

Terminal 1 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2010						
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	98.15%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	0	0
Stands	99.54%	99.00%	Yes	0	0	0
Jetties	99.34%	99.00%	Yes	0	0	0
FEGP	99.90%	99.00%	Yes	0	0	0
Stand entry guidance	99.85%	99.00%	Yes	0	0	0
Transfer search	99.71%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.57%	95.00%	Yes	0	0	0
Pier service	97.50%	92.81%	Yes	0	0	0
Total				0	0	0

* year is April 2010 to March 2011

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.

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
April-2010						
Departure lounge seat availability	3.7	3.8	No	183,768	183,768	1
Cleanliness	3.9	3.9	Yes	0	0	0
Wayfinding	4.0	4.0	Yes	0	0	0
Flight information	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	98.17%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.53%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.63%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.66%	99.00%	Yes	0	0	0
FEGP	98.89%	99.00%	No	117,305	117,305	1
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.68%	99.00%	Yes	0	0	0
Transfer search	99.66%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.57%	95.00%	Yes	0	0	0
Pier service	89.87%	95.00%	No	178,561	178,561	1
Total				479,634	479,634	3

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Terminal 4 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2010						
Departure lounge seat availability	4.1	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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	99.44%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.71%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.64%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.38%	99.00%	Yes	0	0	0
Stands	99.68%	99.00%	Yes	0	0	0
Jetties	99.22%	99.00%	Yes	0	0	0
FEGP	99.88%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	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
Control posts search	97.57%	95.00%	Yes	0	0	0
Pier service	99.91%	95.00%	Yes	0	0	0
Total				0	0	0

* year is April 2010 to March 2011

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 5 - Service Quality Rebate	Month				Year to date *	
	Actual	Target	Target achieved	£ Rebate	£ Rebate	Number of failures
April-2010						
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	98.83%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.83%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.58%	99.00%	Yes	0	0	0
FEGP	99.74%	99.00%	Yes	0	0	0
Pre-conditioned air	82.38%	98.00%	No	N/A	N/A	1
Stand entry guidance	99.90%	99.00%	Yes	0	0	0
Transfer search	99.60%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	97.57%	95.00%	Yes	0	0	0
Pier service	80.15%	89.00%	No	184,842	184,842	1
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.69%	97.00%	Yes			
Total				184,842	184,842	2

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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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Aerodrome Congestion Term - Service Quality Rebate	Month		Year to date *	
	Rebate due	£ Rebate	£ Rebate	Number of rebates
April-2010				
Aerodrome Congestion Term	No	0	0	0
Total			0	0

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Detail of material event (if rebate due)

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