

Heathrow Terminal 1		No	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	96.79%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.81%	99.00%	Yes	U		U
Passenger sensitive equipment (general)	99.62%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.79%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.56%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.42%	99.00%	Yes	0	0	0
FEGP	99.69%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	97.71%	95.00%	Yes	0	0	0
Staff search	99.33%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service	98.25%	92.89%	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 3		No	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	77.76%	95.00%	No	E24 255	1 570 765	2
Central security queues - Times queue = 10 minutes	96.67%	99.00%	No	524,255	1,572,765	3
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.93%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.85%	99.00%	Yes	0	0	0
Stands	99.70%	99.00%	Yes	0	0	0
Jetties	99.70%	99.00%	Yes	0	0	0
FEGP	99.38%	99.00%	Yes	0	0	0
Pre-conditioned air	99.93%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.04%	99.00%	Yes	0	0	0
Transfer search	91.86%	95.00%	No	258,654	517,308	2
Staff search	97.48%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service +	96.24%	94.00%	Yes	0	0	0
				782,909	3,561,093	11

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		No	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	83.24%	95.00%	No	289,329	578,658	2
Central security queues - Times queue = 10 minutes	97.62%	99.00%	No	200,020	0.0,000	_
Passenger sensitive equipment (general)	99.88%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.71%	99.00%	Yes	0	0	0
Stands	99.76%	99.00%	Yes	0	0	0
Jetties	99.40%	99.00%	Yes	0	0	0
FEGP	99.87%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	96.67%	95.00%	Yes	0	0	0
Staff search	96.36%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service	99.71%	95.00%	Yes	0	0	0
Total				289,329	578,658	2

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		No	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 Central security queues - Times queue = 10 minutes	87.71% 98.36%	95.00% 99.00%	No No	592,836	2,371,344	4
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.87%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.68%	99.00%	Yes	0	0	0
FEGP	99.36%	99.00%	Yes	0	0	0
Pre-conditioned air	99.88%	98.00%	Yes	N/A	N/A	. 0
Stand entry guidance	99.96%	99.00%	Yes	0	0	0
Transfer search	96.04%	95.00%	Yes	0	516,594	2
Staff search	97.81%	95.00%	Yes	0	0	0
Control posts search	99.35%	95.00%	Yes	0	0	0
Pier service	92.22%	95.00%	No	0	1,394,526	8
Transit system - % time one car available	99.59%	99.00%	Yes	0	O	0
Transit system - % time two cars available	97.86%	97.00%	Yes			
Total				592,836	4,282,464	14

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

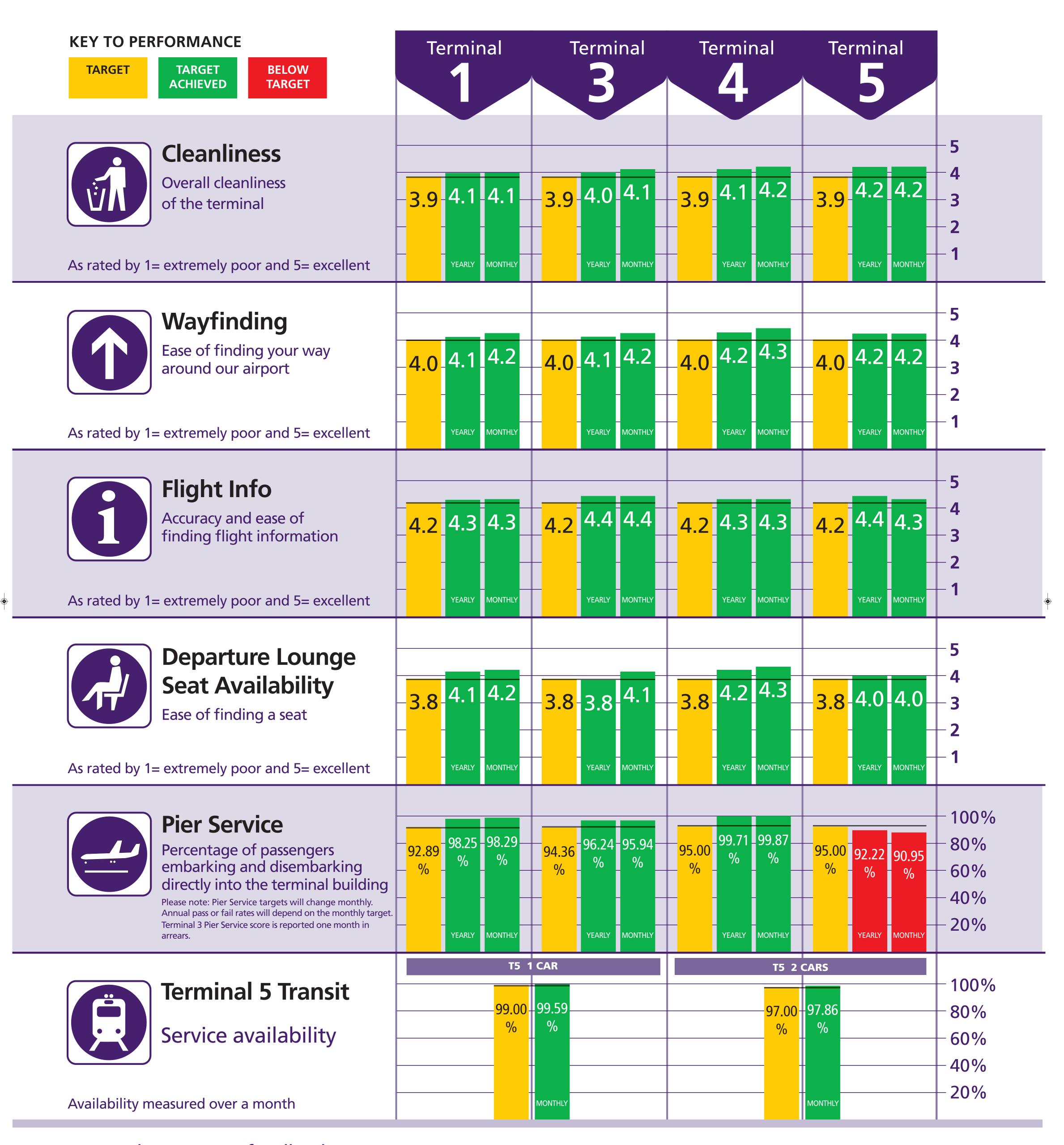
NOTE: * year is April 2012 to March 2013

Heathrow 🗹

				Perfor	mance								£R	lebates				
Cleanlines 11 13 14 15	3.9 3.9 3.9 3.9 3.9	Apr-12 4.0 3.9 4.1 4.2	4.0 3.9 4.1	Jun-12 4.0 4.0 4.1 4.2		4.0 4.0	4.1 4.0 4.1	Oct-12 4.1 4.0 4.1 4.2	Nov-12 4.1 4.0 4.1 4.2	T1 T3 T4 T5	£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 £0	\$ep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	Nov
Vayfindin	Target 4.0 4.0 4.0	Apr-12 4.1 4.1 4.1	May-12 4.1 4.1 4.1	Jun-12 4.1 4.1 4.2	Jul-12 4.1 4.1 4.2	Aug-12 4.1 4.1 4.2	Sep-12 4.1 4.1 4.2	Oct-12 4.1 4.1 4.2	4.1 4.1 4.2	Wayfinding T1 T3 T4	g 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
1 3 4	4.0 ormation Target 4.2 4.2 4.2 4.2	4.2 Apr-12 4.3 4.3 4.3	May-12 4.3 4.3 4.3	Jun-12 4.3 4.3 4.3	4.3	Aug-12 4.3 4.3	Sep-12 4.3 4.3 4.3	Oct-12 4.3 4.4	Nov-12 4.3 4.4 4.3	Flight informal T1 T3 T4	Apr-12 £0 £0 £0	£0 May-12 £0 £0 £0	£0 Jun-12 £0 £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	Nov
5 eparture 1 3 4	4.2 e lounge sea	4.4 at availabilit	May-12 4.1 3.6	4.4 Jun-12 4.1 3.7 4.1	Jul-12 4.1 3.7 4.1	4.1	4.1 3.7	4.1 3.8	4.1	Departure T1 T3 T4	£0	May-12 £0	£0 Jun-12 £0 245,170 £0	£0 Jul-12 £0 245,170 £	£0 Aug-12 £0 245,170 £0	£0 Sep-12 £0 £245,170 £0	£0 Oct-12 £0 £0 £0	Nov
1	3.8 ues - Times Target 95.00% 95.00%	4.0 queue <5 m Apr-12 96.76% 96.05%	4.0 inutes May-12 97.56% 95.44%	Jun-12 98.43% 95.57%	4.0 Jul-12 98.17% 96.04%	4.0 Aug-12 98.98% 95.81%	4.0 Sep-12 96.67% 89.90%	4.0 Oct-12 96.50% 76.59%	4.0 Nov-12 96.79% 77.76%	CSA queue T1 T3	£0 es - Both Apr-12 £0 £0	£0 May-12 £0 £0	£0 Jun-12 £0 £0 £0	£0 Jul-12 £0 £0	£0 Aug-12 £0 £0	£0 Sep-12 £0 £524,255	£0 Oct-12 £0 5524,255	Nov £524,2
4 5 SA queu 1 3	95.00% 95.00% ues - Times Target 99.00% 99.00%	95.52% 91.02% queue = 10 Apr-12 99.95% 99.71%		95.62% 96.10% Jun-12 99.93% 100.00%	96.08% 96.06% Jul-12 99.98% 99.95%	96.87% 96.47% Aug-12 99.98% 99.95%	95.48% 93.50% Sep-12 99.52% 98.76%	90.78% 80.53% Oct-12 99.86% 95.85%	87.71%	T4 T5	£0 £592,836	£0 £0	£0 £0	£0 £0	£0 £0			£289,8
4 5 ransfer s	Target 95.00%	99.76% 98.55% Apr-12 98.62%	96.77%	99.95% 99.79% Jun-12 96.86%	98.85%	97.97%	96.10%	99.72% 94.35% Oct-12 98.29%	97.71%	Transfer s	Apr-12 £0	May-12 £0	Jun-12 £0	Jul-12 £0	Aug-12 £0	Sep-12 £0	Oct-12 £0	Nov 6258.
3 4 5 taff sear 1	95.00% 95.00% 95.00% rch Target 95.00%	98.00% 97.62% 94.48% Apr-12 98.90%	95.99% 95.76% 96.77% May-12	96.10% 95.38% 97.04% Jun-12 99.62%	95.99% 97.47% 98.24% Jul-12 100.00%	96.50% 98.48% 97.74% Aug-12	96.10% 98.38% 96.12% Sep-12 99.81%	88.29% 98.80% 93.24% Oct-12 96.45%	91.86% 96.67% 96.04% Nov-12 99.33%	T3 T4 T5 Staff searc	£0 £0 £258,297 ch Apr-12 £0	£0 £0 £0 £0 May-12	£0 £0 £0 Jun-12	£0 £0 £0 Jul-12	£0 £0 £0 £0	£0	£258,654 £0 £258,297 Oct-12 £0	Nov
3 4 5	95.00% 95.00% 95.00% posts search Target	100.00% 100.00% 98.34% Apr-12	100.00% 100.00% 99.15% May-12	100.00% 100.00% 99.09% Jun-12	100.00% 100.00% 98.88% Jul-12	100.00% 100.00% 98.77% Aug-12	100.00% 97.83% 96.77% Sep-12	100.00% 96.34% 95.82% Oct-12	97.48% 96.36% 97.81% Nov-12	T3 T4 T5	£0 £0 £0 £0 Psts search	£0 £0 £0	£0 £0 £0 £0	£0 £0 £0 Jul-12	£0 £0 £0	£0 £0 £0	£0 £0 £0	Nov
1 3 4 5 EGP	95.00% 95.00% 95.00% 95.00%	99.26% 99.26% 99.26% 99.26% Apr-12	99.16% 99.16% 99.16% 99.16%	99.08% 99.08% 99.08% 99.08% Jun-12	99.51% 99.51% 99.51% 99.51% Jul-12	99.80% 99.80% 99.80%	98.84% 98.84% 98.84% 98.84% Sep-12	98.85% 98.85% 98.85% 98.85%	99.35% 99.35% 99.35% 99.35% Nov-12	T1 T3 T4 T5	£0 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	Nov
1 3 4 5 etties	99.00% 99.00% 99.00% 99.00%	99.70% 99.63% 99.74% 99.56%	99.63% 99.29% 99.80% 99.73%	99.83% 99.20% 99.98% 99.62%	99.87% 99.23% 99.86% 99.42%	99.95% 99.60% 99.61% 99.68%	99.94% 99.75% 99.70% 99.82%	99.95% 99.73% 99.98% 99.94%	99.69% 99.38% 99.87% 99.36%	T1 T3 T4 T5	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0	NOV
1 3 4 5	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%	Jul-12 99.61% 99.61% 99.25% 99.58%	Aug-12 99.56% 99.67% 99.38% 99.72%	Sep-12 99.70% 99.81% 99.56% 99.74%	Oct-12 99.66% 99.82% 99.33% 99.65%	Nov-12 99.42% 99.70% 99.40% 99.68%	T1 T3 T4 T5	Apr-12 £0 £0 £0 £0	£0 £0 £0 £0 £0	£0 £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
SE (gene 1 3 4 5	Target 99.00% 99.00% 99.00% 99.00%	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%	Jul-12 99.77% 99.70% 99.70% 99.77%	Aug-12 99.73% 99.81% 99.81% 99.81%	Sep-12 99.74% 99.83% 99.75% 99.80%	Oct-12 99.80% 99.86% 99.85% 99.78%	Nov-12 99.62% 99.85% 99.88% 99.82%	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	£0 £0 £0 £0 £0	\$ep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	Nov
1 3 4 5	7 Target 99.00% 99.00% 99.00% 99.00%	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%	Jul-12 99.63% 99.56% 99.78% 99.83%	Aug-12 99.68% 99.88% 99.74% 99.83%	Sep-12 99.78% 99.85% 99.81% 99.88%	Oct-12 99.65% 99.92% 99.84% 99.63%	Nov-12 99.79% 99.93% 99.84% 99.87%	T1 T3 T4 T5	£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 £0	\$ep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	Nov
tand ent 1 3 4 5	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%	Jul-12 99.96% 99.88% 100.00% 99.95%	Aug-12 99.95% 99.82% 99.97% 99.92%	Sep-12 100.00% 99.97% 99.99% 99.99%	Oct-12 99.99% 99.90% 100.00% 99.98%	Nov-12 99.97% 99.04% 99.99% 99.96%	Stand entr T1 T3 T4 T5	y guidance 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	£0 £0 £0 £0 £0	\$ep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	Nov
1 3 4	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%	Jul-12 99.86% 99.37% 99.41% 99.86%	99.88% 99.75%	Sep-12 99.36% 99.79% 99.74% 99.78%	Oct-12 99.52% 99.77% 99.68% 99.84%	Nov-12 99.76% 99.70% 99.76% 99.79%	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 £0 £0 £0	\$ep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	Nov
Pier servio	ice	Apr-12 97.76% 96.00% 99.30%	97.82% 95.91% 99.30%	Jun-12 97.84% 95.97% 99.35%	97.87% 96.01% 99.46%	97.97% 95.97% 99.53%	98.09% 95.93% 99.58%	Oct-12 98.19% 96.24% 99.68%	98.25% 0.00% 99.71%	Pier servic	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
1 target 3 target 4 target 5 target	ime one car	91.29% 94.54% 94.00% 95.00% 95.00% available	92.11% 94.63% 94.00% 95.00% 95.00%	92.28% 94.36% 94.00% 95.00% 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% 94.39% 95.00% 95.00%	T5 - % Bc		232,421 £	232,421 £	232,421 €	Z3Z,4Z1 :	t232,421	0 <u>3</u>	
5 TS - % ti l	Target 99.00% ime two cars	Apr-12 99.87% s available Apr-12 99.36%	May-12 99.99% May-12 98.51%	Jun-12 99.97% Jun-12 99.35%	Jul-12 99.81% Jul-12 98.58%	99.87%	99.87%	Oct-12 99.74% Oct-12 97.38%	99.59%	T5	Apr-12 £0	May-12 £0	Jun-12 £0	Jul-12 £0	Aug-12 £0	Sep-12 £0	Oct-12 £0	Nov
rrivals R 1 3 4 5	Reclaims 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%	Arrivals Re T1 T3 T4 T5		May-12 £0 £0 £0 £0	Jun-12 £0 £0 £0 £0	Jul-12 £0 £0 £0 £0	£0 £0 £0 £0 £0	Sep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	Nov
3 5	Target 98.00% 98.00%	Apr-12 99.99% 99.36%	May-12 99.96% 98.95%	Jun-12 99.68% 99.08%	Jul-12 99.86% 99.02%	99.91%	Sep-12 99.71% 99.47%	Oct-12 99.98% 99.27%	Nov-12 99.93% 99.88%	T3 T5		May-12 £0 £0	Jun-12 £0 £0	Jul-12 £0 £0	Aug-12 £0 £0	Sep-12 £0 £0	Oct-12 £0 £0	Nov
∥ Ionthly p	Target N/A	Apr-12 N/A	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	All		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 N/A
1 3 4 5	3.9 3.9 3.9 3.9 3.9	Apr-12 4.0 4.0 4.1 4.2	4.1 4.0 4.1	Jun-12 4.0 4.0 4.1 4.2	4.1 4.0 4.2	4.1 4.0 4.2	4.1 4.1 4.2	4.1 4.1 4.1	4.1 4.1 4.2									
Vayfindin	4.0 4.0 4.0 4.0 4.0	Apr-12 4.0 4.1 4.1 4.2	4.1 4.2 4.2	Jun-12 4.0 4.1 4.4 4.2	4.1 4.2 4.3	4.1 4.2 4.3	4.1 4.2 4.1	4.1 4.2 4.2	4.2 4.2 4.3									
Tight info	Target 4.2 4.2 4.2 4.2 4.2 4.2	Apr-12 4.3 4.4 4.4 4.3	4.4 4.4 4.3	Jun-12 4.3 4.4 4.3 4.4	4.3 4.4	4.3 4.5	4.3 4.4 4.4	4.3 4.4 4.3	4.3 4.4									
Departure	e lounge sea Target 3.8 3.8 3.8	at availabilit Apr-12 4.1 3.9 4.2	y - Month May-12 4.2 3.9 4.2	4.1 3.7 4.2	4.1 3.6 4.2	Aug-12 4.1 3.7 4.1	Sep-12 4.0 3.9 4.2	Oct-12 4.2 3.8 4.1	Nov-12 4.2 4.1 4.3									
5 Pier servi	3.8	4.0 Apr-12 98.53% 97.02%	May-12 98.34%			Aug-12 98.45%	Sep-12 98.71%	Oct-12										

How are we performing?

November 2012



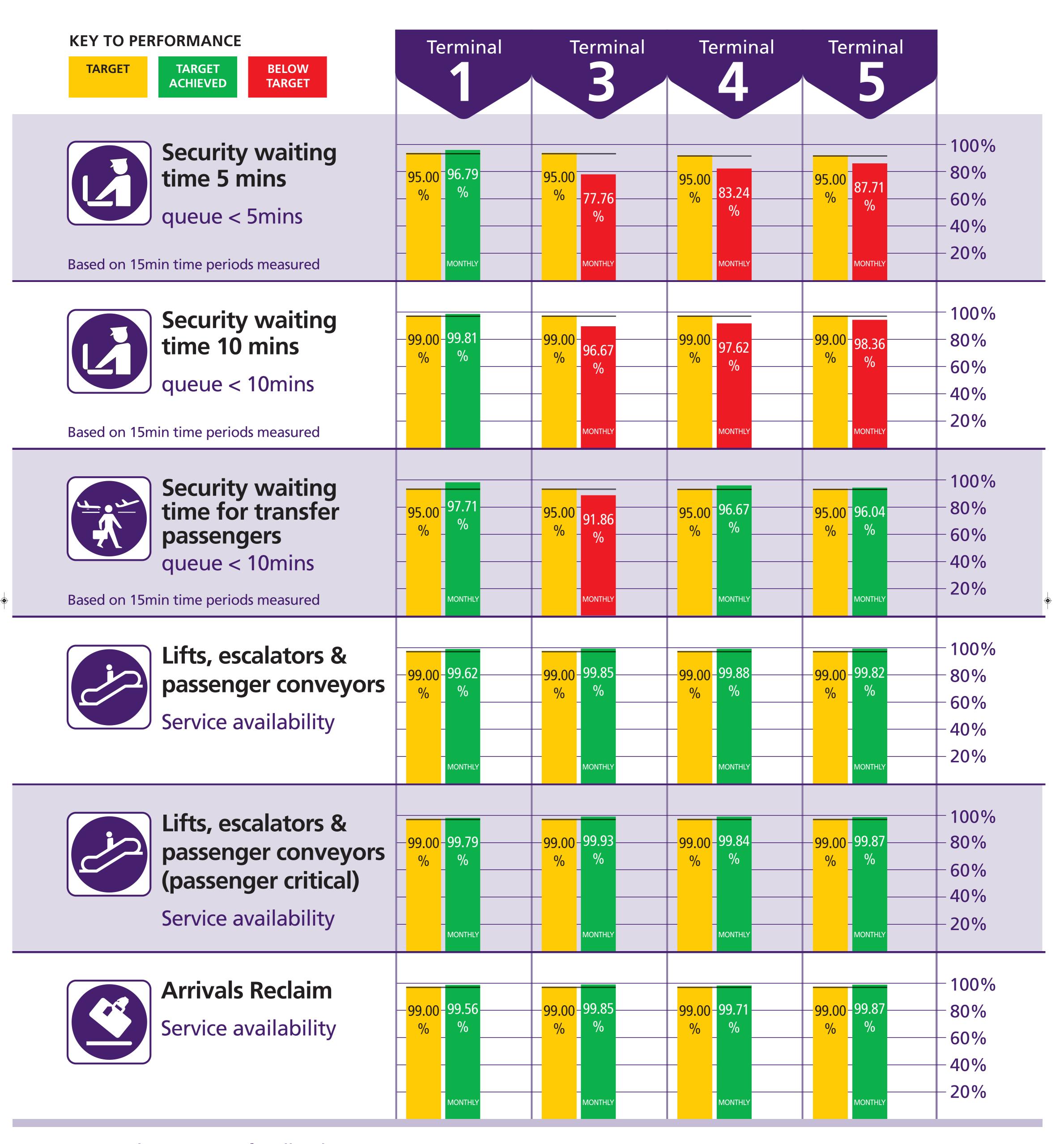
We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

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We welcome your feedback: heathrowcustomerfeedback@baa.com



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How are we performing?

November 2012

