



Heathrow Performance Report

Service Quality Rebate and Bonus - December 2021

Operational Planning

Printed: 20 January 2022

Heathrow
Making every journey better

Heathrow Performance Report December 2021

Passenger Experience and Service Level Performance

	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.52	4.50		4.32	
Cleanliness* Overall cleanliness of the terminal	4.48	4.35		4.41	
Wayfinding* Ease of finding your way around the airport	4.43	4.38		4.36	
Flight information* Accuracy and ease of finding flight information	4.59	4.53	Non - Operational	4.53	
Wi-Fi* Ease of using WiFi	4.24	4.22	Non - Operational	4.19	
Security* Passenger satisfaction	4.42	4.38		4.32	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.89%	95.25%		95.34%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.49%	99.67%		99.63%	
Staff search ** Based on 15min time periods measured	99.76%	98.29%	100%	95.67%	
Transfer Search Based on 15min time periods measured	99.76%	95.71%	Non - Operational	97.08%	
	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	98.00%	98.47%	100%	95.23%	99.13%

Service Level Performance

PSE (General) Availability of Passenger Sensitive Equipment (General)	99.65%	99.63%	99.97%	99.57%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.47%	99.63%	100%	99.55%
Stands Availability of stands	99.90%	99.84%	82.99%	99.91%
FEGP Availability of Fixed Electrical Ground Power	100%	100.00%	100%	99.99%
Jetties Availability of Air-Bridges	99.99%	99.17%	Non - Operational	99.90%
PCA Availability of Pre-conditioned Air	99.96%	100%		100%
SEGs	100.00%	99.99%	99.99%	100.00%
Pier Service % Pier served passengers	99.93%	98.64%		
Arrivals Reclaims Bag reclaim belts availability	99.70%	99.69%	100%	99.94%
Aerodrome congestion				
TTS - One car Track Transit System - one car availability				100%
TTS - Two cars Track Transit System - % time two cars available				99.47%

Financial Report- Bonus and Rebates

	Rebates:				Campus	Estimated Rebate	YTD Estimated Rebate	Total Failures
	Dec - 2021							
	T2	T3	T4	T5				
Departure lounge seat availability						£ -	£ -	0
Cleanliness						£ -	£ -	0
Wayfinding						£ -	£ -	0
Flight information						£ -	£ -	0
CSA Queues - Both	✓			✓		£ -	£ 370,287.47	1
Staff Search						£ -	£ -	0
Transfer search	✓	✓	✓			£ -	£ -	0
Passenger Sensitive Equipment (General)	✓	✓	✓	✓		£ -	£ -	0
Passenger Sensitive Equipment (Priority)	✓	✓	✓	✓		£ -	£ -	0
Stands	✓	✓	✓	✓		£ -	£ -	0
FEGP	✓	✓	✓	✓		£ -	£ -	0
Jetties	✓	✓	✓	✓		£ -	£ -	0
Pre-conditioned air	✓	✓	✓	✓		£ -	£ -	0
Stand entry guidance	✓	✓	✓	✓		£ -	£ -	0
Pier Service	✓	✓	✓			£ -	£ -	0
Arrivals reclaims	✓	✓	✓	✓		£ -	£ -	0
Control Posts Search					✓	£ -	£ -	0
Aerodrome Congestion					✓	£ -	£ -	0
TTS - % Both					✓	£ -	£ -	0
Total						£ -	£ 370,287.47	1

	Bonuses:		Dec - 2021				YTD		
	Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
	4.10	4.50	4.52	4.50	Non - Operational	4.32	£ 67,865	£ 1,013,065	12
	4.20	4.50	4.48	4.35		4.41	£ 84,053	£ 1,153,861	12
	4.20	4.50	4.43	4.38		4.36	£ 64,946	£ 778,151	12
	4.40	4.70	4.59	4.53		4.53	£ 53,655	£ 584,507	12
Total							£ 270,520	£ 3,529,584	48

Bonus: All business units must exceed Lower Threshold.

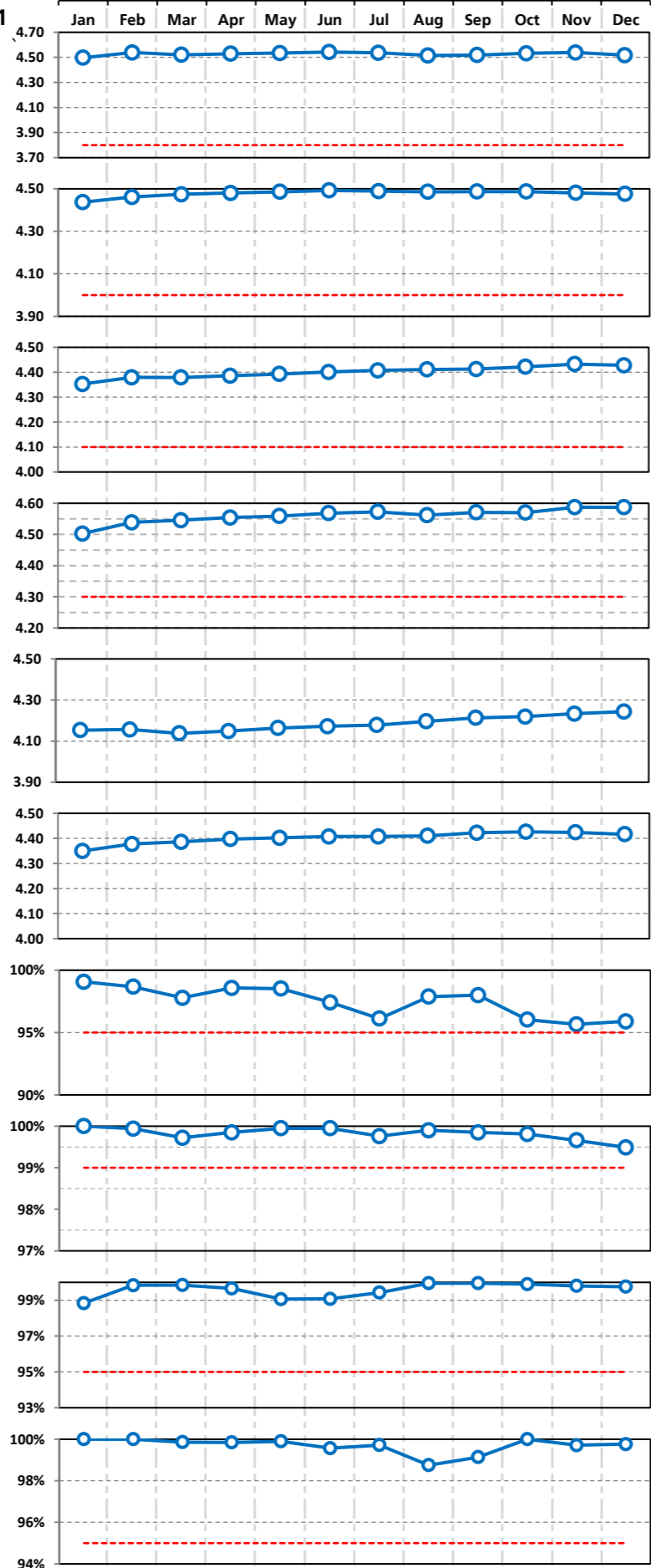
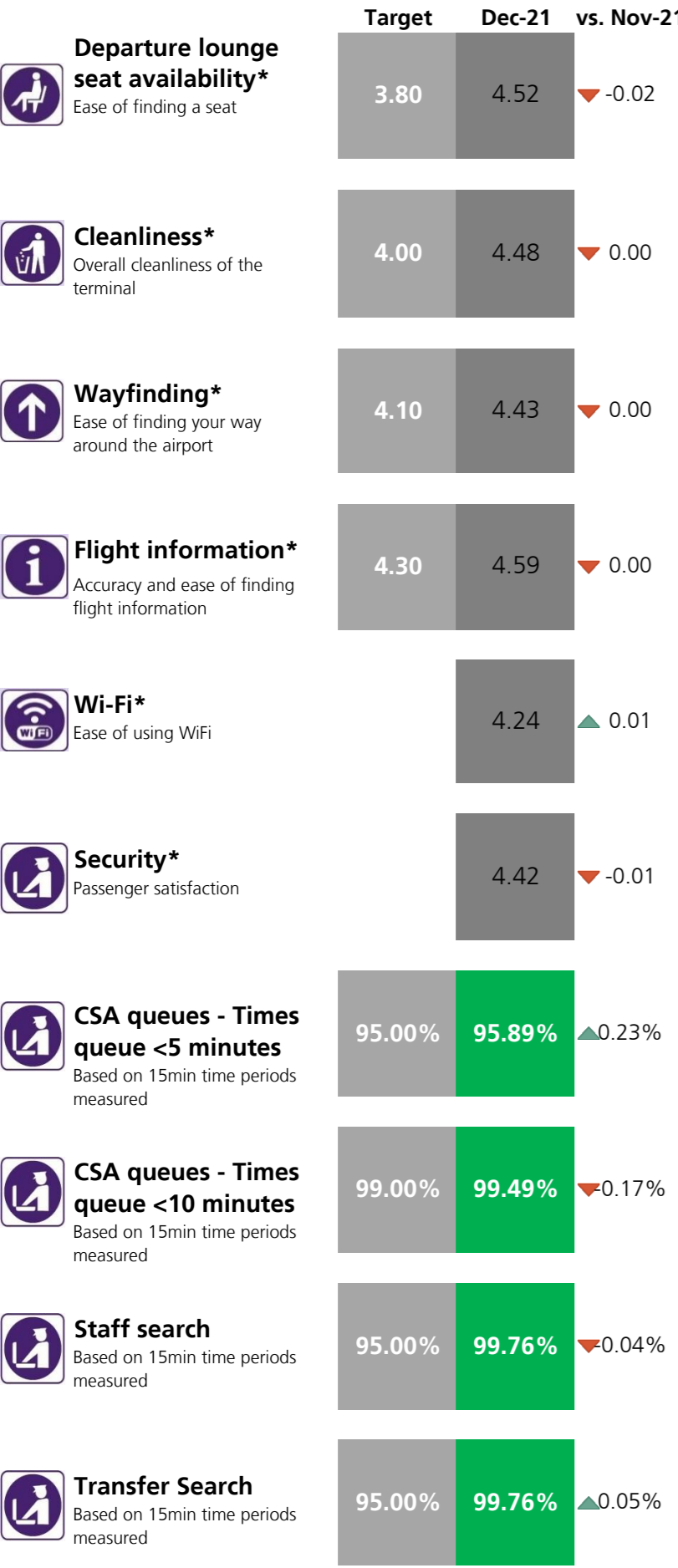
Rebate : Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

Financial year is from January 2021 - December 2021

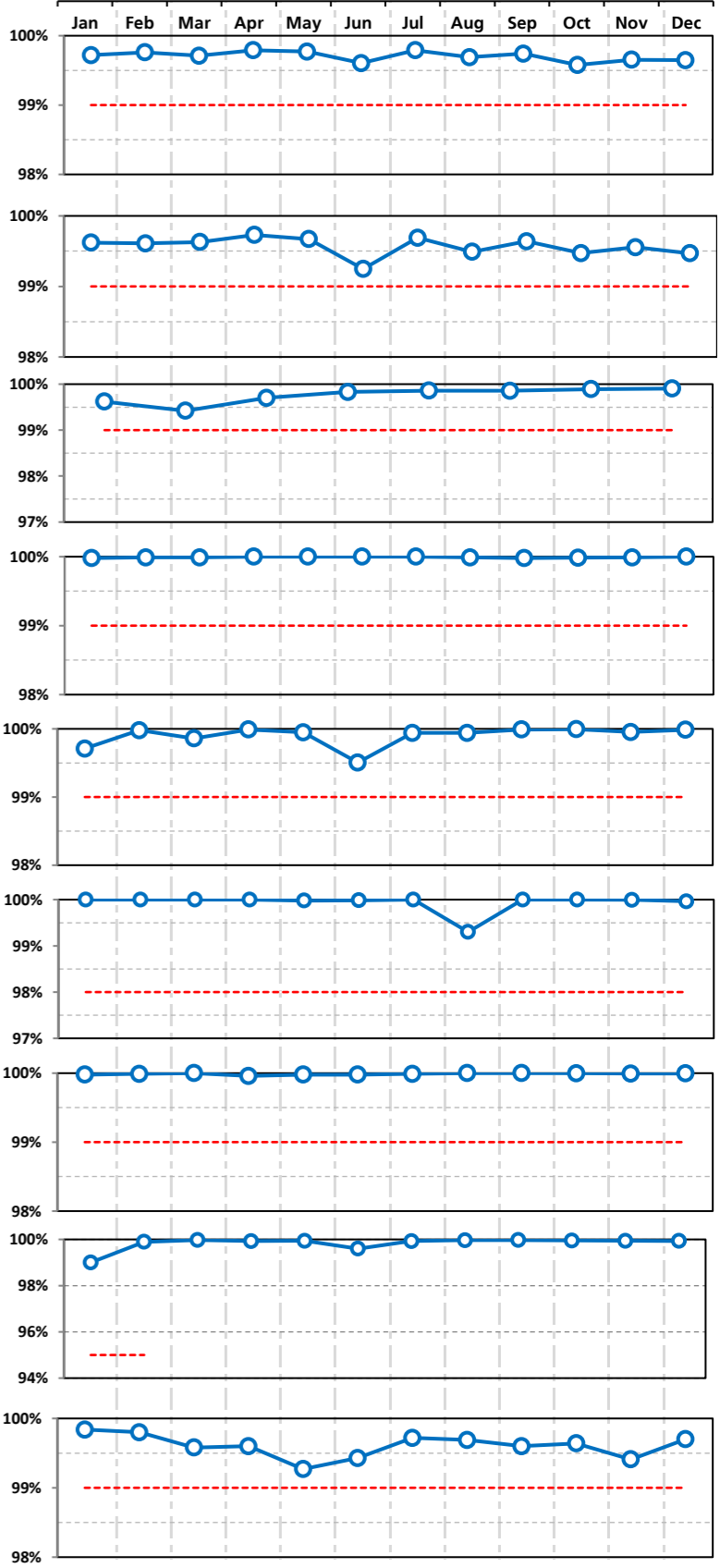
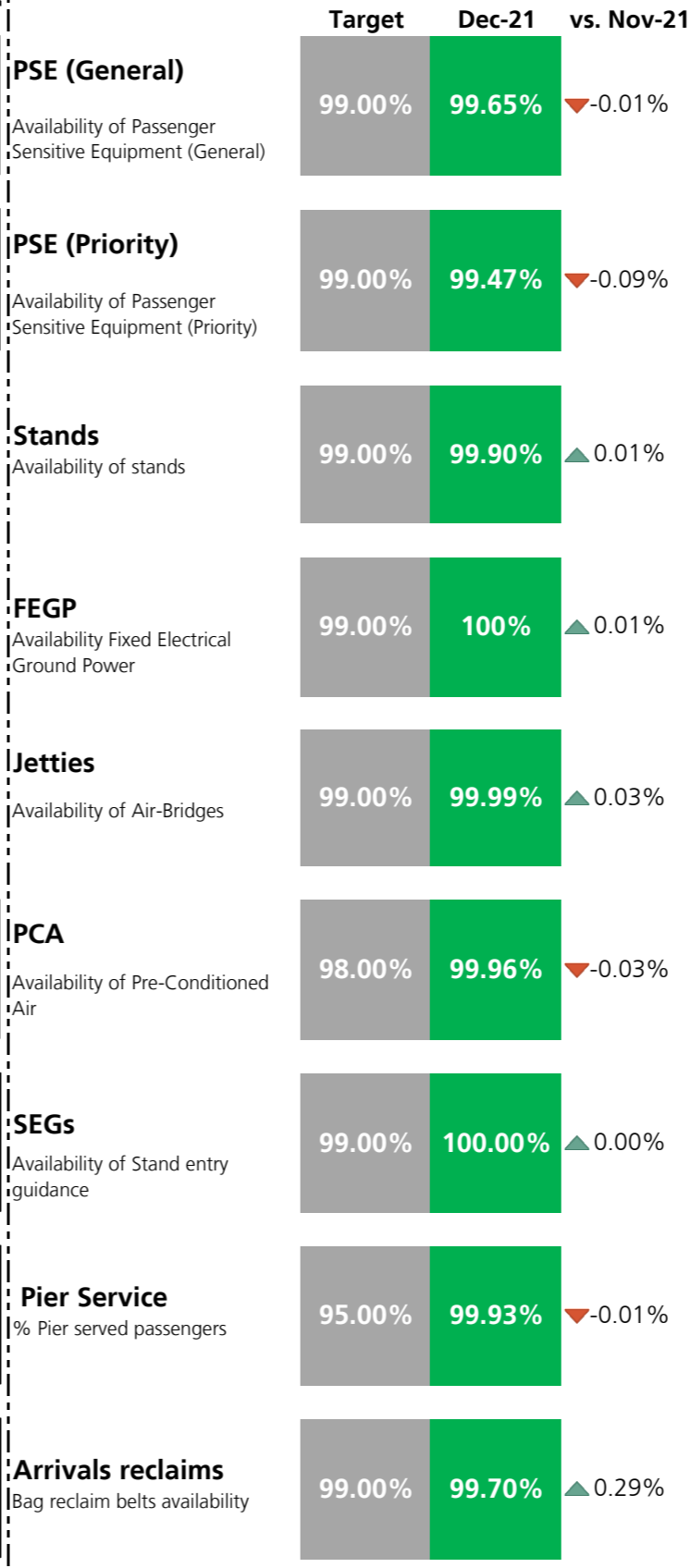
*SQRB calculation is based on an 6x month moving average for these metrics for T3

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.

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
*SQRB calculation is based on an 6x month moving average for these metrics for T3

Terminal 2 Performance Report December 2021

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2021		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability		£ -	£ -	0
Cleanliness		£ -	£ -	0
Wayfinding		£ -	£ -	0
Flight information		£ -	£ -	0
CSA queues - Both	✓	£ -	£ -	0
Staff search	✓	£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.52	£ 67,865	£ 1,013,064.77	12	
Cleanliness	MAA	4.20	4.50	4.48	£ 84,053	£ 1,153,861	12	
Wayfinding	MAA	4.20	4.50	4.43	£ 64,946	£ 778,151	12	
Flight information	MAA	4.40	4.70	4.59	£ 53,655	£ 584,507	12	
					£ 270,520	£ 3,529,584	48	

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 2021 - December 2021

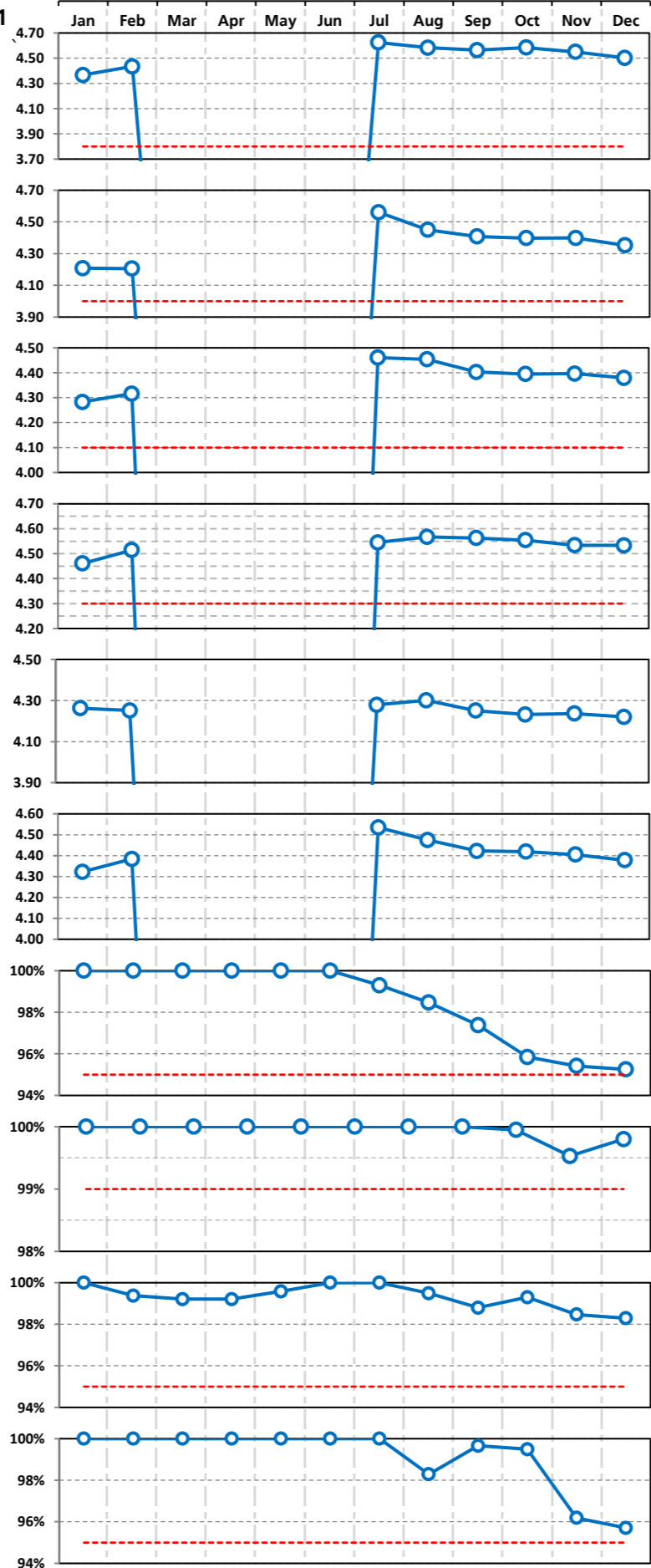
Terminal 3 Performance Report December 2021

Classification: Internal

0

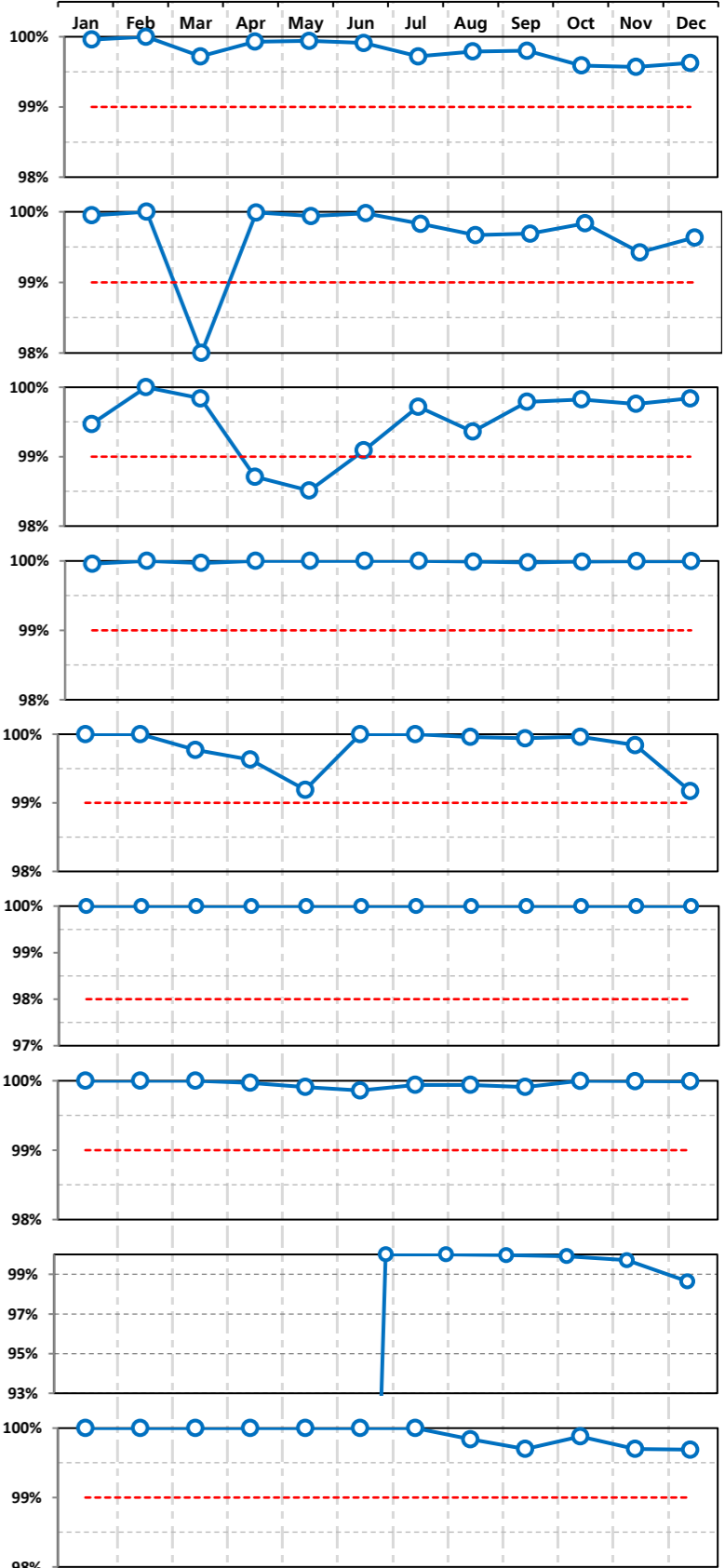
Passenger Experience and Service Level Performance

	Target	Dec-21	vs. Nov-21
Departure lounge seat availability* Ease of finding a seat	3.80	4.50	▼-0.05
Cleanliness* Overall cleanliness of the terminal	4.00	4.35	▼-0.05
Wayfinding* Ease of finding your way around the airport	4.10	4.38	▼-0.02
Flight information* Accuracy and ease of finding flight information	4.30	4.53	▼0.00
Wi-Fi* Ease of using WiFi		4.22	▼-0.02
Security* Passenger satisfaction		4.38	▼-0.03
CSA queues - Times queue <5 minutes Based on 15min time periods measured	95.00%	95.25%	▼-0.17%
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.00%	99.67%	▼-0.13%
Staff search Based on 15min time periods measured	95.00%	98.29%	▼-0.18%
Transfer Search Based on 15min time periods measured	95.00%	95.71%	▼-0.48%



Service Level Performance

	Target	Dec-21	vs. Nov-21
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.00%	99.63%	▲0.06%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.63%	▲0.21%
Stands Availability of stands	99.00%	99.84%	▲0.08%
FEGP Availability Fixed Electrical Ground Power	99.00%	100.00%	▼0.00%
Jetties Availability of Air-Bridges	99.00%	99.17%	▼-0.67%
PCA Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs Availability of Stand entry guidance	99.00%	99.99%	▼0.00%
Pier Service % Pier served passengers	95.00%	98.64%	▼-1.07%
Arrivals reclaims Bag reclaim belts availability	99.00%	99.69%	▼-0.01%



Notes:
*SQR calculation is based on an 6x month moving average for these metrics for T3

Financial Report - Bonus and Rebates

Rebates:

	Dec - 2021		Year-to-Date	
	Target Achieved	Estimated Rebate	Estimated Rebate	Number of failures
Departure lounge seat availability		£ -	£ -	0
Cleanliness		£ -	£ -	0
Wayfinding		£ -	£ -	0
Flight information		£ -	£ -	0
CSA queues - Both		£ -	£ -	0
Staff search		£ -	£ -	0
Transfer search	✓	£ -	£ -	0
PSE (General)	✓	£ -	£ -	0
PSE (Priority)	✓	£ -	£ -	0
Stands	✓	£ -	£ -	0
FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
SEGS	✓	£ -	£ -	0
Pier Service	✓	£ -	£ -	0
Arrivals reclaims	✓	£ -	£ -	0
		£ -	£ -	0

Bonuses:

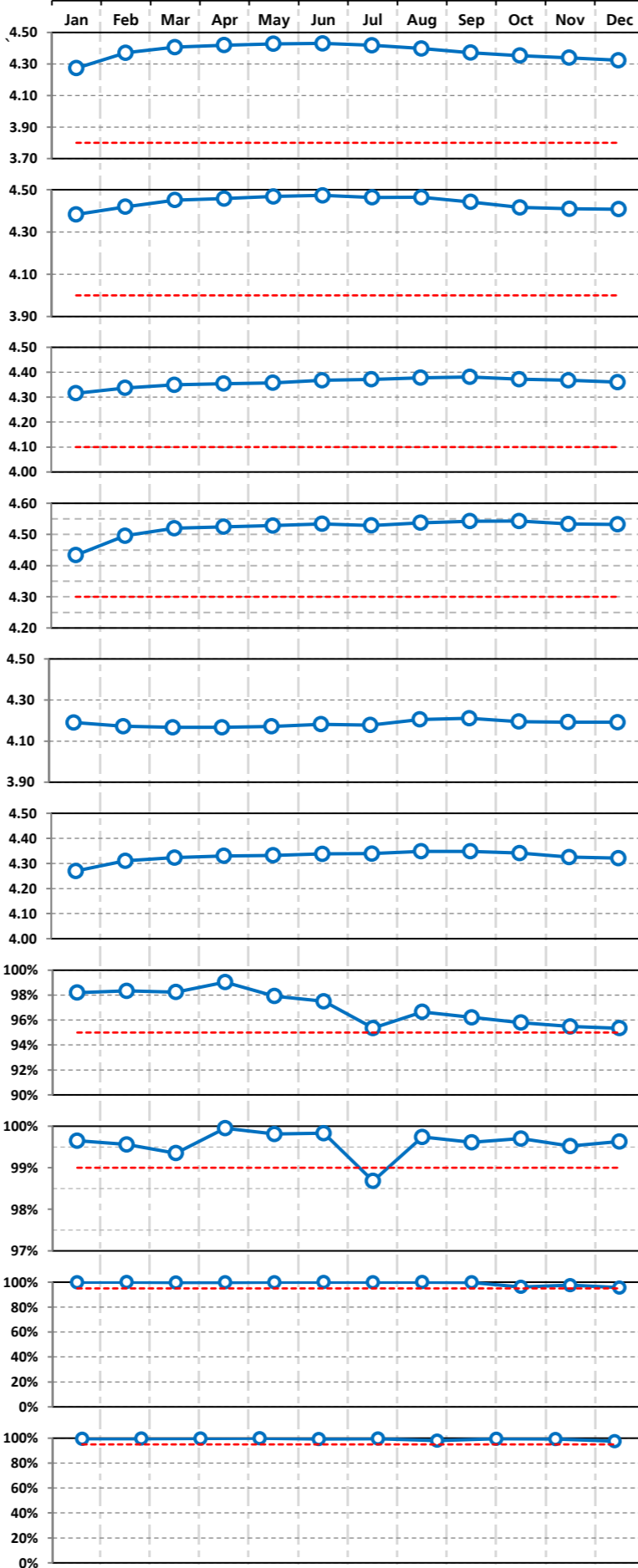
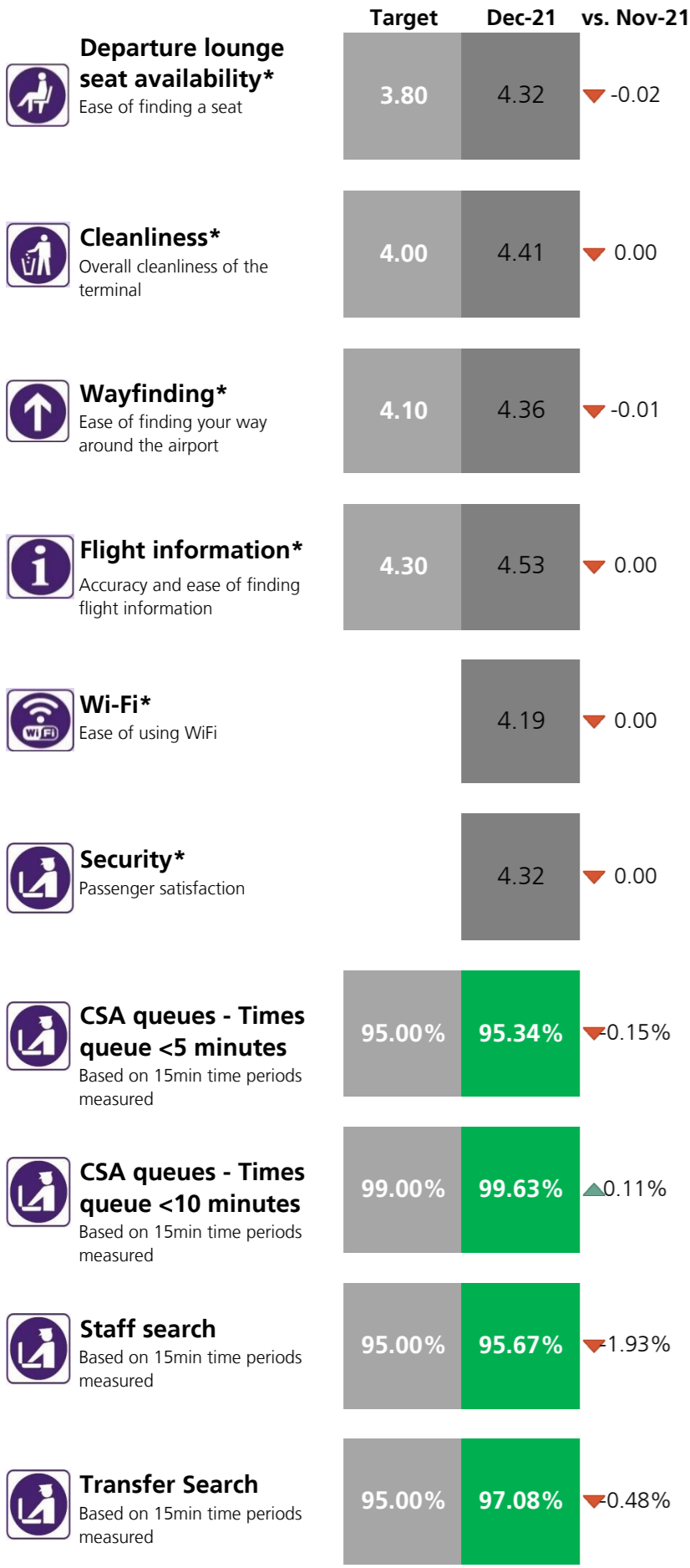
	Measure	Lower Threshold	Upper Threshold	Actual	Dec - 2021		Year-to-Date	
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.50	£ 67,865.27	£ 1,013,064.77	12	
Cleanliness	MAA	4.20	4.50	4.35	£ 84,052.75	£ 1,153,861	12	
Wayfinding	MAA	4.20	4.50	4.38	£ 64,946	£ 778,151	12	
Flight information	MAA	4.40	4.70	4.53	£ 53,655.41	£ 584,507	12	
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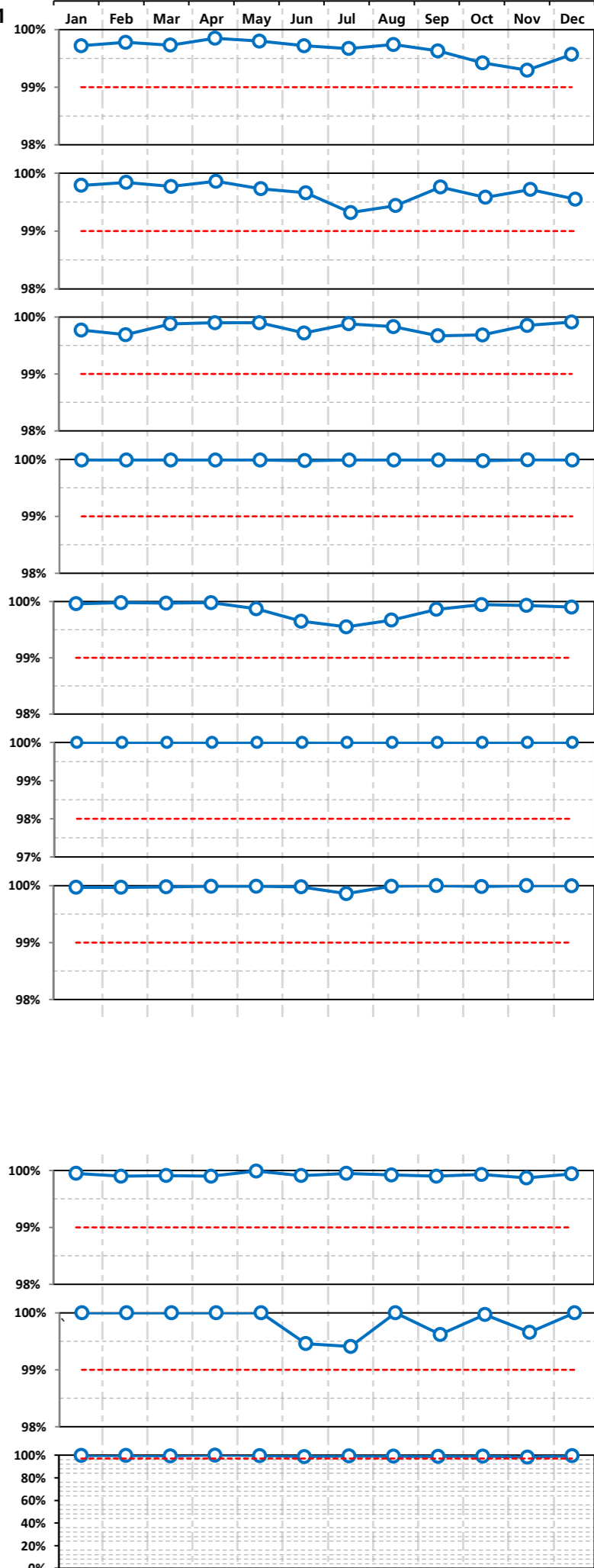
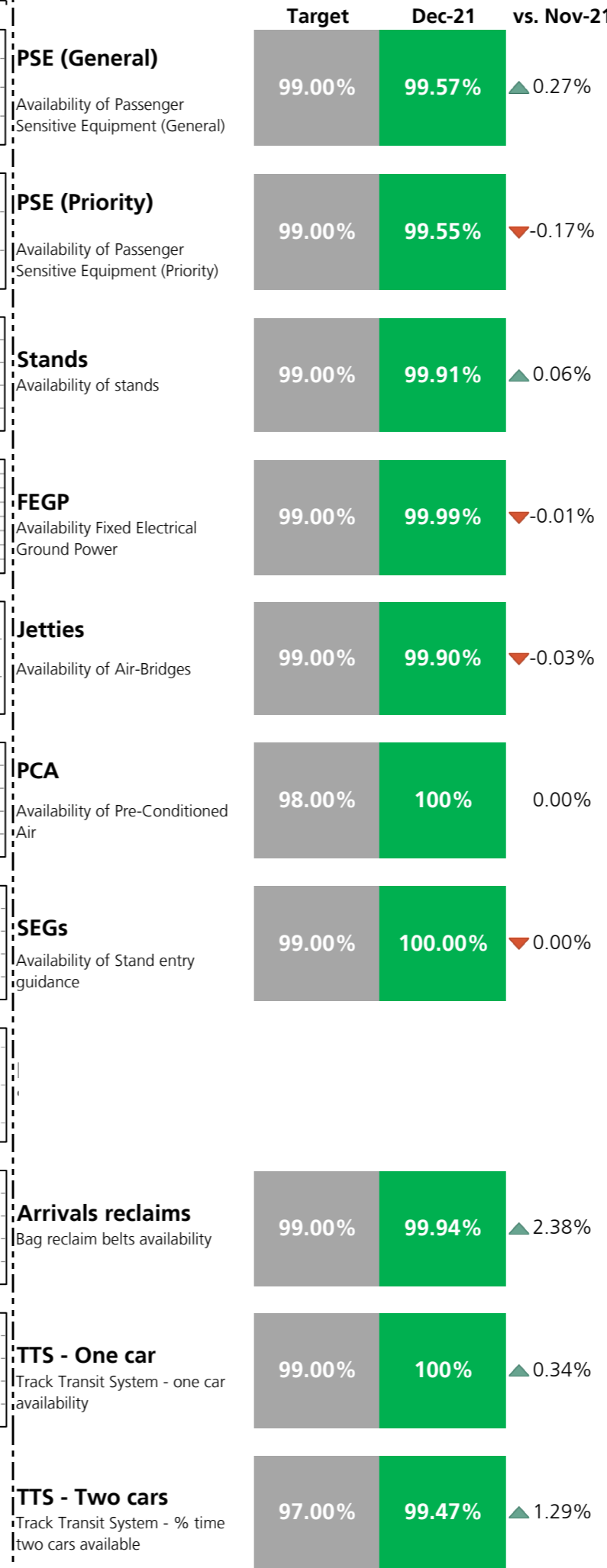
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FEGP	✓	£ -	£ -	0
Jetties	✓	£ -	£ -	0
PCA	✓	£ -	£ -	0
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Pier Service				
Arrivals reclaims	✓	£ -	£ -	0
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