

Heathrow Terminal 1		Ма	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	95.94%	95.00%	Yes	0	0	1,078,905	3
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	U	1,076,90	, s	
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0	
Stands	99.74%	99.00%	Yes	0	0	0	
Jetties	99.32%	99.00%	Yes	0	0	0	
FEGP	99.79%	99.00%	Yes	0	0	0	
Stand entry guidance	99.98%	99.00%	Yes	0	0	0	
Transfer search	96.27%	95.00%	Yes	0	0	0	
Staff search	100.00%	95.00%	Yes	0	0	0	
Control posts search	97.44%	95.00%	Yes	0	0	0	
Pier service	98.71%	95.00%	Yes	0	0	0	
Total				0	1,078,905	3	

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		Ма	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	95.25%	95.00%	Yes	0	2 406 656	9
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	0	3,406,656	9
Passenger sensitive equipment (general)	99.87%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.94%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.78%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	96.59%	95.00%	Yes	0	280,127	1
Staff search	99.54%	95.00%	Yes	0	0	0
Control posts search	97.44%	95.00%	Yes	0	0	0
Pier service +	96.83%	94.00%	Yes	0	0	0
				0	3,686,783	10

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	Mar-14 Y			Year to	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	95.99%	95.00%	Yes	0	0	0	
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	U	1	U	
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.71%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0	
Stands	99.75%	99.00%	Yes	0	0	0	
Jetties	99.25%	99.00%	Yes	0	0	0	
FEGP	99.99%	99.00%	Yes	0	0	0	
Stand entry guidance	99.99%	99.00%	Yes	0	0	0	
Transfer search	98.81%	95.00%	Yes	0	0	0	
Staff search	100.00%	95.00%	Yes	0	0	0	
Control posts search	97.44%	95.00%	Yes	0	0	0	
Pier service	99.74%	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	Mar-14				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	95.25%	95.00%	Yes	0	4 4EE 010	6	
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	U	4,455,912		
Passenger sensitive equipment (general)	99.66%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.79%	99.00%	Yes	0	0	0	
Stands	99.74%	99.00%	Yes	0	0	0	
Jetties	99.48%	99.00%	Yes	0	0	0	
FEGP	99.82%	99.00%	Yes	0	0	0	
Pre-conditioned air	99.62%	98.00%	Yes	N/A	N/A	0	
Stand entry guidance	99.97%	99.00%	Yes	0	0	0	
Transfer search	97.38%	95.00%	Yes	0	323,227	1	
Staff search	95.25%	95.00%	Yes	0	0	0	
Control posts search	97.44%	95.00%	Yes	0	0	0	
Pier service	90.53%	95.00%	No	0	0	12	
Transit system - % time one car available	99.77%	99.00%	Yes	0	0	0	
Transit system - % time two cars available	99.25%	97.00%	Yes				
Total				0	4,779,139	19	

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	Mar-14		Year to date *			
	Rebate due	Rebate	£	Rebate	£	Number of rebates
Aerodrome Congestion Term	No	0		121,98	88	1
Total				121,9	88	1

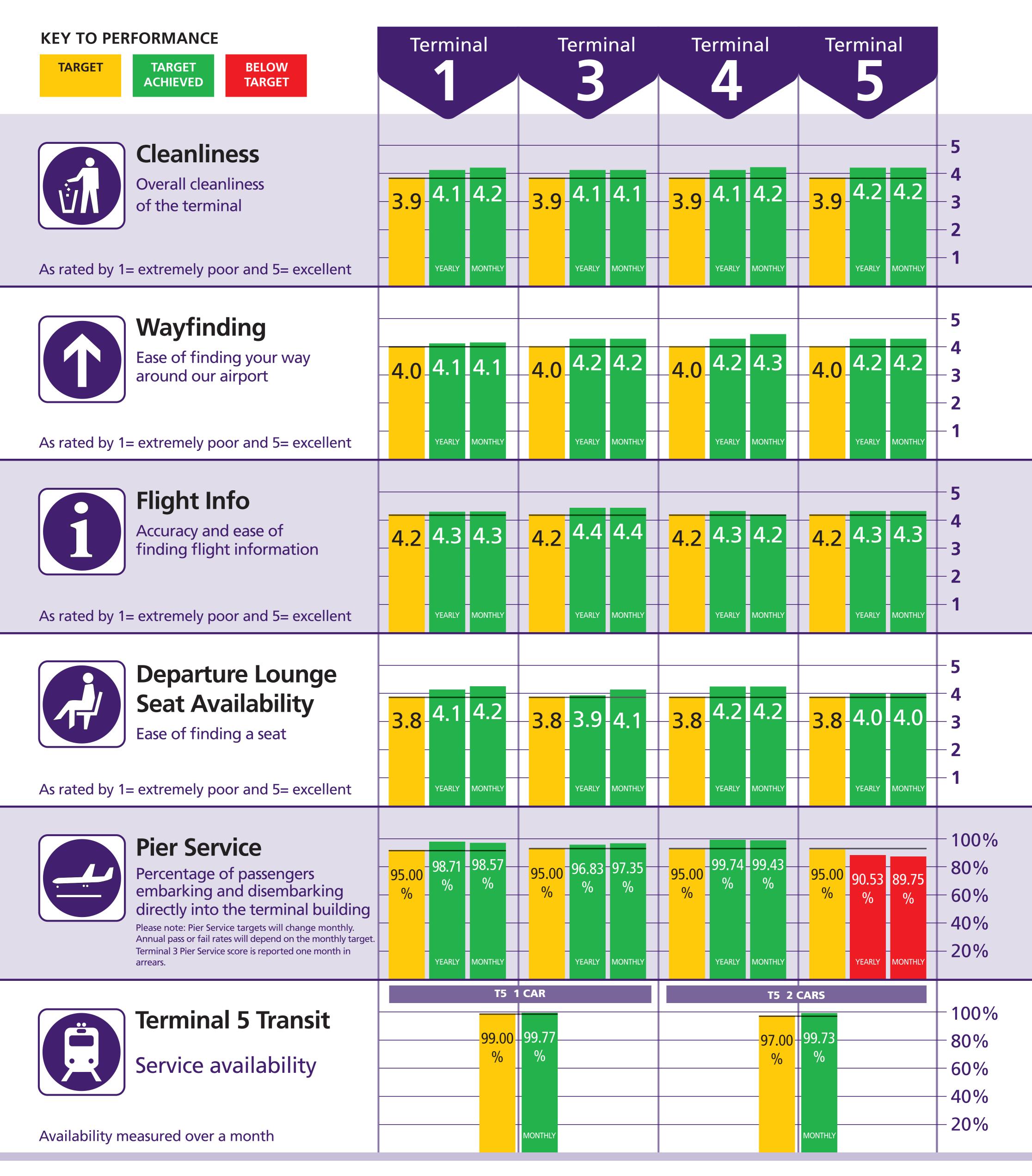
NOTE: * year is April 2013 to March 2014

Heathrow
Making every journey better

Heathrow Making every journey better Performance	£ Rebates
Cleanliness Target Apr-13 May-13 Jun-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 3.9 4.1 <td>Cleanliness I Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 £0 £</td>	Cleanliness I Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 £0 £
T4 3.9 4.1 4.	T4 f0 <
T3	T3
T1	T1
Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 3.8 4.1 4.2 4.2 4.2 4.2	
CSA queues - Times queue <5 minutes Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 95.00% 96.69% TBC 95.07% 93.36% 95.37% 89.76% 95.44% 95.31% 91.06% 96.80% 96.07% 95.94% T3 95.00% 93.67% TBC 81.71% 68.43% 72.12% 73.14% 82.58% 93.81% 80.97% 93.04% 98.11% 95.25% T4 95.00% 96.00% 95.07% 95.19% 95.25% 95.67% 95.71% 95.62% 95.33% 95.25% 95.53% 96.99% 95.99% T5 95.00% 96.12% 95.30% 91.69% 90.65% 95.28% 78.55% 90.02% 84.62% 82.81% 95.83% 95.64% 95.25%	CSA queues - Both Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1
CSA queues - Times queue = 10 minutes Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.90% 99.49% 99.81% 99.65% 99.84% 99.31% 99.88% 99.88% 99.86% 98.94% 99.91% 99.77% 99.86% T3 99.00% 99.52% 99.59% 95.62% 93.23% 92.30% 92.29% 95.12% 99.71% 95.44% 98.29% 100.00% 99.82% T4 99.00% 99.71% 99.59% 99.86% 99.82% 99.77% 99.67% 99.59% 99.67% 99.40% 99.82% 100.00% 99.82%	
To 99.00% 99.79% 99.75% 98.95% 98.94% 99.79% 95.64% 98.73% 96.00% 95.21% 99.79% 99.54% 99.72% Transfer search Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 95.00% 98.19% 96.87% 96.00% 95.58% 95.76% 96.24% 97.33% 97.67% 95.90% 98.99% 98.98% 96.27% 95.00% 98.10% 95.44% 95.48% 95.76% 95.71% 96.43% 96.54% 97.00% 94.38% 95.94% 98.57% 96.59%	T1
T4 95.00% 99.62% 95.48% 95.25% 95.92% 97.63% 97.84% 97.82% 96.96% 95.26% 97.63% 99.11% 98.81% T5 95.00% 96.59% 95.14% 95.22% 96.56% 96.22% 89.10% 95.14% 95.60% 97.63% 97.93% 96.62% 97.38% Staff search Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 95.00% 99.93% 98.92% 98.33% 98.13% 100.00% 99.17% 99.65% 99.10% 97.81% 99.54% 99.54% 99.36% 100.00%	T1
T3 95.00% 99.86% 100.00% 100.00% 99.91% 99.95% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 100.00% 99.54% T4 95.00% 99.98% 96.91% 98.93% 95.92% 99.84% 99.05% 98.99% 99.64% 97.65% 99.98% 99.45% 100.00% T5 95.00% 96.74% 95.08% 95.21% 95.35% 96.33% 95.14% 95.95% 95.47% 95.87% 98.03% 96.27% 95.25% Control posts search Target Apr-13 May-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14	
T1 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% 97.44% T3 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% 97.44% T4 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% 97.44% T5 95.00% 97.26% 96.09% 96.88% 96.61% 96.47% 95.46% 95.57% 95.63% 96.59% 97.79% 97.29% 97.44%	T3
Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.83% 99.95% 99.75% 99.96% 99.95% 99.96% 99.96% 99.96% 99.92% 100.00% 99.83% 99.79% T3 99.00% 99.72% 99.83% 99.50% 99.81% 99.89% 99.72% 99.83% 99.56% 99.88% 99.97% 99.96% 99.95% 99.98% 99.97% 99.96% 99.95% 99.93% 99.99% T5 99.00% 99.75% 99.69% 99.56% 99.81% 99.86% 99.93% 99.95% 99.88% 99.93% 99.95% 99.88% 99.93% 99.95% 99.88% 99.93% 99.88% 99.93% 99.88% 99.93% 99.88% 99.93% 99.88% 99.93% 99.88% 99.93% 99.95% 99.88% 99.93% 99.93% 99.88% 99.93% 99.93% 99.88% 99.93% <td>Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1</td>	Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1
Jetties Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.38% 99.63% 99.77% 99.66% 99.13% 99.48% 99.61% 99.04% 99.71% 99.52% 99.66% 99.32% T3 99.00% 99.78% 99.82% 99.73% 99.63% 99.83% 99.78% 99.79% 99.80% 99.76% 99.75% 99.60% 99.61% T4 99.00% 99.37% 99.63% 99.17% 99.45% 99.33% 99.46% 99.52% 99.74% 99.49% 99.48% T5 99.00% 99.66% 99.67% 99.68% 99.20% 99.47% 99.80% 99.72% 99.77% 99.71% 99.48%	Jetties Image: large problem of the pro
PSE (general) Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.80% 99.76% 99.73% 99.77% 99.78% 99.85% 99.82% 99.74% 99.78% 99.82% 99.82% 99.86% 99.86% 99.81% 99.89% 99.81% 99.80% 99.80% 99.89% 99.87% T4 99.00% 99.61% 99.68% 99.71% 99.24% 99.82% 99.74% 99.84% 99.73% 99.88% <td>PSE (general) Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1</td>	PSE (general) Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1
PSE (priority) Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.73% 99.66% 99.80% 99.82% 99.40% 99.69% 99.80% 99.84% 99.75% 99.81% 99.74% T3 99.00% 99.85% 99.89% 99.87% 99.82% 99.79% 99.66% 99.89% 99.88% 99.84% 99.89% 99.87% 99.94% T4 99.00% 99.72% 99.75% 99.89% 99.85% 99.80% 99.76% 99.63% 99.67% 99.80% 99.76% 99.87% 99.71%	PSE (priority) Image: priority of the p
T5 99.00% 99.70% 99.83% 99.87% 99.91% 99.89% 99.76% 99.82% 99.82% 99.83% 99.77% 99.81% 99.78% Stand entry guidance Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.99% 100.00% 99.98% 99.82% 99.94% 100.00% 99.91% 99.98% 100.00% 99.99% 99.99% 99.98% T3 99.00% 99.98% 99.96% 99.94% 100.00% 99.99% 99.97% 99.75% 99.94% 99.97% 99.96% 99.97% 100.00%	T1
T4 99.00% 100.00% 100.00% 99.99% 99.98% 99.91% 99.93% 100.00% 99.99% 100.00% 99.99% 99.99% 99.99% Stands Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 99.00% 99.60% 99.78% 99.90% 99.90% 99.88% 99.80% 99.72% 99.92% 99.91% 99.91% 99.74%	T1 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0
T3 99.00% 99.64% 99.79% 99.79% 99.81% 99.86% 99.78% 99.73% 99.84% 99.88% 99.88% 99.79% 99.77% T4 99.00% 99.55% 99.08% 99.74% 99.55% 99.83% 99.78% 99.60% 99.82% 99.86% 99.92% 99.89% 99.75% T5 99.00% 99.81% 99.84% 99.84% 99.80% 99.86% 99.74% 99.89% 99.81% 99.85% 99.88% 99.92% 99.74% Pier service Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14	
T1 98.42% 98.45% 98.48% 98.53% 98.59% 98.61% 98.61% 98.64% 98.67% 98.71% 98.71% 96.34% 96.37% 96.39% 96.46% 96.53% 96.59% 96.67% 96.68% 96.72% 96.75% 96.83% 0.00% 99.73% 99.73% 99.74% 99.74% 99.74% 99.73% 99.76% 99.77% 99.77% 99.79% 99.78% 99.76% 99.74% 75 92.08% 91.89% 91.75% 91.55% 91.41% 91.31% 91.12% 91.01% 90.88% 90.83% 90.73% 90.53% 91.41% 91.41% 91.31% 91.12% 91.01% 90.88% 90.83% 90.73% 90.53% 91.41% 91.41% 91.31% 91.50% 93.52% 93.82% 94.12% 94.40% 94.67% 95.00% 95.0	T1
T4 target 95.00% 96.00% 96.00% 96.00% 96.00% 96.00% 90.00% 99.93% 99.93% 99.93% 99.93% 99.93% 99.93% 99.93% 99.9	
TTS - % time two cars available Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T5 97.00% 99.24% 99.12% 99.86% 99.63% 99.51% 99.37% 99.55% 99.47% 99.44% 98.40% 99.03% 99.73% Arrivals Reclaims Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14	Arrivals Reclaims
T1 99.00% 99.57% 99.69% 99.59% 99.72% 99.62% 99.44% 99.60% 99.59% 99.43% 99.69% 99.75% 99.63% T3 99.00% 99.82% 99.72% 99.76% 99.72% 99.80% 99.70% 99.87% 99.78% 99.63% 99.88% 99.86% 99.83% T4 99.00% 99.77% 99.79% 99.79% 99.72% 99.80% 99.59% 99.32% 99.76% 99.84% 99.91% 99.94% 99.79% T5 99.00% 99.80% 99.81% 99.78% 99.76% 99.67% 99.67% 99.83% 99.88% 99.88% 99.84% 99.81% 99.79% Pre-conditioned air	T1
Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T3 98.00% 100.00% 99.82% 100.00% 98.92% 99.70% 99.98% 100.00% 99.84% 99.32% 99.87% 99.99% T5 98.00% 99.49% 99.04% 99.37% 99.14% 99.51% 99.72% 99.60% 99.54% 99.77% 99.80% 99.67% 99.62% Aerodrome congestion Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14	Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T3
N/A	All N/A
Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 3.9 4.2 4.1 4.1 4.1 4.1 4.1 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.2 4.1 4.1 4.2 4.1 4.2 4.1 4.1 4.2 4.1 4.1 4.2 4.2 4.2 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 - Month Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 4.0 4.2 4.2 4.1 4.1 4.1 4.1 4.1 4.1 4.1 4.1 4.1 4.1 4.2	
Flight information - Month Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 4.2 4.3 4.3 4.4 4.3 4.3 4.3 4.2 4.2 4.3 4.3 4.3 4.2 4.3 T3 4.2 4.4 4.4 4.4 4.3 4.4 4.5 4.4 4.4 4.3 4.3 4.3 4.4 4.4 4.3 4.3 4.3	
T5	
T4 3.8 4.2 4.3 4.1 4.2 4.2 4.2 4.0 4.2 4.2 4.3 4.3 4.3 4.2 T5 3.8 4.0 4.0 3.9 3.9 3.9 3.9 3.9 4.0 4.0 4.0 4.0 4.0 3.9 4.0 Pier service - Month Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct-13 Nov-13 Dec-13 Jan-14 Feb-14 Mar-14 T1 98.93% 98.67% 98.32% 98.31% 99.09% 98.97% 98.88% 98.29% 98.85% 98.79% 98.92% 98.57%	
T3 96.76% 96.50% 97.16% 97.19% 96.97% 96.55% 96.87% 96.13% 96.54% 97.53% 97.35% 0.00% T4 99.75% 99.81% 99.72% 99.68% 99.75% 99.84% 99.81% 99.86% 99.89% 99.68% 99.59% 99.43% T5 91.11% 90.64% 91.35% 90.58% 90.96% 91.00% 90.55% 89.66% 89.70% 90.68% 90.15% 89.75%	

How are we performing?

March 2014

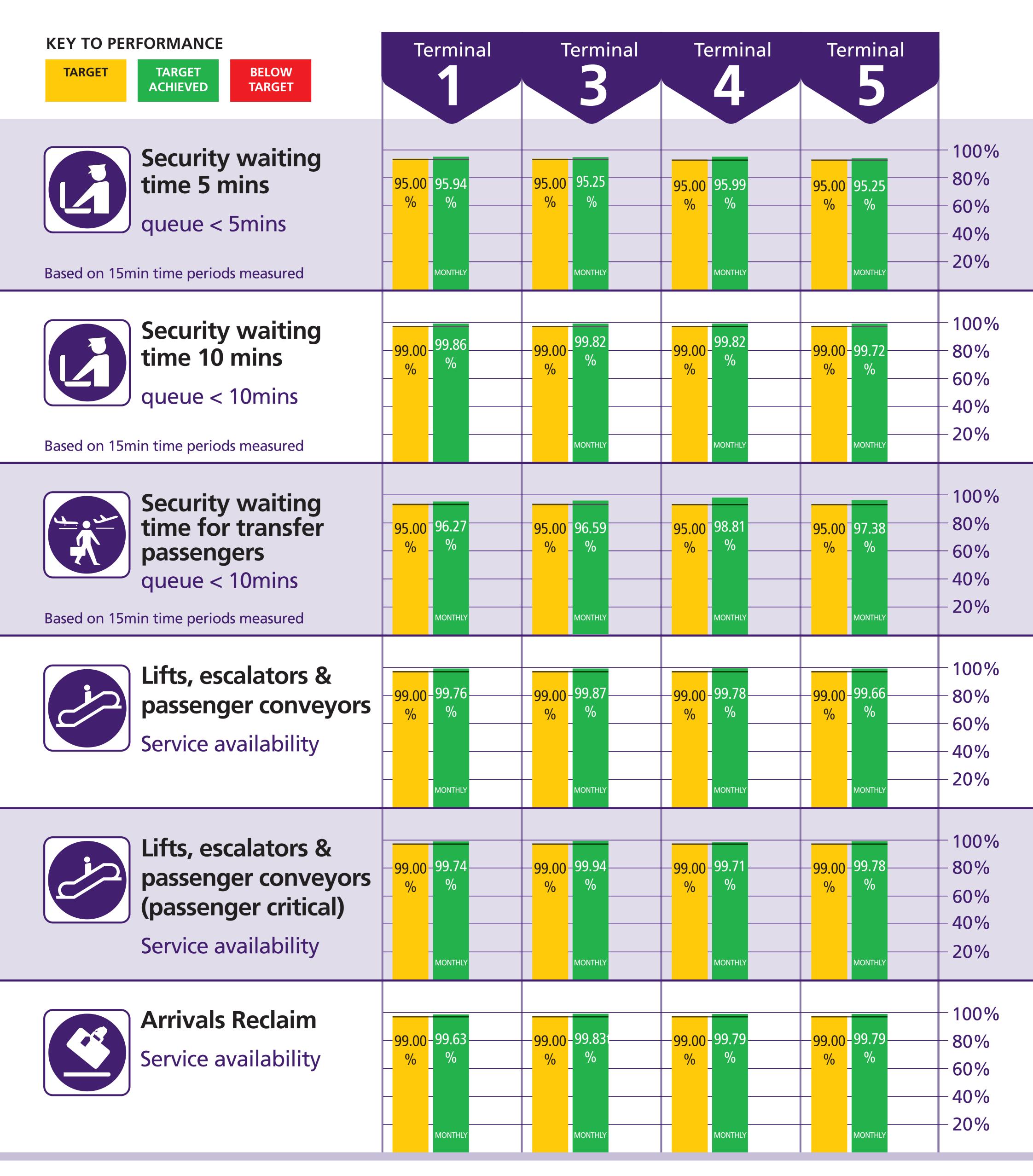


We welcome your feedback: heathrowcustomerfeedback@heathrow.com



How are we performing?

March 2014



We welcome your feedback: heathrowcustomerfeedback@heathrow.com



How are we performing?

March 2014

