



Heathrow Performance Report

Service Quality Rebate and Bonus - December 2018

Integrated Planning and Performance - Airport Operations

Printed: 06 March 2019

Heathrow
Making every journey better

Heathrow Performance Report December 2018

Passenger Experience and Service Level Performance

| | T2 | T3 | T4 | T5 | |
|--|------------|--------------|-----------------|-----------|------------------|
| Departure lounge seat availability* Ease of finding a seat | 4.38 | 4.17 | 4.27 | 4.10 | |
| Cleanliness* Overall cleanliness of the terminal | 4.38 | 4.18 | 4.24 | 4.31 | |
| Wayfinding* Ease of finding your way around the airport | 4.31 | 4.24 | 4.26 | 4.25 | |
| Flight information* Accuracy and ease of finding flight information | 4.44 | 4.41 | 4.36 | 4.38 | |
| Wi-Fi* Ease of using WiFi | 4.14 | 4.14 | 4.17 | 4.13 | |
| Security* Passenger satisfaction | 4.26 | 4.21 | 4.22 | 4.22 | |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 95.58% | 95.81% | 95.62% | 95.90% | |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 100% | 99.77% | 99.86% | 99.84% | |
| Staff search Based on 15min time periods measured | 99.30% | 99.12% | 100% | 95.53% | |
| Transfer Search Based on 15min time periods measured | 97.93% | 95.30% | 96.16% | 96.56% | |
| | CTA | Cargo | EastSide | T5 | SouthSide |
| Control Post Security Search | 0.00% | 0.00% | 0.00% | 95.93% | 0.00% |

* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

| | | | | |
|---|--------|--------|--------|---------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.70% | 99.73% | 99.73% | 99.56% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.65% | 99.67% | 99.98% | 99.59% |
| Stands Availability of stands | 98.00% | 99.89% | 99.86% | 99.76% |
| FEGP Availability of Fixed Electrical Ground Power | 100% | 99.97% | 99.99% | 99.98% |
| Jetties Availability of Air-Bridges | | | | 99.83% |
| PCA Availability of Pre-conditioned Air | 100% | 100% | | 99.99% |
| SEGS | 99.99% | 99.99% | 100% | 99.95% |
| Pier Service* % Pier served passengers | 97.94% | 96.12% | 99.97% | 0.00% |
| Arrivals Reclaims Bag reclaim belts availability | 99.25% | 99.61% | 99.59% | 99.82% |
| Aerodrome congestion | | | | |
| TTS - One car Track Transit System - one car availability | | | | 100.00% |
| TTS - Two cars Track Transit System - % time two cars available | | | | 99.24% |

| | T2 | T3 | T4 | T5 | ALL |
|--|--------|--------|--------|--------|---------|
| | 99.70% | 99.73% | 99.73% | 99.56% | |
| | 99.65% | 99.67% | 99.98% | 99.59% | |
| | 98.00% | 99.89% | 99.86% | 99.76% | |
| | 100% | 99.97% | 99.99% | 99.98% | |
| | | | | | 99.83% |
| | 100% | 100% | | | 99.99% |
| | 99.99% | 99.99% | 100% | | 99.95% |
| | 97.94% | 96.12% | 99.97% | | 0.00% |
| | 99.25% | 99.61% | 99.59% | | 99.82% |
| | | | | | 100.00% |
| | | | | | 99.24% |

Financial Report- Bonus and Rebates

| | Rebates: | | | | | YTD | | |
|---|------------|----|----|----|--------|------------------|------------------|----------------|
| | Dec - 2018 | | | | | Estimated Rebate | Estimated Rebate | Total Failures |
| | T2 | T3 | T4 | T5 | Campus | | | |
| Departure lounge seat availability | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Cleanliness | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Wayfinding | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Flight information | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| CSA Queues - Both | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Staff Search | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Transfer search | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Passenger Sensitive Equipment (General) | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Passenger Sensitive Equipment (Priority) | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Stands | ✗ | ✓ | ✓ | ✓ | | £ 126,392.00 | £ 252,784.00 | 2 |
| FEGP | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Jetties | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Pre-conditioned air | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Stand entry guidance | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Pier Service | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Control Posts Search | | | | | ✓ | £ - | £ - | 0 |
| Aerodrome Congestion | | | | | ✓ | £ - | £ - | 0 |
| Total | | | | | | £ - | £ 252,784 | 2 |

| | Bonuses: | | Dec - 2018 | | | | | YTD | | |
|--------------|-----------------|-----------------|------------|------|------|------|-----------------|-----------------|------------|--|
| | Lower Threshold | Upper Threshold | T2 | T3 | T4 | T5 | Estimated Bonus | Estimated Bonus | Total Pass | |
| | | | | | | | | | | |
| | 4.10 | 4.50 | 4.38 | 4.17 | 4.27 | 4.10 | £ - | £ - | 0 | |
| | 4.20 | 4.50 | 4.38 | 4.18 | 4.24 | 4.31 | £ - | £ - | 0 | |
| | 4.20 | 4.50 | 4.31 | 4.24 | 4.26 | 4.25 | £ 70,160 | £ 684,059 | 11 | |
| | 4.40 | 4.70 | 4.44 | 4.41 | 4.36 | 4.38 | £ - | £ - | 0 | |
| Total | | | | | | | £ 70,160 | £ 684,059 | 11 | |

Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
Financial year is from January 2019 - December 2019

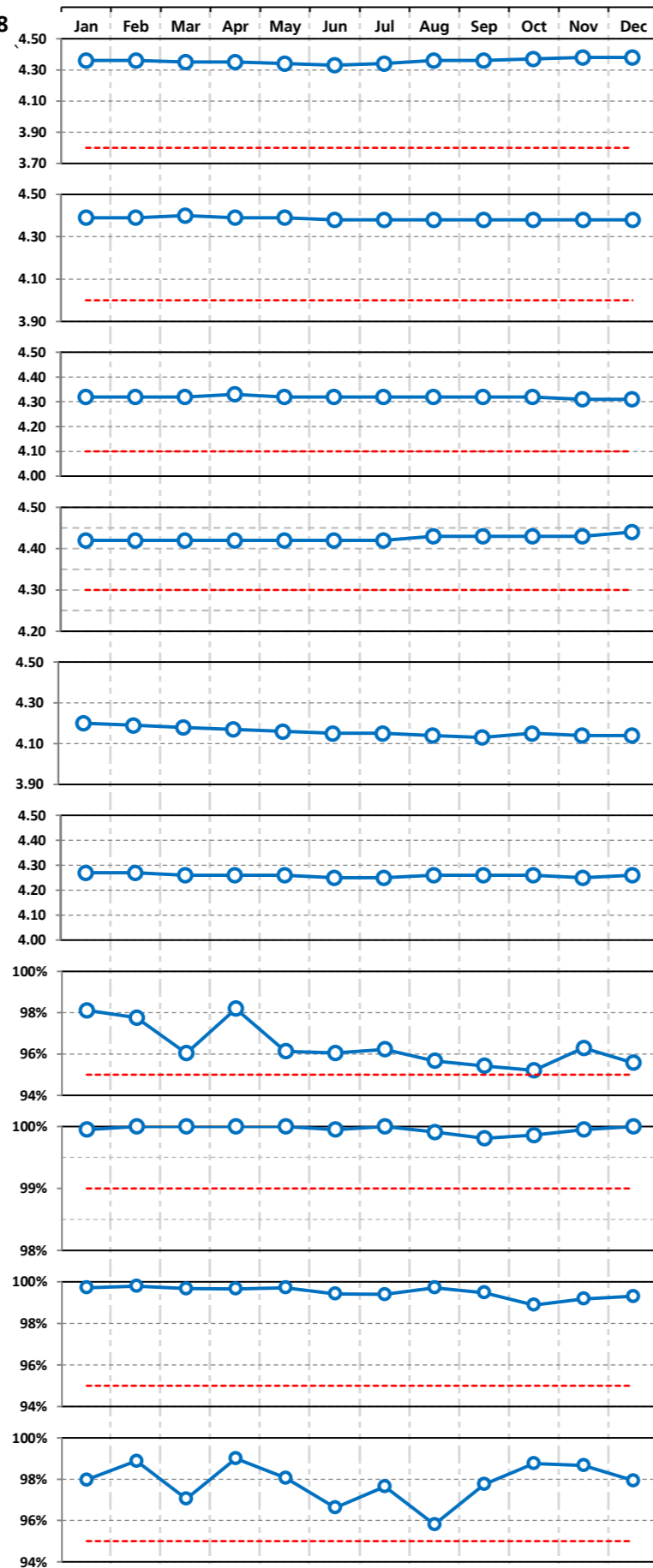
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report December 2018

Calculation based on moving annual average (MAA) for these metrics

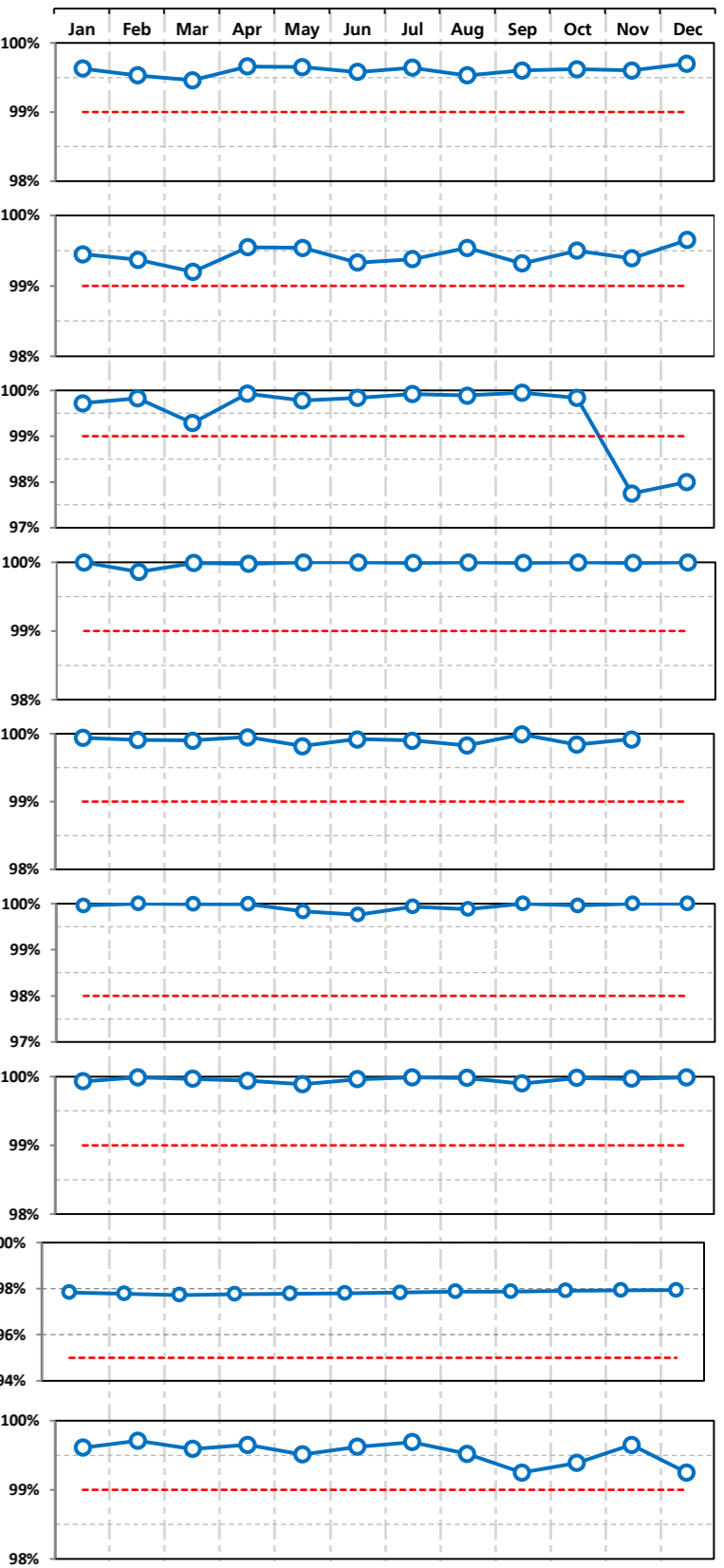
Passenger Experience and Service Level Performance

| Metric | Target | Dec-18 | vs. Nov-18 |
|--|--------|--------|------------|
| Departure lounge seat availability* Ease of finding a seat | 3.80 | 4.38 | 0.00 |
| Cleanliness* Overall cleanliness of the terminal | 4.00 | 4.38 | 0.00 |
| Wayfinding* Ease of finding your way around the airport | 4.10 | 4.31 | 0.00 |
| Flight information* Accuracy and ease of finding flight information | 4.30 | 4.44 | ▲ 0.01 |
| Wi-Fi* Ease of using WiFi | | 4.14 | 0.00 |
| Security* Passenger satisfaction | | 4.26 | ▲ 0.01 |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 95.00% | 95.58% | ▼ 0.71% |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.00% | 100% | ▲ 0.05% |
| Staff search Based on 15min time periods measured | 95.00% | 99.30% | ▲ 0.12% |
| Transfer Search Based on 15min time periods measured | 95.00% | 97.93% | ▼ 0.74% |



Service Level Performance

| Metric | Target | Dec-18 | vs. Nov-18 |
|---|--------|--------|------------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.00% | 99.70% | ▲ 0.10% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.00% | 99.65% | ▲ 0.26% |
| Stands Availability of stands | 99.00% | 98.00% | ▲ 0.25% |
| FEGP Availability of Fixed Electrical Ground Power | 99.00% | 100% | ▲ 0.01% |
| Jetties Availability of Air-Bridges | 99.00% | | |
| PCA Availability of Pre-Conditioned Air | 98.00% | 100% | 0.00% |
| SEGs Availability of Stand entry guidance | 99.00% | 99.99% | ▲ 0.02% |
| Pier Service* % Pier served passengers | 95.00% | 97.94% | ▲ 0.01% |
| Arrivals reclaims Bag reclaim belts availability | 99.00% | 99.25% | ▼ 0.40% |



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 2 Performance Report December 2018

Financial Report - Bonus and Rebates

Rebates:

| | Target Achieved | Dec - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|------------------|--------------------|
| | | Estimated Rebate | Estimated Rebate | Estimated Rebate | Number of failures |
| Departure lounge seat availability | ✓ | £ - | £ - | £ - | 0 |
| Cleanliness | ✓ | £ - | £ - | £ - | 0 |
| Wayfinding | ✓ | £ - | £ - | £ - | 0 |
| Flight information | ✓ | £ - | £ - | £ - | 0 |
| CSA queues - Both | ✓ | £ - | £ - | £ - | 0 |
| Staff search | ✓ | £ - | £ - | £ - | 0 |
| Transfer search | ✓ | £ - | £ - | £ - | 0 |
| PSE (General) | ✓ | £ - | £ - | £ - | 0 |
| PSE (Priority) | ✓ | £ - | £ - | £ - | 0 |
| Stands | ✗ | £ 126,392.00 | £ 252,784.00 | £ 252,784.00 | 2 |
| FEGP | ✓ | £ - | £ - | £ - | 0 |
| Jetties | ✓ | £ - | £ - | £ - | 0 |
| PCA | ✓ | £ - | £ - | £ - | 0 |
| SEGS | ✓ | £ - | £ - | £ - | 0 |
| Pier Service | ✓ | £ - | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | £ - | £ - | £ - | 0 |
| | | £ 126,392.00 | £ 252,784.00 | £ 252,784.00 | 2 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Dec - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|---------------------------------|-----------------|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.38 | £ - | £ - | £ - | 0 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.38 | £ - | £ - | £ - | 0 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.31 | £ 70,160 | £ 736,679 | £ 736,679 | 12 |
| Flight information | MAA | 4.40 | 4.70 | 4.44 | £ - | £ - | £ - | 0 |
| | | | | | £ 70,160 | £ 736,679 | £ 736,679 | 12 |

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

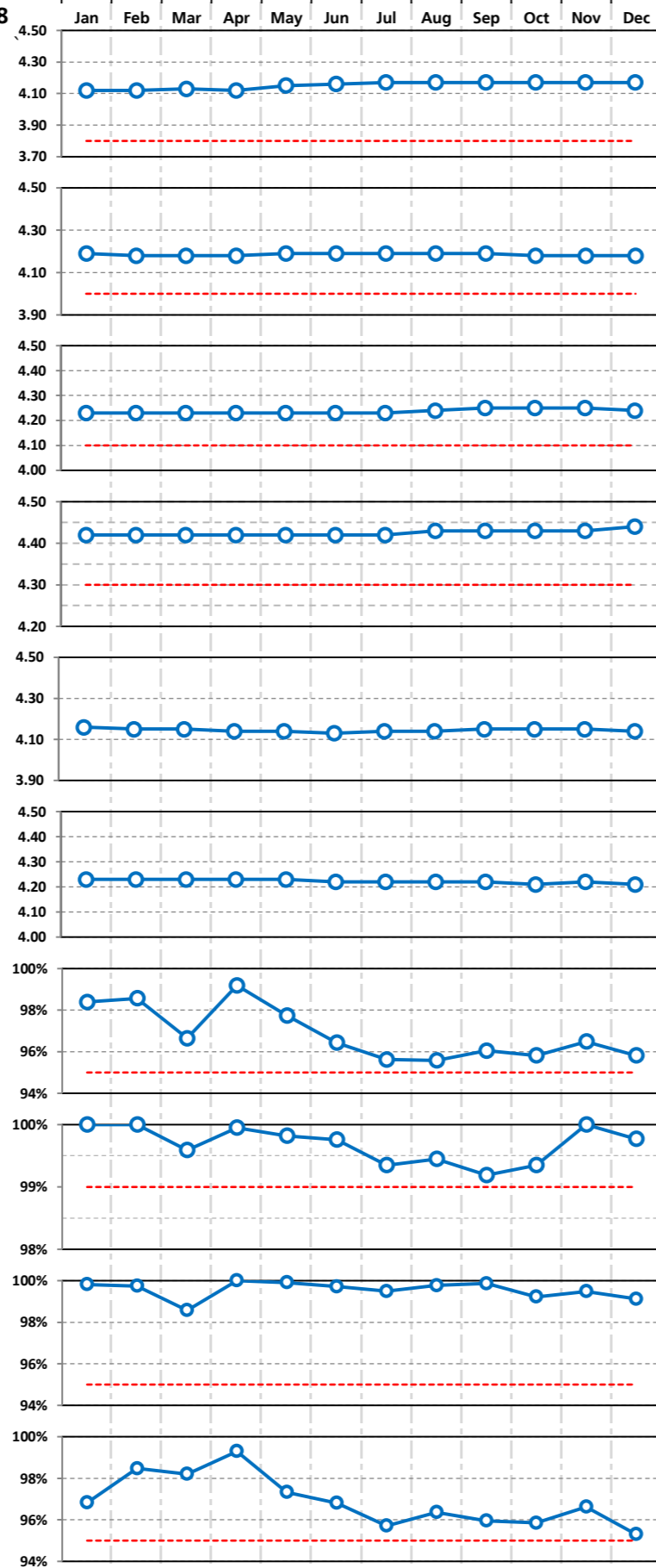
All bonus measures are based on MAA

Terminal 3 Performance Report December 2018

Calculation based on moving annual average (MAA) for these metrics

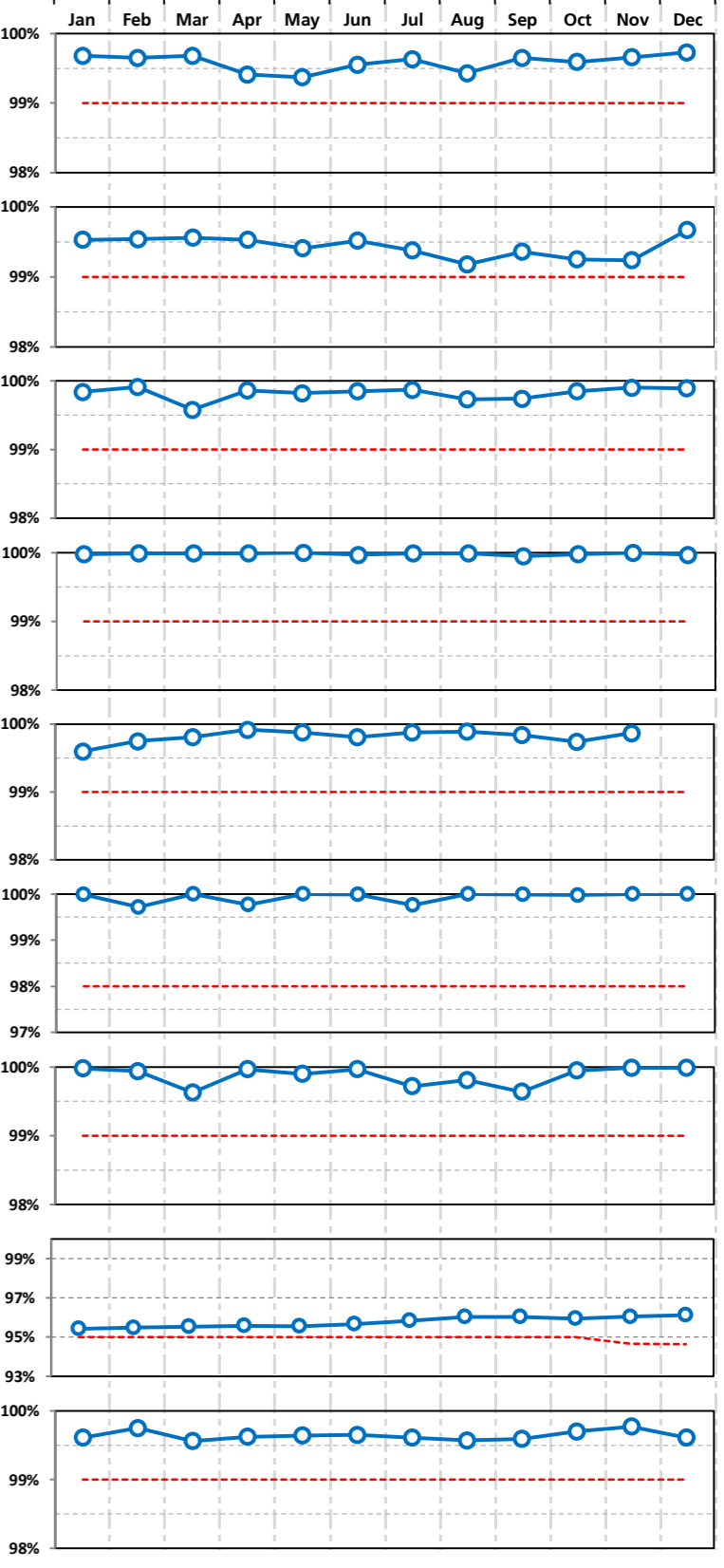
Passenger Experience and Service Level Performance

| | Target | Dec-18 | vs. Nov-18 |
|--|--------|--------|------------|
| Departure lounge seat availability* Ease of finding a seat | 3.80 | 4.17 | 0.00 |
| Cleanliness* Overall cleanliness of the terminal | 4.00 | 4.18 | 0.00 |
| Wayfinding* Ease of finding your way around the airport | 4.10 | 4.24 | -0.01 |
| Flight information* Accuracy and ease of finding flight information | 4.30 | 4.41 | 0.00 |
| Wi-Fi* Ease of using WiFi | | 4.14 | -0.01 |
| Security* Passenger satisfaction | | 4.21 | -0.01 |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 95.00% | 95.81% | -0.67% |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.00% | 99.77% | -0.23% |
| Staff search Based on 15min time periods measured | 95.00% | 99.12% | -0.36% |
| Transfer Search Based on 15min time periods measured | 95.00% | 95.30% | -1.32% |



Service Level Performance

| | Target | Dec-18 | vs. Nov-18 |
|---|--------|--------|------------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.00% | 99.73% | ▲ 0.07% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.00% | 99.67% | ▲ 0.43% |
| Stands Availability of stands | 99.00% | 99.89% | ▼ -0.01% |
| FEGP Availability of Fixed Electrical Ground Power | 99.00% | 99.97% | ▼ -0.03% |
| Jetties Availability of Air-Bridges | 99.00% | | |
| PCA Availability of Pre-Conditioned Air | 98.00% | 100% | 0.00% |
| SEGs Availability of Stand entry guidance | 99.00% | 99.99% | 0.00% |
| Pier Service* % Pier served passengers | 94.64% | 96.12% | ▲ 0.08% |
| Arrivals reclaims Bag reclaim belts availability | 99.00% | 99.61% | ▼ -0.16% |



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 3 Performance Report December 2018

Financial Report - Bonus and Rebates

Rebates:

| | Dec - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| Departure lounge seat availability | ✓ | £ - | £ - | 0 |
| Cleanliness | ✓ | £ - | £ - | 0 |
| Wayfinding | ✓ | £ - | £ - | 0 |
| Flight information | ✓ | £ - | £ - | 0 |
| CSA queues - Both | ✓ | £ - | £ - | 0 |
| Staff search | ✓ | £ - | £ - | 0 |
| Transfer search | ✓ | £ - | £ - | 0 |
| PSE (General) | ✓ | £ - | £ - | 0 |
| PSE (Priority) | ✓ | £ - | £ - | 0 |
| Stands | ✓ | £ - | £ - | 0 |
| FEGP | ✓ | £ - | £ - | 0 |
| Jetties | ✓ | £ - | £ - | 0 |
| PCA | ✓ | £ - | £ - | 0 |
| SEGS | ✓ | £ - | £ - | 0 |
| Pier Service | ✓ | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Dec - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.17 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.18 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.24 | £ 70,160 | £ 736,679 | 12 | |
| Flight information | MAA | 4.40 | 4.70 | 4.41 | £ - | £ - | 0 | |
| | | | | | £ 70,160 | £ 736,679 | 12 | |

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

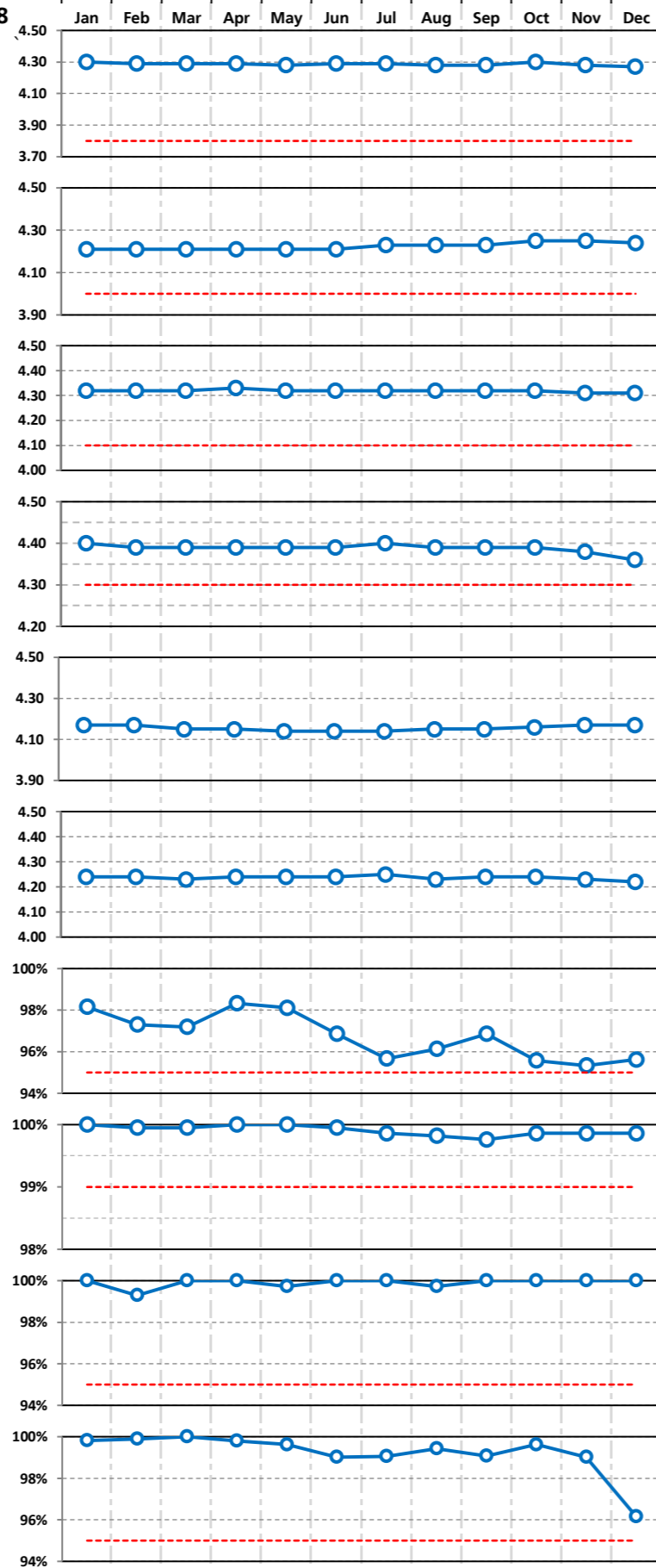
All bonus measures are based on MAA

Terminal 4 Performance Report December 2018

Calculation based on moving annual average (MAA) for these metrics

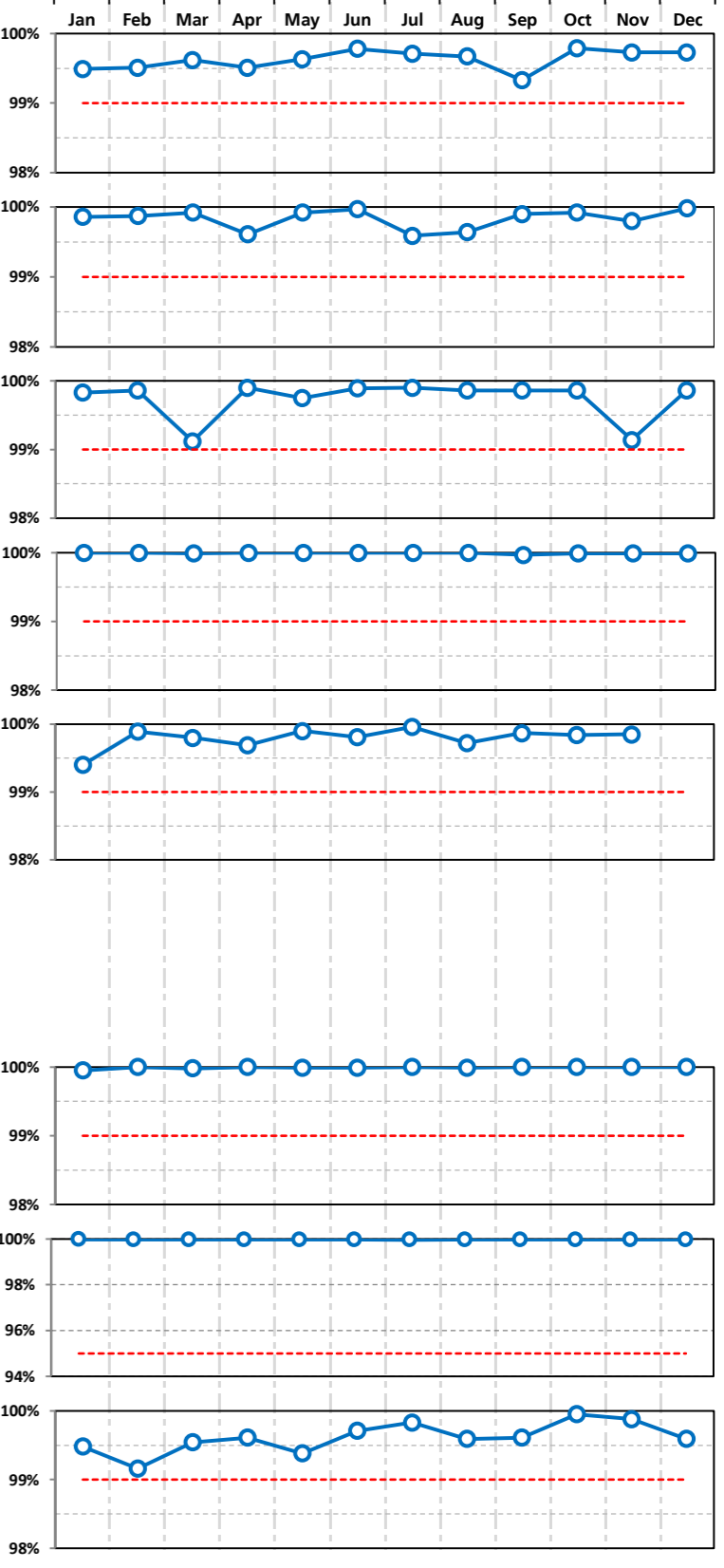
Passenger Experience and Service Level Performance

| Metric | Target | Dec-18 | vs. Nov-18 |
|--|--------|--------|------------|
| Departure lounge seat availability* Ease of finding a seat | 3.80 | 4.27 | -0.01 |
| Cleanliness* Overall cleanliness of the terminal | 4.00 | 4.24 | -0.01 |
| Wayfinding* Ease of finding your way around the airport | 4.10 | 4.26 | -0.01 |
| Flight information* Accuracy and ease of finding flight information | 4.30 | 4.36 | -0.02 |
| Wi-Fi* Ease of using WiFi | | 4.17 | 0.00 |
| Security* Passenger satisfaction | | 4.22 | -0.01 |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 95.00% | 95.62% | ▲0.29% |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.00% | 99.86% | 0.00% |
| Staff search Based on 15min time periods measured | 95.00% | 100% | 0.00% |
| Transfer Search Based on 15min time periods measured | 95.00% | 96.16% | ▼2.86% |



Service Level Performance

| Metric | Target | Dec-18 | vs. Nov-18 |
|---|--------|--------|------------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.00% | 99.73% | 0.00% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.00% | 99.98% | ▲0.18% |
| Stands Availability of stands | 99.00% | 99.86% | ▲0.72% |
| FEGP Availability of Fixed Electrical Ground Power | 99.00% | 99.99% | 0.00% |
| Jetties Availability of Air-Bridges | 99.00% | | |
| PCA Availability of Pre-Conditioned Air | | | |
| SEGs Availability of Stand entry guidance | 99.00% | 100% | 0.00% |
| Pier Service* % Pier served passengers | 95.00% | 99.97% | 0.00% |
| Arrivals reclaims Bag reclaim belts availability | 99.00% | 99.59% | ▼0.29% |



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 4 Performance Report December 2018

Financial Report - Bonus and Rebates

Rebates:

| | Dec - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| Departure lounge seat availability | ✓ | £ - | £ - | 0 |
| Cleanliness | ✓ | £ - | £ - | 0 |
| Wayfinding | ✓ | £ - | £ - | 0 |
| Flight information | ✓ | £ - | £ - | 0 |
| CSA queues - Both | ✓ | £ - | £ - | 0 |
| Staff search | ✓ | £ - | £ - | 0 |
| Transfer search | ✓ | £ - | £ - | 0 |
| PSE (General) | ✓ | £ - | £ - | 0 |
| PSE (Priority) | ✓ | £ - | £ - | 0 |
| Stands | ✓ | £ - | £ - | 0 |
| FEGP | ✓ | £ - | £ - | 0 |
| Jetties | ✓ | £ - | £ - | 0 |
| PCA | | | | |
| SEGs | ✓ | £ - | £ - | 0 |
| Pier Service | ✓ | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Dec - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-------------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonuses | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.27 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.24 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.26 | £ 70,160 | £ 736,679 | 12 | |
| Flight information | MAA | 4.40 | 4.70 | 4.36 | £ - | £ - | 0 | |
| | | | | | £ 70,160 | £ 736,679 | 12 | |

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

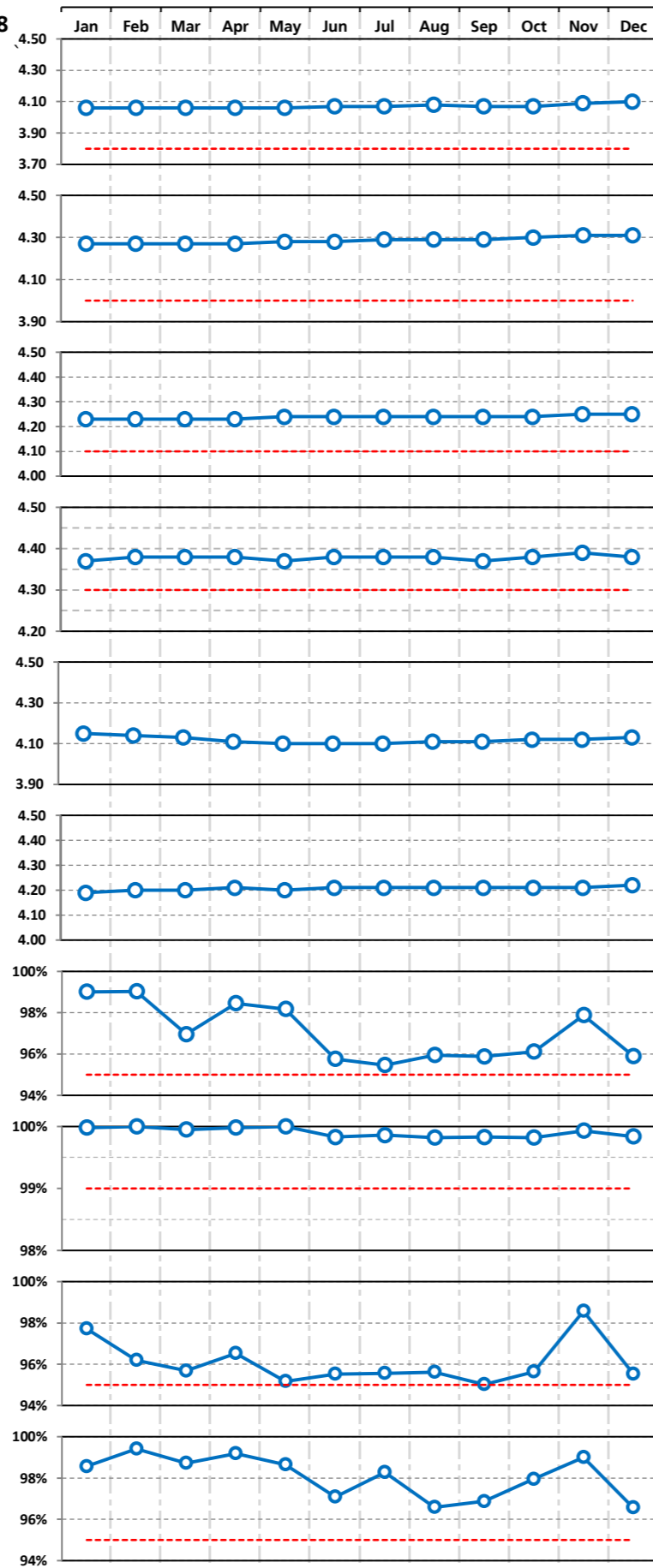
All bonus measures are based on MAA

Terminal 5 Performance Report December 2018

calculation based on moving annual average (MAA) for these metrics

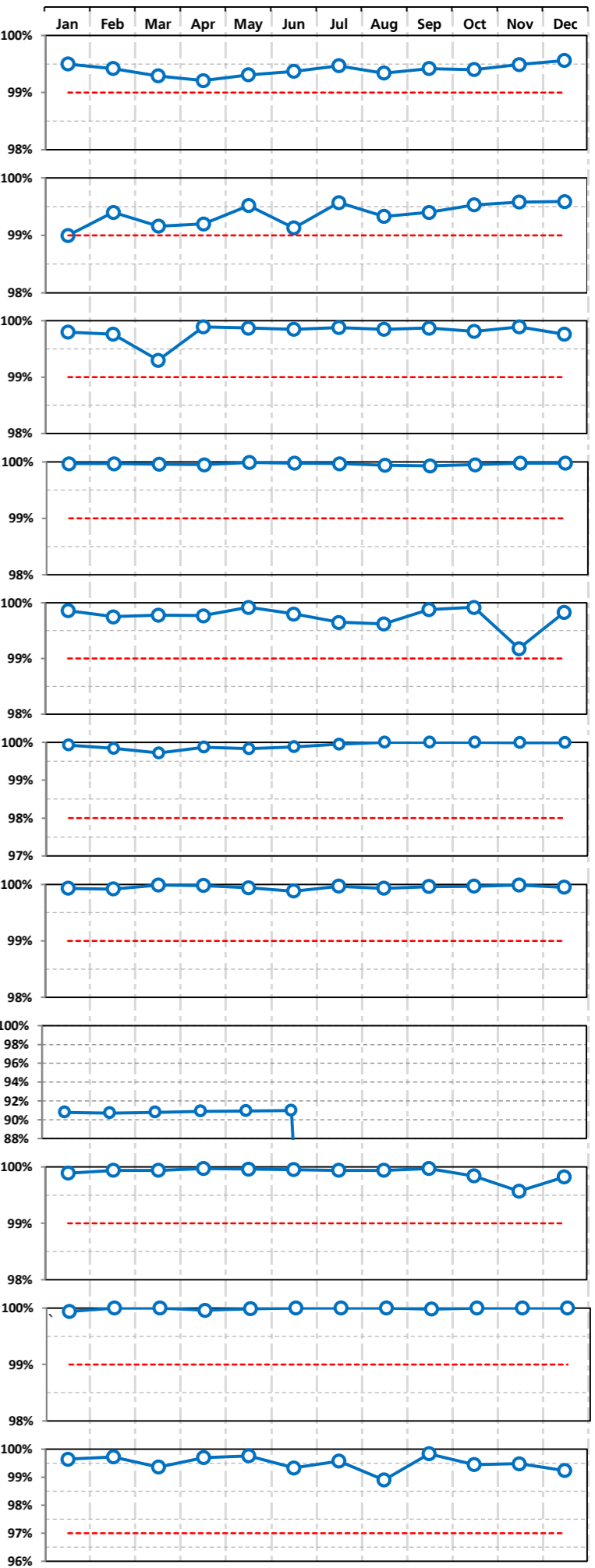
Passenger Experience and Service Level Performance

| | Target | Dec-18 | vs. Nov-18 |
|--|--------|--------|------------|
| Departure lounge seat availability* Ease of finding a seat | 3.80 | 4.10 | ▲ 0.01 |
| Cleanliness* Overall cleanliness of the terminal | 4.00 | 4.31 | 0.00 |
| Wayfinding* Ease of finding your way around the airport | 4.10 | 4.25 | 0.00 |
| Flight information* Accuracy and ease of finding flight information | 4.30 | 4.38 | ▼ -0.01 |
| Wi-Fi* Ease of using WiFi | | 4.13 | ▲ 0.01 |
| Security* Passenger satisfaction | | 4.22 | ▲ 0.01 |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 95.00% | 95.90% | ▼ -1.98% |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.00% | 99.84% | ▼ -0.09% |
| Staff search Based on 15min time periods measured | 95.00% | 95.53% | ▼ -3.04% |
| Transfer Search Based on 15min time periods measured | 95.00% | 96.56% | ▼ -2.44% |



Service Level Performance

| | Target | Dec-18 | vs. Nov-18 |
|---|--------|--------|------------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.00% | 99.56% | ▲ 0.07% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.00% | 99.59% | ▲ 0.01% |
| Stands Availability of stands | 99.00% | 99.76% | ▼ -0.13% |
| FEGP Availability of Fixed Electrical Ground Power | 99.00% | 99.98% | 0.00% |
| Jetties Availability of Air-Bridges | 99.00% | 99.83% | ▲ 0.65% |
| PCA Availability of Pre-Conditioned Air | 98.00% | 99.99% | 0.00% |
| SEGS Availability of Stand entry guidance | 99.00% | 99.95% | ▼ -0.04% |
| Pier Service* % Pier served passengers | | 0.00% | 0.00% |
| Arrivals reclaims Bag reclaim belts availability | 99.00% | 99.82% | ▲ 0.82% |
| TTS - One car Track Transit System - one car availability | 99.00% | 100% | 0.00% |
| TTS - Two cars Track Transit System - % time two cars available | 97.00% | 99.24% | ▼ -0.24% |



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 5 Performance Report December 2018

Financial Report - Bonus and Rebates

Rebates:

| | Dec - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| Departure lounge seat availability | ✓ | £ - | £ - | 0 |
| Cleanliness | ✓ | £ - | £ - | 0 |
| Wayfinding | ✓ | £ - | £ - | 0 |
| Flight information | ✓ | £ - | £ - | 0 |
| CSA queues - Both | ✓ | £ - | £ - | 0 |
| Staff search | ✓ | £ - | £ - | 0 |
| Transfer search | ✓ | £ - | £ - | 0 |
| PSE (General) | ✓ | £ - | £ - | 0 |
| PSE (Priority) | ✓ | £ - | £ - | 0 |
| Stands | ✓ | £ - | £ - | 0 |
| FEGP | ✓ | £ - | £ - | 0 |
| Jetties | ✓ | £ - | £ - | 0 |
| PCA | ✓ | £ - | £ - | 0 |
| SEGs | ✓ | £ - | £ - | 0 |
| Pier Service | | | | |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Dec - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|------------|---------------------------------|---------------------------------|-----------------|
| | | | | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.10 | £ - | £ - | 0 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.31 | £ - | £ - | 0 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.25 | £ 70,160 | £ 736,679 | 12 |
| Flight information | MAA | 4.40 | 4.70 | 4.38 | £ - | £ - | 0 |
| | | | | | £ 70,160 | £ 736,679 | 12 |

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.

Financial year is from January 2019 - December 2019

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

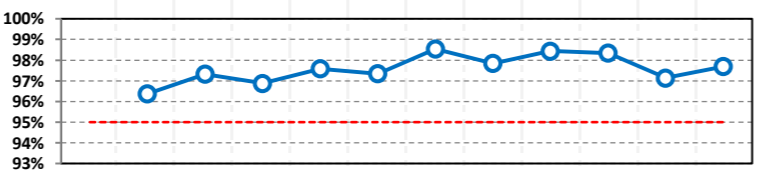
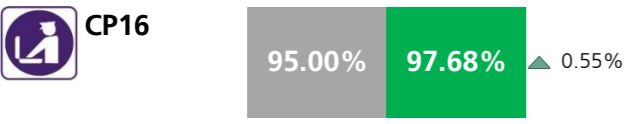
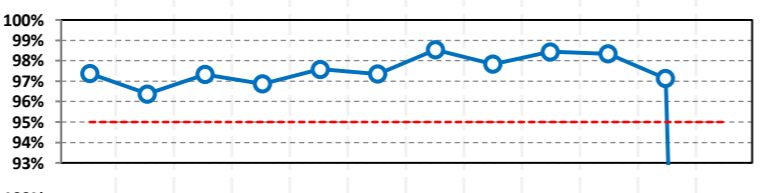
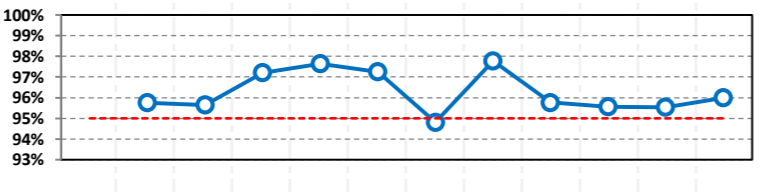
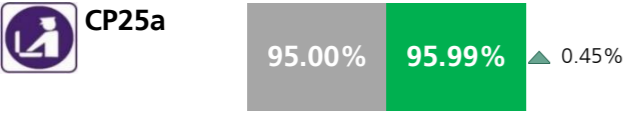
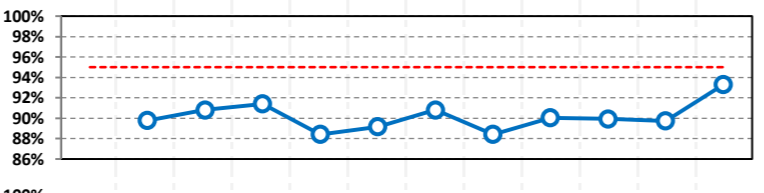
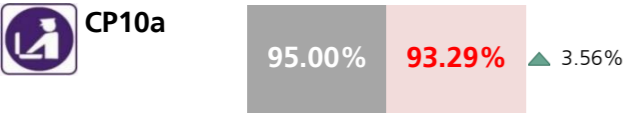
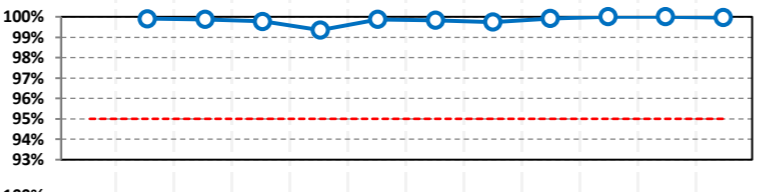
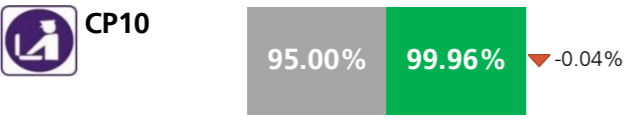
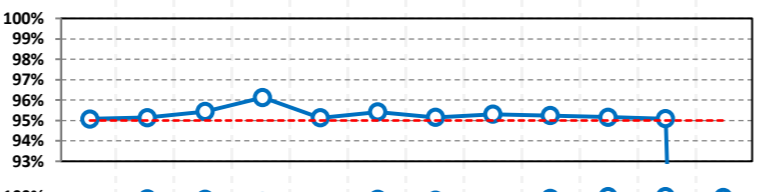
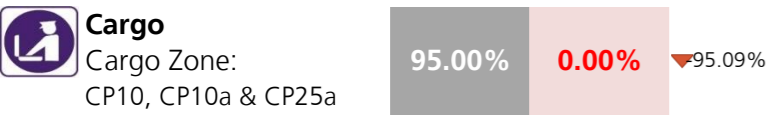
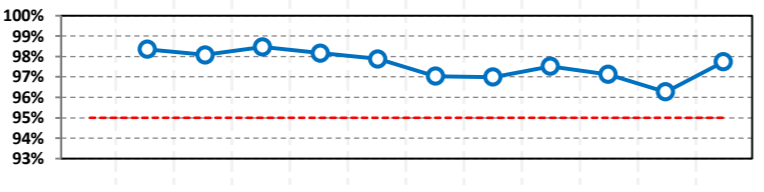
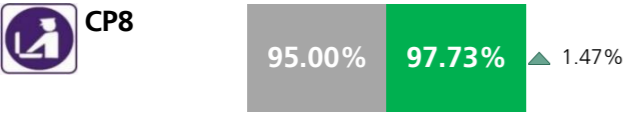
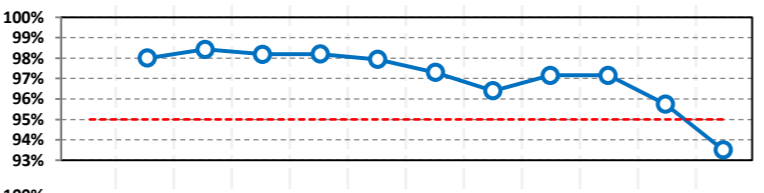
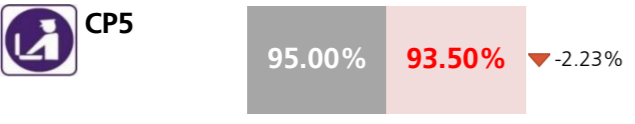
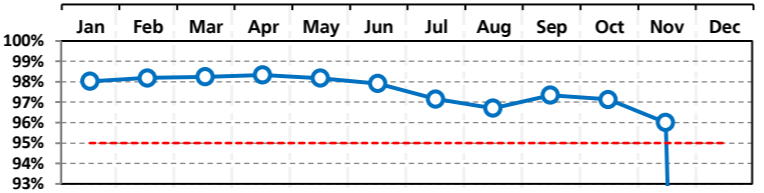
All bonus measures are based on MAA

Campus Performance Report December 2018

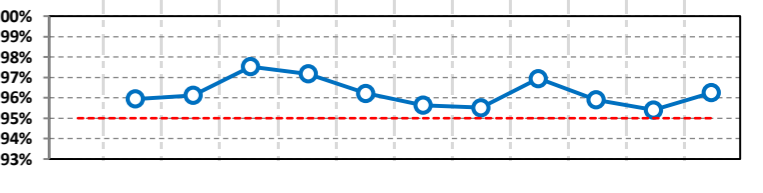
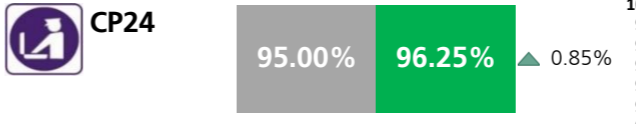
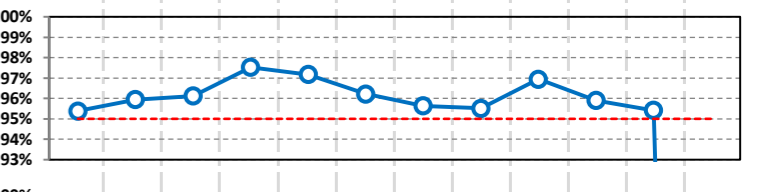
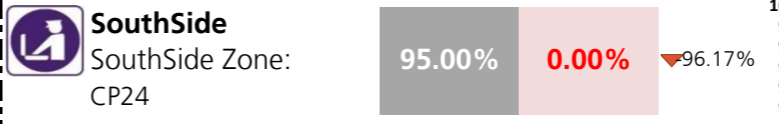
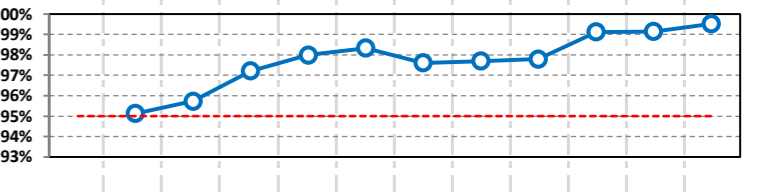
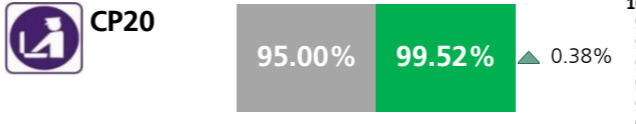
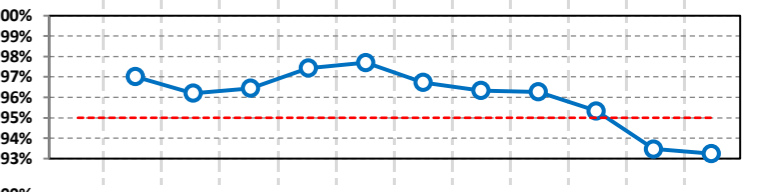
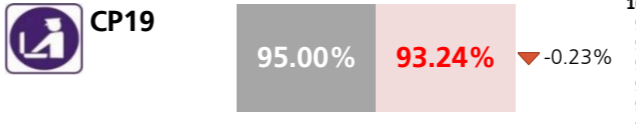
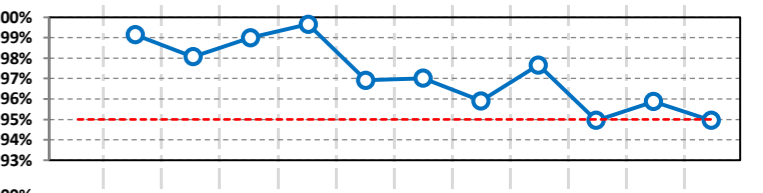
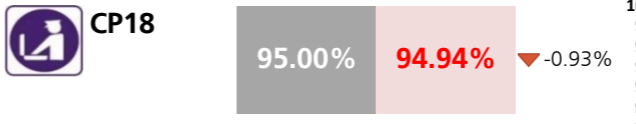
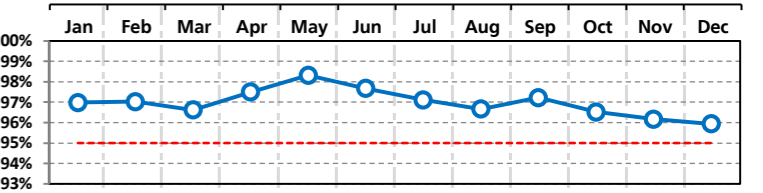
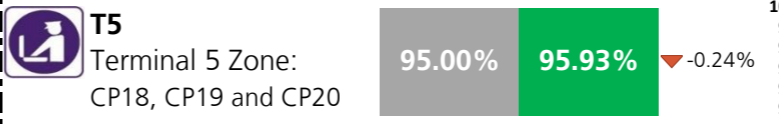
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search



Service Level Performance



Financial Report

| Rebates: | Dec - 2018 | | Year-To-Date | |
|----------|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| T2 | | £ - | £ - | 0 |
| T3 | | £ - | £ - | 0 |
| T4 | | £ - | £ - | 0 |
| T5 | | £ - | £ - | 0 |

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.

Financial year is from January 2019 - December 2019

Heathrow

Making every journey better