

Heathrow Performance Report

Service Quality Rebate and Bonus - January 2022

Operational Planning

Printed: 07 October 2022



Heathrow Performance Report January 2022

Heatinow renormance Report January 2022											
Passenger Experience and Service Level Perfor	mance T2	Т3	Т4	T5							
Departure lounge seat availability* Ease of finding a seat	4.52	4.46	17	4.33							
Cleanliness* Overall cleanliness of the terminal	4.46	4.34		4.40							
Wayfinding* Ease of finding your way around the airport	4.43	4.37		4.36							
Flight information* Accuracy and ease of finding flight information	4.58	4.52		4.53							
Wi-Fi* Ease of using WiFi	4.24	4.23		4.20							
Security* Passenger satisfaction	4.42	4.37		4.32							
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.63%	95.66%	100.00%	97.34%							
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.90%	100.00%	100.00%	99.70%							
Staff search ** Based on 15min time periods measured	99.11%	98.52%	99.95%	99.43%							
Transfer Search Based on 15min time periods measured	99.90%	97.00%	100.00%	97.84%							
	СТА	Cargo	EastSide	Т5	SouthSide						
Control Post Security Search	98.80%	99.64%	100%	99.16%	98.78%						

Service Level Performance

	T2	Т3	T4	T5
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.55%	99.47%	99.94%	99.62%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.28%	99.82%	99.95%	99.76%
Stands Availability of stands	99.89%	99.67%	85.39%	99.91%
FEGP Availability ofFixed Electrical Ground Power	100.00%	99.93%	100%	99.92%
letties Availability of Air-Bridges	99.97%	99.68%	99.81%	99.78%
PCA vailability of Pre-conditioned Air	100%	100%		100%
SEGs	100.00%	100.00%	100%	99.98%
Pier Service 6 Pier served passengers	98.46%	95.98%	99.99%	
Arrivals Reclaims Bag reclaim belts availability	99.62%	99.79%	100.00%	99.66%

Aerodrome congestion

Track Transit System - % time two cars available

TTS - One car Track Transit System - one car availability	99.88%
TTS - Two cars	
113 - 1WO (d15	02 N0%

Financial Report- Bonus and Rebates

					Rebates	5:					
			J	lan - 2022				YTD			
	T2	Т3	T4	Т5	Campus	Estir	nated Rebate	Esti	mated Rebate	Total Failures	
Departure lounge seat availability						£	-	£	-	0	
Cleanliness						£	-	£	-	0	
Wayfinding						£	-	£	-	0	
Flight information						£	-	£	-	0	
CSA Queues - Both						£	-	£	-	0	
Staff Search						£	-	£	-	0	
Transfer search			\bigcirc			£	-	£	-	0	
Passenger Sensitive Equipment (General)						£	=	£	-	0	
Passenger Sensitive Equipment (Priority)			\bigcirc			£	-	£	-	0	
Stands				\bigcirc		£	48,233.05	£	48,233.05	1	
FEGP			\bigcirc			£	-	£	-	0	
Jetties						£	=	£	-	0	
Pre-conditioned air			②			£	-	£	-	0	
Stand entry guidance			\bigcirc			£	=	£	-	0	
Pier Service						£	-	£	-	0	
Arrivals reclaims						£	-	£	-	0	
Control Posts Search			_		②	£	-	£	-	0	
Aerodrome Congestion					Ø	£	-	£	- '	0	
TTS - % Both						£	-	£	-	0	
					Total	£	48,233.05	£	48,233.05	1	

				Bonuse	s:					
				Jan - 202	22		YTD			
Lower Threshold	Upper Threshold	T2	Т3	T4	Т5	Estimated Bonus	Estimated Bonus	Total Pass		
4.10	4.50	4.52	4.46		4.33	£ 233,679	£ 1,060,862	7		
4.20	4.50	4.46	4.34		4.40	£ 193,927	£ 854,430	8		
4.20	4.50	4.43	4.37		4.36	£ 219,566	£ 1,341,587	8		
4.40	4.70	4.58	4.52		4.53	£ 171,319	£ 897,790	8		
					Total	£ 818,490	£ 4,154,668	31		

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2022 - December 2022

*SQRB calculationfor T4 is based on 3 months of data



Notes:

^{*} SQRB calculations based on Moving Annual Average (MAA) for these metrics

Classification: Internal

Terminal 2 Performance Report January 2022

Financial Report - Bonus and Rebates

Rebates:

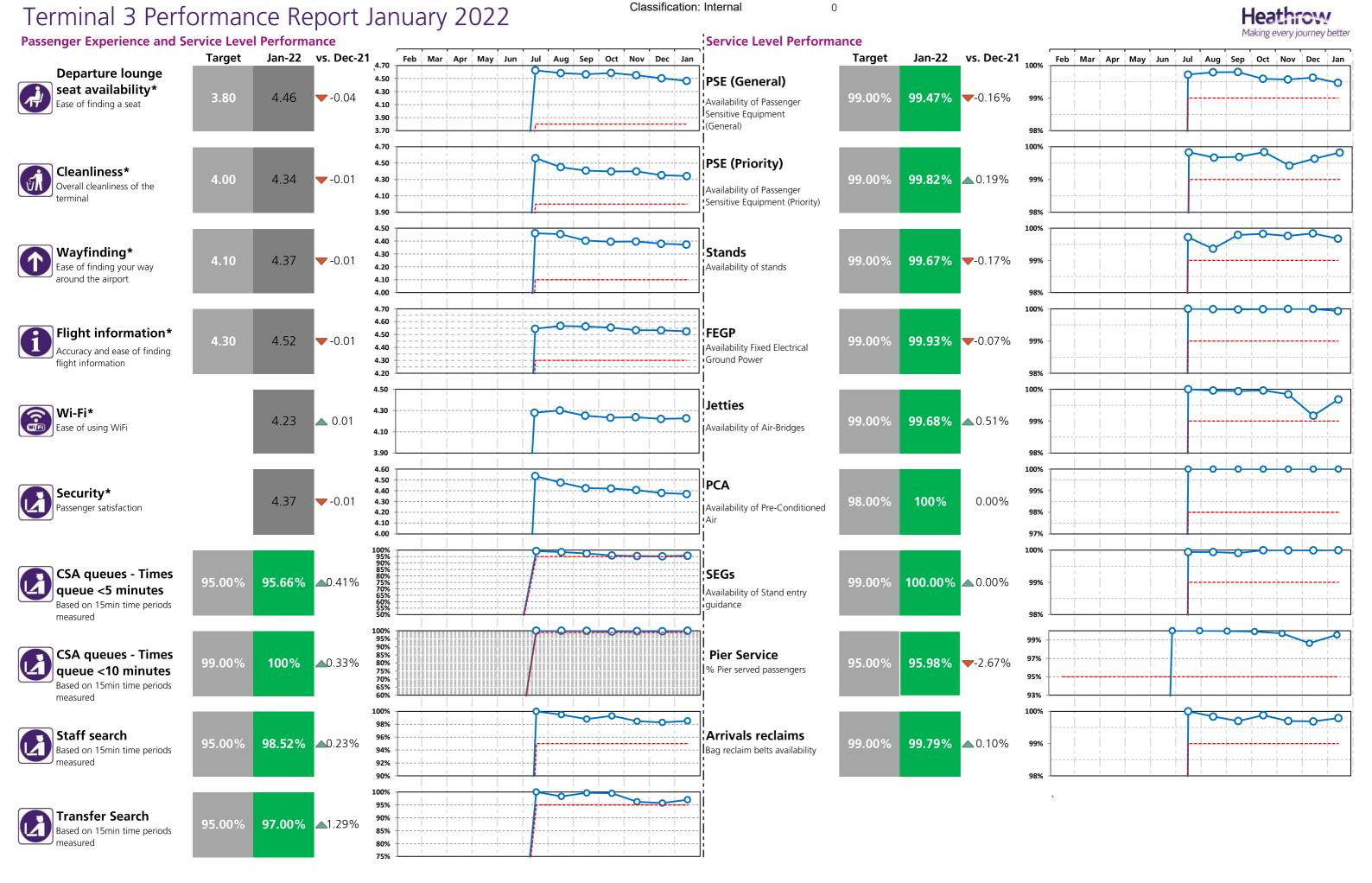
		Jan - 2022		,	Date	
	Target Achieved	Estimated Rebate		Estimated	Number of failures	
Departure lounge seat availability		£	-	£	-	0
Cleanliness		£	-	£	-	0
Wayfinding		£	-	£	-	0
Flight information		£	-	£	-	0
CSA queues - Both		£	-	£	-	0
Staff search		£	-	£	-	0
Transfer search	Ø	£	-	£	-	0
PSE (General)		£	-	£	-	0
PSE (Priority)	Ø	£	-	£	-	0
Stands		£	-	£	-	0
FEGP		£	-	£	-	0
Jetties		£	-	£	-	0
PCA	Ø	£	-	£	-	0
SEGS		£	-	£	-	0
Pier Service	Ø	£	-	£	-	0
Arrivals reclaims		£	-	£	-	0
		£	-	£	-	0

Ronuses:

				Jan - 2022				Date	
	Measure	Lower Threshold	Upper Threshold	Actual Estimated Bonus (All Terminals)		Estimated Bonus (All Terminals)		Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.52	£	233,679	£	233,678.67	1
Cleanliness	MAA	4.20	4.50	4.46	£	193,927	£	193,927	1
Wayfinding	MAA	4.20	4.50	4.43	£	219,566	£	219,566	1
Flight information	MAA	4.40	4.70	4.58	£	171,319	£	171,319	1
					f	818.490	f	818.490	4

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 2022 - December 2022



Notes:

^{*} SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report January 2022

Rebates:

Financial Report - Bonus and Rebates

		Jan - 2022		Yea	ate	
	Target Achieved	Estimated Re	bate	Estimated Re	bate	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

Classification: Internal

Bonuses:

				Jan - 2022			Year-to-Da	te	
	Measure	Lower Threshold	Upper Threshold	d Actual Estimated Bonus (All E		Estimated Bonus (All Terminals)		Number of Bonus	
Departure lounge seat availability	MAA	4.10	4.50	4.46	£	233,678.67	£	233,678.67	1
Cleanliness	MAA	4.20	4.50	4.34	£	193,927	£	193,927	1
Wayfinding	MAA	4.20	4.50	4.37	£	219,566	£	219,566	1
Flight information	MAA	4.40	4.70	4.52	£	171,319	£	171,319	1
					£	818,490	£	818,490	4

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 2022 - December 2022

Classification: Internal Terminal 5 Performance Report January 2022 **Passenger Experience and Service Level Performance Service Level Performance** Jan-22 vs. Dec-21 (4.50 Feb Mar Apr May Jun Target Jan-22 vs. Dec-21 Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan **Departure lounge** PSE (General) seat availability* 99.62% 3.80 4.33 0.00 99.00% **0.05%** 4.10 Availability of Passenger Ease of finding a seat Sensitive Equipment 3.90 3.70 4.50 100% PSE (Priority) 4.30 Cleanliness* 4.00 4.40 ▼ 0.00 99.00% 99.76% ▲ 0.20% Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 4.50 100% 4.40 Wayfinding* 4.30 4.36 ▼ 0.00 99.91% ▲ 0.00% 4.10 99.00% 99% Ease of finding your way 4.20 Availability of stands around the airport 4.10 4.00 4.60 100% 4.50 Flight information* 4.30 4.53 99.92% ▼ 0.00 99.00% **▽**-0.07% 4.40 99% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.20 4.50 100% Jetties Wi-Fi*
Ease of using WiFi 4.30 ▲ 0.01 4.20 99.00% 99.78% **▼**-0.12% Availability of Air-Bridges 4.10 4.50 4.40 PCA Security* 4.30 4.32 0.00 98.00% 100% 0.00% Availability of Pre-Conditioned 4.20 4.00 80% **CSA** queues - Times **SEGs 97.34% 2.00%** 99.00% 99.98% **▽**-0.02% 60% queue <5 minutes Availability of Stand entry Based on 15min time periods guidance measured 100% 90% **CSA** queues - Times **99.70% △**0.07% 99.00% queue <10 minutes 70% Based on 15min time periods measured 100% 98% Staff search Arrivals reclaims 96% **99.43% △**3.76% 99.00% 99.66% **2.58%** Bag reclaim belts availability 94% 92% 90% 100% 90% TTS - One car **Transfer Search** 70% **97.84% △**0.76% 95.00% 99.00% 99.88% **▼**-0.12% Track Transit System - one car availability 30% 100% TTS - Two cars 98% 97.00% 98.09% **▼**-1.38% Track Transit System - % 97% time two cars available Notes: *SQRB calculation is based on an

Terminal 5 Performance Report January 2022

Heathrow

Financial Report - Bonus and Rebates

Rebates:	

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

I for Security T5 July 2021 to the CAA for review.	Target Achieved	Estimated Reba	ite	Estimated Rebate	Number of failures
Departure lounge seat availability		£ -		£ -	0
Cleanliness		£ -	-	£ -	0
Wayfinding		£ -	-	£ -	0
Flight information		£		£ -	0
CSA queues - Both		£ -	-	£ -	0
Staff search		£ -	-	£ -	0
Transfer search		£ -	-	£ -	0
PSE (General)		£ -	-	£ -	0
PSE (Priority)		£ -	-	£ -	0
Stands		£ -	-	£ -	0
FEGP		£ -	-	£ -	0
Jetties		£ -	-	£ -	0
PCA		£ -	-	£ -	0
SEGs		£ -	-	£ -	0
Pier Service					
Arrivals reclaims		£ -	-	£ -	0
TTS - % Both		£	-	£ -	0
		£ -	-	£ -	0

Jan - 2022

Year-to-Date

Classification: Internal

Bonuses:

				Jan - 2022			Year-to-Da	te	
	Measure	Lower Threshold	Upper Threshold	Actual		nated Bonus (All Terminals)	Esti	mated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.33	£	233,678.67	£	233,678.67	1
Cleanliness	MAA	4.20	4.50	4.40	£	193,927	£	193,927	1
Wayfinding	MAA	4.20	4.50	4.36	£	219,566	£	219,566	1
Flight information	MAA	4.40	4.70	4.53	£	171,319	£	171,319	1
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Credit Notes

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Classification: Internal

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