

| Heathrow Terminal 1 | | Au | 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 | 95.37% | 95.00% | Yes | 0 | 359,635 | 1 |
| Central security queues - Times queue = 10 minutes | 99.84% | 99.00% | Yes | U | 339,033 | ' |
| Passenger sensitive equipment (general) | 99.78% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.40% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.62% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.88% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.13% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.96% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.94% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.76% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 100.00% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 98.59% | 92.82% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 359,635 | 1 |

NOTE: * year is April 2013 to March 2014

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.



| Heathrow Terminal 3 | | Au | g-13 | | Year to | date * |
|--|--------|--------|-----------------|----------|-----------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 3.9 | 3.8 | Yes | 0 | 0 | 0 |
| Cleanliness | 4.1 | 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 | 72.12% | 95.00% | No | F67 776 | 2 274 404 | 4 |
| Central security queues - Times queue = 10 minutes | 92.30% | 99.00% | No | 567,776 | 2,271,104 | 4 |
| Passenger sensitive equipment (general) | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.79% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.81% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.70% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 99.99% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.71% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.95% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service + | 96.46% | 94.00% | Yes | 0 | 0 | 0 |
| | | | | 567,776 | 2,271,104 | 4 |

NOTE: * year is April 2013 to March 2014 + 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.



| Heathrow Terminal 4 | Aug-13 Year to date * Actual Target achieved Rebate achieved Rebate achieved Rebate achieved Number of failures 4.2 3.8 Yes 0 0 0 0 4.1 3.9 Yes 0 0 0 0 4.2 4.0 Yes 0 0 0 0 4.3 4.2 Yes 0 0 0 0 | | | | | |
|--|---|--------|-----|----------|----------|---|
| | Actual | Target | _ | Rebate £ | Rebate £ | |
| Departure lounge seat availability | 4.2 | 3.8 | Yes | 0 | 0 | 0 |
| Cleanliness | 4.1 | 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 | 95.67% | 95.00% | Yes | 0 | 0 | 0 |
| Central security queues - Times queue = 10 minutes | 99.77% | 99.00% | Yes | U | U | U |
| Passenger sensitive equipment (general) | 99.82% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.45% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.97% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.91% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 97.63% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.84% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 99.73% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | • | | 0 | 0 | 0 |

NOTE: * year is April 2013 to March 2014

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.



| Heathrow Terminal 5 | | Aug | g-13 | | Year to | o 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 | 4.4 | 4.2 | Yes | 0 | 0 | 0 |
| Central security queues - Times queue <5 minutes | 95.28% | 95.00% | Yes | 0 | 1 410 54 | 2 |
| Central security queues - Times queue = 10 minutes | 99.79% | 99.00% | Yes | U | 1,410,544 | |
| Passenger sensitive equipment (general) | 99.77% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.89% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.67% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.20% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.81% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.51% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 99.99% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 96.22% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 96.33% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 91.41% | 95.00% | No | 0 | 0 | 5 |
| Transit system - % time one car available | 99.90% | 99.00% | Yes | 0 | 0 | 0 |
| Transit system - % time two cars available | 99.51% | 97.00% | Yes | | | |
| Total | | | | 0 | 1,410,544 | 7 |

NOTE: * year is April 2013 to March 2014

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.



| Aerodrome Congestion Term | Aug | g-13 | Year to date * | | | |
|---------------------------|---------------|----------|----------------|-------------------|--|--|
| | Rebate due | Rebate £ | Rebate £ | Number of rebates | | |
| Aerodrome Congestion Term | No | 0 | 121,988 | 1 | | |
| Total | | | 121,988 | 1 | | |

NOTE: * year is April 2013 to March 2014

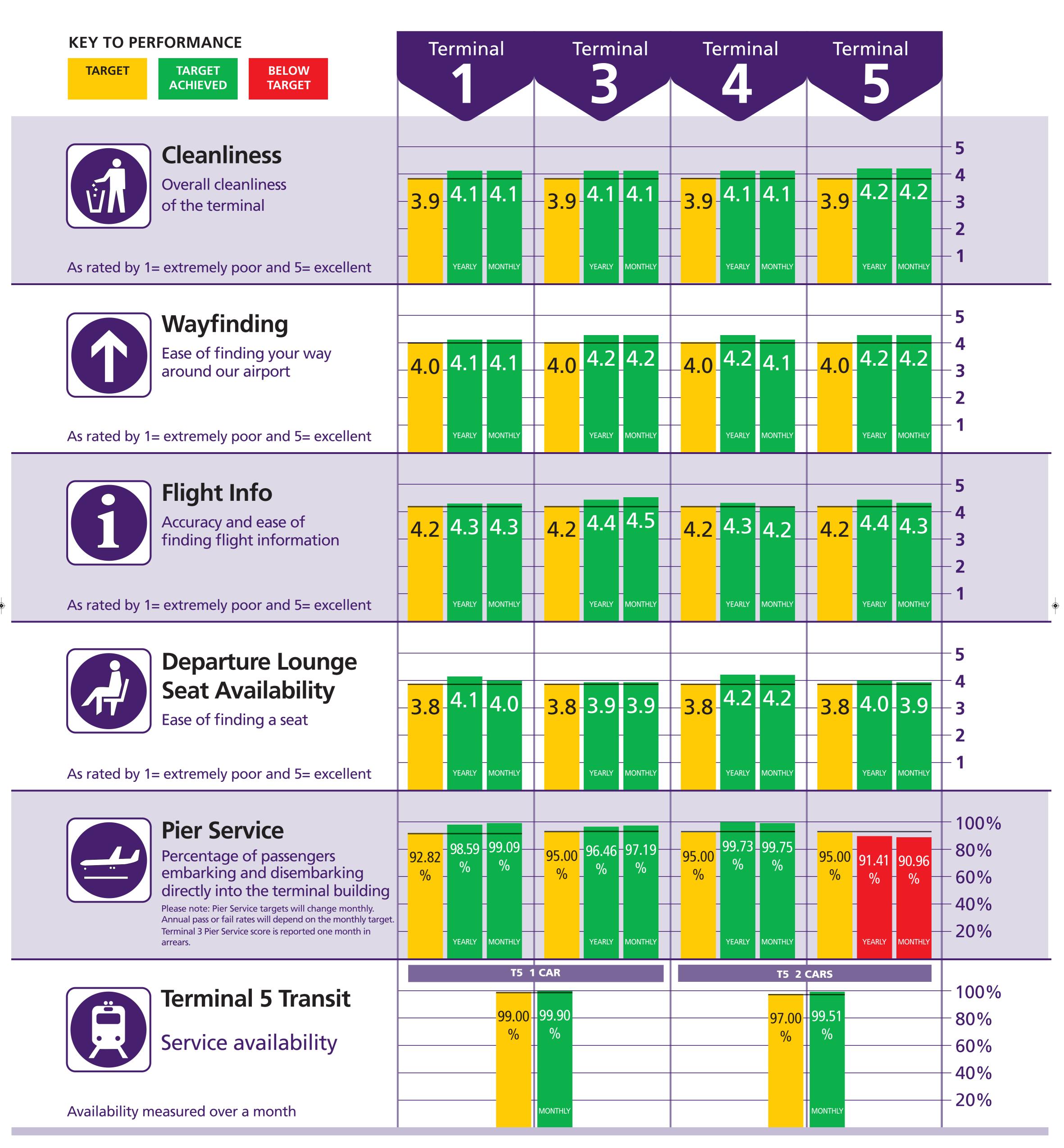
Llaath.

| | | irney bette | er <mark>erformance</mark> | | | | Cleanlin | | £ Rebat | | | |
|---|---|--|--|--|--|---|----------------------------------|---|--------------------------------|--------------------------------|--|--------------------------------------|
| 71 73 74 | 3.9 3.9 3.9 3.9 3.9 | Apr-13 4.1 4.1 4.1 4.2 | May-13 4.1 4.1 4.1 4.2 | Jun-13 4.1 4.1 4.1 4.2 | Jul-13 4.1 4.1 4.1 4.2 | Aug-13 4.1 4.1 4.1 4.2 | T1 T3 T4 T5 | Apr-13 £0 £0 £0 £0 | f0 f0 f0 f0 f0 | f0 f0 f0 f0 f0 | Jul-13 £0 £0 £0 £0 | Aug-13 £0 £0 £0 |
| 1 3 4 5 | Target 4.0 4.0 4.0 4.0 4.0 | Apr-13 4.1 4.2 4.2 4.2 | May-13 4.1 4.2 4.2 4.2 | Jun-13 4.1 4.2 4.2 4.2 | Jul-13 4.1 4.2 4.2 4.2 | Aug-13 4.1 4.2 4.2 4.2 | Wayfind T1 T3 T4 T5 | Apr-13 £0 £0 £0 £0 | May-13 £0 £0 £0 £0 | Jun-13 £0 £0 £0 £0 | Jul-13 £0 £0 £0 £0 | Aug-13 £0 £0 £0 |
| 1 1 3 4 | Target 4.2 4.2 4.2 4.2 4.2 | Apr-13 4.3 4.4 4.3 4.4 | May-13 4.3 4.4 4.3 4.4 | Jun-13 4.3 4.4 4.3 4.4 | Jul-13 4.3 4.4 4.3 4.4 | Aug-13 4.3 4.4 4.3 4.4 | T1 T3 T4 T5 | Apr-13 | May-13 £0 £0 £0 £0 | Jun-13 £0 £0 £0 £0 | Jul-13 £0 £0 £0 £0 | Aug-13 £0 £0 £0 |
| Departι Γ1 Γ3 Γ4 | Target 3.8 3.8 3.8 3.8 3.8 | Apr-13 4.1 3.8 4.2 4.0 | May-13 4.1 3.8 4.2 4.0 | Jun-13 4.1 3.8 4.2 4.0 | Jul-13 4.1 3.8 4.2 4.0 | 4.2 | Departur T1 T3 T4 T5 | Apr-13 f0 f0 f0 f0 f0 | May-13 f0 f0 f0 f0 f0 | Jun-13 £0 £0 £0 £0 | Jul-13 £0 £0 £0 £0 | Aug-13 £0 £0 £0 |
| T1 T3 T4 | 95.00% 95.00% 95.00% 95.00% | queue <5 mi Apr-13 96.69% 93.67% 96.00% 96.12% | May-13 TBC TBC 95.07% 95.30% | Jun-13 95.07% 81.71% 95.19% 91.69% | Jul-13 93.36% 68.43% 95.25% 90.65% | Aug-13 95.37% 72.12% 95.67% 95.28% | T1 T3 T4 T5 | Eues - Both Apr-13 £0 £567,776 £0 £0 | £0 | £567,776 £0 | Jul-13 £359,635 £567,776 £0 £705,272 | Aug-13 £0 £567,776 £0 £0 |
| CSA qu T1 T3 T4 | Peues - Times Target 99.00% 99.00% 99.00% 99.00% | queue = 10 Apr-13 99.90% 99.52% 99.71% 99.79% | minutes May-13 99.49% 99.59% 99.59% 99.75% | Jun-13 99.81% 95.62% 99.86% 98.95% | Jul-13 99.65% 93.23% 99.82% 98.94% | Aug-13 99.84% 92.30% 99.77% 99.79% | | | | • | | |
| Transfe T1 T3 T4 | 95.00% Target 95.00% 95.00% 95.00% | Apr-13 98.19% 98.10% 99.62% | May-13 96.87% 95.44% 95.48% | Jun-13 96.00% 95.48% 95.25% | Jul-13 95.58% 95.76% 95.92% | Aug-13 95.76% 95.71% 97.63% | Transfer T1 T3 T4 | Apr-13 £0 £0 £0 | May-13 £0 £0 £0 | Jun-13 £0 £0 £0 | Jul-13 £0 £0 £0 | Aug-13 £0 £0 £0 |
| T5 Staff se T1 T3 T4 | 95.00% Target 95.00% 95.00% 95.00% | 96.59% Apr-13 99.93% 99.86% 99.98% | 95.14% May-13 98.92% 100.00% 96.91% | 95.22% Jun-13 98.33% 100.00% 98.93% | Jul-13 98.13% 99.91% 95.92% | 96.22% Aug-13 100.00% 99.95% 99.84% | T5 Staff sea T1 T3 T4 | ### ### ### ### ### ### ### ### ### ## | May-13 £0 £0 £0 | Jun-13 £0 £0 £0 | Jul-13 £0 £0 £0 | £0 Aug-13 £0 £0 |
| T5 Control T1 T3 T4 | 95.00% posts search | 96.74% Apr-13 97.26% 97.26% 97.26% | 95.08% May-13 96.09% 96.09% 96.09% | 95.21% Jun-13 96.88% 96.88% 96.88% | 95.35% Jul-13 96.61% 96.61% 96.61% | 96.33% Aug-13 96.47% 96.47% 96.47% | T5 Control T1 T3 T4 | posts search Apr-13 f0 f0 f0 f0 f0 f0 | May-13 £0 £0 £0 | Jun-13 f0 f0 f0 | Jul-13 £0 £0 £0 | Aug-13 £0 £0 |
| F EGP T1 T3 | 95.00% 95.00% Target 99.00% 99.00% | 97.26% 97.26% Apr-13 99.83% 99.72% | 96.09% 96.09% May-13 99.95% 99.78% | Jun-13 99.92% 99.83% | Jul-13 99.75% 99.50% | 96.47% 96.47% Aug-13 99.96% 99.81% | T1 T3 | Apr-13 | May-13 £0 £0 | Jun-13 f0 f0 | Jul-13 £0 £0 | £0 £0 Aug-13 £0 |
| T4 T5 Jetties T1 T3 | 99.00% 99.00% Target 99.00% 99.00% | 99.95% 99.75% Apr-13 99.38% 99.78% | 99.96% 99.91% May-13 99.63% 99.82% | 99.93% 99.69% Jun-13 99.77% 99.73% | 99.89% 99.56% Jul-13 99.66% 99.63% | 99.97% 99.81% Aug-13 99.13% 99.83% | T4 T5 Jetties T1 T3 | Apr-13 £0 £0 | May-13 £0 £0 | f0 f0 Jun-13 f0 f0 | f0 f0 Jul-13 f0 f0 | £0 £0 Aug-13 £0 £0 |
| T3 T4 T5 PSE (ge | 99.00% 99.00% | 99.78% 99.37% 99.66% Apr-13 99.80% | 99.63% 99.64% May-13 | 99.73% 99.51% 99.67% Jun-13 | 99.63% 99.17% 99.68% Jul-13 99.77% | 99.83% 99.45% 99.20% Aug-13 99.78% | T4 T5 PSE (ger | £0 £0 | f0 f0 f0 May-13 | f0 f0 f0 Jun-13 | f0 f0 f0 Jul-13 | £0 £0 £0 Aug-13 |
| T3 T4 T5 PSE (pr | 99.00% 99.00% 99.00% iority) Target 99.00% | 99.82% 99.61% 99.69% Apr-13 99.73% | 99.88% 99.68% 99.67% May-13 99.66% | 99.83% 99.71% 99.62% Jun-13 99.80% | 99.84% 99.24% 99.70% Jul-13 99.82% | 99.86% 99.82% 99.77% Aug-13 99.40% | T3 T4 T5 PSE (priority) T1 | Apr-13 | £0 £0 £0 | f0 f0 f0 | £0 £0 £0 | £0 £0 £0 |
| T1 T3 T4 T5 Stand e | 99.00% 99.00% 99.00% entry guidance Target | 99.85% 99.72% 99.70% | 99.89% 99.75% 99.83% May-13 | 99.80% 99.87% 99.89% 99.87% Jun-13 | 99.82% 99.85% 99.91% | 99.79% 99.80% | T3 T4 T5 | £0 £0 £0 £0 Apr-13 | £0 £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 |
| T1 T3 T4 T5 Stands | 99.00% 99.00% 99.00% 99.00% | 99.99% 99.98% 100.00% 99.99% | 100.00% 99.96% 100.00% 99.97% May-13 | 99.98% 99.94% 99.99% 99.99% Jun-13 | 99.82% 100.00% 99.98% 99.96% Jul-13 | 99.94% 99.99% 99.91% 99.99% | T1 T3 T4 T5 Stands | £0 £0 £0 £0 | £0 £0 £0 £0 | f0 f0 f0 f0 | £0 £0 £0 £0 | £0 £0 £0 £0 |
| T1 T3 T4 T5 Pier ser | 99.00% 99.00% 99.00% 99.00% | 99.60% 99.64% 99.55% 99.81% | 99.78% 99.79% 99.08% 99.84% | 99.94% 99.79% 99.74% 99.84% | 99.90% 99.81% 99.55% 99.80% | Aug-13 99.88% 99.86% 99.83% 99.86% | T1 T3 T4 T5 | £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 |
| T1 T3 T4 T5 T1 targe | | Apr-13 98.42% 96.34% 99.73% 92.08% 91.67% 94.83% | May-13 98.45% 96.37% 99.74% 91.89% 91.67% 94.91% | Jun-13 98.48% 96.39% 99.74% 91.75% 92.04% 95.00% | Jul-13 98.53% 96.46% 99.74% 91.55% 92.44% 95.00% | Aug-13 98.59% 0.00% 99.73% 91.41% 92.82% 95.00% | T1 T3 T4 T5 | Apr-13 £0 £0 £0 £0 | May-13 £0 £0 £0 £0 | f0 f0 f0 f0 f0 | Jul-13 £0 £0 £0 £0 | Aug-13 £0 £0 £0 £0 |
| T3 targe T4 targe T5 targe TTS - % | et | 95.00% 95.00% | 95.00% 95.00% May-13 | 95.00% 95.00% | 95.00% 95.00% 95.00% Jul-13 99.97% | 95.00% 95.00% 95.00% Aug-13 99.90% | TTS - % l | Both Apr-13 £0 | May-13 £0 | Jun-13 £0 | Jul-13 £0 | Aug-13 |
| T5 | Target 97.00% Reclaims Target | Apr-13 99.24% Apr-13 | May-13 99.12% May-13 | Jun-13 99.86% Jun-13 | Jul-13 99.63% Jul-13 | Aug-13 99.51% Aug-13 | Arrivals | Reclaims Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 |
| T1 T3 T4 T5 Pre-co n | 99.00% 99.00% 99.00% 99.00% | 99.57% 99.82% 99.77% 99.80% | 99.69% 99.72% 99.79% 99.81% | 99.59% 99.76% 99.79% 99.78% | 99.72% 99.72% 99.72% 99.76% | 99.62% 99.80% 99.80% 99.67% | T1 T3 T4 T5 | f0 f0 f0 f0 | £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 | £0 £0 £0 |
| T3 T5 Aerodro | 98.00% 98.00% ome congestion Target N/A | Apr-13 100.00% 99.49% on Apr-13 N/A | May-13 99.82% 99.04% May-13 N/A | Jun-13 100.00% 99.37% Jun-13 N/A | Jul-13 98.92% 99.14% Jul-13 N/A | Aug-13 99.70% 99.51% Aug-13 N/A | T3 T5 Aerodro | Apr-13 £0 £0 £0 N/A | May-13 £0 £0 May-13 | Jun-13 £0 £0 Jun-13 | Jul-13 £0 £0 Jul-13 | Aug-13 £0 £0 Aug-13 N/A |
| Monthly | y performance ness - Month Target 3.9 | | - | Jun-13 | , Jul-13 4.1 | Aug-13 4.1 | | | | | | |
| T3 T4 T5 Wayfinc | 3.9 3.9 3.9 ding - Month | 4.1 4.0 4.2 Apr-13 | 4.1 4.2 4.3 May-13 | 4.1 4.2 4.2 Jun-13 | 4.1 4.2 4.2 Jul-13 | 4.1 4.1 4.2 Aug-13 | | | | | | |
| T1 T3 T4 T5 Flight i | 4.0 4.0 4.0 4.0 4.0 Target | 4.2 4.1 4.0 4.2 Month | 4.2 4.2 4.2 4.2 May-13 | 4.1 4.1 4.2 Jun-13 | 4.1 4.2 4.2 4.2 Jul-13 | 4.1 4.2 4.1 | | | | | | |
| T1 T3 T4 T5 Depart u | 4.2 4.2 4.2 4.2 ure lounge sea | 4.3 4.4 4.3 4.4 at availabilit | 4.3 4.4 4.3 4.3 y - Month | 4.4 4.3 4.3 4.3 | 4.3 4.4 4.3 4.4 | 4.3 4.5 4.2 4.3 | | | | | | |
| T1 T3 T4 T5 Pier ser | Target 3.8 3.8 3.8 3.8 3.8 | Apr-13 4.2 3.9 4.2 4.0 | May-13 4.2 4.0 4.3 4.0 | Jun-13 4.3 3.7 4.1 3.9 | 4.1 3.8 4.2 | 4.2 | | | | | | |
| T1 T3 T4 | | Apr-13 98.93% 96.76% 99.75% 91.11% | May-13 98.67% 96.50% 99.81% 90.64% | 98.32% 97.16% | Jul-13 98.31% 97.19% 99.68% 90.58% | 99.75% | | | | | | |

How are we performing?

SQR-Posters-Aug-2013_Poster-1_Layout 1 17/09/2013 14:29 Page 1

August 2013



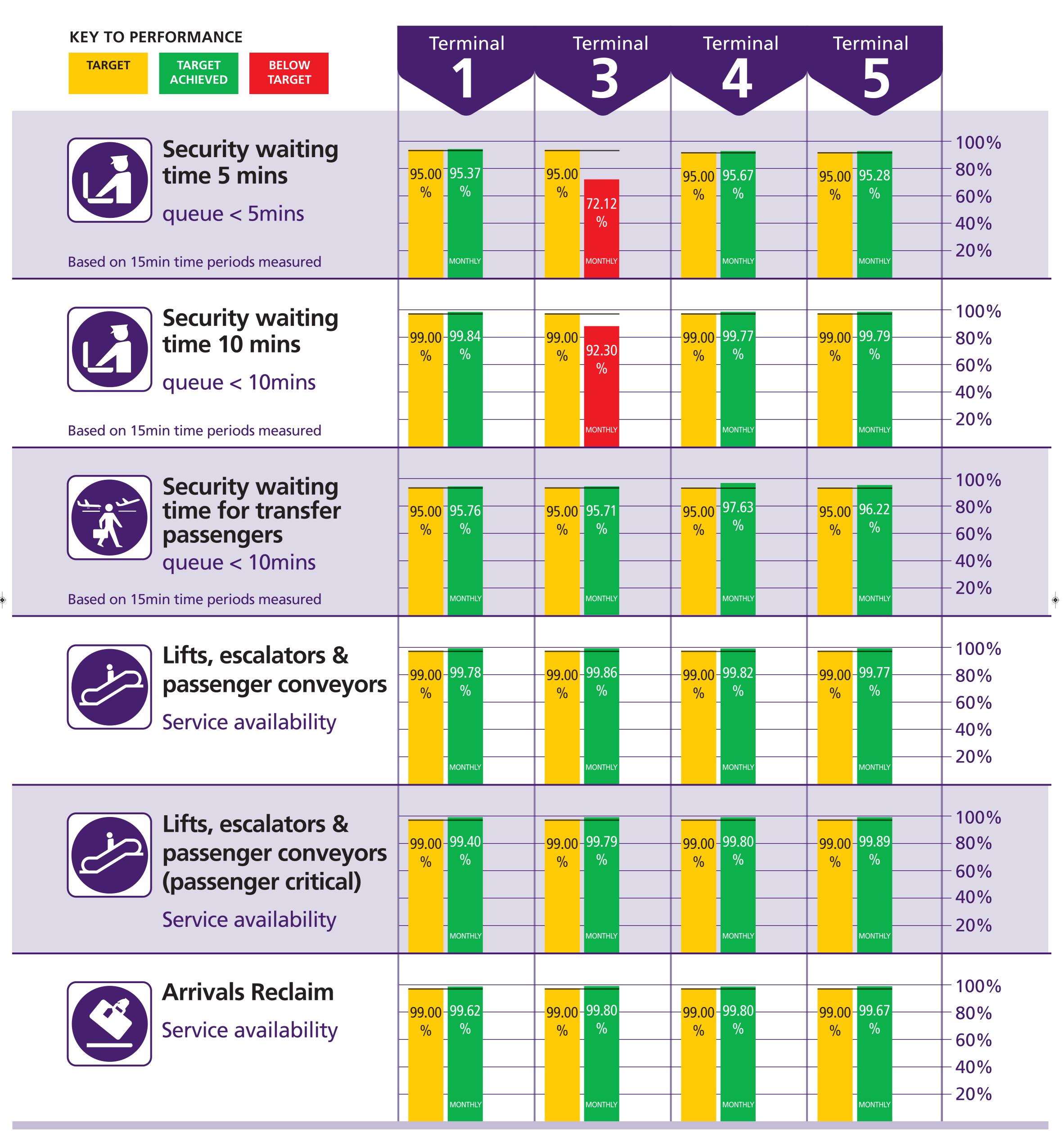
We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

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August 2013



We welcome your feedback: heathrowcustomerfeedback@baa.com



DEM v1 0410

How are we performing?

August 2013

