

Service quality rebate



| Heathrow Terminal 1 | Aug-13 | | | | 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 | 95.37% | 95.00% | Yes | 0 | 359,635 | 1 |
| Central security queues - Times queue = 10 minutes | 99.84% | 99.00% | Yes | 0 | | |
| Passenger sensitive equipment (general) | 99.78% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.40% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.62% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.88% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.13% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.96% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.94% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.76% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 100.00% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 98.59% | 92.82% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 359,635 | 1 |

NOTE: * year is April 2013 to March 2014

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-13 | | | | Year to date * | |
|--|--------|--------|-----------------|----------------|------------------|--------------------|
| | Actual | Target | Target achieved | Rebate £ | Rebate £ | Number of failures |
| Departure lounge seat availability | 3.9 | 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 | 4.4 | 4.2 | Yes | 0 | 0 | 0 |
| Central security queues - Times queue <5 minutes | 72.12% | 95.00% | No | 567,776 | 2,271,104 | 4 |
| Central security queues - Times queue = 10 minutes | 92.30% | 99.00% | No | | | |
| Passenger sensitive equipment (general) | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.79% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.81% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.70% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 99.99% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.71% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.95% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service + | 96.46% | 94.00% | Yes | 0 | 0 | 0 |
| | | | | 567,776 | 2,271,104 | 4 |

NOTE: * year is April 2013 to March 2014 + 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-13 | | | | 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 | 95.67% | 95.00% | Yes | 0 | 0 | 0 |
| Central security queues - Times queue = 10 minutes | 99.77% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (general) | 99.82% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.45% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.97% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.91% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 97.63% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.84% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 99.73% | 95.00% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 0 | 0 |

NOTE: * year is April 2013 to March 2014

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 5 | Aug-13 | | | | 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 | 95.28% | 95.00% | Yes | 0 | 1,410,544 | 2 |
| Central security queues - Times queue = 10 minutes | 99.79% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (general) | 99.77% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.89% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.67% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.86% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.20% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.81% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.51% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 99.99% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 96.22% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 96.33% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 96.47% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 91.41% | 95.00% | No | 0 | 0 | 5 |
| Transit system - % time one car available | 99.90% | 99.00% | Yes | 0 | 0 | 0 |
| Transit system - % time two cars available | 99.51% | 97.00% | Yes | 0 | 0 | 0 |
| Total | | | | 0 | 1,410,544 | 7 |

NOTE: * year is April 2013 to March 2014

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



| Aerodrome Congestion Term | Aug-13 | | Year to date * | |
|---------------------------|------------|----------|----------------|-------------------|
| | Rebate due | Rebate £ | Rebate £ | Number of rebates |
| Aerodrome Congestion Term | No | 0 | 121,988 | 1 |
| Total | | | 121,988 | 1 |

NOTE: * year is April 2013 to March 2014

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

How are we performing?

August 2013

KEY TO PERFORMANCE



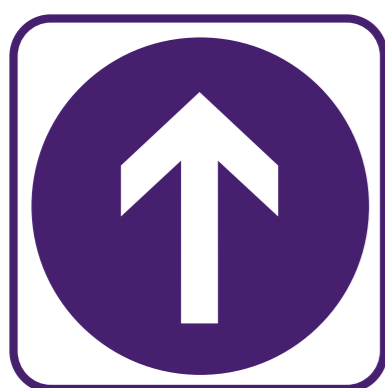
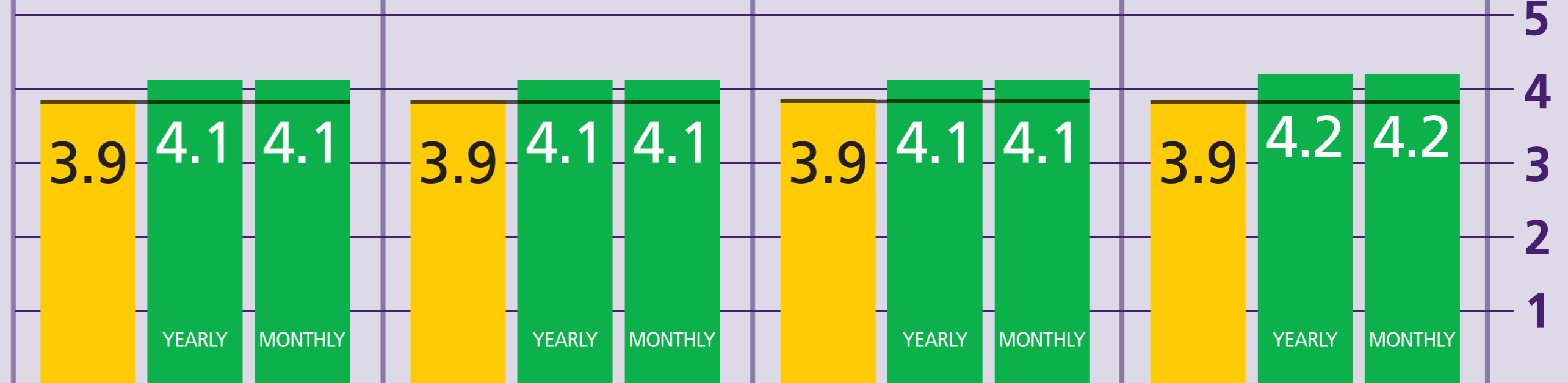
Terminal 1 Terminal 3 Terminal 4 Terminal 5



Cleanliness

Overall cleanliness of the terminal

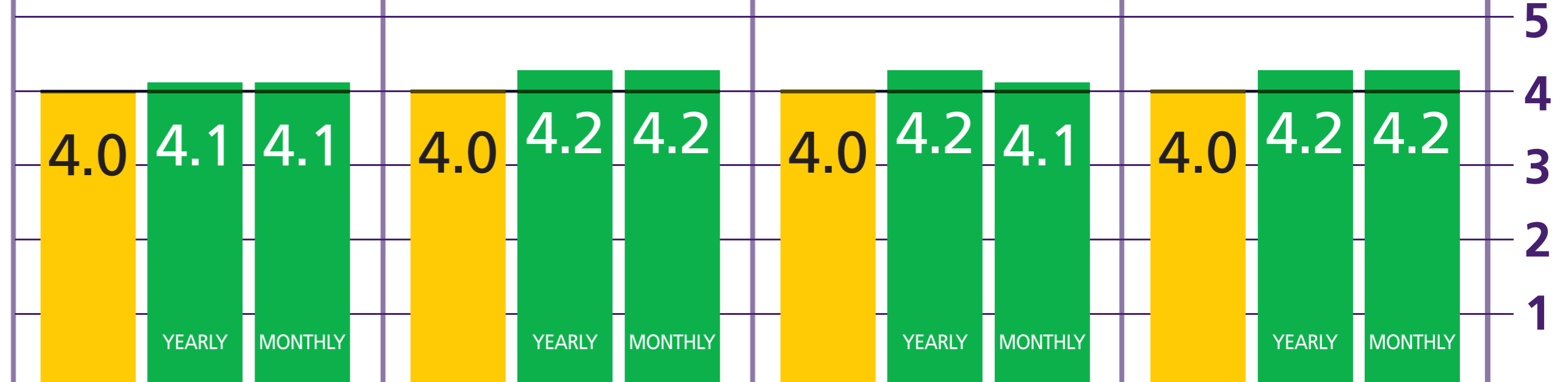
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

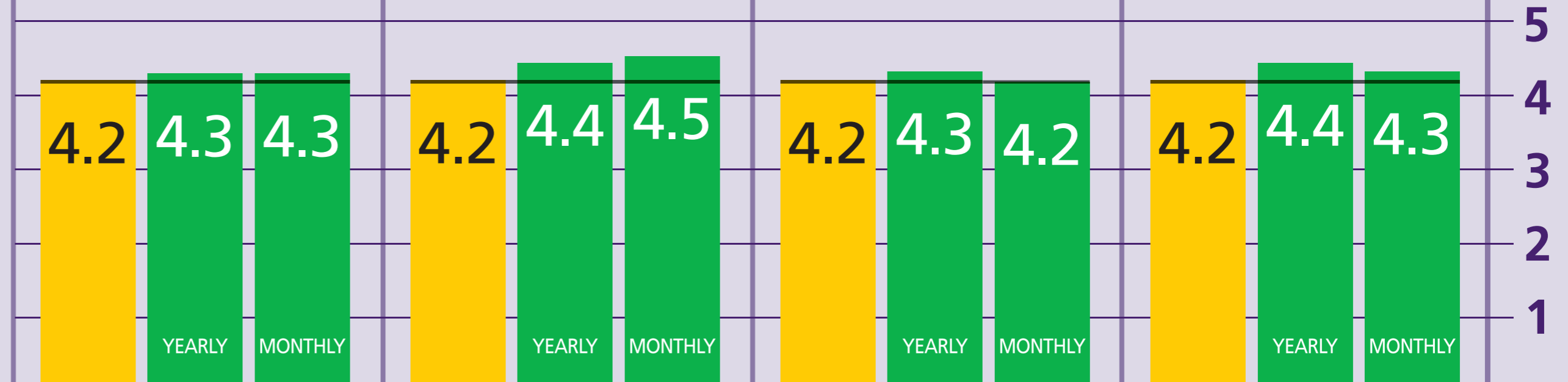
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

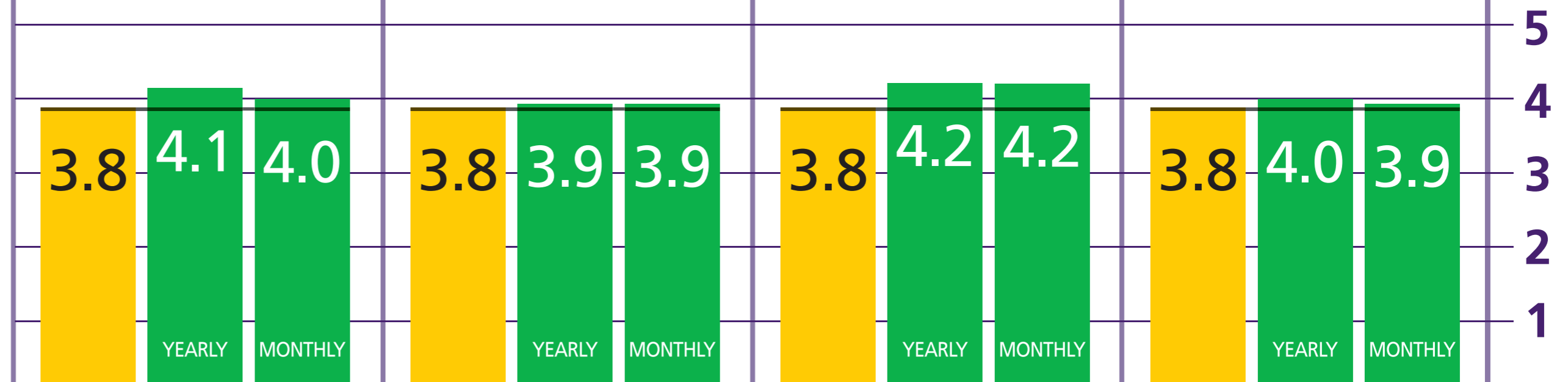
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

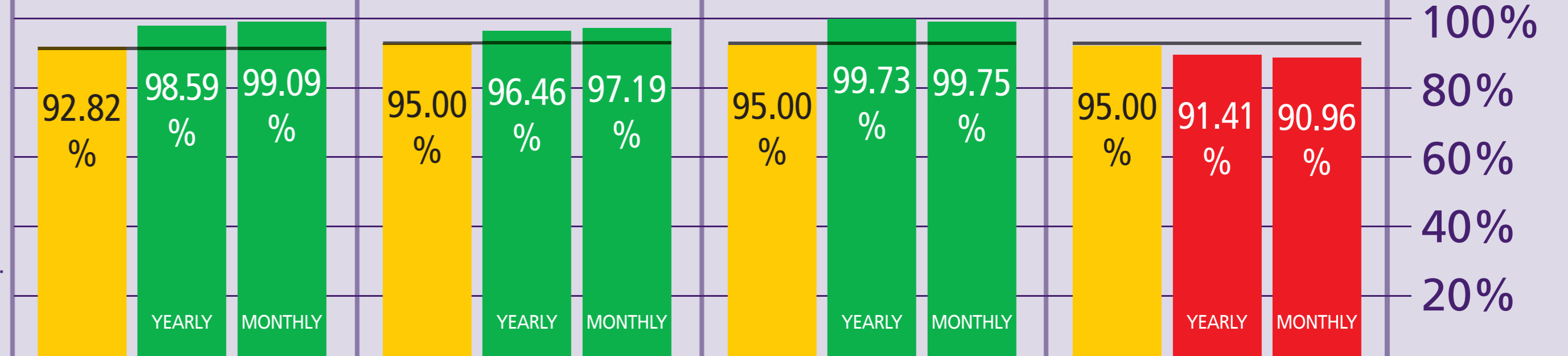


Pier Service

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.

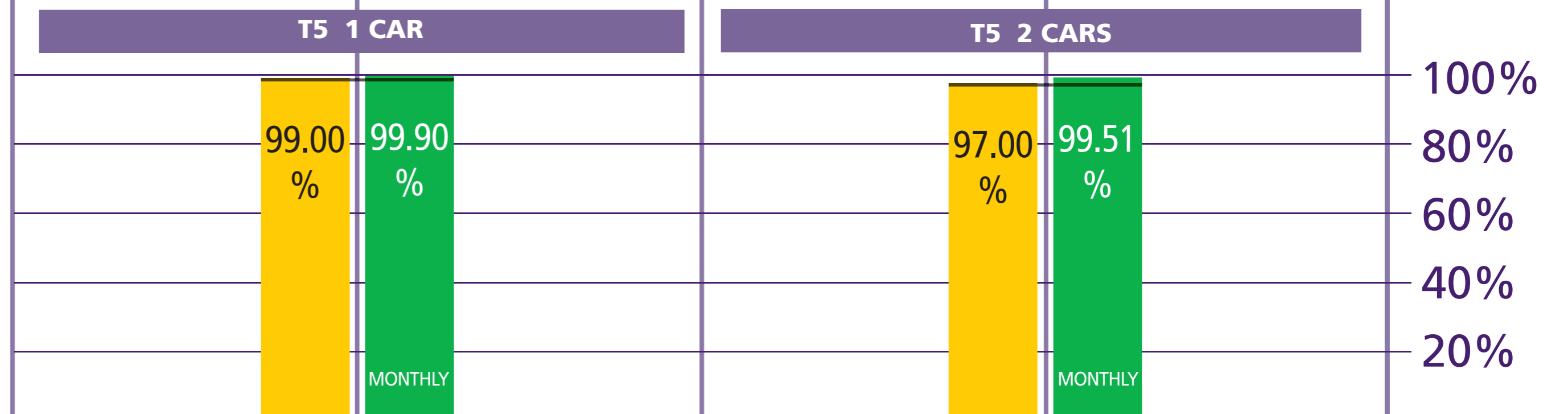
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com

Heathrow
 Making every journey better

How are we performing?

August 2013

KEY TO PERFORMANCE

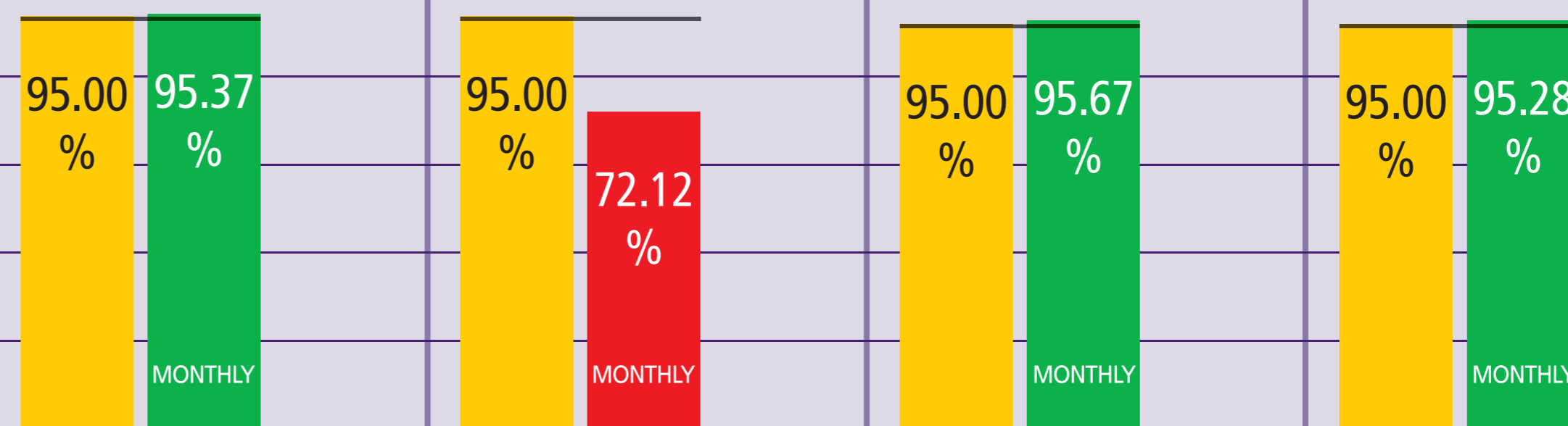


Terminal 1 Terminal 3 Terminal 4 Terminal 5



Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured

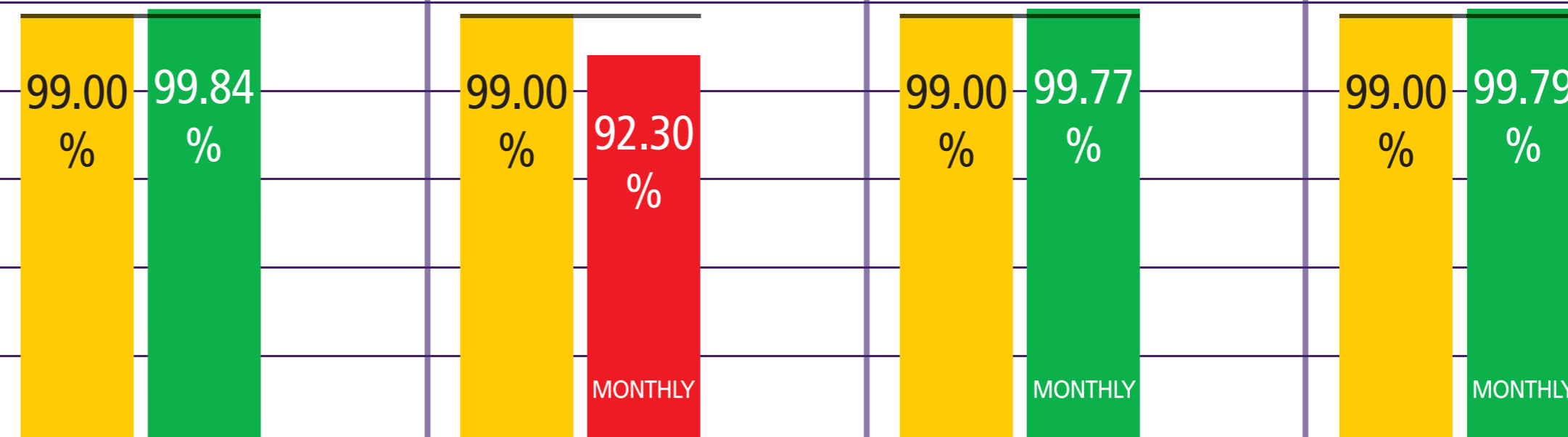


100%
80%
60%
40%
20%



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured

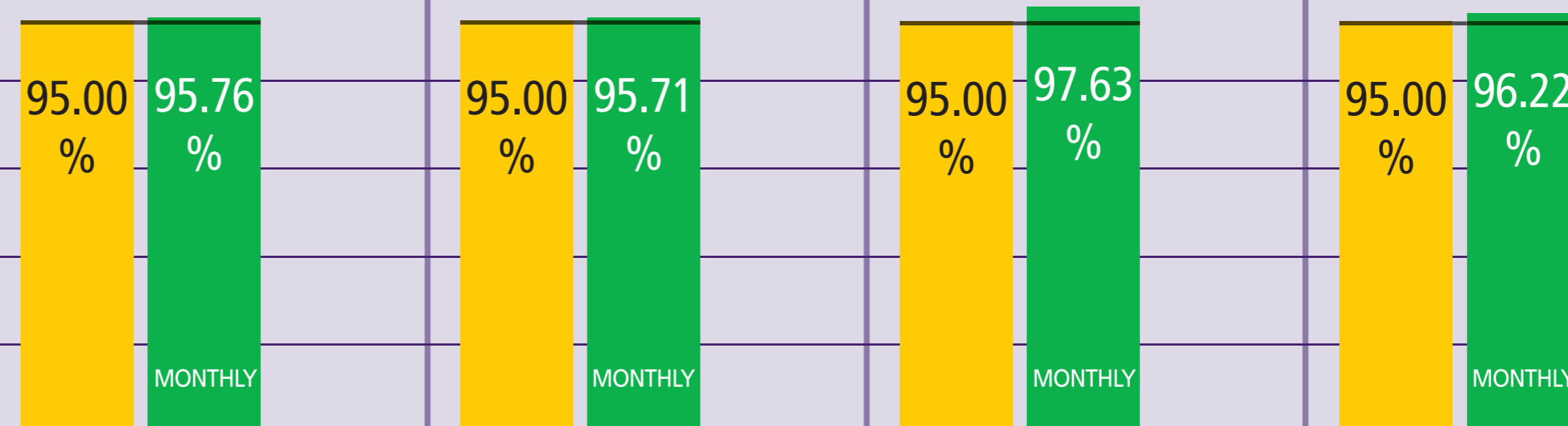


100%
80%
60%
40%
20%



Security waiting time for transfer passengers
queue < 10mins

Based on 15min time periods measured

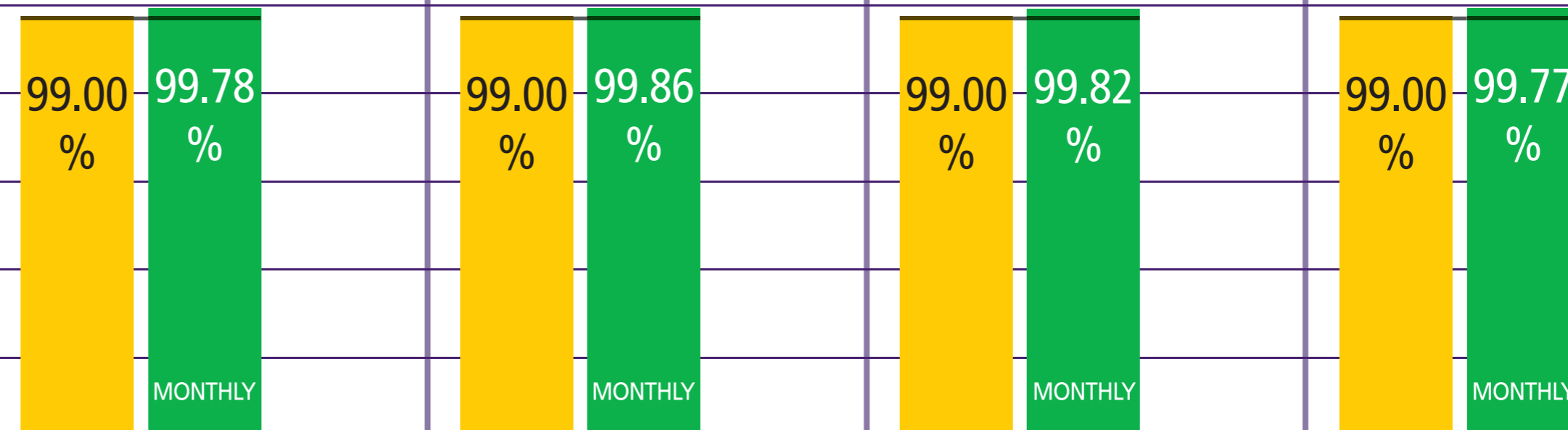


100%
80%
60%
40%
20%



Lifts, escalators & passenger conveyors
Service availability

Based on 15min time periods measured

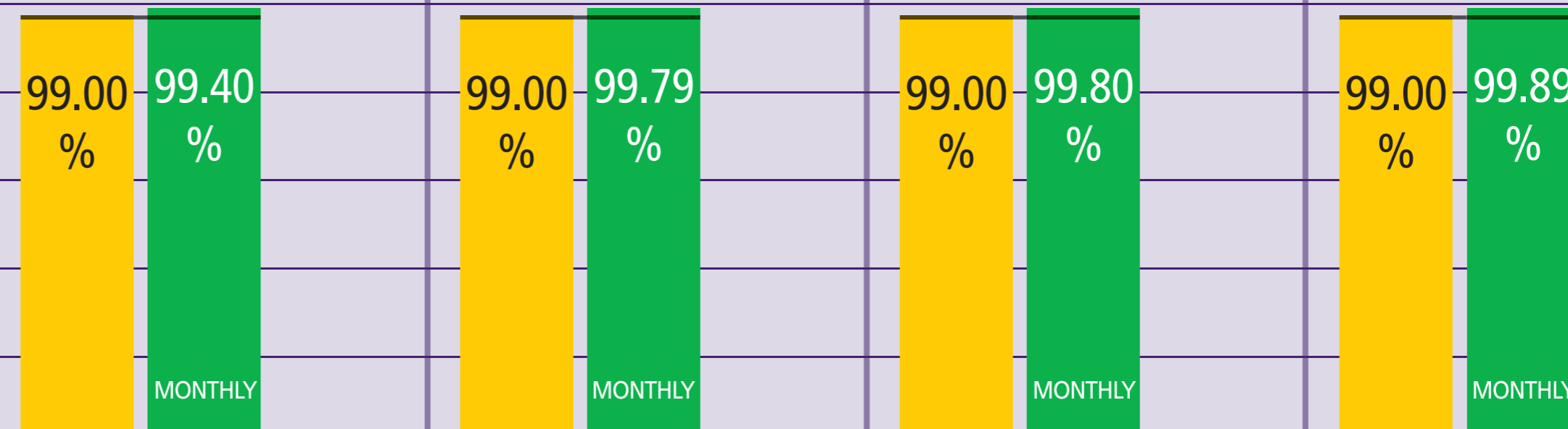


100%
80%
60%
40%
20%



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

Based on 15min time periods measured

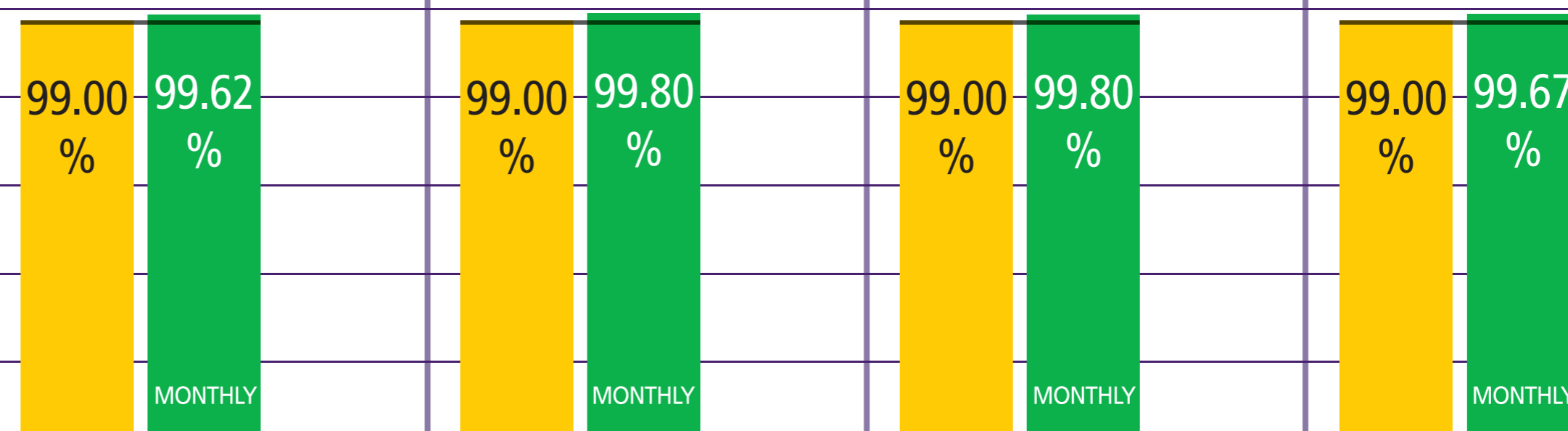


100%
80%
60%
40%
20%



Arrivals Reclaim
Service availability

Based on 15min time periods measured



100%
80%
60%
40%
20%

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How are we performing?

August 2013

KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

