



Heathrow - Service Quality Rebate and bonus report Workbook

September

Eduardo Teixeira, Integrated Planning & Performance Analyst

APOC

Printed : Monday 19 October 2015

Heathrow
Making every journey better

Service quality rebate

Heathrow Terminal 2	Sep-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.38	3.80	Yes	0	0	0
Cleanliness	4.40	4.00	Yes	0	0	0
Wayfinding	4.26	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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Heathrow Terminal 3	Sep-15				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	4.17	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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Heathrow Terminal 4	Sep-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.32	3.80	Yes	0	0	0
Cleanliness	4.16	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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Heathrow Terminal 5	Sep-15				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

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

--

NOTE: * year is January 2015 to December 2015

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Service quality rebate

Control Post Groups	Sep-15				Year to date *	
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures
CTA	98.31%	95.00%	Yes			
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

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

Performance

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

Wayfinding										
	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 information										
	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			
T2	4.30	4.40	4.41	4.41	4.41	4.40	4.39	4.39	4.40	4.40
T3	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 lounge seat availability										
	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			
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	4.18	4.20	4.21	4.24	4.25
T4	3.80	4.27	4.28	4.30	4.32	4.30	4.31	4.31	4.30	4.32
T5	3.80	4.02	4.03	4.04	4.05	4.06	4.06	4.07	4.06	4.07

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

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

CSA queues - Times queue <5 minutes										
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
T1	95.00%	99.86%	99.59%	99.22%	99.14%	99.68%	99.90%	0.00%	0.00%	0.00%
T2	95.00%	96.68%	96.07%	97.65%	97.24%	97.97%	98.48%	96.22%	97.10%	97.48%
T3	95.00%	97.33%	96.12%	96.31%	97.71%	97.14%	96.71%	96.31%	96.87%	98.48%
T4	95.00%	98.25%	97.76%	97.33%	97.10%	96.54%	97.52%	95.39%	98.16%	97.71%
T5	95.00%	96.54%	98.29%	97.72%	98.14%	96.11%	96.88%	95.85%	97.28%	96.24%

CSA queues - Times queue = 10 minutes										
0	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
T1	99.00%	100.00%	100.00%	100.00%	100.00%	99.95%	100.00%	0.00%	0.00%	0.00%
T2	99.00%	99.68%	99.64%	99.91%	100.00%	99.91%	100.00%	99.72%	99.95%	100.00%
T3	99.00%	99.72%	99.95%	99.72%	99.95%	99.91%	99.90%	99.86%	99.91%	99.90%
T4	99.00%	100.00%	100.00%	99.86%	99.95%	99.59%	99.95%	99.63%	99.86%	100.00%
T5	99.00%	99.88%	99.97%	99.95%	99.93%	100.00%	99.88%	99.98%	99.98%	99.93%

Transfer search										
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15
T1	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%		0.00%	0.00%
T2	95.00%	98.06%	98.57%	97.10%	99.43%	98.16%	98.38%	98.48%	97.88%	98.29%
T3	95.00%	96.54%	97.96%	97.14%	95.52%	95.96%	97.14%	97.42%	97.19%	98.67%
T4	95.00%	96.73%	99.05%	99.48%	98.97%	96.92%	97.45%	98.77%	98.20%	99.22%
T5	95.00%	96.17%	98.48%	98.00%	98.71%	97.04%	97.34%	97.35%	96.61%	97.96%

£ Rebates

Cleanliness								
	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	£0	£0	£0	£0	£0	£0	£0	£0

Wayfinding								
	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15
T1	£0	£0	£8,989	£8,989	£8,989	£8,989	£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	£0	£0	£0	£0	£0	£0	£0	£0

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

Departure lounge seat availability								
	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	£0	£0	£0	£0	£0	£0	£0	£0

Security								
	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	£0	£0	£0	£0	£0	£0	£0	£0

Wi-fi								
	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	£0	£0	£0	£0	£0	£0	£0	£0

CSA queues - Both								
	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	£0	£0	£0	£0	£0	£0	£0	£0

Transfer search								
	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	£0	£0	£0	£0	£0	£0	£0	£0

Staff search										
	Target	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%	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%	100.00%	99.63%	100.00%
T5	95.00%	96.16%	95.98%	95.45%	96.13%	95.35%	95.53%	95.64%	97.51%	95.66%

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										
	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%	98.34%	96.89%
T5	95.00%	99.22%	99.39%	99.38%	99.50%	99.08%	99.57%	99.68%	99.23%	98.57%

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

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%	99.85%	99.69%	99.73%	99.72%	99.85%	99.65%	99.88%	99.79%
T4	99.00%	99.82%	99.91%	99.87%	99.86%	99.77%	99.91%	99.87%	99.90%	99.91%
T5	99.00%	99.53%	99.71%	99.81%	99.82%	99.84%	99.81%	99.72%	99.82%	99.80%

PSE (general)										
	Target	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%	99.75%	99.81%	99.77%	99.66%	99.75%
T5	99.00%	99.62%	99.64%	99.71%	99.57%	99.63%	99.51%	99.54%	99.61%	99.66%

PSE (priority)										
	Target	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%

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%	100.00%	99.98%	100.00%	100.00%	0.00%	0.00%	0.00%
T2	99.00%	100.00%	99.92%	99.87%	100.00%	99.96%	99.98%	99.99%	99.99%	100.00%
T3	99.00%	99.99%	99.95%	99.91%	99.94%	99.99%	99.98%	99.96%	99.96%	99.90%
T4	99.00%	99.96%	100.00%	99.96%	99.90%	99.99%	100.00%	100.00%	100.00%	99.98%
T5	99.00%	99.98%	99.95%	99.99%	99.99%	99.90%	99.96%	99.98%	99.93%	99.97%

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%	99.92%	99.91%	0.00%	0.00%	0.00%
T2	99.00%	99.89%	99.93%	99.82%	99.89%	99.68%	99.86%	99.84%	99.73%	99.80%
T3	99.00%	99.83%	99.80%	99.90%	99.78%	99.84%	99.84%	99.83%	99.73%	99.83%
T4	99.00%	99.88%	99.81%	99.85%	99.75%	99.80%	99.86%	99.87%	99.75%	99.90%
T5	99.00%	99.88%	99.91%	99.85%	99.88%	99.82%	99.84%	99.84%	99.84%	99.83%

[illegible]

	Target	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%

TTS - % time two cars available										
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-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	Jul-15	Aug-15	Sep-15
T1	99.00%	99.98%	99.90%	99.97%	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%	99.81%	99.74%	99.70%	99.79%	99.65%	99.37%	99.43%	99.54%
T4	99.00%	99.70%	99.92%	99.70%	99.85%	99.78%	99.85%	99.72%	99.63%	99.78%
T5	99.00%	99.86%	99.85%	99.88%	99.88%	99.91%	99.87%	99.82%	99.87%	99.81%

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

[illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible][illegible]

Cleanliness - Month													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	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

Wayfinding - Month													
	Target	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	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

	September 2015								Year To Date*
	Measure Type	Lower Performance Threshold	Terminal 2 Performance	Terminal 3 Performance	Terminal 4 Performance	Terminal 5 Performance	Upper Performance Threshold	Estimated Bonus Term £ (Current Month)	Estimated Bonus Term £ (Year To Date)
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.

FOR FURTHER INFORMATION: please contact Eduardo Teixeira, email: eduardo_teixeira@heathrow.com

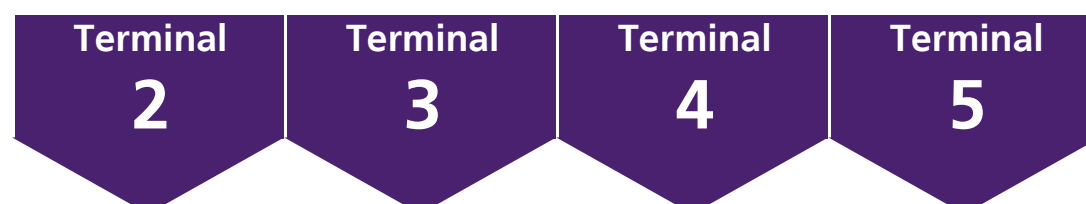
How are we performing?

September 2015

KEY TO PERFORMANCE

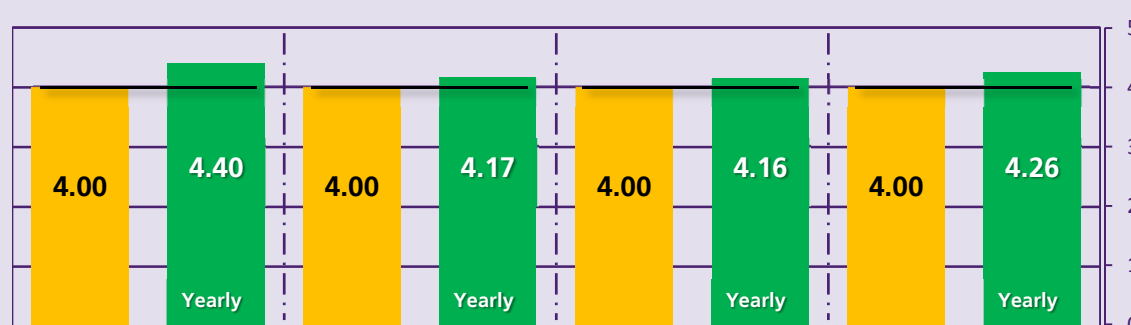


As rated by 1=Extremely Poor and 5=Excelent



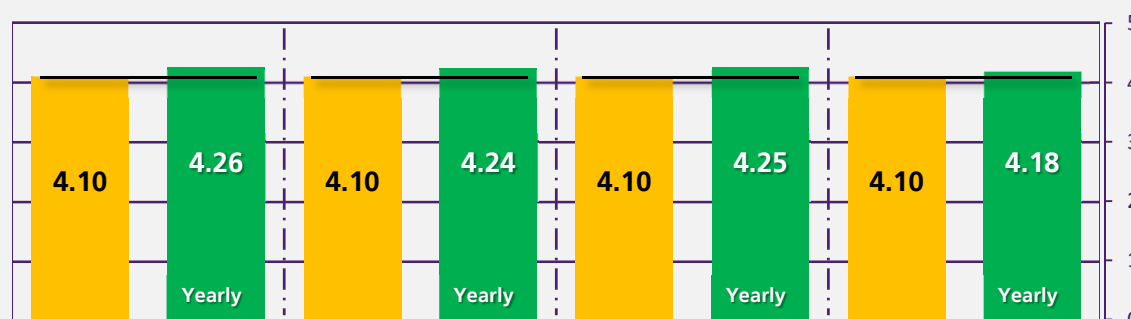
Cleanliness

Overall cleanliness of the terminal



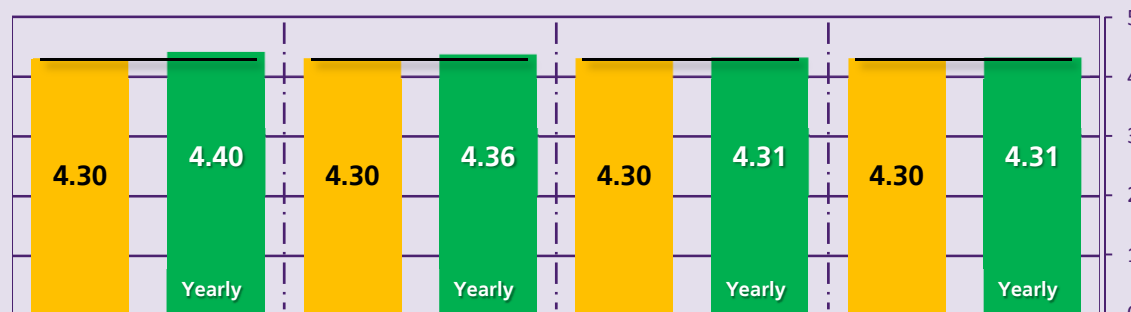
Wayfinding

Ease of finding your way around the airport



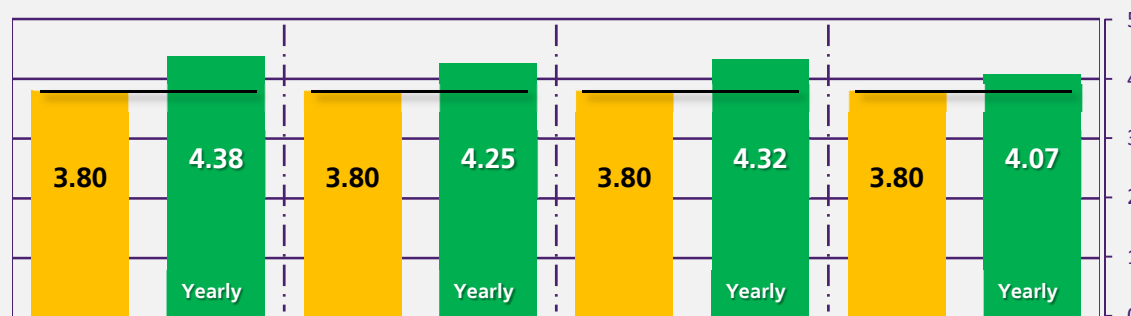
Flight Info

Accuracy and ease of finding flight information



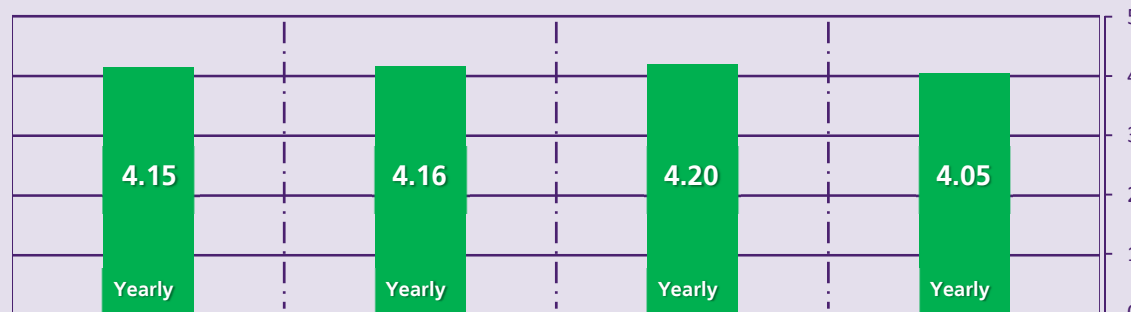
Departure Lounge Seat Availability

Ease of finding a seat



WiFi

Ease of using WiFi



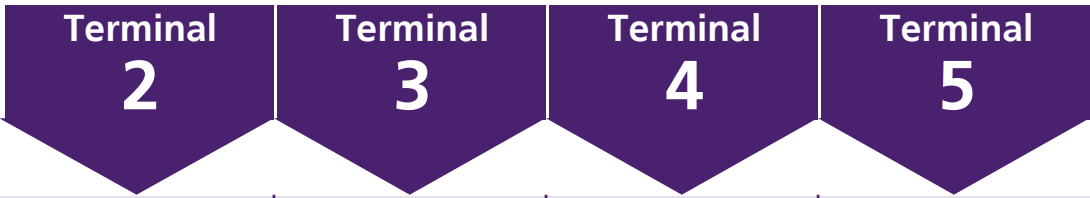
How are we performing?

September 2015

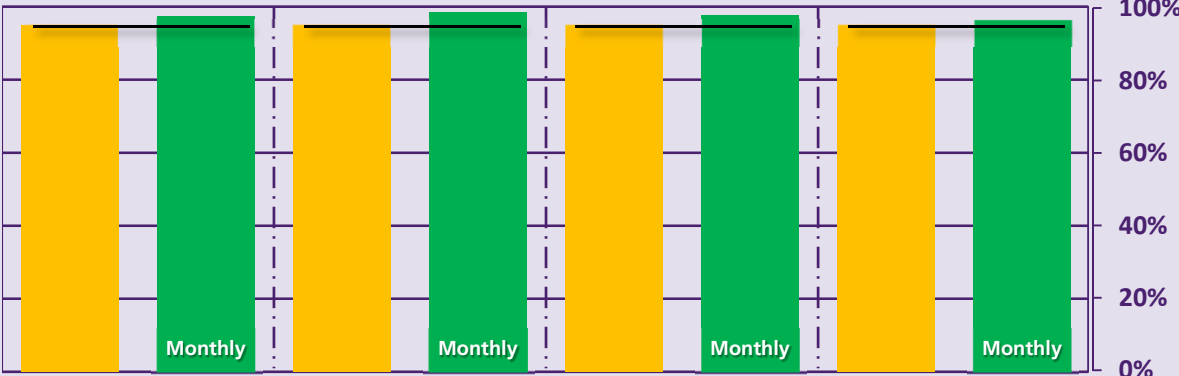
KEY TO PERFORMANCE



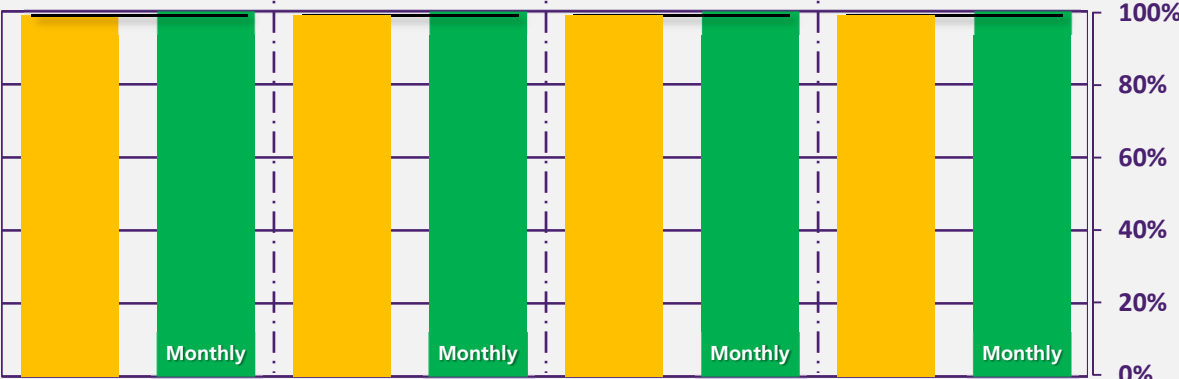
As rated by 1=Extremely Poor and 5=Excelent



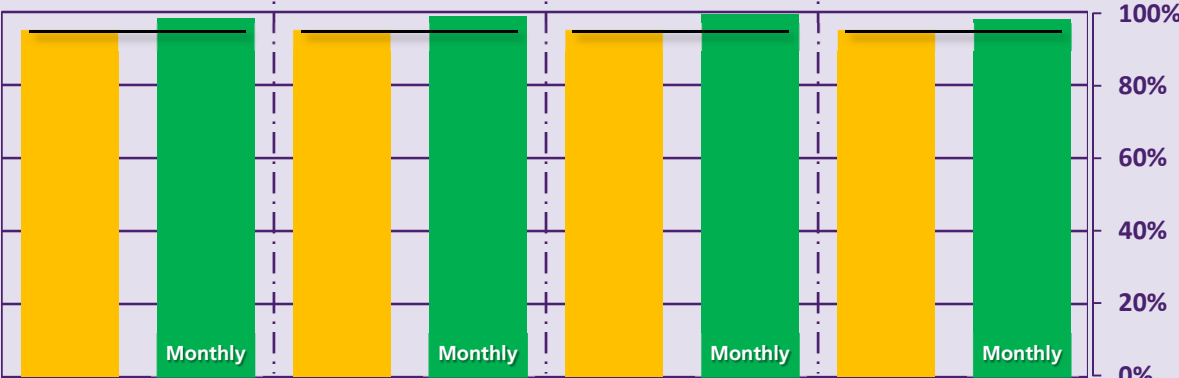
Security Waiting time 5 mins
queue < 5mins



Security Waiting time 10 mins
queue < 10mins



Security Waiting time for transfer Passengers
queue < 5mins



Security Passenger satisfaction

