

Heathrow Terminal 1		Jar	Year to 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	96.96%	95.00%	Yes	^		
Central security queues - Times queue = 10 minutes	99.61%	99.00%	Yes	U		'l
Passenger sensitive equipment (general)	99.72%	99.00%	Yes	0	C	0
Passenger sensitive equipment (priority)	99.62%	99.00%	Yes	0	C	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	C	0
Stands	99.64%	99.00%	Yes	0	C	0
Jetties	99.62%	99.00%	Yes	0	C	0
FEGP	99.97%	99.00%	Yes	0	C	0
Stand entry guidance	99.97%	99.00%	Yes	0	C	0
Transfer search	98.89%	95.00%	Yes	0	O	0
Staff search	99.79%	95.00%	Yes	0	O	0
Control posts search	98.90%	95.00%	Yes	0	O	0
Pier service	98.32%	92.30%	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		Jar	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	89.82%	95.00%	No	E04 0EE	0.601.075	_
Central security queues - Times queue = 10 minutes	98.02%	99.00%	No	524,255	2,621,275	5
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)	99.91%	99.00%	Yes	0	0	0
Stands	99.49%	99.00%	Yes	0	0	0
Jetties	99.67%	99.00%	Yes	0	0	0
FEGP	99.79%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	93.36%	95.00%	No	258,654	1,034,616	4
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	98.90%	95.00%	Yes	0	0	0
Pier service +	96.55%	94.00%	Yes	0	0	0
				782,909	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		Jar	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	95.07%	95.00%	Yes	0	867,987	2
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	U	007,907	3
Passenger sensitive equipment (general)	99.79%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.57%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0
Stands	99.32%	99.00%	Yes	0	0	0
Jetties	99.48%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Stand entry guidance	99.99%	99.00%	Yes	0	0	0
Transfer search	97.24%	95.00%	Yes	0	0	0
Staff search	98.13%	95.00%	Yes	0	0	0
Control posts search	98.90%	95.00%	Yes	0	0	0
Pier service	99.73%	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		Jar	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	O	0
Wayfinding	4.2	4.0	Yes	0	O	0
Flight information	4.4	4.2	Yes	0	C	0
Central security queues - Times queue <5 minutes	95.23%	95.00%	Yes	0	2,964,180	5
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	U	2,904,100	3
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	C	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	O	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	O	0
Stands	99.35%	99.00%	Yes	0	C	0
Jetties	99.60%	99.00%	Yes	0	C	0
FEGP	99.94%	99.00%	Yes	0	O	0
Pre-conditioned air	99.54%	98.00%	Yes	N/A	N/A	. 0
Stand entry guidance	99.98%	99.00%	Yes	0	O	0
Transfer search	96.03%	95.00%	Yes	0	774,891	3
Staff search	97.35%	95.00%	Yes	0	O	0
Control posts search	98.90%	95.00%	Yes	0	O	0
Pier service	92.15%	95.00%	No	0	1,394,526	10
Transit system - % time one car available	99.91%	99.00%	Yes	0	C	0
Transit system - % time two cars available	99.02%	97.00%	Yes			
Total				0	5,133,597	18

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	Ja	n-13	Year to date *			
	Rebate due	Rebate £	Rebate £	Number of rebates		
Aerodrome Congestion Term	Yes	118,524	248,545	3		
Total			248,545	3		

9th January 2013 - corrupt CFMU message into EFPS slowed system, affecting movements.

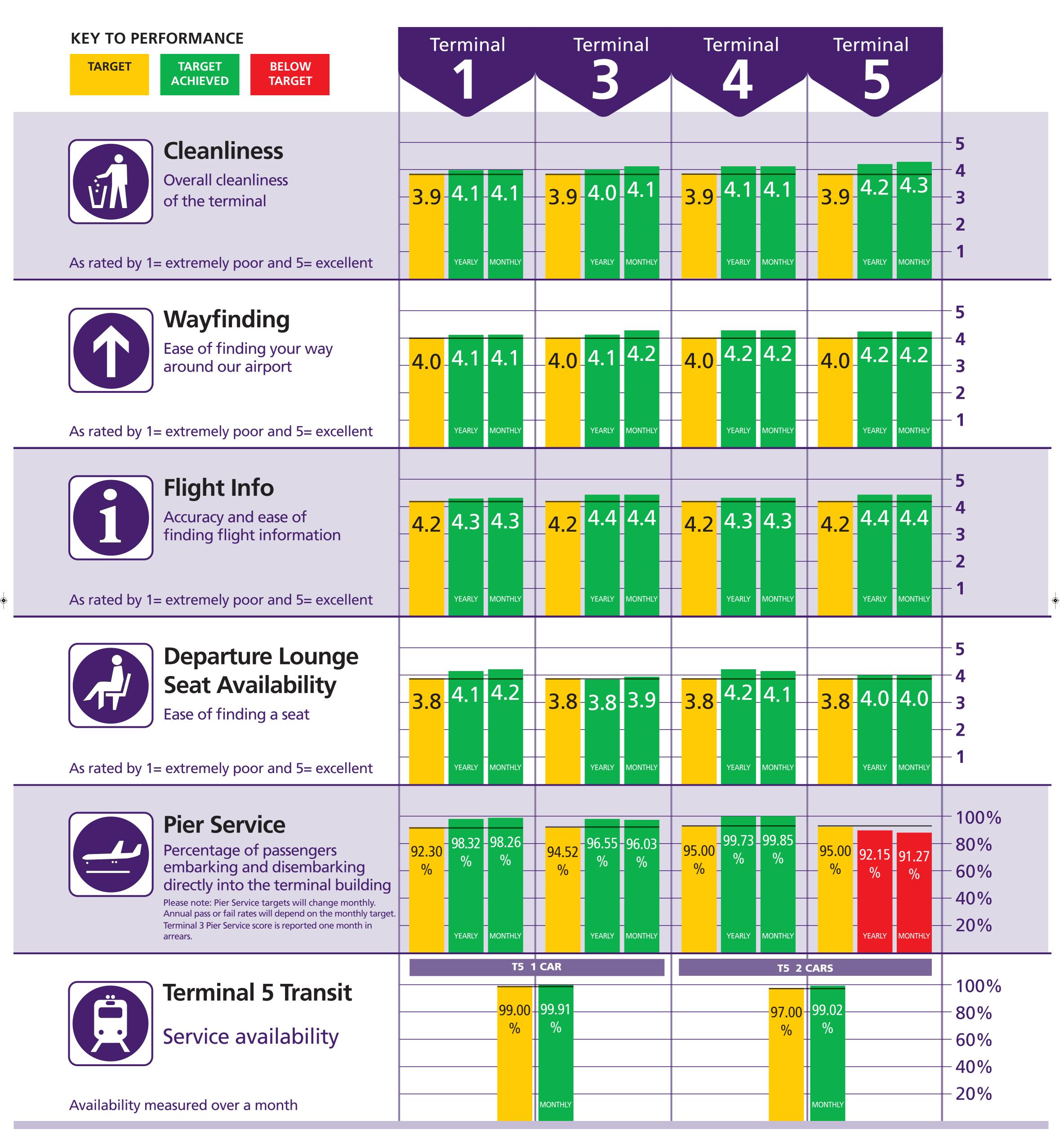
NOTE: * year is April 2012 to March 2013

Heathrow 🗹

Н	leath	irow			Perforn	nance											£I	Rebates					
Cleanline T1 T3 T4 T5	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	4.0 4.0 1 4.1	Jul-12 4.0 4.0 4.1	Aug-12 4.0 4.0 4.1 4.2		4.1		Dec-12 4.1 4.0 4.1 4.2	4.1 4.0 4.1	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-12 £0 £0 £0 £0	Jan-1 £ £ £
Vayfindi 「1 「3 「4	4.0 4.0 4.0 4.0 4.0	Apr-12 4.1 4.1 4.1 4.2	4.1 4.1 4.1	1 4.1 1 4.1 1 4.2	4.1 4.1 4.2	Aug-12 4.1 4.1 4.2 4.2	Sep-12 4.1 4.1 4.2 4.2	4.2			4.1 4.1 2 4.2	Wayfindi 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	\$ep-12 £0 £0 £0 £0	Oct-12 £0 £0 £0 £0	£0 £0 £0 £0	Dec-12 £0 £0 £0 £0	Jan-1
Flight inf 11 13 14 15	Target	Apr-12 4.3 4.3 4.3 4.4	4.3 4.3 4.3	3 4.3 3 4.3	4.3 4.3 4.3	Aug-12 4.3 4.3 4.3 4.4	Sep-12 4.3 4.3 4.3 4.4	4.3 4.4		Dec-12 4.3 4.4 4.3 4.4	3 4.3 4 4.4 3 4.3	Flight inf T1 T3 T4 T5		Apr-12 £0 £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 £0 £0	Oct-12 £0 £0 £0	Nov-12 £0 £0 £0 £0	Dec-12 £0 £0 £0 £0	Jan-1 £ £ £
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5 SA que	3.8 ues - Times Target 95.00% 95.00%	4.0	1.0 1.00 1.00 1.00 1.00 1.00 1.00 1.00	2 Jun-12 6 98.43%	4.0 Jul-12	Aug-12 98.98% 95.81%	Sep-12 96.67% 89.90%	4.0 Oct-12 96.50% 76.59%	4.0 Nov-12 96.79% 77.76%	4.0 Dec-12	2 Jan-13 96.96%	T5 CSA que		£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 Oct-12 £0	£0 Nov-12 £0	£0 Dec-12 £0	Jan-1 £ £524,25
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etties	Target 99.00% 99.00% 99.00%	Apr-12 99.81% 99.77% 99.27%	99.74% 99.63% 99.36%	99.44% 99.58% 99.60%	99.61% 99.61% 99.25%	Aug-12 99.56% 99.67% 99.38%	Sep-12 99.70% 99.81% 99.56%	Oct-12 99.66% 99.82% 99.33%	Nov-12 99.42% 99.70% 99.40%	Dec-12 99.72% 99.75% 99.40%	99.62% 99.67% 99.48%	T1 T3 T4		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	Dec-12 £0 £0 £0	Jan-
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3 4 5 tands	99.00% 99.00% 99.00%	99.84% 99.96% 99.94% Apr-12	99.97% 99.99% 99.98% May-12	6 100.00% 99.99%	99.88% 100.00% 99.95% Jul-12	99.82% 99.97% 99.92% Aug-12	99.97% 99.99% 99.99% Sep-12	99.90% 100.00% 99.98% Oct-12	99.04% 99.99% 99.96% Nov-12	99.99% 100.00% 100.00% Dec-12	99.99% 99.98% 2 Jan-13	T3 T4 T5 Stands		£0 £0 £0 Apr-12	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	Jan-
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1 3 4 5 1 target 3 target		Apr-12 97.76% 96.00% 99.30% 91.29% 94.54% 94.00%	May-12 97.82% 95.91% 99.30% 92.11% 94.63% 94.00%	6 97.84% 6 95.97% 6 99.35%	Jul-12 97.87% 96.01% 99.46% 92.30% 94.08% 94.09%	Aug-12 97.97% 95.97% 99.53% 92.26% 93.80% 94.18%	Sep-12 98.09% 95.93% 99.58% 92.21% 93.53% 94.28%	Oct-12 98.19% 96.24% 99.68% 92.21% 93.19% 94.36%	Nov-12 98.25% 96.52% 99.71% 92.22% 92.89% 94.44%	Dec-12 98.31% 96.55% 99.72% 92.21% 92.58% 94.52%	98.32% 0.00% 99.73%	T1 T3 T4 T5		£0 £0 £0 £0 32,421	£0 £0 £0 £232,421	£0 £0 £0 £0 £232,421	£0 £0 £0 £0 £232,421	£0 £0 £0 £0 £232,421	\$ep-12 £0 £0 £0 £232,421	Oct-12 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0 £0	Jan-
4 target 5 target		95.00% 95.00%	95.00% 95.00%	95.00% 95.00% 2 Jun-12	95.00% 95.00%	95.00% 95.00% Aug-12 99.87%	95.00% 95.00% Sep-12 99.87%	95.00% 95.00% Oct-12 99.74%	95.00% 95.00% Nov-12 99.59%	95.00% 95.00% Dec-12	95.00% 95.00% 2 Jan-13	TTS - %		Apr-12 £0	May-12 £0	Jun-12 £0	Jul-12 £0	Aug-12 £0	Sep-12 £0	Oct-12	Nov-12 £0	Dec-12 £0	Jan-
5	time two car Target 97.00% Reclaims	s available Apr-12 99.36%	2 May-12 98.51%	2 Jun-12 6 99.35%	Jul-12 98.58%	Aug-12 98.60%	Sep-12 99.06%	Oct-12 97.38%	Nov-12 97.86%	Dec-12 97.73%		Arrivals	Reclaims	·	·					·		·	
	7arget 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%	6 99.15% 6 99.76% 6 99.80%	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%	Dec-12 99.48% 99.88% 99.84% 99.83%	99.51% 99.91%	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	Oct-12 £0 £0 £0 £0	£0 £0 £0 £0	£0 £0 £0 £0 £0	Jan-
	Target 98.00% 98.00% ne congesti		99.96% 98.95%	99.68% 99.08%	99.86% 99.02%	Aug-12 99.91% 98.90%	Sep-12 99.71% 99.47%	Oct-12 99.98% 99.27%	Nov-12 99.93% 99.88%	Dec-12 99.93% 99.29%	100.00% 99.54%	T3 T5 Aerodroi	me cong	£0 £0 £0	May-12 £0 £0	Jun-12 £0 £0	Jul-12 £0 £0	Aug-12 £0 £0	Sep-12 £0 £0	Oct-12 £0 £0	10 £0 £0	Dec-12 £0 £0	Jan-
	Target N/A performance ess - Month	Apr-12 N/A e - reported	N/A	2 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 N/A	2 Jan-13 N/A	All		Apr-12 /A	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 N/A	Jan- N/A
	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	1 4.0 0 4.0 1 4.1	4.1 4.0 4.2	Aug-12 4.1 4.0 4.2 4.3	4.2	4.1 4.1 4.1	4.2		4.1) 4.1 4.1												
ayfindi	Target 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	1 4.0 2 4.1 2 4.4	4.1 4.2 4.3		4.1	4.1 4.2 4.2	4.3	4.1 4.2	2 4.1 4.2 2 4.2	2											
ight inf 1 3 4	Target 4.2 4.2 4.2 4.2	Month Apr-12 4.3 4.4 4.4	2 May-12 3 4,4 4 4,6	2 Jun-12 4 4.3 4 4.4 3 4.3	Jul-12 4.3 4.4 4.3	Aug-12 4.3 4.5 4.3	Sep-12 4.3 4.4 4.4	Oct-12 4.3 4.4 4.3	Nov-12 4.3 4.4 4.3	Dec-12 4.4 4.4 4.3	Jan-13 4.3 4.4 3 4.3	3 3 4 3											
epartur	4.2 re lounge sea Target 3.8 3.8	4.3 at availabili Apr-12 4.1 3.9	ty - Month May-12 4.2 3.9	3 4.4 2 Jun-12 2 4.1 9 3.7	4.4 Jul-12 4.1 3.6	4.4 Aug-12 4.1 3.7	4.3 Sep-12 4.0 3.9	4.4 Oct-12 4.2 3.8	4.3 Nov-12 4.2 4.1	Dec-12 4.1 3.8	4.4 2 Jan-13 4.2 3 3.9	4 3 2 9											
4 5 ier serv 1	3.8 3.8 rice - Month	4.2 4.0 Apr-12 98.53%	2 4.2 3.9 2 May-12 5 98.34%	2 Jun-12 6 97.97%	Jul-12 97.76%	4.0 Aug-12 98.45%	4.2 3.9 Sep-12 98.71%	4.1 4.0 Oct-12 98.92%	4.3 4.0 Nov-12 98.29%	4.2 4.0 Dec-12 98.56%	2 4.1 4.0 2 Jan-13 9 98.26%	3											
3 4 5		97.02% 99.76% 92.50%	96.22% 99.77%	6 96.91% 6 99.73%	96.49% 99.68%	96.21% 99.82% 92.49%	95.89% 99.48% 92.18%	95.94% 99.73% 92.78%	96.01% 99.87% 90.95%	96.03% 99.61% 91.48%	0.00% 99.85%	, , ,											

How are we performing?

January 2013



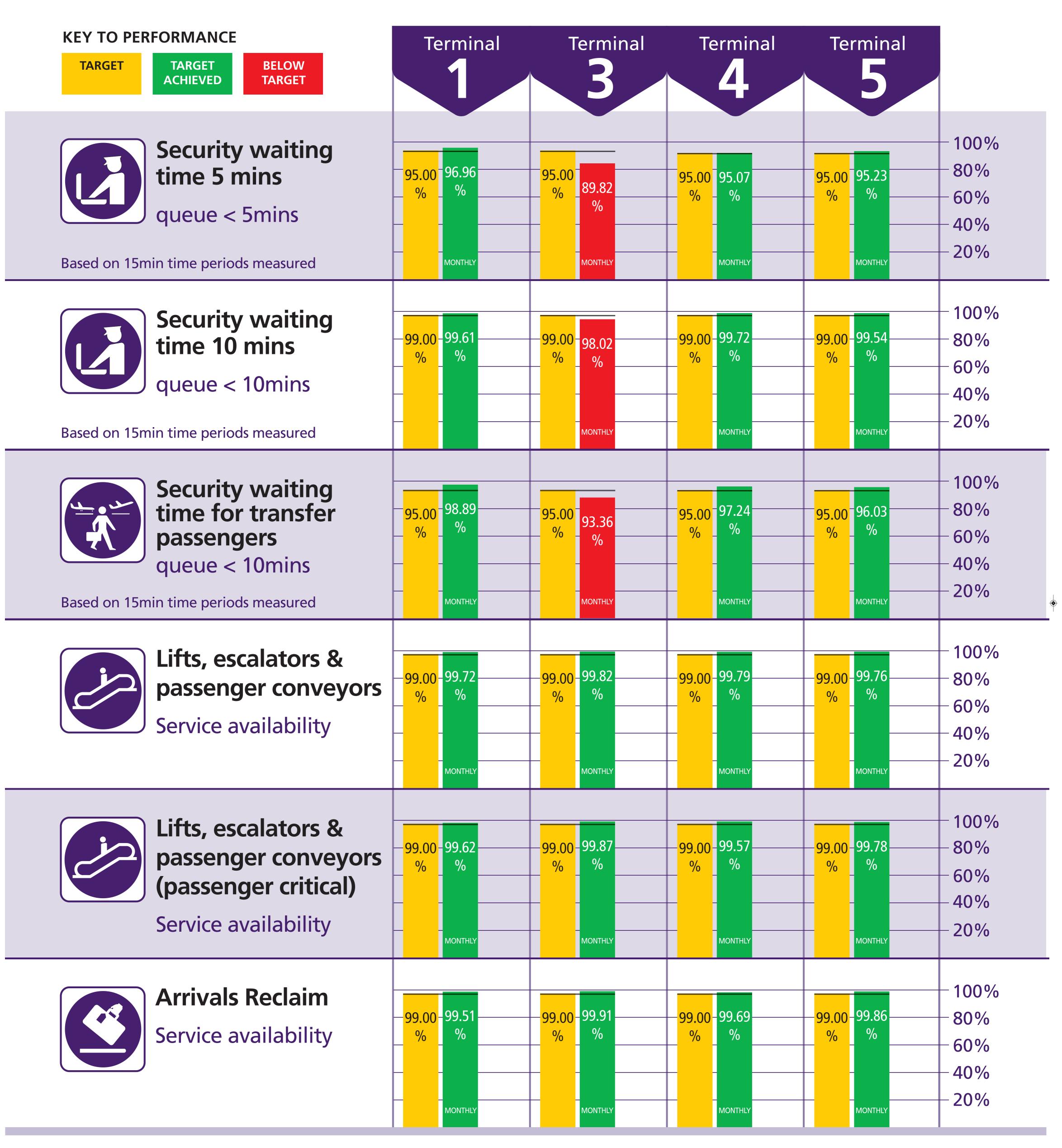
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How are we performing?

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How are we performing?

January 2013

