

| Heathrow Terminal 1 | | Dec | c-12 | | Year to | o 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 | 4.1 | 4.0 | Yes | 0 | C | 0 |
| Flight information | 4.3 | 4.2 | Yes | 0 | C | 0 |
| Central security queues - Times queue <5 minutes | 95.16% | 95.00% | Yes | ^ | | |
| Central security queues - Times queue = 10 minutes | 99.54% | 99.00% | Yes | U | | 'l ' |
| Passenger sensitive equipment (general) | 99.82% | 99.00% | Yes | 0 | C | 0 |
| Passenger sensitive equipment (priority) | 99.67% | 99.00% | Yes | 0 | C | 0 |
| Arrivals reclaim (baggage carousels) | 99.48% | 99.00% | Yes | 0 | C | 0 |
| Stands | 99.91% | 99.00% | Yes | 0 | C | 0 |
| Jetties | 99.72% | 99.00% | Yes | 0 | C | 0 |
| FEGP | 99.99% | 99.00% | Yes | 0 | C | 0 |
| Stand entry guidance | 99.96% | 99.00% | Yes | 0 | C | 0 |
| Transfer search | 95.94% | 95.00% | Yes | 0 | C | 0 |
| Staff search | 98.29% | 95.00% | Yes | 0 | O | 0 |
| Control posts search | 98.58% | 95.00% | Yes | 0 | O | 0 |
| Pier service | 98.31% | 92.58% | 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 3 | | Dec | c-12 | | Year to | date * |
|--|---------|--------|-----------------|----------|-----------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 3.8 | 3.8 | Yes | 0 | 1,471,020 | 6 |
| Cleanliness | 4.0 | 3.9 | Yes | 0 | 0 | 0 |
| Wayfinding | 4.1 | 4.0 | Yes | 0 | 0 | 0 |
| Flight information | 4.4 | 4.2 | Yes | 0 | 0 | 0 |
| Central security queues - Times queue <5 minutes | 67.83% | 95.00% | No | E04 0EE | 0.007.000 | |
| Central security queues - Times queue = 10 minutes | 87.83% | 99.00% | No | 524,255 | 2,097,020 | 4 |
| Passenger sensitive equipment (general) | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.92% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.88% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.58% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.75% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.94% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.93% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 99.99% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 89.40% | 95.00% | No | 258,654 | 775,962 | 3 |
| Staff search | 100.00% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.58% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service + | 96.52% | 94.00% | Yes | 0 | 0 | 0 |
| | | | | 782,909 | 4,344,002 | 13 |

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 | | Dec | Year to date * | | | |
|--|---------|--------|-----------------|----------|----------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 4.2 | 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 | 68.99% | 95.00% | No | 289,329 | 867,987 | |
| Central security queues - Times queue = 10 minutes | 89.82% | 99.00% | No | 209,329 | 007,907 | 3 |
| Passenger sensitive equipment (general) | 99.87% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.92% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.84% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.40% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.92% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 100.00% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.44% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 95.44% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 98.58% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 99.72% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | | | 289,329 | 867,987 | 3 |

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.



| anliness yfinding ht information htral security queues - Times queue <5 minutes htral security queues - Times queue = 10 minutes htral security queues - Times queues - Times queues htral security queues - Times queues htral security | | Dec | Year to date * | | | |
|---|---------|--------|-----------------|----------|-----------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 4.0 | 3.8 | Yes | 0 | C | 0 |
| Cleanliness | 4.2 | 3.9 | Yes | 0 | O | 0 |
| Wayfinding | 4.2 | 4.0 | Yes | 0 | O | 0 |
| Flight information | 4.4 | 4.2 | Yes | 0 | O | 0 |
| Central security queues - Times queue <5 minutes | 76.41% | 95.00% | No | 592,836 | 2,964,180 | 5 |
| Central security queues - Times queue = 10 minutes | 92.88% | 99.00% | No | 592,636 | 2,964,160 | 5 |
| Passenger sensitive equipment (general) | 99.73% | 99.00% | Yes | 0 | C | 0 |
| Passenger sensitive equipment (priority) | 99.77% | 99.00% | Yes | 0 | O | 0 |
| Arrivals reclaim (baggage carousels) | 99.83% | 99.00% | Yes | 0 | O | 0 |
| Stands | 99.87% | 99.00% | Yes | 0 | O | 0 |
| Jetties | 99.70% | 99.00% | Yes | 0 | O | 0 |
| FEGP | 99.97% | 99.00% | Yes | 0 | O | 0 |
| Pre-conditioned air | 99.29% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 100.00% | 99.00% | Yes | 0 | O | 0 |
| Transfer search | 91.43% | 95.00% | No | 258,297 | 774,891 | 3 |
| Staff search | 95.92% | 95.00% | Yes | 0 | O | 0 |
| Control posts search | 98.58% | 95.00% | Yes | 0 | O | 0 |
| Pier service | 92.21% | 95.00% | No | 0 | 1,394,526 | 9 |
| Transit system - % time one car available | 99.74% | 99.00% | Yes | 0 | C | 0 |
| Transit system - % time two cars available | 97.73% | 97.00% | Yes | | | |
| Total | | | | 851,133 | 5,133,597 | 17 |

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.



| Aerodrome Congestion Term | Dec | c-12 | Year to date * Pate £ Rebate £ Number of rebates 0 102,523 1 102,523 1 | |
|---------------------------|---------------|----------|---|---|
| | Rebate due | Rebate ! | Rebate £ | |
| Aerodrome Congestion Term | No | 0 | 102,523 | 1 |
| Total | | | 102,523 | 1 |

| L | | |
|---|--|--|

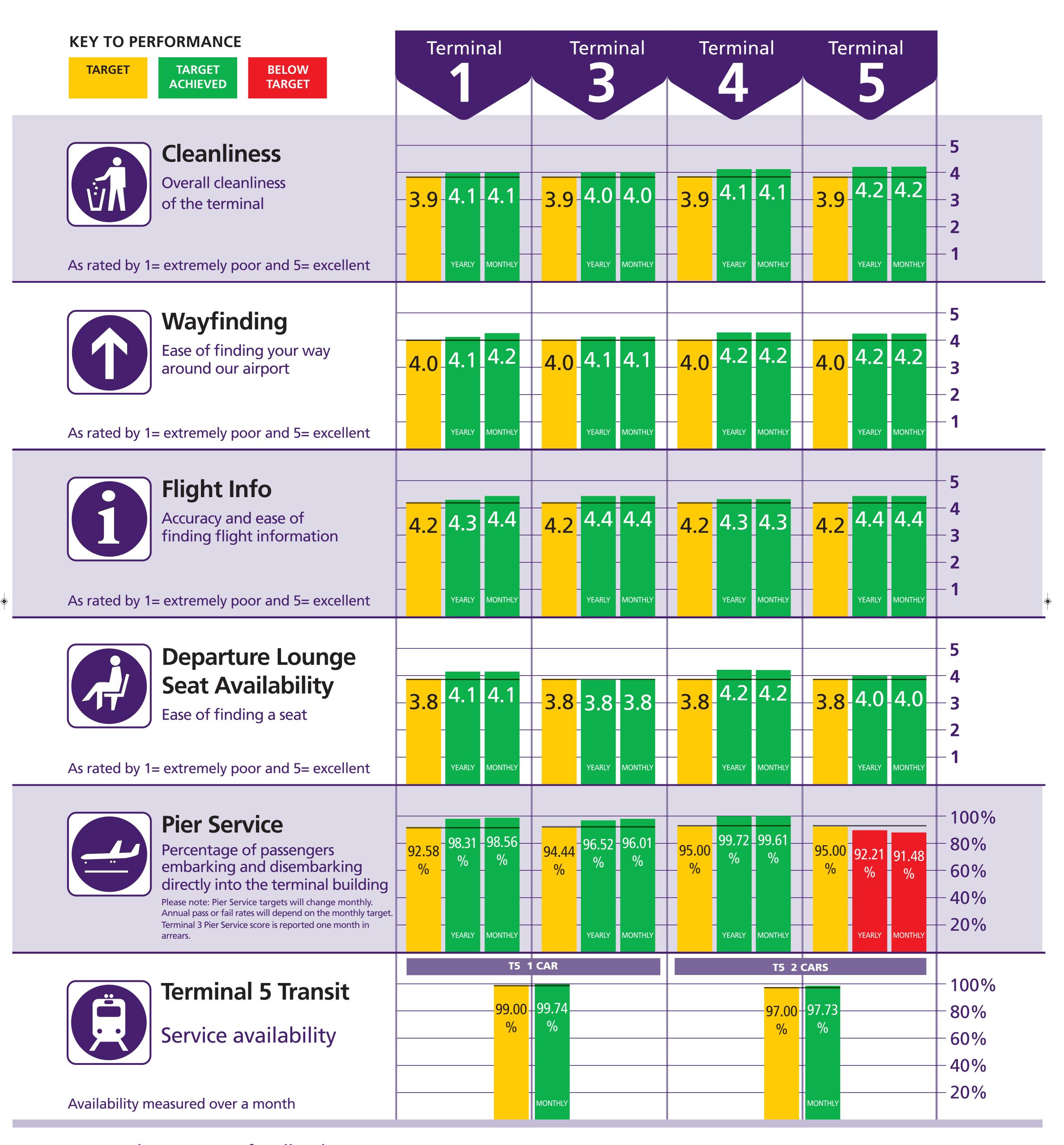
NOTE: * year is April 2012 to March 2013

Heathrow 🗹

| | leath | IOW | | F | erformance | e | | | | | | | | | | £ Rebate | es | | | | |
|--|--|---|--|--|---|--|---|---|--|--|----------------------------------|-----------|-------------------------------------|--------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|--|--------------------------------------|--|
| Cleanlir T1 T3 T4 T5 | Target 3.9 3.9 3.9 3.9 3.9 | Apr-12 4.0 3.9 4.1 4.2 | May-12 4.0 3.9 4.1 4.2 | 4.1 | 4.0 4.0 4.1 | Aug-12 4.0 4.0 4.1 4.1 | 4.1 4.0 4.1 | 4.1 4.0 4.1 | 4.1 4.0 4.1 | 4.1 4.0 4.1 | T1 T3 T4 T5 | ness | £0 £0 £0 £0 £0 | May-12 £0 £0 £0 £0 | Jun-12 £0 £0 £0 £0 | Jul-12 £0 £0 £0 £0 | £0 £0 £0 £0 | \$ep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec-12 £1 £1 £1 |
| Wayfind T1 T3 T4 T5 | Target 4.0 4.0 4.0 4.0 4.0 | Apr-12 4.1 4.1 4.1 4.2 | May-12 4.1 4.1 4.1 4.2 | Jun-12 4.1 4.1 4.2 4.2 | 4.1 4.1 | Aug-12 4.1 4.1 4.2 4.2 | 4.1 4.1 | 4.1 4.1 | Nov-12 4.1 4.1 4.2 4.2 4.2 | 4.1 4.1 | T1 T3 T4 T5 | ding | 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 £0 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec-1 £ £ £ |
| Flight in T1 T3 T4 T5 | Target 4.2 4.2 4.2 4.2 4.2 | Apr-12 4.3 4.3 4.3 4.4 | May-12 4.3 4.3 4.3 4.4 | Jun-12 4.3 4.3 4.3 4.4 | 4.3 4.3 | Aug-12 4.3 4.3 4.3 4.4 | 4.3 4.3 | 4.3 4.4 | Nov-12 4.3 4.4 4.3 4.4 4.3 | | T1 T3 T4 T5 | nformatio | 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 £0 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec-1 |
| Departu T1 T3 T4 T5 | Target 3.8 3.8 3.8 3.8 3.8 | Apr-12 4.1 3.6 4.1 4.0 | May-12 4.1 | Jun-12 4.1 3.7 4.1 4.0 | 4.1 3.7 4.1 | 4.1 | 4.1 3.7 4.2 | 4.1 3.8 | 4.1 3.8 | 4.1 3.8 4.2 | T1 T3 T4 T5 | | Apr-12 £0 245,170 £0 £0 | May-12 £0 | Jun-12 £0 245,170 £0 £0 | Jul-12 £0 245,170 £0 £0 | Aug-12 £0 £245,170 £0 £0 | Sep-12 £0 £245,170 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec-1 |
| CSA qu T1 T3 T4 T5 | eues - Times q Target 95.00% 95.00% 95.00% 95.00% | ueue <5 m Apr-12 96.76% 96.05% 95.52% 91.02% | | Jun-12 98.43% 95.57% 95.62% 96.10% | Jul-12 98.17% 96.04% 96.08% 96.06% | Aug-12 98.98% 95.81% 96.87% 96.47% | Sep-12 96.67% 89.90% 95.48% 93.50% | Oct-12 96.50% 76.59% 90.78% 80.53% | Nov-12 96.79% 77.76% 83.24% 87.71% | 95.16% 67.83% 68.99% | T1 T3 T4 T5 | eues - B | Apr-12 £0 £0 £0 £0 | May-12 £0 £0 £0 £0 | Jun-12 £0 £0 £0 £0 | Jul-12 £0 £0 £0 £0 | £0 | £0 | £289,329 £ | £289,329 £ | Dec-1 £524,25 £289,32 £592,83 |
| CSA qu T1 T3 T4 T5 | eues - Times q Target 99.00% 99.00% 99.00% 99.00% | ueue = 10 Apr-12 99.95% 99.71% 99.76% 98.55% | minutes May-12 100.00% 99.95% 99.82% 99.68% | Jun-12 99.93% 100.00% 99.95% 99.79% | Jul-12 99.98% 99.95% 99.95% 99.79% | Aug-12 99.98% 99.95% 100.00% 99.84% | Sep-12 99.52% 98.76% 99.95% 98.02% | Oct-12 99.86% 95.85% 99.72% 94.35% | Nov-12 99.81% 96.67% 97.62% 98.36% | 99.54% 87.83% 89.82% | | | | | | | | | | | |
| Transfe T1 T3 T4 T5 | 95.00% 95.00% 95.00% 95.00% 95.00% | Apr-12 98.62% 98.00% 97.62% 94.48% | May-12 96.77% 95.99% 95.76% 96.77% | Jun-12 96.86% 96.10% 95.38% 97.04% | Jul-12 98.85% 95.99% 97.47% 98.24% | Aug-12 97.97% 96.50% 98.48% 97.74% | Sep-12 96.10% 96.10% 98.38% 96.12% | Oct-12 98.29% 88.29% 98.80% 93.24% | Nov-12 97.71% 91.86% 96.67% 96.04% | Dec-12 95.94% 89.40% 95.44% 91.43% | Transfe T1 T3 T4 T5 | er search | Apr-12 £0 £0 £0 £0 | May-12 £0 £0 £0 £0 | Jun-12 £0 £0 £0 £0 | Jul-12 £0 £0 £0 £0 | £0 £0 £0 £0 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £258,654 £0 £258,297 | Nov-12 £0 £258,654 £0 £0 | Dec- |
| Staff se T1 T3 T4 T5 | 95.00% 95.00% 95.00% 95.00% 95.00% | Apr-12 98.90% 100.00% 100.00% 98.34% | May-12 99.63% 100.00% 100.00% 99.15% | Jun-12 99.62% 100.00% 100.00% 99.09% | Jul-12 100.00% 100.00% 100.00% 98.88% | Aug-12 99.79% 100.00% 100.00% 98.77% | Sep-12 99.81% 100.00% 97.83% 96.77% | Oct-12 96.45% 100.00% 96.34% 95.82% | Nov-12 99.33% 97.48% 96.36% 97.81% | 98.29% 100.00% 95.44% | Staff se T1 T3 T4 T5 | arch | 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 £0 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| Control T1 T3 T4 T5 | posts search Target 95.00% 95.00% 95.00% 95.00% | Apr-12 99.26% 99.26% 99.26% 99.26% | May-12 99.16% 99.16% 99.16% 99.16% | Jun-12 99.08% 99.08% 99.08% 99.08% | Jul-12 99.51% 99.51% 99.51% 99.51% | Aug-12 99.80% 99.80% 99.80% 99.80% | Sep-12 98.84% 98.84% 98.84% 98.84% | Oct-12 98.85% 98.85% 98.85% 98.85% | Nov-12 99.35% 99.35% 99.35% 99.35% | Dec-12 98.58% 98.58% 98.58% 98.58% | T1 T3 T4 T5 | posts s | £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 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| FEGP T1 T3 T4 T5 | Target 99.00% 99.00% 99.00% 99.00% | Apr-12 99.70% 99.63% 99.74% 99.56% | May-12 99.63% 99.29% 99.80% 99.73% | Jun-12 99.83% 99.20% 99.98% 99.62% | | Aug-12 99.95% 99.60% 99.61% 99.68% | Sep-12 99.94% 99.75% 99.70% 99.82% | Oct-12 99.95% 99.73% 99.98% 99.94% | Nov-12 99.69% 99.38% 99.87% 99.36% | Dec-12 99.99% 99.94% 99.92% 99.97% | T1 T3 T4 T5 | | 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 £0 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| Jetties T1 T3 T4 T5 | Target 99.00% 99.00% 99.00% 99.00% | Apr-12 99.81% 99.77% 99.27% 99.48% | May-12 99.74% 99.63% 99.36% 99.39% | Jun-12 99.44% 99.58% 99.60% 99.56% | | Aug-12 99.56% 99.67% 99.38% 99.72% | | | | | Jetties T1 T3 T4 T5 | | 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 £0 | Sep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| PSE (ge | • | Apr-12 99.79% 99.81% 99.85% 99.91% | May-12 99.58% 99.82% 99.67% 99.75% | Jun-12 99.75% 99.81% 99.77% 99.79% | , | | | • | • | Dec-12 99.82% 99.83% 99.87% | PSE (ge | eneral) | 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 | Sep-12 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| PSE (pr T1 T3 T4 T5 | • | Apr-12 99.45% 99.69% 99.81% 99.76% | May-12 99.57% 99.78% 99.92% 99.76% | Jun-12 99.56% 99.77% 99.64% 99.80% | | | | | | Dec-12 99.67% 99.92% 99.92% | PSE (pi | iority) | 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 | Sep-12 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| | ntry guidance Target 99.00% 99.00% 99.00% 99.00% | Apr-12 99.88% 99.84% 99.96% 99.94% | May-12 99.93% 99.97% 99.99% 99.98% | Jun-12 99.94% 100.00% 100.00% 99.99% | • | | • | | | Dec-12 99.96% 99.99% 100.00% 100.00% | | ntry gui | | May-12 £0 £0 £0 £0 | Jun-12 £0 £0 £0 £0 | Jul-12 £0 £0 £0 £0 | Aug-12 £0 £0 £0 | Sep-12 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| Stands T1 T3 T4 T5 | Target 99.00% 99.00% 99.00% 99.00% | Apr-12 99.90% 99.77% 99.77% 99.95% | May-12 99.81% 99.80% 99.56% 99.87% | Jun-12 99.82% 99.63% 99.08% 99.92% | | | | | | Dec-12 99.91% 99.58% 99.80% | Stands T1 T3 T4 T5 | | 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 | Sep-12 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| Pier ser T1 T3 T4 | • | Apr-12 97.76% 96.00% 99.30% | May-12 97.82% 95.91% 99.30% | Jun-12 97.84% 95.97% 99.35% | Jul-12 97.87% 96.01% 99.46% | Aug-12 97.97% 95.97% 99.53% | Sep-12 98.09% 95.93% 99.58% | Oct-12 98.19% 96.24% 99.68% | Nov-12 98.25% 96.52% 99.71% | Dec-12 98.31% 0.00% 99.72% | Pier sel | | 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 | Sep-12 £0 £0 £0 | Oct-12 £0 £0 £0 | Nov-12 £0 £0 £0 | Dec- |
| T5 T1 targe T3 targe T4 targe T5 targe | et et et et ime one car a | | 92.11% 94.63% 94.00% 95.00% 95.00% | 92.28% 94.36% 94.00% 95.00% | 92.30% 94.08% 94.09% 95.00% 95.00% | 92.26% 93.80% 94.18% 95.00% 95.00% | 92.21% 93.53% 94.28% 95.00% 95.00% | 92.21% 93.19% 94.36% 95.00% 95.00% | 92.22% 92.89% 94.44% 95.00% 95.00% | 92.21% 92.58% 94.48% 95.00% 95.00% | T5 TTS - % | | 0.,1 | 232,421 | 232,421 | 232,421 | .232,421 | £232,421 | 03 | [03 | : |
| T5 | Target 99.00% time two cars Target 97.00% | Apr-12 99.87% available Apr-12 99.36% | May-12 99.99% May-12 98.51% | Jun-12 99.97% Jun-12 99.35% | 99.81% | 99.87% | 99.87% | 99.74% | 99.59% | 99.74% Dec-12 | T5 | | £0 | £0 | Jun-12 £0 | Jul-12 £0 | Aug-12 £0 | \$ep-12 £0 | Oct-12 £0 | Nov-12 £0 | Dec- |
| T1 T3 T4 T5 | Feclaims Target 99.00% 99.00% 99.00% 99.00% | Apr-12 99.20% 99.58% 99.81% 99.61% | May-12 99.51% 99.84% 99.89% 99.69% | Jun-12 99.15% 99.76% 99.80% 99.72% | Jul-12 99.52% 99.94% 99.85% 99.77% | Aug-12 99.50% 99.65% 99.88% 99.83% | Sep-12 99.51% 99.86% 99.54% 99.81% | Oct-12 99.53% 99.91% 99.85% 99.85% | Nov-12 99.56% 99.85% 99.71% 99.87% | 99.48% 99.88% 99.84% | T1 T3 T4 T5 | Reclain | £0 £0 £0 £0 | £0 £0 £0 £0 | £0 £0 £0 £0 £0 | £0 £0 £0 £0 £0 | £0 £0 £0 £0 | \$ep-12 £0 £0 £0 £0 | Oct-12 £0 £0 £0 £0 | Nov-12 £0 £0 £0 £0 | Dec- |
| T3 T5 | Target 98.00% 98.00% ome congestion Target | | May-12 99.96% 98.95% May-12 | Jun-12 99.68% 99.08% Jun-12 | 99.86% 99.02% | 99.91% 98.90% | 99.71% 99.47% | 99.98% 99.27% | Nov-12 99.93% 99.88% | 99.93% 99.29% | T3 T5 | ome con | Apr-12 £0 £0 | May-12 £0 £0 | Jun-12 £0 £0 £0 | Jul-12 £0 £0 | Aug-12 £0 £0 | Sep-12 £0 £0 | Oct-12 £0 £0 | Nov-12 £0 £0 Nov-12 | Dec- |
| | ness - Month Target | N/A - reported of Apr-12 | N/A only May-12 | N/A Jun-12 | N/A Jul-12 | N/A Aug-12 | N/A Sep-12 | N/A Oct-12 | N/A Nov-12 | N/A Dec-12 | AII | | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A | N/A |
| T1 T3 T4 T5 Wayfin d | 3.9 3.9 3.9 3.9 3ing - Month | 4.0 4.0 4.1 4.2 Apr-12 | 4.1 4.0 4.1 4.2 May-12 | 4.0 4.0 4.1 | 4.1 4.0 4.2 4.2 | 4.1 4.0 4.2 4.3 | 4.1 4.1 4.2 4.2 | 4.1 4.1 4.1 4.2 | 4.1 4.1 4.2 4.2 | 4.1 4.0 4.1 4.2 | | | | | | | | | | | |
| T1 T3 T4 T5 Flight ir | 4.0 4.0 4.0 4.0 4.0 Target | 4.0 4.1 4.1 4.2 | 4.1 4.2 4.2 4.2 4.2 | 4.0 4.1 4.4 4.2 Jun-12 | 4.1 4.2 4.3 4.2 | 4.1 4.2 4.3 4.2 | 4.1 4.2 4.1 4.2 | 4.1 4.2 4.2 4.2 | 4.2 4.2 4.3 4.2 | 4.2 4.1 4.2 4.2 | | | | | | | | | | | |
| T1 T3 T4 T5 Departu | 4.2 4.2 4.2 4.2 4.2 Ire lounge seat | 4.3 4.4 4.4 4.3 | 4.4 4.4 4.3 4.3 y - Month | 4.3 4.4 4.3 4.4 Jun-12 | 4.3 4.4 4.3 4.4 | 4.3 4.5 4.3 4.4 | 4.3 4.4 4.4 4.3 | 4.3 4.4 4.3 4.4 | 4.3 4.4 4.3 4.3 | 4.4 4.4 4.3 4.4 | | | | | | | | | | | |
| T1 T3 T4 T5 Pier ser | 3.8 3.8 3.8 3.8 3.8 | 4.1 3.9 4.2 4.0 | 4.2 3.9 4.2 3.9 | 4.1 3.7 4.2 4.0 | 4.1 3.6 4.2 3.9 | 4.1 3.7 4.1 4.0 | 4.0 3.9 4.2 3.9 | 4.2 3.8 4.1 4.0 | 4.2 4.1 4.3 4.0 | 4.1 3.8 4.2 4.0 | | | | | | | | | | | |
| T1 T3 T4 T5 | | Apr-12 98.53% 97.02% 99.76% 92.50% | May-12 98.34% 96.22% 99.77% 92.70% | Jun-12 97.97% 96.91% 99.73% 92.96% | 97.76% 96.49% 99.68% | 98.45% 96.21% 99.82% | 98.71% 95.89% 99.48% | 98.92% 95.94% 99.73% | 98.29% 96.01% 99.87% | 98.56% 0.00% 99.61% | | | | | | | | | | | |

How are we performing?

December 2012



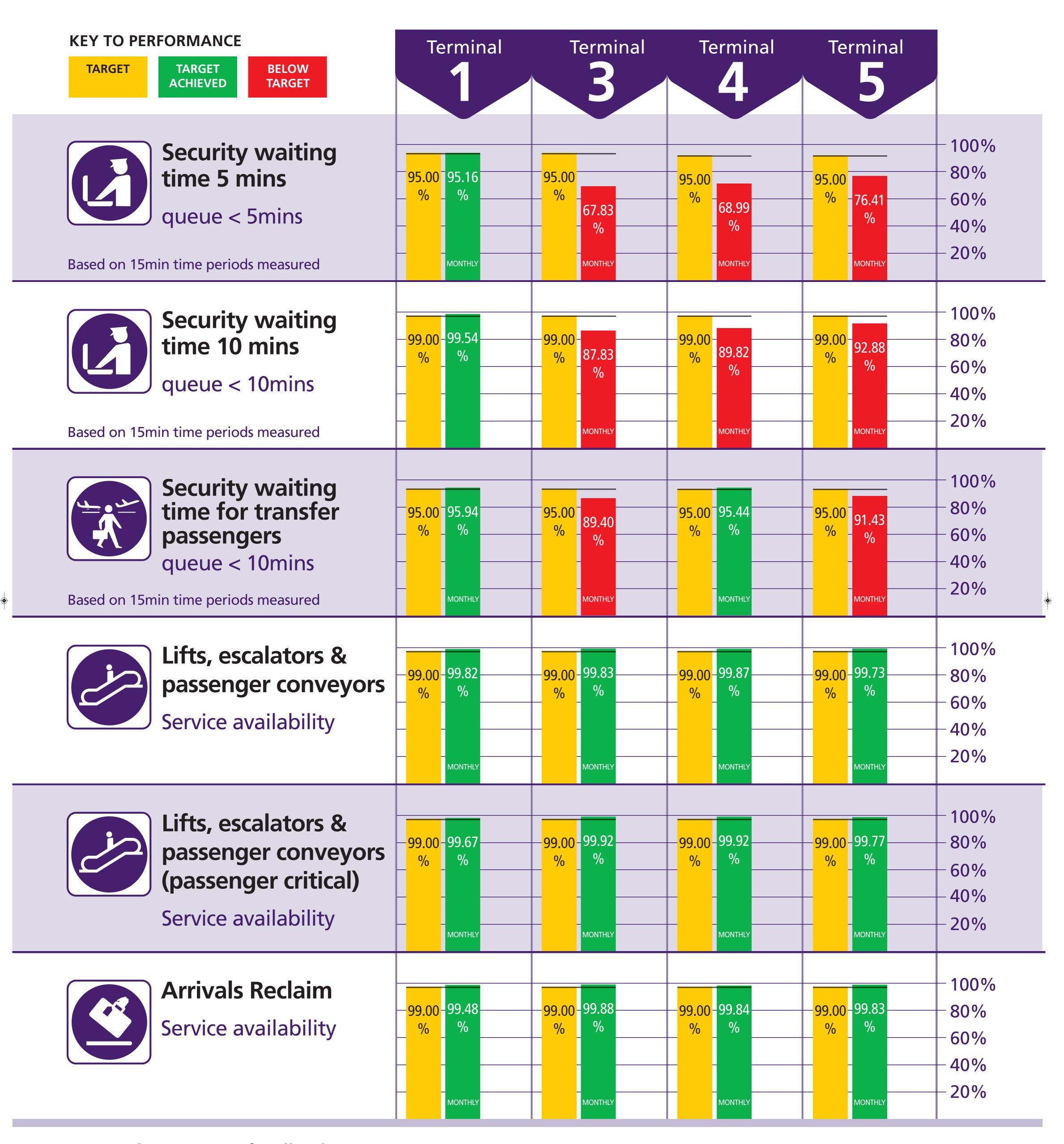
We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

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December 2012



We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

December 2012

