Making every journey better,

Heathrow 🗹

Heathrow Terminal 1		Feb	o-13		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	4.1	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	96.76%	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)	99.74%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.56%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.42%	99.00%	Yes	0	0	0
Stands	99.81%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.60%	95.00%	Yes	0	0	0
Staff search	99.36%	95.00%	Yes	0	0	0
Control posts search	99.03%	95.00%	Yes	0	0	0
Pier service	98.35%	92.02%	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		Fel	o-13		Year to	o 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	4.1	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	96.38%	95.00%	Yes	0	2 624 275	5
Central security queues - Times queue = 10 minutes	99.85%	99.00%	Yes	0	2,621,275	5
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0
Stands	99.77%	99.00%	Yes	0	0	0
Jetties	99.83%	99.00%	Yes	0	0	0
FEGP	99.82%	99.00%	Yes	0	0	0
Pre-conditioned air	99.98%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	97.76%	95.00%	Yes	0	1,034,616	4
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.03%	95.00%	Yes	0	0	0
Pier service +	96.47%	94.00%	Yes	0	0	0
				0	5,126,911	15

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		Feb	o-13		Year to	o 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	95.26%	95.00%	Yes	0	867,987	2
Central security queues - Times queue = 10 minutes	99.74%	99.00%	Yes	0	007,907	5
Passenger sensitive equipment (general)	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.87%	99.00%	Yes	0	0	0
Stands	99.68%	99.00%	Yes	0	0	0
Jetties	99.34%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	99.54%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	99.03%	95.00%	Yes	0	0	0
Pier service	99.74%	95.00%	Yes	0	0	0
Total				0	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.



Heathrow Terminal 5		Feb	o-13		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	96.07%	95.00%	Yes	0	2 064 190	F
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	0	2,964,180	5
Passenger sensitive equipment (general)	99.78%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.82%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.81%	99.00%	Yes	0	0	0
Stands	99.79%	99.00%	Yes	0	0	0
Jetties	99.72%	99.00%	Yes	0	0	0
FEGP	99.91%	99.00%	Yes	0	0	0
Pre-conditioned air	99.84%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.95%	99.00%	Yes	0	0	0
Transfer search	97.52%	95.00%	Yes	0	774,891	3
Staff search	98.61%	95.00%	Yes	0	0	0
Control posts search	99.03%	95.00%	Yes	0	0	0
Pier service	92.11%	95.00%	No	0	1,394,526	11
Transit system - % time one car available	99.80%	99.00%	Yes	0	0	0
Transit system - % time two cars available	98.74%	97.00%	Yes			
Total		•	-	0	5,133,597	19

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	Fe	b-13	Year to	o date *
	Rebate due	Rebate	£ Rebate £	Number of rebates
Aerodrome Congestion Term	No	0	248,545	3
Total			248,545	3

NOTE: * year is April 2012 to March 2013

Heathrow 🗾

Performance	£ Rebates

Cleanlines	SS												Cleanlines	S										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	3.9	3.9	3.9	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.1	T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.9	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Wayfindin	g												Wayfinding											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.2	T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	4.0	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Flight inf	ormation												Flight info	ormation										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.4	4.4	4.4	4.4	4.4	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Departur	e lounge sea	t availability											Departure	e lounge seat a	availability									
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	3.8	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	3.8	3.6	3.6	3.7	3.7	3.7	3.7	3.8	3.8	3.8	3.8	3.8	Т3	£245,170	£245,170	£245,170	£245,170	£245,170	£245,170	£0	£0	£0	£0	£0
T4	3.8	4.1	4.1	4.1	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

CSA que	ues - Times (queue <5 mi	nutes										CSA queu	es - Both										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	95.00%	96.76%	97.56%	98.43%	98.17%	98.98%	96.67%	96.50%	96.79%	95.16%	96.96%	96.76%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	96.05%	95.44%	95.57%	96.04%	95.81%	89.90%	76.59%	77.76%	67.83%	89.82%	96.38%	Т3	£0	£0	£0	£0	£0	£524,255	£524,255	£524,255	£524,255	£524,255	£0
Τ4	95.00%	95.52%	95.99%	95.62%	96.08%	96.87%	95.48%	90.78%	83.24%	68.99%	95.07%	95.26%	T4	£0	£0	£0	£0	£0	£0	£289,329	£289,329	£289,329	£0	£0
T5	95.00%	91.02%	95.99%	96.10%	96.06%	96.47%	93.50%	80.53%	87.71%	76.41%	95.23%	96.07%	T5	£592,836	£0	£0	£0	£0	£592,836	£592.836	£592,836	£592,836	£0	£0

CSA queues - Times queue = 10 minutes

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.95%	100.00%	99.93%	99.98%	99.98%	99.52%	99.86%	99.81%	99.54%	99.61%	99.95%
Т3	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%	98.76%	95.85%	96.67%	87.83%	98.02%	99.85%
T4	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%	99.95%	99.72%	97.62%	89.82%	99.72%	99.74%
Т5	99.00%	98.55%	99.68%	99.79%	99.79%	99.84%	98.02%	94.35%	98.36%	92.88%	99.54%	99.72%

Transfer	search												Transfer s	earch										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	95.00%	98.62%	96.77%	96.86%	98.85%	97.97%	96.10%	98.29%	97.71%	95.94%	98.89%	97.60%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	96.10%	88.29%	91.86%	89.40%	93.36%	97.76%	Т3	£0	£0	£0	£0	£0	£0	£258,654	£258,654	£258,654	£258,654	£0
Τ4	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	98.38%	98.80%	96.67%	95.44%	97.24%	99.54%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	94.48%	96.77%	97.04%	98.24%	97.74%	96.12%	93.24%	96.04%	91.43%	96.03%	97.52%	T5	£258,297	£0	£0	£0	£0	£0	£258,297	£0	£258,297	£0	£0

Staff sea	rch												Staff search											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	99.81%	96.45%	99.33%	98.29%	99.79%	99.36%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.48%	100.00%	100.00%	100.00%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.83%	96.34%	96.36%	95.44%	98.13%	100.00%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	98.34%	99.15%	99.09%	98.88%	98.77%	96.77%	95.82%	97.81%	95.92%	97.35%	98.61%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Control p	osts search												Control po	sts search										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%	99.03%	Т5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

FEGP													FEGP											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	99.94%	99.95%	99.69%	99.99%	99.97%	99.97%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	99.75%	99.73%	99.38%	99.94%	99.79%	99.82%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	99.70%	99.98%	99.87%	99.92%	99.83%	99.96%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.56%	99.73%	99.62%	99.42%	99.68%	99.82%	99.94%	99.36%	99.97%	99.94%	99.91%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Jetties													Jetties											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.81%	99.74%	99.44%	99.61%	99.56%	99.70%	99.66%	99.42%	99.72%	99.62%	99.75%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.77%	99.63%	99.58%	99.61%	99.67%	99.81%	99.82%	99.70%	99.75%	99.67%	99.83%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	99.56%	99.33%	99.40%	99.40%	99.48%	99.34%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.48%	99.39%	99.56%	99.58%	99.72%	99.74%	99.65%	99.68%	99.70%	99.60%	99.72%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

PSE (gei	neral)												PSE (genera	al)										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	99.74%	99.80%	99.62%	99.82%	99.72%	99.74%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	99.83%	99.86%	99.85%	99.83%	99.82%	99.76%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	99.75%	99.85%	99.88%	99.87%	99.79%	99.72%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.91%	99.75%	99.79%	99.77%	99.81%	99.80%	99.78%	99.82%	99.73%	99.76%	99.78%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

PSE (prior	rity)												PSE (priori	ty)										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	99.78%	99.65%	99.79%	99.67%	99.62%	99.56%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.69%	99.78%	99.77%	99.56%	99.88%	99.85%	99.92%	99.93%	99.92%	99.87%	99.81%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	99.81%	99.84%	99.84%	99.92%	99.57%	99.77%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.76%	99.76%	99.80%	99.83%	99.83%	99.88%	99.63%	99.87%	99.77%	99.78%	99.82%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Stand ent	ry guidance										Stand ent	ry guidance												
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.88%	99.93%	99.94%	99.96%	99.95%	100.00%	99.99%	99.97%	99.96%	99.97%	100.00%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	99.97%	99.90%	99.04%	99.99%	100.00%	100.00%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Τ4	99.00%	99.96%	99.99%	100.00%	100.00%	99.97%	99.99%	100.00%	99.99%	100.00%	99.99%	99.99%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.94%	99.98%	99.99%	99.95%	99.92%	99.99%	99.98%	99.96%	100.00%	99.98%	99.95%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Stands													Stands											
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.90%	99.81%	99.82%	99.86%	99.88%	99.36%	99.52%	99.76%	99.91%	99.64%	99.81%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3	99.00%	99.77%	99.80%	99.63%	99.37%	99.75%	99.79%	99.77%	99.70%	99.58%	99.49%	99.77%	T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.77%	99.56%	99.08%	99.41%	99.87%	99.74%	99.68%	99.76%	99.80%	99.32%	99.68%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.95%	99.87%	99.92%	99.86%	99.81%	99.78%	99.84%	99.79%	99.87%	99.35%	99.79%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Pier service												Pier servio	e					
	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
T1	97.76%	97.82%	97.84%	97.87%	97.97%	98.09%	98.19%	98.25%	98.31%	98.32%	98.35%	T1	£0	£0	£0	£0	£0	£0
Т3	96.00%	95.91%	95.97%	96.01%	95.97%	95.93%	96.24%	96.52%	96.55%	96.47%	0.00%	Т3	£0	£0	£0	£0	£0	£0
Τ4	99.30%	99.30%	99.35%	99.46%	99.53%	99.58%	99.68%	99.71%	99.72%	99.73%	99.74%	T4	£0	£0	£0	£0	£0	£0
T5	91.29%	92.11%	92.28%	92.30%	92.26%	92.21%	92.21%	92.22%	92.21%	92.15%	92.11%	T5	£232,421	£232,421	£232,421	£232,421	£232,421	£232,421
T1 target	94.54%	94.63%	94.36%	94.08%	93.80%	93.53%	93.19%	92.89%	92.58%	92.30%	92.02%							
T3 target	94.00%	94.00%	94.00%	94.09%	94.18%	94.28%	94.36%	94.44%	94.52%	94.59%	94.64%							
T4 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%							
T5 target	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%	95.00%							

TTS - 9	% time one car	available											TTS - % B	oth										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T5	99.00%	99.87%	99.99%	99.97%	99.81%	99.87%	99.87%	99.74%	99.59%	99.74%	99.91%	99.80%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

TTS - % time two cars available

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T5	97.00%	99.36%	98.51%	99.35%	98.58%	98.60%	99.06%	97.38%	97.86%	97.73%	99.02%	98.74%

Arrivals R	eclaims												Arrivals R	eclaims										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	99.00%	99.20%	99.51%	99.15%	99.52%	99.50%	99.51%	99.53%	99.56%	99.48%	99.51%	99.42%	T1	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Т3	99.00%	99.58%	99.84%	99.76%	99.94%	99.65%	99.86%	99.91%	99.85%	99.88%	99.91%	99.88%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	99.00%	99.81%	99.89%	99.80%	99.85%	99.88%	99.54%	99.85%	99.71%	99.84%	99.69%	99.87%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	99.00%	99.61%	99.69%	99.72%	99.77%	99.83%	99.81%	99.85%	99.87%	99.83%	99.86%	99.81%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Pre-conditioned air

Pre-conditioned air

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
Т3	98.00%	99.99%	99.96%	99.68%	99.86%	99.91%	99.71%	99.98%	99.93%	99.93%	100.00%	99.98%	Т3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	98.00%	99.36%	98.95%	99.08%	99.02%	98.90%	99.47%	99.27%	99.88%	99.29%	99.54%	99.84%	T5	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0

Aerodrom	ne congestio	on											Aerodrom	e congestion										
	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13		Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
All	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	All	N/A	N/A	N/A	N/A	N/A	N/A	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	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	3.9	4.0	4.1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
Т3	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1	4.1	4.0	4.1	4.1
Τ4	3.9	4.1	4.1	4.1	4.2	4.2	4.2	4.1	4.2	4.1	4.1	4.2
T5	3.9	4.2	4.2	4.2	4.2	4.3	4.2	4.2	4.2	4.2	4.3	4.2

Wayfinding - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	4.0	4.0	4.1	4.0	4.1	4.1	4.1	4.1	4.2	4.2	4.1	4.2
Т3	4.0	4.1	4.2	4.1	4.2	4.2	4.2	4.2	4.2	4.1	4.2	4.2
T4	4.0	4.1	4.2	4.4	4.3	4.3	4.1	4.2	4.3	4.2	4.2	4.3
Т5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Flight information - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	4.2	4.3	4.4	4.3	4.3	4.3	4.3	4.3	4.3	4.4	4.3	4.4
Т3	4.2	4.4	4.4	4.4	4.4	4.5	4.4	4.4	4.4	4.4	4.4	4.4
Τ4	4.2	4.4	4.3	4.3	4.3	4.3	4.4	4.3	4.3	4.3	4.3	4.4
T5	4.2	4.3	4.3	4.4	4.4	4.4	4.3	4.4	4.3	4.4	4.4	4.4

Departure lounge seat availability - Month

	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	3.8	4.1	4.2	4.1	4.1	4.1	4.0	4.2	4.2	4.1	4.2	4.2
Т3	3.8	3.9	3.9	3.7	3.6	3.7	3.9	3.8	4.1	3.8	3.9	4.0
Τ4	3.8	4.2	4.2	4.2	4.2	4.1	4.2	4.1	4.3	4.2	4.1	4.2
T5	3.8	4.0	3.9	4.0	3.9	4.0	3.9	4.0	4.0	4.0	4.0	4.0

Pier service - Month

	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13
T1	98.53%	98.34%	97.97%	97.76%	98.45%	98.71%	98.92%	98.29%	98.56%	98.26%	98.41%
Т3	97.02%	96.22%	96.91%	96.49%	96.21%	95.89%	95.94%	96.01%	96.03%	97.20%	0.00%
Τ4	99.76%	99.77%	99.73%	99.68%	99.82%	99.48%	99.73%	99.87%	99.61%	99.85%	99.84%
T5	92.50%	92.70%	92.96%	92.66%	92.49%	92.18%	92.78%	90.95%	91.48%	91.27%	91.72%

Feb-13

£0

£0

£0

£0

£0 £0

£0

£0

Oct-12 Nov-12 Dec-12 Jan-13

£0 £0 £0

£0

£0 £0 £0

£0

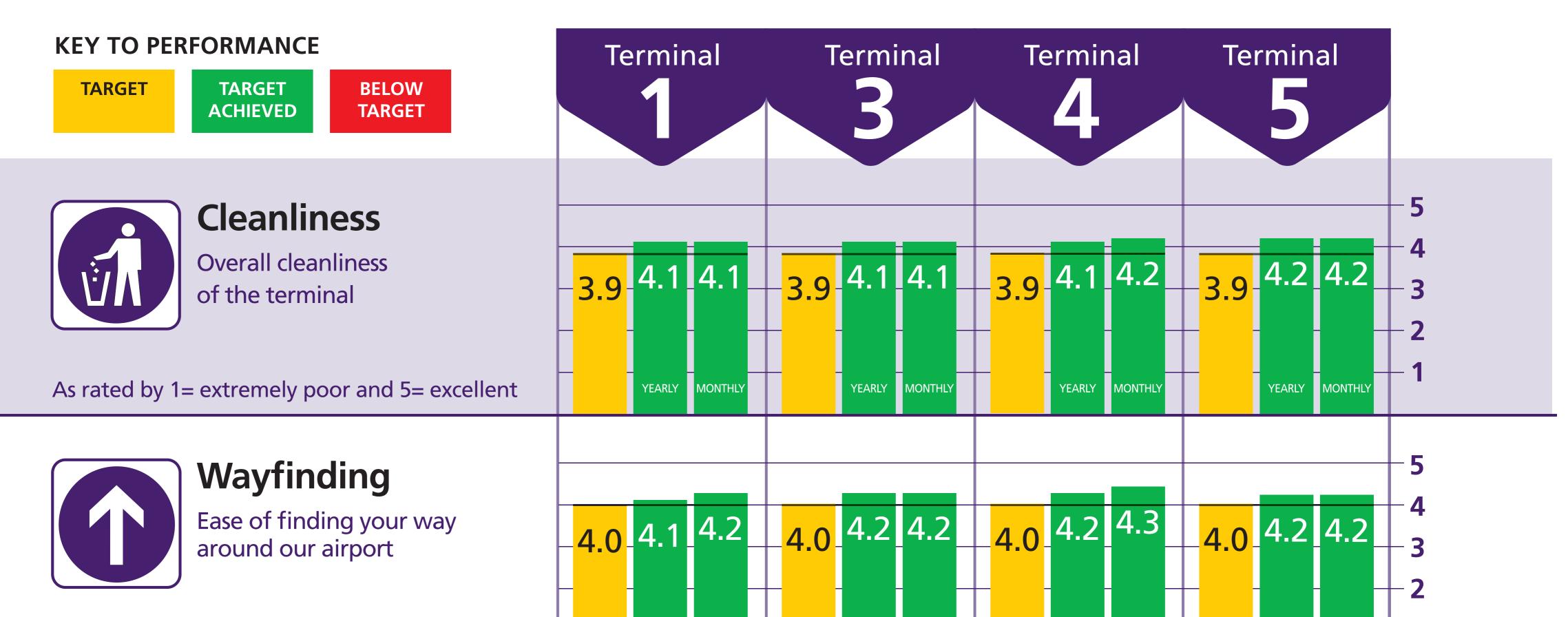
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How are we performing? February 2013

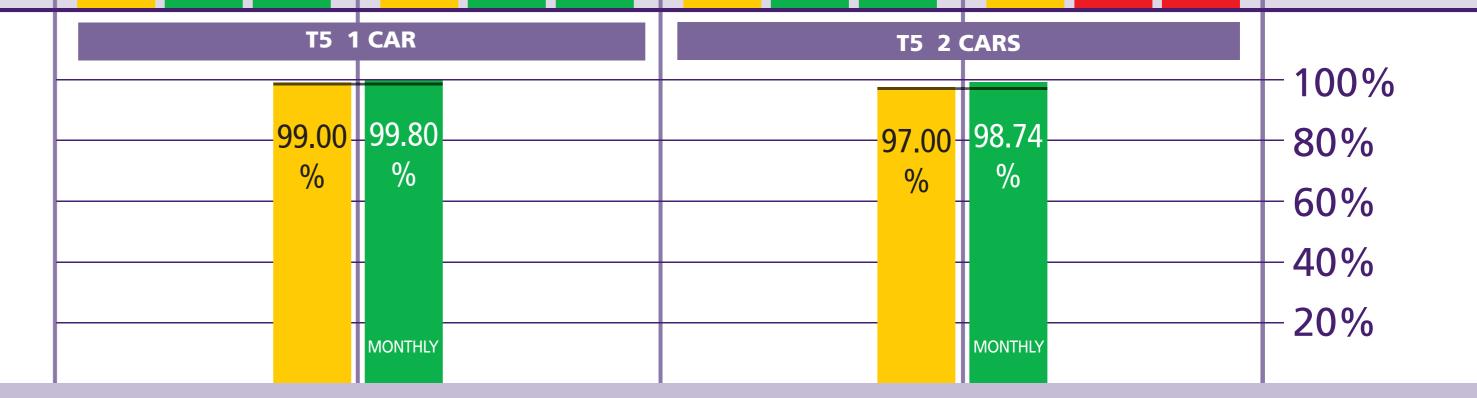


As rated by 1= extremely poor and 5= excellent	-	YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY		YEARLY	MONTHLY	- 1
Flight InfoAccuracy and ease of finding flight informationAs rated by 1= extremely poor and 5= excellent	4.2	4.3 YEARLY	A.A MONTHLY	4.2	4.4 YEARLY	A.A MONTHLY	4.2	4.3 Yearly	4.4	4.2	4.4 YEARLY	4.4	-5 -4 -3 -2 -1
Departure Lounge Seat Availability Ease of finding a seatAs rated by 1= extremely poor and 5= excellent	3.8	-	4.2 MONTHLY	3.8	3.8 Yearly	4.0	3.8	4.2 Yearly	A.2 MONTHLY	3.8	4.0 YEARLY	4.0	- 5 - 4 - 3 - 2 - 1
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.	H	%	98.41 %	94.59%	%	97.20 %	95.00	%	99.84 %	95.00	- %	91.72 %	- 100% - 80% - 60% - 40% - 20%



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Terminal 5 Transit Service availability



Availability measured over a month

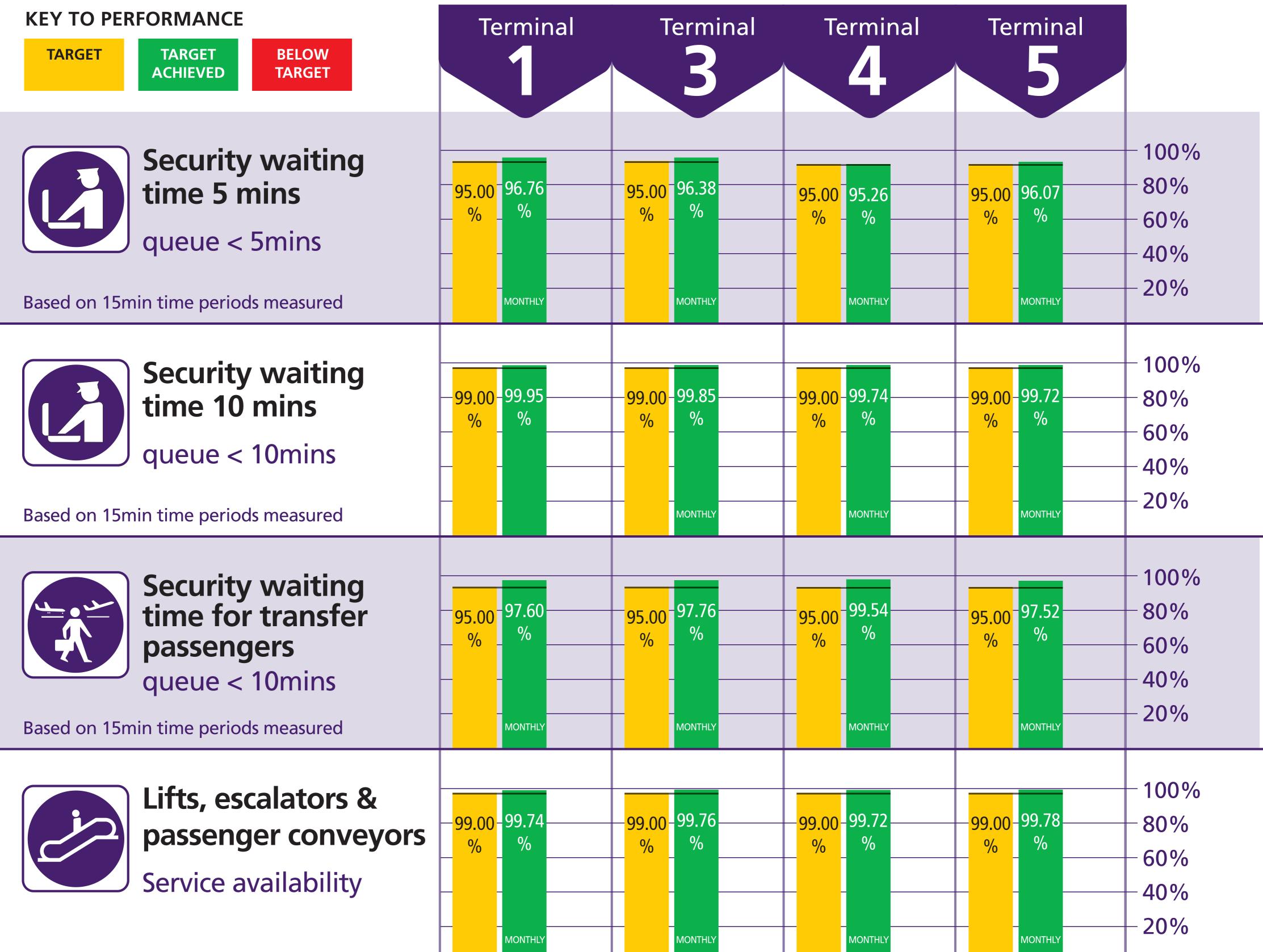
We welcome your feedback: heathrowcustomerfeedback@baa.com



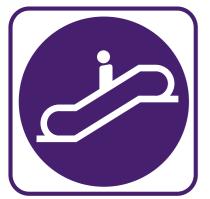
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How are we performing? February 2013



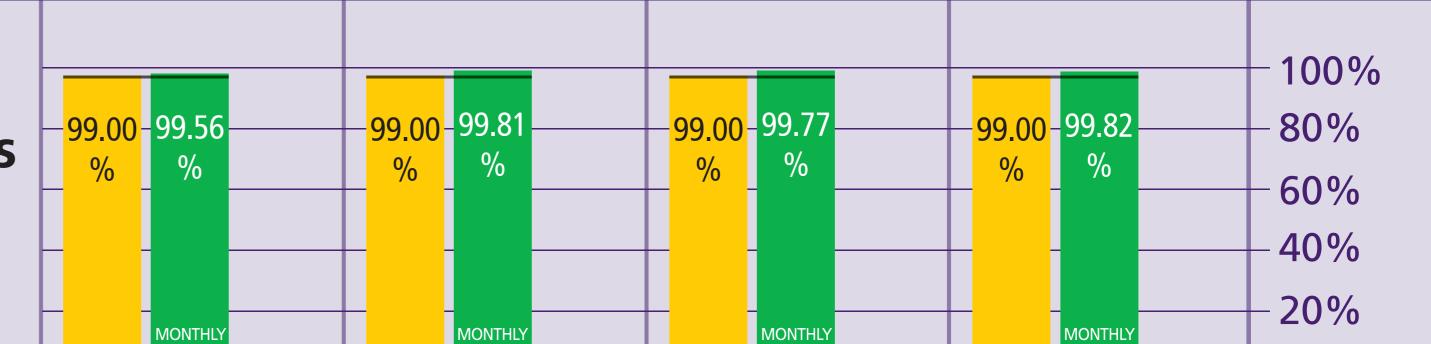






Lifts, escalators & passenger conveyors (passenger critical)

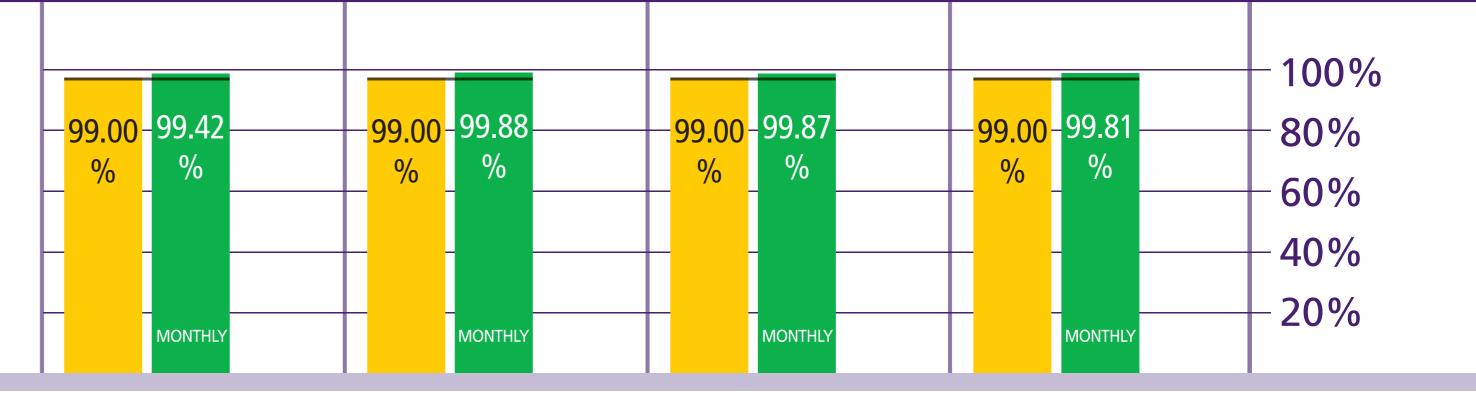
Service availability





Arrivals Reclaim

Service availability



We welcome your feedback: heathrowcustomerfeedback@baa.com



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How are we performing?

February 2013

KEY TO MONTHLY PERFORMANCE	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.	92.02 % 98.35 98.41 %	94.59 % 96.47 % 97.20 %	95.00 % 99.74 % 99.84 %	95.00 % 92.11 % 91.72 % YEARLY MONTHLY	- 100% - 80% - 60% - 40% - 20%
STAND AVAILABILITY Service Availability	-99.00 % 	99.00 % 	-99.00 % %	-99.00 % %	- 100% - 80% - 60% - 40% - 20%
FIXED ELECTRICAL GROUND POWER Service Availability	-99.00 % //////////////////////////////////	-99.00 % -99.82 %	99.00 % %	99.00 % 99.91 %	- 100% - 80% - 60% - 40% - 20%
STAND ENTRY GUIDANCE Service Availability	-99.00 - 100 %	-99.00 % - 100 %	-99.00 % %	99.00 % %	- 100% - 80% - 60% - 40% - 20%
ARRIVALS RECLAIM (Baggage carousels) Service Availability	-99.00 % -99.42 %	99.00 % 99.88 %	99.00 % 99.87 %	99.00 % 99.81 %	- 100% - 80% - 60% - 40% - 20%
AERODROME CONGESTION TERM The scheme by which third parties are compensated for material events which impacted the airfield	£27.5k DEC 12	£118. JAN 13	5k £()k – £1	46k



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