Service quality rebate

Heathrow ↗
Making every journey better.

Heathrow Terminal 1	Mar-11				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	97.36%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.83%	99.00%	Yes			
Passenger sensitive equipment (general)	99.69%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.70%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.59%	99.00%	Yes	0	0	0
FEGP	99.84%	99.00%	Yes	0	0	0
Stand entry guidance	99.87%	99.00%	Yes	0	0	0
Transfer search	97.79%	95.00%	Yes	0	0	0
Staff search	99.93%	95.00%	Yes	0	0	0
Control posts search	95.43%	95.00%	Yes	0	0	0
Pier service	96.78%	94.00%	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.

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

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Heathrow Terminal 3	Mar-11				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	12
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	96.22%	95.00%	Yes	0	392,956	1
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes			
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.80%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.31%	99.00%	Yes	0	0	0
Jetties	99.64%	99.00%	Yes	0	0	0
FEGP	99.33%	99.00%	Yes	0	117,305	1
Pre-conditioned air	77.73%	98.00%	No	N/A	N/A	2
Stand entry guidance	99.69%	99.00%	Yes	0	0	0
Transfer search	98.16%	95.00%	Yes	0	0	0
Staff search	99.68%	95.00%	Yes	0	0	0
Control posts search	95.43%	95.00%	Yes	0	0	0
Pier service +	96.28%	94.86%	Yes	0	0	0
				0	1,612,869	16

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 in November 2010. 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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Heathrow Terminal 4	Mar-11				Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	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	97.88%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes			
Passenger sensitive equipment (general)	99.75%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.80%	99.00%	Yes	0	0	0
Stands	99.78%	99.00%	Yes	0	0	0
Jetties	99.42%	99.00%	Yes	0	0	0
FEGP	99.68%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	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
Control posts search	95.43%	95.00%	Yes	0	0	0
Pier service	99.93%	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.

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

Service quality rebate

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Heathrow Terminal 5	Mar-11				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	96.18%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.68%	99.00%	Yes			
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.85%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.82%	99.00%	Yes	0	0	0
Stands	99.92%	99.00%	Yes	0	0	0
Jetties	99.52%	99.00%	Yes	0	0	0
FEGP	99.63%	99.00%	Yes	0	0	0
Pre-conditioned air	91.34%	98.00%	No	N/A	N/A	12
Stand entry guidance	99.92%	99.00%	Yes	0	0	0
Transfer search	97.51%	95.00%	Yes	0	0	0
Staff search	98.32%	95.00%	Yes	0	0	0
Control posts search	95.43%	95.00%	Yes	0	0	0
Pier service	82.60%	93.68%	No	0	1,109,052	12
Transit system - % time one car available	99.97%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.41%	97.00%	Yes			
Total				0	1,109,052	24

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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Aerodrome Congestion Term	Mar-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	194,981	3
Total			**194,981**	**3**

Detail of material event

NOTE: * year is April 2010 to March 2011

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

How are we performing?

March 2011

KEY TO PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET

	Terminal 1	Terminal 3	Terminal 4	Terminal 5
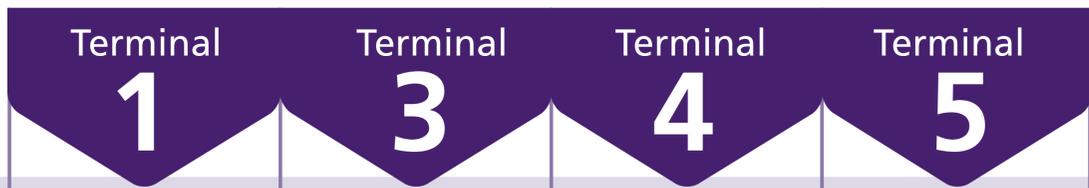
Cleanliness
Overall cleanliness of the terminal

As rated by 1= extremely poor and 5= excellent

	Terminal 1			Terminal 3			Terminal 4			Terminal 5		
Cleanliness	3.9	4.0 YEARLY	4.0 MONTHLY	3.9	4.0 YEARLY	4.0 MONTHLY	3.9	4.1 YEARLY	4.1 MONTHLY	3.9	4.2 YEARLY	4.2 MONTHLY
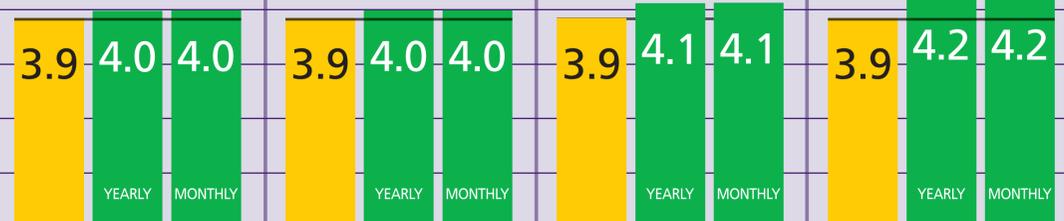
Wayfinding
Ease of finding your way around our airport

As rated by 1= extremely poor and 5= excellent

	Terminal 1			Terminal 3			Terminal 4			Terminal 5		
Wayfinding	4.0	4.0 YEARLY	4.1 MONTHLY	4.0	4.1 YEARLY	4.1 MONTHLY	4.0	4.1 YEARLY	4.1 MONTHLY	4.0	4.2 YEARLY	4.2 MONTHLY
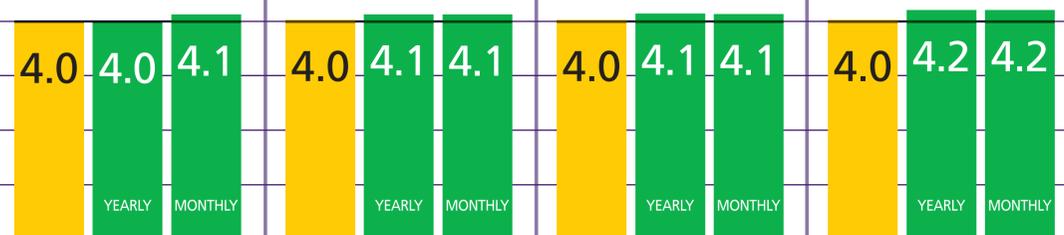
Flight Info
Accuracy and ease of finding flight information

As rated by 1= extremely poor and 5= excellent

	Terminal 1			Terminal 3			Terminal 4			Terminal 5		
Flight Info	4.2	4.3 YEARLY	4.3 MONTHLY	4.2	4.3 YEARLY	4.4 MONTHLY	4.2	4.3 YEARLY	4.3 MONTHLY	4.2	4.3 YEARLY	4.3 MONTHLY

Departure Lounge Seat Availability
Ease of finding a seat

As rated by 1= extremely poor and 5= excellent
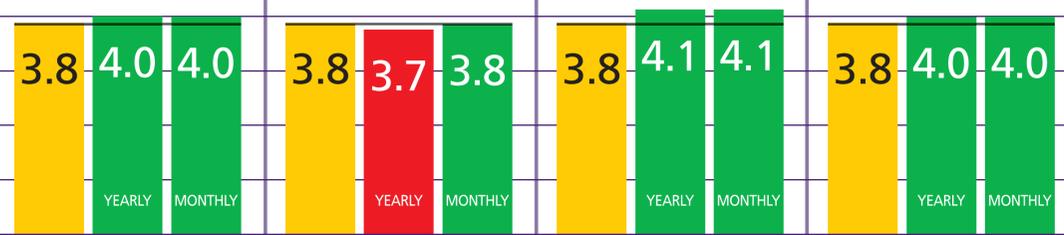
	Terminal 1			Terminal 3			Terminal 4			Terminal 5		
Departure Lounge Seat Availability	3.8	4.0 YEARLY	4.0 MONTHLY	3.8	3.7 YEARLY	3.8 MONTHLY	3.8	4.1 YEARLY	4.1 MONTHLY	3.8	4.0 YEARLY	4.0 MONTHLY

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.

	Terminal 1			Terminal 3			Terminal 4			Terminal 5		
Pier Service	94.00%	96.78% YEARLY	98.44% MONTHLY	94.86%	96.28% YEARLY	97.88% MONTHLY	95.00%	99.93% YEARLY	99.94% MONTHLY	93.68%	82.60% YEARLY	81.97% MONTHLY

Terminal 5 Transit
Service availability

Availability measured over a month
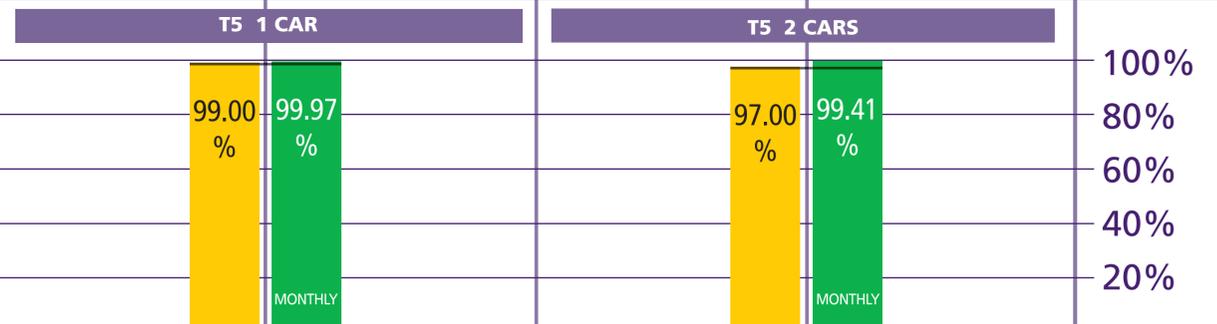
	T5 1 CAR		T5 2 CARS	
Terminal 5 Transit	99.00%	99.97% MONTHLY	97.00%	99.41% MONTHLY

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heathrowcustomerfeedback@baa.com

Heathrow

How are we performing?

March 2011

KEY TO PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET

	Terminal 1	Terminal 3	Terminal 4	Terminal 5
Security waiting time 5 mins queue < 5mins — Based on 15min time periods measured	95.00% / 97.36% MONTHLY	95.00% / 96.22% MONTHLY	95.00% / 97.88% MONTHLY	95.00% / 96.18% MONTHLY
Security waiting time 10 mins queue < 10mins — Based on 15min time periods measured	99.00% / 99.83% MONTHLY	99.00% / 100% MONTHLY	99.00% / 99.82% MONTHLY	99.00% / 99.68% MONTHLY
Security waiting time for transfer passengers queue < 10mins — Based on 15min time periods measured	95.00% / 97.79% MONTHLY	95.00% / 98.16% MONTHLY	95.00% / 99.45% MONTHLY	95.00% / 97.51% MONTHLY
Lifts, escalators & passenger conveyors Service availability	99.00% / 99.69% MONTHLY	99.00% / 99.73% MONTHLY	99.00% / 99.75% MONTHLY	99.00% / 99.80% MONTHLY
Lifts, escalators & passenger conveyors (passenger critical) Service availability	99.00% / 99.73% MONTHLY	99.00% / 99.80% MONTHLY	99.00% / 99.69% MONTHLY	99.00% / 99.85% MONTHLY
Arrivals Reclaim Service availability	99.00% / 99.70% MONTHLY	99.00% / 99.76% MONTHLY	99.00% / 99.80% MONTHLY	99.00% / 99.82% MONTHLY
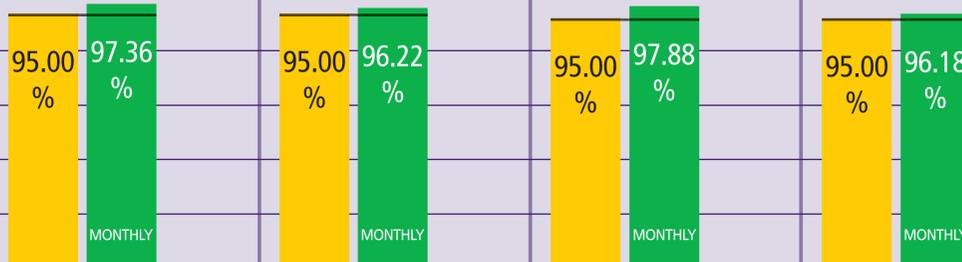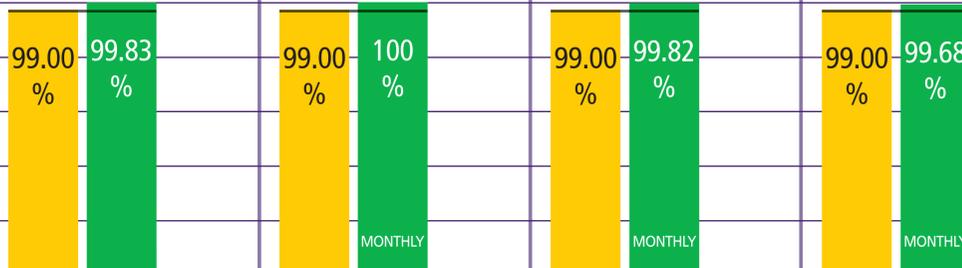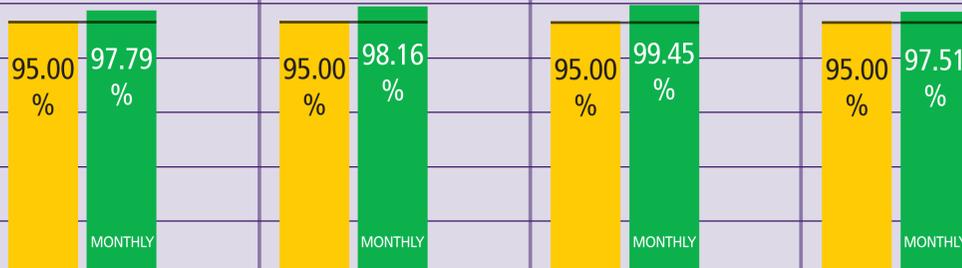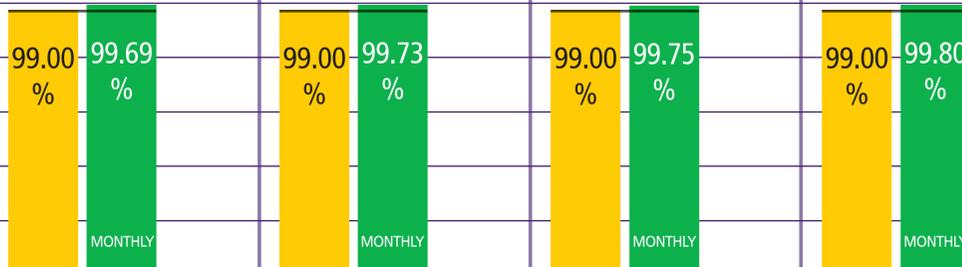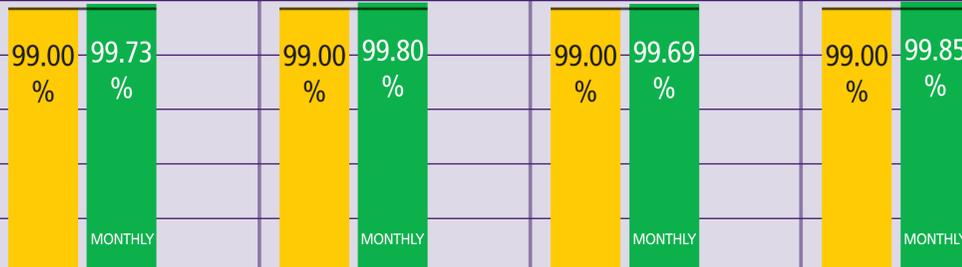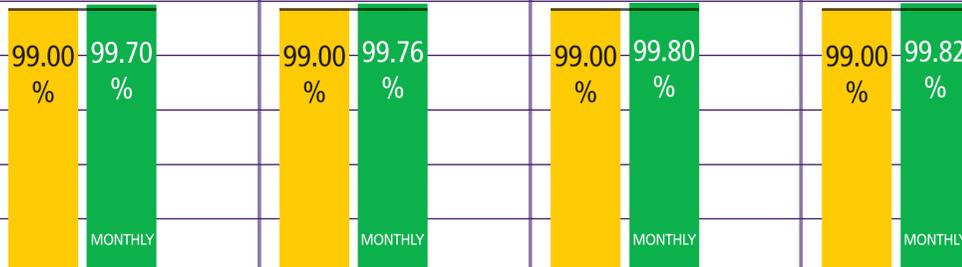
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Heathrow

How are we performing?

March 2011

KEY TO MONTHLY PERFORMANCE

TARGET	TARGET ACHIEVED	BELOW TARGET

	Terminal 1	Terminal 3	Terminal 4	Terminal 5

PIER SERVICE
Percentage of passengers embarking and disembarking directly into the terminal building

Please note: pier service targets change monthly. A pass/fail on an annual basis will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.

	Terminal 1			Terminal 3			Terminal 4			Terminal 5		
	94.00%	96.78% YEARLY	98.44% MONTHLY	94.86%	96.28% YEARLY	97.88% MONTHLY	95.00%	99.93% YEARLY	99.94% MONTHLY	93.68%	82.60% YEARLY	81.97% MONTHLY

STAND AVAILABILITY
Service Availability

	Terminal 1		Terminal 3		Terminal 4		Terminal 5	
	99.00%	99.76% MONTHLY	99.00%	99.31% MONTHLY	99.00%	99.78% MONTHLY	99.00%	99.92% MONTHLY

FIXED ELECTRICAL GROUND POWER
Service Availability

	Terminal 1		Terminal 3		Terminal 4		Terminal 5	
	99.00%	99.84% MONTHLY	99.00%	99.33% MONTHLY	99.00%	99.68% MONTHLY	99.00%	99.63% MONTHLY

STAND ENTRY GUIDANCE
Service Availability

	Terminal 1		Terminal 3		Terminal 4		Terminal 5	
	99.00%	99.87% MONTHLY	99.00%	99.69% MONTHLY	99.00%	99.99% MONTHLY	99.00%	99.92% MONTHLY

ARRIVALS RECLAIM
(Baggage carousels) Service Availability

	Terminal 1		Terminal 3		Terminal 4		Terminal 5	
	99.00%	99.70% MONTHLY	99.00%	99.76% MONTHLY	99.00%	99.80% MONTHLY	99.00%	99.82% MONTHLY

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

£0k	£0k	£0k	– £0k
JANUARY 11	FEBRUARY 11	MARCH 11	

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