

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2009						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.30%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.50%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.20%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	99.45%	99.00%	Yes	0	227,704	2
Stands	99.50%	99.00%	Yes	0	0	0
Jetties	98.61%	99.00%	No	88,248	88,248	1
FEGP	99.95%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.07%	99.00%	Yes	0	0	0
Transfer search	98.71%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.23%	92.33%	Yes	0	0	0
Total				88,248	480,841	5

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2009						
Departure lounge seat availability	3.7	3.8	No	0	1,110,474	9
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.05%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.03%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.55%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.45%	99.00%	Yes	0	0	0
Stands	99.71%	99.00%	Yes	0	0	0
Jetties	99.69%	99.00%	Yes	0	0	0
FEGP	99.24%	99.00%	Yes	0	0	0
Pre-conditioned air	75.36%	98.00%	No	N/A	N/A	9
Stand entry guidance	99.31%	99.00%	Yes	0	0	0
Transfer search	96.36%	95.00%	Yes	0	0	0
Staff search	99.91%	95.00%	Yes	0	0	0
Pier service	90.77%	94.87%	No	179,835	899,175	5
Total				179,835	2,009,649	23

** Please also note- Departure lounge seat availability 6 months of rebates have been paid-no further rebate applicable
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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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2009						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.60%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.50%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.27%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.43%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.35%	99.00%	Yes	0	0	0
FEGP	99.81%	99.00%	Yes	0	0	0
Stand entry guidance	99.69%	99.00%	Yes	0	0	0
Transfer search	99.63%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	99.93%	95.00%	Yes	0	188,697	3
Total				0	188,697	3

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 on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2009						
Departure lounge seat availability	4.0	3.8	Yes	0	0	0
Cleanliness	4.2	3.9	Yes	0	0	0
Wayfinding	4.2	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	97.70%	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)	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.75%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.38%	99.00%	Yes	0	0	0
FEGP	99.39%	99.00%	Yes	0	0	0
Pre-conditioned air	88.48%	98.00%	No	N/A	N/A	9
Stand entry guidance	99.86%	99.00%	Yes	0	0	0
Transfer search	97.42%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	80.57%	89.28%	No	0	1,040,646	9
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.13%	97.00%	Yes	0	0	0
Total				0	1,040,646	18

* Please note- Pier service 6 months of rebates have been paid-no further rebate applicable

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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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
December-2009						
Control posts search	95.73%	95.00%	Yes	0	0	0
Total				0	0	0

Credit notes will be raised and allocated to the relevant parties that used the airport in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

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Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
December-2009				
Aerodrome Congestion Term	No	0	0	0
Total			0	0

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com