

Heathrow - Service Quality Rebate and bonus report Workbook

September

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APOC

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Heathrow Terminal 2		Se	p-15		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.38	3.80	Yes	0	0	0
Cleanliness	4.40	4.00	Yes	0	0	0
Wayfinding	4.26	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	4.15	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.48%	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)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.98%	99.00%	Yes	0	0	0
FEGP	99.98%	99.00%	Yes	0	0	0
Pre-conditioned air	99.91%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.29%	95.00%	Yes	0	0	0
Staff search	99.68%	95.00%	Yes	0	0	0
Control posts search	96.89%	95.00%	Yes	0	0	0
Pier service +	99.64%	95.00%	Yes	0	0	0
Total				0	0	0

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.



Heathrow Terminal 3		Se	p-15		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.25	3.80	Yes	0	0	0
Cleanliness	4.17	4.00	Yes	0	0	0
Wayfinding	4.24	4.10	Yes	0	0	0
Flight information	4.36	4.30	Yes	0	0	0
Security	4.19	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	98.48%	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)	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.54%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.79%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	98.67%	95.00%	Yes	0	0	0
Staff search	99.90%	95.00%	Yes	0	0	0
Control posts search	96.89%	95.00%	Yes	0	0	0
Pier service	99.26%	95.00%	Yes	0	0	0
Total				0	0	0

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.



Heathrow Terminal 4		Se	p-15		Year to dat		
	Actual	Target	Target	Rebate £	Rebate £	Number	
			achieved			of	
						failures	
Departure lounge seat availability	4.32	3.80	Yes	0	0	0	
Cleanliness	4.16	4.00	Yes	0	0	0	
Wayfinding	4.25	4.10	Yes	0	0	0	
Flight information	4.31	4.30	Yes	0	840,630	6	
Security	4.12	n/a		n/a	n/a	n/a	
Wi-fi	4.20	n/a		n/a	n/a	n/a	
Central security queues - Times queue <5 minutes	97.71%	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)	99.92%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0	
Stands	99.90%	99.00%	Yes	0	0	0	
Jetties	99.91%	99.00%	Yes	0	0	0	
FEGP	99.94%	99.00%	Yes	0	0	0	
Stand entry guidance	99.98%	99.00%	Yes	0	0	0	
Transfer search	99.22%	95.00%	Yes	0	0	0	
Staff search	100.00%	95.00%	Yes	0	0	0	
Control posts search	96.89%	95.00%	Yes	0	0	0	
Pier service	99.93%	95.00%	Yes	0	0	0	
Total		•		0	840,630	6	

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.



Heathrow Terminal 5		Se	p-15		Year to	date *
	Actual	Target	Target achieved	Rebate £	Rebate f	Number of failures
Departure lounge seat availability	4.07	3.80	Yes	0	0	0
Cleanliness	4.26	4.00	Yes	0	0	0
Wayfinding	4.18	4.10	Yes	0	0	0
Flight information	4.31	4.30	Yes	0	2,366,820	6
Security	4.07	n/a		n/a	n/a	n/a
Wi-fi	4.05	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	96.24%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.92%	99.00%	Yes	0	0	0
Pre-conditioned air	99.82%	98.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	97.96%	95.00%	Yes	0	0	0
Staff search	95.66%	95.00%	Yes	0	0	0
Control posts search	96.89%	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	99.14%	97.00%	Yes	0	0	0
Total				0	2,366,820	6

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.



Aerodrome Congestion Term	Sep	-15	Year to date *			
	Rebate due	Rebate £	Rebate £	Number of rebates		
Aerodrome Congestion Term	No	0	0	0		
Total		0	0	0		

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NOTE: * year is January 2015 to December 2015



Control Post Groups		Se	p-15		Year to	date *
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
СТА	98.31%	95.00%	Yes			10.1101100
Cargo	98.51%	95.00%	Yes			
Eastside	97.45%	95.00%	Yes			
Southside	96.89%	95.00%	Yes			
Terminal 5	98.57%	95.00%	Yes			
Control Post Groups - lowest actual result	96.89%	95.00%	Yes	0	0	0

NOTE: * year is January 2015 to December 2015



Cleanliness	Touget	Jan-15	Fals 1 F	N 1 0 1 T	۸ 1 ۲	May 15	Jun-15	Jul-15	۸ 15	Can 1F
T1	Target 4.00		Feb-15 4.15	Mar-15 4.15	Apr-15 4.15	May-15	Jun-15 4.16	Jul-15	Aug-15	Sep-15
T2	4.00	4.14 4.46	4.15	4.15	4.15	4.16 4.44	4.16	4.42	4.41	4.40
T3	4.00	4.40	4.40	4.43	4.44	4.44	4.44	4.42	4.41	4.40
T4	4.00	4.12	4.12	4.15	4.14	4.14	4.14	4.13	4.17	4.17
T5	4.00	4.14	4.13	4.13	4.13	4.16	4.10	4.10	4.16	4.16
1.5	4.00	4.24	4.24	4.23	4.20	4.20	4.27	4.27	4.20	4.20
Wavfinding										
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-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
T3	4.10	4.20	4.21	4.22	4.21	4.22	4.22	4.22	4.22	4.24
T4	4.10	4.20	4.21	4.20	4.21	4.21	4.22	4.22	4.23	4.25
T5	4.10	4.17	4.16	4.17	4.17	4.16	4.17	4.17	4.17	4.18
			•					•	•	
Flight inform	nation									
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
T1	4.30	4.26	4.26	4.26	4.25	4.22	4.22			
Т2	4.30	4.40	4.41	4.41	4.41	4.40	4.39	4.39	4.40	4.40
Γ3	4.30	4.35	4.36	4.35	4.35	4.35	4.35	4.35	4.37	4.36
T4	4.30	4.26	4.27	4.27	4.28	4.29	4.28	4.30	4.30	4.31
T5	4.30	4.29	4.29	4.29	4.28	4.28	4.29	4.30	4.30	4.31
_										
Departure lo			E 4E	NA 45	۸ 45	14 45	1 45	1.145	۸ ۱۵۱	6 45
T4	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
T1	3.80	4.20	4.22	4.23	4.24	4.26	4.28	4.20	4.20	4.20
T2	3.80	4.44	4.45	4.43	4.43	4.40	4.40	4.38	4.39	4.38
T3	3.80	4.07	4.09	4.10	4.14 4.32	4.18	4.20	4.21	4.24	4.25
T4 T5	3.80 3.80	4.27 4.02	4.28 4.03	4.30 4.04	4.32	4.30 4.06	4.31 4.06	4.31 4.07	4.30 4.06	4.32 4.07
13	3.60	4.02	4.03	4.04	4.03	4.00	4.00	4.07	4.00	4.07
Security										
•	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	
		Jan-15	1 (0) 13	IVIUI I J	Apr-15	iviay-15	Juli- I J	Jui- 15	Aug-15	Sep-15
T1	0.00	4.07	4.08	4.07	4.08	4.07	4.08	Jul-15	Aug-15	Sep-15
T1 T2						-		4.25	4.25	Sep-15 4.25
	0.00	4.07	4.08	4.07	4.08	4.07	4.08		J	
T2	0.00 0.00	4.07 4.28	4.08 4.28	4.07 4.27	4.08 4.27	4.07 4.26	4.08 4.26	4.25	4.25	4.25
T2 T3 T4	0.00 0.00 0.00	4.07 4.28 4.17	4.08 4.28 4.18	4.07 4.27 4.18	4.08 4.27 4.18	4.07 4.26 4.18	4.08 4.26 4.18	4.25 4.18	4.25 4.19	4.25 4.19
T2 T3 T4 T5	0.00 0.00 0.00 0.00	4.07 4.28 4.17 4.12	4.08 4.28 4.18 4.13	4.07 4.27 4.18 4.13	4.08 4.27 4.18 4.13	4.07 4.26 4.18 4.13	4.08 4.26 4.18 4.12	4.25 4.18 4.13	4.25 4.19 4.12	4.25 4.19 4.12
T2 T3 T4 T5	0.00 0.00 0.00 0.00 0.00	4.07 4.28 4.17 4.12 4.05	4.08 4.28 4.18 4.13 4.06	4.07 4.27 4.18 4.13 4.06	4.08 4.27 4.18 4.13 4.06	4.07 4.26 4.18 4.13 4.06	4.08 4.26 4.18 4.12 4.06	4.25 4.18 4.13 4.06	4.25 4.19 4.12 4.06	4.25 4.19 4.12 4.07
T2 T3 T4 T5 Wi-fi	0.00 0.00 0.00 0.00 0.00 0.00	4.07 4.28 4.17 4.12 4.05	4.08 4.28 4.18 4.13 4.06	4.07 4.27 4.18 4.13 4.06	4.08 4.27 4.18 4.13 4.06	4.07 4.26 4.18 4.13 4.06	4.08 4.26 4.18 4.12 4.06	4.25 4.18 4.13	4.25 4.19 4.12	4.25 4.19 4.12 4.07
T2 T3 T4 T5 Wi-fi	0.00 0.00 0.00 0.00 0.00 Target	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88	4.08 4.28 4.18 4.13 4.06	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93	4.07 4.26 4.18 4.13 4.06 May-15 3.98	4.08 4.26 4.18 4.12 4.06	4.25 4.18 4.13 4.06	4.25 4.19 4.12 4.06	4.25 4.19 4.12 4.07 Sep-15
T2 T3 T4 T5 Wi-fi T1 T2	0.00 0.00 0.00 0.00 0.00 Target 0.00 0.00	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16	4.25 4.18 4.13 4.06	4.25 4.19 4.12 4.06 Aug-15	4.25 4.19 4.12 4.07 Sep-15
T2 T3 T4 T5 Wi-fi T1 T2 T3	0.00 0.00 0.00 0.00 0.00 0.00 Target 0.00 0.00	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13 4.01	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14	4.25 4.19 4.12 4.07 Sep-15
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4	0.00 0.00 0.00 0.00 0.00 0.00 Target 0.00 0.00 0.00	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13 4.01 4.01	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4	0.00 0.00 0.00 0.00 0.00 0.00 Target 0.00 0.00	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13 4.01	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14	4.25 4.19 4.12 4.07 Sep-15
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13 4.01 4.01 3.92	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13 4.01 4.01 3.92	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 eue <5 minut	4.08 4.28 4.18 4.13 4.06 Feb-15 3.91 4.13 4.01 4.01 3.92	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 eue <5 minut Jan-15 99.86%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14%	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 see <5 minut Jan-15 99.86% 96.68%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24%	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 see <5 minut Jan-15 99.86% 96.68% 97.33%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.71%	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 98.48%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 see <5 minut Jan-15 99.86% 96.68%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24%	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 98.48% 97.71%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 see <5 minut Jan-15 99.86% 96.68% 97.33% 98.25%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.33%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.71% 97.10%	May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14% 96.54%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87% 98.16%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 98.48% 97.71%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 see <5 minut Jan-15 99.86% 96.68% 97.33% 98.25% 96.54%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76% 98.29%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.33%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.71% 97.10%	May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14% 96.54%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87% 98.16%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 98.48% 97.71%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues - T1 T2 T3 T4 T5 T1 T2 T3 T4 T5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 see <5 minut Jan-15 99.86% 96.68% 97.33% 98.25% 96.54%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76% 98.29%	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.33%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.11% 97.10% 98.14%	May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14% 96.54%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87% 98.16%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 98.48% 97.71% 96.24%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues - T1 T2 T3 T4 T5 CSA queues	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 eue <5 minur Jan-15 99.86% 96.68% 97.33% 98.25% 96.54%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76% 98.29% utes	4.07 4.27 4.18 4.13 4.06 Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.33% 97.72%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.71% 97.10%	4.07 4.26 4.18 4.13 4.06 May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14% 96.54% 96.11%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52% 96.88%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39% 95.85%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87% 98.16% 97.28%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 97.71% 96.24%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues - T1 T2 T3 T4 T5 CSA queues - 0 T1	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 eue <5 minut Jan-15 99.86% 96.68% 97.33% 98.25% 96.54% eue = 10 min Jan-15	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76% 98.29% utes Feb-15	Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.72% Mar-15 100.00%	4.08 4.27 4.18 4.13 4.06 Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.71% 97.10% 98.14%	May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14% 96.54% 96.11%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52% 96.88%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39% 95.85%	Aug-15 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 98.16% 97.28% Aug-15 0.00%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20 4.05 Sep-15 0.00% 97.48% 97.71% 96.24%
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues - T1 T2 T3 T4 T5 CSA queues -	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 eue <5 minur Jan-15 99.86% 96.68% 97.33% 98.25% 96.54%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76% 98.29% utes Feb-15	Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.72% Mar-15	Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.10% 98.14% Apr-15 100.00%	May-15 3.98 4.16 4.09 4.11 3.99 May-15 99.68% 97.97% 97.14% 96.11%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52% 96.88%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39% 95.85%	4.25 4.19 4.12 4.06 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87% 98.16% 97.28%	4.25 4.19 4.12 4.07 Sep-15 4.15 4.16 4.20
T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queues - T1 T2 T3 T4 T5 CSA queues - 0 T1 T2 T3 T4 T5	0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.0	4.07 4.28 4.17 4.12 4.05 Jan-15 3.88 4.11 3.99 3.99 3.89 eue <5 minur Jan-15 99.86% 96.68% 97.33% 98.25% 96.54% eue = 10 min Jan-15 100.00% 99.68%	Feb-15 3.91 4.13 4.01 4.01 3.92 tes Feb-15 99.59% 96.07% 96.12% 97.76% 98.29% utes Feb-15	Mar-15 3.93 4.13 4.03 4.03 3.94 Mar-15 99.22% 97.65% 96.31% 97.33% 97.72% Mar-15	Apr-15 3.93 4.15 4.05 4.08 3.96 Apr-15 99.14% 97.24% 97.10% 98.14% Apr-15 100.00% 100.00%	May-15 99.68% 97.14% 96.54% 96.51% May-15 99.95% 99.91%	4.08 4.26 4.18 4.12 4.06 Jun-15 4.01 4.16 4.12 4.14 4.03 Jun-15 99.90% 98.48% 96.71% 97.52% 96.88% Jun-15 100.00% 100.00%	4.25 4.18 4.13 4.06 Jul-15 4.16 4.13 4.16 4.03 Jul-15 0.00% 96.22% 96.31% 95.39% 95.85% Jul-15 0.00% 99.72%	Aug-15 Aug-15 4.15 4.14 4.18 4.03 Aug-15 0.00% 97.10% 96.87% 98.16% 97.28% Aug-15 0.00% 99.95%	Sep-15 0.00% 97.48% 96.24% Sep-15 0.00%

Jan-15

98.06%

96.54%

96.73%

Target

95.00%

95.00%

95.00%

95.00%

95.00%

Transfer search

T1 T2 T3 T4

T5

Feb-15

00.00%

98.57%

97.96%

99.05%

Mar-15

97.10%

97.14%

99.48%

Apr-15

99.43%

95.52%

98.97%

May-15

100.00%

98.16%

95.96%

96.92%

Jun-15

98.38%

97.14%

97.45%

97.34%

Jul-15

97.42%

98.77%

Sep-15

0.00%

98.67%

99.22%

97.96%

Aug-15

0.00%

97.19% 98.20%

96.61%

Performance

			£	Rebates				
Cleanlines	s							
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug
T1	£0	£0	£0	£0	£0	£0	£0	
T2	£0	£0	£0	£0	£0	£0	£0	
T3 T4	f0 f0	£0 £0	£0 £0	f0 f0	f0 f0	£0 £0	£0 £0	
T5	f0	£0	f0	£0	f0	f0	£0	
	I			<u> </u>	l .	J	<u>l</u>	
Wayfindin	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug
T1	£0	£0	£8,989	£8,989	£8,989	£8,989	£0	
T2	£0	£0	£0	£0	£0	£0	£0	
T3	£0	£0	£0	£0	£0	£0	£0	
T4	£0	£0	£0	£0	£0	£0	£0	
T5	£0	£0	£0	£0	£0	£0	£0	
Flight info	rmation Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug
T1	£8,989	£8,989	£8,989	£8,989	£8,989	f8,989	f0	Aug
T2	£0,565	£0,563	£0,565	£0,563	£0	£0,563	£0	
T3	£0	£0	£0	£0	£0	£0	£0	
T4	,	£140,105		£140,105		£140,105	£0	
T5	£394,470	£394,470	£394,470	£394,470	£394,470	£394,470	£0	
Departure	lounge seat a		NA 4=1	A 4=1	NA 4-1	ı, zel	1 1 4=1	Δ.
T1	Jan-15	Feb-15	Mar-15 £0	Apr-15 £0	May-15	Jun-15	Jul-15 £0	Aug
1.1	£0	£0			£0	£0	£0 £0	
	£O	£Ω	£Ω					
T2	£0 f0	£0 f0	£0 f0	£0 £0	f0	£0 £0		
	£0	£0	£0	£0	£0	£0	£O	
T2 T3								
T2 T3 T4 T5	f0 f0	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0 £0	
T2 T3 T4	f0 f0	£0 £0	£0 £0	£0 £0	£0 £0	f0 f0	£0 £0	Aug
T2 T3 T4 T5 Security	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0	Aug
T2 T3 T4 T5 Security T1 T2	f0 f0 f0 f0 f0	f0 f0 f0 f0	f0 f0 f0 f0 Mar-15 f0 f0	f0 f0 f0 Apr-15 f0	f0 f0 f0 f0 May-15 f0 f0	f0 f0 f0 Jun-15 f0 f0	f0 f0 f0 Jul-15 f0	Aug
T2 T3 T4 T5 Security T1 T2 T3	f0 f0 f0 f0 f0	f0 f0 f0 f0 Feb-15 f0 f0 f0	f0 f0 f0 f0 Mar-15 f0 f0 f0	Apr-15 f0 f0 f0 f0	May-15 f0 f0 f0 f0	Jun-15 60 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4	Jan-15 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 Feb-15 f0 f0 f0	f0 f0 f0 f0 Mar-15 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 May-15 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4 T5	f0 f0 f0 f0 f0	f0 f0 f0 f0 Feb-15 f0 f0 f0	f0 f0 f0 f0 Mar-15 f0 f0 f0	Apr-15 f0 f0 f0 f0	May-15 f0 f0 f0 f0	Jun-15 60 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4	Jan-15 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 £0 £0 £0 £0 £0 £0 £0	f0 f0 f0 f0 Mar-15 f0 f0 f0 f0 f0	Apr-15 £0 £0 £0 £0 £0 £0 £0	f0 f0 f0 f0 May-15 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 Jul-15 f0 f0 f0 f0	
T2 T3 T4 T5 Security T1 T2 T3 T4 T5	Jan-15 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 Feb-15 f0 f0 f0	f0 f0 f0 f0 Mar-15 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 May-15 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 f0 f0 f0 f0 f0	
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi	f0 f0 f0 f0 Jan-15 f0 f0 f0 f0 Jan-15	Feb-15 f0 f0 f0 Feb-15 f0 f0 f0 f0 f0	f0 f0 f0 f0 Mar-15 f0 f0 f0 f0 f0 Mar-15	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	f0 f0 f0 f0 May-15 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jul-15 60 60 60 60 60 60 50 60 60 60 60	
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T1 T2 T3	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jul-15 60 60 60 60 60 60 60 60 60 60	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 T1 T2 T3 T4	## 15 ## 15	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jul-15 60 60 60 60 60 60 60 60 60 60	
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T1 T2 T3	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jul-15 60 60 60 60 60 60 60 60 60 60	
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 T1 T2 T3 T4	## 15 ## 15	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jul-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queue	Jan-15 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f	Jun-15 f0	Jul-15 60 60 60 60 60 60 60 60 60 60	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queue	Jan-15 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0	Jul-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queue	Jan-15 f0	Feb-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 60 60 60 60 60 60 60 60 60 60	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0	Jul-15 60 60 60 60 60 60 60 60 60 60	Aug
T2 T3 T4 T5 Security T1 T2 T3 T4 T5 Wi-fi T1 T2 T3 T4 T5 CSA queue	Jan-15	Feb-15 f0	Mar-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Apr-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	May-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Jun-15 f0	Jul-15 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0	Aug

Transfer s	earch							
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£0	£0	£0	£0	£0	£0
T2	£0	£0	£0	£0	£0	£0	£0	£0
T3	£0	£0	£0	£0	£0	£0	£0	£0
T4	£0	£0	£0	£0	£0	£0	£0	£0
T5	fO	fO	f0	f0	f0	fO	f0	fO

Performance	£ Rebates	Making every journey better
Staff search Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15	Staff search Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15	Jul-15 Aug-15 Sep-15
T1 95.00% 98.53% 99.49% 99.40% 99.62% 99.77% 99.76% 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% T3 95.00% 100.00% 100.00% 100.00% 100.00% 99.95% 99.86% 100.00% 99.90% T4 95.00% 96.27% 100.00% 99.59% 100.00% 99.86% 100.00% 99.63% 100.00% T5 96.00% 96.16% 95.98% 95.45% 96.13% 95.35% 95.53% 95.64% 97.51% 95.66%	T1	f0 f0 f0
Control posts search Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 T1 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% T2 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% T3 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% T4 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89% T5 95.00% 97.83% 98.49% 97.98% 98.13% 98.78% 98.54% 97.98% 98.29% 96.89%	Control posts search Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 T1 f0 f0 f0 f0 f0 T2 f0 f0 f0 f0 f0 T3 f0 f0 f0 f0 f0 T4 f0 f0 f0 f0 f0 T5 f0 f0 f0 f0 f0 f0	Jul-15 Aug-15 Sep-15 f0 f0 f0
Control posts search Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 CTA 95.00% 99.11% 99.37% 99.23% 99.11% 99.36% 99.48% 99.43% 99.18% 98.31% Cargo 95.00% 98.52% 98.49% 98.58% 99.22% 99.07% 99.40% 99.32% 99.36% 98.51% Eastside 95.00% 97.83% 98.83% 97.98% 98.13% 98.94% 98.54% 97.98% 98.29% 97.45% Southside 95.00% 98.91% 99.13% 98.87% 98.20% 98.78% 98.60% 99.13% 98.84% 96.89% T5 95.00% 99.22% 99.39% 99.38% 99.50% 99.08% 99.57% 99.68% 99.23% 98.57%		
FEGP	FEGP	Jul 15 Aug 15 Cop 15
Target Jan-15 Feb-15 Mar-15 Apr-15 Jun-15 Jun-15 Aug-15 Aug-15 Sep-15 T1 99.00% 100.00% 99.93% 100.00% 100.00% 99.98% 0.00% 0.00% 0.00% T2 99.00% 99.98% 99.99% 100.00% 99.98% 100.00% 99.93% 99.98% T3 99.00% 99.91% 99.97% 99.98% 99.97% 99.93% 99.95% 99.88% T4 99.00% 99.93% 99.88% 99.82% 100.00% 99.99% 99.98% 99.98% 99.94% T5 99.00% 99.89% 99.95% 99.89% 99.96% 99.94% 99.99% 99.99% 99.99% 99.99%	Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 T1 f0 f0 f0 f0 f0 T2 f0 f0 f0 f0 f0 T3 f0 f0 f0 f0 f0 T4 f0 f0 f0 f0 f0 T5 f0 f0 f0 f0 f0	Jul-15 Aug-15 Sep-15 f0 f0 f0
Jetties Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 T1 99.00% 99.77% 99.90% 99.80% 99.95% 99.85% 99.92% 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% T3 99.00% 99.73% 99.69% 99.72% 99.85% 99.65% 99.88% 99.79% T4 99.00% 99.82% 99.81% 99.82% 99.81% 99.82% 99.81% 99.82% 99.81% 99.82% 99.81% 99.82% 99.81% 99.81% 99.82% 99.81% 99.81%	Jetties Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 T1 f0 f0 f0 f0 f0 T2 f0 f0 f0 f0 f0 f0 T3 f0 f0 f0 f0 f0 f0 f0 T4 f0 f0 f0 f0 f0 f0 f0 T5 f0 f0 f0 f0 f0 f0 f0	Jul-15 Aug-15 Sep-15 f0 f0 f0
PSE (general) Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15	PSE (general) Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15	Jul-15 Aug-15 Sep-15
T1 99.00% 99.80% 99.89% 99.91% 99.75% 99.92% 99.89% 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% T3 99.00% 99.87% 99.74% 99.76% 99.66% 99.71% 99.73% 99.35% 99.76% 99.79% T4 99.00% 99.76% 99.82% 99.77% 99.75% 99.81% 99.77% 99.66% 99.75% 99.00% 99.62% 99.64% 99.71% 99.57% 99.63% 99.51% 99.54% 99.66% 99.66%	T1	f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0 f0
PSE (priority) Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15	PSE (priority) Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15	Jul-15 Aug-15 Sep-15
T1 99.00% 99.80% 99.89% 99.91% 99.75% 99.92% 99.89% 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% T3 99.00% 99.85% 99.83% 99.85% 99.55% 99.82% 99.66% 99.05% 99.67% 99.69% T4 99.00% 99.89% 99.91% 99.74% 99.95% 99.79% 99.79% 99.66% 99.91% 99.92% T5 99.00% 99.61% 99.69% 99.77% 99.52% 99.66% 99.58% 99.40% 99.12% 99.78%	T1	f0 f0 f0
Stand entry guidance Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 T1 99.00% 99.98% 100.00% 99.98% 100.00% 0.00% 0.00% 0.00% 0.00% T2 99.00% 100.00% 99.92% 99.87% 100.00% 99.96% 99.99% 99.99% 99.99% 99.99% 99.99% 99.99% 99.99% 99.99% 99.96% 99.90% 99.90% 99.90% 99.90% 100.00% 100.00% 99.98% 99.99% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99.98% 99.98% 99.99% 99	Stand entry guidance Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 T1 £0 £0 £0 £0 £0 T2 £0 £0 £0 £0 £0 £0 T3 £0 £0 £0 £0 £0 £0 £0 T4 £0 £0 £0 £0 £0 £0 £0 T5 £0 £0 £0 £0 £0 £0 £0	Jul-15 Aug-15 Sep-15 f0 f0 f0 f0 f0 f0
Stands Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 T1 99.00% 99.93% 99.98% 99.92% 99.91% 99.91% 0.00% 0.00% 0.00% 0.00% T2 99.00% 99.89% 99.82% 99.89% 99.68% 99.84% 99.73% 99.80% T3 99.00% 99.83% 99.90% 99.78% 99.84% 99.83% 99.73% 99.83% T4 99.00% 99.88% 99.85% 99.75% 99.80% 99.86% 99.87% 99.75% 99.80% T5 99.00% 99.88% 99.91% 99.88% 99.82% 99.84% 9	Stands Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 T1 f0 f0	Jul-15 Aug-15 Sep-15 f0 f0 f0 f0 f0 f0
Pier service Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15 T1/T2 99.15% 99.21% 99.29% 99.34% 99.41% 99.50% 99.58% 99.64% T2 99.57% 99.60% 99.58% 99.60% 99.61% 99.64% 99.65% 99.67% 99.69% T3 98.99% 99.14% 99.39% 99.41% 99.39% 99.36% 99.29% 99.29 99.26% T4 99.78% 99.80% 99.85% 99.86% 99.88% 99.91% 99.92% 99.3% T5 90.00% 89.96% 89.97% 89.97% 89.97% 89.97% 89.94% 90.01% T1/T2 target 95.00%	Pier service 0 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 T1/T2 f0 f0 f0 f0 f0 T2 f0 f0 f0 f0 f0 T3 f0 f0 f0 f0 f0 T4 f0 f0 f0 f0 f0 T5 f0 f0 f0 f0 f0	Jul-15 Aug-15 Sep-15 f0 f0 f0
TTS - % time one car available	TT5 - % Both Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15	Jul-15 Aug-15 Sep-15
T5 99.00% 99.94% 100.00% 100.00% 99.95% 99.88% 99.95% 99.93% 99.98% 100.00%	T5	Jul-15 Aug-15 Sep-15 f0 f0 f0
TTS - % time two cars available Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Aug-15 Sep-15 T5 97.00% 99.24% 99.80% 99.52% 99.38% 99.80% 99.70% 99.53% 99.30% 99.14%		
Arrivals Reclaims Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Aug-15 Sep-15 T1 99.00% 99.98% 99.90% 99.97% 99.96% 100.00% 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% T3 99.00% 99.74% 99.74% 99.70% 99.79% 99.65% 99.37% 99.43% 99.54% T4 99.00% 99.70% 99.29% 99.78% 99.88% 99.88% 99.87% 99.85% 99.87% 99.	Arrivals Reclaims Jan-15 Feb-15 Mar-15 May-15 Jun-15 T1 £0 £0 £0 £0 £0 T2 £0 £0 £0 £0 £0 £0 T3 £0 £0 £0 £0 £0 £0 £0 T4 £0 £0 £0 £0 £0 £0 £0 T5 £0 £0 £0 £0 £0 £0 £0	Jul-15 Aug-15 Sep-15 f0 f0 f0 f0 f0 f0
Pre-conditioned air Target Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 Jul-15 Aug-15 Sep-15	Pre-conditioned air Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15	Jul-15 Aug-15 Sep-15
T1	T1	f0 f
Aerodrome congestion Target Jan-15 Feb-15 Mar-15 Apr-15 Jun-15 Jun-15 Aug-15 Sep-15 All N/A N/A N/A N/A N/A N/A N/A N/A	Aerodrome congestion 0 Jan-15 Feb-15 Mar-15 Apr-15 May-15 Jun-15 All N/A N/A N/A N/A N/A N/A \\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\\	Jul-15 Aug-15 Sep-15 N/A N/A N/A Q6 N/A N/A



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

vvayımdın	g - wontn
	Target

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

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	Dec-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	0.00
T2	4.30	4.38	4.53	4.41	4.41	4.28	4.39	4.46	4.44	4.38	0.00	0.00	0.00
T3	4.30	4.37	4.48	4.37	4.36	4.39	4.36	4.32	4.42	4.22	0.00	0.00	0.00
T4	4.30	4.24	4.43	4.26	4.25	4.38	4.27	4.38	4.28	4.37	0.00	0.00	0.00
T5	4.30	4.32	4.33	4.31	4.25	4.30	4.35	4.35	4.29	4.34	0.00	0.00	0.00

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	Dec-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	0.00
T2	3.80	4.32	4.52	4.33	4.40	4.23	4.40	4.35	4.46	4.38	0.00	0.00	0.00
T3	3.80	4.26	4.39	4.32	4.27	4.26	4.10	4.20	4.23	4.21	0.00	0.00	0.00
T4	3.80	4.37	4.42	4.42	4.29	4.26	4.30	4.27	4.22	4.48	0.00	0.00	0.00
T5	3.80	4.15	4.09	4.13	4.12	4.02	4.04	3.89	4.00	4.08	0.00	0.00	0.00

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	Dec-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	0.00
T2	0.00	4.27	4.28	4.21	4.25	4.20	4.27	4.29	4.27	4.21	0.00	0.00	0.00
T3	0.00	4.19	4.25	4.23	4.21	4.19	4.16	4.17	4.24	4.19	0.00	0.00	0.00
T4	0.00	4.13	4.21	4.13	4.10	4.12	4.10	4.12	4.06	4.15	0.00	0.00	0.00
T5	0.00	4.13	4.21	4.06	4.06	4.06	4.07	4.05	4.04	4.09	0.00	0.00	0.00

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	Dec-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	0.00
T2	0.00	4.18	4.23	4.15	4.27	4.21	4.16	4.09	4.03	4.17	0.00	0.00	0.00
T3	0.00	4.19	4.19	4.22	4.18	4.23	4.14	4.18	4.12	4.09	0.00	0.00	0.00
T4	0.00	4.13	4.23	4.26	4.30	4.18	4.28	4.27	4.20	4.19	0.00	0.00	0.00
T5	0.00	4.05	4.23	4.08	4.09	4.09	4.06	3.98	4.03	4.14	0.00	0.00	0.00

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	Dec-15
T1/T2	0.0	99.69%	99.74%	99.40%	99.66%	99.67%	99.73%	99.79%	99.77%	99.75%	0.00%	0.00%	0.00%
T2	0.0	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A
T3	0.0	99.25%	99.30%	99.01%	99.51%	99.45%	99.44%	99.49%	99.17%	99.52%	0.00%	0.00%	0.00%
T4	0.0	100.00%	99.95%	100.00%	99.94%	99.88%	99.99%	99.99%	99.93%	99.88%	0.00%	0.00%	0.00%
T5	0.0	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A	#N/A

Heathrow SQR Bonus Performance Dashboard

Heathrow	
Making every journey better	

				Sep	otember 2015					Year 1	Γο Date*
	Measure	Lower	Terminal 2	Terminal 3	Terminal 4	Terminal 5	Upper	Es	stimated	Estimated	
	Type	Performance	Performance	Performance	Performance	Performance	Performance	Bon	us Term £	Bonus	s Term £
	7.	Threshold					Threshold	(Curr	ent Month)	(Year	To Date)
Departure lounge seating availability	MAT	4.10	4.38	4.25	4.32	4.07	4.50	£	-	£	-
Cleanliness	MAT	4.20	4.40	4.17	4.16	4.26	4.50	£	-	£	-
Way finding	MAT	4.20	4.26	4.24	4.25	4.18	4.50	£	-	£	-
Flight information	MAT	4.40	4.40	4.36	4.31	4.31	4.70	£	-	£	-
Total								£	-	£	-

^{*}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.

i Information

How are we performing?

September 2015





i Information

How are we performing?

September 2015

