

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
January-2010						
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	99.19%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	98.16%	99.00%	No	113,852	113,852	1
Passenger sensitive equipment (priority)	99.19%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	97.74%	99.00%	No	113,852	341,556	3
Stands	99.68%	99.00%	Yes	0	0	0
Jetties	99.42%	99.00%	Yes	0	88,248	1
FEGP	99.86%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.84%	99.00%	Yes	0	0	0
Transfer search	99.45%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.13%	92.54%	Yes	0	0	0
Total				227,704	708,545	7

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
January-2010						
Departure lounge seat availability	3.7	3.8	No	0	1,110,474	10
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	97.65%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.31%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.65%	99.00%	Yes	0	0	0
Stands	99.71%	99.00%	Yes	0	0	0
Jetties	99.53%	99.00%	Yes	0	0	0
FEGP	99.10%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	9
Stand entry guidance	99.38%	99.00%	Yes	0	0	0
Transfer search	97.60%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	90.27%	95.00%	No	179,835	1,079,010	6
Total				179,835	2,189,484	25

** 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
January-2010						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.0	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	97.80%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.55%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.31%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.22%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.24%	99.00%	Yes	0	0	0
Stands	99.55%	99.00%	Yes	0	0	0
Jetties	99.02%	99.00%	Yes	0	0	0
FEGP	99.66%	99.00%	Yes	0	0	0
Stand entry guidance	99.87%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	99.89%	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.

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Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
January-2010						
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	96.71%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.93%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.82%	99.00%	Yes	0	0	0
Stands	99.71%	99.00%	Yes	0	0	0
Jetties	99.39%	99.00%	Yes	0	0	0
FEGP	99.64%	99.00%	Yes	0	0	0
Pre-conditioned air	91.44%	98.00%	No	N/A	N/A	10
Stand entry guidance	99.39%	99.00%	Yes	0	0	0
Transfer search	97.05%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	80.31%	89.13%	No	0	1,040,646	10
Transit system - % time one car available	99.80%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.00%	97.00%	Yes	0	0	0
Total				0	1,040,646	20

* 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
January-2010						
Control posts search	98.32%	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
January-2010				
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