

Service quality rebate

Heathrow Terminal 1	Nov-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.0	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.39%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.87%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.40%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.27%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.57%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.24%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.54%	95.00%	Yes	0	0	0
Pier service	96.22%	93.62%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2010 to March 2011

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 Nataly Duke, email: Nataly_Duke@baa.com

Service quality rebate

Heathrow Terminal 3	Nov-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	0	1,102,608	8
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	95.86%	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)	99.64%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.93%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.68%	99.00%	Yes	0	0	0
Stands	99.64%	99.00%	Yes	0	0	0
Jetties	99.73%	99.00%	Yes	0	0	0
FEGP	99.50%	99.00%	Yes	0	117,305	1
Pre-conditioned air	99.96%	98.00%	Yes	N/A	N/A	1
Stand entry guidance	99.60%	99.00%	Yes	0	0	0
Transfer search	98.52%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.54%	95.00%	Yes	0	0	0
Pier service +	96.02%	95.00%	Yes	0	0	0
				0	1,219,913	10

NOTE: * year is April 2010 to March 2011 + Pier service score is reported one month in arrears

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.

PIER SERVICE: Following discussion and agreement with airlines, a revised methodology for the calculation of the pier service percentage in Terminal 3 was implemented last month. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.

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Service quality rebate

Heathrow Terminal 4	Nov-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.38%	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)	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.38%	99.00%	Yes	0	0	0
Jetties	99.18%	99.00%	Yes	0	0	0
FEGP	99.59%	99.00%	Yes	0	0	0
Stand entry guidance	99.47%	99.00%	Yes	0	0	0
Transfer search	98.38%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.54%	95.00%	Yes	0	0	0
Pier service	99.90%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2010 to March 2011

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	Nov-10				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.26%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.21%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.91%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.67%	99.00%	Yes	0	0	0
Stands	99.57%	99.00%	Yes	0	0	0
Jetties	99.63%	99.00%	Yes	0	0	0
FEGP	99.59%	99.00%	Yes	0	0	0
Pre-conditioned air	85.14%	98.00%	No	N/A	N/A	8
Stand entry guidance	99.81%	99.00%	Yes	0	0	0
Transfer search	96.71%	95.00%	Yes	0	0	0
Staff search	99.02%	95.00%	Yes	0	0	0
Control posts search	96.54%	95.00%	Yes	0	0	0
Pier service	81.80%	91.89%	No	0	1,109,052	8
Transit system - % time one car available	99.69%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.79%	97.00%	Yes	0	0	0
Total				0	1,109,052	16

NOTE: * year is April 2010 to March 2011

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



Aerodrome Congestion Term	Nov-10		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	86,898	2
Total			86,898	2

Detail of material event (if rebate due)

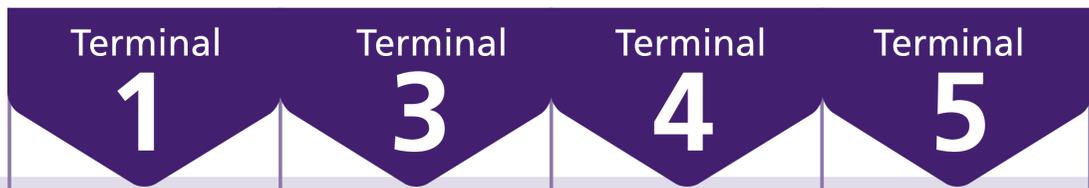
NOTE: * year is April 2010 to March 2011

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly_Duke@baa.com

How are we performing?

November 2010

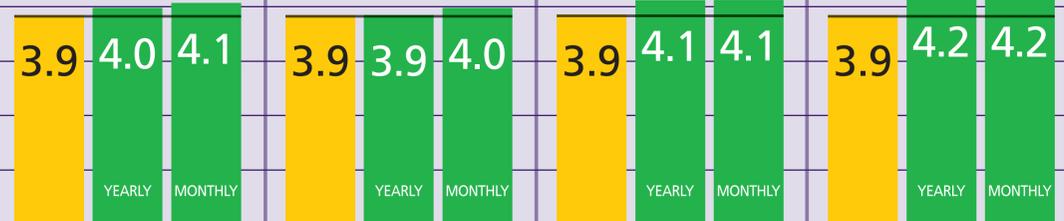
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

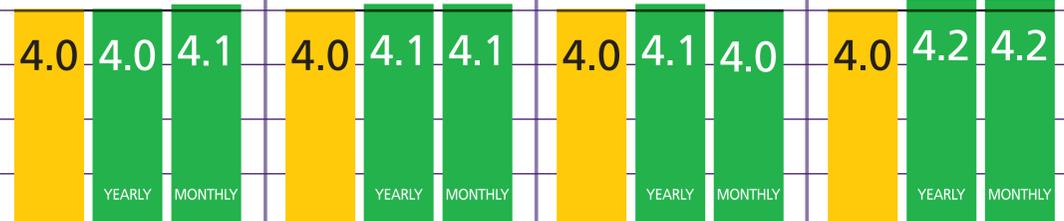
As rated by 1= extremely poor and 5= excellent



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

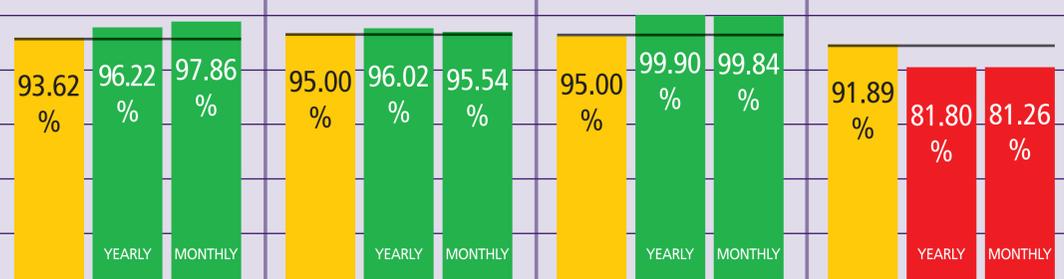


Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.

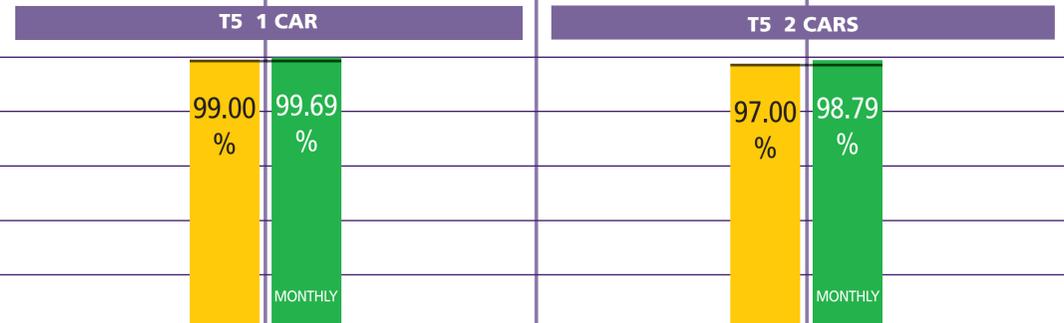
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

November 2010

KEY TO PERFORMANCE

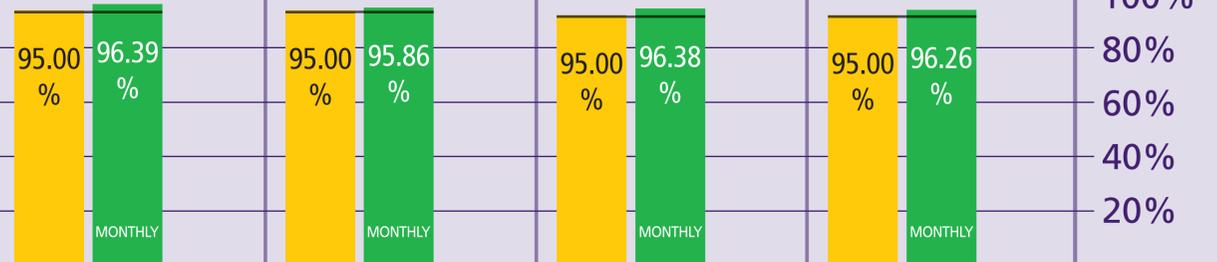


Terminal 1 Terminal 3 Terminal 4 Terminal 5



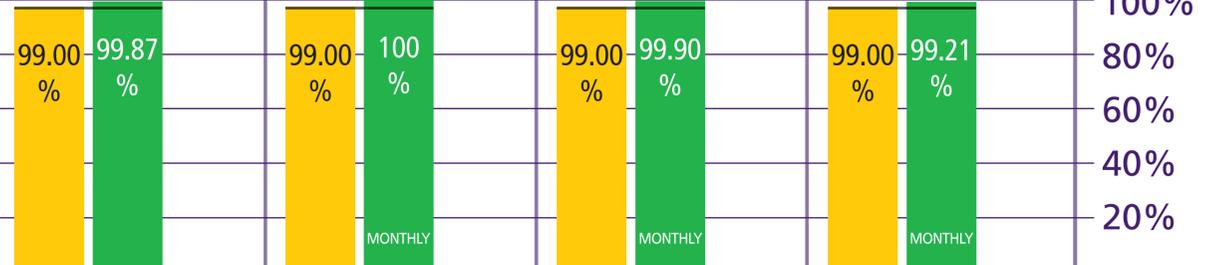
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



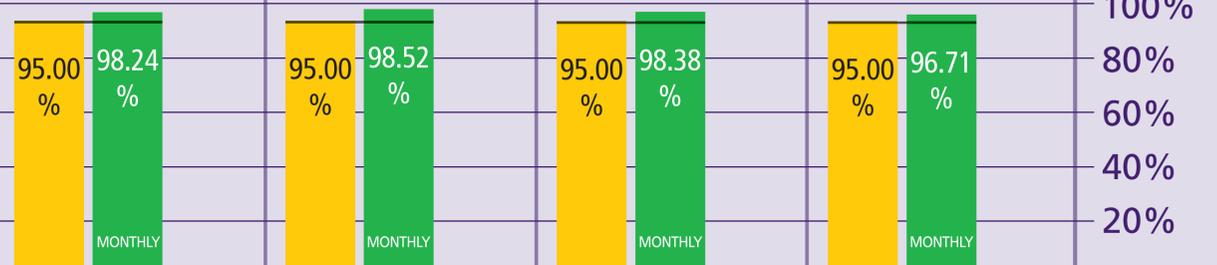
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

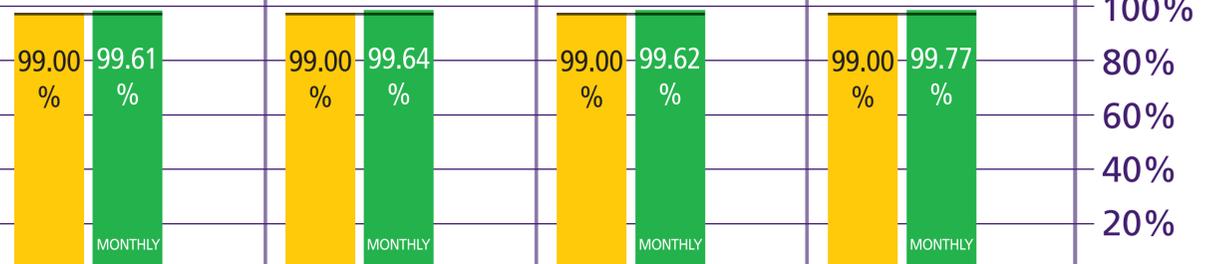


Security waiting time for transfer passengers
queue < 10mins

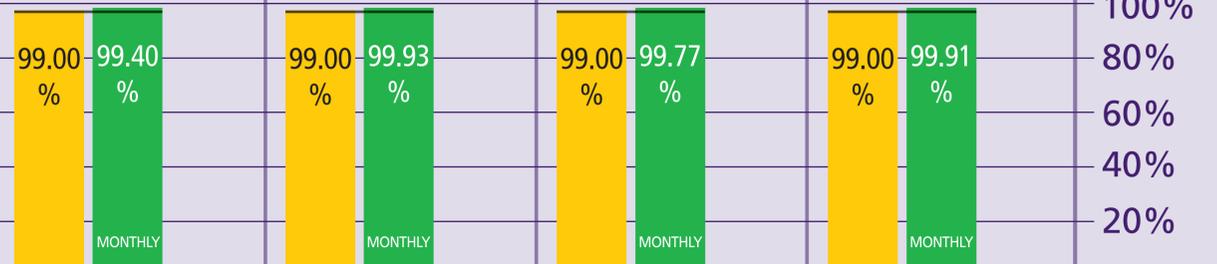
Based on 15min time periods measured



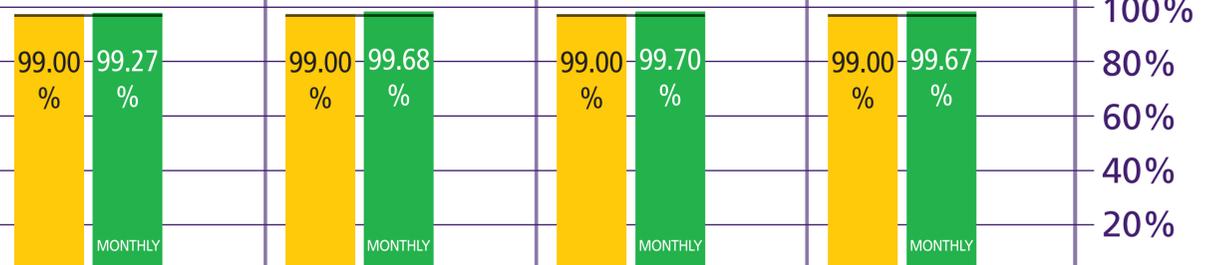
Lifts, escalators & passenger conveyors
Service availability



Lifts, escalators & passenger conveyors (passenger critical)
Service availability



Arrivals Reclaim
Service availability



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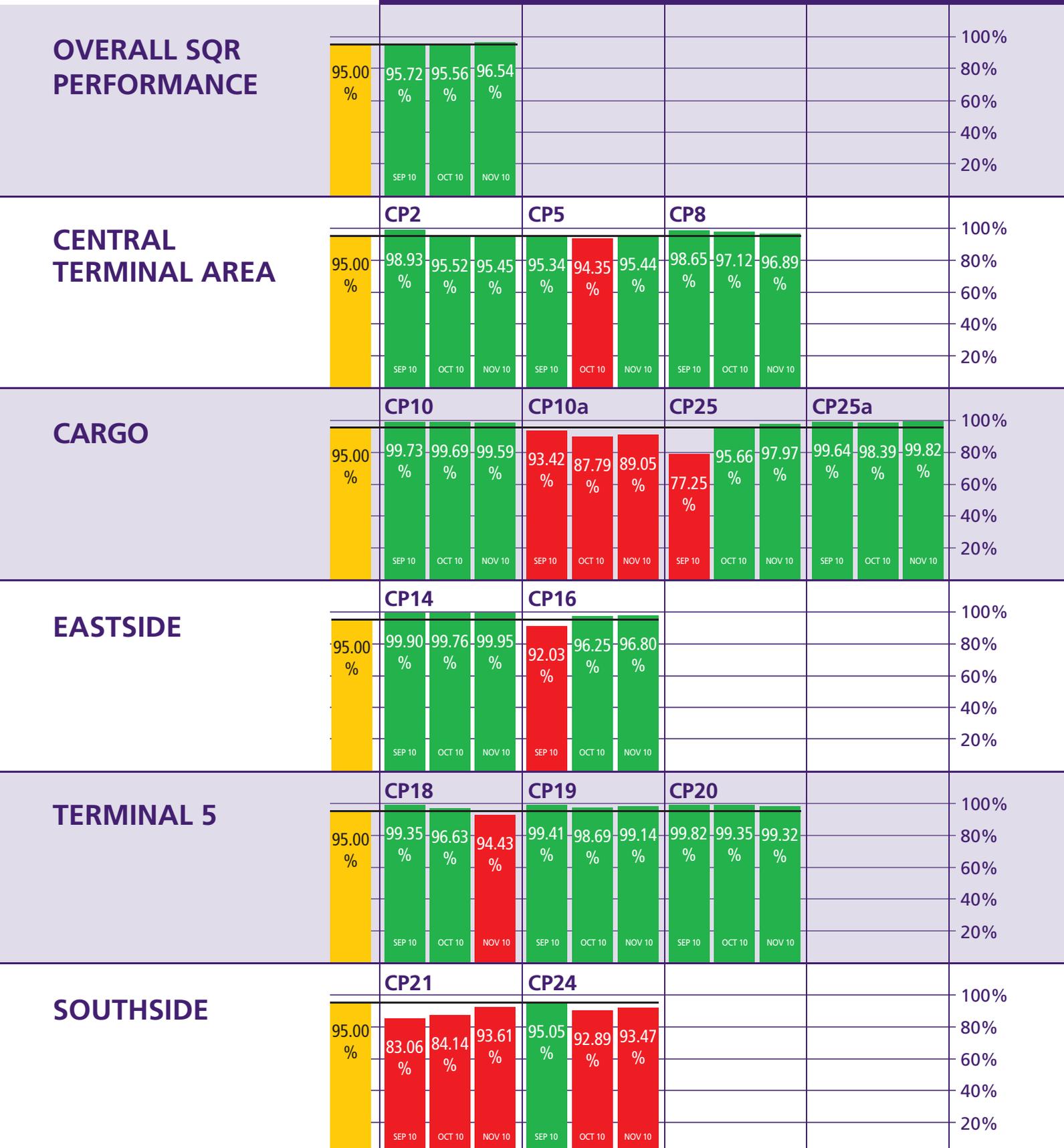
KEY TO MONTHLY PERFORMANCE

TARGET

TARGET
ACHIEVED

BELOW
TARGET

CAMPUS SECURITY QUARTERLY REPORT



How are we performing?

November 2010

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

The scheme by which third parties are compensated for material events which impacted the airfield

