

Service quality rebate

Heathrow Terminal 1	Sep-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	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.36%	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)	99.65%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.31%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.80%	99.00%	Yes	0	0	0
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	98.33%	95.00%	Yes	0	0	0
Staff search	99.72%	95.00%	Yes	0	0	0
Control posts search	96.56%	95.00%	Yes	0	0	0
Pier service	97.69%	94.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

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	Sep-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	228,060	1,368,360	6
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	97.05%	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)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.65%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.39%	99.00%	Yes	0	0	0
Stands	99.17%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.27%	99.00%	Yes	0	0	0
Pre-conditioned air	99.82%	98.00%	Yes	N/A	N/A	2
Stand entry guidance	99.91%	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	96.56%	95.00%	Yes	0	0	0
Pier service +	96.41%	94.34%	Yes	0	0	0
				228,060	1,368,360	8

NOTE: * year is April 2011 to March 2012 + 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.

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

Service quality rebate

Heathrow Terminal 4	Sep-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	95.57%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.63%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.90%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.39%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.54%	99.00%	Yes	0	0	0
FEGP	99.51%	99.00%	Yes	0	0	0
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	98.33%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	96.56%	95.00%	Yes	0	0	0
Pier service	99.47%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

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 5	Sep-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	95.55%	95.00%	Yes	0	530,473	1
Central security queues - Times queue = 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.66%	99.00%	Yes	0	0	0
Stands	99.63%	99.00%	Yes	0	0	0
Jetties	99.23%	99.00%	Yes	0	0	0
FEGP	99.44%	99.00%	Yes	0	0	0
Pre-conditioned air	97.63%	98.00%	No	N/A	N/A	6
Stand entry guidance	99.68%	99.00%	Yes	0	0	0
Transfer search	98.33%	95.00%	Yes	0	0	0
Staff search	98.21%	95.00%	Yes	0	0	0
Control posts search	96.56%	95.00%	Yes	0	0	0
Pier service	85.82%	95.00%	No	207,972	1,247,832	6
Transit system - % time one car available	99.89%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.44%	97.00%	Yes	0	0	0
Total				207,972	1,778,305	13

NOTE: * year is April 2011 to March 2012

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	Sep-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	0	0
Total			0	0

Detail of material event

NOTE: * year is April 2011 to March 2012

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

How are we performing?

September 2011

KEY TO PERFORMANCE



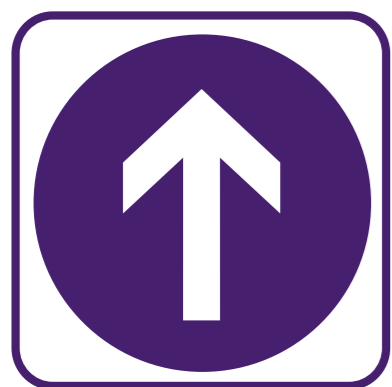
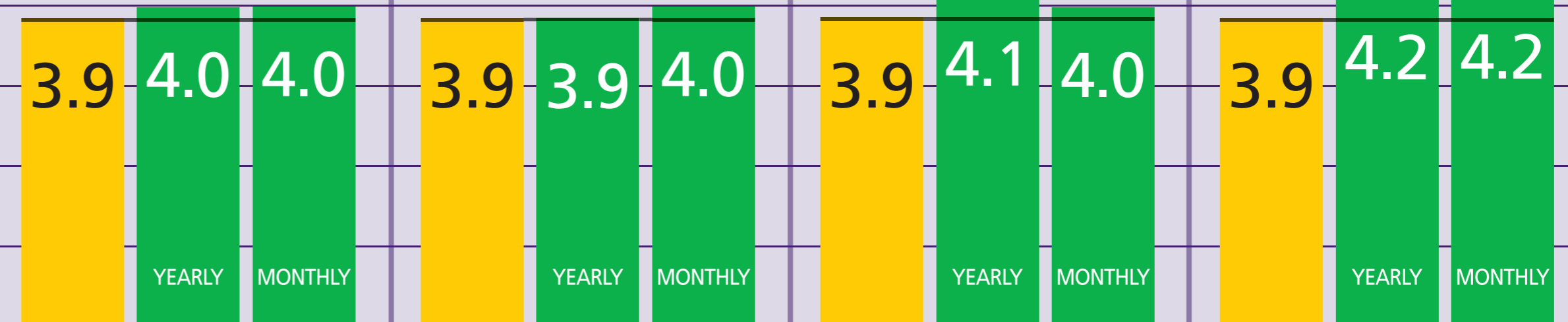
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

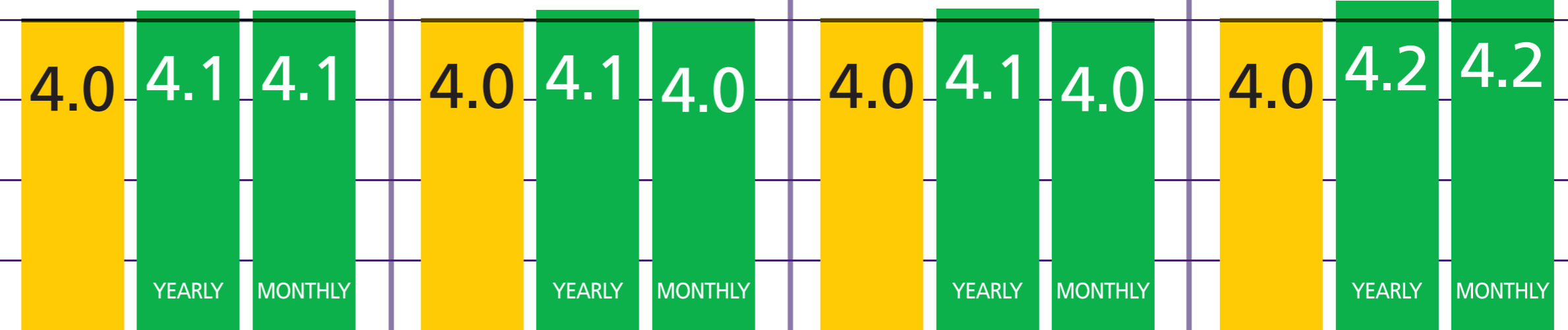
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

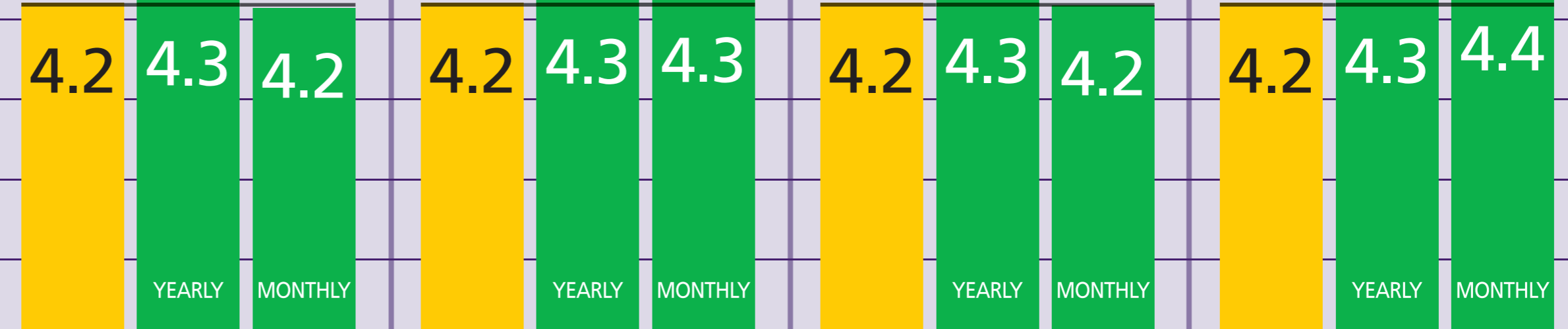
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

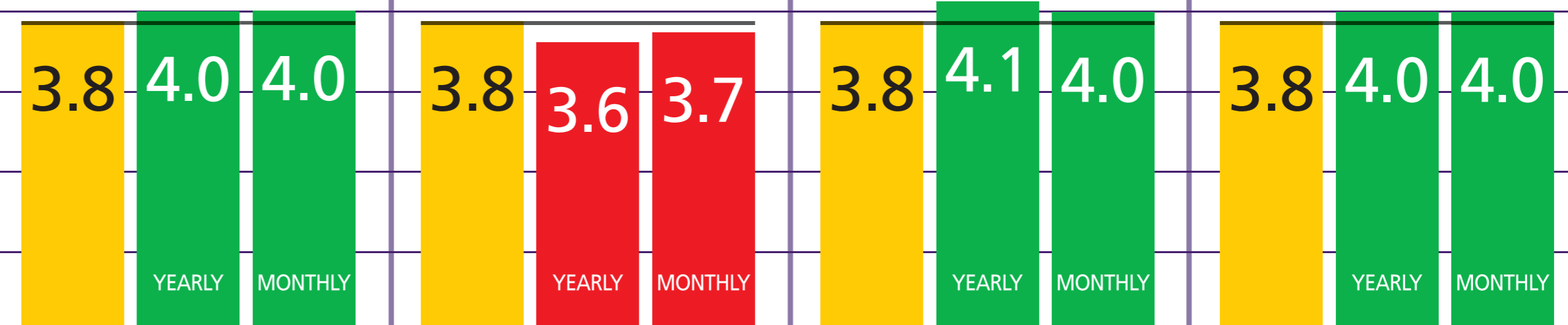
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

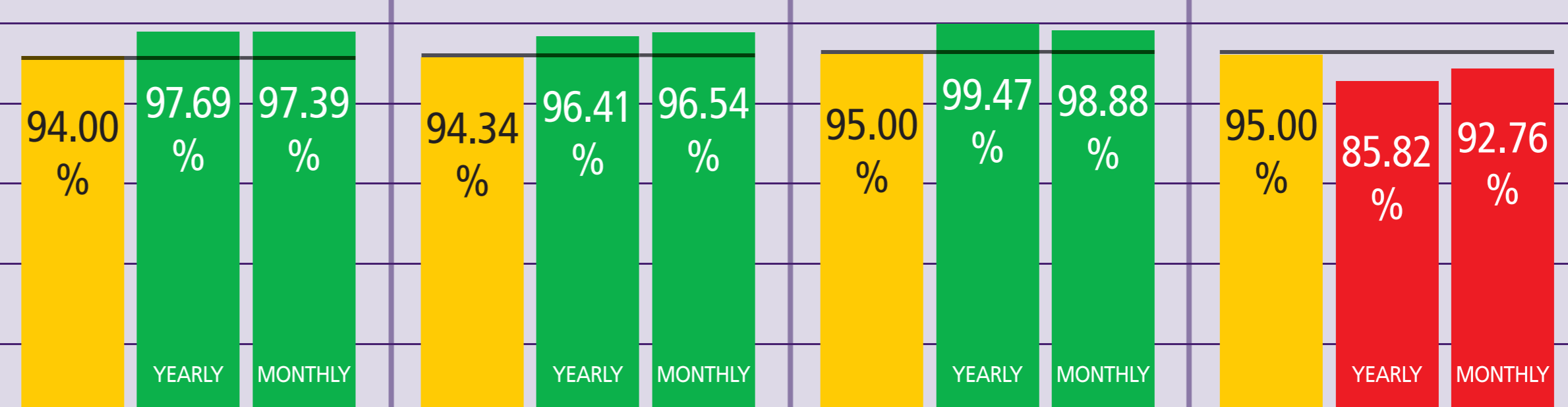


Pier Service

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.

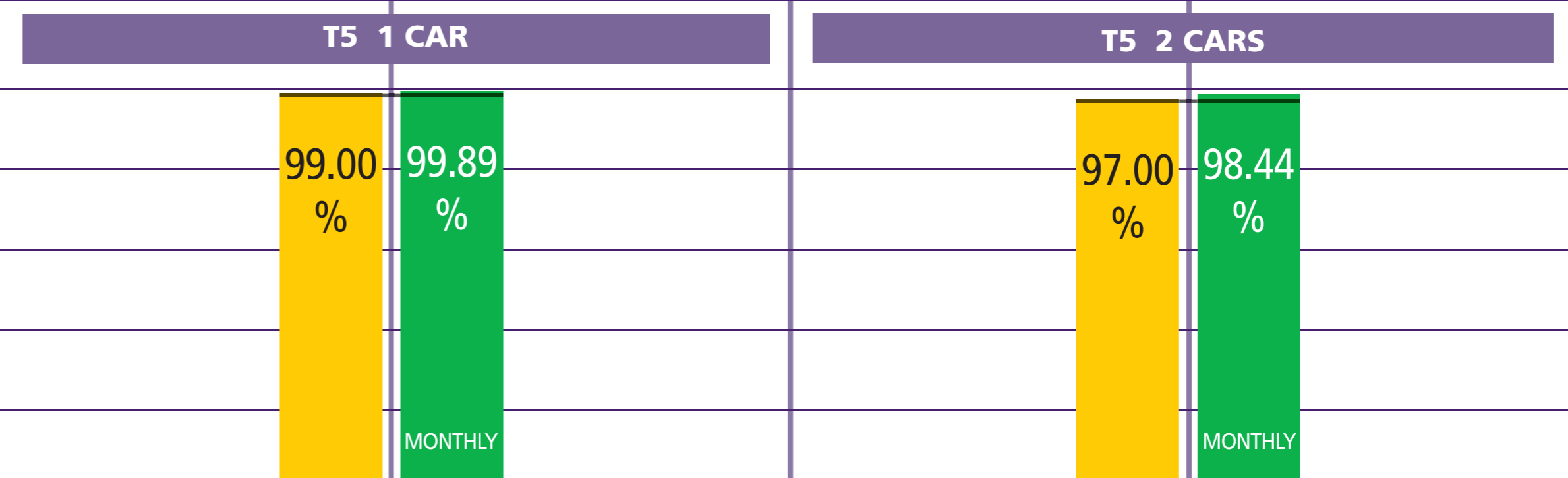
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

September 2011

KEY TO PERFORMANCE

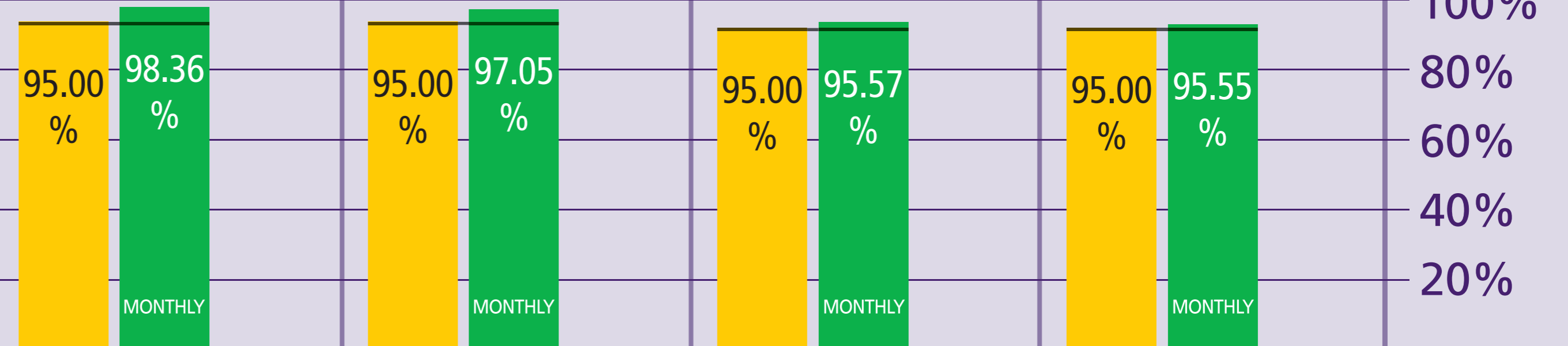


Terminal 1 Terminal 3 Terminal 4 Terminal 5



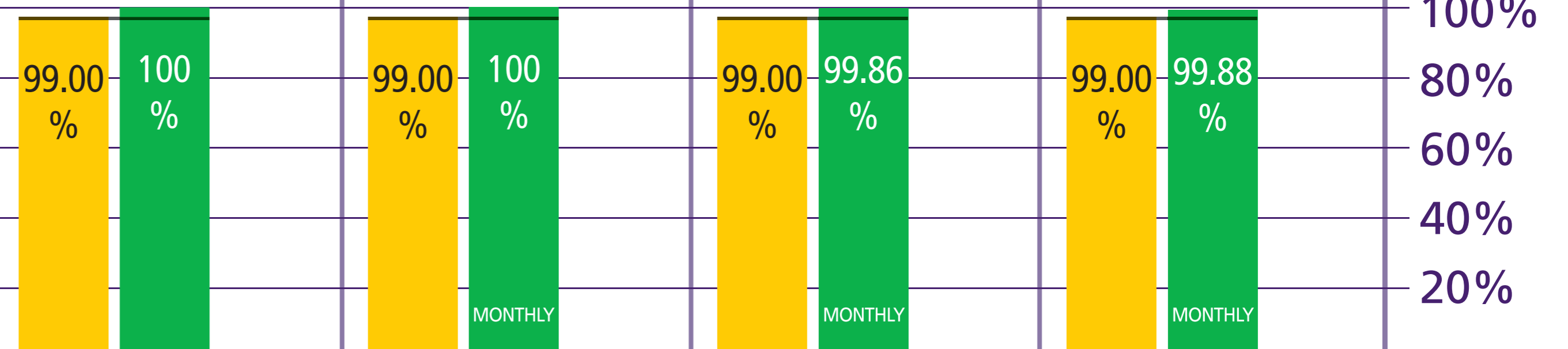
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



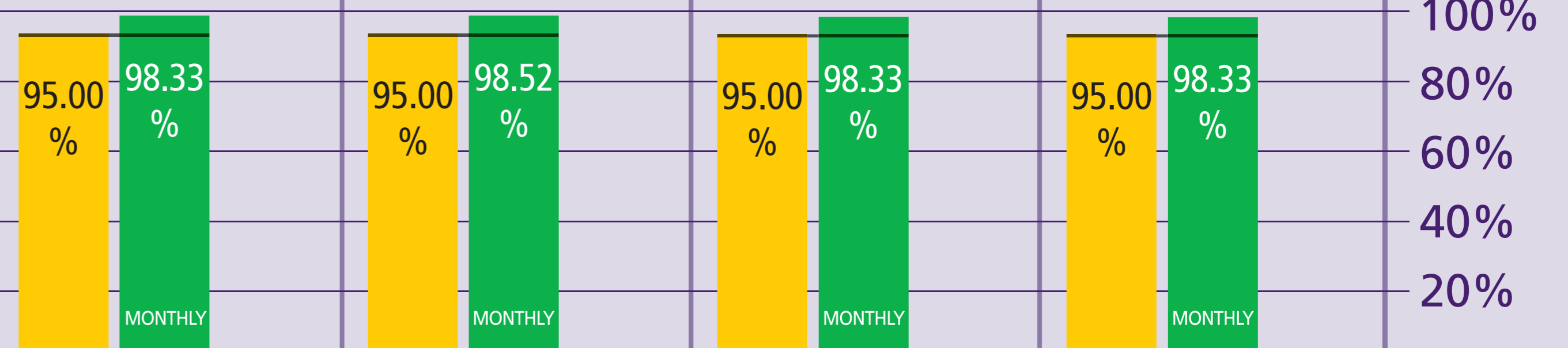
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



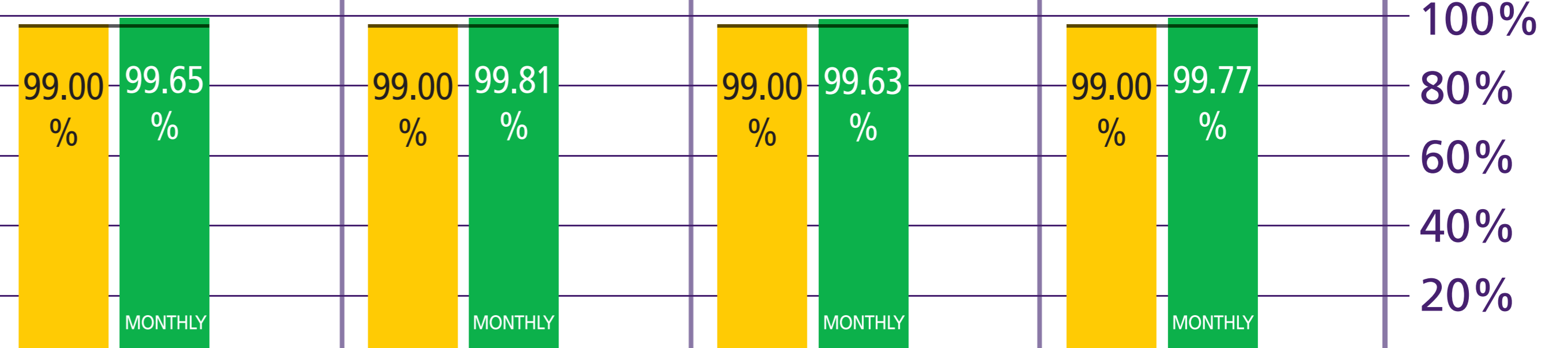
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



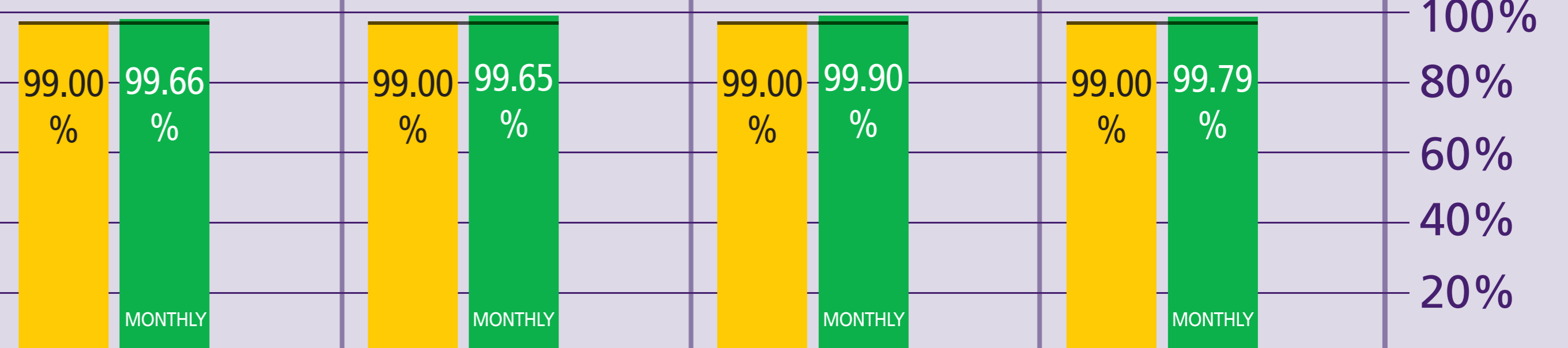
Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured



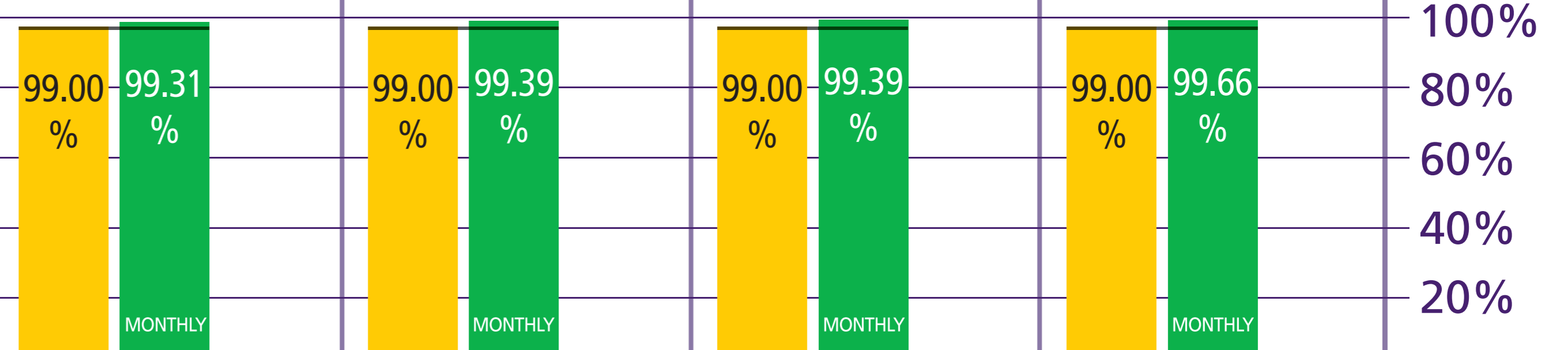
Lifts, escalators & passenger conveyors (passenger critical)
Service availability

Based on 15min time periods measured



Arrivals Reclaim
Service availability

Based on 15min time periods measured



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

September 2011

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

