

Heathrow Terminal 1		Aug	g-12		Year to	o 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.

Heathrow Making every journey better,

Heathrow Terminal 3		Au	g-12		Year to	o 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	
Central security queues - Times queue = 10 minutes	99.95%	99.00%	Yes	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	C
				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.



Heathrow Terminal 4		Au	g-12		Year to date *		
	Actual	Target	Target achieved	Rebate £	Rebate £	Number of failures	
Departure lounge seat availability	4.1	3.8	Yes	0	C	0	
Cleanliness	4.1	3.9	Yes	0	C	0	
Wayfinding	4.2	4.0	Yes	0	C	0	
Flight information	4.3	4.2	Yes	0	C	0	
Central security queues - Times queue <5 minutes	96.87%	95.00%	Yes	0	C	0	
Central security queues - Times queue = 10 minutes	100.00%	99.00%	Yes	0	L L	0	
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	C	0	
Passenger sensitive equipment (priority)	99.74%	99.00%	Yes	0	C	0	
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	C	0	
Stands	99.87%	99.00%	Yes	0	C	0	
Jetties	99.38%	99.00%	Yes	0	C	0	
FEGP	99.61%	99.00%	Yes	0	C	0	
Stand entry guidance	99.97%	99.00%	Yes	0	C	0	
Transfer search	98.48%	95.00%	Yes	0	C	0	
Staff search	100.00%	95.00%	Yes	0	C	0	
Control posts search	99.80%	95.00%	Yes	0	C	0	
Pier service	99.53%	95.00%	Yes	0	C	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.



Heathrow Terminal 5		Au	g-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	592,650	1	
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				
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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Aerodrome Congestion Term	Aug	g-12	Year to	o date *
	Rebate due	Rebate £	Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	102,523	1
Total			102,523	1

NOTE: * year is April 2012 to March 2013

Heathrow 🗾

Performance							£ Rebates						
Cleanlines	S						Cleanlines	SS					
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12	
T1	3.9	4.0	4.0	4.0	4.0	4.0	T1	£0	£0	£0	£0	£0	
Т3	3.9	3.9	3.9	4.0	4.0	4.0	Т3	£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	g						Wayfindin	g					
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12	
T1	4.0	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	
Т3	4.0	4.1	4.1	4.1	4.1	4.1	Т3	£0	£0	£0	£0	£0	
T4	4.0	4.1	4.1	4.2	4.2	4.2	T4	£0	£0	£0	£0	£0	
Т5	4.0	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0	
Flight info	rmation						Flight info	rmation					
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12	
T1	4.2	4.3	4.3	4.3	4.3	4.3	T1	£0	£0	£0	£0	£0	
Т3	4.2	4.3	4.3	4.3	4.3	4.3	Т3	£0	£0	£0	£0	£0	
Τ4	4.2	4.3	4.3	4.3	4.3	4.3	T4	£0	£0	£0	£0	£0	
Т5	4.2	4.4	4.4	4.4	4.4	4.4	T5	£0	£0	£0	£0	£0	
Donorturo		t ovoilobility					Donorturo	lounge cost o					
Departure		t availability	Mov 12	Jun-12	Jul-12	Aug 12	Departure	lounge seat av	May-12	Jun-12	Jul-12	Aug 12	
T1	Target 3.8	Apr-12 4.1	May-12 4.1	Jun-12 4.1	Jui-12 4.1	Aug-12 4.1	T1	Apr-12 £0	£0	£0	£0	Aug-12 £0	
T3	3.8	3.6	3.6	3.7	3.7	3.7	T3	£0 £245,170	£245,170	£245,170		£245,170	
T4	3.8	4.1	4.1	4.1	4.1	4.1	T4	£0	£0	£0	£0	£0	
T5	3.8	4.0	4.0	4.0	4.0	4.0	T5	£0	£0	£0	£0	£0	

CSA queues - Times queue <5 minutes

eues - Times q	ueue <5 mir	nutes				CSA que	ues - Both				
Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
95.00%	96.76%	97.56%	98.43%	98.17%	98.98%	T1	£0	£0	£0	£0	£0
95.00%	96.05%	95.44%	95.57%	96.04%	95.81%	Т3	£0	£0	£0	£0	£0
95.00%	95.52%	95.99%	95.62%	96.08%	96.87%	T4	£0	£0	£0	£0	£0
95.00%	91.02%	95.99%	96.10%	96.06%	96.47%	T5	£592,836	£0	£0	£0	£0
	Target 95.00% 95.00% 95.00%	Target Apr-12 95.00% 96.76% 95.00% 96.05% 95.00% 95.52%	95.00% 96.76% 97.56% 95.00% 96.05% 95.44% 95.00% 95.52% 95.99%	TargetApr-12May-12Jun-1295.00%96.76%97.56%98.43%95.00%96.05%95.44%95.57%95.00%95.52%95.99%95.62%	TargetApr-12May-12Jun-12Jul-1295.00%96.76%97.56%98.43%98.17%95.00%96.05%95.44%95.57%96.04%95.00%95.52%95.99%95.62%96.08%	TargetApr-12May-12Jun-12Jul-12Aug-1295.00%96.76%97.56%98.43%98.17%98.98%95.00%96.05%95.44%95.57%96.04%95.81%95.00%95.52%95.99%95.62%96.08%96.87%	Target Apr-12 May-12 Jun-12 Jul-12 Aug-12 95.00% 96.76% 97.56% 98.43% 98.17% 98.98% T1 95.00% 96.05% 95.44% 95.57% 96.04% 95.81% T3 95.00% 95.52% 95.99% 95.62% 96.08% 96.87% T4	Target Apr-12 May-12 Jun-12 Jul-12 Aug-12 Apr-12 95.00% 96.76% 97.56% 98.43% 98.17% 98.98% T1 £0 95.00% 96.05% 95.44% 95.57% 96.04% 95.81% T3 £0 95.00% 95.52% 95.99% 95.62% 96.08% 96.87% T4 £0	Target Apr-12 May-12 Jun-12 Jul-12 Aug-12 Aug-12 Apr-12 May-12 95.00% 96.76% 97.56% 98.43% 98.17% 98.98% T1 £0 £0 95.00% 96.05% 95.44% 95.57% 96.04% 95.81% T3 £0 £0 95.00% 95.52% 95.99% 95.62% 96.08% 96.87% T4 £0 £0	Target Apr-12 May-12 Jun-12 Jul-12 Aug-12 Aug-12 Apr-12 May-12 Jun-12 95.00% 96.76% 97.56% 98.43% 98.17% 98.98% T1 £0 £0 £0 95.00% 96.05% 95.44% 95.57% 96.04% 95.81% T3 £0 £0 £0 95.00% 95.52% 95.99% 95.62% 96.08% 96.87% T4 £0 £0 £0	Target Apr-12 May-12 Jun-12 Jul-12 Aug-12 Apr-12 May-12 Jun-12 Jul-12 95.00% 96.76% 97.56% 98.43% 98.17% 98.98% T1 £0 £0 £0 £0 95.00% 96.05% 95.44% 95.57% 96.04% 95.81% T3 £0 <

CSA queues - Times queue = 10 minutes

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	99.00%	99.95%	100.00%	99.93%	99.98%	99.98%
Т3	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%
T4	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%
Т5	99.00%	98.55%	99.68%	99.79%	99.79%	99.84%

Transfer s	search						Transfer s	search				
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	95.00%	98.62%	96.77%	96.86%	98.85%	97.97%	T1	£0	£0	£0	£0	£0
Т3	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	Т3	£0	£0	£0	£0	£0
T4	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	T4	£0	£0	£0	£0	£0
Т5	95.00%	94.48%	96.77%	97.04%	98.24%	97.74%	T5	£258,297	£0	£0	£0	£0

Staff searc	ch						Staff searc	ch				
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	T1	£0	£0	£0	£0	£0
Т3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	Т3	£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

	osts search						<u>control po</u>	sts search				
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	T1	£0	£0	£0	£0	£0
3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	Т3	£0	£0	£0	£0	£0
4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	Τ4	£0	£0	£0	£0	£0
5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	T5	£0	£0	£0	£0	£0
EGP							FEGP					
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	T1	£0	£0	£0	£0	£0
3	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	Т3	£0	£0	£0	£0	£0
4	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	T4	£0	£0	£0	£0	£0
5	99.00%	99.56%	99.73%	99.62%	99.42%	99.68%	T5	£0	£0	£0	£0	£0
etties							Jetties					
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	99.00%	99.81%	99.74%	99.44%	99.61%	99.56%	T1	£0	£0	£0	£0	£0
3	99.00%	99.77%	99.63%	99.58%	99.61%	99.67%	Т3	£0	£0	£0	£0	£0
4	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	T4	£0	£0	£0	£0	£0
5	99.00%	99.48%	99.39%	99.56%	99.58%	99.72%	Т5	£0	£0	£0	£0	£0
SE (gen	eral)						PSE (gene	al)				
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	T1	£0	£0	£0	£0	£0
3	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	Т3	£0	£0	£0	£0	£0
4	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	T4	£0	£0	£0	£0	£0
5	99.00%	99.91%	99.75%	99.79%	99.77%	99.81%	Т5	£0	£0	£0	£0	£0
SE (prio	ritv)						PSE (priori	tv)				
<u> </u>	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	T1	£0	£0	£0	£0	£0
3	99.00%	99.69%	99.78%	99.77%	99.56%	99.88%	Т3	£0	£0	£0	£0	£0
4	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	T4	£0	£0	£0	£0	£0
5	99.00%	99.76%	99.76%	99.80%	99.83%	99.83%	T5	£0	£0	£0	£0	£0
tand ent	ry guidance						Stand entr	v quidance				
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
1	99.00%	99.88%	99.93%	99.94%	99.96%	99.95%	T1	£0	£0	£0	£0	£0
3	99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	Т3	£0	£0	£0	£0	£0
4	99.00%		99.99%	100.00%	100.00%	99.97%	T4	£0	£0	£0	£0	£0
		99.96%	33.3370	100.0070	100.0070	00.01 /0		20		~~	~~	20
5	99.00%	99.96% 99.94%	99.99 <i>%</i> 99.98%	99.99%	99.95%	99.92%	Т5	£0	£0	£0	£0	
	99.00%											£0
itands	Target	99.94% Apr-12	99.98% May-12	99.99% Jun-12	99.95% Jul-12	99.92% Aug-12	Stands	£0 Apr-12	£0 May-12	£0 Jun-12	£0 Jul-12	£0 Aug-12
itands	Target 99.00%	99.94% Apr-12 99.90%	99.98% May-12 99.81%	99.99% Jun-12 99.82%	99.95% Jul-12 99.86%	99.92% Aug-12 99.88%	Stands	£0 Apr-12 £0	£0 May-12 £0	£0 Jun-12 £0	£0 Jul-12 £0	£0 Aug-12 £0
itands 1 3	Target 99.00% 99.00%	99.94% Apr-12 99.90% 99.77%	99.98% May-12 99.81% 99.80%	99.99% Jun-12 99.82% 99.63%	99.95% Jul-12 99.86% 99.37%	99.92% Aug-12 99.88% 99.75%	Stands T1 T3	£0 Apr-12 £0 £0	£0 May-12 £0 £0	£0 Jun-12 £0 £0	£0 Jul-12 £0 £0	£0 Aug-12 £0 £0
tands 1 3 4	Target 99.00% 99.00% 99.00%	99.94% Apr-12 99.90% 99.77% 99.77%	99.98% May-12 99.81% 99.80% 99.56%	99.99% Jun-12 99.82% 99.63% 99.08%	99.95% Jul-12 99.86% 99.37% 99.41%	99.92% Aug-12 99.88% 99.75% 99.87%	Stands T1 T3 T4	£0 Apr-12 £0 £0 £0	£0 May-12 £0 £0 £0	£0 Jun-12 £0 £0 £0	£0 Jul-12 £0 £0 £0	£0 Aug-12 £0 £0 £0
itands	Target 99.00% 99.00%	99.94% Apr-12 99.90% 99.77%	99.98% May-12 99.81% 99.80%	99.99% Jun-12 99.82% 99.63%	99.95% Jul-12 99.86% 99.37%	99.92% Aug-12 99.88% 99.75%	Stands T1 T3	£0 Apr-12 £0 £0	£0 May-12 £0 £0	£0 Jun-12 £0 £0	£0 Jul-12 £0 £0	£0 Aug-12 £0 £0 £0
itands 1 3 4	Target 99.00% 99.00% 99.00% 99.00%	99.94% Apr-12 99.90% 99.77% 99.77%	99.98% May-12 99.81% 99.80% 99.56%	99.99% Jun-12 99.82% 99.63% 99.08%	99.95% Jul-12 99.86% 99.37% 99.41%	99.92% Aug-12 99.88% 99.75% 99.87%	Stands T1 T3 T4	£0 Apr-12 £0 £0 £0 £0	£0 May-12 £0 £0 £0	£0 Jun-12 £0 £0 £0	£0 Jul-12 £0 £0 £0	£0 Aug-12 £0 £0 £0
itands 1 3 4 5 ier servi	Target 99.00% 99.00% 99.00% 99.00%	99.94% Apr-12 99.90% 99.77% 99.77% 99.95%	99.98% May-12 99.81% 99.80% 99.56% 99.87% May-12	99.99% Jun-12 99.82% 99.63% 99.08% 99.92% Jun-12	99.95% Jul-12 99.86% 99.37% 99.41% 99.86% Jul-12	99.92% Aug-12 99.88% 99.75% 99.87% 99.81% Aug-12	Stands T1 T3 T4 T5 Pier servic	£0 Apr-12 £0 £0 £0 £0 £0	£0 May-12 £0 £0 £0 £0 £0	£0 Jun-12 £0 £0 £0 £0 £0	£0 Jul-12 £0 £0 £0 £0 £0	£0 Aug-12 £0 £0 £0 £0 £0
itands	Target 99.00% 99.00% 99.00% 99.00%	99.94% Apr-12 99.90% 99.77% 99.77% 99.95% Apr-12 97.76%	99.98% May-12 99.81% 99.80% 99.56% 99.87% 99.87% May-12 97.82%	99.99% Jun-12 99.82% 99.63% 99.08% 99.92% Jun-12 97.84%	99.95% Jul-12 99.86% 99.37% 99.41% 99.86% Jul-12 97.87%	99.92% Aug-12 99.88% 99.75% 99.87% 99.81% Aug-12 97.97%	Stands T1 T3 T4 T5 Pier servic T1	£0 Apr-12 £0 £0 £0 £0 £0 £0 £0	£0 May-12 £0 £0 £0 £0 £0 £0	£0 Jun-12 £0 £0 £0 £0 £0 20	£0 Jul-12 £0 £0 £0 £0 £0 £0	£0 Aug-12 £0 £0 £0 £0 £0 £0
tands 1 3 4 5 ier servi 1 3	Target 99.00% 99.00% 99.00% 99.00%	99.94% Apr-12 99.90% 99.77% 99.77% 99.95% Apr-12 97.76% 96.00%	99.98% May-12 99.81% 99.80% 99.56% 99.87% 99.87% May-12 97.82% 95.91%	99.99% Jun-12 99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97%	99.95% Jul-12 99.86% 99.37% 99.41% 99.86% Jul-12 97.87% 96.01%	99.92% Aug-12 99.88% 99.75% 99.87% 99.81% Aug-12 97.97% 0.00%	Stands T1 T3 T4 T5 Pier servic T1 T3	£0 Apr-12 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 May-12 £0 £0 £0 £0 £0 £0 £0 £0	£0 Jun-12 £0 £0 £0 £0 £0 Jun-12 £0 £0	£0 Jul-12 £0 £0 £0 £0 Jul-12 £0 £0	£0 Aug-12 £0 £0 £0 £0 £0 £0 £0
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tands 1 3 4 5 ier servi 1 3 4 5 1 1 3 4 5 1 target 3 target 4 target	Target 99.00% 99.00% 99.00% 99.00%	99.94% Apr-12 99.90% 99.77% 99.77% 99.95% 99.95% 99.95% 99.95% 99.90% 99.30% 91.29% 94.54% 94.00% 95.00%	99.98% May-12 99.81% 99.80% 99.56% 99.87% 99.87% 95.91% 95.91% 99.30% 92.11% 94.63% 94.00% 95.00%	99.99% Jun-12 99.82% 99.63% 99.08% 99.92% 99.92% Jun-12 97.84% 95.97% 99.35% 92.28% 94.36% 94.00% 95.00%	99.95% Jul-12 99.86% 99.37% 99.41% 99.86% 99.86% 99.86% 99.40% 99.46% 94.08% 94.08% 94.09% 95.00%	99.92% Aug-12 99.88% 99.75% 99.87% 99.81% 99.81% 99.81% 99.81% 99.81% 93.80% 92.26% 93.80% 94.10% 95.00%	Stands T1 T3 T4 T5 Pier servic T1 T3 T4 T5	£0 Apr-12 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 May-12 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 Jun-12 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 Jul-12 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 Aug-12 £0 £0 £0 £0 £0 £0 £0 £0
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TTS - % time two cars available	TTS -	% time	two d	cars	available
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	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T5	97.00%	99.36%	98.51%	99.35%	98.58%	98.60%

Arrivals R	eclaims						Arrivals Reclaims							
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12		
T1	99.00%	99.20%	99.51%	99.15%	99.52%	99.50%	T1	£0	£0	£0	£0	£0		
Т3	99.00%	99.58%	99.84%	99.76%	99.94%	99.65%	Т3	£0	£0	£0	£0	£0		
T4	99.00%	99.81%	99.89%	99.80%	99.85%	99.88%	T4	£0	£0	£0	£0	£0		
Т5	99.00%	99.61%	99.69%	99.72%	99.77%	99.83%	T5	£0	£0	£0	£0	£0		

Pre-conditioned air

Pre-conditioned air

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
Т3	98.00%	99.99%	99.96%	99.68%	99.86%	99.91%	Т3	£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						
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12		Apr-12	May-12	Jun-12	Jul-12	Aug-12
All	N/A	N/A	N/A	N/A	N/A	N/A	All	N/A	N/A	N/A	N/A	N/A

Monthly performance - reported only

Cleanliness - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	3.9	4.0	4.1	4.0	4.1	4.1
Т3	3.9	4.0	4.0	4.0	4.0	4.0
Τ4	3.9	4.1	4.1	4.1	4.2	4.2
Т5	3.9	4.2	4.2	4.2	4.2	4.3

Wayfinding - Month

mayman	g					
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	4.0	4.0	4.1	4.0	4.1	4.1
Т3	4.0	4.1	4.2	4.1	4.2	4.2
T4	4.0	4.1	4.2	4.4	4.3	4.3
Т5	4.0	4.2	4.2	4.2	4.2	4.2

Flight information - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	4.2	4.3	4.4	4.3	4.3	4.3
Т3	4.2	4.4	4.4	4.4	4.4	4.5
T4	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

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	3.8	4.1	4.2	4.1	4.1	4.1
Т3	3.8	3.9	3.9	3.7	3.6	3.7
Τ4	3.8	4.2	4.2	4.2	4.2	4.1
Т5	3.8	4.0	3.9	4.0	3.9	4.0

Pier service - Month

	Apr-12	May-12	Jun-12	Jul-12	Aug-12
T1	98.53%	98.34%	97.97%	97.76%	98.45%
Т3	97.02%	96.22%	96.91%	96.49%	0.00%
Т4	99.76%	99.77%	99.73%	99.68%	99.82%
Т5	92.50%	92.70%	92.96%	92.66%	92.49%

How are we performing?

KEY TO PERFORMANCE Terminal Terminal Terminal Terminal TARGET **BELOW** TARGET ACHIEVED TARGET 5 Cleanliness 4 **3.9 4.2 4.3 Overall cleanliness 3.9** 4.0 4.0 3.9 4.1 4.2 3.9 4.0 4.1 3 of the terminal 2 YEARLY MONTHLY As rated by 1= extremely poor and 5= excellent YEARLY MONTHLY YEARLY MONTHLY YEARLY MONTHLY 5 Wayfinding 4.0 4.2 4.3 4 4.0 4.2 4.2 Ease of finding your way 4.0 4.1 4.2 4.0 4.1 4.1 around our airport 3

As rated by 1= extremely poor and 5= excellent		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY	- 1
Flight Info Accuracy and ease of finding flight information	4.2		4.3	4.2	4.3	4.5	4.2	4.3	4.3	4.2	4.4	4.4	- 5 - 4 - 3 - 2 - 1
As rated by 1= extremely poor and 5= excellent		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY	•
Departure Lounge Seat Availability Ease of finding a seat	- 3.8	4.1	4.1	3.8	3.7	3.7	3.8	4.1	4.1	3.8	4.0	4.0	- 5 - 4 - 3 - 2
As rated by 1= extremely poor and 5= excellent		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY	- 1
Figure 1Figure 1Figure 2Figure 2<	H) - 97.97 %	98.45	94.09	96.01	96.49 %	95.00	99.53 %	99.82%	95.00	92.26	92.49%	- 100% - 80% - 60% - 40%

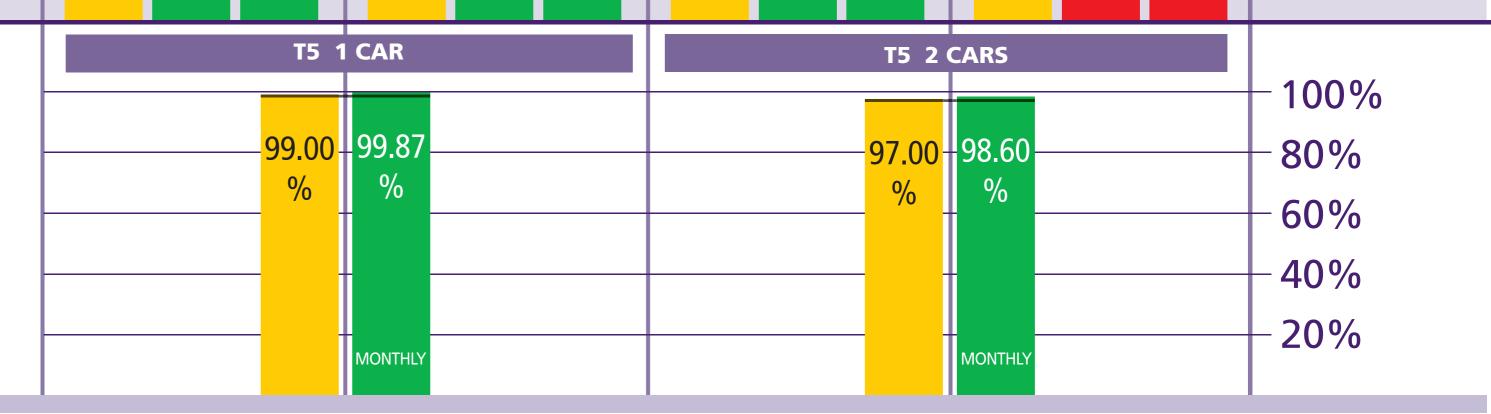
YEARLY MONTHLY



Terminal 5 Transit

Terminal 3 Pier Service score is reported one month in

Service availability



YEARLY MONTHLY

YEARLY MONTHLY

Availability measured over a month

arrears.

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August 2012

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20%

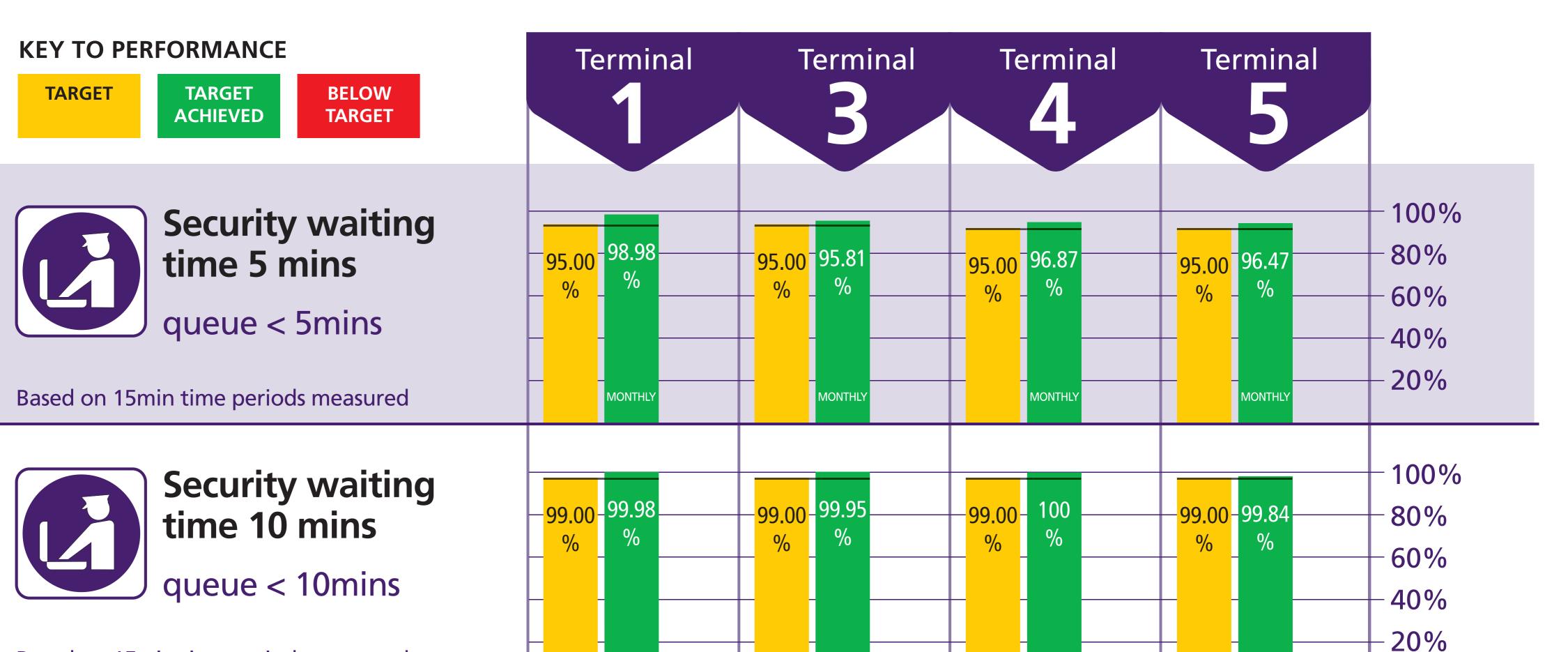
YEARLY MONTHLY

How are we performing?

August 2012

MONTHLY

MONTHLY



MONTHLY

MONTHLY



Security waiting time for transfer passengers queue < 10mins

Based on 15min time periods measured



Lifts, escalators & passenger conveyors Service availability



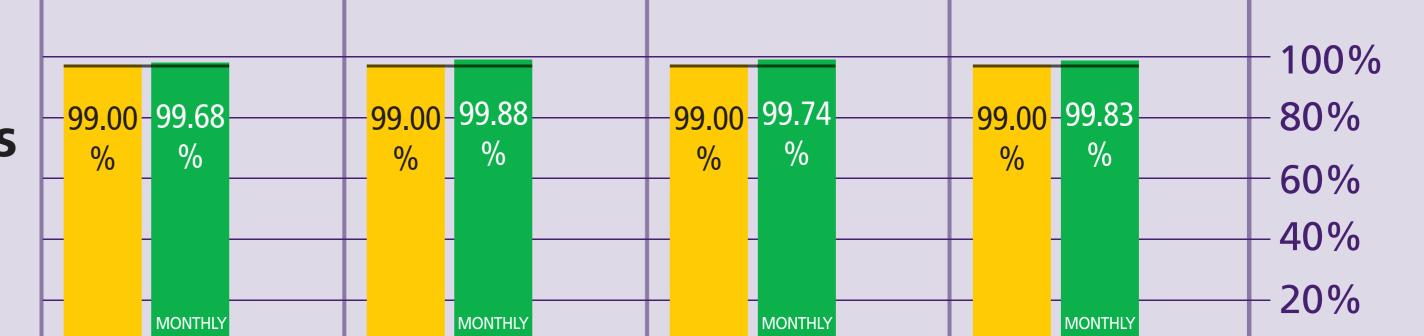
MONTHLY

MONTHLY



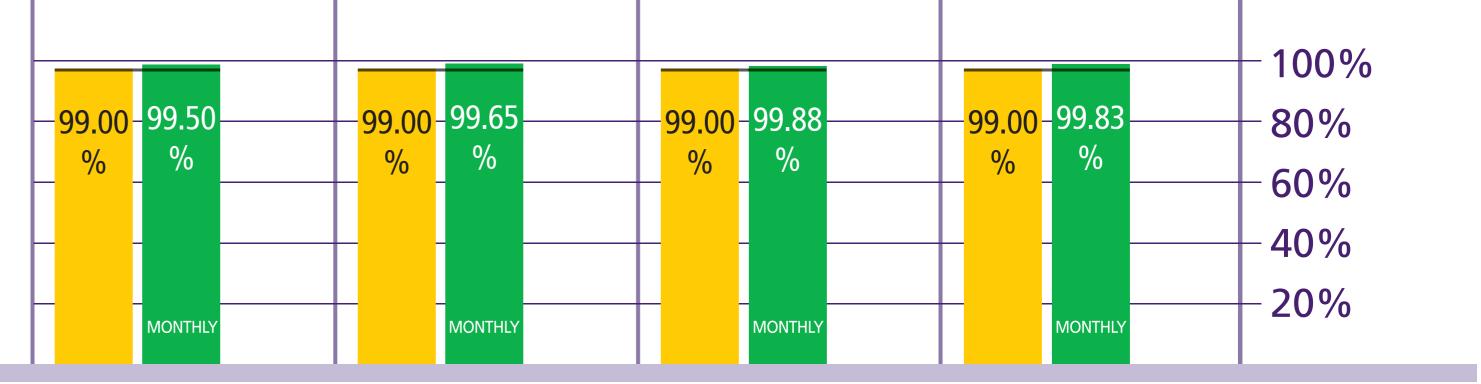
Lifts, escalators & passenger conveyors (passenger critical)

Service availability





Arrivals Reclaim Service availability



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MONTHLY

How are we performing?

August 2012

KEY TO MONTHLY PERFORMANCE TARGET TARGET BELOW TARGET	Terminal	Terminal	Terminal	Terminal	
PIER SERVICE Percentage of passengers embarking and disembarking directly into the terminal building Please note: pier service targets change monthly. A pass/fail on an annual basis will depend on the monthly target. Terminal 3 Pier Service score is reported one month in arrears.	93.80 % 98.45 %	94.09 % 96.01 96.49 % %	95.00 % 99.53 % 99.82 % %	95.00 % 92.26 92.49 % %	- 100% - 80% - 60% - 40% - 20%
STAND AVAILABILITY Service Availability	99.00 - 99.88	99.00 - 99.75 % %	99.00 % 99.87 %	-99.00 % 99.81 %	- 100% - 80% - 60% - 40% - 20%
FIXED ELECTRICAL GROUND POWER Service Availability	99.00 - 99.95 %	99.00 % 99.60 %	99.00 % 99.61 %	99.00 % 99.68 %	- 100% - 80% - 60% - 40% - 20%
STAND ENTRY GUIDANCE Service Availability	-99.00 - 99.95 % %	99.00-99.82 %	99.00 % %	99.00 % 99.92 % 	- 100% - 80% - 60% - 40% - 20%
ARRIVALS RECLAIM (Baggage carousels) Service Availability	99.00 % 99.50 %	- 99.00 % 99.65 %	99.00 % 99.88 %	99.00 % 99.83 %	- 100% - 80% - 60% - 40% - 20%
AERODROME CONGESTION TERM The scheme by which third parties are compensated for material events which impacted the airfield	£0k JUN 12	£102.		EOk – £1 IG 12	02.5k



Making every journey better.

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