

Service quality rebate



Heathrow Terminal 1	Mar-13				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	89.88%	95.00%	No	322,596	322,596	1
Central security queues - Times queue = 10 minutes	97.72%	99.00%	No			
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.57%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.71%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	95.44%	95.00%	Yes	0	0	0
Staff search	98.36%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service	98.39%	91.68%	Yes	0	0	0
Total				322,596	322,596	1

NOTE: * year is April 2012 to March 2013

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate



Heathrow Terminal 3	Mar-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.8	3.8	Yes	0	1,471,020	6
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	78.85%	95.00%	No	524,255	3,145,530	6
Central security queues - Times queue = 10 minutes	94.93%	99.00%	No			
Passenger sensitive equipment (general)	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.94%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.73%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.84%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	95.99%	95.00%	Yes	0	1,034,616	4
Staff search	99.77%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service +	96.38%	94.00%	Yes	0	0	0
				524,255	5,651,166	16

NOTE: * year is April 2012 to March 2013 + 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.

Service quality rebate



Heathrow Terminal 4	Mar-13				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	89.95%	95.00%	No	289,329	1,157,316	4
Central security queues - Times queue = 10 minutes	99.31%	99.00%	Yes			
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.66%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.62%	99.00%	Yes	0	0	0
Stands	99.41%	99.00%	Yes	0	0	0
Jetties	99.39%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.31%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service	99.73%	95.00%	Yes	0	0	0
Total				289,329	1,157,316	4

NOTE: * year is April 2012 to March 2013

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	Mar-13				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	95.48%	95.00%	Yes	0	2,964,180	5
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes			
Passenger sensitive equipment (general)	99.46%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.73%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.51%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Pre-conditioned air	99.53%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	96.27%	95.00%	Yes	0	774,891	3
Staff search	96.89%	95.00%	Yes	0	0	0
Control posts search	97.23%	95.00%	Yes	0	0	0
Pier service	92.19%	95.00%	No	0	1,394,526	12
Transit system - % time one car available	99.85%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.25%	97.00%	Yes			
Total				0	5,133,597	20

NOTE: * year is April 2012 to March 2013

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Service quality rebate



Aerodrome Congestion Term	Mar-13		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	Yes	11,852	287,895	5
Total			287,895	5

Emergency repair in block 21o causing 4nm spacing.

NOTE: * year is April 2012 to March 2013

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Performance

Cleanliness	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	3.9	3.9	3.9	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.1	4.1
T4	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T5	3.9	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Wayfinding	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.2	4.2
T4	4.0	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Flight information	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T3	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.4	4.4	4.4	4.4	4.4	4.4
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4

Departure lounge seat availability	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	3.8	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	3.8	3.6	3.6	3.7	3.7	3.7	3.7	3.8	3.8	3.8	3.8	3.8	3.8
T4	3.8	4.1	4.1	4.1	4.1	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0

CSA queues - Times queue <5 minutes	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	96.76%	97.56%	98.43%	98.38%	98.67%	98.50%	98.50%	98.73%	95.16%	96.96%	96.76%	89.88%
T3	95.00%	96.05%	95.44%	95.57%	96.04%	95.81%	95.90%	76.59%	77.76%	67.83%	89.62%	96.38%	78.85%
T4	95.00%	95.52%	95.99%	95.62%	95.08%	96.87%	95.48%	90.78%	83.24%	68.99%	95.07%	95.26%	89.95%
T5	95.00%	91.02%	95.99%	96.10%	96.06%	96.47%	93.50%	80.53%	87.71%	76.41%	95.23%	96.07%	95.48%

CSA queues - Times queue = 10 minutes	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.95%	100.00%	99.93%	99.98%	99.98%	99.52%	99.86%	99.81%	99.54%	99.61%	99.95%	97.72%
T3	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%	98.76%	95.85%	96.67%	87.83%	98.02%	99.85%	94.93%
T4	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%	99.95%	99.72%	97.62%	89.82%	99.72%	99.74%	99.31%
T5	99.00%	98.55%	99.68%	99.73%	99.79%	99.84%	98.02%	94.35%	99.36%	92.88%	99.54%	99.72%	99.72%

Transfer search	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	96.62%	96.77%	96.86%	98.85%	97.87%	96.10%	98.29%	97.71%	95.94%	98.89%	97.60%	95.44%
T3	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	96.10%	85.29%	91.86%	89.40%	93.36%	97.76%	95.99%
T4	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	98.38%	98.80%	96.67%	95.44%	97.24%	99.54%	99.31%
T5	95.00%	94.48%	96.77%	97.04%	98.24%	97.74%	96.12%	93.24%	96.04%	91.43%	96.03%	97.52%	96.27%

Staff search	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	99.81%	96.45%	99.33%	98.29%	99.79%	99.36%	98.36%
T3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.48%	100.00%	100.00%	100.00%	99.77%
T4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.83%	96.34%	96.38%	95.44%	98.13%	100.00%	100.00%
T5	95.00%	98.34%	99.15%	99.09%	98.89%	98.77%	96.77%	95.82%	97.81%	95.92%	97.35%	98.61%	96.89%

Control posts search	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%
T3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%
T4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%
T5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	97.23%

FEGP	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	99.94%	99.95%	99.69%	99.99%	99.97%	99.97%	99.97%
T3	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	99.75%	99.73%	99.38%	99.84%	99.79%	99.82%	99.84%
T4	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	99.70%	99.98%	99.87%	99.82%	99.83%	99.96%	100.00%
T5	99.00%	99.76%	99.73%	99.62%	99.42%	99.68%	99.82%	99.94%	99.87%	99.77%	99.74%	99.91%	99.82%

Jetties	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	93.00%	99.81%	99.74%	99.58%	99.81%	99.59%	99.79%	99.86%	99.42%	99.72%	99.89%	99.76%	98.77%
T3	99.00%	99.77%	99.63%	99.58%	99.81%	99.67%	99.81%	99.82%	99.70%	99.75%	99.67%	99.63%	99.80%
T4	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	99.56%	99.33%	99.40%	99.40%	99.48%	99.34%	99.39%
T5	99.00%	99.48%	99.39%	99.56%	99.58%	99.72%	99.74%	99.65%	99.68%	99.70%	99.60%	99.72%	99.51%

PSE (general)	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	99.74%	99.80%	99.62%	99.82%	99.72%	99.74%	99.81%
T3	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	99.83%	99.86%	99.85%	99.83%	99.82%	99.76%	99.88%
T4	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	99.75%	99.85%	99.88%	99.87%	99.79%	99.72%	99.74%
T5	99.00%	99.91%	99.75%	99.79%	99.77%	99.81%	99.80%	99.78%	99.82%	99.73%	99.76%	99.78%	99.46%

PSE (priority)	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	99.78%	99.65%	99.79%	99.67%	99.62%	99.56%	99.76%
T3	99.00%	99.69%	99.78%	99.77%	99.59%	99.68%	99.85%	99.92%	99.93%	99.92%	99.87%	99.81%	99.94%
T4	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	99.81%	99.84%	99.84%	99.92%	99.57%	99.77%	99.66%
T5	99.00%	99.76%	99.80%	99.80%	99.83%	99.83%	99.88%	99.84%	99.87%	99.78%	99.78%	99.82%	99.73%

Stand entry guidance	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.88%	99.83%	99.94%	99.86%	99.85%	100.00%	99.99%	99.97%	99.96%	99.97%	100.00%	99.96%
T3	99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	99.90%	99.90%	99.94%	99.99%	100.00%	100.00%	100.00%
T4	99.00%	99.96%	99.99%	100.00%	100.00%	99.97%	99.99%	100.00%	99.99%	100.00%	99.99%	99.99%	100.00%
T5	99.00%	99.94%	99.98%	99.99%	99.95%	99.92%	99.99%	99.98%	99.96%	100.00%	99.98%	99.95%	99.97%

Stands	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	99.00%	99.90%	99.81%	99.82%	99.86%	99.88%	99.36%	99.52%	99.76%	99.91%	99.64%	99.81%	99.89%
T3	99.00%	99.77%	99.80%	99.63%	99.37%	99.75%	99.79%	99.77%	99.70%	99.58%	99.49%	99.77%	99.73%
T4	99.00%	99.77%	99.56%	99.08%	99.41%	99.87%	99.74%	99.68%	99.76%	99.80%	99.32%	99.68%	99.41%
T5	99.00%	99.95%	99.87%	99.92%	99.86%	99.81%	99.78%	99.84%	99.79%	99.87%	99.35%	99.79%	99.77%

Pier service	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
T1	97.76%	97.82%	97.84%	97.87%	97.87%	97.87%	98.09%	98.19%	98.25%				

How are we performing?

March 2013

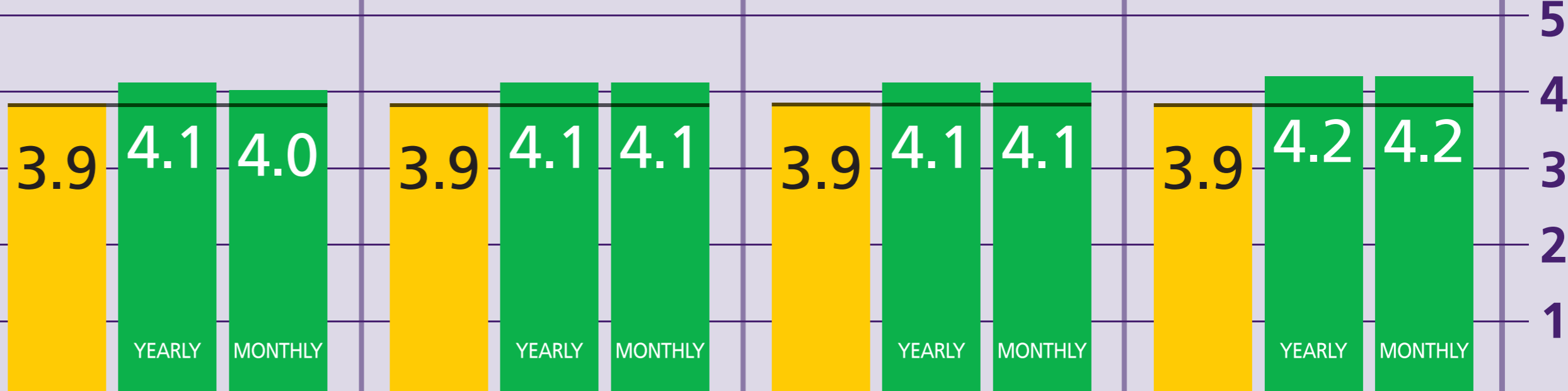
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

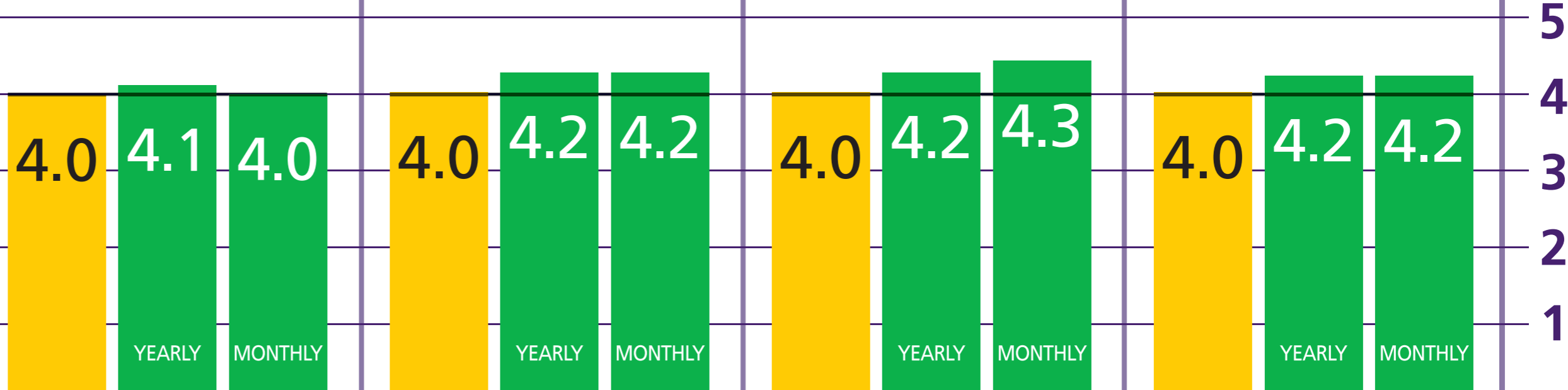
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

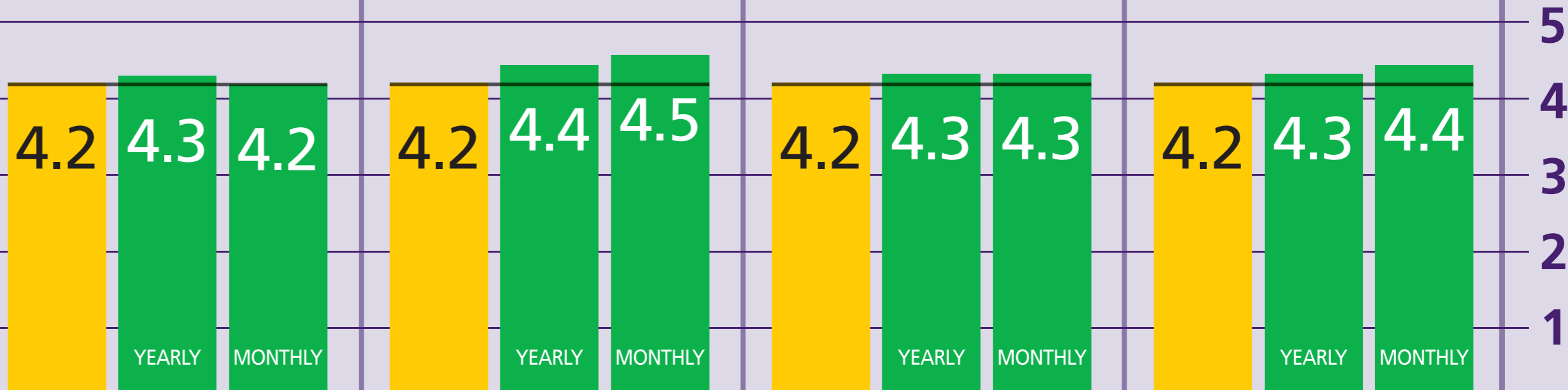
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

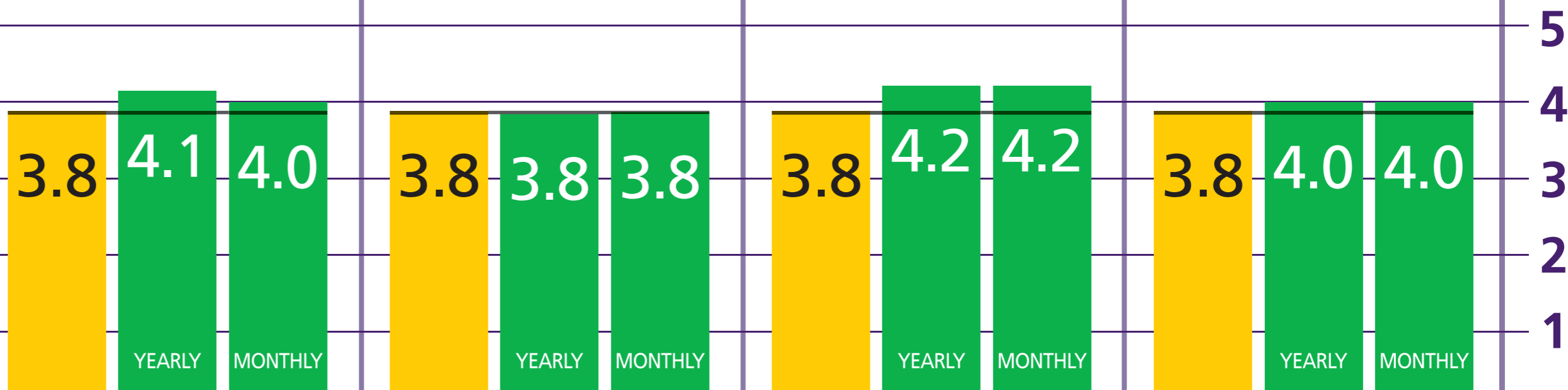
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

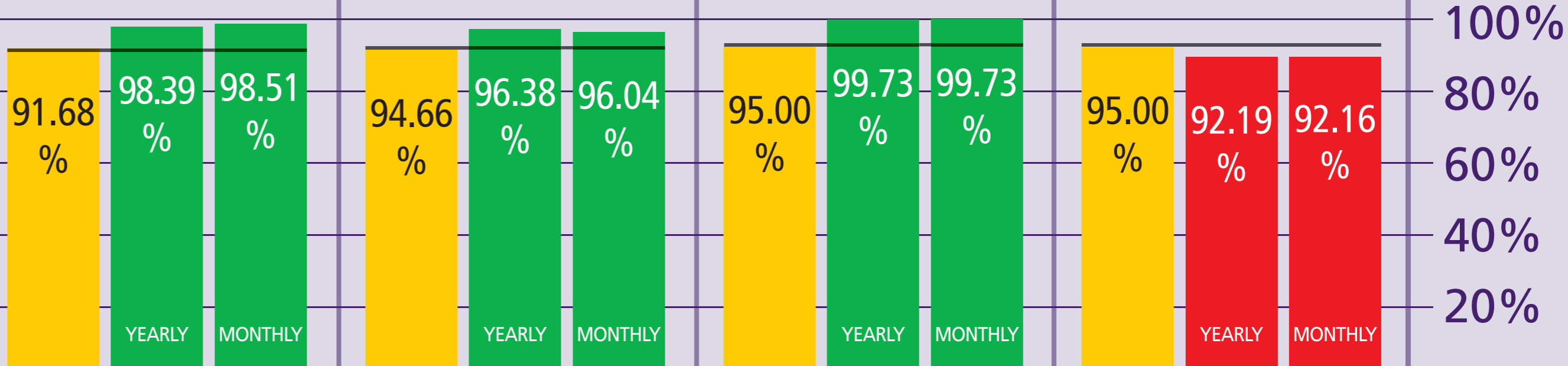


Pier Service

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.

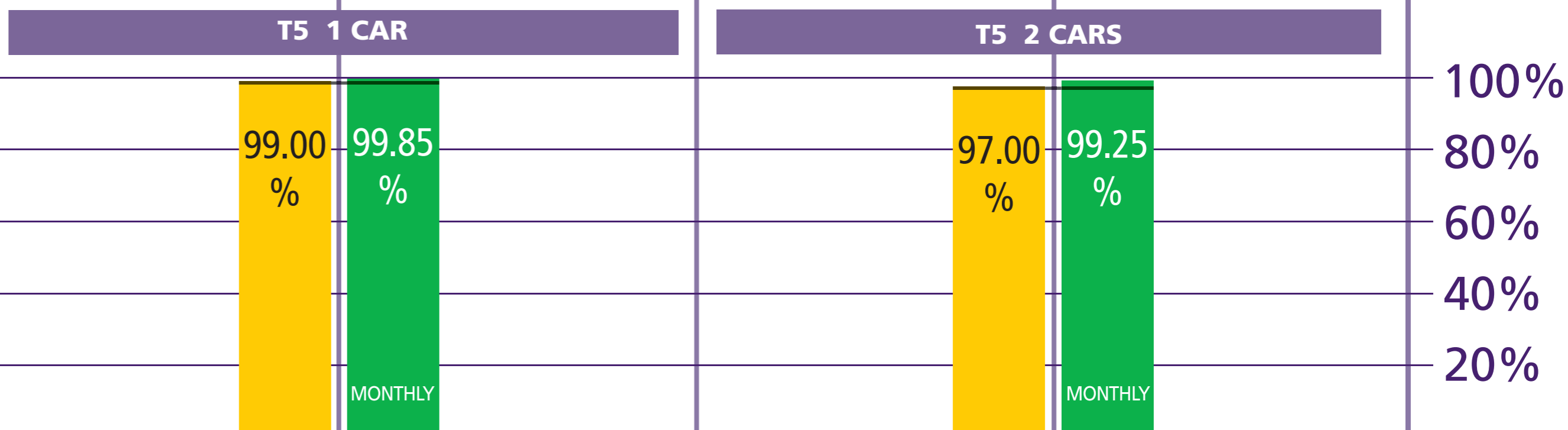
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

March 2013

KEY TO PERFORMANCE



We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow
 Making every journey better

How are we performing?

March 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

