

Service quality rebate



Heathrow Terminal 1	Aug-12				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	98.98%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.98%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.73%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.68%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.50%	99.00%	Yes	0	0	0
Stands	99.88%	99.00%	Yes	0	0	0
Jetties	99.56%	99.00%	Yes	0	0	0
FEGP	99.95%	99.00%	Yes	0	0	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	97.97%	95.00%	Yes	0	0	0
Staff search	99.79%	95.00%	Yes	0	0	0
Control posts search	99.80%	95.00%	Yes	0	0	0
Pier service	97.97%	93.80%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

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 Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate



Heathrow Terminal 3	Aug-12				Year to date *	
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures
Departure lounge seat availability	3.7	3.8	No	245,170	1,225,850	5
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	95.81%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.65%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.67%	99.00%	Yes	0	0	0
FEGP	99.60%	99.00%	Yes	0	0	0
Pre-conditioned air	99.91%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.82%	99.00%	Yes	0	0	0
Transfer search	96.50%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.80%	95.00%	Yes	0	0	0
Pier service +	96.01%	94.00%	Yes	0	0	0
				245,170	1,225,850	5

NOTE: * year is April 2012 to March 2013 + Pier service score is reported one month in arrears

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.

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Service quality rebate

Heathrow Terminal 4	Aug-12				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	4.2	4.0	Yes	0	0	0
Flight information	4.3	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	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.87%	99.00%	Yes	0	0	0
Jetties	99.38%	99.00%	Yes	0	0	0
FEGP	99.61%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.80%	95.00%	Yes	0	0	0
Pier service	99.53%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: * year is April 2012 to March 2013

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	Aug-12				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	4.4	4.2	Yes	0	0	0
Central security queues - Times queue <5 minutes	96.47%	95.00%	Yes	0	592,836	1
Central security queues - Times queue = 10 minutes	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.83%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.68%	99.00%	Yes	0	0	0
Pre-conditioned air	98.90%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.92%	99.00%	Yes	0	0	0
Transfer search	97.74%	95.00%	Yes	0	258,297	1
Staff search	98.77%	95.00%	Yes	0	0	0
Control posts search	99.80%	95.00%	Yes	0	0	0
Pier service	92.26%	95.00%	No	232,421	1,162,105	5
Transit system - % time one car available	99.87%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.60%	97.00%	Yes	0	0	0
Total				232,421	2,013,238	7

NOTE: * year is April 2012 to March 2013

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	Aug-12		Year to date *	
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	102,523	1
Total			102,523	1

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NOTE: * year is April 2012 to March 2013

FOR FURTHER INFORMATION: please contact Christopher Downs, email: Christopher_Downs@baa.com

Performance							£ Rebates					
Cleanliness							Cleanliness					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	3.9	3.9	3.9	4.0	4.0	4.0	T3	£0	£0	£0	£0	£0
T4	3.9	4.1	4.1	4.1	4.1	4.1	T4	£0	£0	£0	£0	£0
T5	3.9	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0
Wayfinding							Wayfinding					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	4.0	4.1	4.1	4.1	4.1	4.1	T3	£0	£0	£0	£0	£0
T4	4.0	4.1	4.1	4.2	4.2	4.2	T4	£0	£0	£0	£0	£0
T5	4.0	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0
Flight information							Flight information					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	4.2	4.3	4.3	4.3	4.3	4.3	T3	£0	£0	£0	£0	£0
T4	4.2	4.3	4.3	4.3	4.3	4.3	T4	£0	£0	£0	£0	£0
T5	4.2	4.4	4.4	4.4	4.4	4.4	T5	£0	£0	£0	£0	£0
Departure lounge seat availability							Departure lounge seat availability					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	3.8	4.1	4.1	4.1	4.1	4.1	T3	£0	£0	£0	£0	£0
T4	3.8	3.6	3.6	3.7	3.7	3.7	T4	£245,170	£245,170	£245,170	£245,170	£245,170
T5	3.8	4.1	4.1	4.1	4.1	4.1	T5	£0	£0	£0	£0	£0
CSA queues - Times queue <5 minutes							CSA queues - Both					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	95.00%	95.76%	97.59%	95.43%	95.17%	95.99%	T3	£0	£0	£0	£0	£0
T4	95.00%	95.52%	95.99%	95.62%	96.08%	96.87%	T4	£0	£0	£0	£0	£0
T5	95.00%	91.02%	95.99%	96.10%	96.06%	96.47%	T5	£592,636	£0	£0	£0	£0
CSA queues - Times queue = 10 minutes												
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12						
T3	99.00%	99.95%	100.00%	99.93%	99.98%	99.98%						
T4	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%						
T5	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%						
Transfer search							Transfer search					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	95.00%	98.62%	96.77%	96.86%	96.85%	97.97%	T3	£0	£0	£0	£0	£0
T4	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	T4	£0	£0	£0	£0	£0
T5	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	T5	£258,297	£0	£0	£0	£0
Staff search							Staff search					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	T3	£0	£0	£0	£0	£0
T4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	T4	£0	£0	£0	£0	£0
T5	95.00%	98.34%	99.15%	99.09%	98.88%	98.77%	T5	£0	£0	£0	£0	£0
Control posts search							Control posts search					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	T3	£0	£0	£0	£0	£0
T4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	T4	£0	£0	£0	£0	£0
T5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	T5	£0	£0	£0	£0	£0
FEGP							FEGP					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	T5	£0	£0	£0	£0	£0
Jetties							Jetties					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.81%	99.74%	99.44%	99.61%	99.56%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.77%	99.63%	99.58%	99.61%	99.67%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	T5	£0	£0	£0	£0	£0
PSE (general)							PSE (general)					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	T5	£0	£0	£0	£0	£0
PSE (priority)							PSE (priority)					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.69%	99.78%	99.77%	99.56%	99.88%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	T5	£0	£0	£0	£0	£0
Stand entry guidance							Stand entry guidance					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.88%	99.93%	99.94%	99.96%	99.95%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.96%	99.99%	100.00%	100.00%	99.97%	T5	£0	£0	£0	£0	£0
Stands							Stands					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.90%	99.81%	99.82%	99.86%	99.88%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.77%	99.80%	99.63%	99.37%	99.75%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.77%	99.56%	99.08%	99.41%	99.87%	T5	£0	£0	£0	£0	£0
Pier service							Pier service					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	97.76%	97.82%	97.84%	97.87%	97.87%	97.97%	T3	£0	£0	£0	£0	£0
T4	96.00%	95.91%	95.97%	96.01%	96.01%	96.00%	T4	£0	£0	£0	£0	£0
T5	93.30%	93.30%	93.35%	93.48%	93.33%	93.33%	T5	£232,421	£232,421	£232,421	£232,421	£232,421
T1 target	94.54%	94.63%	94.36%	94.36%	94.08%	93.80%						
T3 target	94.00%	94.00%	94.00%	94.09%	94.10%							
T4 target	95.00%	95.00%	95.00%	95.00%	95.00%							
T5 target	95.00%	95.00%	95.00%	95.00%	95.00%							
TTS - % time one car available							TTS - % Both					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.67%	99.99%	99.97%	99.81%	99.87%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.87%	99.99%	99.97%	99.81%	99.87%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.67%	99.99%	99.97%	99.81%	99.87%	T5	£0	£0	£0	£0	£0
TTS - % time two cars available												
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12						
T3	97.00%	99.36%	98.51%	99.35%	98.58%	98.60%						
Arrivals Reclaims							Arrivals Reclaims					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	99.00%	99.20%	99.51%	99.15%	99.52%	99.50%	T3	£0	£0	£0	£0	£0
T4	99.00%	99.58%	99.84%	99.76%	99.94%	99.65%	T4	£0	£0	£0	£0	£0
T5	99.00%	99.81%	99.89%	99.80%	99.85%	99.88%	T5	£0	£0	£0	£0	£0
Pre-conditioned air							Pre-conditioned air					
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	T1	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	98.00%	99.99%	99.96%	99.68%	99.86%	99.91%	T3	£0	£0	£0	£0	£0
T5	98.00%	99.36%	98.95%	99.08%	99.02%	98.90%	T5	£0	£0	£0	£0	£0
Aerodrome congestion							Aerodrome congestion					
All	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	All	Apr-12	May-12	Jun-12	Jul-12	Aug-12
	N/A	N/A	N/A	N/A	N/A	N/A		N/A	N/A	N/A	N/A	N/A

Monthly performance - reported only

Cleanliness - Month						
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	3.9	4.0	4.1	4.0	4.1	4.1
T4	3.9	4.0	4.0	4.0	4.0	4.0
T5	3.9	4.1	4.1	4.1	4.2	4.2
T5	3.9	4.2	4.2	4.2	4.2	4.3

Wayfinding - Month						
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	4.0	4.0	4.1	4.0	4.1	4.1
T4	4.0	4.1	4.2	4.1	4.2	4.2
T5	4.0	4.1	4.2	4.4	4.3	4.3
T5	4.0	4.2	4.2	4.2	4.2	4.2

Flight information - Month						
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	4.2	4.3	4.4	4.3	4.3	4.3
T4	4.2	4.4	4.4	4.4	4.4	4.5
T5	4.2	4.4	4.3	4.3	4.3	4.3
T5	4.2	4.3	4.3	4.4	4.4	4.4

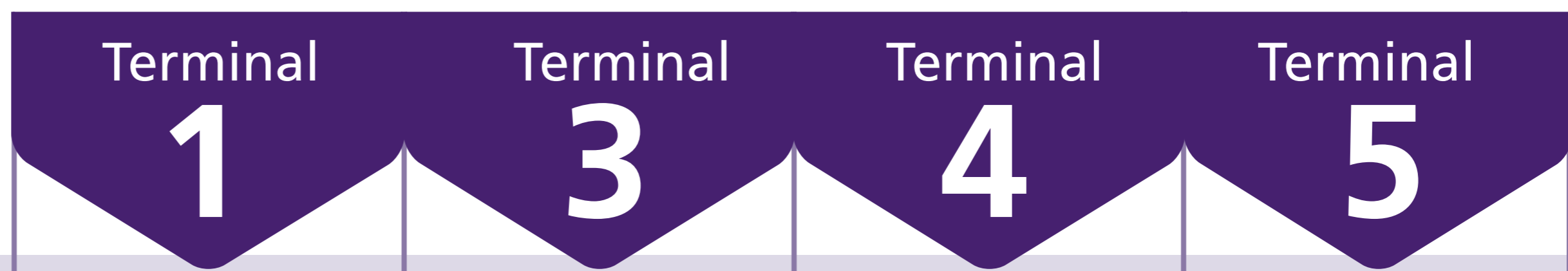
Departure lounge seat availability - Month						
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	3.8	4.1	4.1	4.1	4.1	4.1
T4	3.8	3.9	3.9	3.7	3.6	3.7
T5	3.8	4.2	4.2	4.2	4.2	4.1
T5	3.8	4.0	3.9	4.0	3.9	4.0

Pier service - Month						
T1	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T3	98.53%	98.34%	97.97%	97.76%	98.45%	
T4	97.02%	96.22%	96.91%	96.49%	0.00%	
T5	99.76%	99.77%	99.73%	99.68%	99.82%	
T5	92.50%	92.70%	92.96%	92.66%	92.49%	

How are we performing?

August 2012

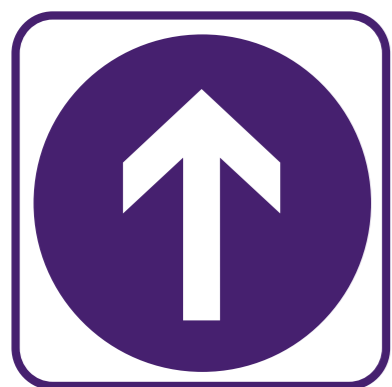
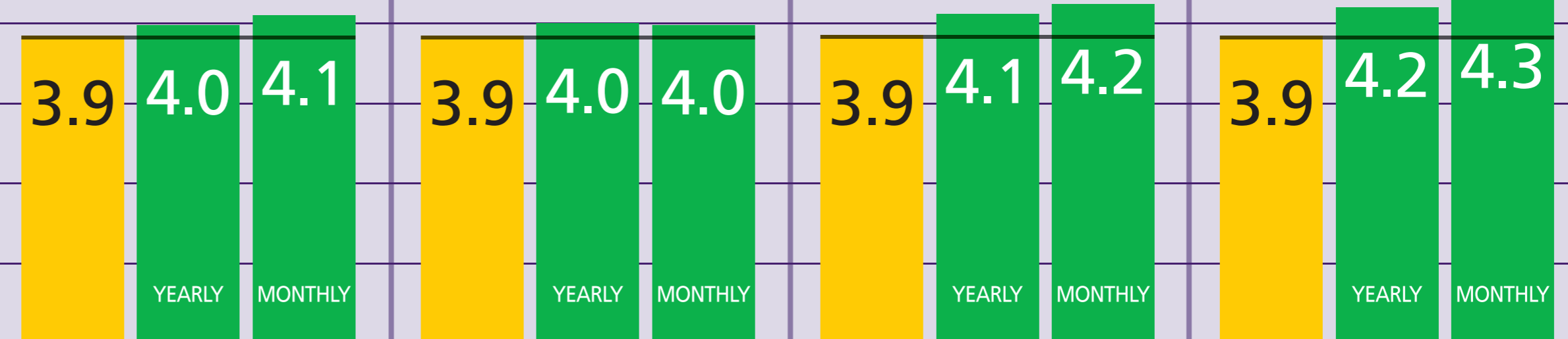
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

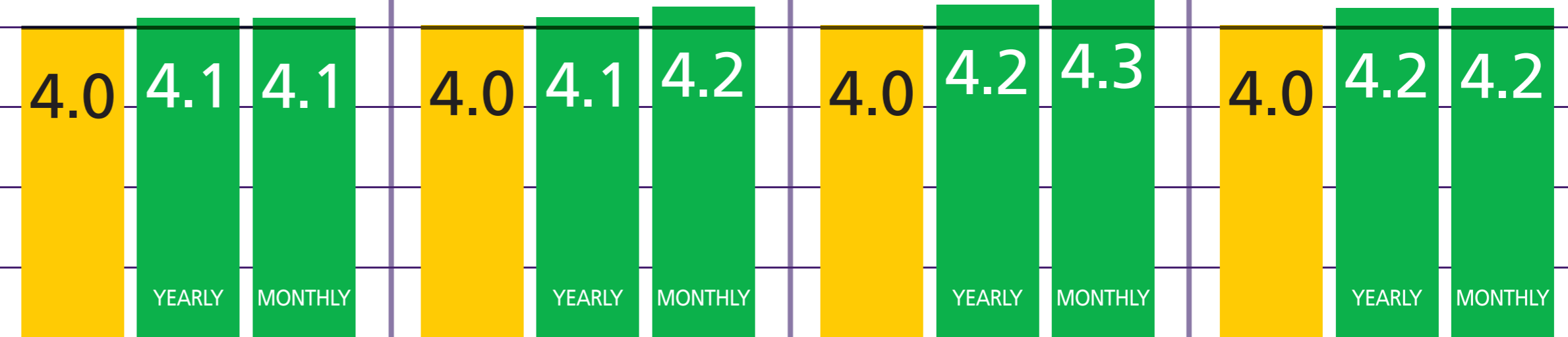
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

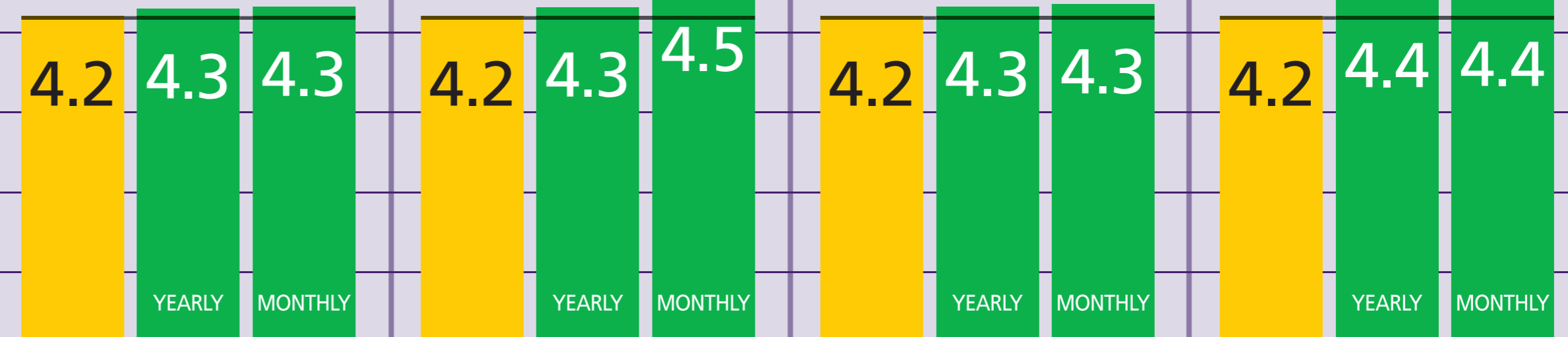
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

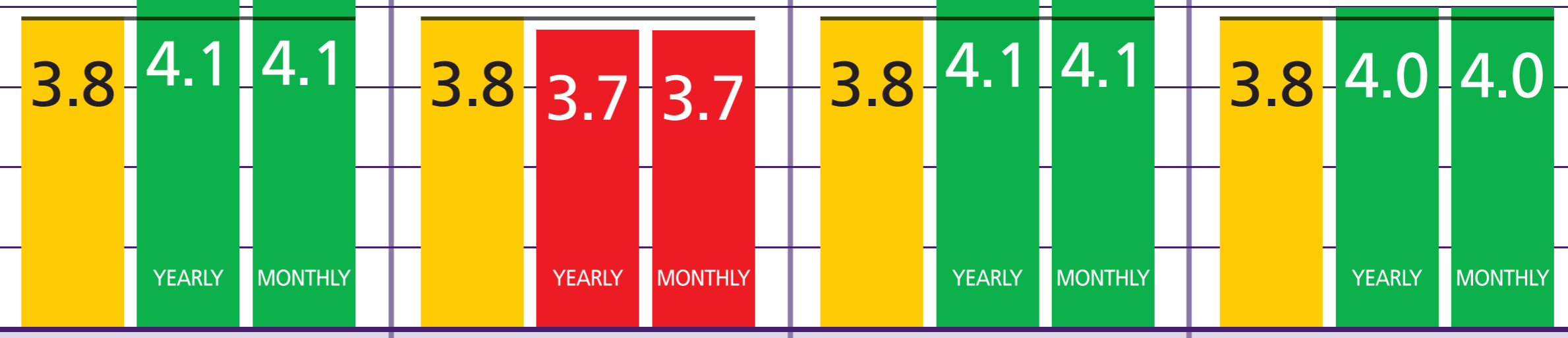
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

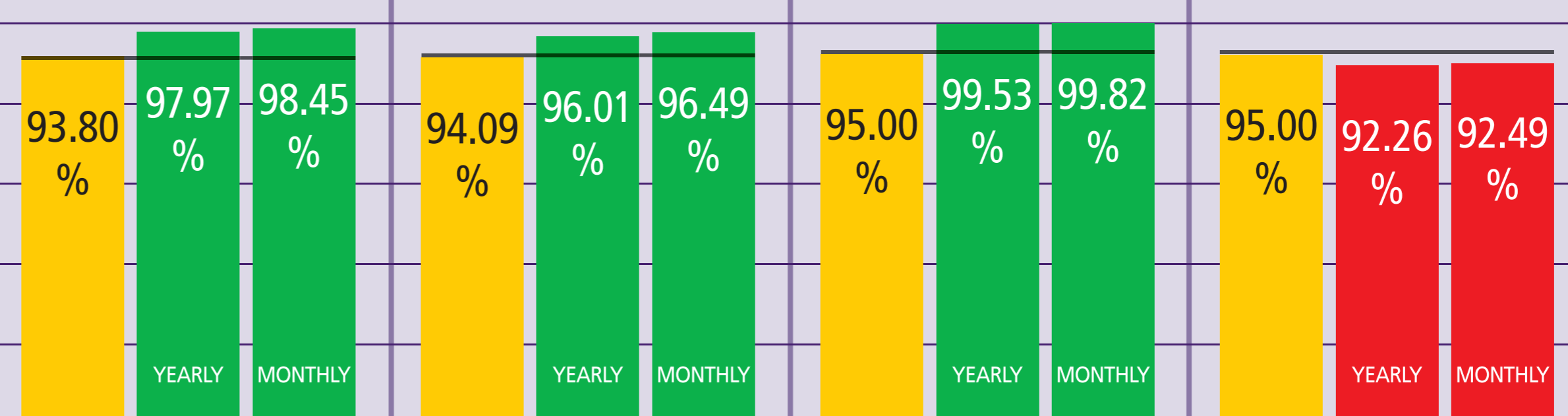


Pier Service

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.

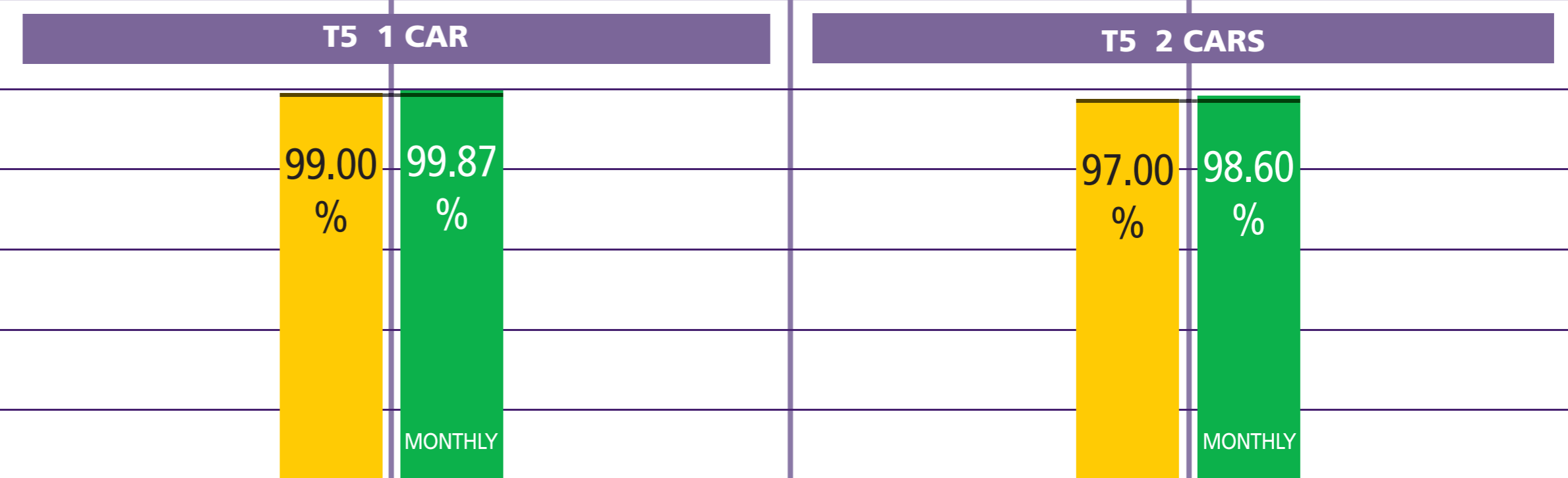
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

How are we performing?

August 2012

KEY TO PERFORMANCE

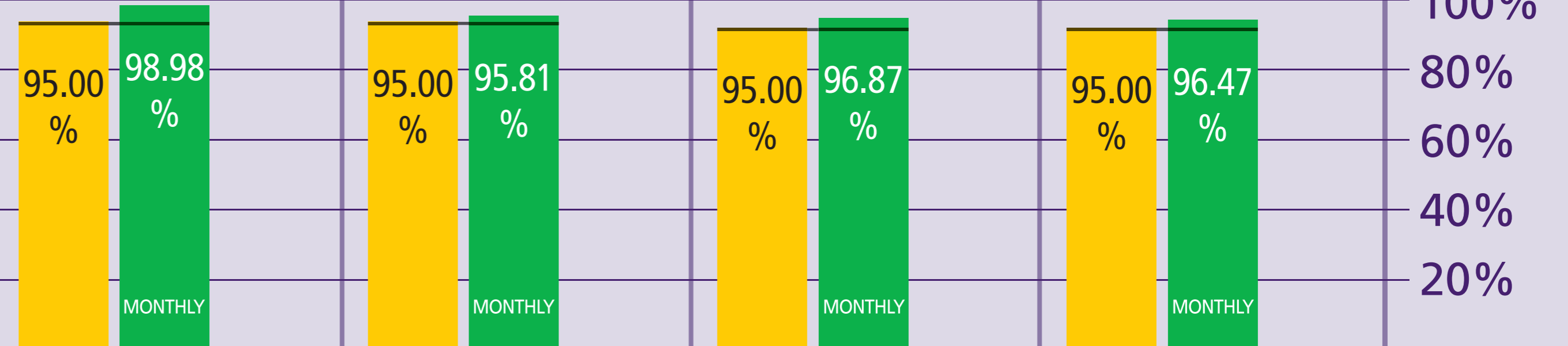


Terminal 1 Terminal 3 Terminal 4 Terminal 5



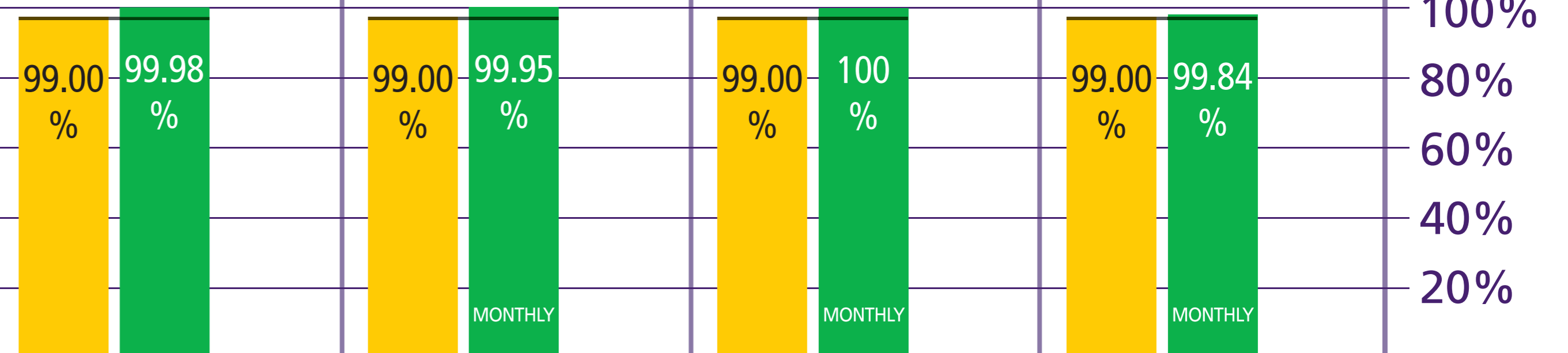
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



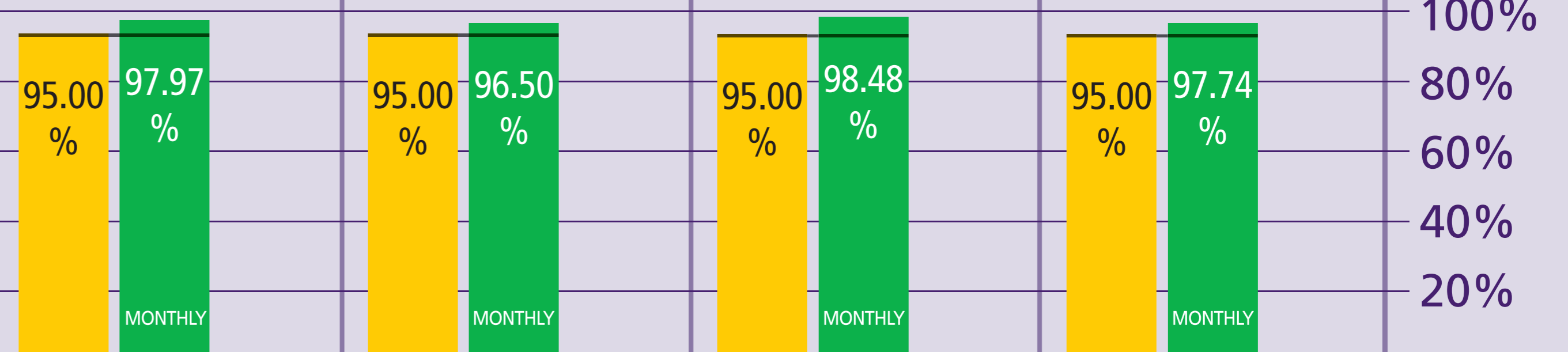
Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



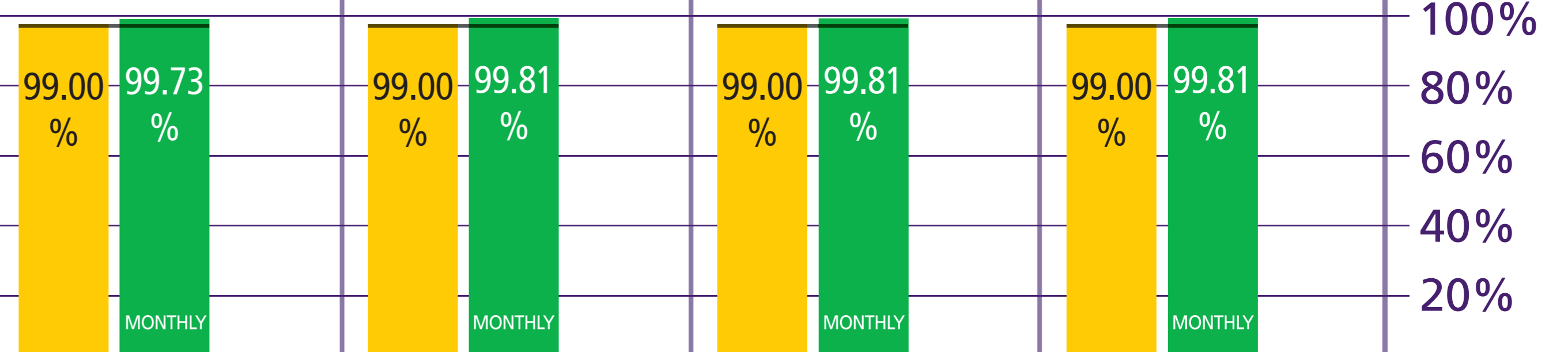
Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured



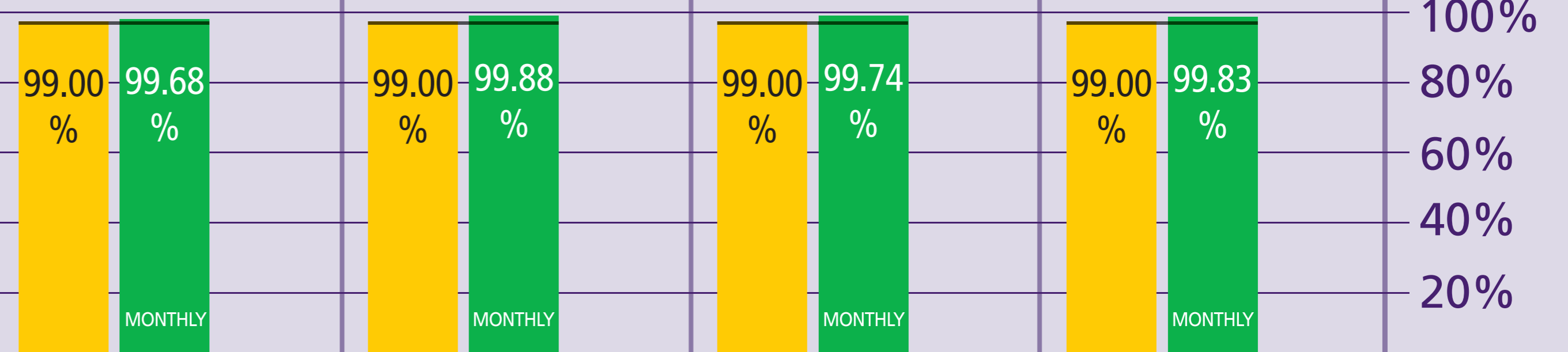
Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured



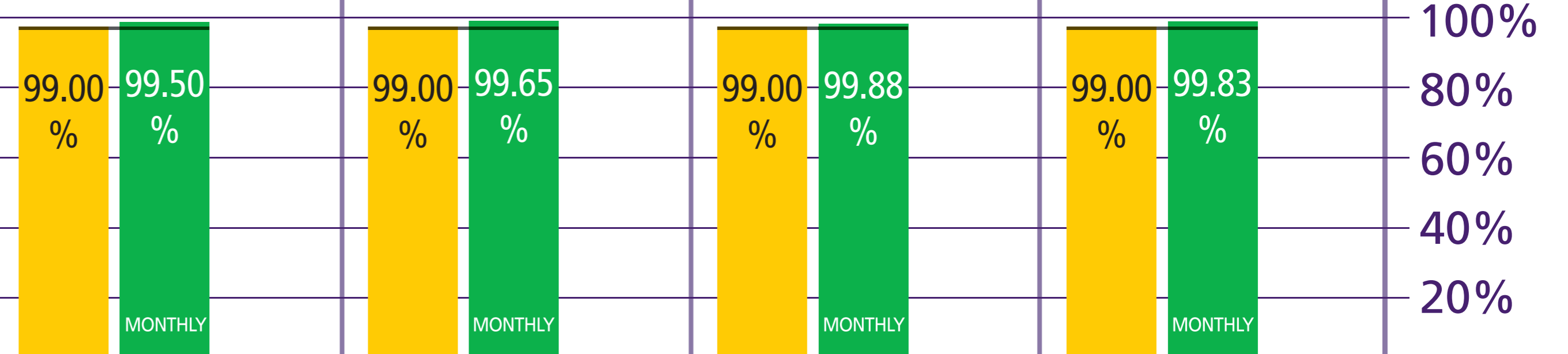
Lifts, escalators & passenger conveyors (passenger critical)
Service availability

Based on 15min time periods measured



Arrivals Reclaim
Service availability

Based on 15min time periods measured



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How are we performing?

August 2012

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

The scheme by which third parties are compensated for material events which impacted the airfield

