



# Heathrow Performance Report

Service Quality Rebate and Bonus - October 2020

Operational Planning

Printed: 18 November 2020

**Heathrow**  
Making every journey better

# Heathrow Performance Report October 2020

## Passenger Experience and Service Level Performance

|  | T2         | T3           | T4              | T5        |                  |
|--|------------|--------------|-----------------|-----------|------------------|
| <b>Departure lounge seat availability*</b><br>Ease of finding a seat                   | 4.42       | 4.28         | 4.31            | 4.19      |                  |
| <b>Cleanliness*</b><br>Overall cleanliness of the terminal                             | 4.40       | 4.20         | 4.33            | 4.33      |                  |
| <b>Wayfinding*</b><br>Ease of finding your way around the airport                      | 4.35       | 4.27         | 4.34            | 4.28      |                  |
| <b>Flight information*</b><br>Accuracy and ease of finding flight information          | 4.44       | 4.42         | 4.44            | 4.41      |                  |
| <b>Wi-Fi*</b><br>Ease of using WiFi  | 4.18       | 4.21         | 4.35            | 4.22      |                  |
| <b>Security*</b><br>Passenger satisfaction   | 4.31       | 4.28         | 4.30            | 4.24      |                  |
| <b>CSA queues - Times queue &lt;5 minutes</b><br>Based on 15min time periods measured  | 95.85%     |              |                 | 90.18%    |                  |
| <b>CSA queues - Times queue &lt;10 minutes</b><br>Based on 15min time periods measured | 99.58%     |              |                 | 97.12%    |                  |
| <b>Staff search **</b><br>Based on 15min time periods measured                         | 99.30%     | 99.44%       | 100%            | 99.84%    |                  |
| <b>Transfer Search</b><br>Based on 15min time periods measured                         | 100%       |              |                 | 95.57%    |                  |
|  | <b>CTA</b> | <b>Cargo</b> | <b>EastSide</b> | <b>T5</b> | <b>SouthSide</b> |
| <b>Control Post Security Search</b>  | 96.59%     | 95.71%       | 100%            | 95.87%    | 94.20%           |

## Service Level Performance

|   |        |        |        |        |
|---|--------|--------|--------|--------|
| <b>PSE (General)</b><br>Availability of Passenger Sensitive Equipment (General)   | 99.70% | 99.96% | 99.97% | 99.63% |
| <b>PSE (Priority)</b><br>Availability of Passenger Sensitive Equipment (Priority) | 99.69% | 100%   | 100%   | 99.78% |
| <b>Stands</b><br>Availability of stands   | 99.75% | 99.49% | 94.55% | 99.01% |
| <b>FEGP</b><br>Availability of Fixed Electrical Ground Power                      | 100%   | 100%   | 100%   | 99.61% |
| <b>Jetties</b><br>Availability of Air-Bridges                                     | 99.84% | 99.58% | 99.99% | 99.50% |
| <b>PCA</b><br>Availability of Pre-conditioned Air                                 | 100%   | 100%   |        | 100%   |
| <b>SEGs</b>   | 99.91% | 99.99% | 100%   | 99.80% |
| <b>Pier Service</b><br>% Pier served passengers                                   | 99.99% |        |        | 93.60% |
| <b>Arrivals Reclaims</b><br>Bag reclaim belts availability                        | 99.72% | 100%   | 100%   | 99.94% |
| <b>Aerodrome congestion</b>   |        |        |        |        |
| <b>TTS - One car</b><br>Track Transit System - one car availability               |        |        |        | 99.88% |
| <b>TTS - Two cars</b><br>Track Transit System - % time two cars available         |        |        |        | 99.21% |

## Financial Report- Bonus and Rebates

|   | Rebates:   |    |    |    |     | Campus | Estimated Rebate | Estimated Rebate | Total Failures |
|---|------------|----|----|----|-----|--------|------------------|------------------|----------------|
|   | Oct - 2020 |    |    |    | 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>                        | ✓          |    |    | X  |     | £      | -                | £                | 0              |
| Staff Search                                    |            |    |    |    |     | £      | -                | £                | 0              |
| <b>Transfer search</b>                          | ✓          | ✓  | ✓  |    |     | £      | -                | £                | 0              |
| Passenger Sensitive Equipment (General)         | ✓          | ✓  | ✓  | ✓  |     | £      | -                | £                | 0              |
| <b>Passenger Sensitive Equipment (Priority)</b> | ✓          | ✓  | ✓  | ✓  |     | £      | -                | £                | 0              |
| Stands  | ✓          | ✓  | X  | ✓  |     | £      | -                | £                | 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>                     |            |    |    |    | X   | £      | -                | £                | 0              |
| <b>Aerodrome Congestion</b>                     |            |    |    |    | ✓   | £      | -                | £                | 0              |
| <b>TTS - % Both</b>                             |            |    |    |    | ✓   | £      | -                | £                | 0              |
| <b>Total</b>                                    |            |    |    |    |     | £      | -                | £                | 0              |

|              | Lower Threshold | Upper Threshold | Bonuses:   |      |      |      | Estimated Bonus | Estimated Bonus | Total Pass |         |
|--------------|-----------------|-----------------|------------|------|------|------|-----------------|-----------------|------------|---------|
|              |                 |                 | Oct - 2020 |      |      |      |                 |                 |            | YTD     |
|              |                 |                 | T2         | T3   | T4   | T5   |                 |                 |            |         |
|              | 4.10            | 4.50            | 4.42       | 4.28 | 4.31 | 4.19 | £               | -               | £          | 0       |
|              | 4.20            | 4.50            | 4.40       | 4.20 | 4.33 | 4.33 | £               | -               | £          | 0       |
|              | 4.20            | 4.50            | 4.35       | 4.27 | 4.34 | 4.28 | £               | -               | £          | 226,624 |
|              | 4.40            | 4.70            | 4.44       | 4.42 | 4.44 | 4.41 | £               | -               | £          | 0       |
| <b>Total</b> |                 |                 |            |      |      |      | £               | -               | £          | 226,624 |

**Bonus:** All business units must exceed Lower Threshold.  
 Rebates and bonuses are exempt and therefore not payable at this time.  
 Financial year is from January 2020 - December 2020

\*SQRB calculation is based on a 5x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

### Credit Notes:

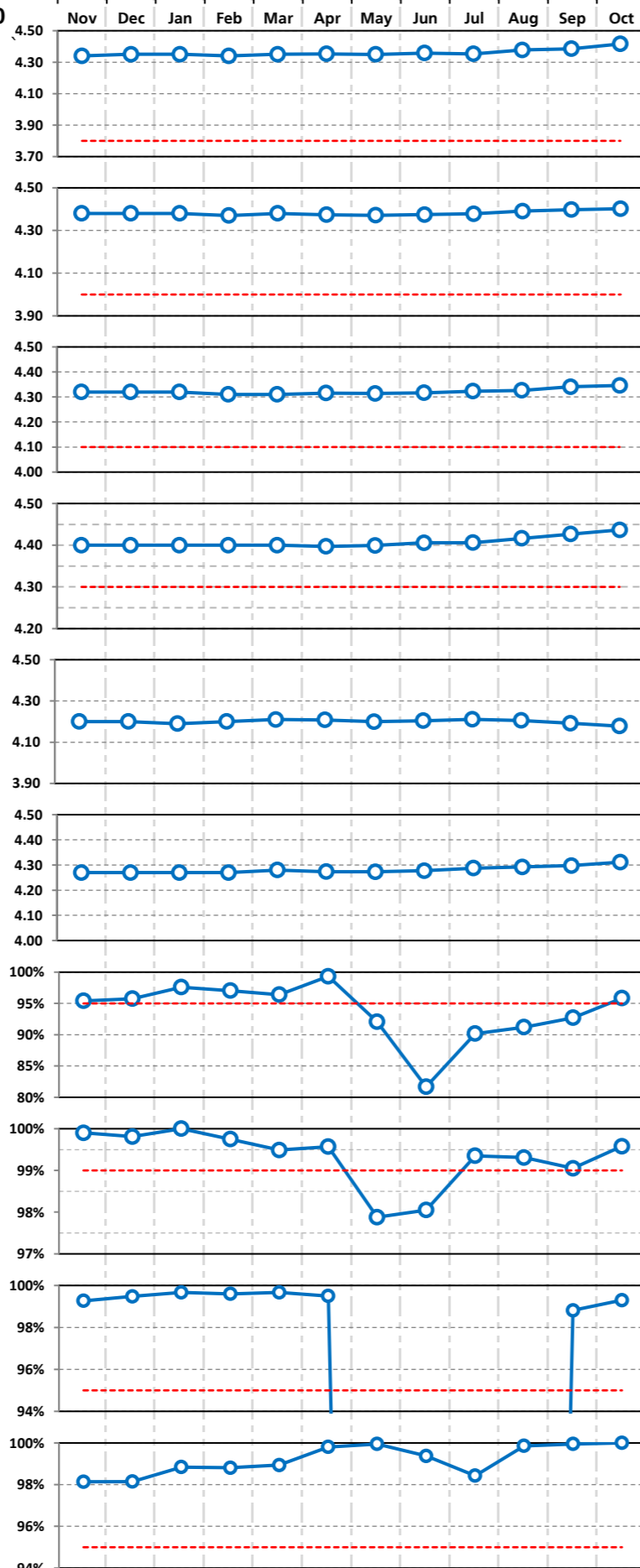
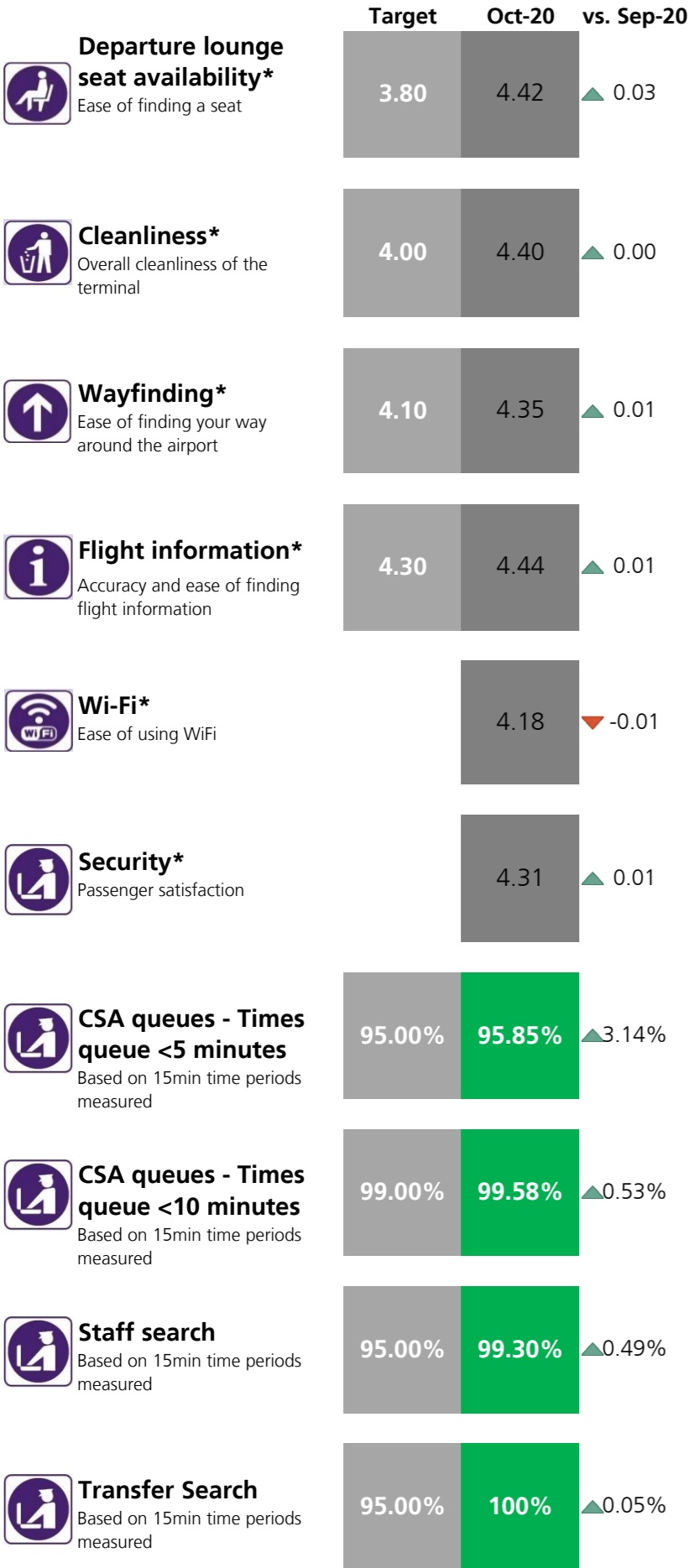
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month. **Rebates and bonuses are exempt and therefore not payable at this time.**

# Terminal 2 Performance Report October 2020

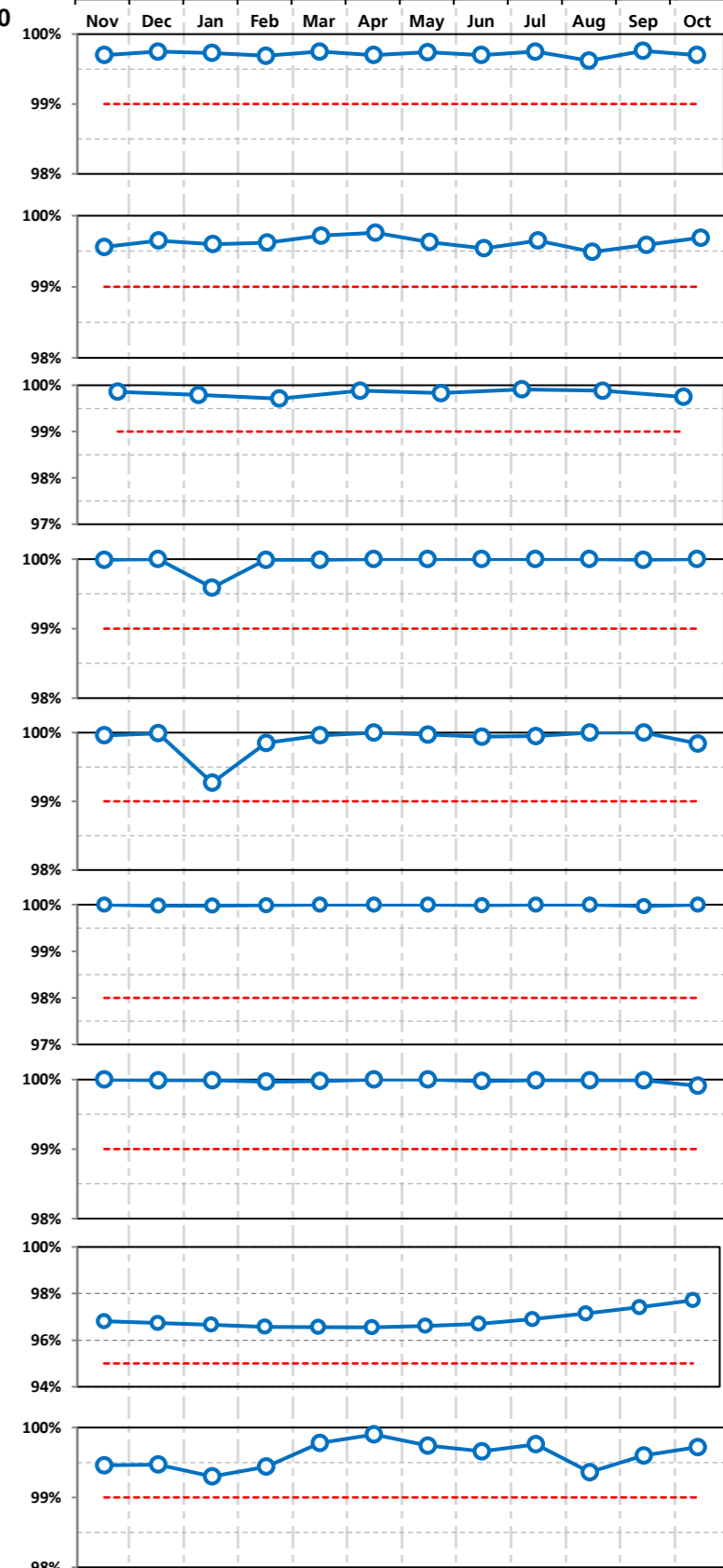
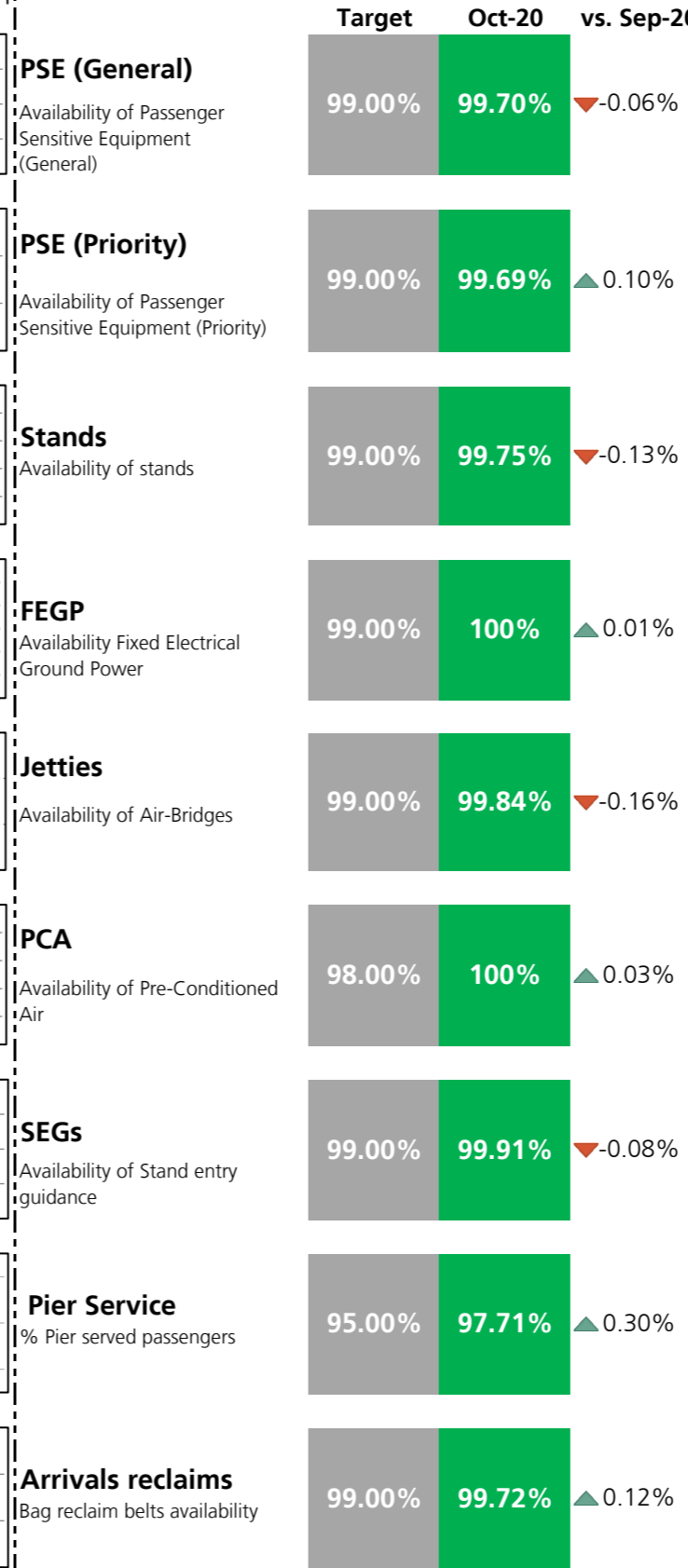
Classification: Internal

0

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**  
\*SQRB calculation is based on a 5x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Terminal 2 Performance Report October 2020

## Financial Report - Bonus and Rebates

## Rebates:

|   | Target Achieved | Oct - 2020       | Year-to-Date     |                    |
|---|-----------------|------------------|------------------|--------------------|
|   |                 | 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 | Oct - 2020                      | 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            | 4.42   | £ -                             | £ -                             | 0               |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.40   | £ -                             | £ -                             | 0               |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.35   | £ -                             | £ 226,624                       | 2               |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.44   | £ -                             | £ -                             | 0               |
|   |         |                 |                 |        | £ -                             | £ 226,624                       | 2               |

## 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 2020 - December 2020

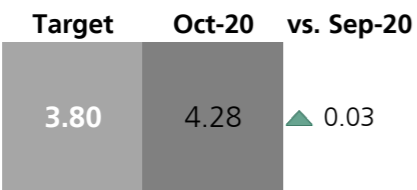
# Terminal 3 Performance Report October 2020

Classification: Internal

0

## Passenger Experience and Service Level Performance

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



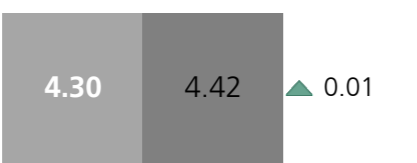
**Cleanliness\***  
Overall cleanliness of the terminal



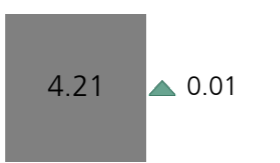
**Wayfinding\***  
Ease of finding your way around the airport



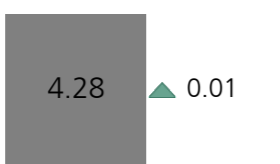
**Flight information\***  
Accuracy and ease of finding flight information



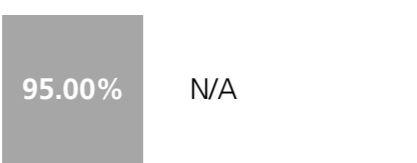
**Wi-Fi\***  
Ease of using WiFi



**Security\***  
Passenger satisfaction



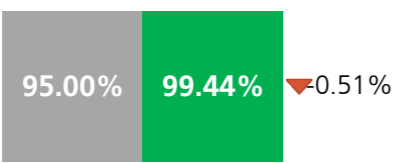
**CSA queues - Times queue <5 minutes**  
Based on 15min time periods measured



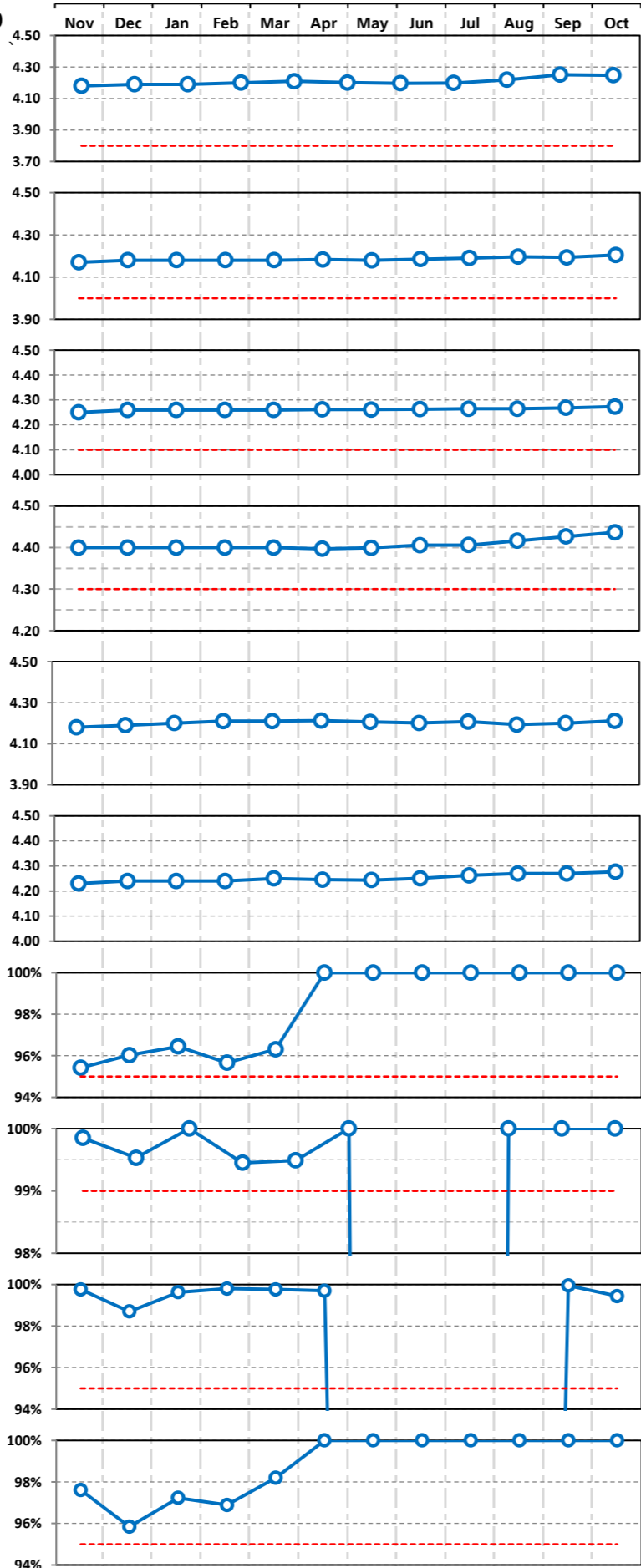
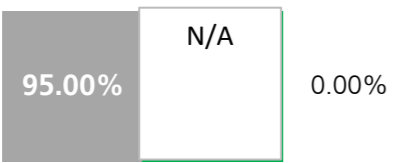
**CSA queues - Times queue <10 minutes**  
Based on 15min time periods measured



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



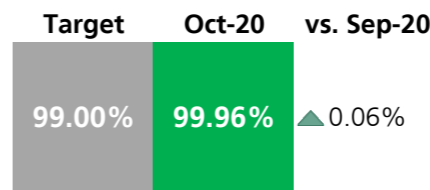
**Transfer Search**  
Based on 15min time periods measured



## Service Level Performance

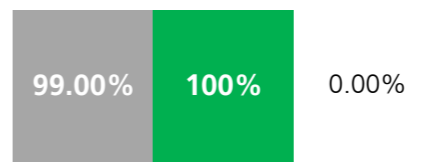
**PSE (General)**

Availability of Passenger Sensitive Equipment (General)



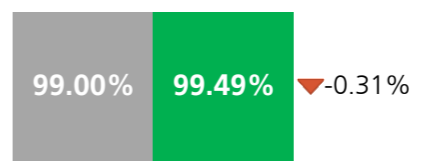
**PSE (Priority)**

Availability of Passenger Sensitive Equipment (Priority)



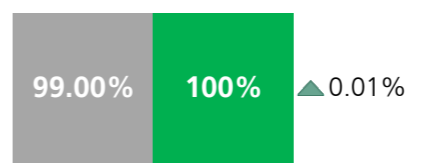
**Stands**

Availability of stands



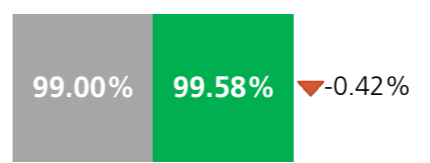
**FEGP**

Availability Fixed Electrical Ground Power



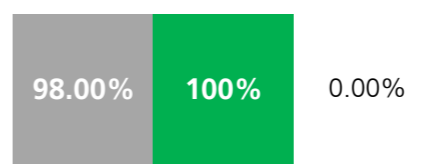
**Jetties**

Availability of Air-Bridges



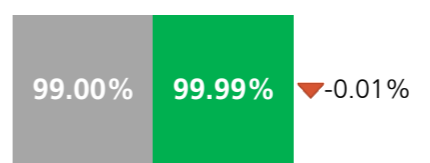
**PCA**

Availability of Pre-Conditioned Air



**SEGs**

Availability of Stand entry guidance



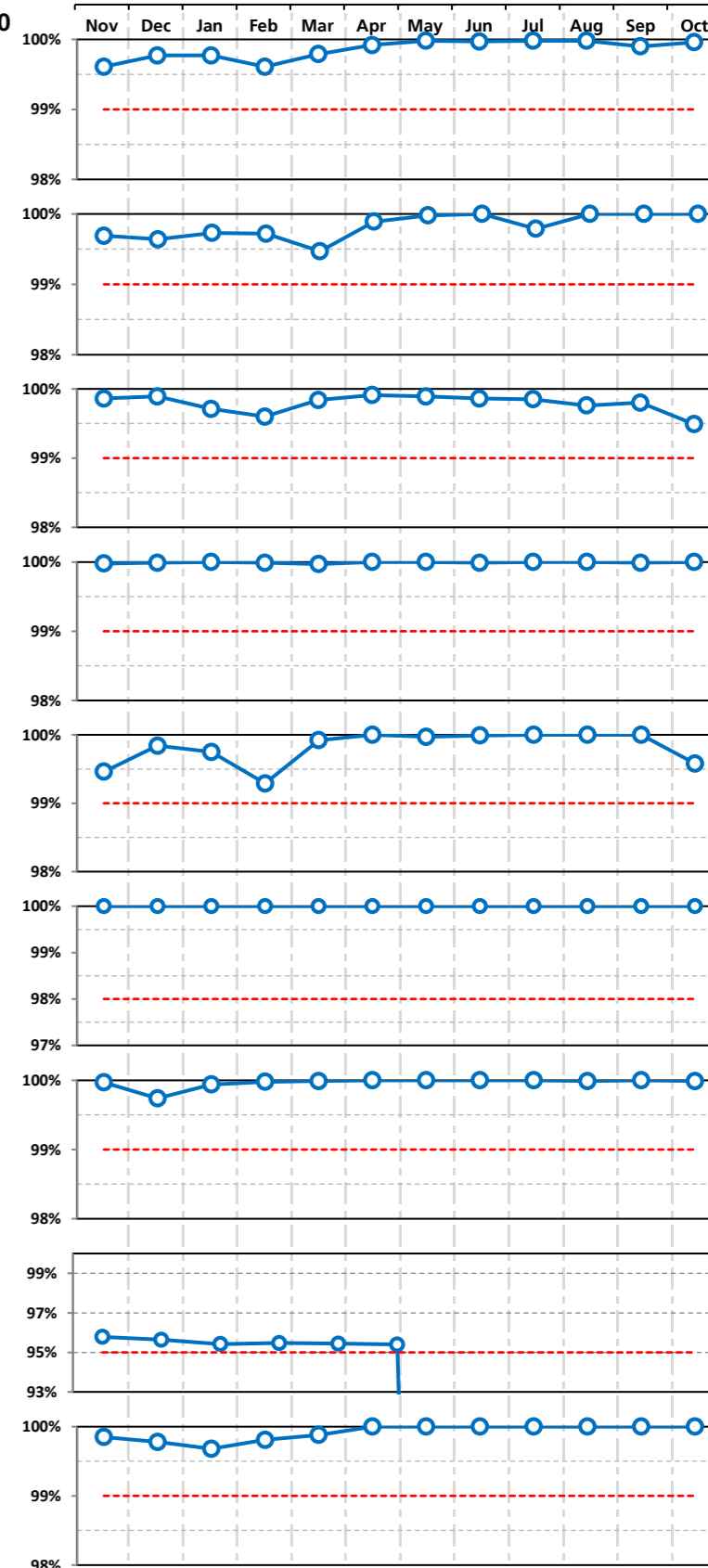
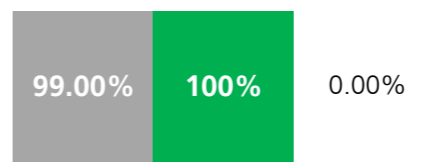
**Pier Service**

% Pier served passengers



**Arrivals reclaims**

Bag reclaim belts availability



**Notes:**

\*SQRB calculation is based on a 5x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Financial Report - Bonus and Rebates

## Rebates:

|   | Oct - 2020      |                  | 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 | Oct - 2020                      |                                 | 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            | 4.28   | £ -                             | £ -                             | 0               |  |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.20   | £ -                             | £ -                             | 0               |  |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.27   | £ -                             | £ 226,624                       | 2               |  |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.42   | £ -                             | £ -                             | 0               |  |
|   |         |                 |                 |        | £ -                             | £ 226,624                       | 2               |  |

## 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.

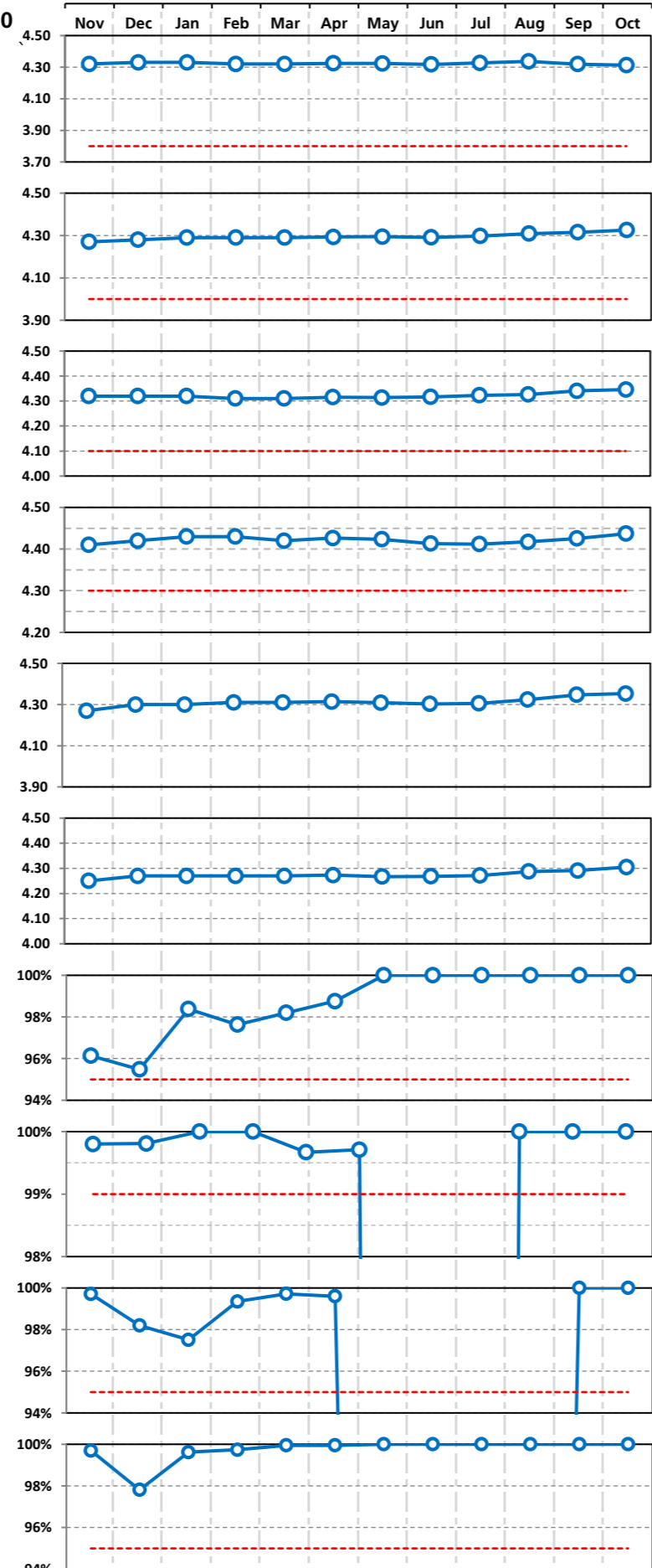
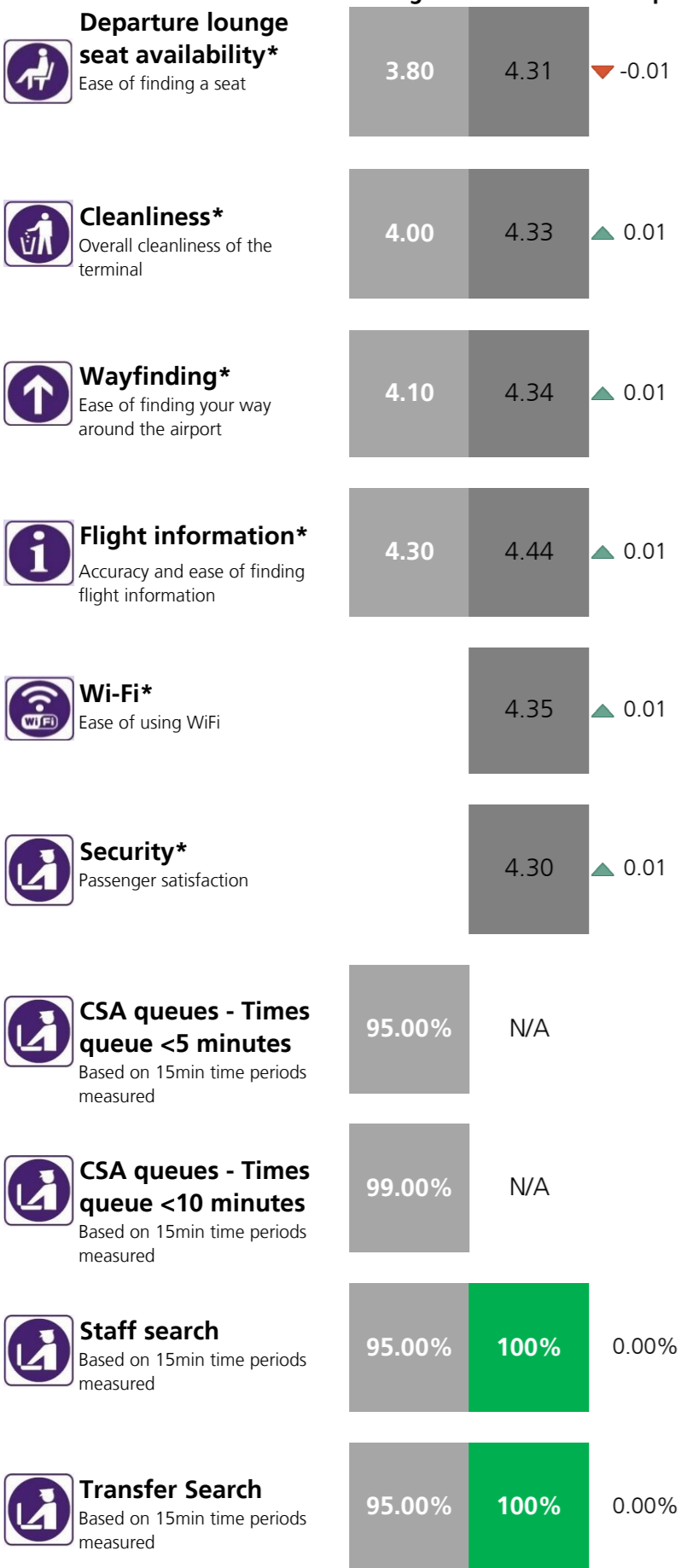
Financial year is from January 2020 - December 2020

# Terminal 4 Performance Report October 2020

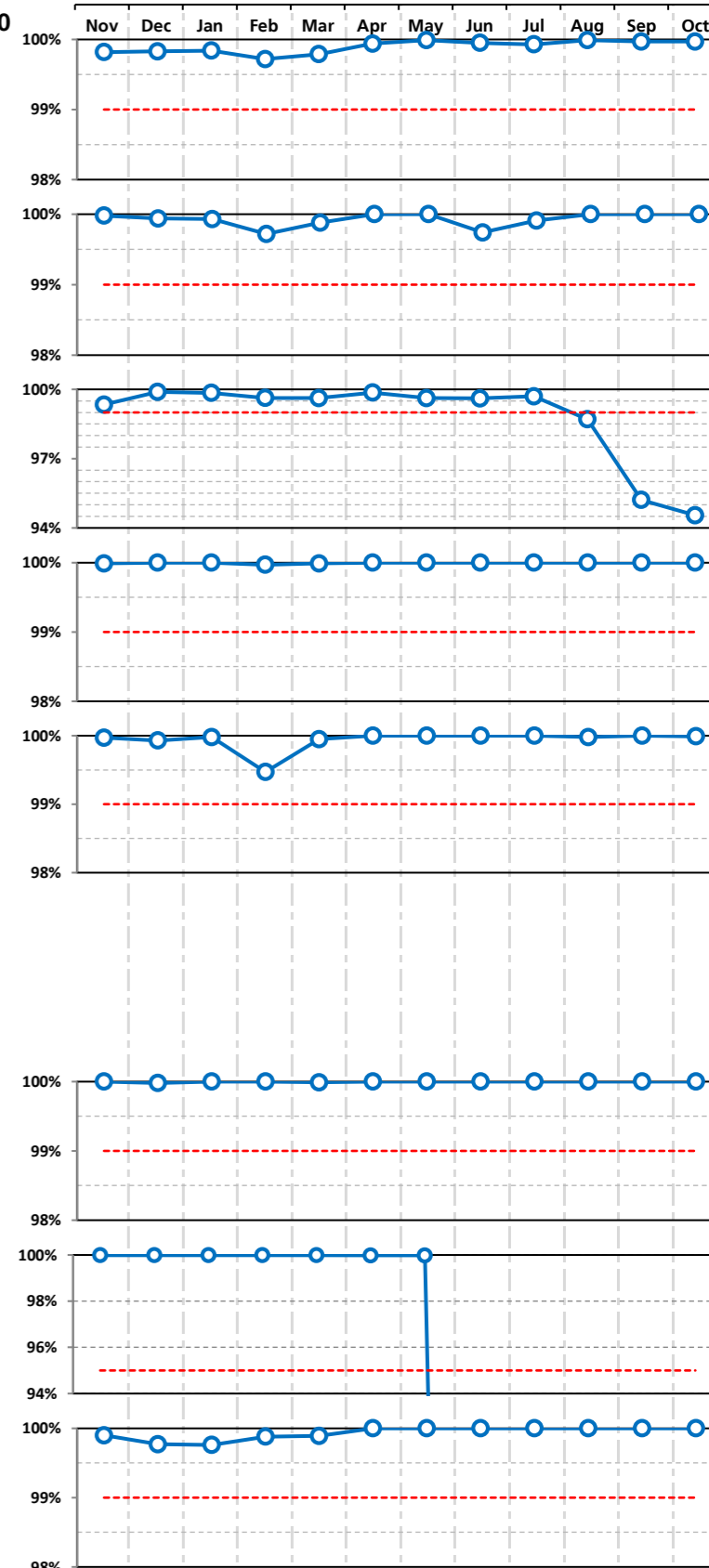
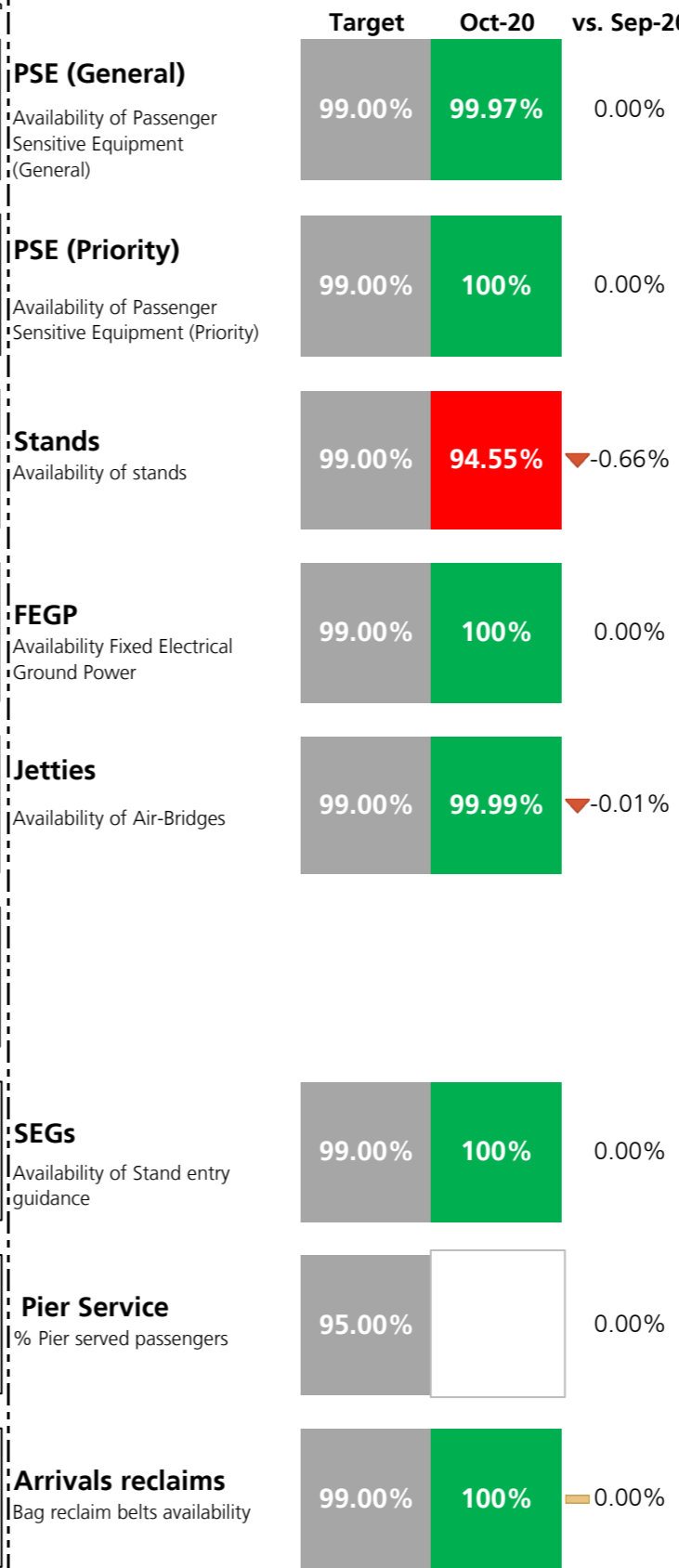
Classification: Internal

0

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**  
\*SQRB calculation is based on a 5x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Financial Report - Bonus and Rebates

## Rebates:

|   | Oct - 2020      |                  | 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                                    | X               | £ -              | £ -              | 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 | Oct - 2020                      |                                 | 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            | 4.31   | £ -                             | £ -                             | 0                 |  |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.33   | £ -                             | £ -                             | 0                 |  |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.34   | £ -                             | £ 226,624                       | 2                 |  |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.44   | £ -                             | £ -                             | 0                 |  |
|   |         |                 |                 |        | £ -                             | £ 226,624                       | 2                 |  |

## 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 2020 - December 2020

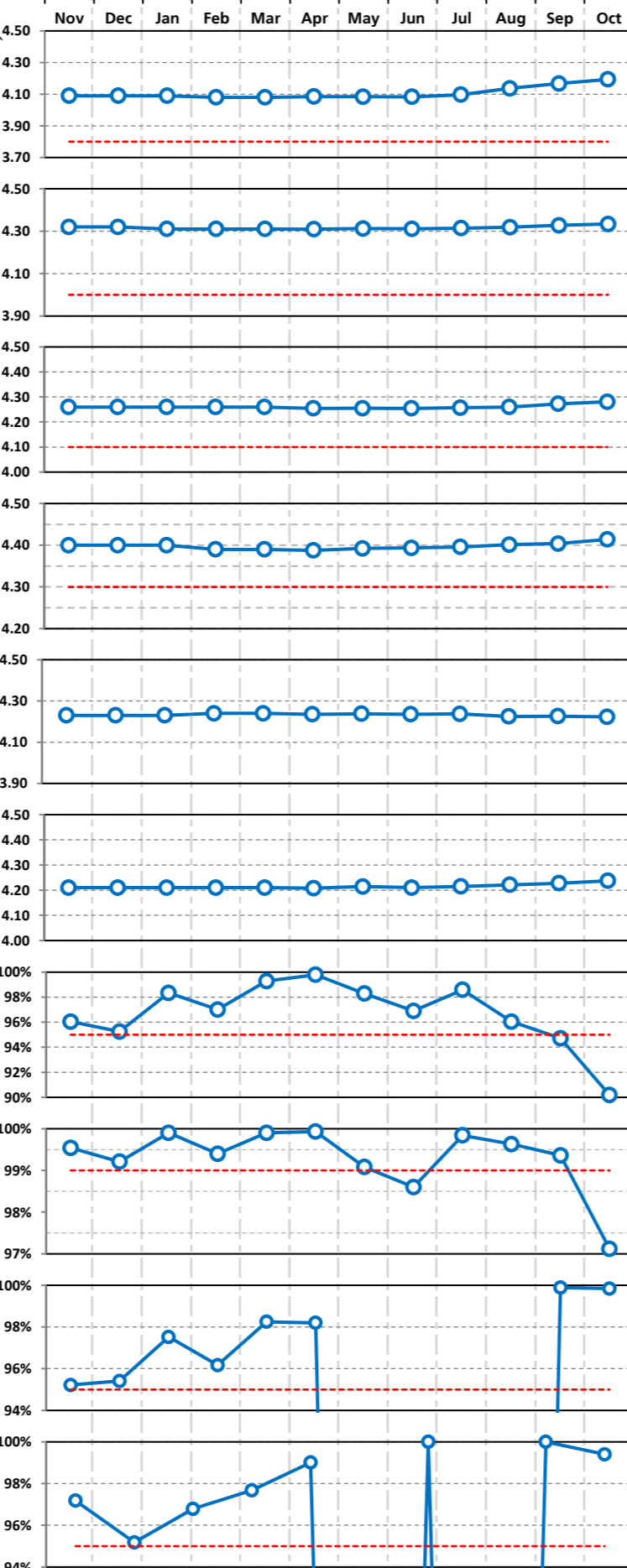
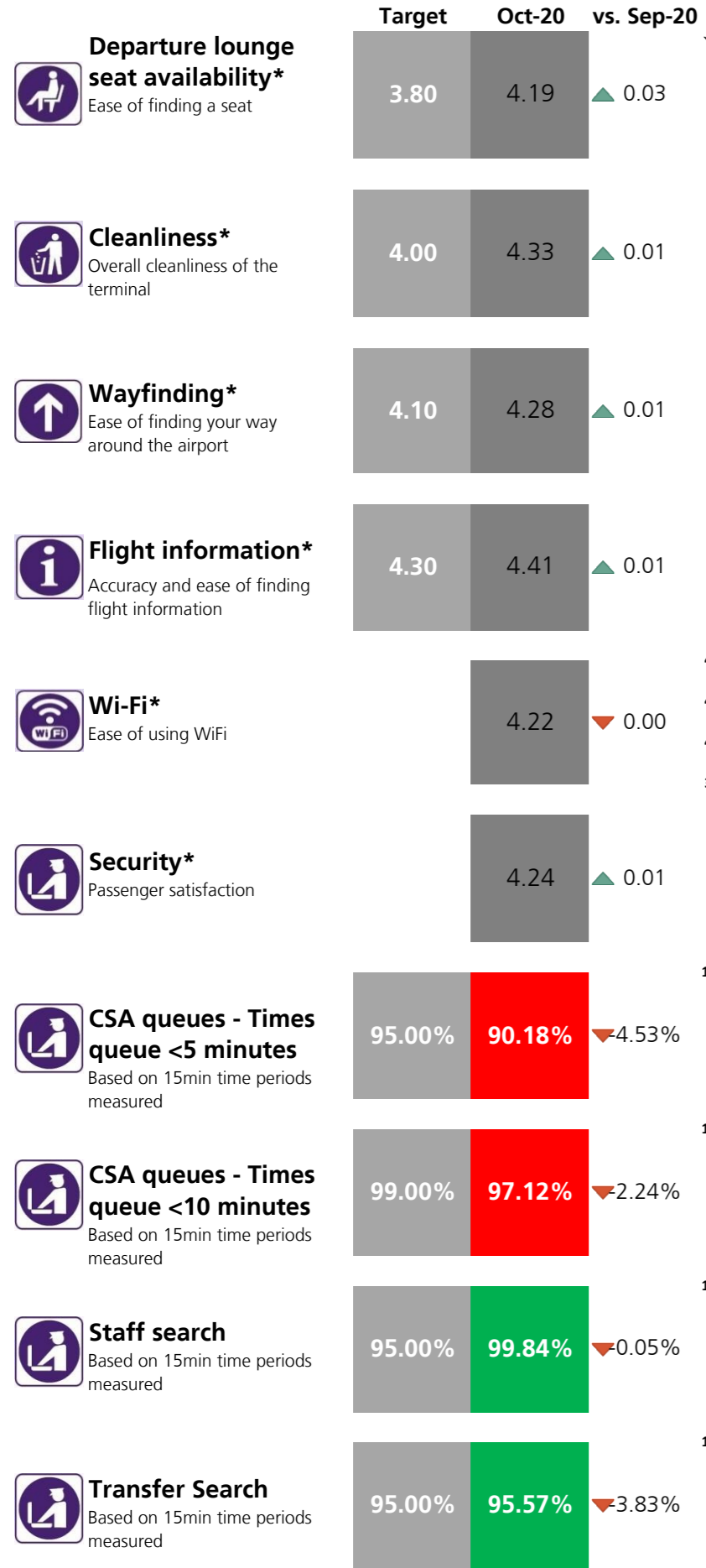


# Terminal 5 Performance Report October 2020

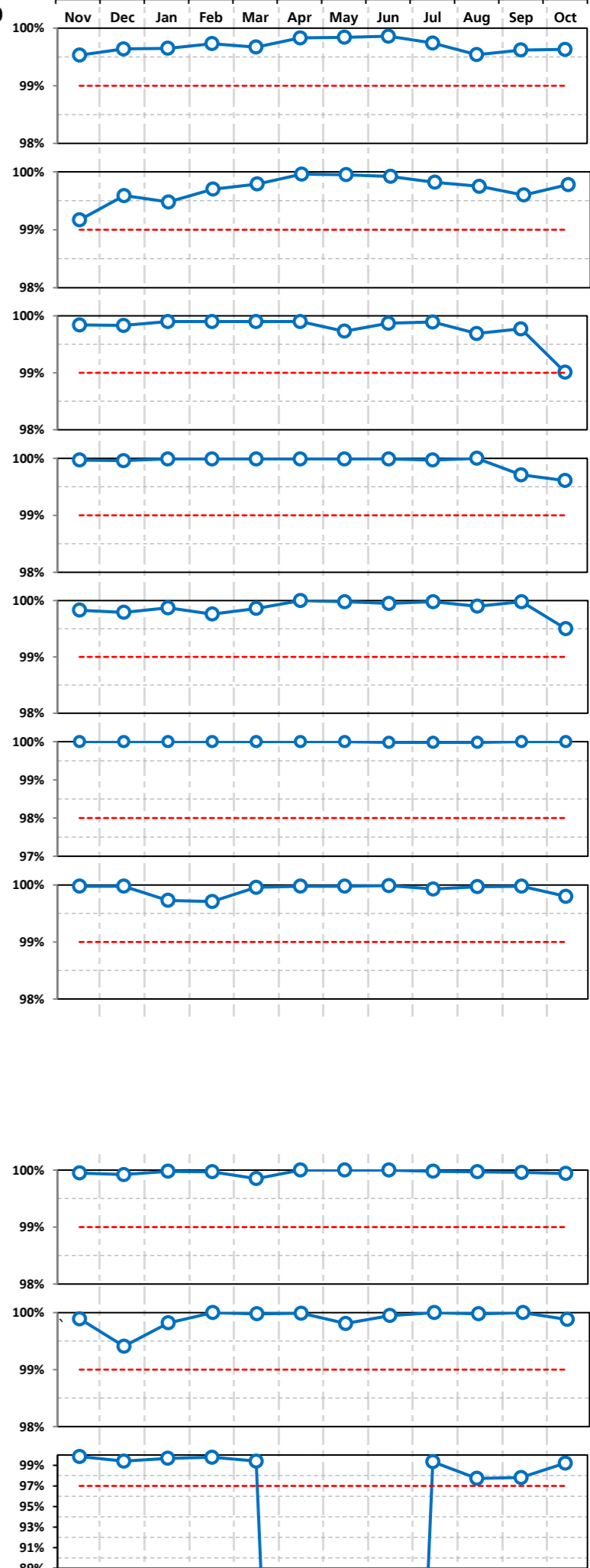
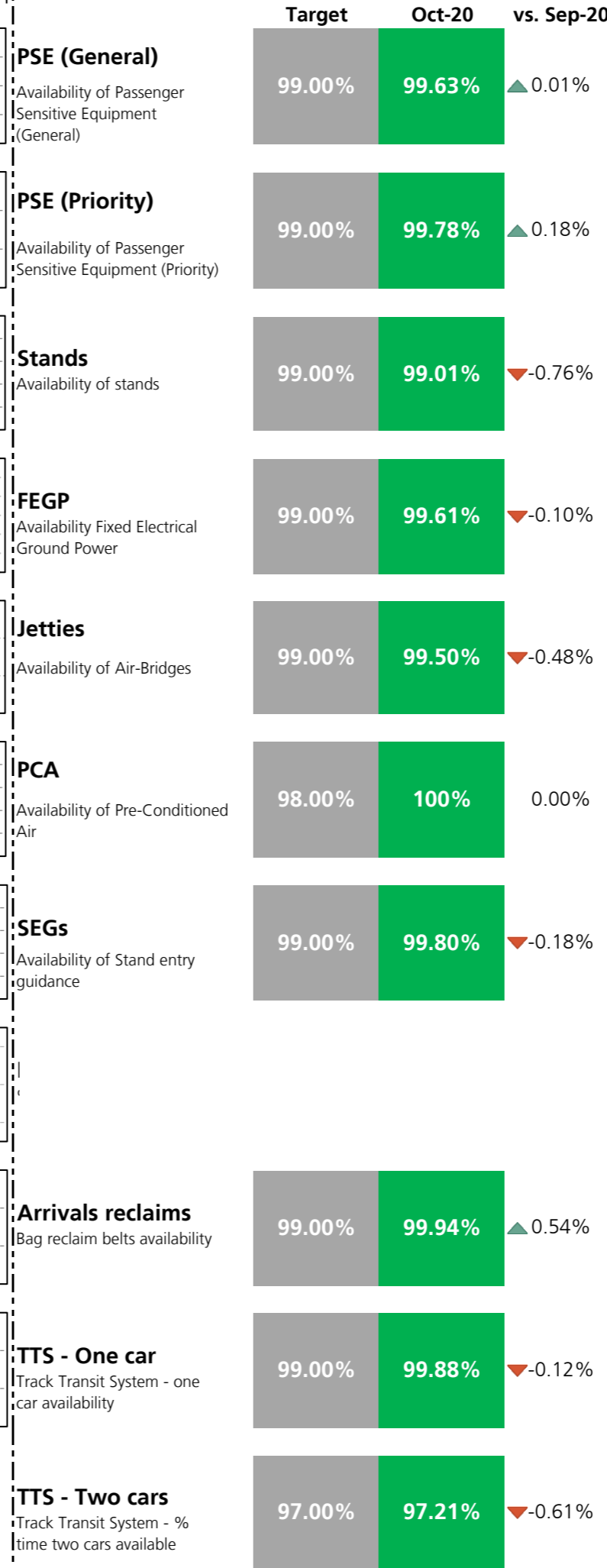
Classification: Internal

0

## Passenger Experience and Service Level Performance



## Service Level Performance



**Notes:**  
\*SQRB calculation is based on a 5x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5

## Financial Report - Bonus and Rebates

## Rebates:

|   | Oct - 2020      |                  | 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>                  | X               | £ -              | £ -              | 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                  |
| <b>TTS - % Both</b>                       | ✓               | £ -              | £ -              | 0                  |
|   |                 | £ -              | £ -              | 0                  |

## Bonuses:

|   | Measure | Lower Threshold | Upper Threshold | Actual | Oct - 2020                      |                                 | 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            | 4.19   | £ -                             | £ -                             | 0               |  |
| Cleanliness                               | MAA     | 4.20            | 4.50            | 4.33   | £ -                             | £ -                             | 0               |  |
| <b>Wayfinding</b>                         | MAA     | 4.20            | 4.50            | 4.28   | £ -                             | £ 226,624                       | 2               |  |
| Flight information                        | MAA     | 4.40            | 4.70            | 4.41   | £ -                             | £ -                             | 0               |  |
|   |         |                 |                 |        | £ -                             | £ 226,624                       | 2               |  |

## 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 2020 - December 2020

| Terminal  | Measure                                       | Detail       | 30/11/2019 31/12/2019 |               |
|-----------|---|--------------|-----------------------|---------------|
|           |   |              | Year 2019             | 2019          |
|           |   | Month        | Nov                   | Dec           |
| T3        | Departure lounge seat availability            | target       | 3.8000                | 3.8000        |
| <b>T3</b> | <b>Departure lounge seat availability</b>     | <b>score</b> | <b>4.1800</b>         | <b>4.1900</b> |
| T3        | Cleanliness                                   | target       | 4.0000                | 4.0000        |
| <b>T3</b> | <b>Cleanliness</b>                            | <b>score</b> | <b>4.1700</b>         | <b>4.1800</b> |
| T3        | Wayfinding                                    | target       | 4.1000                | 4.1000        |
| <b>T3</b> | <b>Wayfinding</b>                             | <b>score</b> | <b>4.2500</b>         | <b>4.2600</b> |
| T3        | Flight information                            | target       | 4.3000                | 4.3000        |
| <b>T3</b> | <b>Flight information</b>                     | <b>score</b> | <b>4.4200</b>         | <b>4.4200</b> |
| T3        | Security                                      | target       |                       |               |
| <b>T3</b> | <b>Security</b>                               | <b>score</b> | <b>4.2300</b>         | <b>4.2400</b> |
| T3        | Wi-fi   | target       |                       |               |
| <b>T3</b> | <b>Wi-fi</b>                                  | <b>score</b> | <b>4.1800</b>         | <b>4.1900</b> |
| T3        | CSA queues - Times queue <5 minutes           | target       | 0.9500                | 0.9500        |
| <b>T3</b> | <b>CSA queues - Times queue &lt;5 minutes</b> | <b>score</b> | <b>0.9542</b>         | <b>0.9603</b> |
| T3        | CSA queues - Times queue = 10 minutes         | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>CSA queues - Times queue = 10 minutes</b>  | <b>score</b> | <b>0.9985</b>         | <b>0.9953</b> |
| T3        | PSE (general)                                 | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>PSE (general)</b>                          | <b>score</b> | <b>0.9961</b>         | <b>0.9977</b> |
| T3        | PSE (priority)                                | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>PSE (priority)</b>                         | <b>score</b> | <b>0.9969</b>         | <b>0.9964</b> |
| T3        | Staff search                                  | target       | 0.9500                | 0.9500        |
| <b>T3</b> | <b>Staff search</b>                           | <b>score</b> | <b>0.9976</b>         | <b>0.9870</b> |
| T3        | Stands  | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>Stands</b>                                 | <b>score</b> | <b>0.9986</b>         | <b>0.9989</b> |
| T3        | FEGP  | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>FEGP</b>                                   | <b>score</b> | <b>0.9998</b>         | <b>0.9999</b> |
| T3        | Jetties                                       | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>Jetties</b>                                | <b>score</b> | <b>0.9946</b>         | <b>0.9984</b> |
| T3        | Pre-conditioned air                           | target       | 0.9800                | 0.9800        |
| <b>T3</b> | <b>Pre-conditioned air</b>                    | <b>score</b> | <b>1.0000</b>         | <b>1.0000</b> |
| T3        | Stand entry guidance                          | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>Stand entry guidance</b>                   | <b>score</b> | <b>0.9997</b>         | <b>0.9974</b> |
| T3        | Pier service                                  | target       | 0.9500                | 0.9500        |
| <b>T3</b> | <b>Pier service</b>                           | <b>score</b> | <b>0.9579</b>         | <b>0.9578</b> |
| T3        | Transfer search                               | target       | 0.9500                | 0.9500        |
| <b>T3</b> | <b>Transfer search</b>                        | <b>score</b> | <b>0.9761</b>         | <b>0.9585</b> |
| T3        | Arrivals Reclaims                             | target       | 0.9900                | 0.9900        |
| <b>T3</b> | <b>Arrivals Reclaims</b>                      | <b>score</b> | <b>0.9985</b>         | <b>0.9978</b> |

| 31/01/2020<br>2020<br>Jan | 29/02/2020<br>2020<br>Feb | 31/03/2020<br>2020<br>Mar | 30/04/2020<br>2020<br>Apr | 31/05/2020<br>2020<br>May | 30/06/2020<br>2020<br>Jun | 31/07/2020<br>2020<br>Jul | 31/08/2020<br>2020<br>Aug |
|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|---------------------------|
| 3.8000                    | 3.8000                    | 3.8000                    | 3.8000                    | 3.8000                    | 3.8000                    | 3.8000                    | 3.8000                    |
| <b>4.1900</b>             | <b>4.2000</b>             | <b>4.2100</b>             | <b>4.2013</b>             | <b>4.1970</b>             | <b>4.1985</b>             | <b>4.2191</b>             | <b>4.2511</b>             |
| 4.0000                    | 4.0000                    | 4.0000                    | 4.0000                    | 4.0000                    | 4.0000                    | 4.0000                    | 4.0000                    |
| <b>4.1800</b>             | <b>4.1800</b>             | <b>4.1800</b>             | <b>4.1830</b>             | <b>4.1792</b>             | <b>4.1851</b>             | <b>4.1902</b>             | <b>4.1963</b>             |
| 4.1000                    | 4.1000                    | 4.1000                    | 4.1000                    | 4.1000                    | 4.1000                    | 4.1000                    | 4.1000                    |
| <b>4.2600</b>             | <b>4.2600</b>             | <b>4.2600</b>             | <b>4.2621</b>             | <b>4.2615</b>             | <b>4.2630</b>             | <b>4.2648</b>             | <b>4.2647</b>             |
| 4.3000                    | 4.3000                    | 4.3000                    | 4.3000                    | 4.3000                    | 4.3000                    | 4.3000                    | 4.3000                    |
| <b>4.4100</b>             | <b>4.4100</b>             | <b>4.4200</b>             | <b>4.4155</b>             | <b>4.4157</b>             | <b>4.4193</b>             | <b>4.4299</b>             | <b>4.4277</b>             |
| <b>4.2400</b>             | <b>4.2400</b>             | <b>4.2500</b>             | <b>4.2453</b>             | <b>4.2436</b>             | <b>4.2506</b>             | <b>4.2625</b>             | <b>4.2696</b>             |
| <b>4.2000</b>             | <b>4.2100</b>             | <b>4.2100</b>             | <b>4.2125</b>             | <b>4.2059</b>             | <b>4.2010</b>             | <b>4.2071</b>             | <b>4.1930</b>             |
| 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    |
| <b>0.9645</b>             | <b>0.9566</b>             | <b>0.9631</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>1.0000</b>             | <b>0.9945</b>             | <b>0.9949</b>             | <b>1.0000</b>             | <b>0.0000</b>             | <b>0.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>0.9977</b>             | <b>0.9961</b>             | <b>0.9979</b>             | <b>0.9992</b>             | <b>0.9998</b>             | <b>0.9997</b>             | <b>0.9998</b>             | <b>0.9998</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>0.9973</b>             | <b>0.9972</b>             | <b>0.9947</b>             | <b>0.9989</b>             | <b>0.9998</b>             | <b>1.0000</b>             | <b>0.9979</b>             | <b>1.0000</b>             |
| 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    |
| <b>0.9963</b>             | <b>0.9980</b>             | <b>0.9976</b>             | <b>0.9970</b>             | <b>0.0000</b>             | <b>0.0000</b>             | <b>0.0000</b>             | <b>0.0000</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>0.9971</b>             | <b>0.9960</b>             | <b>0.9984</b>             | <b>0.9991</b>             | <b>0.9989</b>             | <b>0.9986</b>             | <b>0.9985</b>             | <b>0.9976</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>1.0000</b>             | <b>0.9999</b>             | <b>0.9997</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>0.9999</b>             | <b>1.0000</b>             | <b>1.0000</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>0.9975</b>             | <b>0.9929</b>             | <b>0.9992</b>             | <b>1.0000</b>             | <b>0.9997</b>             | <b>0.9999</b>             | <b>1.0000</b>             | <b>1.0000</b>             |
| 0.9800                    | 0.9800                    | 0.9800                    | 0.9800                    | 0.9800                    | 0.9800                    | 0.9800                    | 0.9800                    |
| <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>0.9994</b>             | <b>0.9998</b>             | <b>0.9999</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>0.9999</b>             |
| 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    |
| <b>0.9564</b>             | <b>0.9542</b>             | <b>0.9547</b>             | <b>0.9544</b>             | <b>0.9540</b>             | <b>0.0000</b>             | <b>0.0000</b>             | <b>0.0000</b>             |
| 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    | 0.9500                    |
| <b>0.9723</b>             | <b>0.9689</b>             | <b>0.9820</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             |
| 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    | 0.9900                    |
| <b>0.9968</b>             | <b>0.9981</b>             | <b>0.9988</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             | <b>1.0000</b>             |

| 30/09/2020<br>2020<br>Sep | 31/10/2020<br>2020<br>Oct | Max    | Min    | Sparkline Max | Sparkline Min |
|---------------------------|---------------------------|--------|--------|---------------|---------------|
| 3.8000                    | 3.8000                    |        |        |               |               |
| <b>4.2482</b>             | <b>4.2788</b>             | 4.2788 | 4.1800 | 4.3288        | 4.1300        |
| 4.0000                    | 4.0000                    |        |        |               |               |
| <b>4.1933</b>             | <b>4.2046</b>             | 4.2046 | 4.1700 | 4.2546        | 4.1200        |
| 4.1000                    | 4.1000                    |        |        |               |               |
| <b>4.2683</b>             | <b>4.2733</b>             | 4.2733 | 4.2500 | 4.3233        | 4.2000        |
| 4.3000                    | 4.3000                    |        |        |               |               |
| <b>4.4140</b>             | <b>4.4238</b>             | 4.4299 | 4.4100 | 4.4799        | 4.3600        |
|                           | #REF!                     |        |        |               |               |
| <b>4.2696</b>             | <b>4.2768</b>             | 4.2768 | 4.2300 | 4.3268        | 4.1800        |
|                           | #REF!                     |        |        |               |               |
| <b>4.2002</b>             | <b>4.2114</b>             | 4.2125 | 4.1800 | 4.2625        | 4.1300        |
| 0.9500                    | 0.9500                    |        |        |               |               |
| <b>1.0000</b>             | <b>1.0000</b>             | 1.0000 | 0.9542 | 1.0500        | 0.9042        |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>1.0000</b>             | <b>1.0000</b>             | 1.0000 | 0.0000 | 1.0500        | -0.0500       |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>0.9990</b>             | <b>0.9996</b>             | 0.9998 | 0.9961 | 1.0498        | 0.9461        |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>1.0000</b>             | <b>1.0000</b>             | 1.0000 | 0.9947 | 1.0500        | 0.9447        |
| 0.9500                    | 0.9500                    |        |        |               |               |
| <b>0.9995</b>             | <b>0.9944</b>             | 0.9995 | 0.0000 | 1.0495        | -0.0500       |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>0.9980</b>             | <b>0.9949</b>             | 0.9991 | 0.9949 | 1.0491        | 0.9449        |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>0.9999</b>             | <b>1.0000</b>             | 1.0000 | 0.9997 | 1.0500        | 0.9497        |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>1.0000</b>             | <b>0.9958</b>             | 1.0000 | 0.9929 | 1.0500        | 0.9429        |
| 0.9800                    | 0.9800                    |        |        |               |               |
| <b>1.0000</b>             | <b>1.0000</b>             | 1.0000 | 1.0000 | 1.0500        | 0.9500        |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>1.0000</b>             | <b>0.9999</b>             | 1.0000 | 0.9974 | 1.0500        | 0.9474        |
| 0.9500                    | 0.9500                    |        |        |               |               |
| <b>0.0000</b>             | <b>#N/A</b>               | #N/A   | #N/A   | #N/A          | #N/A          |
| 0.9500                    | 0.9500                    |        |        |               |               |
| <b>1.0000</b>             | <b>1.0000</b>             | 1.0000 | 0.9585 | 1.0500        | 0.9085        |
| 0.9900                    | 0.9900                    |        |        |               |               |
| <b>1.0000</b>             | <b>1.0000</b>             | 1.0000 | 0.9968 | 1.0500        | 0.9468        |

# Heathrow

*Making every journey better*