

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.

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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

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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.

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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			
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			
Total				0	1,168,043	1

NOTE: * year is April 2014 to December 2014

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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

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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.

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Heathrow		Performance						£ Rebates							
Making every journey better															
Cleanliness								Cleanliness							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	4.10	4.13	4.14	4.11	4.11	4.12	4.14	T1	£0	£0	£0	£0	£0	£0	
T2	4.00	4.10	4.10	4.10	4.11	4.11	4.11	T2	£0	£0	£0	£0	£0	£0	
T3	4.00	4.13	4.12	4.12	4.12	4.12	4.13	T3	£0	£0	£0	£0	£0	£0	
T4	4.00	4.22	4.22	4.22	4.23	4.24	4.24	T4	£0	£0	£0	£0	£0	£0	
Wayfinding								Wayfinding							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	4.10	4.12	4.12	4.11	4.11	4.12	4.11	T1	£0	£0	£0	£0	£0	£0	
T2	4.10	4.19	4.19	4.19	4.19	4.19	4.20	T2	£0	£0	£0	£0	£0	£0	
T3	4.10	4.12	4.12	4.12	4.12	4.13	4.13	T3	£0	£0	£0	£0	£0	£0	
T4	4.10	4.21	4.21	4.21	4.20	4.20	4.19	T4	£0	£0	£0	£0	£0	£0	
T5	4.10	4.21	4.21	4.21	4.20	4.20	4.19	T5	£0	£0	£0	£0	£0	£0	
Flight information								Flight information							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	4.30	4.30	4.30	4.28	4.27	4.28	4.28	T1	£0	£114,317	£114,317	£114,317	£114,317	£114,317	
T2	4.30	4.30	4.30	4.46	4.55	4.48	4.43	T2	£0	£0	£0	£0	£0	£0	
T3	4.30	4.30	4.30	4.30	4.30	4.30	4.30	T3	£0	£0	£0	£0	£0	£0	
T4	4.30	4.20	4.20	4.20	4.20	4.20	4.20	T4	£115,084	£115,084	£115,084	£115,084	£115,084	£115,084	
T5	4.30	4.32	4.32	4.32	4.31	4.30	4.30	T5	£0	£0	£0	£0	£0	£0	
Departure lounge seat availability								Departure lounge seat availability							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	3.80	4.12	4.12	4.11	4.13	4.13	4.16	T1	£0	£0	£0	£0	£0	£0	
T2	3.80	3.90	3.90	3.91	3.94	3.95	3.98	T2	£0	£0	£0	£0	£0	£0	
T3	3.80	4.19	4.20	4.21	4.21	4.22	4.22	T3	£0	£0	£0	£0	£0	£0	
T4	3.80	3.96	3.96	3.96	3.95	3.97	3.98	T4	£0	£0	£0	£0	£0	£0	
T5	3.80	3.96	3.96	3.96	3.95	3.97	3.98	T5	£0	£0	£0	£0	£0	£0	
Security								Security							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	0.00	4.04	4.05	4.05	4.04	4.04	4.05	T1	£0	£0	£0	£0	£0	£0	
T2	0.00	4.05	4.05	4.10	4.11	4.12	4.13	T2	£0	£0	£0	£0	£0	£0	
T3	0.00	4.06	4.09	4.10	4.11	4.12	4.13	T3	£0	£0	£0	£0	£0	£0	
T4	0.00	4.09	4.09	4.10	4.10	4.10	4.11	T4	£0	£0	£0	£0	£0	£0	
T5	0.00	4.05	4.05	4.06	4.05	4.06	4.06	T5	£0	£0	£0	£0	£0	£0	
Wi-fi								Wi-fi							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	0.00	3.93	3.91	3.91	3.91	3.90	3.98	T1	£0	£0	£0	£0	£0	£0	
T2	0.00	3.92	3.90	3.90	3.92	3.92	3.94	T2	£0	£0	£0	£0	£0	£0	
T3	0.00	3.92	3.90	3.90	3.92	3.93	3.92	T3	£0	£0	£0	£0	£0	£0	
T4	0.00	3.91	3.90	3.90	3.92	3.93	3.92	T4	£0	£0	£0	£0	£0	£0	
T5	0.00	3.90	3.89	3.89	3.89	3.87	3.88	T5	£0	£0	£0	£0	£0	£0	
CSA queues - Times queue <5 minutes								CSA queues - Both							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	95.00%	96.33%	96.33%	96.33%	96.33%	96.33%	95.91%	T1	£0	£0	£0	£0	£0	£0	
T2	95.00%	0.00%	0.00%	97.99%	96.73%	96.36%	95.82%	T2	£0	£0	£0	£0	£0	£0	
T3	95.00%	97.43%	96.64%	96.19%	95.50%	95.94%	96.29%	T3	£0	£0	£0	£0	£0	£0	
T4	95.00%	96.33%	96.22%	95.76%	95.53%	95.54%	95.48%	T4	£0	£0	£0	£0	£0	£0	
T5	95.00%	96.55%	96.48%	95.17%	95.98%	95.71%	95.12%	T5	£0	£110,048	£0	£0	£0	£0	
CSA queues - Times queue < 10 minutes								Transfer search							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	99.00%	99.93%	99.98%	99.99%	99.99%	99.99%	99.97%	T1	£0	£0	£0	£0	£0	£0	
T2	99.00%	0.00%	0.00%	99.89%	99.40%	99.63%	99.29%	T2	£0	£0	£0	£0	£0	£0	
T3	99.00%	99.86%	99.54%	99.57%	99.91%	99.91%	99.81%	T3	£0	£0	£0	£0	£0	£0	
T4	99.00%	99.81%	99.81%	99.76%	99.89%	99.82%	99.82%	T4	£0	£0	£0	£0	£0	£0	
T5	99.00%	99.61%	97.22%	99.48%	99.82%	99.88%	99.35%	T5	£0	£0	£0	£0	£0	£0	
Transfer search								Staff search							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	95.00%	97.00%	95.34%	98.19%	98.99%	98.52%	97.90%	T1	£0	£0	£0	£0	£0	£0	
T2	95.00%	0.00%	0.00%	99.79%	98.20%	98.40%	97.52%	T2	£0	£0	£0	£0	£0	£0	
T3	95.00%	98.30%	95.59%	96.81%	97.70%	97.19%	96.90%	T3	£0	£0	£0	£0	£0	£0	
T4	95.00%	99.60%	98.60%	97.40%	98.91%	98.15%	98.40%	T4	£0	£0	£0	£0	£0	£0	
T5	95.00%	98.16%	95.43%	95.20%	96.34%	96.73%	95.57%	T5	£0	£0	£0	£0	£0	£0	
Staff search								Control posts search							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	95.00%	100.00%	99.86%	100.00%	98.82%	98.73%	99.05%	T1	£0	£0	£0	£0	£0	£0	
T2	95.00%	0.00%	0.00%	99.77%	99.80%	99.77%	99.09%	T2	£0	£0	£0	£0	£0	£0	
T3	95.00%	99.76%	100.00%	99.78%	99.94%	100.00%	100.00%	T3	£0	£0	£0	£0	£0	£0	
T4	95.00%	100.00%	99.82%	95.50%	95.42%	99.20%	100.00%	T4	£0	£0	£0	£0	£0	£0	
T5	95.00%	96.02%	95.70%	98.10%	97.80%	98.42%	95.32%	T5	£0	£0	£0	£0	£0	£0	
Control posts search								Control posts search							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T1	£0	£0	£0	£0	£0	£0	
T2	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T2	£0	£0	£0	£0	£0	£0	
T3	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T3	£0	£0	£0	£0	£0	£0	
T4	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T4	£0	£0	£0	£0	£0	£0	
T5	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T5	£0	£0	£0	£0	£0	£0	
Control posts search								FEGP							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
CTA	95.00%	98.33%	96.27%	98.50%	96.82%	99.18%	98.95%	T1	£0	£0	£0	£0	£0	£0	
Cargo	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T2	£0	£0	£0	£0	£0	£0	
Eastside	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T3	£0	£0	£0	£0	£0	£0	
Southside	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T4	£0	£0	£0	£0	£0	£0	
T5	95.00%	98.06%	95.66%	98.11%	97.02%	96.68%	98.83%	T5	£0	£0	£0	£0	£0	£0	
FEGP								Jetties							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	99.00%	99.36%	99.89%	99.97%	99.97%	99.96%	99.91%	T1	£0	£0	£0	£0	£0	£0	
T2	99.00%	0.00%	0.00%	99.99%	100.00%	99.98%	100.00%	T2	£0	£0	£0	£0	£0	£0	
T3	99.00%	99.76%	99.71%	99.55%	99.91%	99.78%	99.88%	T3	£0	£0	£0	£0	£0	£0	
T4	99.00%	99.91%	99.97%	99.93%	99.83%	99.99%	100.00%	T4	£0	£0	£0	£0	£0	£0	
T5	99.00%	99.88%	99.87%	99.87%	99.89%	99.92%	99.91%	T5	£0	£0	£0	£0	£0	£0	
Jetties								PSE (general)							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	99.00%	98.83%	98.83%	99.84%	99.85%	99.80%	99.78%	T1	£0	£0	£0	£0	£0	£0	
T2	99.00%	0.00%	0.00%	99.93%	99.88%	99.85%	99.90%	T2	£0	£0	£0	£0	£0	£0	
T3	99.00%	99.65%	99.67%	99.75%	99.85%	99.83%	99.63%	T3	£0	£0	£0	£0	£0	£0	
T4	99.00%	99.55%	99.55%	99.83%	99.91%	99.90%	99.92%	T4	£0	£0	£0	£0	£0	£0	
T5	99.00%	99.58%	99.55%	99.81%	99.78%	99.75%	99.61%	T5	£0	£0	£0	£0	£0	£0	
PSE (general)								PSE (priority)							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	99.00%	99.88%	98.73%	99.83%	99.52%	99.84%	99.81%	T1	£0	£0	£0	£0	£0	£0	
T2	99.00%	0.00%	0.00%	99.69%	99.59%	99.61%	99.39%	T2	£0	£0	£0	£0	£0	£0	
T3	99.00%	99.90%	99.81%	99.93%	99.93%	99.89%	99.81%	T3	£0	£0	£0	£0	£0	£0	
T4	99.00%	99.70%	99.73%	99.90%	99.83%	99.84%	99.82%	T4	£0	£0	£0	£0	£0	£0	
T5	99.00%	99.74%	99.70%	99.85%	99.88%	99.54%	99.61%	T5	£0	£0	£0	£0	£0	£0	
PSE (priority)								Stand entry guidance							
	Target	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14		Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	
T1	99.00%	99.76%	99.50%	99.90%	99.87%	99.84%	99.88%	T1	£0	£0	£0	£0	£0	£0	
T2	99.00%	0.00%	0.00%	99.45%	99.35%	99.49%	99.02%	T2	£0	£0	£0	£0	£0	£0	
T3	99.00%	99.85%	99.82%	99.85%	99.93%	99.90%	99.76%	T3	£0	£0	£0	£0	£0	£0	
T4	99.00%	99.63%	99.79%	99.89											

How are we performing?

September 2014

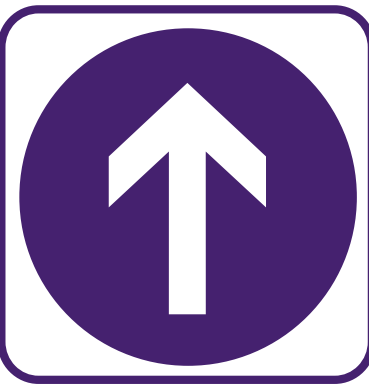
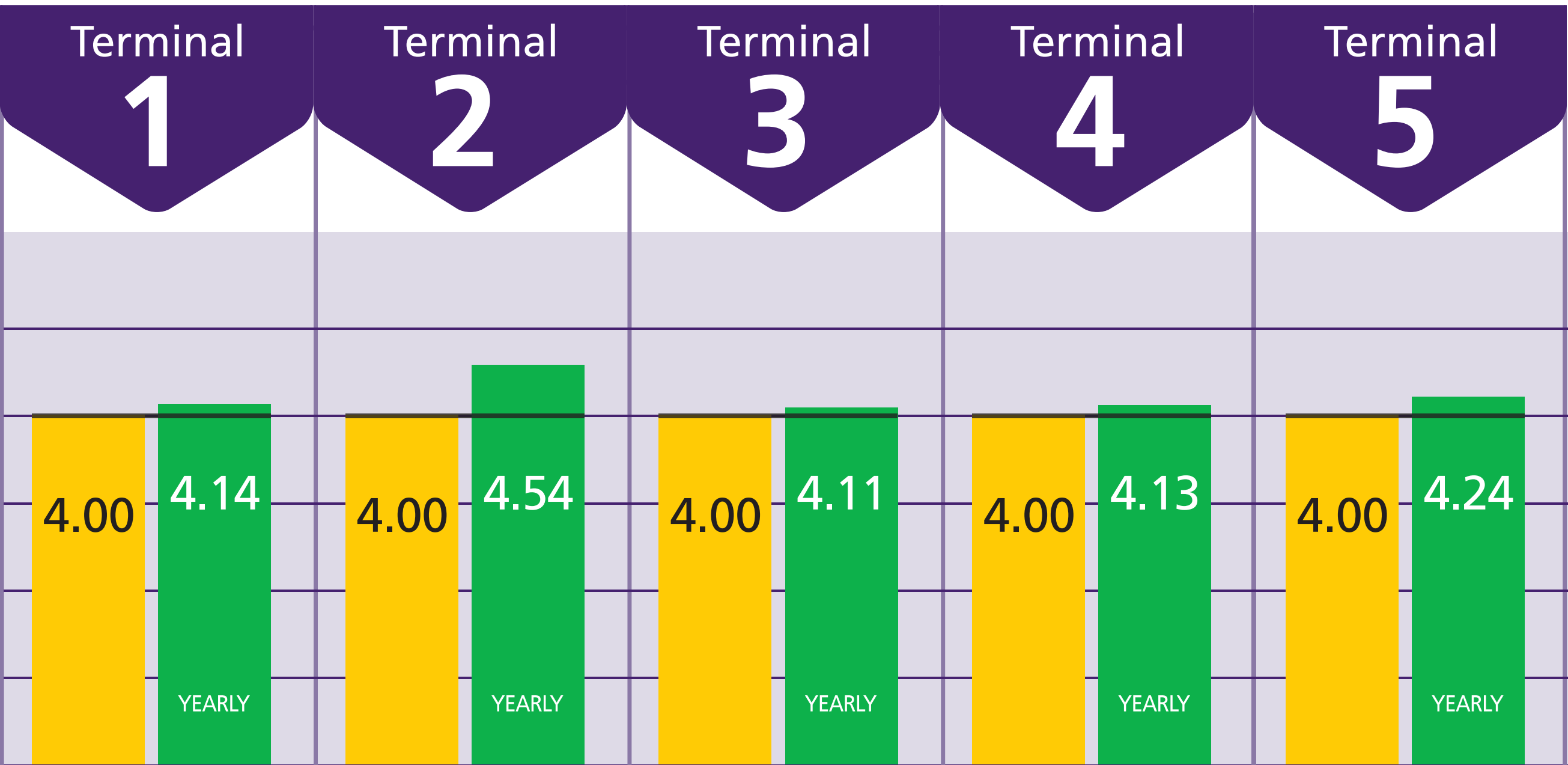
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

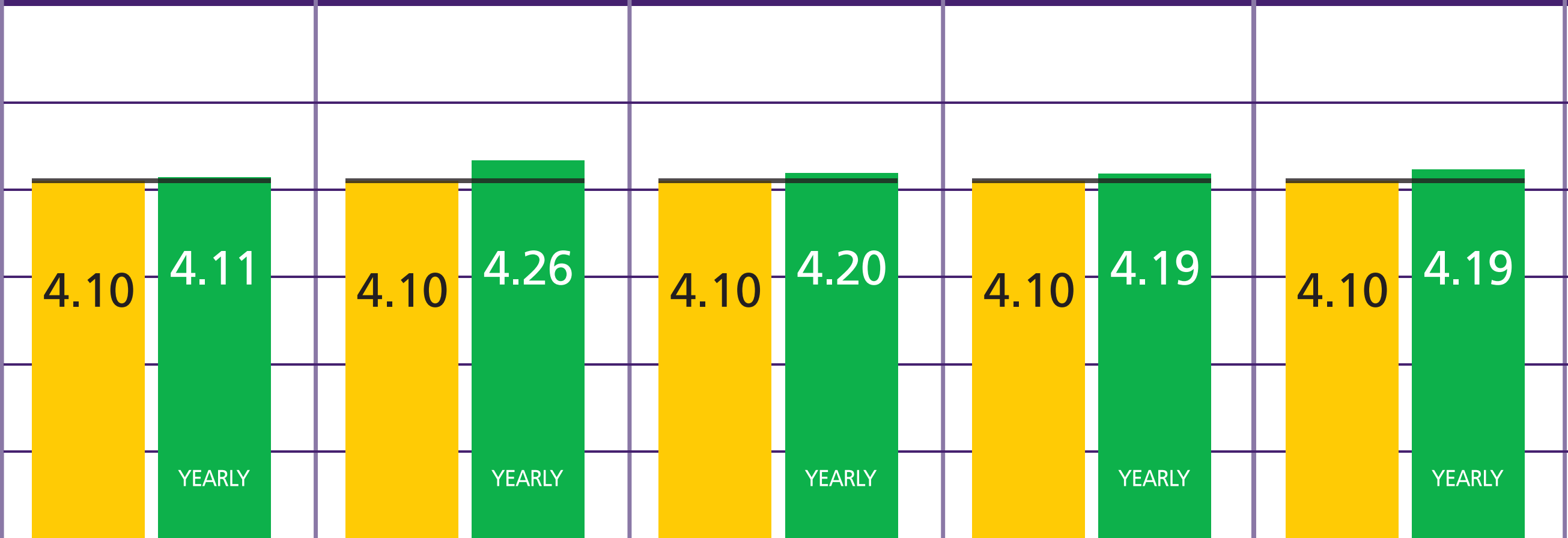
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

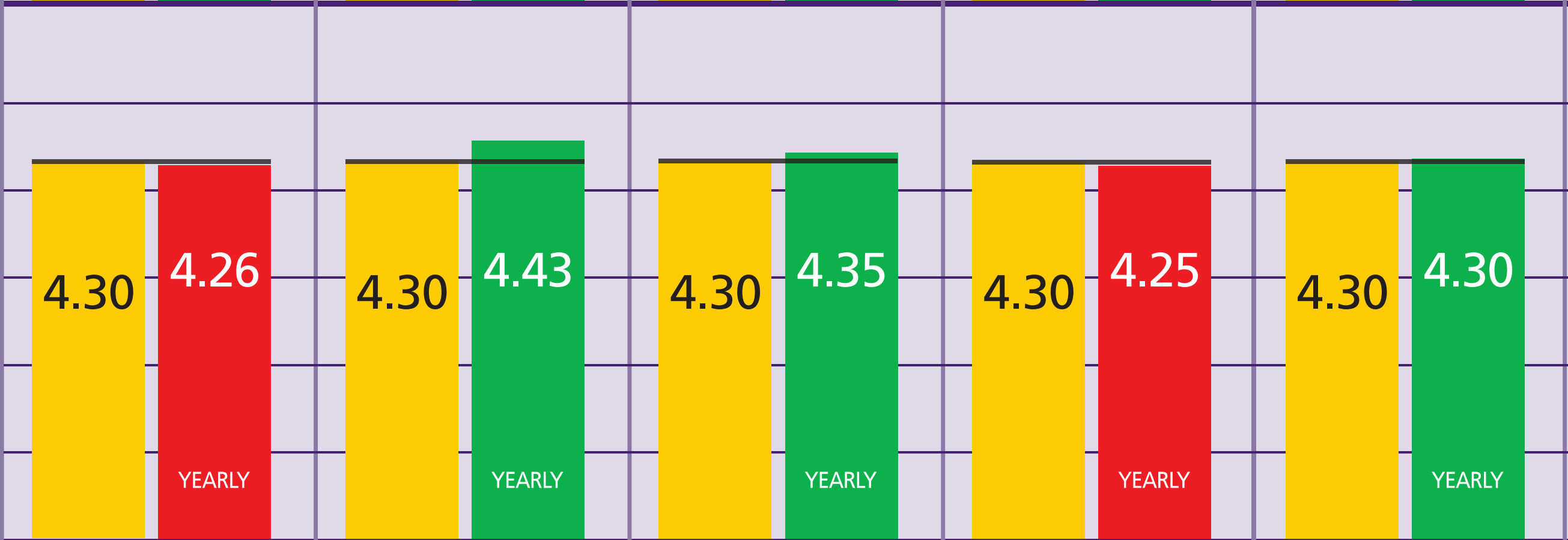
As rated by 1= extremely poor and 5= excellent



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

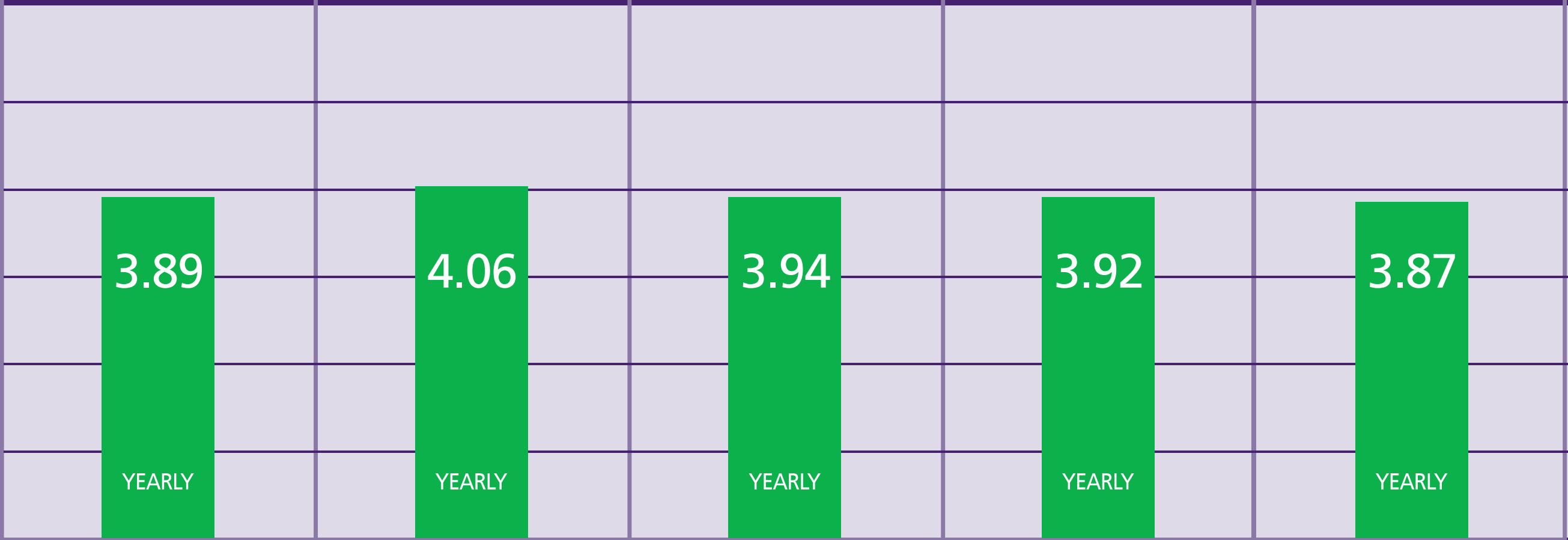
As rated by 1= extremely poor and 5= excellent



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?

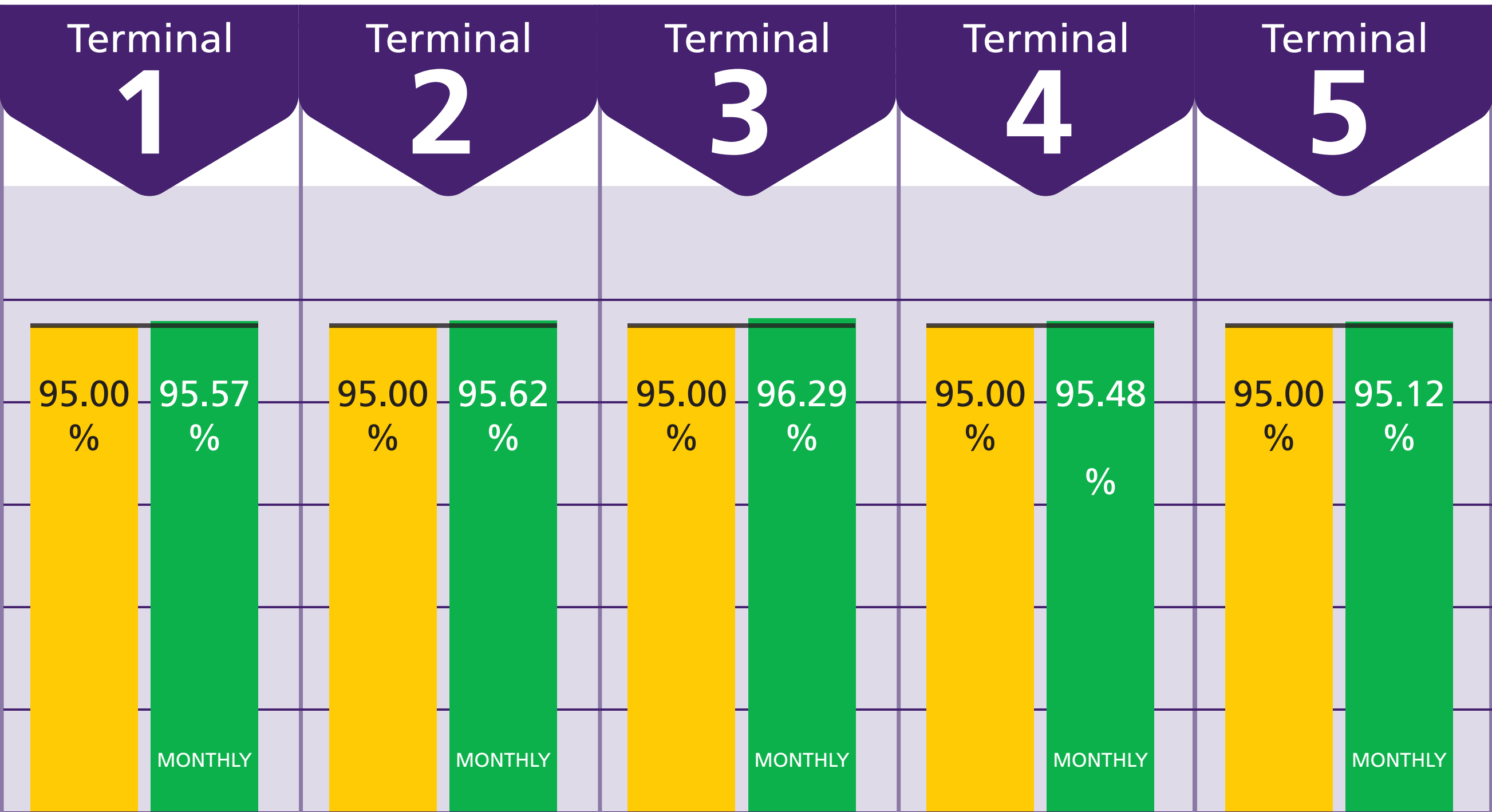
September 2014

KEY TO PERFORMANCE



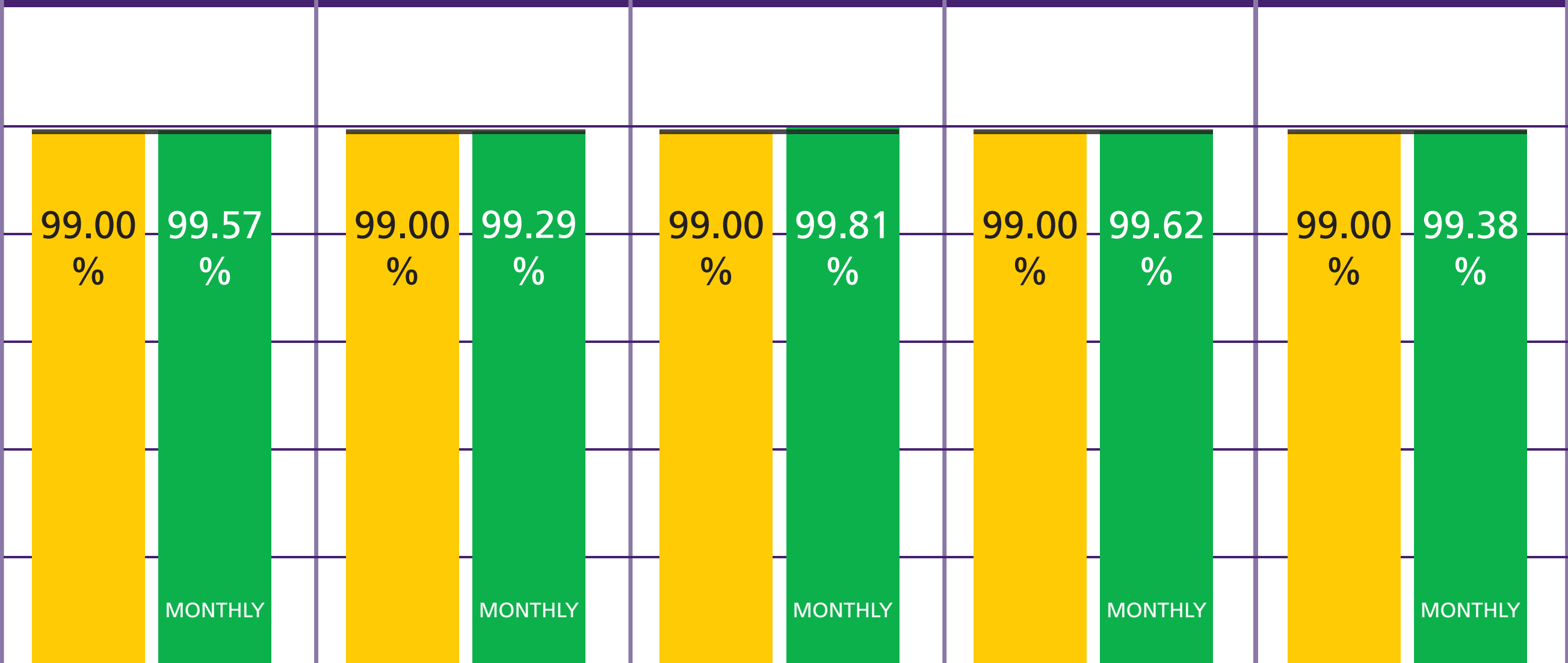
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



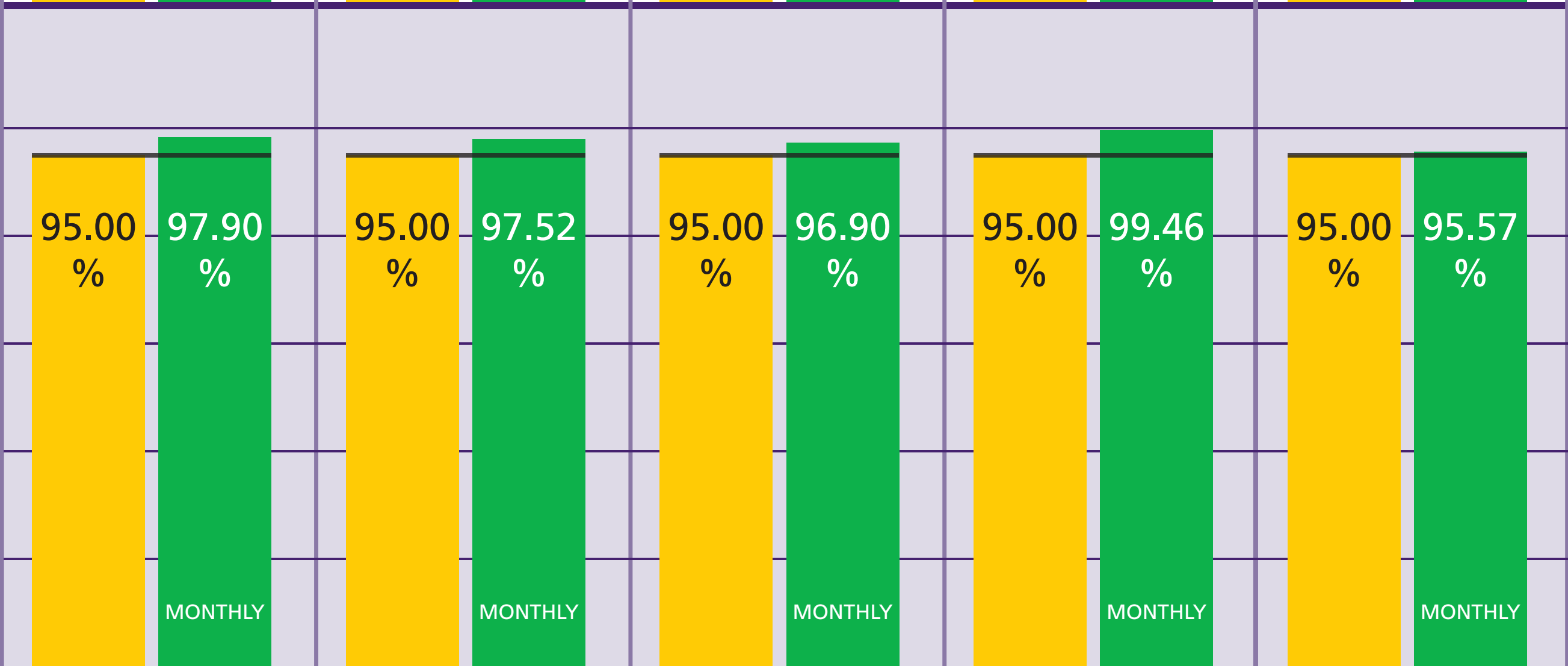
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



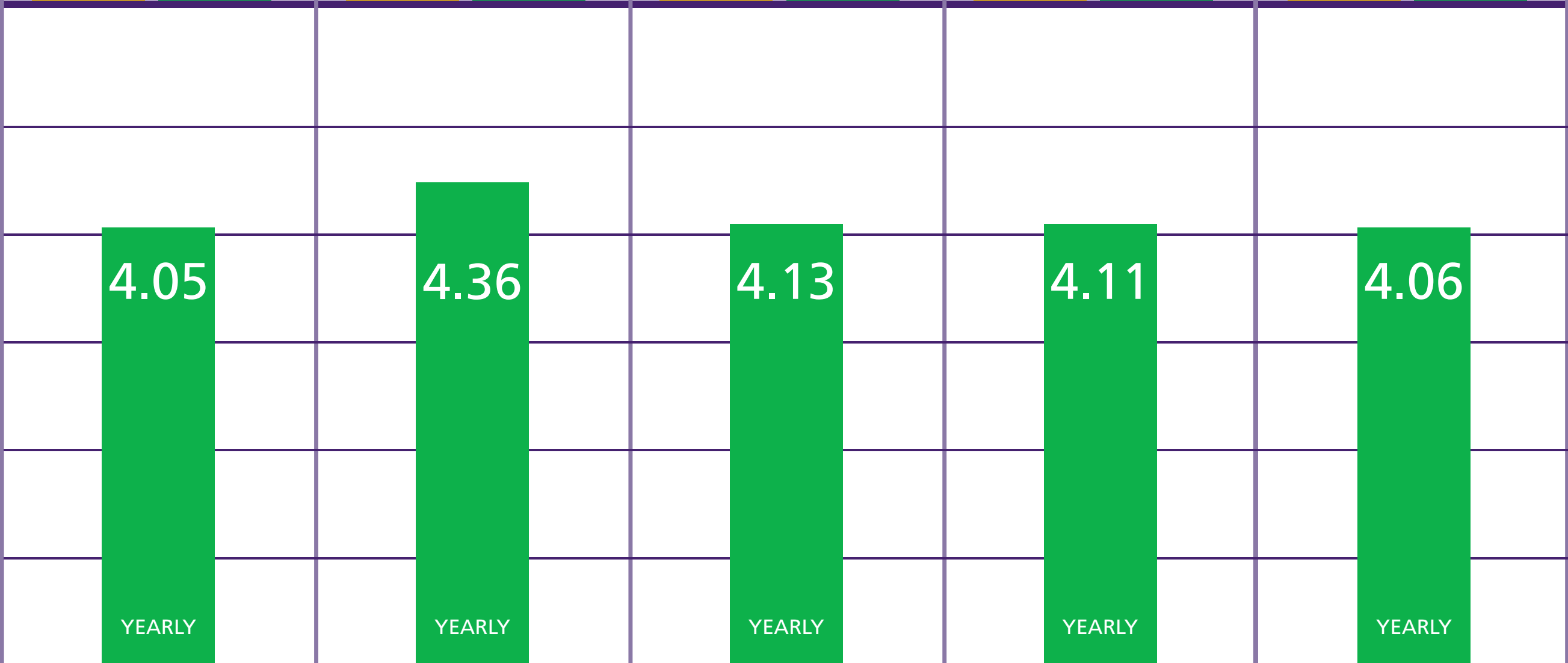
Security waiting time for transfer passengers
queue < 10mins

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