

Service quality rebate

Heathrow Terminal 1	Jan-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	96.96%	95.00%	Yes	0	0	0
Central security queues - Times queue = 10 minutes	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.72%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.62%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.51%	99.00%	Yes	0	0	0
Stands	99.64%	99.00%	Yes	0	0	0
Jetties	99.62%	99.00%	Yes	0	0	0
FEGP	99.97%	99.00%	Yes	0	0	0
Stand entry guidance	99.97%	99.00%	Yes	0	0	0
Transfer search	98.89%	95.00%	Yes	0	0	0
Staff search	99.79%	95.00%	Yes	0	0	0
Control posts search	98.90%	95.00%	Yes	0	0	0
Pier service	98.32%	92.30%	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.

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

Service quality rebate

Heathrow Terminal 3	Jan-13				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	524,255	2,621,275	5
Central security queues - Times queue = 10 minutes	98.02%	99.00%	No			
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.

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

Service quality rebate

Heathrow Terminal 4	Jan-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	95.07%	95.00%	Yes	0	867,987	3
Central security queues - Times queue = 10 minutes	99.72%	99.00%	Yes	0	0	0
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.

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Service quality rebate

Heathrow Terminal 5	Jan-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	95.23%	95.00%	Yes	0	2,964,180	5
Central security queues - Times queue = 10 minutes	99.54%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.76%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.78%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.86%	99.00%	Yes	0	0	0
Stands	99.35%	99.00%	Yes	0	0	0
Jetties	99.60%	99.00%	Yes	0	0	0
FEGP	99.94%	99.00%	Yes	0	0	0
Pre-conditioned air	99.54%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	96.03%	95.00%	Yes	0	774,891	3
Staff search	97.35%	95.00%	Yes	0	0	0
Control posts search	98.90%	95.00%	Yes	0	0	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	0	0
Transit system - % time two cars available	99.02%	97.00%	Yes	0	0	0
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.

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Service quality rebate



Aerodrome Congestion Term	Jan-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

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

Performance

Cleanliness	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	3.9	4.0	4.0	4.0	4.0	4.0	4.1	4.1	4.1	4.1	4.1
T3	3.9	3.9	3.9	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0
T4	3.9	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T5	3.9	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Wayfinding	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	4.0	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T4	4.0	4.1	4.1	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2
T5	4.0	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2	4.2

Flight information	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T3	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.4	4.4	4.4	4.4
T4	4.2	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3	4.3
T5	4.2	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4	4.4

Departure lounge seat availability	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	3.8	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1	4.1
T3	3.8	3.6	3.6	3.7	3.7	3.7	3.7	3.8	3.8	3.8	3.8
T4	3.8	4.1	4.1	4.1	4.1	4.1	4.2	4.2	4.2	4.2	4.2
T5	3.8	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0	4.0

CSA queues - Times queue <5 minutes	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	95.00%	95.76%	97.59%	95.43%	95.17%	95.99%	95.87%	96.50%	96.79%	95.16%	96.86%
T3	95.00%	96.05%	95.44%	95.57%	96.04%	95.81%	95.90%	96.59%	97.76%	96.83%	96.86%
T4	95.00%	95.52%	95.99%	95.62%	96.08%	96.87%	95.48%	90.78%	83.24%	68.99%	95.07%
T5	95.00%	91.02%	95.99%	96.10%	96.06%	96.47%	93.50%	80.53%	87.71%	76.41%	95.23%

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
T1	99.00%	99.35%	100.00%	99.33%	99.98%	99.98%	99.52%	99.86%	99.81%	99.54%	99.61%
T3	99.00%	99.71%	99.95%	100.00%	99.95%	99.95%	98.76%	95.85%	96.67%	87.83%	98.02%
T4	99.00%	99.76%	99.82%	99.95%	99.95%	100.00%	99.95%	99.72%	97.62%	89.82%	99.72%
T5	99.00%	98.55%	99.68%	99.79%	99.79%	99.84%	98.02%	94.35%	98.36%	92.88%	99.54%

Transfer search	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	95.00%	98.62%	96.77%	96.86%	98.85%	97.97%	96.10%	98.29%	97.71%	95.94%	98.89%
T3	95.00%	98.00%	95.99%	96.10%	95.99%	96.50%	96.10%	88.29%	91.88%	89.40%	93.36%
T4	95.00%	97.62%	95.76%	95.38%	97.47%	98.48%	98.38%	98.80%	96.67%	95.44%	97.24%
T5	95.00%	94.48%	96.77%	97.04%	98.24%	97.74%	96.12%	93.24%	96.04%	91.43%	96.03%

Staff search	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	95.00%	98.90%	99.63%	99.62%	100.00%	99.79%	99.81%	96.45%	99.33%	98.29%	99.79%
T3	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.48%	100.00%	100.00%	100.00%
T4	95.00%	100.00%	100.00%	100.00%	100.00%	100.00%	97.83%	96.34%	96.36%	95.44%	98.13%
T5	95.00%	98.34%	99.15%	99.09%	98.88%	98.77%	96.77%	95.82%	97.81%	95.92%	97.35%

Control posts search	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%
T3	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%
T4	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%
T5	95.00%	99.26%	99.16%	99.08%	99.51%	99.80%	98.84%	98.85%	99.35%	98.58%	98.90%

FEGP	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	99.00%	99.70%	99.63%	99.83%	99.87%	99.95%	99.94%	99.95%	99.69%	99.99%	99.97%
T3	99.00%	99.63%	99.29%	99.20%	99.23%	99.60%	99.75%	99.73%	99.38%	99.94%	99.79%
T4	99.00%	99.74%	99.80%	99.98%	99.86%	99.61%	99.70%	99.96%	99.87%	99.92%	99.93%
T5	99.00%	99.58%	99.73%	99.62%	99.42%	99.68%	99.82%	99.94%	99.36%	99.97%	99.94%

Jetties	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	99.00%	99.81%	99.74%	99.44%	99.61%	99.56%	99.70%	99.66%	99.42%	99.72%	99.62%
T3	99.00%	99.77%	99.63%	99.58%	99.61%	99.67%	99.81%	99.82%	99.70%	99.75%	99.67%
T4	99.00%	99.27%	99.36%	99.60%	99.25%	99.38%	99.56%	99.33%	99.40%	99.40%	99.48%
T5	99.00%	99.48%	99.39%	99.56%	99.58%	99.72%	99.74%	99.65%	99.68%	99.70%	99.60%

PSE (general)	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	99.00%	99.79%	99.58%	99.75%	99.77%	99.73%	99.74%	99.80%	99.62%	99.82%	99.72%
T3	99.00%	99.81%	99.82%	99.81%	99.70%	99.81%	99.83%	99.86%	99.85%	99.83%	99.82%
T4	99.00%	99.85%	99.67%	99.77%	99.70%	99.81%	99.75%	99.85%	99.88%	99.87%	99.79%
T5	99.00%	99.91%	99.75%	99.79%	99.77%	99.81%	99.80%	99.78%	99.82%	99.73%	99.76%

PSE (priority)	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	99.00%	99.45%	99.57%	99.56%	99.63%	99.68%	99.78%	99.65%	99.79%	99.67%	99.62%
T3	99.00%	99.69%	99.78%	99.77%	99.56%	99.88%	99.85%	99.92%	99.93%	99.92%	99.87%
T4	99.00%	99.81%	99.92%	99.64%	99.78%	99.74%	99.81%	99.84%	99.84%	99.92%	99.57%
T5	99.00%	99.76%	99.76%	99.80%	99.83%	99.83%	99.88%	99.63%	99.87%	99.77%	99.78%

Stand entry guidance	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	99.00%	99.88%	99.93%	99.94%	99.96%	99.95%	100.00%	99.99%	99.97%	99.96%	99.97%
T3	99.00%	99.84%	99.97%	100.00%	99.88%	99.82%	99.97%	99.90%	99.04%	99.99%	100.00%
T4	99.00%	99.96%	99.99%	100.00%	100.00%	99.97%	99.99%	100.00%	99.99%	100.00%	99.99%
T5	99.00%	99.94%	99.98%	99.99%	99.95%	99.92%	99.99%	99.98%	99.96%	100.00%	99.98%

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

Pier service	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1	97.76%	97.82%	97.84%	97.87%	97.97%	98.09%	98.19%	98.25%	98.31%	98.32%	98.32%
T3	96.00%	95.91%	95.97%	96.01%	95.97%	95.99%	96.24%	96.52%	96.55%	96.55%	96.55%
T4	93.30%	93.30%	93.35%	93.48%	93.53%	93.53%	93.58%	93.71%	93.72%	93.73%	93.73%
T5	91.39%	92.11%	92.28%	92.30%	92.28%	92.28%	92.21%	92.21%	92.21%	92.21%	92.21%

T1 target	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T1 target	94.54%	94.63%	94.36%	94.08%	93.80%	93.63%	93.19%	92.89%	92.88%	92.30%	92.30%
T3 target	94.00%	94.00%	94.00%	94.09%	94.18%	94.28%	94.36%	94.44%	94.52%	94.56%	94.56%
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 - % time one car available	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13
T5	99.00%	99.87%	99.99%	99.97%	99.81%	99.87%	99.87%	99.74%	99.59%	99.74%	99.91%

TTS - % time two cars available	Target	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep
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How are we performing?

January 2013

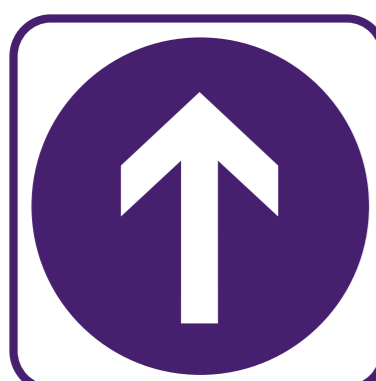
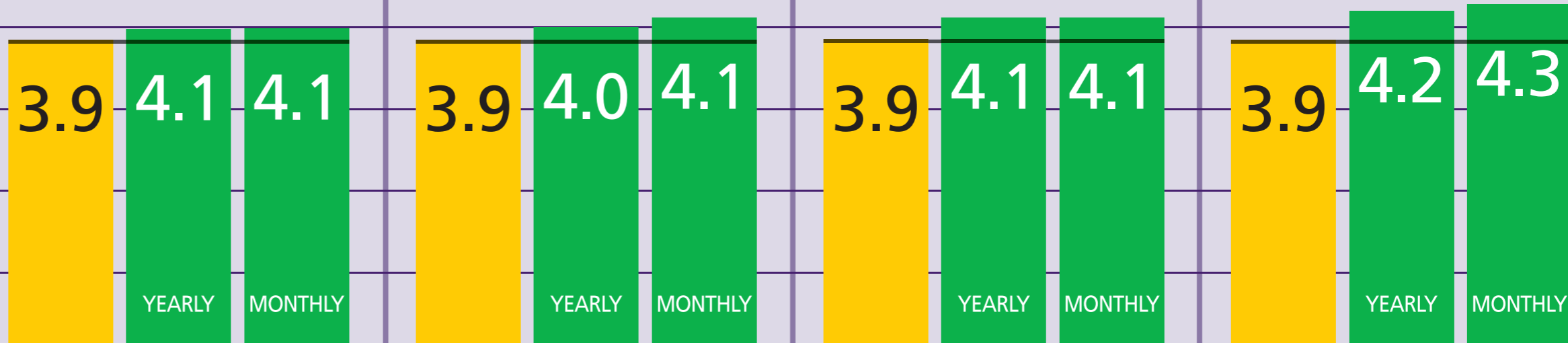
KEY TO PERFORMANCE



Cleanliness

Overall cleanliness of the terminal

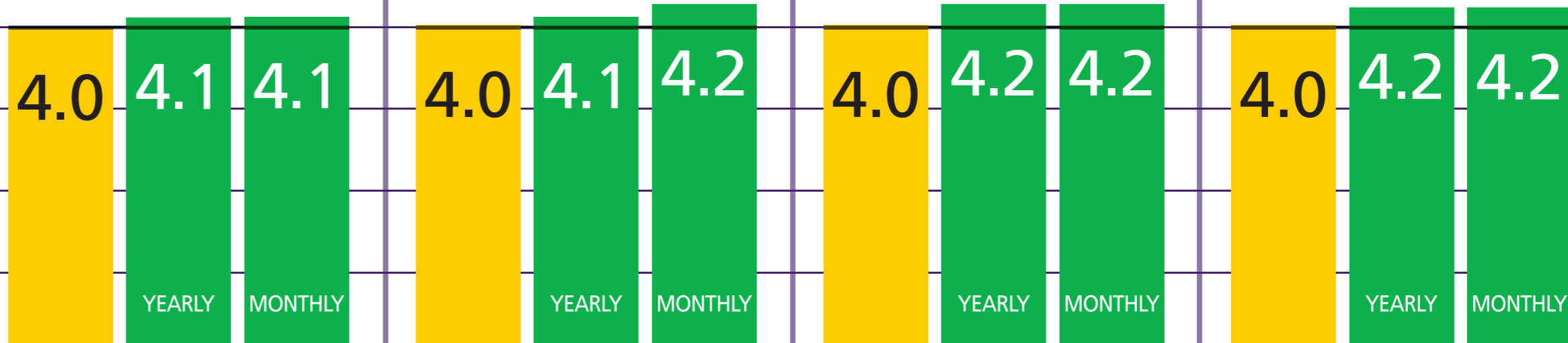
As rated by 1= extremely poor and 5= excellent



Wayfinding

Ease of finding your way around our airport

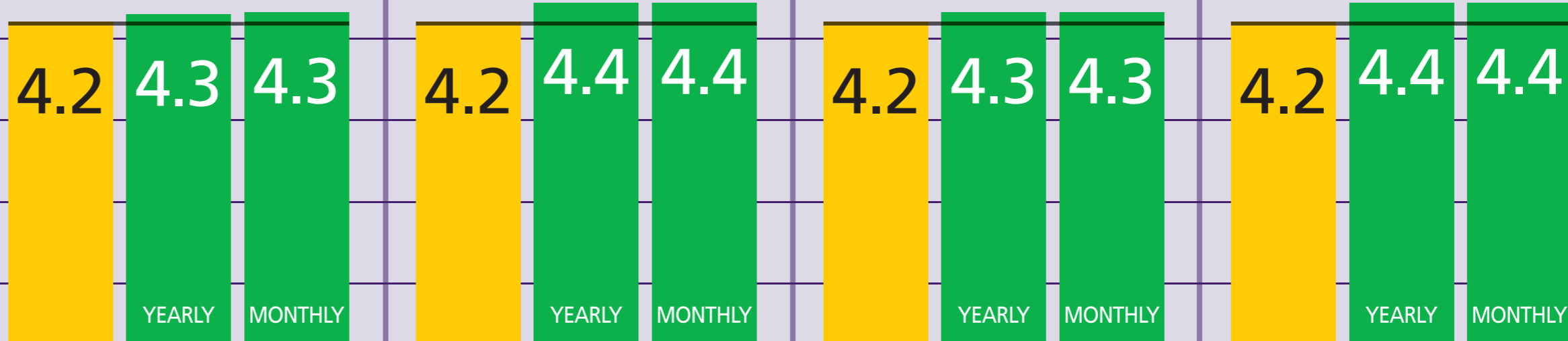
As rated by 1= extremely poor and 5= excellent



Flight Info

Accuracy and ease of finding flight information

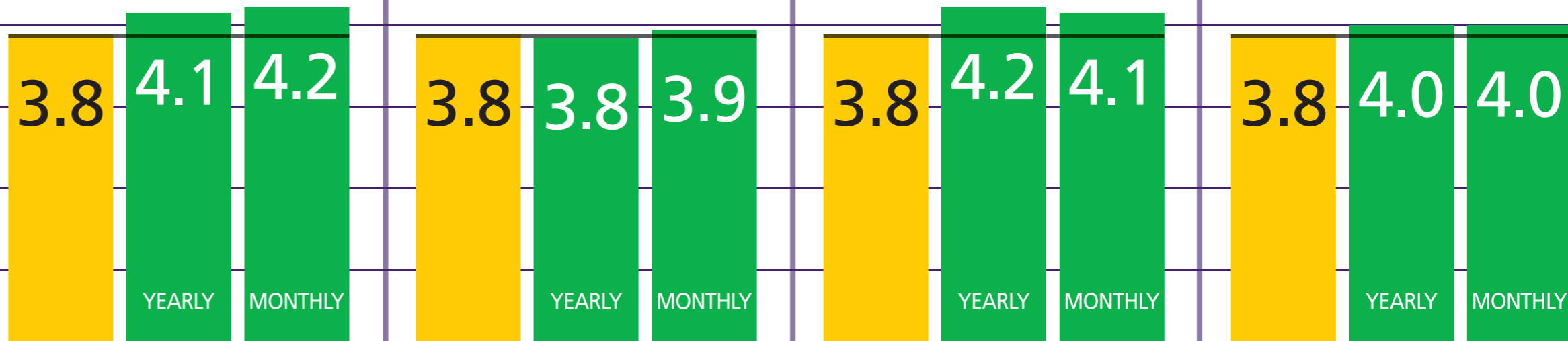
As rated by 1= extremely poor and 5= excellent



Departure Lounge Seat Availability

Ease of finding a seat

As rated by 1= extremely poor and 5= excellent

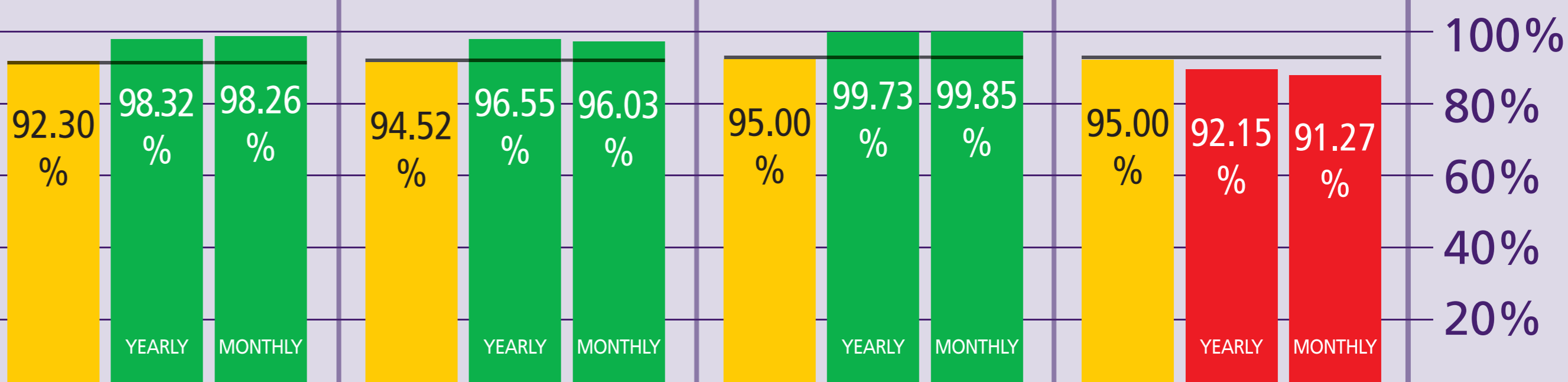


Pier Service

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.

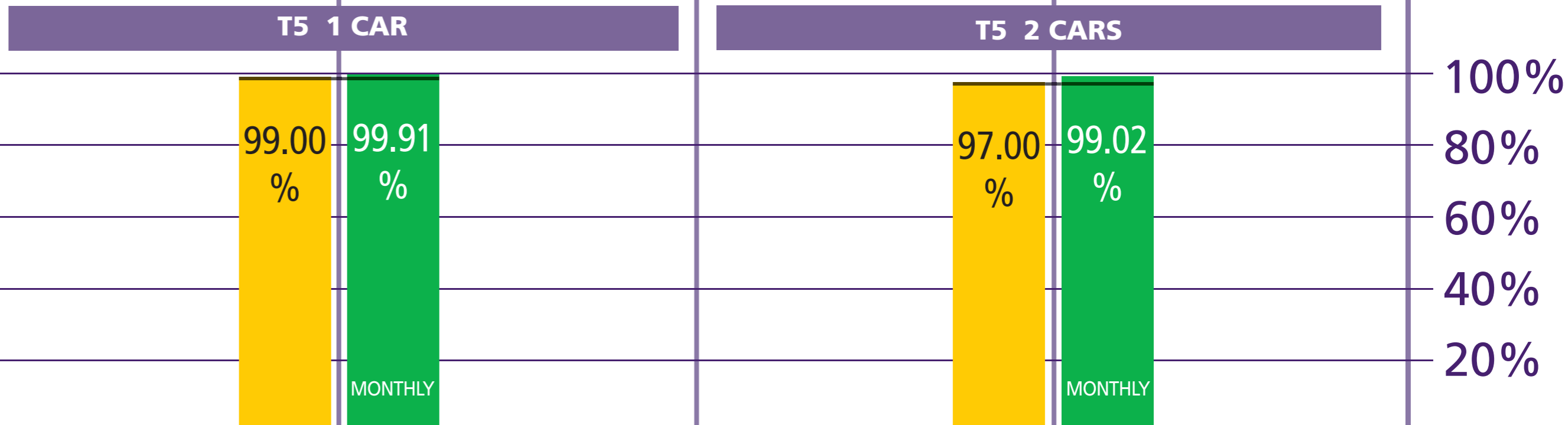
Availability measured over a month



Terminal 5 Transit

Service availability

Availability measured over a month



We welcome your feedback:
heathrowcustomerfeedback@baa.com



How are we performing?

January 2013

KEY TO PERFORMANCE



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How are we performing?

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KEY TO MONTHLY PERFORMANCE



AERODROME CONGESTION TERM

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

