

Service quality rebate

Heathrow Terminal 1	Dec-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	4.1	3.8	Yes	0	0	0
Cleanliness	4.0	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	97.14%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.67%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.57%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.45%	99.00%	Yes	0	0	0
FEGP	99.58%	99.00%	Yes	0	0	0
Stand entry guidance	99.62%	99.00%	Yes	0	0	0
Transfer search	97.93%	95.00%	Yes	0	0	0
Staff search	98.23%	95.00%	Yes	0	0	0
Control posts search	98.69%	95.00%	Yes	0	0	0
Pier service	97.73%	94.24%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

**QSM measures are Moving Annual Averages

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: please contact Nataly Duke, email: Nataly_Duke@baa.com

Service quality rebate



Heathrow Terminal 3	Dec-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.6	3.8	No	0	1,368,360	9
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	95.94%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.59%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.82%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.51%	99.00%	Yes	0	0	0
Pre-conditioned air	99.99%	98.00%	Yes	N/A	N/A	2
Stand entry guidance	99.93%	99.00%	Yes	0	0	0
Transfer search	96.08%	95.00%	Yes	0	0	0
Staff search	99.54%	95.00%	Yes	0	0	0
Control posts search	98.69%	95.00%	Yes	0	0	0
Pier service +	96.01%	94.08%	Yes	0	0	0
				0	1,368,360	11

NOTE: * year is April 2011 to March 2012 + Pier service score is reported one month in arrears

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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.

PIER SERVICE: Following discussion and agreement with airlines, a revised methodology for the calculation of the pier service percentage in Terminal 3 was implemented in November 2010. The revision applies from February 2009 onwards. Results reported as a fail in prior months are now reported as target achieved.

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Service quality rebate

Heathrow Terminal 4	Dec-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	97.70%	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)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.61%	99.00%	Yes	0	0	0
Stands	99.64%	99.00%	Yes	0	0	0
Jetties	99.37%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Stand entry guidance	99.80%	99.00%	Yes	0	0	0
Transfer search	95.94%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.69%	95.00%	Yes	0	0	0
Pier service	99.31%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2011 to March 2012

**QSM measures are Moving Annual Averages

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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Service quality rebate

Heathrow Terminal 5	Dec-11				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
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	4.3	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	93.34%	95.00%	No	530,473	1,060,946	2
Central security queues - Times queue = 10 minutes	99.24%	99.00%	Yes			
Passenger sensitive equipment (general)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.61%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.89%	99.00%	Yes	0	0	0
Jetties	99.21%	99.00%	Yes	0	184,818	1
FEGP	99.70%	99.00%	Yes	0	0	0
Pre-conditioned air	99.69%	98.00%	Yes	N/A	N/A	6
Stand entry guidance	99.92%	99.00%	Yes	0	0	0
Transfer search	96.51%	95.00%	Yes	0	0	0
Staff search	98.85%	95.00%	Yes	0	0	0
Control posts search	98.69%	95.00%	Yes	0	0	0
Pier service	88.18%	95.00%	No	0	1,247,832	9
Transit system - % time one car available	99.90%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.14%	97.00%	Yes	0	0	0
Total				530,473	2,493,596	18

NOTE: * year is April 2011 to March 2012

**QSM measures are Moving Annual Averages

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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Service quality rebate



Aerodrome Congestion Term	Dec-11		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	54,434	2
Total			54,434	2

The above rebate relates to an incident on 30th November 2011, where there was a failure of 27L Aeronautical Ground Lighting (AGL). Due to residual variance from the UKBA strike and T5 baggage issues, a loss of 10 movements was agreed.

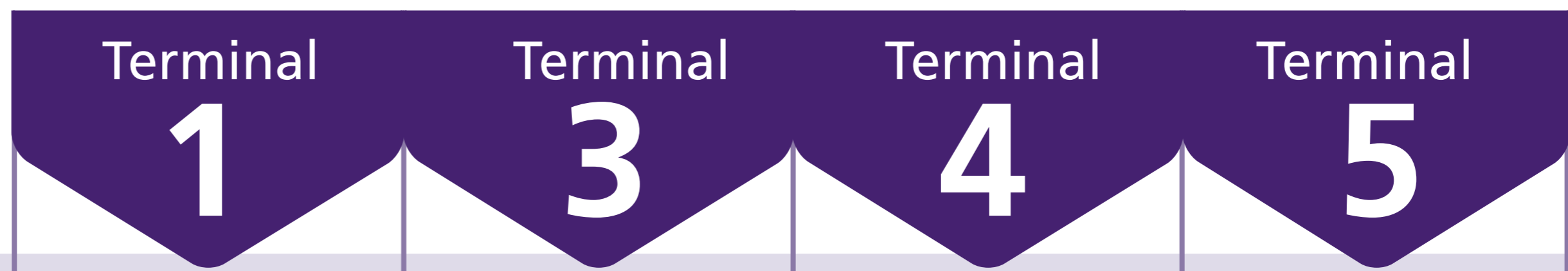
NOTE: * year is April 2011 to March 2012

FOR FURTHER INFORMATION: please contact Nataly Duke, email: Nataly_Duke@baa.com

How are we performing?

December 2011

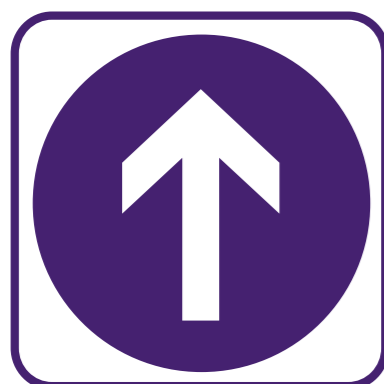
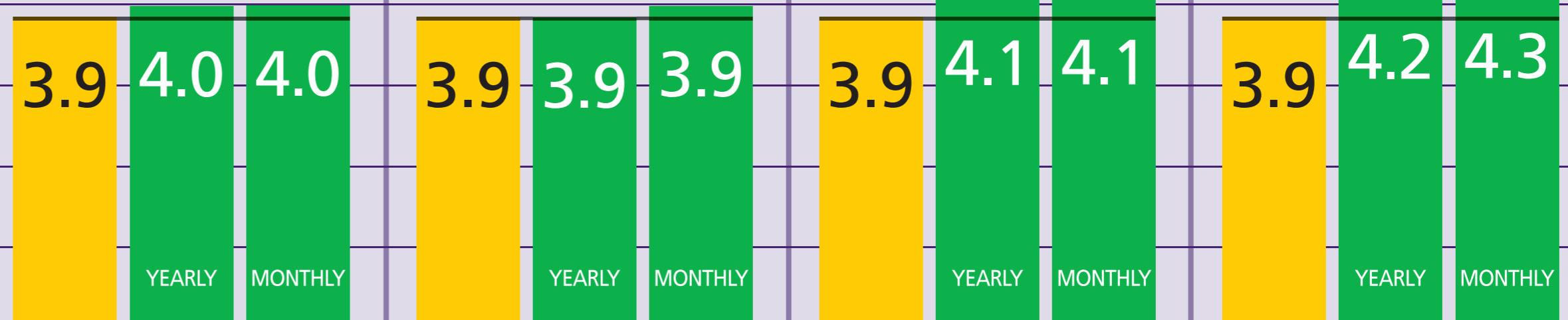
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

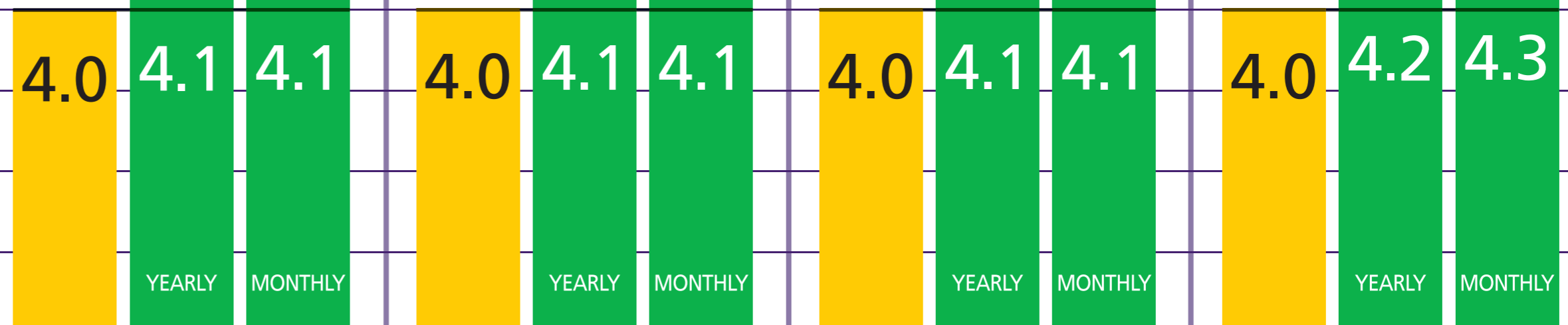
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

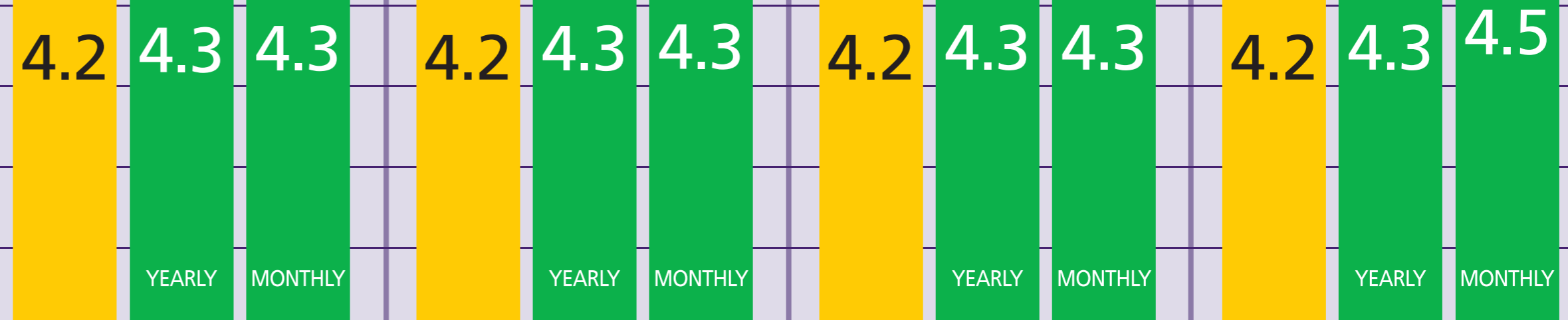
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

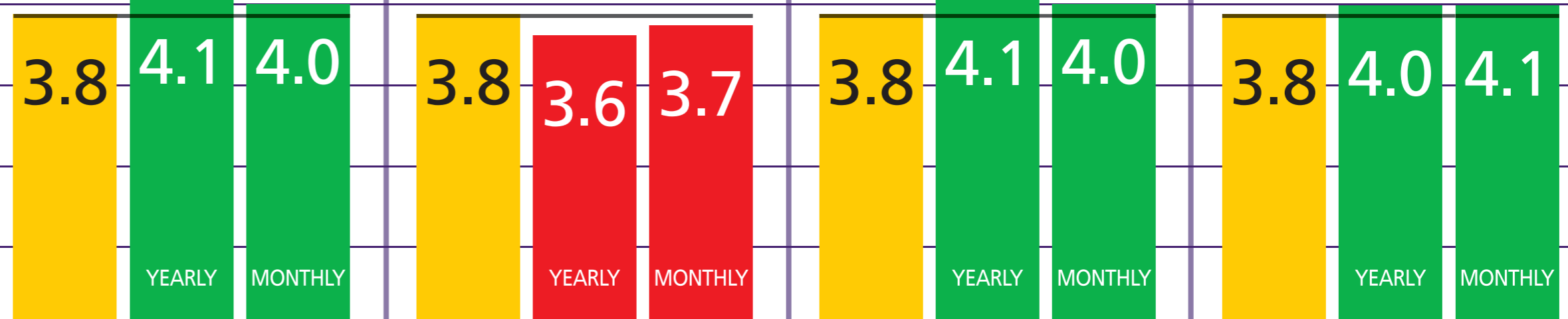
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

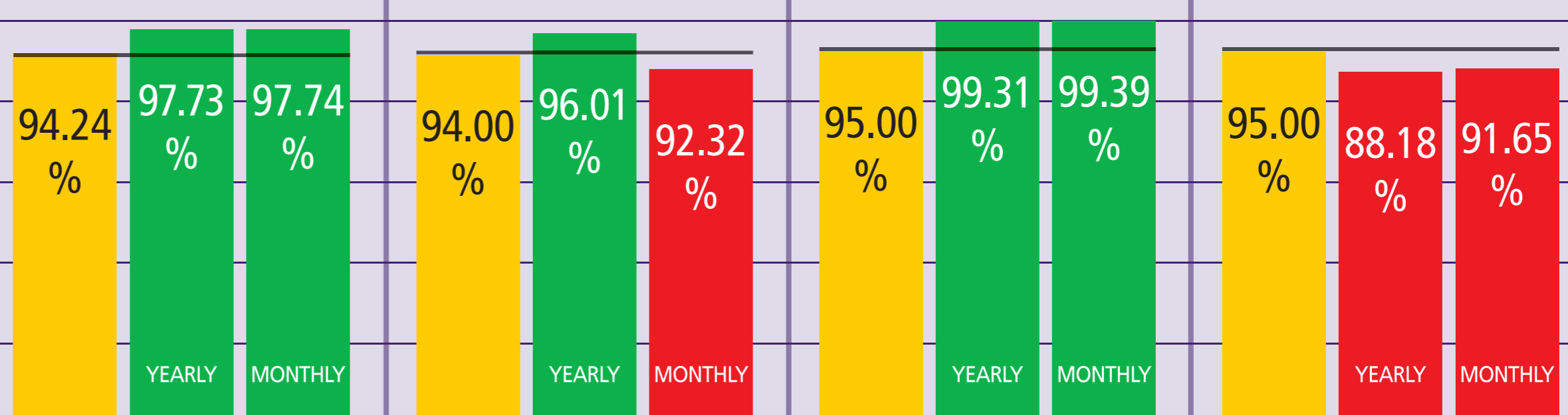


Pier Service

Percentage of passengers embarking and disembarking directly into the terminal building

Please note: Pier Service targets will change monthly. Annual pass or fail rates will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.

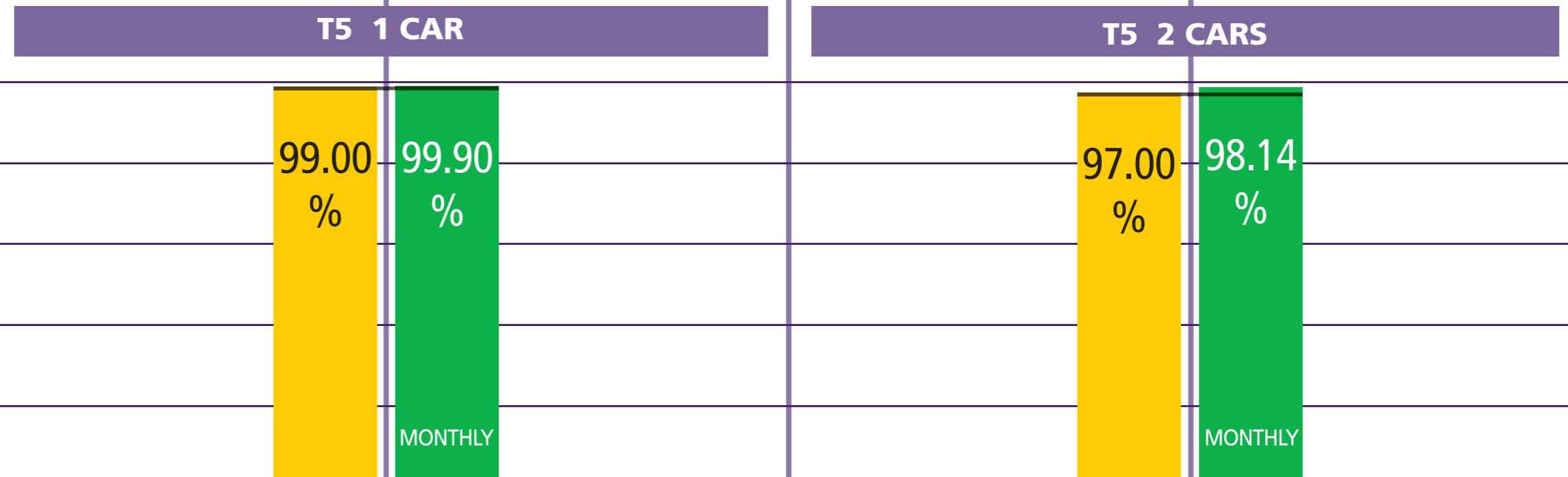
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com



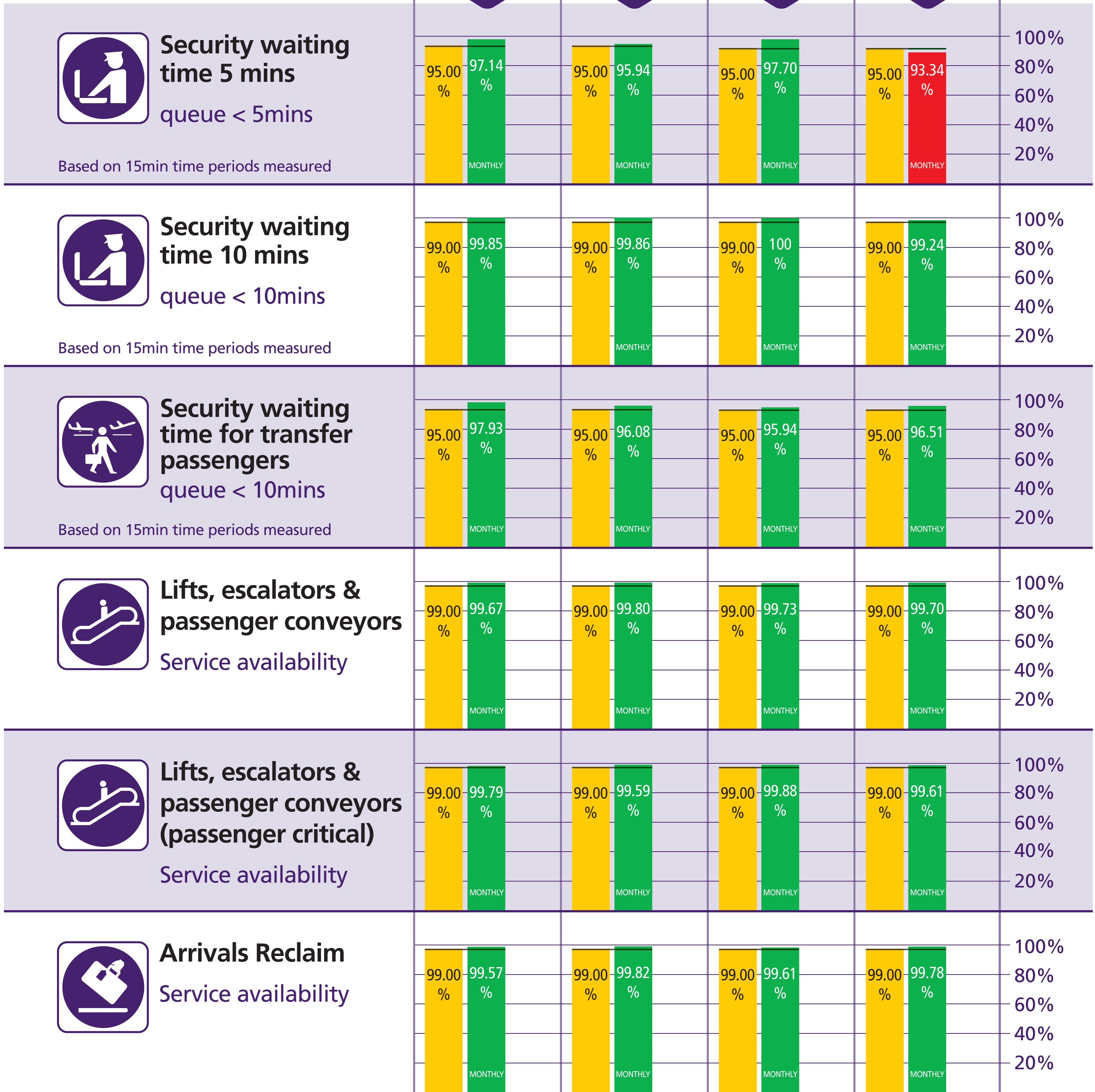
How are we performing?

December 2011

KEY TO PERFORMANCE



Terminal 1 Terminal 3 Terminal 4 Terminal 5



We welcome your feedback:
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How are we performing?

December 2011

