

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	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	95.31%	95.00%	Yes	0	719,270	
Central security queues - Times queue = 10 minutes	99.86%	99.00%	Yes	U	719,270	' ']
Passenger sensitive equipment (general)	99.74%	99.00%	Yes	0	C	0
Passenger sensitive equipment (priority)	99.84%	99.00%	Yes	0	C	0
Arrivals reclaim (baggage carousels)	99.59%	99.00%	Yes	0	C	0
Stands	99.92%	99.00%	Yes	0	C	0
Jetties	99.04%	99.00%	Yes	0	C	0
FEGP	99.96%	99.00%	Yes	0	C	0
Stand entry guidance	99.98%	99.00%	Yes	0	C	0
Transfer search	97.67%	95.00%	Yes	0	C	0
Staff search	99.10%	95.00%	Yes	0	C	0
Control posts search	95.63%	95.00%	Yes	0	C	0
Pier service	98.61%	93.82%	Yes	0	C	0
Total				0	719,270	2

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.



Heathrow Terminal 3		No	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	93.81%	95.00%	No	_	2 406 656	_
Central security queues - Times queue = 10 minutes	99.71%	99.00%	Yes	0	3,406,656	·
Passenger sensitive equipment (general)	99.81%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.88%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.78%	99.00%	Yes	0	0	0
Stands	99.84%	99.00%	Yes	0	0	0
Jetties	99.80%	99.00%	Yes	0	0	0
FEGP	99.83%	99.00%	Yes	0	0	0
Pre-conditioned air	99.84%	98.00%	Yes	N/A	N/A	0
Stand entry guidance	99.94%	99.00%	Yes	0	0	0
Transfer search	97.00%	95.00%	Yes	0	0	0
Staff search	100.00%	95.00%	Yes	0	0	0
Control posts search	95.63%	95.00%	Yes	0	0	0
Pier service +	96.67%	94.00%	Yes	0	0	0
				0	3,406,656	7

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.



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	95.33%	95.00%	Yes	0	0	
Central security queues - Times queue = 10 minutes	99.67%	99.00%	Yes	U	1	ľ
Passenger sensitive equipment (general)	99.84%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.76%	99.00%	Yes	0	0	0
Stands	99.82%	99.00%	Yes	0	0	0
Jetties	99.52%	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	96.96%	95.00%	Yes	0	0	0
Staff search	99.64%	95.00%	Yes	0	0	0
Control posts search	95.63%	95.00%	Yes	0	0	0
Pier service	99.77%	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.



Heathrow Terminal 5		No	v-13		Year to date *		
			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	4.3	4.2	Yes	0	0	0	
Central security queues - Times queue <5 minutes Central security queues - Times queue = 10 minutes	84.62% 96.00%	95.00% 99.00%	No No	742,652	3,713,260	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)	99.88%	99.00%	Yes	0	0	0	
Stands	99.81%	99.00%	Yes	0	0	0	
Jetties	99.63%	99.00%	Yes	0	0	0	
FEGP	99.95%	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	95.60%	95.00%	Yes	0	323,227	1	
Staff search	95.47%	95.00%	Yes	0	0	0	
Control posts search	95.63%	95.00%	Yes	0	0	0	
Pier service	91.01%	95.00%	No	0	0	8	
Transit system - % time one car available	99.93%	99.00%	Yes	0	0	0	
Transit system - % time two cars available	99.47%	97.00%	Yes				
Total				742,652	4,036,487	14	

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.



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

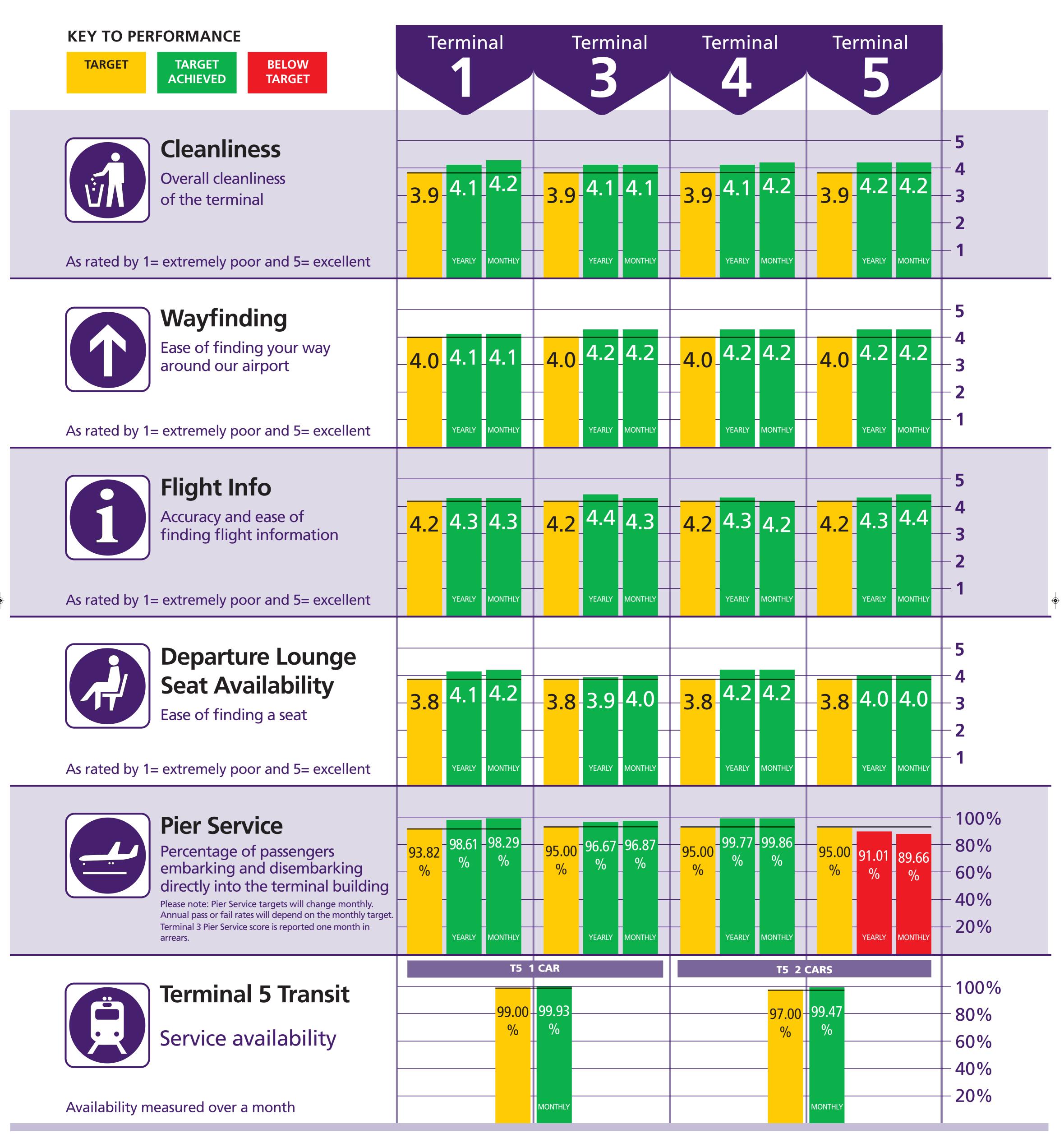
NOTE: * year is April 2013 to March 2014

Heathrow
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-	Heat!		-	Perform	nance								£R	Rebates				
T1 T3 T4 T5	Target 3.9 3.9 3.9 3.9 3.9	Apr-13 4.1 4.1 4.1 4.2	May-13 4.1 4.1 4.1 4.2	Jun-13 4.1 4.1 4.1 4.2	Jul-13 4.1 4.1 4.1 4.2	Aug-13 4.1 4.1 4.1 4.2	Sep-13 4.1 4.1 4.1 4.2	Oct-13 4.1 4.1 4.1 4.2	Nov-13 4.1 4.1 4.1 4.2	T1 T3 T4 T5	£0 £0 £0 £0	May-13 £0 £0 £0 £0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 £0 £0 £0 £0	Oct-13 £0 £0 £0 £0	Nov-13 £0 £0 £0 £0
Wayfind T1 T3 T4 T5	Target 4.0 4.0 4.0 4.0 4.0	Apr-13 4.1 4.2 4.2 4.2	May-13 4.1 4.2 4.2 4.2	Jun-13 4.1 4.2 4.2 4.2	Jul-13 4.1 4.2 4.2 4.2	Aug-13 4.1 4.2 4.2 4.2	Sep-13 4.1 4.2 4.2 4.2	Oct-13 4.1 4.2 4.2 4.2	Nov-13 4.1 4.2 4.2 4.2	Wayfindin T1 T3 T4 T5	Apr-13 £0 £0 £0 £0	May-13 £0 £0 £0 £0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 £0 £0 £0 £0	Oct-13 £0 £0 £0 £0 £0	Nov-13 £0 £0 £0
Flight in T1 T3 T4 T5	Target 4.2 4.2 4.2 4.2 4.2	Apr-13 4.3 4.4 4.3 4.4	May-13 4.3 4.4 4.3 4.4	Jun-13 4.3 4.4 4.3 4.4	Jul-13 4.3 4.4 4.3 4.4	Aug-13 4.3 4.4 4.3 4.4	Sep-13 4.3 4.4 4.3 4.3	Oct-13 4.3 4.4 4.3 4.3	Nov-13 4.3 4.4 4.3 4.3	T1 T3 T4 T5	Apr-13 £0 £0 £0 £0	May-13 £0 £0 £0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 £0 £0 £0 £0	Oct-13 £0 £0 £0 £0	Nov-13 £0 £0 £0
T1 T3 T4 T5	Target 3.8 3.8 3.8 3.8 3.8	Apr-13 Apr-13 4.1 3.8 4.2 4.0	May-13 4.1 3.8 4.2 4.0	Jun-13 4.1 3.8 4.2 4.0	Jul-13 4.1 3.8 4.2 4.0	Aug-13 4.1 3.9 4.2 4.0	Sep-13 4.1 3.9 4.2 4.0	Oct-13 4.1 3.9 4.2 4.0	Nov-13 4.1 3.9 4.2 4.0	T1 T3 T4 T5	Apr-13 £0 £0 £0 £0 £0	May-13 f0 f0 f0 f0 f0	Jun-13 £0 £0 £0 £0	Jul-13 £0 £0 £0 £0	Aug-13 £0 £0 £0	Sep-13 £0 £0 £0 £0	Oct-13 £0 £0 £0 £0	Nov-13 £0 £0 £0
	eues - Times of Target 95.00% 95.00% 95.00% 95.00%	Apr-13 96.69% 93.67% 96.00% 96.12%	nutes May-13 TBC TBC 95.07% 95.30%	Jun-13 95.07% 81.71% 95.19% 91.69%	Jul-13 93.36% 68.43% 95.25% 90.65%	Aug-13 95.37% 72.12% 95.67% 95.28%	Sep-13 89.76% 73.14% 95.71% 78.55%	Oct-13 95.44% 82.58% 95.62% 90.02%	Nov-13 95.31% 93.81% 95.33% 84.62%		Apr-13 £0 £567,776 £0 £0	£0	Jun-13 £0 £567,776 £0	Jul-13 359,635 567,776 f £0	£567,776 £	£0	Oct-13 £0 2567,776 £0	Nov-13 £0 £0 £0
CSA que T1 T3 T4	eues - Times of Target 99.00% 99.00% 99.00%	queue = 10 r Apr-13 99.90% 99.52% 99.71%	minutes May-13 99.49% 99.59% 99.59%	Jun-13 99.81% 95.62% 99.86%	Jul-13 99.65% 93.23% 99.82%	Aug-13 99.84% 92.30% 99.77%	Sep-13 99.31% 92.29% 99.67%	Oct-13 99.88% 95.12% 99.59%	Nov-13 99.86% 99.71% 99.67%	.5		20			20			
T1 T3 T4	99.00% r search Target 95.00% 95.00% 95.00%	99.79% Apr-13 98.19% 98.10% 99.62%	99.75% May-13 96.87% 95.44% 95.48%	98.95% Jun-13 96.00% 95.48% 95.25%	98.94% Jul-13 95.58% 95.76% 95.92%	99.79% Aug-13 95.76% 95.71% 97.63%	95.64% Sep-13 96.24% 96.43% 97.84%	98.73% Oct-13 97.33% 96.54% 97.82%	96.00% Nov-13 97.67% 97.00% 96.96%	Transfer T1 T3 T4	Apr-13 £0 £0 £0	May-13 £0 £0 £0	Jun-13 £0 £0 £0	Jul-13 £0 £0 £0	Aug-13 £0 £0 £0	Sep-13 £0 £0 £0	Oct-13 £0 £0 £0	Nov-13 £0 £0
Staff sea T1 T3 T4	95.00% arch Target 95.00% 95.00% 95.00%	96.59% Apr-13 99.93% 99.86% 99.98%	95.14% May-13 98.92% 100.00% 96.91%	Jun-13 98.33% 100.00% 98.93%	96.56% Jul-13 98.13% 99.91% 95.92%	96.22% Aug-13 100.00% 99.95% 99.84%	Sep-13 99.17% 100.00% 99.05%	95.14% Oct-13 99.65% 100.00% 98.99%	95.60% Nov-13 99.10% 100.00% 99.64%	Staff sear	£0 ch	May-13 £0 £0 £0	Jun-13 £0 £0 £0	Jul-13 £0 £0 £0	Aug-13 £0 £0 £0 £0	Sep-13 £0 £0 £0	0ct-13 f0 f0 f0	Nov-13 £0 £0
T5 Control T1 T3	95.00% posts search	96.74% Apr-13 97.26% 97.26% 97.26%	95.08% May-13 96.09% 96.09% 96.09%	95.21% Jun-13 96.88% 96.88%	95.35% Jul-13 96.61% 96.61% 96.61%	96.33% Aug-13 96.47% 96.47%	95.14% Sep-13 95.46% 95.46% 95.46%	95.95% Oct-13 95.57% 95.57%	95.47% Nov-13 95.63% 95.63% 95.63%	Control p T1 T3 T4	osts search Apr-13 £0 £0 £0 £0 £0	£0 May-13 £0 £0 £0	f0 Jun-13 f0 f0 f0	£0 Jul-13 £0 £0 £0	£0 Aug-13 £0 £0 £0	Sep-13 £0 £0 £0	f0 Oct-13 f0 f0 f0	Nov-13 £0 £0
T5 FEGP T1 T3 T4	95.00% Target 99.00% 99.00% 99.00%	97.26% Apr-13 99.83% 99.72% 99.95%	96.09% May-13 99.95% 99.78% 99.96%	96.88% Jun-13 99.92% 99.83% 99.93%	96.61% Jul-13 99.75% 99.50% 99.89%	96.47% Aug-13 99.96% 99.81% 99.97%	95.46% Sep-13 99.95% 99.89% 99.89%	95.57% Oct-13 99.94% 99.72% 99.97%	95.63% Nov-13 99.96% 99.83% 99.96%	T5 FEGP T1 T3 T4	Apr-13 £0 £0 £0	May-13 £0 £0 £0	f0 Jun-13 f0 f0 f0	f0 Jul-13 f0 f0 f0	£0 Aug-13 £0 £0 £0	Sep-13 f0 f0 f0	0ct-13 f0 f0 f0	Nov-13 £0 £0 £0
Jetties T1 T3	99.00% Target 99.00% 99.00%	99.75% Apr-13 99.38% 99.78%	99.91% May-13 99.63% 99.82%	99.69% Jun-13 99.77% 99.73%	99.56% Jul-13 99.66% 99.63%	99.81% Aug-13 99.13% 99.83%	99.86% Sep-13 99.48% 99.78%	99.93% Oct-13 99.61% 99.79%	99.95% Nov-13 99.04% 99.80%	Jetties T1 T3	Apr-13 £0 £0	May-13 £0 £0	Jun-13 £0 £0	Jul-13 £0 £0	Aug-13 f0 f0	Sep-13 £0 £0	0ct-13 f0 f0	Nov-13 £0
Γ4 Γ5 PSE (ge Γ1 Γ3	99.00% 99.00% neral) Target 99.00% 99.00%	99.37% 99.66% Apr-13 99.80% 99.82%	99.63% 99.64% May-13 99.76% 99.88%	99.51% 99.67% Jun-13 99.73% 99.83%	99.17% 99.68% Jul-13 99.77% 99.84%	99.45% 99.20% Aug-13 99.78% 99.86%	99.33% 99.47% Sep-13 99.85% 99.81%	99.46% 99.80% Oct-13 99.82% 99.89%	99.52% 99.63% Nov-13 99.74% 99.81%	T4 T5 PSE (gen T1 T3	£0 £0 eral) Apr-13 £0 £0	£0 £0 May-13 £0 £0	f0 f0 Jun-13 f0 f0	f0 f0 Jul-13 f0 f0	£0 £0 Aug-13 £0 £0	£0 £0 Sep-13 £0 £0	f0 f0 Oct-13 f0 f0	Nov-13
T4 T5 PSE (pri T1 T3	99.00% 99.00% Fority) Target 99.00% 99.00%	99.61% 99.69% Apr-13 99.73% 99.85%	99.68% 99.67% May-13 99.66% 99.89%	99.71% 99.62% Jun-13 99.80% 99.87%	99.24% 99.70% Jul-13 99.82% 99.82%	99.82% 99.77% Aug-13 99.40% 99.79%	99.74% 99.71% Sep-13 99.66%	99.74% 99.73% Oct-13 99.80% 99.89%	99.84% 99.78% Nov-13 99.84% 99.88%	T4 T5 PSE (prio	f0 f0 rity) Apr-13 f0 f0	f0 f0 May-13 f0 f0	f0 f0 Jun-13 f0 f0	£0 £0 Jul-13 £0 £0	£0 £0 Aug-13 £0 £0	£0 £0 Sep-13 £0 £0	f0 f0 Oct-13 f0 f0	Nov-13
T4 T5 Stand e T1	99.00% 99.00% ntry guidance Target 99.00%	99.72% 99.70% Apr-13 99.99%	99.75% 99.83% May-13 100.00%	99.89% 99.87% Jun-13 99.98%	99.85% 99.91% Jul-13 99.82%	99.80% 99.89% Aug-13 99.94%	99.76% 99.76% Sep-13	99.63% 99.82% Oct-13 99.91%	99.67% 99.82% Nov-13 99.98%	T4 T5 Stand en	f0 f0 ery guidance Apr-13 f0	f0 f0 May-13	£0 £0 Jun-13 £0	£0 £0 Jul-13 £0	£0 £0 Aug-13	£0 £0 Sep-13 £0	f0 f0 Oct-13 f0	f() f() Nov-13
T3 T4 T5 Stands	99.00% 99.00% 99.00% Target 99.00%	99.98% 100.00% 99.99% Apr-13 99.60%	99.96% 100.00% 99.97% May-13 99.78%	99.94% 99.99% 99.99% Jun-13 99.94%	100.00% 99.98% 99.96% Jul-13 99.90%	99.99% 99.91% 99.99% Aug-13 99.88%	99.97% 99.93% 100.00% Sep-13 99.80%	99.75% 100.00% 99.88% Oct-13 99.72%	99.94% 99.99% 99.98% Nov-13 99.92%	T3 T4 T5 Stands	£0 £0 £0 Apr-13	£0 £0 £0 May-13	£0 £0 £0 Jun-13	£0 £0 £0 Jul-13	£0 £0 £0 Aug-13	£0 £0 £0 Sep-13	60 60 60 Oct-13	f(f(f(Nov-13
T3 T4 T5 Pier ser	99.00% 99.00% 99.00% vice	99.64% 99.55% 99.81% Apr-13 98.42%	99.79% 99.08% 99.84% May-13	99.79% 99.74% 99.84% Jun-13	99.81% 99.55% 99.80% Jul-13 98.53%	99.86% 99.83% 99.86% Aug-13	99.78% 99.78% 99.74% Sep-13	99.73% 99.60% 99.89% Oct-13 98.61%	99.84% 99.82% 99.81% Nov-13 98.61%	T3 T4 T5 Pier servi	£0 £0 £0	£0 £0 £0 May-13	£0 £0 £0 Jun-13	£0 £0 £0 Jul-13	£0 £0 £0 Aug-13	£0 £0 £0 Sep-13	f0 f0 f0 Oct-13	£(£(Nov-13
T3 T4 T5 T1 target T3 target T4 target	t t	96.34% 99.73% 92.08% 91.67% 94.83% 95.00%	96.37% 99.74% 91.89% 91.67% 94.91% 95.00%	96.39% 99.74% 91.75% 92.04% 95.00%	96.46% 99.74% 91.55% 92.44% 95.00% 95.00%	96.53% 99.73% 91.41% 92.82% 95.00% 95.00%	96.59% 99.76% 91.31% 93.19% 95.00% 95.00%	96.67% 99.77% 91.12% 93.52% 95.00% 95.00%	0.00% 99.77% 91.01% 93.82% 95.00% 95.00%	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
T5	time one car a Target 99.00% time two cars	Apr-13 99.54%	95.00% May-13 99.80%	Jun-13 100.00%	95.00% Jul-13 99.97%	95.00% Aug-13 99.90%	95.00% Sep-13 99.93%	95.00% Oct-13 99.93%	95.00% Nov-13 99.93%	TTS - % B	Apr-13 £0	May-13 £0	Jun-13 £0	Jul-13 £0	Aug-13 £0	Sep-13 £0	Oct-13 £0	Nov-13
T5 Arrivals T1 T3	Target 97.00% Reclaims Target 99.00% 99.00%	Apr-13 99.24% Apr-13 99.57% 99.82%	May-13 99.12% May-13 99.69% 99.72%	Jun-13 99.86% Jun-13 99.59% 99.76%	Jul-13 99.63% Jul-13 99.72% 99.72%	Aug-13 99.51% Aug-13 99.62% 99.80%	Sep-13 99.37% Sep-13 99.44% 99.70%	Oct-13 99.55% Oct-13 99.60% 99.87%	Nov-13 99.47% Nov-13 99.59% 99.78%	Arrivals F	Reclaims Apr-13 £0 £0	May-13 £0 £0	Jun-13 £0 £0	Jul-13 £0 £0	Aug-13 £0 £0	Sep-13 £0 £0	Oct-13 f0 f0	Nov-13 £0 £0
T4 T5 Pre-con	99.00% 99.00% ditioned air Target 98.00%	99.77% 99.80% Apr-13 100.00%	99.79% 99.81% May-13 99.82%	99.79% 99.78% Jun-13 100.00%	99.72% 99.76% Jul-13 98.92%	99.80% 99.67% Aug-13 99.70%	99.59% 99.67% Sep-13 99.98%	99.32% 99.83% Oct-13 100.00%	99.76% 99.88% Nov-13 99.84%	T4 T5 Pre-cond T3	f0 f0	f0 f0 May-13	£0 £0 Jun-13 £0	£0 £0 Jul-13 £0	£0 £0 Aug-13 £0	£0 £0 Sep-13 £0	f0 f0 Oct-13 f0	E0 E0 Nov-13
Aerodro	98.00% me congestio Target N/A	99.49% on Apr-13 N/A	99.04% May-13 N/A	99.37% Jun-13 N/A	99.14% Jul-13 N/A	99.51% Aug-13 N/A	99.72% Sep-13 N/A	99.60% Oct-13 N/A	99.54% Nov-13 N/A	Aerodron All	ne congestion Apr-13 N/A	May-13 N/A	Jun-13 N/A	Jul-13 N/A	Aug-13 N/A	Sep-13 N/A	Oct-13 N/A	Nov-13
	r performance ness - Month Target 3.9 3.9 3.9 3.9	Apr-13 4.2 4.1 4.0	May-13 4.1 4.1 4.2	Jun-13 4.1 4.1 4.2	Jul-13 4.1 4.1 4.2	Aug-13 4.1 4.1 4.1	Sep-13 4.1 4.1 4.1	Oct-13 4.1 4.1 4.0	Nov-13 4.2 4.1 4.2									
T5 Wayfind T1 T3	3.9 ling - Month Target 4.0 4.0	4.2 Apr-13 4.2 4.1	May-13 4.2 4.2	Jun-13 4.1 4.1	Jul-13 4.1 4.2	4.2 Aug-13 4.1 4.2	4.2 Sep-13 4.1 4.1	0ct-13 4.1 4.2	Nov-13 4.1 4.2									
T1 T3	4.0 4.0 Information - M Target 4.2 4.2	Apr-13 4.3 4.4	4.2 4.2 May-13 4.3 4.4	Jun-13 4.4 4.3	Jul-13 4.3 4.4	Aug-13 4.3 4.5	4.2 4.2 Sep-13 4.2 4.4	4.1 4.2 Oct-13 4.2 4.4	Nov-13 4.3 4.3									
T4 T5 Departu T1 T3	4.2 4.2 re lounge sea Target 3.8 3.8	4.3 4.4 at availability Apr-13 4.2 3.9	4.3 4.3 y - Month May-13 4.2 4.0	4.3 4.3 Jun-13 4.3 3.7	4.3 4.4 Jul-13 4.1 3.8	4.2 4.3 Aug-13 4.0 3.9	4.3 4.2 Sep-13 4.1 4.0	4.1 4.3 Oct-13 4.0 3.9	4.2 4.4 Nov-13 4.2 4.0									
T4 T5 Pier ser	3.8 3.8 vice - Month	4.2 4.0 Apr-13 98.93%	4.3 4.0 May-13 98.67%	4.1 3.9 Jun-13 98.32%	4.2 3.9 Jul-13 98.31%	4.2 3.9 Aug-13 99.09%	4.2 3.9 Sep-13 98.97%	4.0 3.9 Oct-13 98.88%	4.2 4.0 Nov-13 98.29%									
ГЗ Г4 Г <u>5</u>		96.76% 99.75% 91.11%	96.50% 99.81% 90.64%	97.16% 99.72% 91.35%	97.19% 99.68% 90.58%	96.97% 99.75% 90.96%	96.55% 99.84% 91.00%	96.87% 99.81% 90.55%	0.00% 99.86% 89.66%									

How are we performing?

November 2013



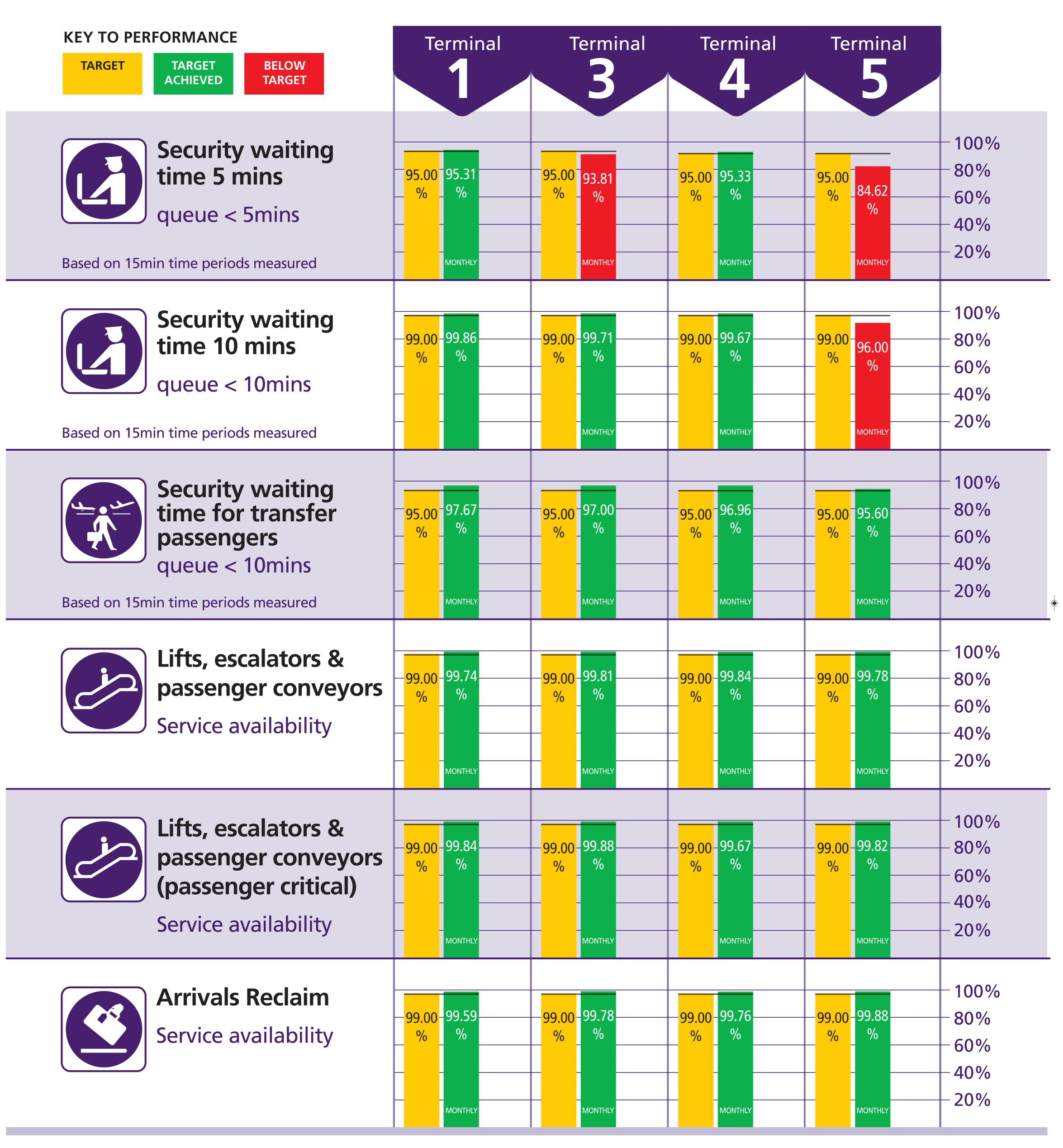
We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

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How are we performing?

November 2013

