

Service quality rebate

Heathrow Terminal 1	Nov-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	4.0	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	97.79%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.97%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.58%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.62%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.22%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	98.62%	95.00%	Yes	0	0	0
Staff search	98.81%	95.00%	Yes	0	0	0
Control posts search	97.60%	95.00%	Yes	0	0	0
Pier service	97.67%	94.16%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

** QSM measures are Moving Annual Averages

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-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	0	1,368,360	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	95.81%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.65%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.48%	99.00%	Yes	0	0	0
Pre-conditioned air	99.93%	98.00%	Yes	N/A	N/A	2
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.86%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	97.60%	95.00%	Yes	0	0	0
Pier service +	96.29%	94.16%	Yes	0	0	0
				0	1,368,360	10

NOTE: * year is April 2011 to March 2012 + Pier service score is reported one month in arrears

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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.

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

Service quality rebate

Heathrow Terminal 4	Nov-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	96.24%	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)	99.31%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.11%	99.00%	Yes	0	0	0
FEGP	99.79%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.57%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.60%	95.00%	Yes	0	0	0
Pier service	99.35%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

** QSM measures are Moving Annual Averages

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-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	96.00%	95.00%	Yes	0	530,473	1
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.69%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.80%	99.00%	Yes	0	0	0
Jetties	99.54%	99.00%	Yes	0	184,818	1
FEGP	99.57%	99.00%	Yes	0	0	0
Pre-conditioned air	99.50%	98.00%	Yes	N/A	N/A	6
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	96.47%	95.00%	Yes	0	0	0
Staff search	98.29%	95.00%	Yes	0	0	0
Control posts search	97.60%	95.00%	Yes	0	0	0
Pier service	87.39%	95.00%	No	0	1,247,832	8
Transit system - % time one car available	99.07%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.97%	97.00%	Yes	0	0	0
Total				0	1,963,123	16

NOTE: * year is April 2011 to March 2012

** QSM measures are Moving Annual Averages

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-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	Yes	36,177	54,434	2
Total			54,434	2

The above rebate relates to an incident on 30th November 2011, where there was a failure of 27L Aeronautical Ground Lighting (AGL). Due to residual variance from the UKBA strike and T5 baggage issues, a loss of 10 movements was agreed.

NOTE: * year is April 2011 to March 2012

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

How are we performing?

November 2011

KEY TO PERFORMANCE



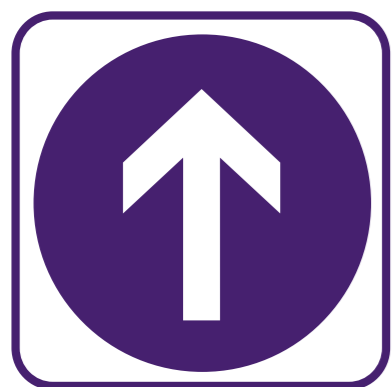
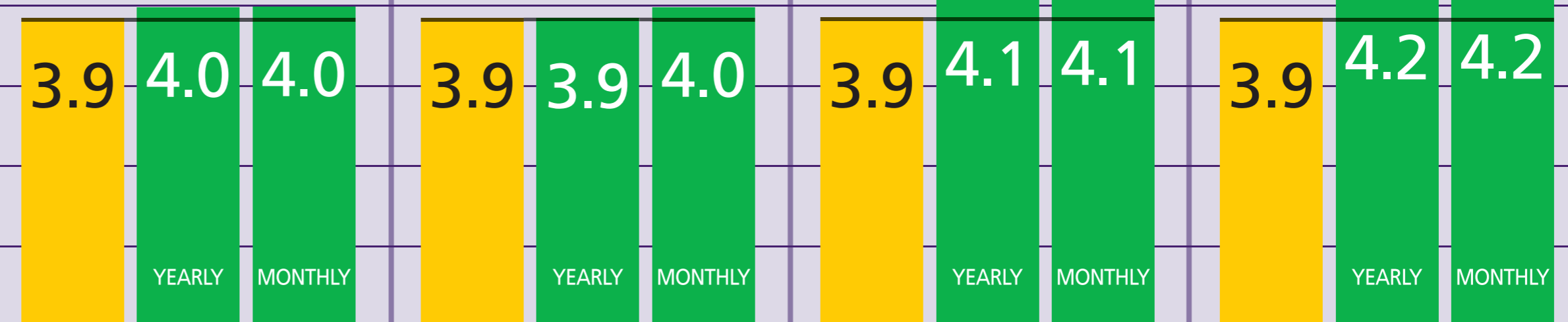
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

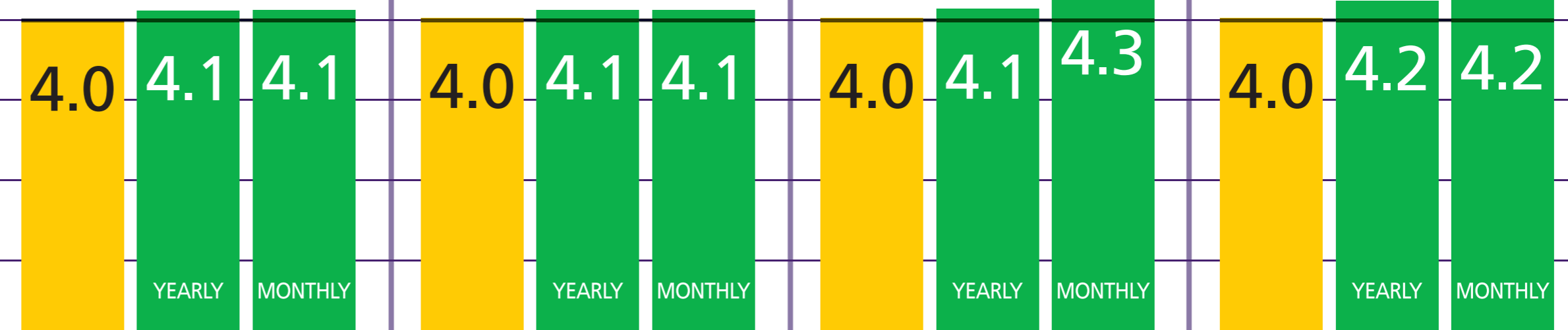
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

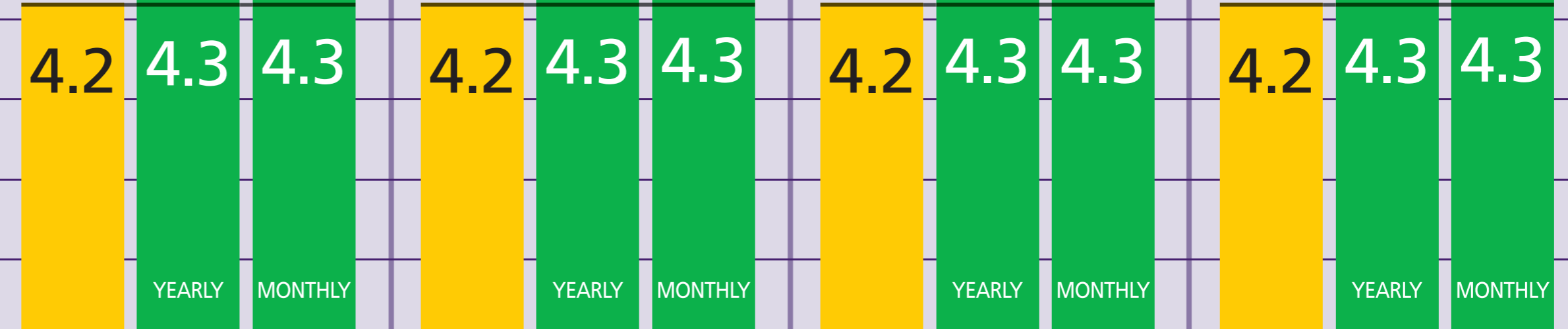
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

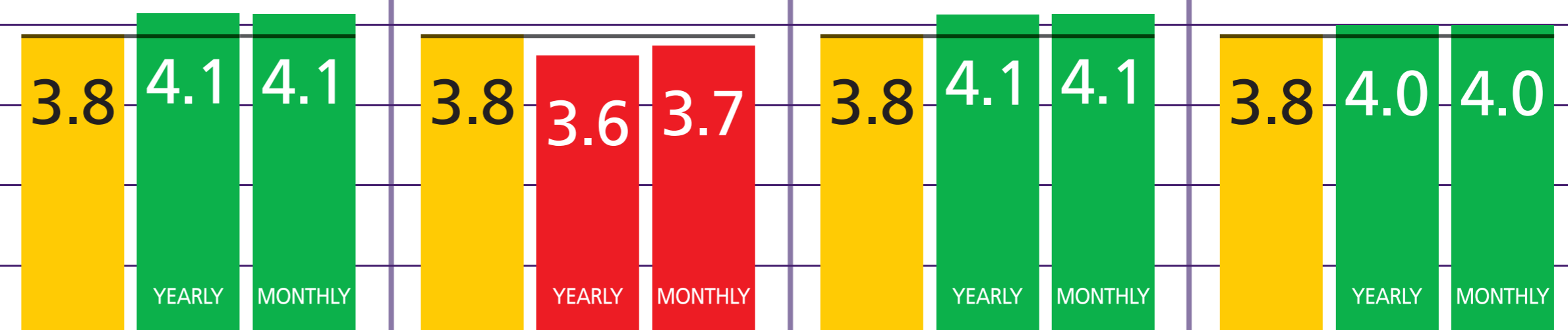
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

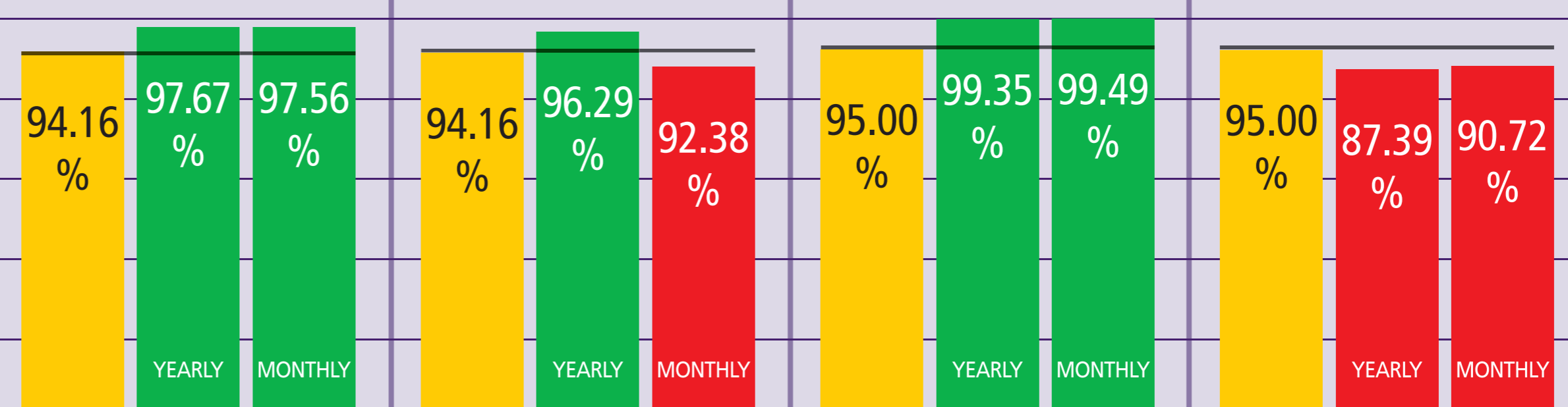


Pier Service

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.

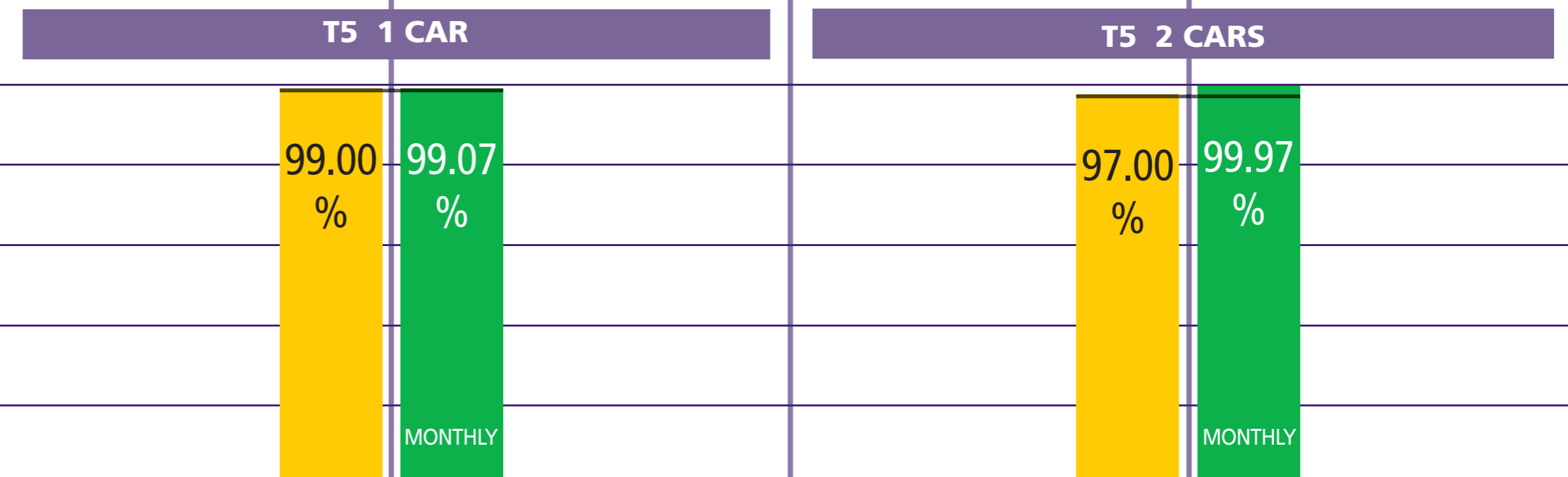
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com



How are we performing?

November 2011

KEY TO PERFORMANCE

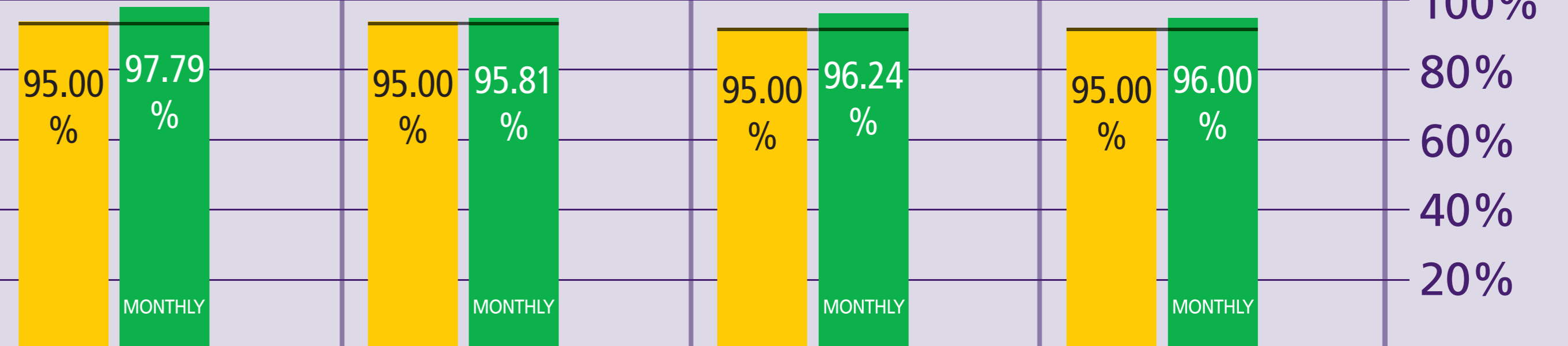


Terminal 1 Terminal 3 Terminal 4 Terminal 5



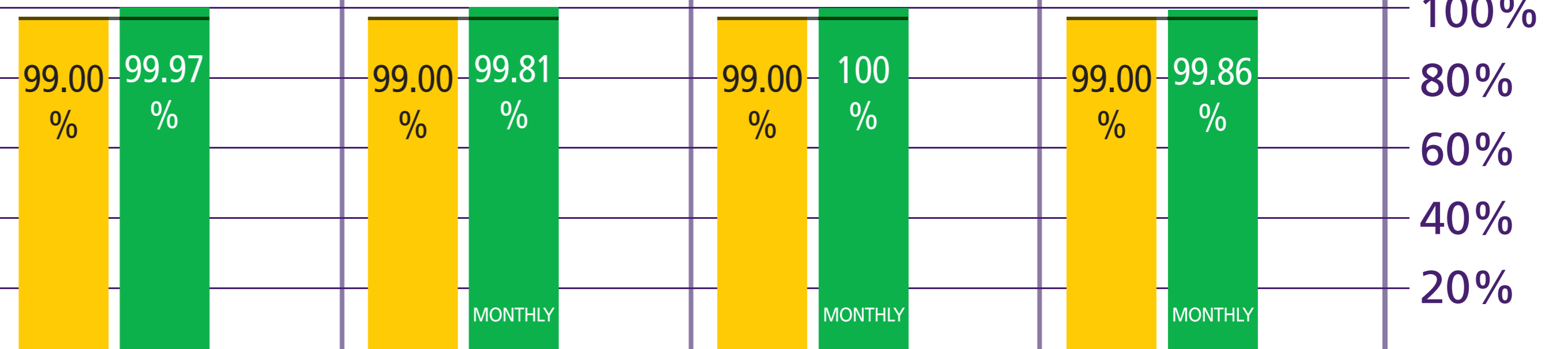
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



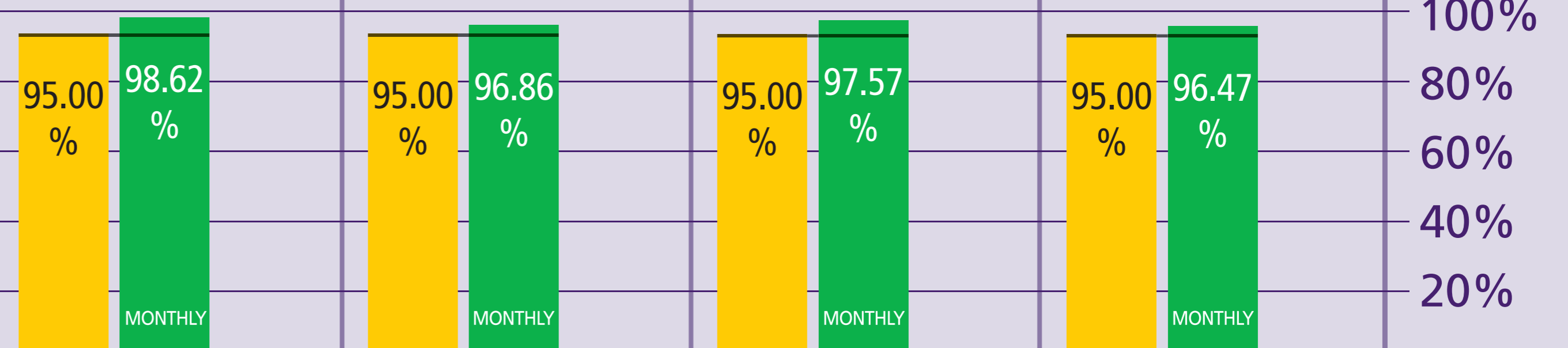
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

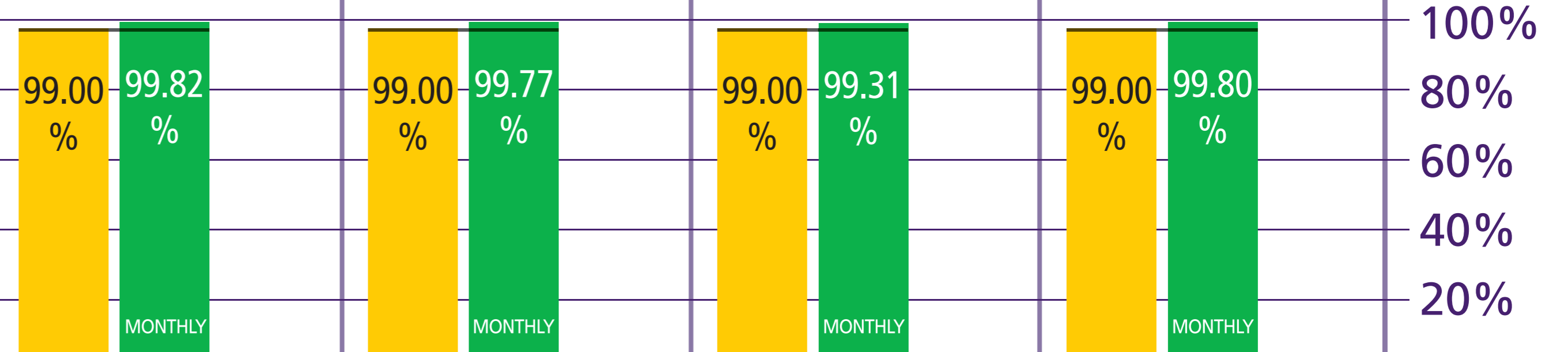


Security waiting time for transfer passengers
queue < 10mins

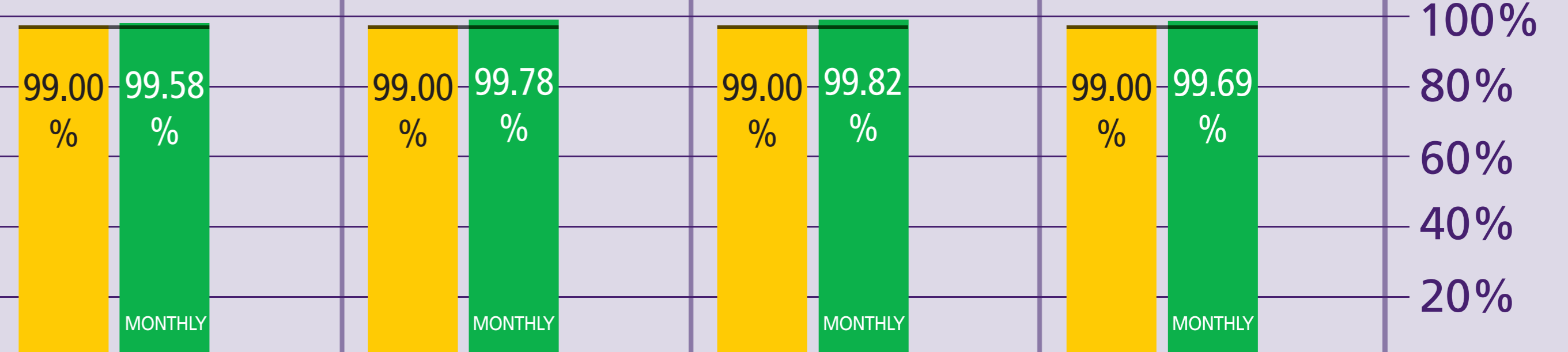
Based on 15min time periods measured



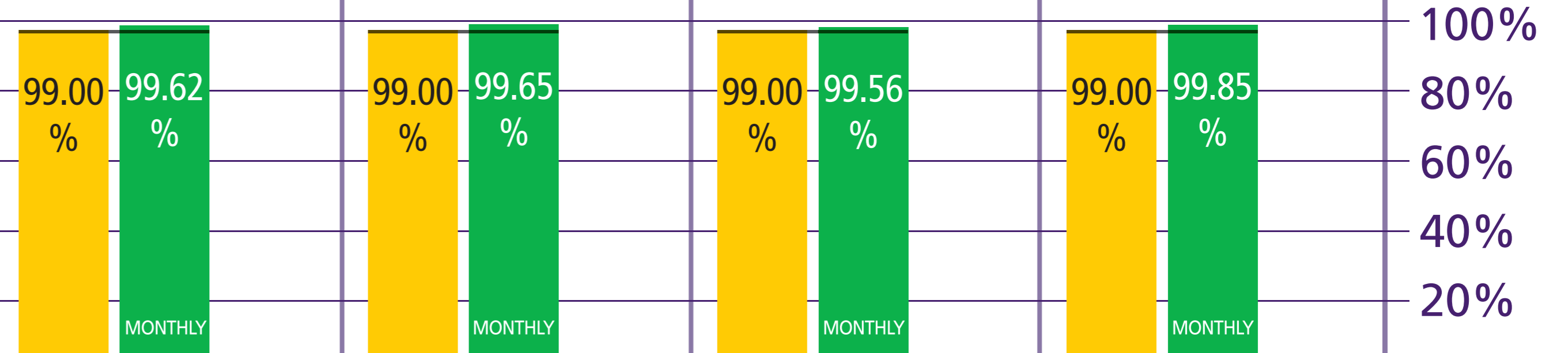
Lifts, escalators & passenger conveyors
Service availability



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



Arrivals Reclaim
Service availability



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How are we performing?

November 2011

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

