Heathrow Making every journey better,

Heathrow Terminal 1		Ju	I-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	98.17%	95.00%	Yes	0	0	
Central security queues - Times queue = 10 minutes	99.98%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.63%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.52%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	98.85%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.51%	95.00%	Yes	0	0	0
Pier service	97.87%	94.08%	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 M Making every journey better,

Heathrow Terminal 3		Ju	-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	980,680	4
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	96.04%	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)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.56%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.94%	99.00%	Yes	0	0	0
Stands	99.37%	99.00%	Yes	0	0	0
Jetties	99.61%	99.00%	Yes	0	0	0
FEGP	99.23%	99.00%	Yes	0	0	0
Pre-conditioned air	99.86%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.88%	99.00%	Yes	0	0	0
Transfer search	95.99%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.51%	95.00%	Yes	0	0	0
Pier service +	95.97%	94.00%	Yes	0	0	0
				245,170	980,680	4

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		Ju	-12		Year to	o date *
	Actual	Target	Target	Rebate £	Rebate £	Number of
			achieved			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	96.08%	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)	99.70%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.41%	99.00%	Yes	0	0	0
Jetties	99.25%	99.00%	Yes	0	0	0
FEGP	99.86%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.47%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.51%	95.00%	Yes	0	0	0
Pier service	99.46%	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.



Heathrow Terminal 5		Ju	-12		Year to	o 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	96.06%	95.00%	Yes	0	592,836	1
Central security queues - Times queue = 10 minutes	99.79%	99.00%	Yes	0	592,650	I
Passenger sensitive equipment (general)	99.77%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.83%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.77%	99.00%	Yes	0	0	0
Stands	99.86%	99.00%	Yes	0	0	0
Jetties	99.58%	99.00%	Yes	0	0	0
FEGP	99.42%	99.00%	Yes	0	0	0
Pre-conditioned air	99.02%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	98.24%	95.00%	Yes	0	258,297	1
Staff search	98.88%	95.00%	Yes	0	0	0
Control posts search	99.51%	95.00%	Yes	0	0	0
Pier service	92.30%	95.00%	No	232,421	929,684	4
Transit system - % time one car available	99.81%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.58%	97.00%	Yes			
Total				232,421	1,780,817	6

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	Ju	I-12	Year t	o date *	
	Rebate due	Rebate £	Rebate £ Number of rebates		
Aerodrome Congestion Term	No	0	() 4	
Total			0) 4	

NOTE: * year is April 2012 to March 2013

Heathrow 🗾

		Perform	nance				£	Rebates		
Cleanlines	S S					Cleanliness				
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	3.9	4.0	4.0	4.0	4.0	T1	£0	£0	£0	£0
ТЗ	3.9	3.9	3.9	4.0	4.0	Т3	£0	£0	£0	£0
T4	3.9	4.1	4.1	4.1	4.1	T4	£0	£0	£0	£0
T5	3.9	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0

Wayfindin	g					Wayfinding	l			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	4.0	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0
Т3	4.0	4.1	4.1	4.1	4.1	Т3	£0	£0	£0	£0
Τ4	4.0	4.1	4.1	4.2	4.2	T4	£0	£0	£0	£0
T5	4.0	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0

Flight info	rmation					Flight info	rmation			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	4.2	4.3	4.3	4.3	4.3	T1	£0	£0	£0	£0
ТЗ	4.2	4.3	4.3	4.3	4.3	Т3	£0	£0	£0	£0
T4	4.2	4.3	4.3	4.3	4.3	T4	£0	£0	£0	£0
Т5	4.2	4.4	4.4	4.4	4.4	T5	£0	£0	£0	£0

Departure	lounge sea	at availability	y			Departure	lounge seat a	availability		
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	3.8	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0
Т3	3.8	3.6	3.6	3.7	3.7	Т3	£245,170	£245,170	£245,170	£245,170
T4	3.8	4.1	4.1	4.1	4.1	Τ4	£0	£0	£0	£0
T5	3.8	4.0	4.0	4.0	4.0	T5	£0	£0	£0	£0

CSA queues - Times queue <5 minutes

CSA que	ues - Times d	queue <5 mir	nutes			CSA queu	es - Both			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	95.00%	96.76%	97.56%	98.43%	98.17%	T1	£0	£0	£0	£0
Т3	95.00%	96.05%	95.44%	95.57%	96.04%	Т3	£0	£0	£0	£0
T4	95.00%	95.52%	95.99%	95.62%	96.08%	T4	£0	£0	£0	£0
T5	95.00%	91.02%	95.99%	96.10%	96.06%	Т5	£592,836	£0	£0	£0

CSA queues - Times queue = 10 minutes

	Target	Apr-12	May-12	Jun-12	Jul-12
T1	99.00%	99.95%	100.00%	99.93%	99.98%
Т3	99.00%	99.71%	99.95%	100.00%	99.95%
T4	99.00%	99.76%	99.82%	99.95%	99.95%
T5	99.00%	98.55%	99.68%	99.79%	99.79%

Transfer s	search					Transfer s	earch			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	95.00%	98.62%	96.77%	96.86%	98.85%	T1	£0	£0	£0	£0
Т3	95.00%	98.00%	95.99%	96.10%	95.99%	ТЗ	£0	£0	£0	£0
Τ4	95.00%	97.62%	95.76%	95.38%	97.47%	T4	£0	£0	£0	£0
T5	95.00%	94.48%	96.77%	97.04%	98.24%	Т5	£258,297	£0	£0	£0

Staff sear	rch					Staff searc	:h			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	95.00%	98.90%	99.63%	99.62%	100.00%	T1	£0	£0	£0	£0
Т3	95.00%	100.00%	100.00%	100.00%	100.00%	Т3	£0	£0	£0	£0
T4	95.00%	100.00%	100.00%	100.00%	100.00%	Τ4	£0	£0	£0	£0
T5	95.00%	98.34%	99.15%	99.09%	98.88%	T5	£0	£0	£0	£0

Sonitorp	osts search	Anr 40	Mov 40	Jun-12	Jul-12		osts search	May-12	Jun-12	Jul-12
T1	Target	Apr-12	May-12			T1	Apr-12			
	95.00%	99.26%	99.16%	99.08%	99.51%		£0	£0	£0	£
ГЗ	95.00%	99.26%	99.16%	99.08%	99.51%	T3	£0	£0	£0	£
T4	95.00%	99.26%	99.16%	99.08%	99.51%	T4	£0	£0	£0	£
Τ5	95.00%	99.26%	99.16%	99.08%	99.51%	T5	£0	£0	£0	£
FEGP						FEGP				
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
Г1	99.00%	99.70%	99.63%	99.83%	99.87%	T1	£0	£0	£0	£
ГЗ	99.00%	99.63%	99.29%	99.20%	99.23%	Т3	£0	£0	£0	£
Τ4	99.00%	99.74%	99.80%	99.98%	99.86%	T4	£0	£0	£0	£
Т5	99.00%	99.56%	99.73%	99.62%	99.42%	T5	£0	£0	£0	£
Jetties						Jetties				
Jetties	Target	Apr-12	May-12	Jun-12	Jul-12	Jetties	Apr-12	May-12	Jun-12	Jul-1
T1	99.00%	99.81%	99.74%	99.44%	99.61%	T1	£0	£0	£0	£
Т3	99.00%	99.77%	99.63%	99.58%	99.61%	ТЗ	£0	£0	£0	£
Τ4	99.00%	99.27%	99.36%	99.60%	99.25%	Т4	£0	£0	£0	£
T5	99.00%	99.48%	99.39%	99.56%	99.58%	Т5	£0	£0	£0	£
	N						N N		·	
PSE (gene	Target	Apr-12	May-12	Jun-12	Jul-12	PSE (gene	Apr-12	May-12	Jun-12	Jul-1
T1	99.00%	99.79%	99.58%	99.75%	99.77%	T1	£0	£0	£0	£
T3	99.00 <i>%</i> 99.00%	99.79 <i>%</i> 99.81%	99.38 <i>%</i> 99.82%	99.75% 99.81%	99.70%	T3	£0 £0	£0 £0	£0 £0	£
T4	99.00%	99.85%	99.67%	99.77%	99.70%	T4	£0	£0	£0	£
T5	99.00%	99.03 <i>%</i> 99.91%	99.75%	99.79%	99.77%	T5	£0	£0	£0	£
15	33.0070	33.3170	33.1370	33.1370	99.1170	15	20	20	20	2.
PSE (prio	rity)					PSE (prior	rity)			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-1
T1	99.00%	99.45%	99.57%	99.56%	99.63%	T1	£0	£0	£0	£
Т3	99.00%	99.69%	99.78%	99.77%	99.56%	Т3	£0	£0	£0	£
Τ4	99.00%	99.81%	99.92%	99.64%	99.78%	T4	£0	£0	£0	£
Т5	99.00%	99.76%	99.76%	99.80%	99.83%	T5	£0	£0	£0	£
Stand ent	ry guidance	•				Stand ent	ry guidance			
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
T1	99.00%	99.88%	99.93%	99.94%	99.96%	T1	£0	£0	£0	£
Т3	99.00%	99.84%	99.97%	100.00%	99.88%	Т3	£0	£0	£0	£
Τ4	99.00%	99.96%	99.99%	100.00%	100.00%	T4	£0	£0	£0	£
T5	99.00%	99.94%	99.98%	99.99%	99.95%	Т5	£0	£0	£0	£
Stands						Stands				
	T	A	May-12	Jun-12	Jul-12	Stanus		May-12	Jun-12	Jul-1
Stanus	Tardet	ADI-121	IVIAV-121	Juli-121	001121		Apr-12			£
	Target 99.00%	Apr-12 99.90%				T1	Apr-12 £0		£0	
T1	99.00%	99.90%	99.81%	99.82%	99.86%	T1 T3	£0	£0	£0 £0	
T1 T3	99.00% 99.00%	99.90% 99.77%	99.81% 99.80%	99.82% 99.63%	99.86% 99.37%	Т3	£0 £0	£0 £0	£0	£
T1 T3 T4	99.00%	99.90%	99.81%	99.82%	99.86%		£0	£0		£
T1 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77%	99.81% 99.80% 99.56%	99.82% 99.63% 99.08%	99.86% 99.37% 99.41%	T3 T4 T5	£0 £0 £0 £0	£0 £0 £0	£0 £0	£
T1 T3 T4	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95%	99.81% 99.80% 99.56% 99.87%	99.82% 99.63% 99.08% 99.92%	99.86% 99.37% 99.41% 99.86%	Т3 Т4	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0	£ £ £
T1 T3 T4 T5 Pier servi 0	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% Apr-12	99.81% 99.80% 99.56% 99.87% May-12	99.82% 99.63% 99.08% 99.92% Jun-12	99.86% 99.37% 99.41% 99.86% Jul-12	T3 T4 T5 Pier servi	£0 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £0 £0 Jun-12	£(£(£(Jul-1)
T1 T3 T4 T5 Pier servi 0 T1	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% Apr-12 97.76%	99.81% 99.80% 99.56% 99.87% May-12 97.82%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84%	99.86% 99.37% 99.41% 99.86% Jul-12 97.87%	T3 T4 T5 Pier servi T1	£0 £0 £0 £0 £0 ce Apr-12 £0	£0 £0 £0 £0 £0 May-12 £0	£0 £0 £0 Jun-12 £0	£ £ £ Jul-1:
T1 T3 T4 T5 Pier servi T1 T3	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.95% 99.95% Apr-12 97.76% 96.00%	99.81% 99.80% 99.56% 99.87% May-12 97.82% 95.91%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97%	99.86% 99.37% 99.41% 99.86% Jul-12 97.87% 0.00%	T3 T4 T5 Pier servio T1 T3	£0 £0 £0 £0 £0 ce Apr-12 £0 £0	£0 £0 £0 £0 £0 May-12 £0 £0	£0 £0 £0 Jun-12 £0 £0	£ £ £ Jul-1: £
T1 T3 T4 T5 Pier servi 0 T1 T3 T4	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.95% 99.95% 99.95% 99.95% 99.95% 99.90%	99.81% 99.80% 99.56% 99.87% May-12 97.82% 95.91% 99.30%	99.82% 99.63% 99.98% 99.92% Jun-12 97.84% 95.97% 99.35%	99.86% 99.37% 99.41% 99.86% Jul-12 97.87% 0.00% 99.46%	T3 T4 T5 Pier servi T1 T3 T4	£0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1: £ £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% Apr-12 97.76% 96.00% 99.30% 91.29%	99.81% 99.80% 99.56% 99.87% May-12 97.82% 95.91% 99.30% 92.11%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 92.28%	99.86% 99.37% 99.41% 99.86% Jul-12 97.87% 0.00% 99.46% 92.30%	T3 T4 T5 Pier servio T1 T3	£0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1: £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5 T1 target	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% 99.95% 99.95% 99.95% 99.90% 99.30% 91.29% 94.54%	99.81% 99.80% 99.56% 99.87% May-12 97.82% 95.91% 99.30% 92.11% 94.63%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 92.28% 94.36%	99.86% 99.37% 99.41% 99.86% Jul-12 97.87% 0.00% 99.46% 92.30% 94.08%	T3 T4 T5 Pier servi T1 T3 T4	£0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1: £ £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5 T1 target T3 target	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% 99.95% 97.76% 96.00% 99.30% 91.29% 94.54% 94.00%	99.81% 99.80% 99.56% 99.87% 99.87% 95.91% 95.91% 99.30% 92.11% 94.63% 94.00%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 92.28% 94.36% 94.00%	99.86% 99.37% 99.41% 99.86% 99.86% 97.87% 0.00% 99.46% 92.30% 94.08% 94.00%	T3 T4 T5 Pier servi T1 T3 T4	£0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1. £ £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5 T1 target T3 target T3 target T4 target	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% 99.95% 97.76% 96.00% 99.30% 91.29% 94.54% 94.00% 95.00%	99.81% 99.80% 99.56% 99.87% 99.87% 95.91% 95.91% 99.30% 92.11% 94.63% 94.00% 95.00%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 94.36% 94.36% 94.00% 95.00%	99.86% 99.37% 99.41% 99.86% 99.86% 97.87% 0.00% 99.46% 92.30% 94.08% 94.00% 95.00%	T3 T4 T5 Pier servi T1 T3 T4	£0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1: £ £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5 T1 target T3 target T3 target	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% 99.95% 97.76% 96.00% 99.30% 91.29% 94.54% 94.00%	99.81% 99.80% 99.56% 99.87% 99.87% 95.91% 95.91% 99.30% 92.11% 94.63% 94.00%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 92.28% 94.36% 94.00%	99.86% 99.37% 99.41% 99.86% 99.86% 97.87% 0.00% 99.46% 92.30% 94.08% 94.00%	T3 T4 T5 Pier servi T1 T3 T4	£0 £0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1. £ £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5 T1 target T3 target T4 target T4 target T5 target	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% 99.95% 97.76% 96.00% 99.30% 91.29% 94.54% 94.00% 95.00% 95.00%	99.81% 99.80% 99.56% 99.87% 99.87% 95.91% 95.91% 99.30% 92.11% 94.63% 94.00% 95.00%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 94.36% 94.36% 94.00% 95.00%	99.86% 99.37% 99.41% 99.86% 99.86% 97.87% 0.00% 99.46% 92.30% 94.08% 94.00% 95.00%	T3 T4 T5 Pier servi T1 T3 T4	£0 £0 £0 £0 £0 £0 £0 £0 £232,421	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1. £ £
T1 T3 T4 T5 Pier servi T1 T3 T4 T5 T1 target T3 target T4 target T4 target T5 target	99.00% 99.00% 99.00% 99.00%	99.90% 99.77% 99.77% 99.95% 99.95% 97.76% 96.00% 99.30% 91.29% 94.54% 94.00% 95.00% 95.00%	99.81% 99.80% 99.56% 99.87% 99.87% 95.91% 95.91% 99.30% 92.11% 94.63% 94.00% 95.00%	99.82% 99.63% 99.08% 99.92% Jun-12 97.84% 95.97% 99.35% 94.36% 94.36% 94.00% 95.00%	99.86% 99.37% 99.41% 99.86% 99.86% 97.87% 0.00% 99.46% 92.30% 94.08% 94.00% 95.00%	T3 T4 T5 Pier servio T1 T3 T4 T5	£0 £0 £0 £0 £0 £0 £0 £0 £232,421	£0 £0 £0 £0 £0 £0 £0 £0 £0	£0 £0 £0 Jun-12 £0 £0 £0 £0	£ £ £ Jul-1: £ £

TTS - % time two cars available

	Target	Apr-12	May-12	Jun-12	Jul-12
T5	97.00%	99.36%	98.51%	99.35%	98.58%

Arrivals	rrivals Reclaims						Arrivals Reclaims							
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12				
T1	99.00%	99.20%	99.51%	99.15%	99.52%	T1	£0	£0	£0	£0				
Т3	99.00%	99.58%	99.84%	99.76%	99.94%	Т3	£0	£0	£0	£0				
T4	99.00%	99.81%	99.89%	99.80%	99.85%	Τ4	£0	£0	£0	£0				
T5	99.00%	99.61%	99.69%	99.72%	99.77%	T5	£0	£0	£0	£0				

Pre-conditioned air

Pre-conditioned air

	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12	May-12	Jun-12	Jul-12
Т3	98.00%	99.99%	99.96%	99.68%	99.86%	Т3	£0	£0	£0	£0
T5	98.00%	99.36%	98.95%	99.08%	99.02%	T5	£0	£0	£0	£0

Aerodrom	e congestic	on				Aerodrome congestion						
	Target	Apr-12	May-12	Jun-12	Jul-12		Apr-12 May-12 Jun-12 、					
All	N/A	N/A	N/A	N/A	N/A	All	N/A	N/A	N/A	N/A		

Monthly performance - reported only

Cleanliness - Month

		Target	Apr-12	May-12	Jun-12	Jul-12
ſ	T1	3.9	4.0	4.1	4.0	4.1
ŀ	Т3	3.9	4.0	4.0	4.0	4.0
ŀ	T4	3.9	4.1	4.1	4.1	4.2
ŀ	T5	3.9	4.2	4.2	4.2	4.2

Wayfinding - Month

	Target	Apr-12	May-12	Jun-12	Jul-12
T1	4.0	4.0	4.1	4.0	4.1
Т3	4.0	4.1	4.2	4.1	4.2
Τ4	4.0	4.1	4.2	4.4	4.3
T5	4.0	4.2	4.2	4.2	4.2

Flight information - Month

	Target	Apr-12	May-12	Jun-12	Jul-12
T1	4.2	4.3	4.4	4.3	4.3
Т3	4.2	4.4	4.4	4.4	4.4
T4	4.2	4.4	4.3	4.3	4.3
T5	4.2	4.3	4.3	4.4	4.4

Departure lounge seat availability - Month

	Target	Apr-12	May-12	Jun-12	Jul-12
T1	3.8	4.1	4.2	4.1	4.1
Т3	3.8	3.9	3.9	3.7	3.6
T4	3.8	4.2	4.2	4.2	4.2
T5	3.8	4.0	3.9	4.0	3.9

Pier service - Month

	Apr-12	May-12	Jun-12	Jul-12
T1	98.53%	98.34%	97.97%	97.76%
Т3	97.02%	96.22%	96.91%	0.00%
T4	99.76%	99.77%	99.73%	99.68%
T5	92.50%	92.70%	92.96%	92.66%

How are we performing?

KEY TO PERFORMANCE Terminal Terminal Terminal Terminal TARGET **BELOW** TARGET ACHIEVED TARGET 5 Cleanliness 4 **3.9 4.2 4.2 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	4.3	4.2	4.3	4.4	4.2	4.3	4.3	4.2	4.4	4.4	-5 -4 -3 -2
As rated by 1= extremely poor and 5= excellent		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY	- 1
Departure Lounge Seat Availability Ease of finding a seatAs rated by 1= extremely poor and 5= excellent	-3.8	-	4.1	3.8	3.7 Yearly	3.6 MONTHLY	3.8		4.2 Monthly	3.8	4.0	3.9	- 5 - 4 - 3 - 2 - 1
Figure 1Figure 1Figure 2Figure 2<	H	97.87%	97.76%	94.00	95.97 %	96.91 %	95.00	99.46%	99.68%	95.00	92.30	92.66	- 100% - 80% - 60% - 40%

YEARLY MONTHLY

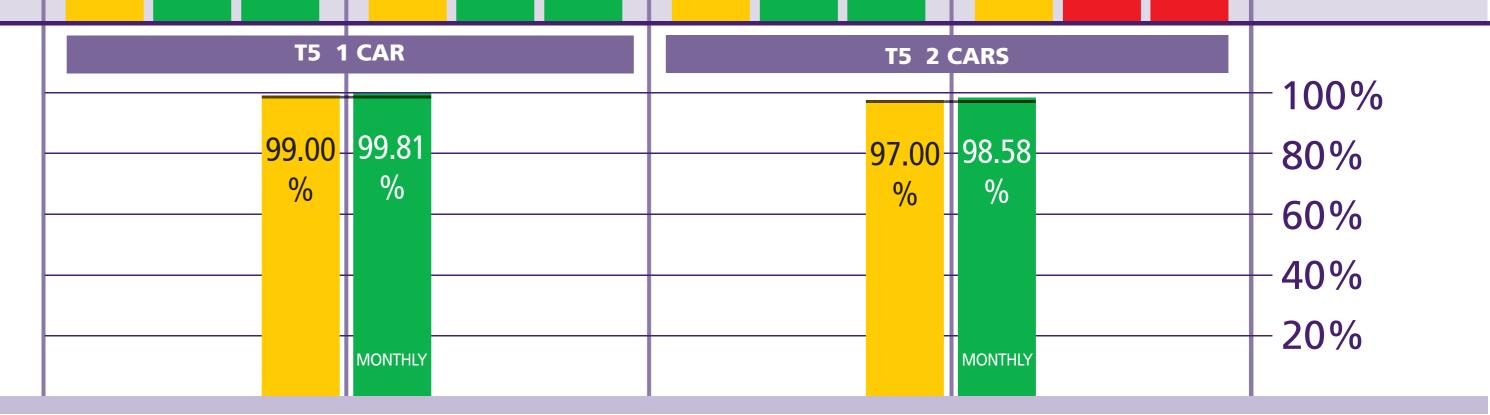


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Terminal 5 Transit

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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20%

YEARLY MONTHLY

July 2012

How are we performing?

KEY TO PERFORMANCE Terminal Terminal Terminal Terminal TARGET **TARGET BELOW** 3 **ACHIEVED** TARGET 100% **Security waiting** <mark>95.00</mark>-98.17 80% time 5 mins 95.00 96.04 95.00 96.06 95.00 96.08 % % % % % % % % 60% queue < 5mins 40% 20% Based on 15min time periods measured MONTHLY MONTHLY MONTHLY MONTHLY 100% **Security waiting** <mark>99.00</mark>-99.95 <mark>99.00</mark>-99.98 -<mark>99.00</mark>-99.95 **99.00**-99.79 80% time 10 mins % % % % % % % % 60% queue < 10mins 40%

MONTHLY



Security waiting time for transfer passengers queue < 10mins

Based on 15min time periods measured



Lifts, escalators & passenger conveyors Service availability

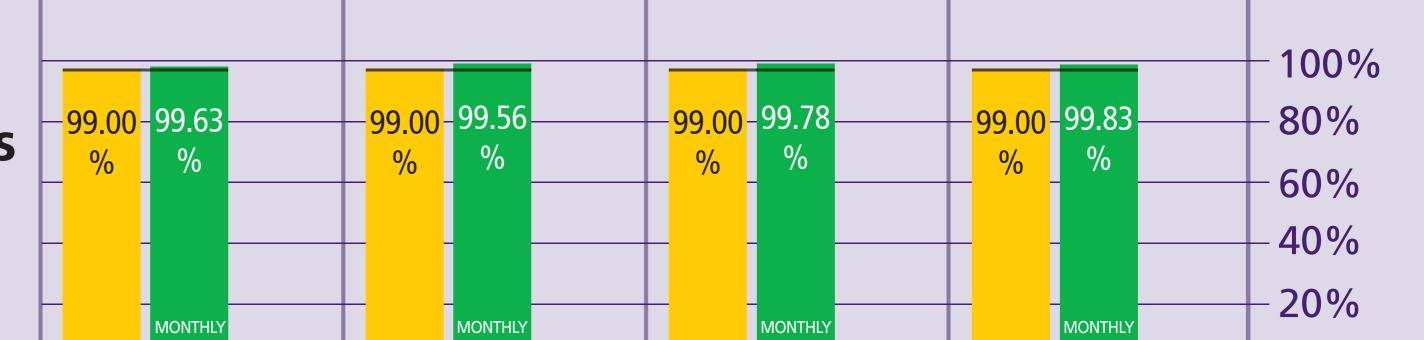


MONTHLY



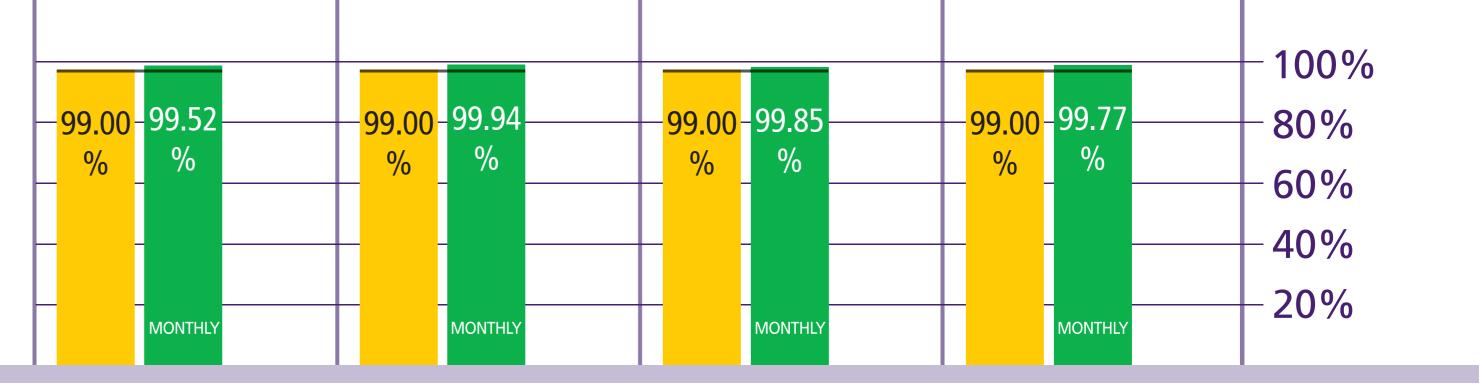
Lifts, escalators & passenger conveyors (passenger critical)

Service availability





Arrivals Reclaim Service availability



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MONTHLY

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20%

July 2012

MONTHLY

How are we performing?

July 2012

KEY TO MONTHLY PERFORMANCE	Terminal	Terminal	Terminal	Terminal	
TARGET TARGET BELOW ACHIEVED TARGET		3	4	5	
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.	94.08 % 97.87 97.76 %	94.00 % 95.97 96.91 %	-95.00 % 99.46 99.68 % %	95.00 % 92.30 % 92.66 %	- 100% - 80% - 60% - 40% - 20%
STAND AVAILABILITY Service Availability	-99.00 % -99.86 %	-99.00 % -99.37 %	99.00 % 90.41 %	99.00 % 99.86 %	- 100% - 80% - 60% - 40% - 20%
FIXED ELECTRICAL GROUND POWER Service Availability	-99.00 % -99.87 %	-99.00 % -99.23 %	99.00 % 99.86 %	99.00 % 99.42 %	- 100% - 80% - 60% - 40% - 20%
STAND ENTRY GUIDANCE Service Availability	-99.00 % -99.96 %	-99.00 % 99.88 %	99.00 % %	99.00 % 99.95 %	- 100% - 80% - 60% - 40% - 20%
ARRIVALS RECLAIM (Baggage carousels) Service Availability	-99.00 % % 	99.00 % %	99.00 % 99.85 %	99.00 % 99.77 %	- 100% - 80% - 60% - 40% - 20%
AERODROME CONGESTION TERM The scheme by which third parties are compensated for material events which impacted the airfield	£0k MAY 12	£0k JUN 12	د f JUL 12	0k – £0	k



Making every journey better.