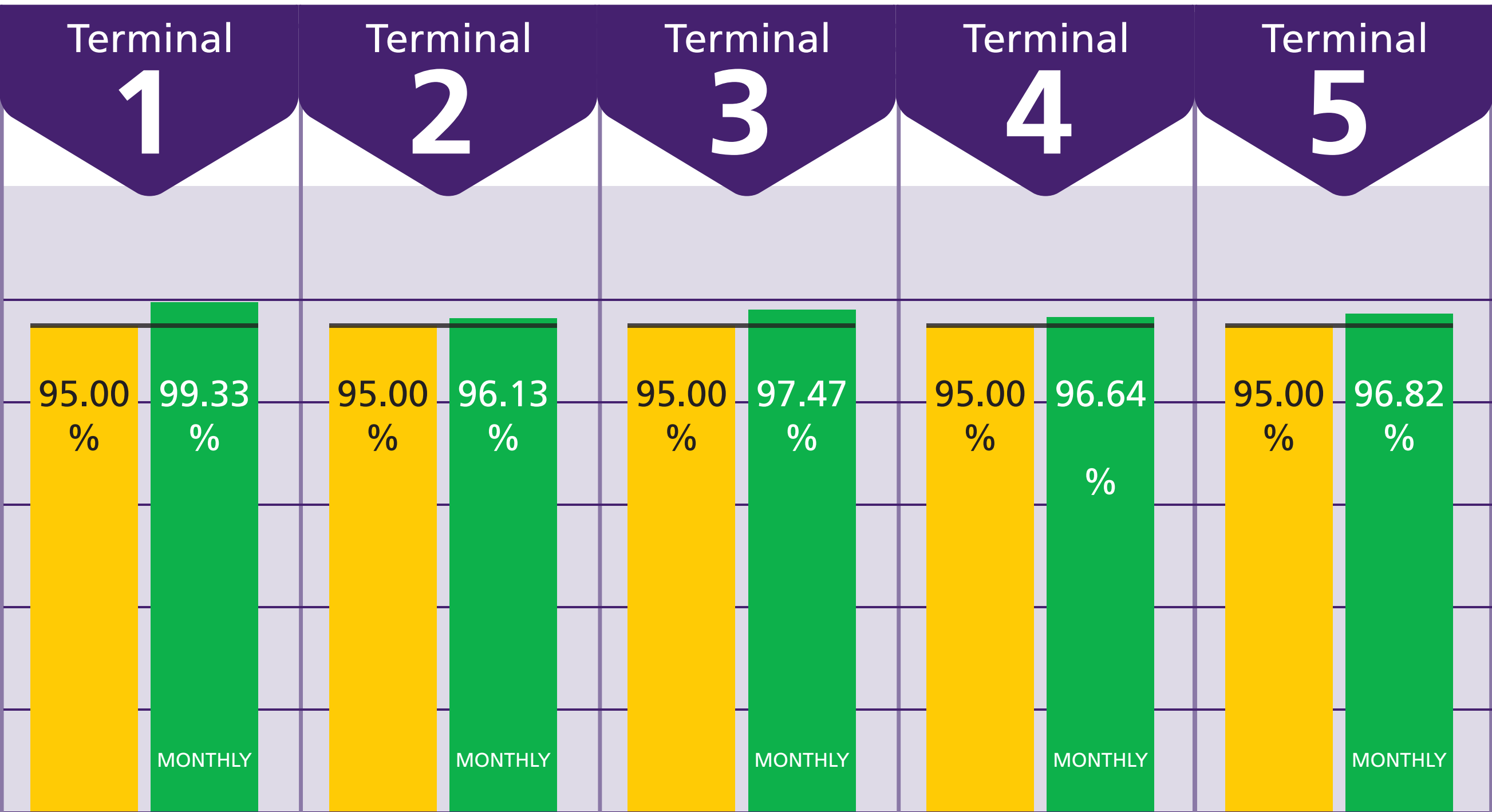
October 2014

KEY TO PERFORMANCE



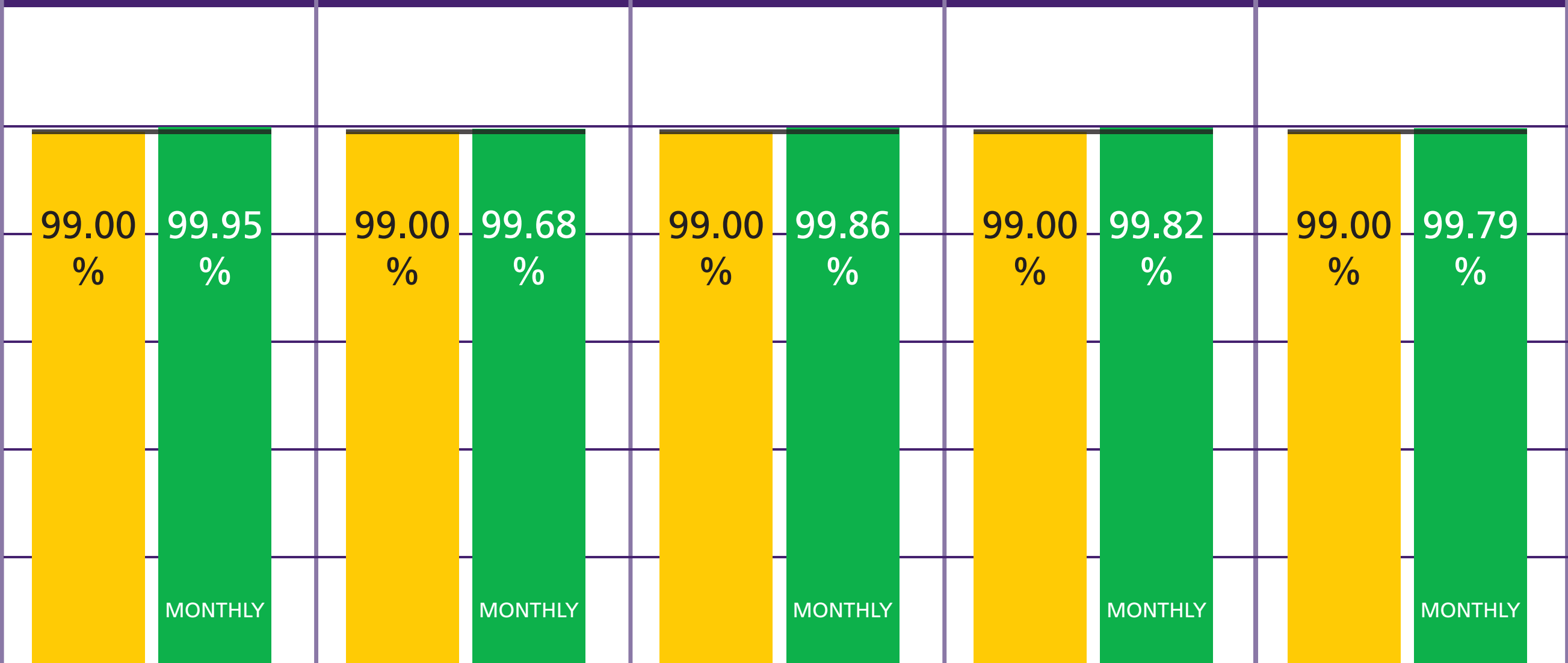
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



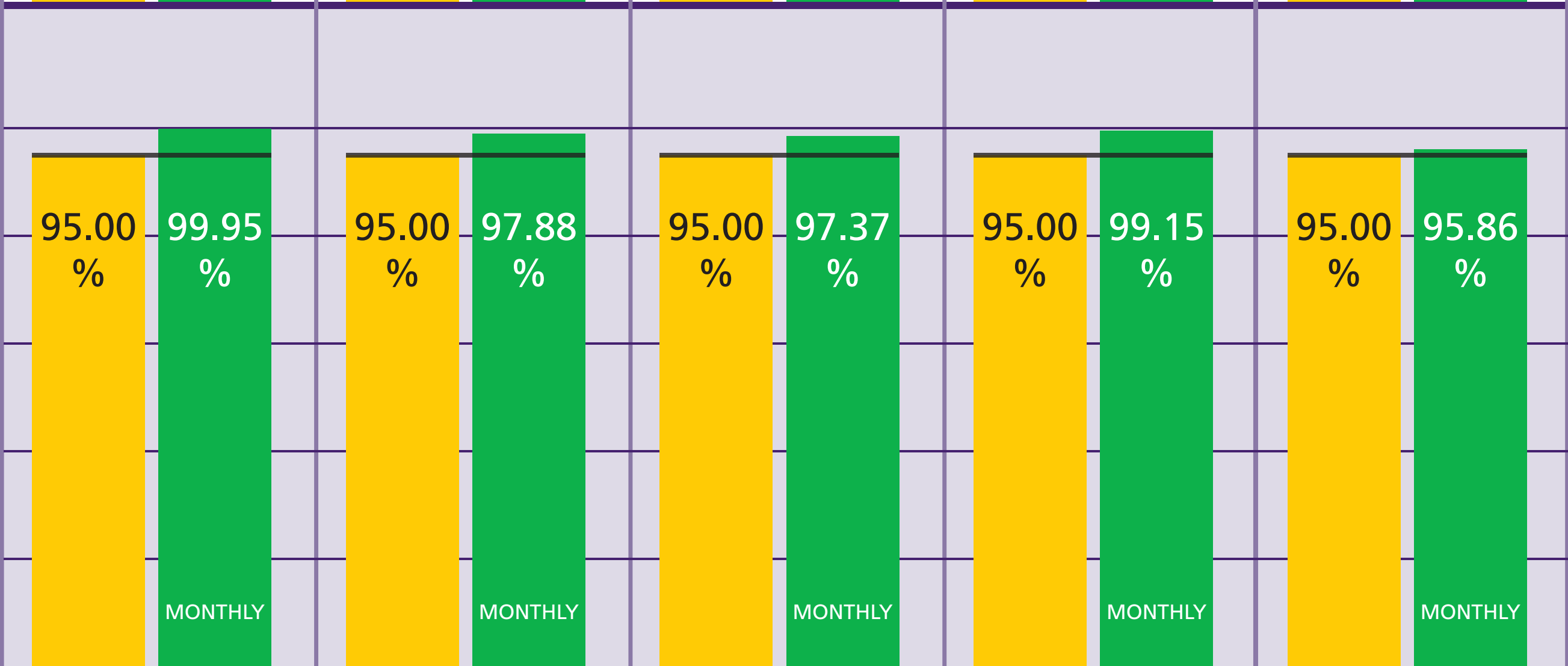
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



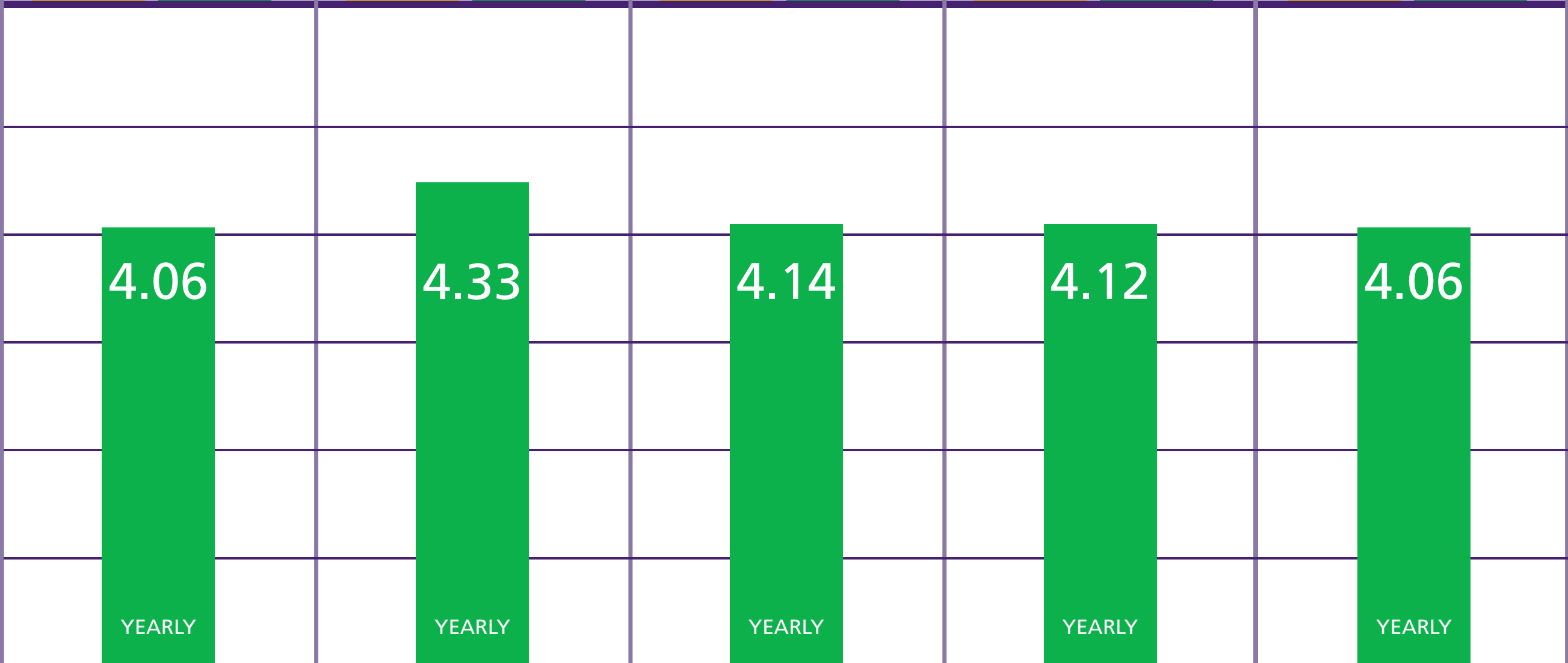
Security waiting time for transfer passengers
queue < 10mins

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