

BAA Heathrow

Terminal 1 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2009						
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.05%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.60%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	99,514	1
Arrivals reclaim (baggage carousels)	99.01%	99.00%	Yes	0	113,852	1
Stands	99.63%	99.00%	Yes	0	0	0
Jetties	99.51%	99.00%	Yes	0	0	0
FEGP	99.63%	99.00%	Yes	0	65,375	1
Stand entry guidance	99.63%	99.00%	Yes	0	0	0
Transfer search	99.35%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.27%	92.30%	Yes	0	0	0
Total				0	278,741	3

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

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Terminal 2 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2009						
Departure lounge seat availability	4.0	3.6	Yes	0	0	0
Cleanliness	3.9	3.7	Yes	0	0	0
Wayfinding	4.0	3.8	Yes	0	0	0
Flight information	4.1	4.0	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.77%	95.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	98.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	98.00%	Yes	0	0	0
Stands	99.89%	98.00%	Yes	0	0	0
Jetties	99.85%	97.00%	Yes	0	0	0
Pier service	99.83%	90.00%	Yes	0	0	0
FEGP	99.98%	98.00%	Yes	0	0	0
Total				0	0	0

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 3 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2009						
Departure lounge seat availability	3.6	3.8	No	185,079	925,395	5
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.29%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.41%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.66%	99.00%	Yes	0	0	0
Pre-conditioned air	50.00%	98.00%	No	N/A	N/A	5
Stand entry guidance	99.83%	99.00%	Yes	0	0	0
Transfer search	96.73%	95.00%	Yes	0	0	0
Staff search	99.91%	95.00%	Yes	0	0	0
Pier service	93.39%	94.27%	No	179,835	179,835	1
Total				364,914	1,105,230	11

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.

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Terminal 4 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2009						
Departure lounge seat availability	4.2	3.8	Yes	0	0	0
Cleanliness	4.1	3.9	Yes	0	0	0
Wayfinding	4.1	4.0	Yes	0	0	0
Flight information	4.2	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.12%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.39%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.16%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.21%	99.00%	Yes	0	0	0
Stands	99.61%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.69%	99.00%	Yes	0	0	0
Stand entry guidance	99.61%	99.00%	Yes	0	0	0
Transfer search	100.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	98.29%	95.00%	Yes	0	188,697	3
Total				0	188,697	3

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Terminal 5 - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2009						
Departure lounge seat availability	4.0	3.8	Yes	0	0	0
Cleanliness	4.2	3.9	Yes	0	0	0
Wayfinding	4.2	4.0	Yes	0	0	0
Flight information	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.87%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.63%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.54%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.67%	99.00%	Yes	0	0	0
FEGP	99.40%	99.00%	Yes	0	0	0
Pre-conditioned air	78.36%	98.00%	No	N/A	N/A	5
Stand entry guidance	99.77%	99.00%	Yes	0	0	0
Transfer search	96.22%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Pier service	81.36%	89.92%	No	173,441	867,205	5
Transit system - % time one car available	99.98%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.29%	97.00%	Yes	0	0	0
Total				173,441	867,205	10

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.

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Control posts search - Service Quality Rebate	Month				Year to date	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
August-2009						
Control posts search	99.16%	95.00%	Yes	0	0	0
Total				0	0	0

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com

Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
August-2009				
Aerodrome Congestion Term	No	0	0	0
Total			0	0

For further information on these results please contact - Nataly Duke, email: Nataly_Duke@baa.com