



# Heathrow Performance Report

Service Quality Rebate and Bonus - August 2019

Integrated Planning and Performance - Airport Operations

Printed: 16 September 2019

**Heathrow**  
*Making every journey better*

# Heathrow Performance Report August 2019

## Passenger Experience and Service Level Performance

|  | T2         | T3           | T4              | T5        |                  |
|--|------------|--------------|-----------------|-----------|------------------|
| <b>Departure lounge seat availability*</b><br>Ease of finding a seat                   | 4.34       | 4.17         | 4.29            | 4.08      |                  |
| <b>Cleanliness*</b><br>Overall cleanliness of the terminal                             | 4.38       | 4.17         | 4.26            | 4.32      |                  |
| <b>Wayfinding*</b><br>Ease of finding your way around the airport                      | 4.30       | 4.25         | 4.27            | 4.26      |                  |
| <b>Flight information*</b><br>Accuracy and ease of finding flight information          | 4.40       | 4.41         | 4.39            | 4.39      |                  |
| <b>Wi-Fi*</b><br>Ease of using WiFi  | 4.17       | 4.18         | 4.25            | 4.20      |                  |
| <b>Security*</b><br>Passenger satisfaction   | 4.26       | 4.22         | 4.23            | 4.21      |                  |
| <b>CSA queues - Times queue &lt;5 minutes</b><br>Based on 15min time periods measured  | 95.67%     | 96.04%       | 95.62%          | 95.81%    |                  |
| <b>CSA queues - Times queue &lt;10 minutes</b><br>Based on 15min time periods measured | 99.91%     | 99.31%       | 99.95%          | 99.49%    |                  |
| <b>Staff search</b><br>Based on 15min time periods measured                            | 99.63%     | 99.54%       | 99.63%          | 96.09%    |                  |
| <b>Transfer Search</b><br>Based on 15min time periods measured                         | 99.31%     | 97.37%       | 99.91%          | 96.89%    |                  |
|  | <b>CTA</b> | <b>Cargo</b> | <b>EastSide</b> | <b>T5</b> | <b>SouthSide</b> |
| <b>Control Post Security Search</b>  | 96.71%     | 95.53%       | 96.57%          | 97.25%    | 95.48%           |

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

## Service Level Performance

|   |        |        |        |        |
|---|--------|--------|--------|--------|
| <b>PSE (General)</b><br>Availability of Passenger Sensitive Equipment (General)   | 99.60% | 99.58% | 99.75% | 99.36% |
| <b>PSE (Priority)</b><br>Availability of Passenger Sensitive Equipment (Priority) | 99.53% | 99.58% | 99.61% | 99.37% |
| <b>Stands</b><br>Availability of stands   | 99.84% | 99.91% | 99.88% | 99.90% |
| <b>FEGP</b><br>Availability of Fixed Electrical Ground Power                      | 100%   | 99.99% | 99.99% | 99.98% |
| <b>Jetties</b><br>Availability of Air-Bridges                                     | 99.86% | 99.83% | 99.77% | 99.90% |
| <b>PCA</b><br>Availability of Pre-conditioned Air                                 | 99.92% | 99.98% |        | 99.99% |
| <b>SEGs</b>   | 100%   | 99.98% | 100%   | 99.96% |
| <b>Pier Service*</b><br>% Pier served passengers                                  | 97.21% | 95.95% | 99.99% |        |
| <b>Arrivals Reclaims</b><br>Bag reclaim belts availability                        | 99.30% | 99.73% | 99.77% | 99.95% |
| <b>Aerodrome congestion</b>   |        |        |        |        |
| <b>TTS - One car</b><br>Track Transit System - one car availability               |        |        |        | 99.95% |
| <b>TTS - Two cars</b><br>Track Transit System - % time two cars available         |        |        |        | 99.56% |

## Financial Report- Bonus and Rebates

|   | Rebates:   |    |    |    |     | Campus | Estimated Rebate | Estimated Rebate | Total Failures |
|---|------------|----|----|----|-----|--------|------------------|------------------|----------------|
|   | Aug - 2019 |    |    |    | YTD |        |                  |                  |                |
|   | T2         | T3 | T4 | T5 |     |        |                  |                  |                |
| <b>Departure lounge seat availability</b>       | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Cleanliness                                     | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>Wayfinding</b>                               | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Flight information                              | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>CSA Queues - Both</b>                        | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Staff Search                                    | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>Transfer search</b>                          | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Passenger Sensitive Equipment (General)         | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>Passenger Sensitive Equipment (Priority)</b> | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Stands  | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>FEGP</b>                                     | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Jetties   | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>Pre-conditioned air</b>                      | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Stand entry guidance                            | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>Pier Service</b>                             | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| Arrivals reclaims                               | ✓          | ✓  | ✓  | ✓  |     | £ -    | £ -              | 0                |                |
| <b>Control Posts Search</b>                     |            |    |    |    | ✓   | £ -    | £ -              | 0                |                |
| <b>Aerodrome Congestion</b>                     |            |    |    |    | ✓   | £ -    | £ -              | 0                |                |
| <b>Total</b>                                    |            |    |    |    |     | £ -    | £ -              | 0                |                |

|      | Bonuses:        |                 | Aug - 2019 |      |      |                 | YTD              |                 |            |
|------|-----------------|-----------------|------------|------|------|-----------------|------------------|-----------------|------------|
|      | Lower Threshold | Upper Threshold | T2         | T3   | T4   | T5              | Estimated Bonus  | Estimated Bonus | Total Pass |
| 4.10 | 4.50            | 4.34            | 4.17       | 4.29 | 4.08 | £ -             | £ 27,500         | 2               |            |
| 4.20 | 4.50            | 4.38            | 4.17       | 4.26 | 4.32 | £ -             | £ -              | 0               |            |
| 4.20 | 4.50            | 4.30            | 4.25       | 4.27 | 4.26 | £ 91,668        | £ 660,012        | 8               |            |
| 4.40 | 4.70            | 4.40            | 4.41       | 4.39 | 4.39 | £ -             | £ -              | 0               |            |
|      |                 |                 |            |      |      | <b>£ 91,668</b> | <b>£ 687,512</b> | <b>10</b>       |            |

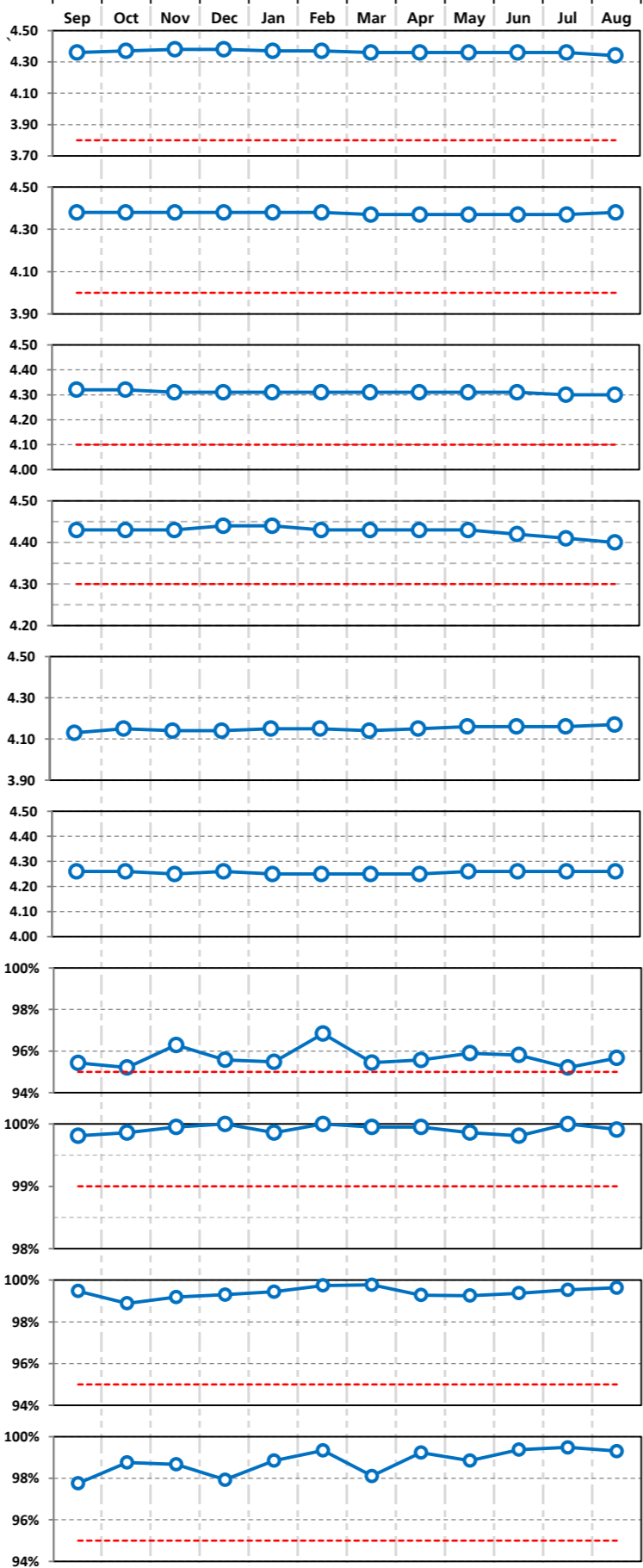
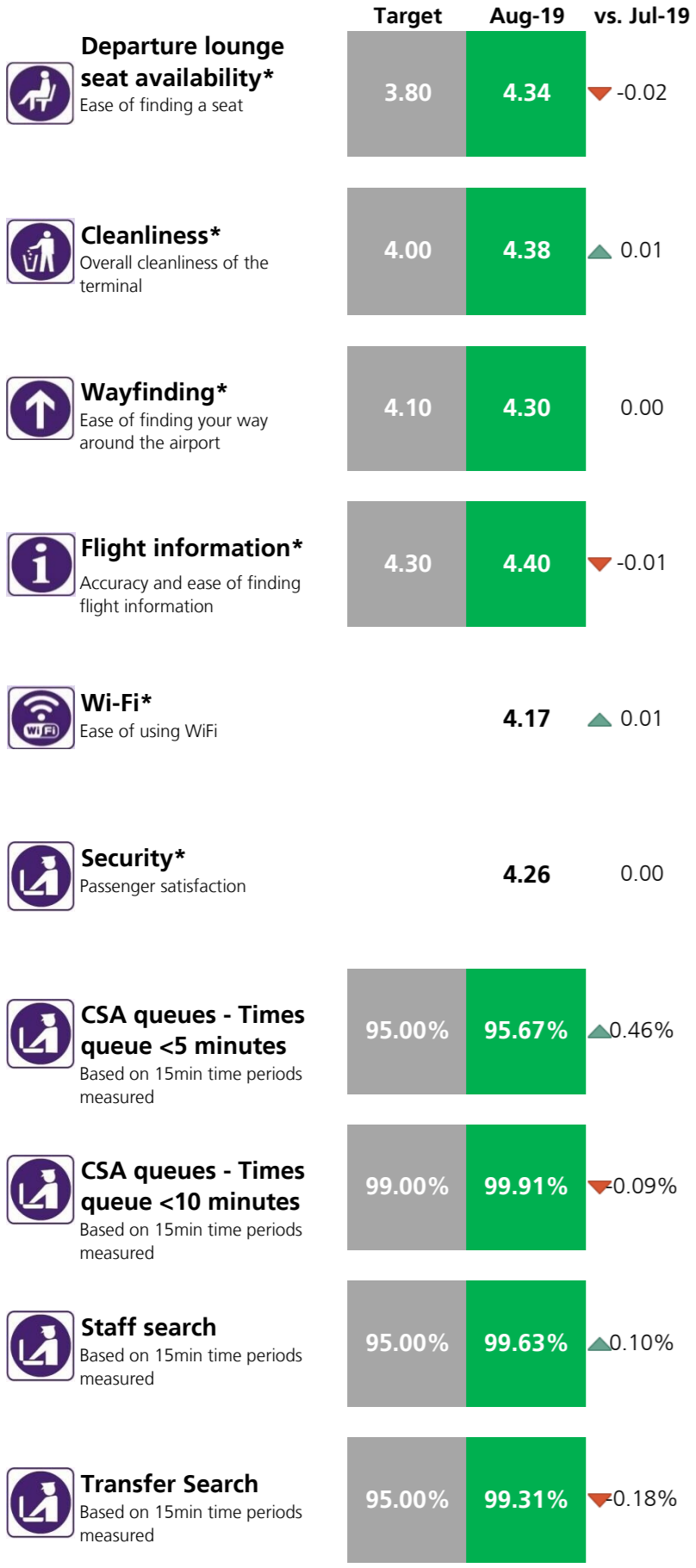
**Bonus:** All business units must exceed Lower Threshold.  
Lowest Score will be used to calculate bonus term each month for qualifying measures  
Financial year is from January 2019 - December 2019

**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.

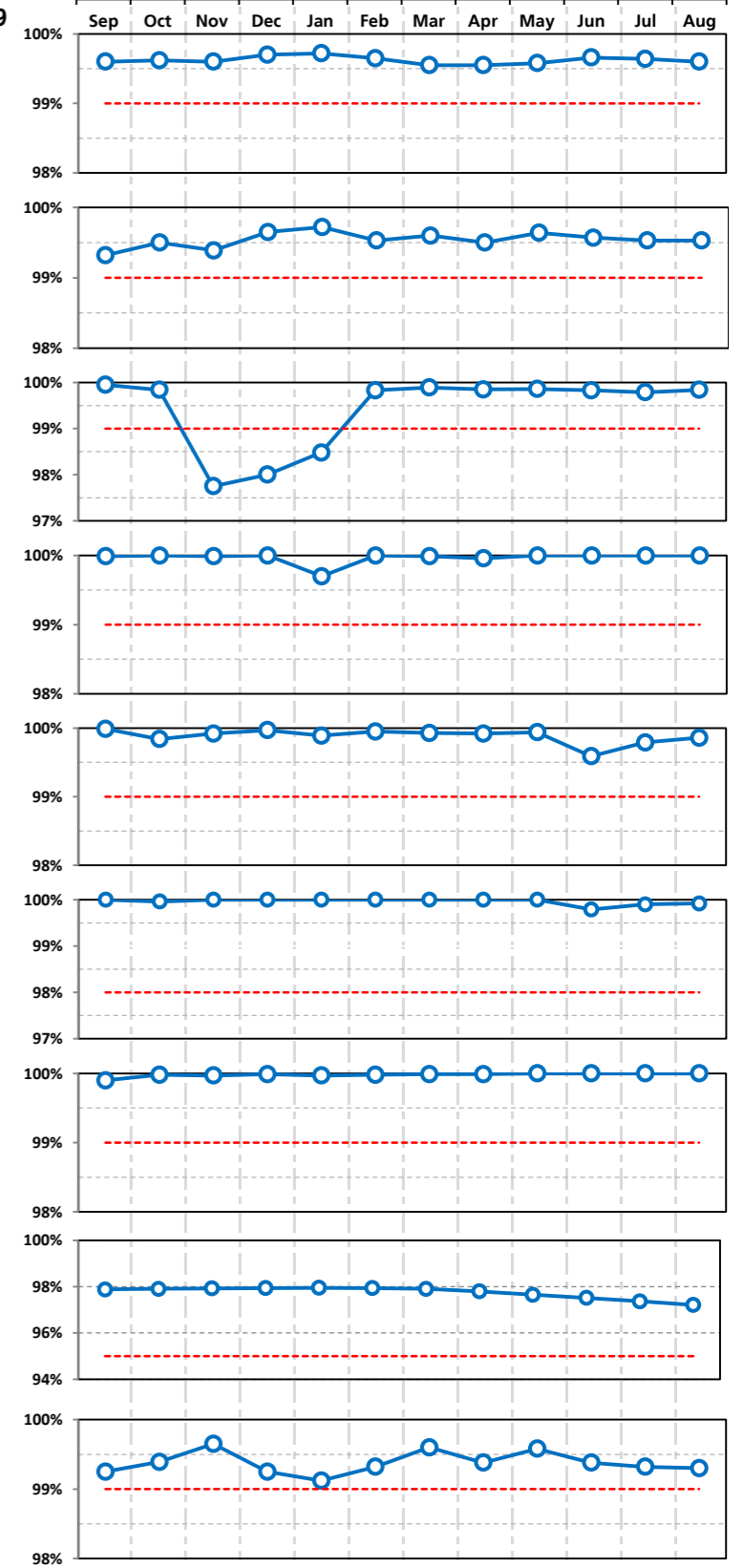
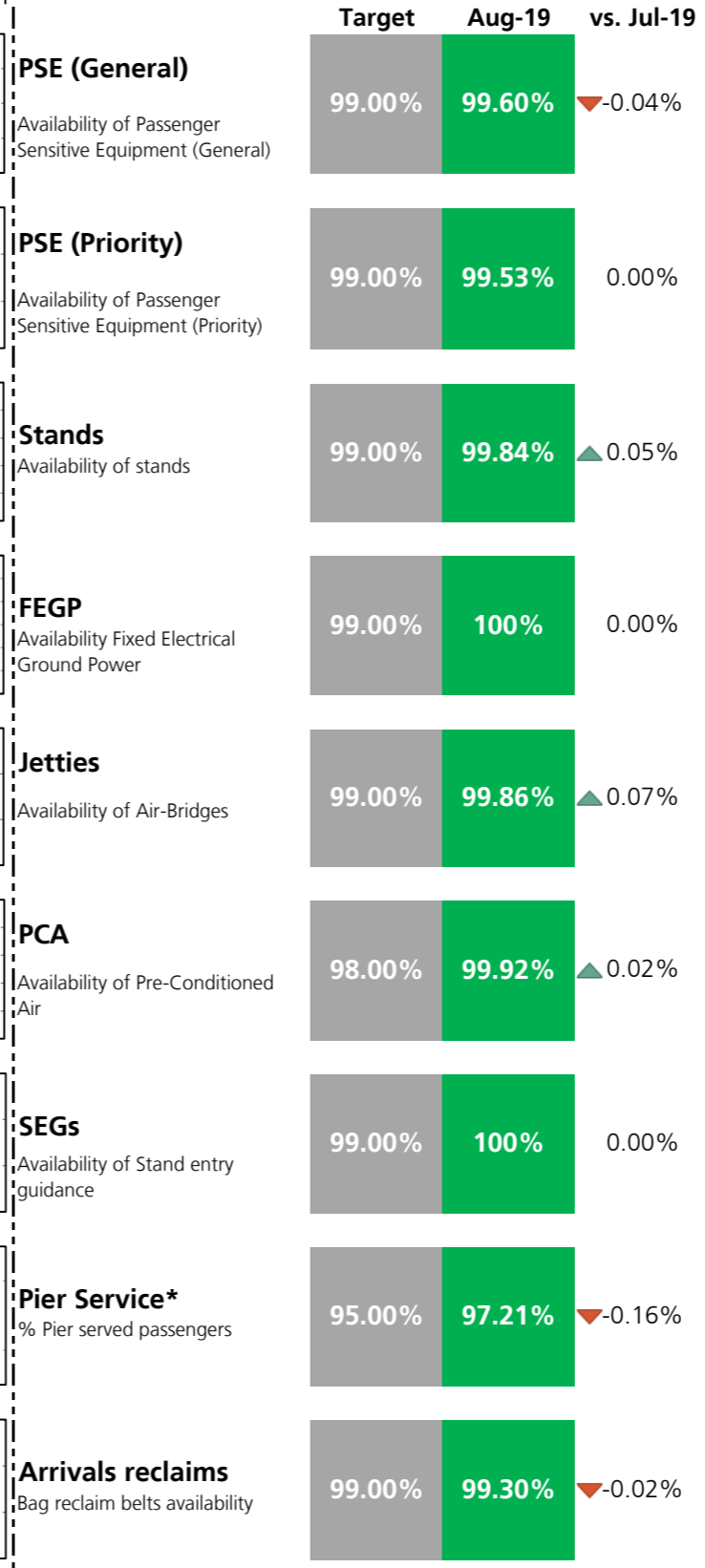
# Terminal 2 Performance Report August 2019

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

## Passenger Experience and Service Level Performance



## Service Level Performance



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

# Terminal 2 Performance Report August 2019

## Financial Report - Bonus and Rebates

### Rebates:

|   | Aug - 2019      |                  | Year-to-Date     |                    |
|---|-----------------|------------------|------------------|--------------------|
|   | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| <b>Departure lounge seat availability</b> | ✓               | £ -              | £ -              | 0                  |
| Cleanliness                               | ✓               | £ -              | £ -              | 0                  |
| <b>Wayfinding</b>                         | ✓               | £ -              | £ -              | 0                  |
| Flight information                        | ✓               | £ -              | £ -              | 0                  |
| <b>CSA queues - Both</b>                  | ✓               | £ -              | £ -              | 0                  |
| Staff search                              | ✓               | £ -              | £ -              | 0                  |
| <b>Transfer search</b>                    | ✓               | £ -              | £ -              | 0                  |
| PSE (General)                             | ✓               | £ -              | £ -              | 0                  |
| <b>PSE (Priority)</b>                     | ✓               | £ -              | £ -              | 0                  |
| Stands                                    | ✓               | £ -              | £ -              | 0                  |
| <b>FEGP</b>                               | ✓               | £ -              | £ -              | 0                  |
| Jetties                                   | ✓               | £ -              | £ -              | 0                  |
| <b>PCA</b>                                | ✓               | £ -              | £ -              | 0                  |
| SEGS                                      | ✓               | £ -              | £ -              | 0                  |
| <b>Pier Service</b>                       | ✓               | £ -              | £ -              | 0                  |
| Arrivals reclaims                         | ✓               | £ -              | £ -              | 0                  |
|   |                 | £ -              | £ -              | 0                  |

### Bonuses:

|   | Measure | Lower Threshold | Upper Threshold | Actual | Aug - 2019                      |                                 | Year-to-Date    |  |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
|   |         |                 |                 |        | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |  |
| <b>Departure lounge seat availability</b> | MAA     | 4.10            | 4.50            | 4.34   | £ -                             | £ 27,500.50                     | 2               |  |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.38   | £ -                             | £ -                             | 0               |  |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.30   | £ 91,668                        | £ 568,344                       | 7               |  |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.40   | £ -                             | £ -                             | 0               |  |
|   |         |                 |                 |        | £ 91,668                        | £ 595,844                       | 9               |  |

### 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

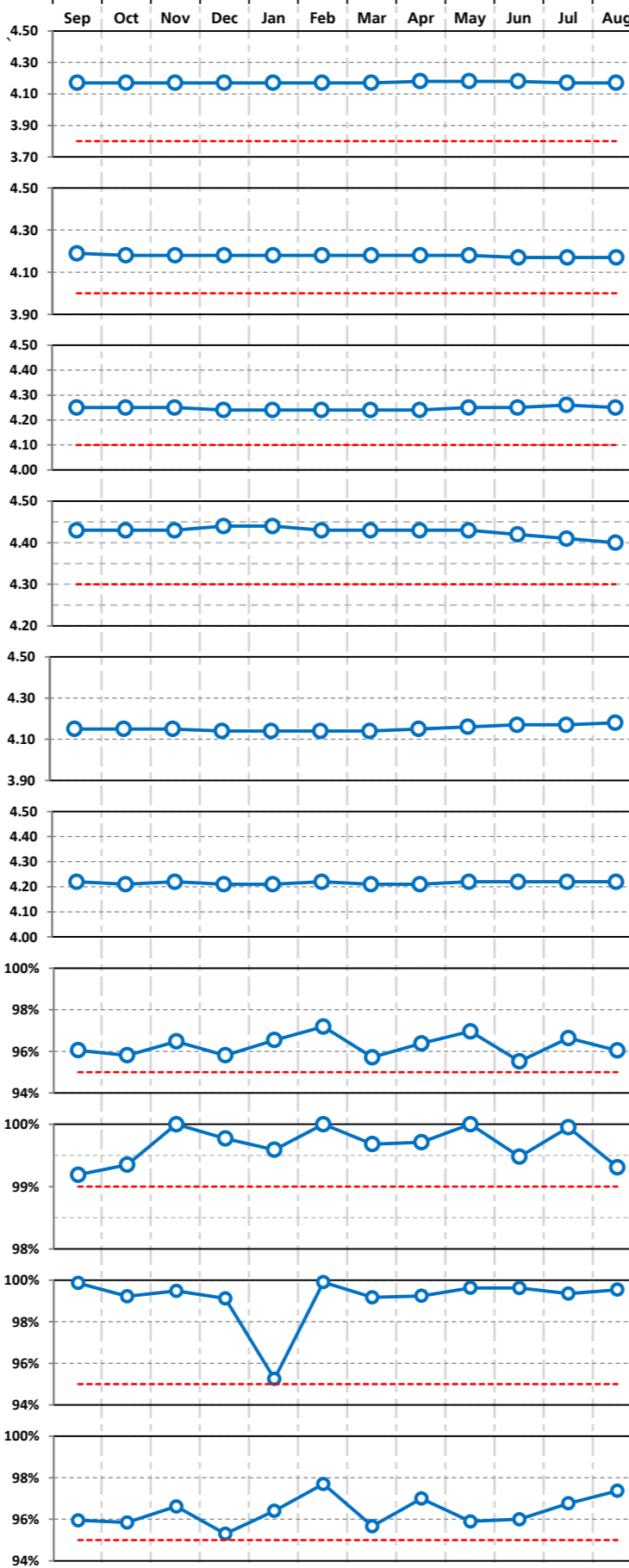
All bonus measures are based on MAA

# Terminal 3 Performance Report August 2019

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

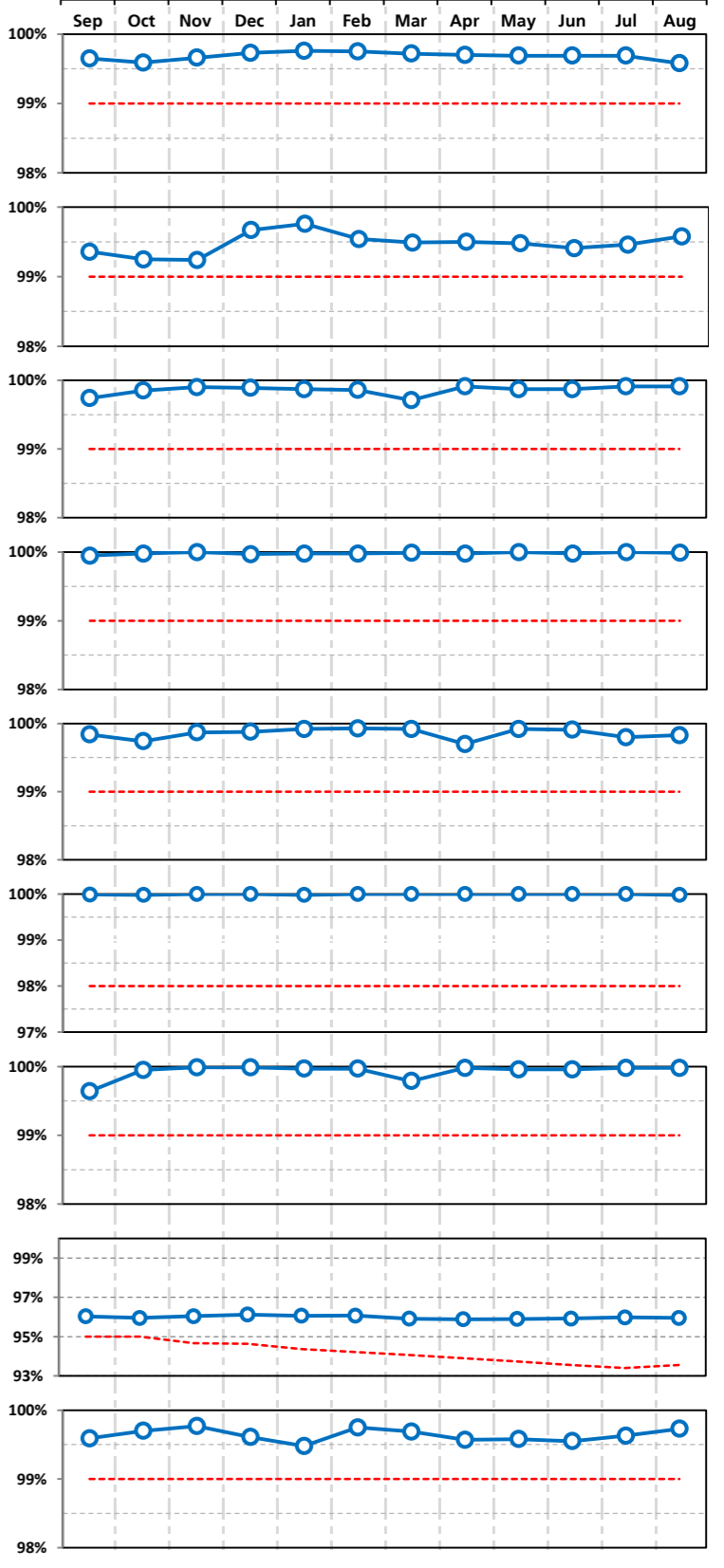
## Passenger Experience and Service Level Performance

| Metric   | Target | Aug-19 | vs. Jul-19 |
|--|--------|--------|------------|
| <b>Departure lounge seat availability*</b><br>Ease of finding a seat                   | 3.80   | 4.17   | 0.00       |
| <b>Cleanliness*</b><br>Overall cleanliness of the terminal                             | 4.00   | 4.17   | 0.00       |
| <b>Wayfinding*</b><br>Ease of finding your way around the airport                      | 4.10   | 4.25   | -0.01      |
| <b>Flight information*</b><br>Accuracy and ease of finding flight information          | 4.30   | 4.41   | 0.01       |
| <b>Wi-Fi*</b><br>Ease of using WiFi  |        | 4.18   | 0.01       |
| <b>Security*</b><br>Passenger satisfaction   |        | 4.22   | 0.00       |
| <b>CSA queues - Times queue &lt;5 minutes</b><br>Based on 15min time periods measured  | 95.00% | 96.04% | -0.60%     |
| <b>CSA queues - Times queue &lt;10 minutes</b><br>Based on 15min time periods measured | 99.00% | 99.31% | -0.64%     |
| <b>Staff search</b><br>Based on 15min time periods measured                            | 95.00% | 99.54% | 0.19%      |
| <b>Transfer Search</b><br>Based on 15min time periods measured                         | 95.00% | 97.37% | 0.60%      |



## Service Level Performance

| Metric  | Target | Aug-19 | vs. Jul-19 |
|---|--------|--------|------------|
| <b>PSE (General)</b><br>Availability of Passenger Sensitive Equipment (General)   | 99.00% | 99.58% | -0.11%     |
| <b>PSE (Priority)</b><br>Availability of Passenger Sensitive Equipment (Priority) | 99.00% | 99.58% | 0.12%      |
| <b>Stands</b><br>Availability of stands   | 99.00% | 99.91% | 0.00%      |
| <b>FEGP</b><br>Availability Fixed Electrical Ground Power                         | 99.00% | 99.99% | -0.01%     |
| <b>Jetties</b><br>Availability of Air-Bridges                                     | 99.00% | 99.83% | 0.03%      |
| <b>PCA</b><br>Availability of Pre-Conditioned Air                                 | 98.00% | 99.98% | -0.02%     |
| <b>SEGs</b><br>Availability of Stand entry guidance                               | 99.00% | 99.98% | 0.00%      |
| <b>Pier Service*</b><br>% Pier served passengers                                  | 93.56% | 95.95% | -0.03%     |
| <b>Arrivals reclaims</b><br>Bag reclaim belts availability                        | 99.00% | 99.73% | 0.10%      |



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

# Terminal 3 Performance Report August 2019

## Financial Report - Bonus and Rebates

### Rebates:

|   | Aug - 2019      |                  | Year-to-Date     |                    |
|---|-----------------|------------------|------------------|--------------------|
|   | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| <b>Departure lounge seat availability</b> | ✓               | £ -              | £ -              | 0                  |
| Cleanliness                               | ✓               | £ -              | £ -              | 0                  |
| <b>Wayfinding</b>                         | ✓               | £ -              | £ -              | 0                  |
| Flight information                        | ✓               | £ -              | £ -              | 0                  |
| <b>CSA queues - Both</b>                  | ✓               | £ -              | £ -              | 0                  |
| Staff search                              | ✓               | £ -              | £ -              | 0                  |
| <b>Transfer search</b>                    | ✓               | £ -              | £ -              | 0                  |
| PSE (General)                             | ✓               | £ -              | £ -              | 0                  |
| <b>PSE (Priority)</b>                     | ✓               | £ -              | £ -              | 0                  |
| Stands                                    | ✓               | £ -              | £ -              | 0                  |
| <b>FEGP</b>                               | ✓               | £ -              | £ -              | 0                  |
| Jetties                                   | ✓               | £ -              | £ -              | 0                  |
| <b>PCA</b>                                | ✓               | £ -              | £ -              | 0                  |
| SEGS                                      | ✓               | £ -              | £ -              | 0                  |
| <b>Pier Service</b>                       | ✓               | £ -              | £ -              | 0                  |
| Arrivals reclaims                         | ✓               | £ -              | £ -              | 0                  |
|   |                 | £ -              | £ -              | 0                  |

### Bonuses:

|   | Measure | Lower Threshold | Upper Threshold | Actual | Aug - 2019                      |                                 | Year-to-Date    |  |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
|   |         |                 |                 |        | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |  |
| <b>Departure lounge seat availability</b> | MAA     | 4.10            | 4.50            | 4.17   | £ -                             | £ 27,500.50                     | 2               |  |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.17   | £ -                             | £ -                             | 0               |  |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.25   | £ 91,668                        | £ 568,344                       | 7               |  |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.41   | £ -                             | £ -                             | 0               |  |
|   |         |                 |                 |        | £ 91,668                        | £ 595,844                       | 9               |  |

### 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.

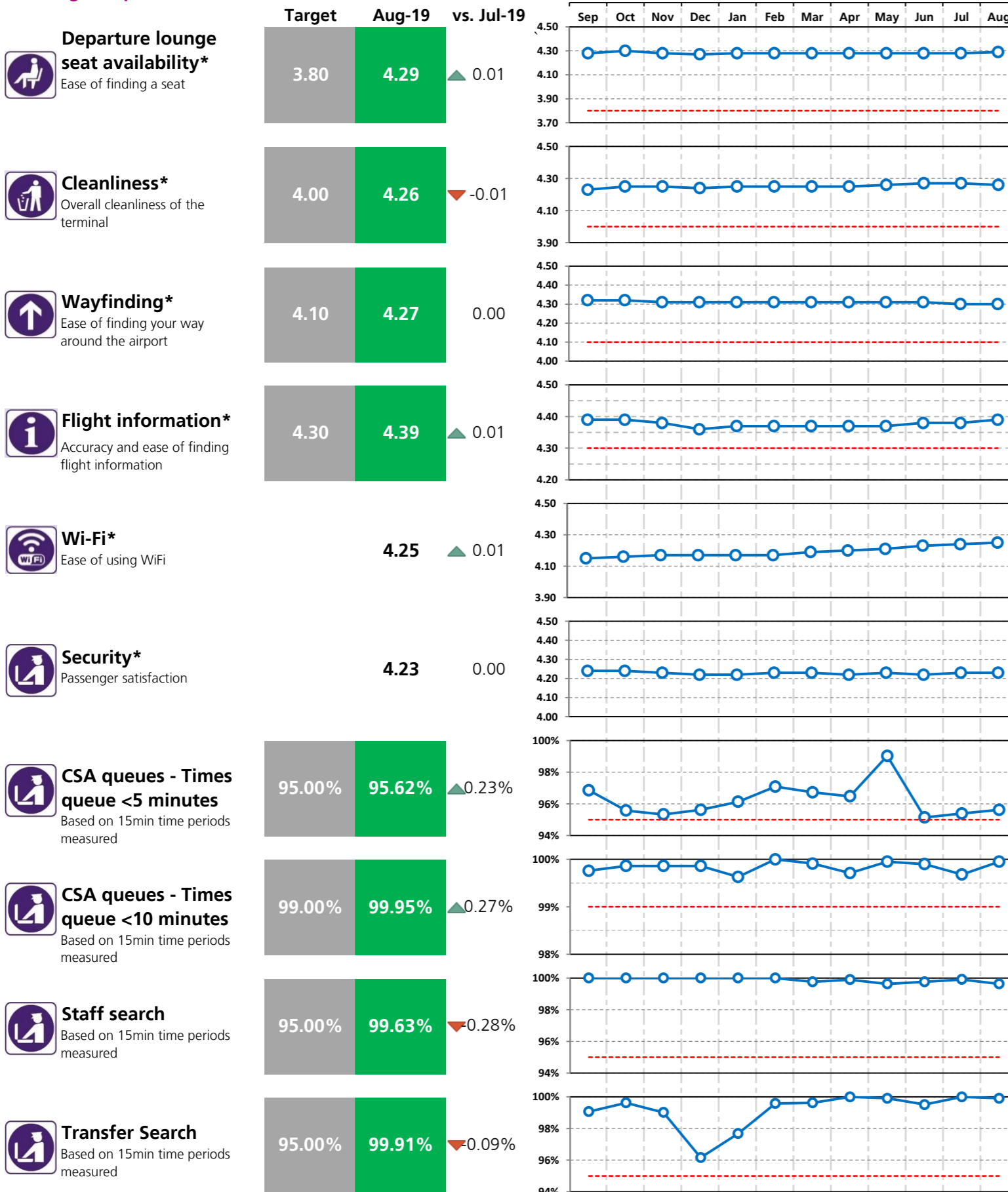
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

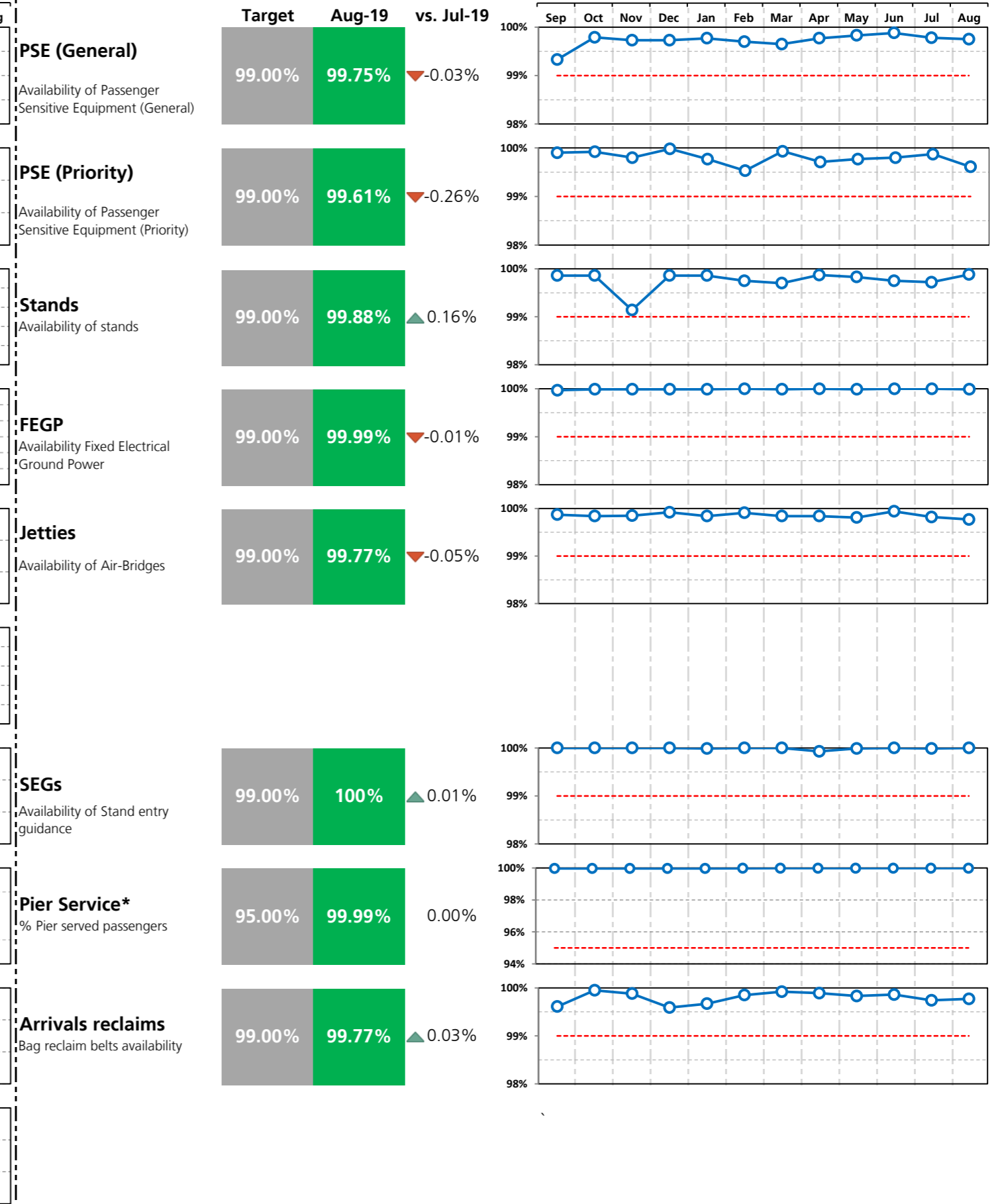
# Terminal 4 Performance Report August 2019

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

## Passenger Experience and Service Level Performance



## Service Level Performance



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

# Terminal 4 Performance Report August 2019

## Financial Report - Bonus and Rebates

### Rebates:

|   | Aug - 2019      |                  | Year-to-Date     |                    |
|---|-----------------|------------------|------------------|--------------------|
|   | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| <b>Departure lounge seat availability</b> | ✓               | £ -              | £ -              | 0                  |
| Cleanliness                               | ✓               | £ -              | £ -              | 0                  |
| <b>Wayfinding</b>                         | ✓               | £ -              | £ -              | 0                  |
| Flight information                        | ✓               | £ -              | £ -              | 0                  |
| <b>CSA queues - Both</b>                  | ✓               | £ -              | £ -              | 0                  |
| Staff search                              | ✓               | £ -              | £ -              | 0                  |
| <b>Transfer search</b>                    | ✓               | £ -              | £ -              | 0                  |
| PSE (General)                             | ✓               | £ -              | £ -              | 0                  |
| <b>PSE (Priority)</b>                     | ✓               | £ -              | £ -              | 0                  |
| Stands                                    | ✓               | £ -              | £ -              | 0                  |
| <b>FEGP</b>                               | ✓               | £ -              | £ -              | 0                  |
| Jetties                                   | ✓               | £ -              | £ -              | 0                  |
| <b>PCA</b>                                | ✓               | £ -              | £ -              | 0                  |
| SEGs                                      | ✓               | £ -              | £ -              | 0                  |
| <b>Pier Service</b>                       | ✓               | £ -              | £ -              | 0                  |
| Arrivals reclaims                         | ✓               | £ -              | £ -              | 0                  |
|   |                 | £ -              | £ -              | 0                  |

### Bonuses:

|   | Measure | Lower Threshold | Upper Threshold | Actual | Aug - 2019                      |                                 | Year-to-Date      |  |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-------------------|--|
|   |         |                 |                 |        | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonuses |  |
| <b>Departure lounge seat availability</b> | MAA     | 4.10            | 4.50            | 4.29   | £ -                             | £ 27,500.50                     | 2                 |  |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.26   | £ -                             | £ -                             | 0                 |  |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.27   | £ 91,668                        | £ 568,344                       | 7                 |  |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.39   | £ -                             | £ -                             | 0                 |  |
|   |         |                 |                 |        | £ 91,668                        | £ 595,844                       | 9                 |  |

### 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

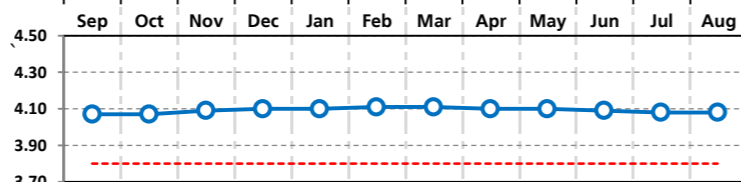
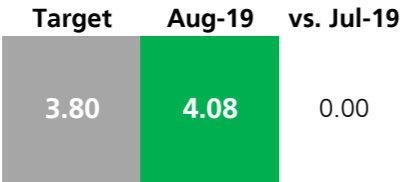


# Terminal 5 Performance Report August 2019

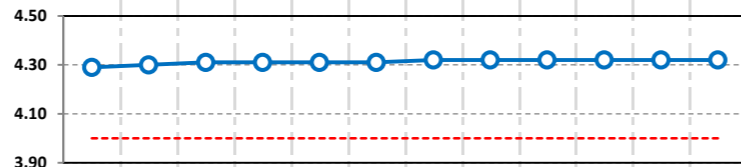
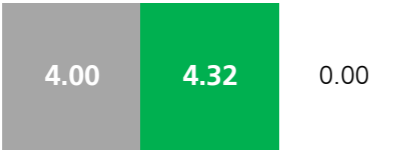
## Passenger Experience and Service Level Performance

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

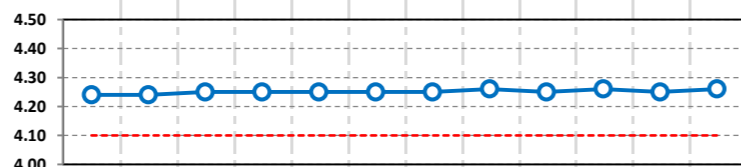
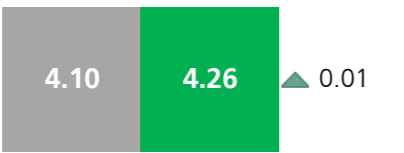
**Departure lounge seat availability\***  
Ease of finding a seat



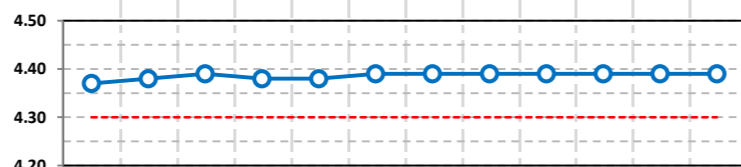
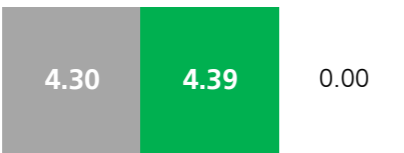
**Cleanliness\***  
Overall cleanliness of the terminal



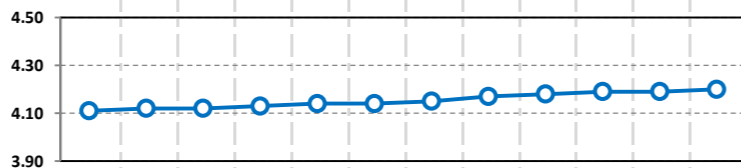
**Wayfinding\***  
Ease of finding your way around the airport



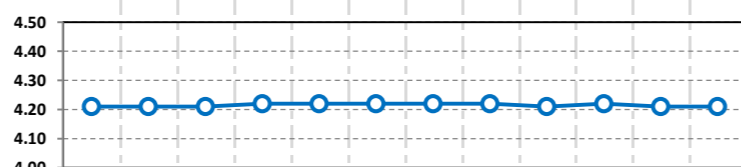
**Flight information\***  
Accuracy and ease of finding flight information



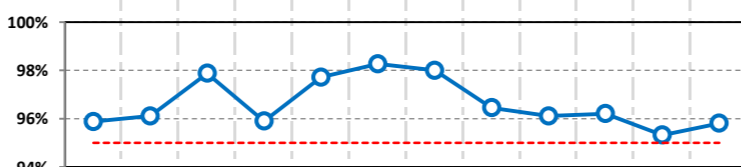
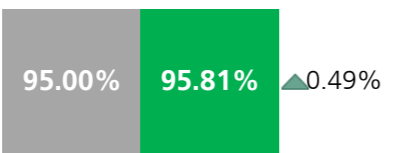
**Wi-Fi\***  
Ease of using WiFi



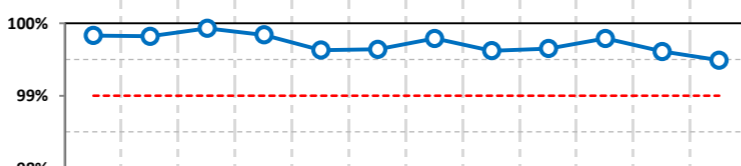
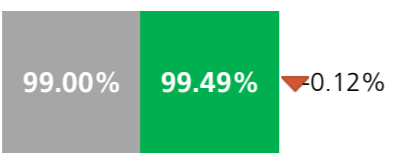
**Security\***  
Passenger satisfaction



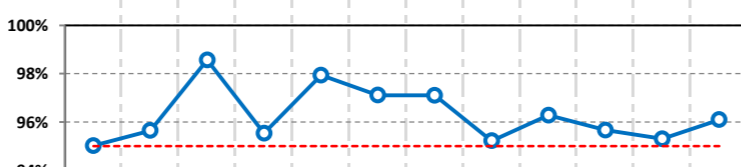
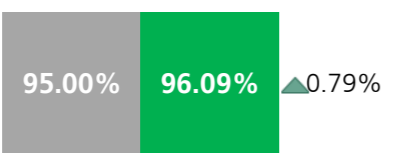
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



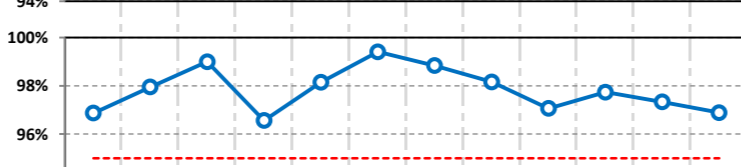
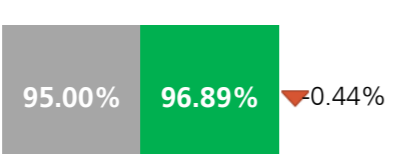
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



**Staff search**  
Based on 15min time periods measured



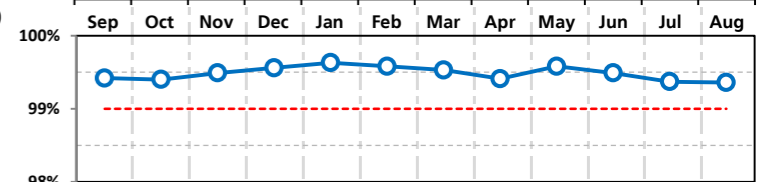
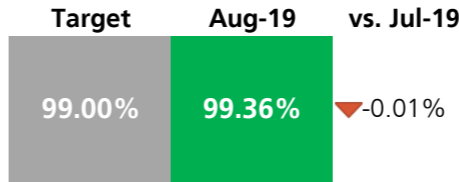
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

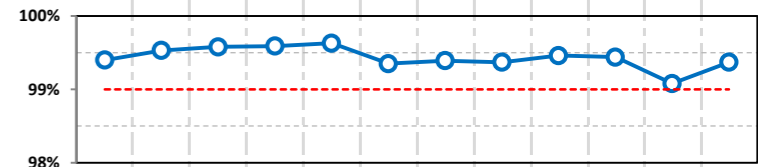
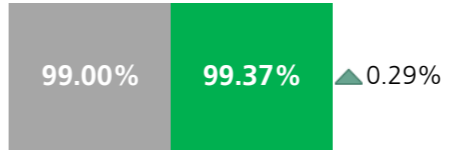
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



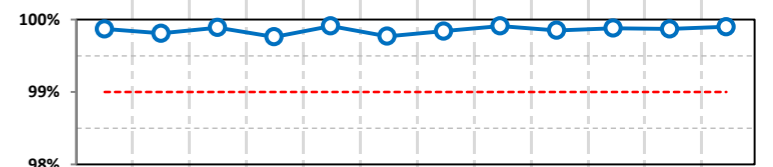
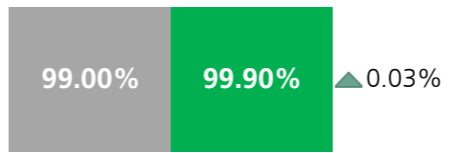
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



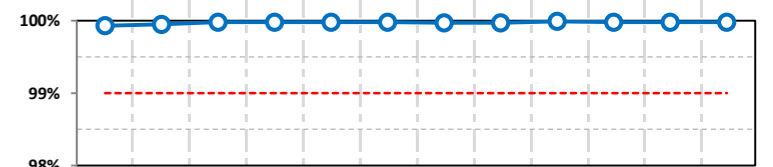
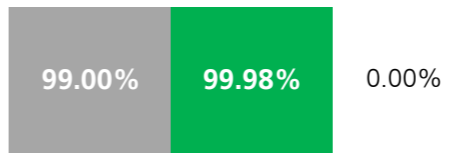
**Stands**

Availability of stands



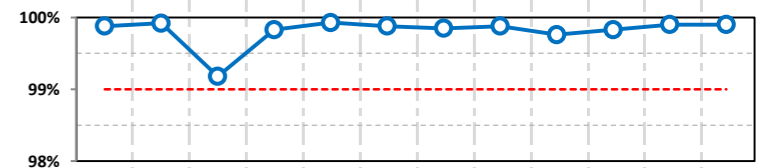
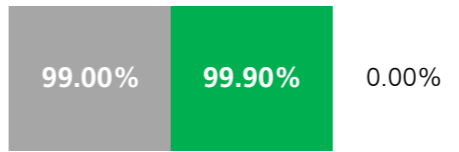
**FEGP**

Availability Fixed Electrical Ground Power



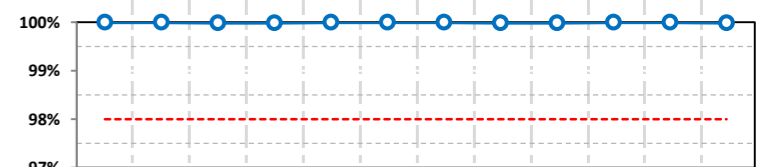
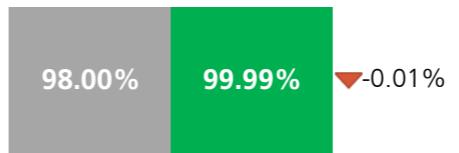
**Jetties**

Availability of Air-Bridges



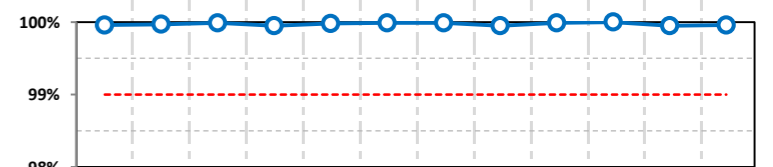
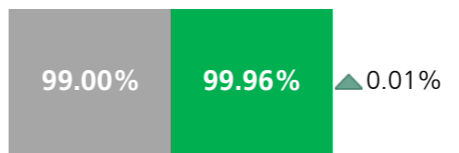
**PCA**

Availability of Pre-Conditioned Air



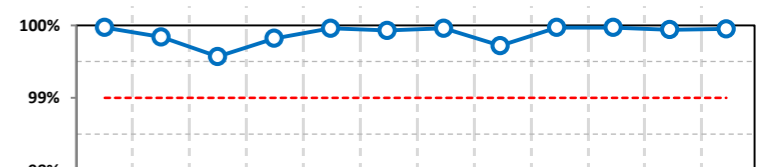
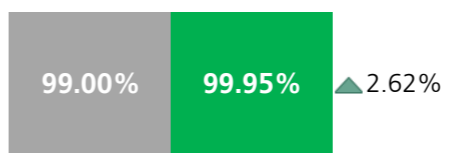
**SEGs**

Availability of Stand entry guidance



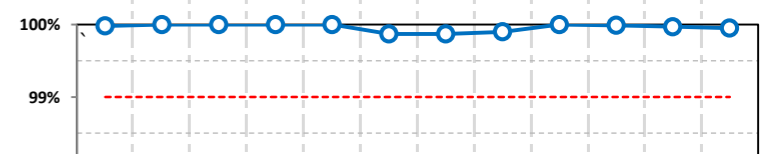
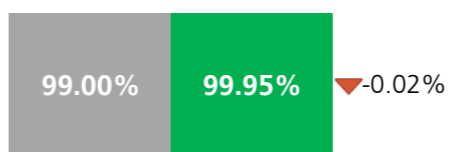
**Arrivals reclaims**

Bag reclaim belts availability



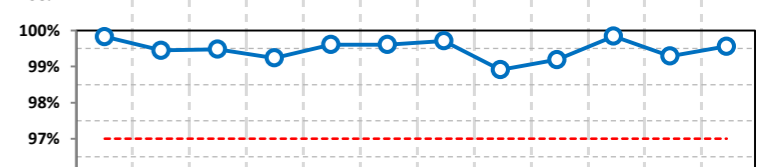
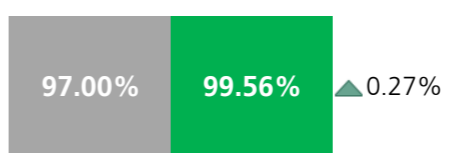
**TTS - One car**

Track Transit System - one car availability



**TTS - Two cars**

Track Transit System - % time two cars available



**Notes:**

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

# Terminal 5 Performance Report August 2019

## Financial Report - Bonus and Rebates

### Rebates:

|   | Aug - 2019      |                  | Year-to-Date     |                    |
|---|-----------------|------------------|------------------|--------------------|
|   | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| <b>Departure lounge seat availability</b> | ✓               | £ -              | £ -              | 0                  |
| Cleanliness                               | ✓               | £ -              | £ -              | 0                  |
| <b>Wayfinding</b>                         | ✓               | £ -              | £ -              | 0                  |
| Flight information                        | ✓               | £ -              | £ -              | 0                  |
| <b>CSA queues - Both</b>                  | ✓               | £ -              | £ -              | 0                  |
| Staff search                              | ✓               | £ -              | £ -              | 0                  |
| <b>Transfer search</b>                    | ✓               | £ -              | £ -              | 0                  |
| PSE (General)                             | ✓               | £ -              | £ -              | 0                  |
| <b>PSE (Priority)</b>                     | ✓               | £ -              | £ -              | 0                  |
| Stands                                    | ✓               | £ -              | £ -              | 0                  |
| <b>FEGP</b>                               | ✓               | £ -              | £ -              | 0                  |
| Jetties                                   | ✓               | £ -              | £ -              | 0                  |
| <b>PCA</b>                                | ✓               | £ -              | £ -              | 0                  |
| SEGs                                      | ✓               | £ -              | £ -              | 0                  |
| <b>Pier Service</b>                       |                 |                  |                  |                    |
| Arrivals reclaims                         | ✓               | £ -              | £ -              | 0                  |
|   |                 | £ -              | £ -              | 0                  |

### Bonuses:

|   | Measure | Lower Threshold | Upper Threshold | Aug - 2019 |                                 | Year-to-Date                    |                 |
|---|---------|-----------------|-----------------|------------|---------------------------------|---------------------------------|-----------------|
|   |         |                 |                 | Actual     | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| <b>Departure lounge seat availability</b> | MAA     | 4.10            | 4.50            | 4.08       | £ -                             | £ 27,500.50                     | 2               |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.32       | £ -                             | £ -                             | 0               |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.26       | £ 91,668                        | £ 568,344                       | 7               |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.39       | £ -                             | £ -                             | 0               |
|   |         |                 |                 |            | £ 91,668                        | £ 595,844                       | 9               |

### 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

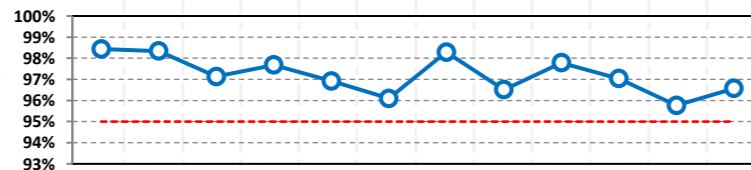
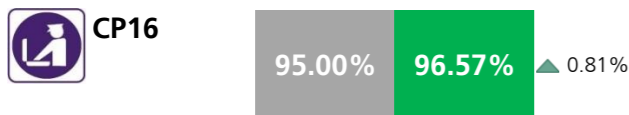
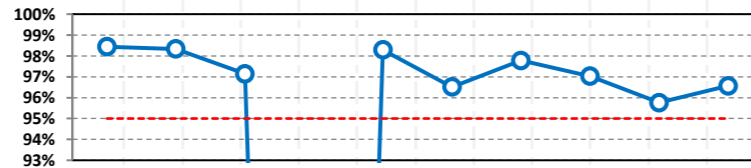
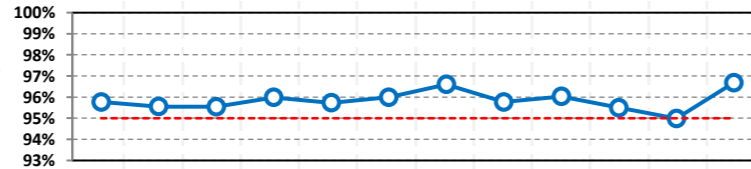
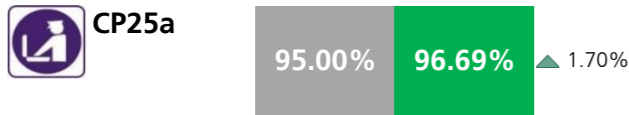
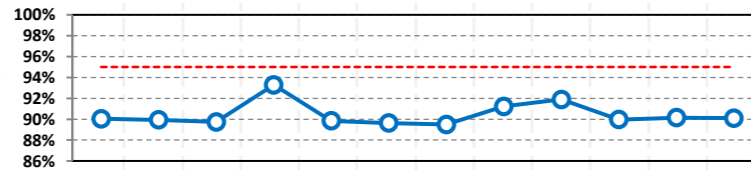
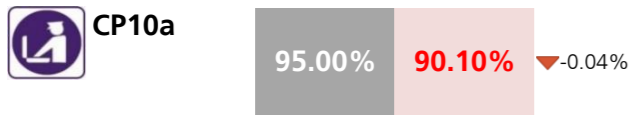
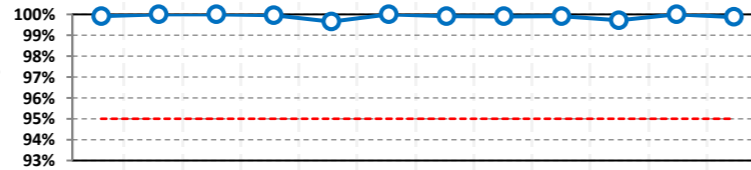
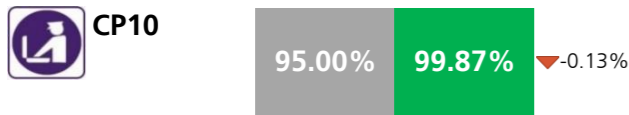
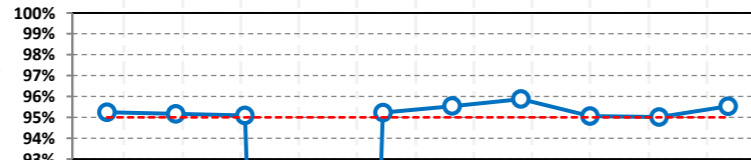
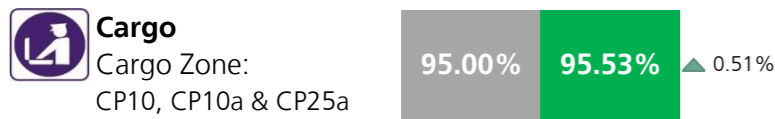
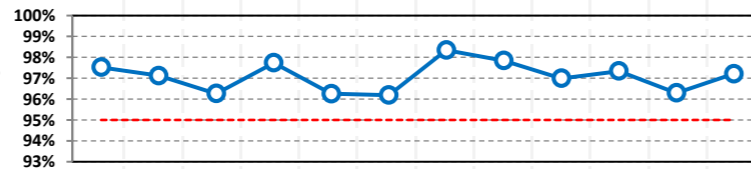
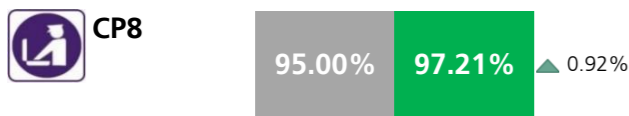
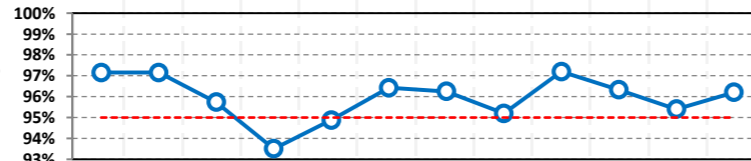
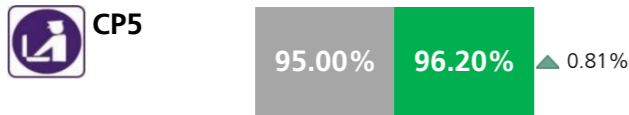
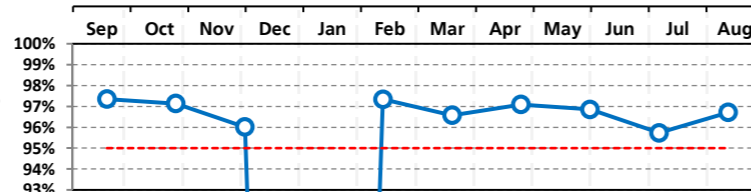
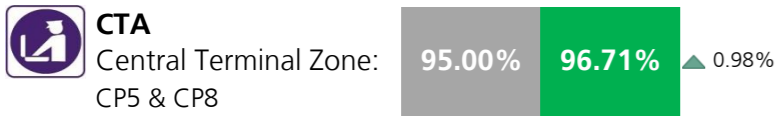
All bonus measures are based on MAA

# Campus Performance Report August 2019

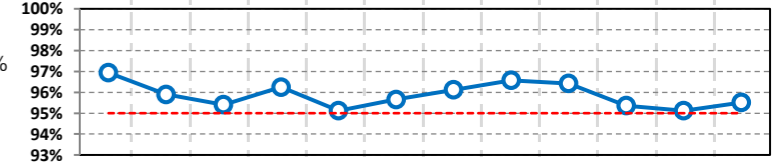
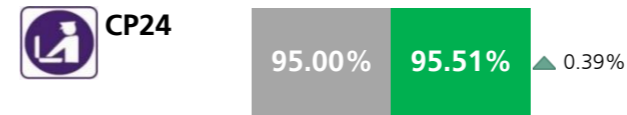
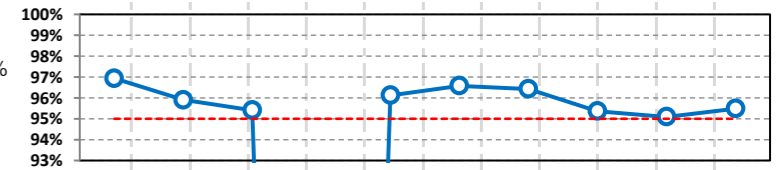
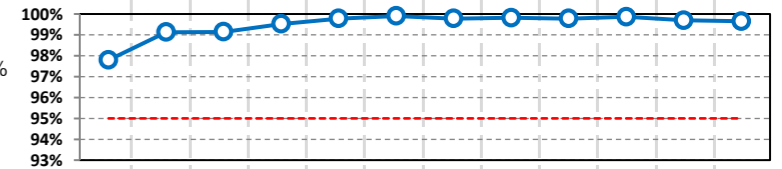
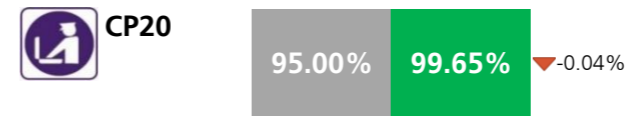
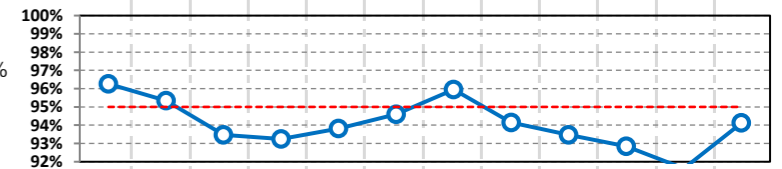
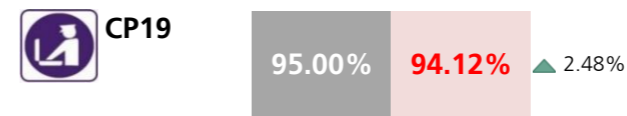
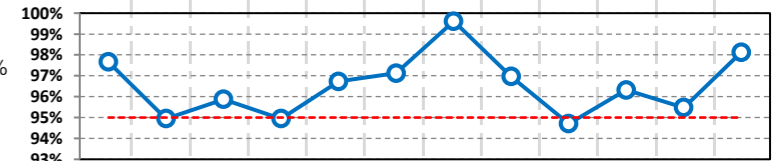
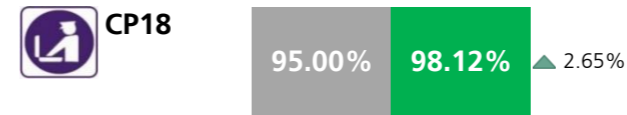
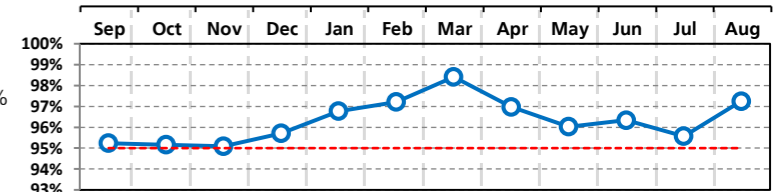
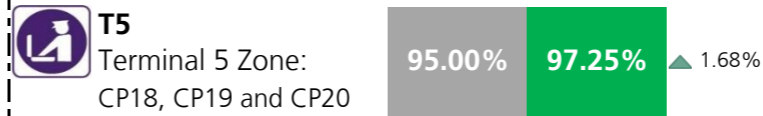
## Financial Report - Bonus and Rebates

### Service Level Performance

#### Control Post Security Search



### Service Level Performance



### Financial Report

#### Rebates:

|    | Aug - 2019      |                  | Year-To-Date     |                    |
|----|-----------------|------------------|------------------|--------------------|
|    | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| T2 | ✓               | £ -              | £ -              | 0                  |
| T3 | ✓               | £ -              | £ -              | 0                  |
| T4 | ✓               | £ -              | £ -              | 0                  |
| T5 | ✓               | £ -              | £ -              | 0                  |
|    |                 | £ -              | £ -              | 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*