

| Heathrow Terminal 1 | | Oc | t-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 | 95.44% | 95.00% | Yes | 0 | 719,270 | 2 |
| Central security queues - Times queue = 10 minutes | 99.88% | 99.00% | Yes | 0 | 719,270 | 2 |
| 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) | 99.60% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.72% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.61% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.94% | 99.00% | Yes | 0 | 0 | 0 |
| Stand entry guidance | 99.91% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 97.33% | 95.00% | Yes | 0 | 0 | 0 |
| Staff search | 99.65% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 95.57% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 98.61% | 93.52% | Yes | 0 | 0 | 0 |
| Total | | 1 | | 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 Oct-13 Year to date * Rebate £ Rebate £ Number of Actual Target Target achieved failures Departure lounge seat availability 3.9 3.8 Yes 0 0 0 Cleanliness 3.9 0 4.1 4.2 4.0 Wayfinding Yes 0 n Flight information 4.4 4.2 Yes 0 0 Central security queues - Times queue <5 minutes 82.58% 95.00% No 567,776 3,406,656 6 Central security queues - Times queue = 10 minutes 95.12% 99.00% No Passenger sensitive equipment (general) 99.89% 99.00% Yes 0 0 0 Passenger sensitive equipment (priority) 99.89% 99.00% Yes 0 0 99.87% 99.00% Arrivals reclaim (baggage carousels) Yes 0 0 Stands 99.73% 99.00% Yes n 0 0 Jetties 99.79% 99.00% Yes 0 0 Λ FEGP 0 0 99.72% 99.00% Yes 0 N/A Pre-conditioned air 100.00% Yes 98.00% N/A Ω Stand entry guidance 99.75% 99.00% Yes 0 0 0 Yes Transfer search 96.54% 95.00% n 0 0 Staff search 100.00% 95.00% Yes 0 0 0 Yes Λ Control posts search 95.57% 95.00% Ω 0 96.59% Yes Pier service + 94.00% 0 \cap 567,776 3,406,656 6

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 Making every journey better

Heathrow Terminal 4 Oct-13 Year to date * Target Target Rebate £ Rebate £ Number of Actual achieved failures Departure lounge seat availability 4.2 3.8 0 Yes 0 0 Cleanliness 4.1 3.9 0 Yes 0 4.2 Wavfinding 4.0 Yes 0 0 Flight information 4.3 4.2 0 0 Central security queues - Times queue <5 minutes 95.62% 95.00% Yes 0 C Central security queues - Times queue = 10 minutes 99.59% 99.00% Yes Passenger sensitive equipment (general) 99.00% 99.74% Yes n 0 0 Passenger sensitive equipment (priority) 99.63% 99.00% Yes n 0 0 Arrivals reclaim (baggage carousels) 99.00% 0 0 99.32% 0 0 Stands 99.60% 99.00% Yes 0 0 Jetties 99.46% 99.00% 0 0 0 FEGP 99.00% 0 99.97% Yes 0 0 Stand entry guidance 0 100.00% 99.00% 0 0 95.00% 0 Transfer search 97.82% Yes 0 Staff search 0 98.99% 95.00% 0 95.57% 95.00% 0 Control posts search 0 Yes Pier service 0 99.77% 95.00% Yes 0 0 0 Total 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 | | Oc | t-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 | 4.3 | 4.2 | Yes | 0 | 0 | 0 |
| Central security queues - Times queue <5 minutes | 90.02% | 95.00% | No | 742,652 | 2,970,608 | 1 |
| Central security queues - Times queue = 10 minutes | 98.73% | 99.00% | No | 742,052 | 2,970,000 | 4 |
| Passenger sensitive equipment (general) | 99.73% | 99.00% | Yes | 0 | 0 | 0 |
| Passenger sensitive equipment (priority) | 99.82% | 99.00% | Yes | 0 | 0 | 0 |
| Arrivals reclaim (baggage carousels) | 99.83% | 99.00% | Yes | 0 | 0 | 0 |
| Stands | 99.89% | 99.00% | Yes | 0 | 0 | 0 |
| Jetties | 99.80% | 99.00% | Yes | 0 | 0 | 0 |
| FEGP | 99.93% | 99.00% | Yes | 0 | 0 | 0 |
| Pre-conditioned air | 99.60% | 98.00% | Yes | N/A | N/A | 0 |
| Stand entry guidance | 99.88% | 99.00% | Yes | 0 | 0 | 0 |
| Transfer search | 95.14% | 95.00% | Yes | 0 | 323,227 | 1 |
| Staff search | 95.95% | 95.00% | Yes | 0 | 0 | 0 |
| Control posts search | 95.57% | 95.00% | Yes | 0 | 0 | 0 |
| Pier service | 91.12% | 95.00% | No | 0 | 0 | 7 |
| Transit system - % time one car available | 99.93% | 99.00% | Yes | 0 | 0 | 0 |
| Transit system - % time two cars available | 99.55% | 97.00% | Yes | | | |
| Total | | | | 742,652 | 3,293,835 | 12 |

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.



Making every journey better

| Aerodrome Congestion Term | Oc | t-13 | Year to | o 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

Heathrow

| Making ever | y journey | bette |
|-------------|-----------|-------|
| | ,,, | |

| | Performance | | | | | | | | | ates | | | |
|-------------|-------------|--|---|---|--|--|---|--|---|------|---|---|--|
| Cleanliness | | | | | | | S | | | | | | |
| | | | 1 | 1 | | | | | 1 | 1 | 1 | T | |

| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|---|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | 3.9 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | [| T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 3.9 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | ŀ | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 3.9 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | ŀ | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| T5 | 3.9 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| Wayfindin | g | | | | | | | | Wayfindin | g | | | | | | |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 4.0 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 4.0 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 4.0 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 4.0 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | Т5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| Flight info | nt information Target Apr-13 May-13 Jun-13 Jul-13 Aug-13 Sep-13 Oct | | | | | | | | Flight info | ormation | | | | | | |
|-------------|--|--------|--------|--------|--------|--------|--------|--------|-------------|----------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 4.2 | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 4.2 | 4.4 | 4.4 | 4.4 | 4.4 | 4.4 | 4.4 | 4.4 | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 4.2 | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | 4.3 | T4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 4.2 | 4.4 | 4.4 | 4.4 | 4.4 | 4.4 | 4.3 | 4.3 | Т5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| Departure | lounge sea | t availabilit | y | | | | | | Departure | lounge seat a | vailability | | | | | |
|-----------|------------|---------------|--------|--------|--------|--------|--------|--------|-----------|---------------|-------------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 3.8 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 3.8 | 3.8 | 3.8 | 3.8 | 3.8 | 3.9 | 3.9 | 3.9 | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 3.8 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 3.8 | 4.0 | 4.0 | 4.0 | 4.0 | 4.0 | 4.0 | 4.0 | Т5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| CSA queu | es - Times (| queue <5 mii | nutes | | | | | | CSA queu | es - Both | | | | | | |
|----------|--------------|-----------------------|--------|--------|--------|--------|--------|--------|----------|-----------|--------|----------|----------|----------|----------|----------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 95.00% | 96.69% | TBC | 95.07% | 93.36% | 95.37% | 89.76% | 95.44% | T1 | £0 | TBC | £0 | £359,635 | £0 | £359,635 | £0 |
| Т3 | 95.00% | 93.67% | TBC | 81.71% | 68.43% | 72.12% | 73.14% | 82.58% | Т3 | £567,776 | TBC | £567,776 | £567,776 | £567,776 | £567,776 | £567,776 |
| Т4 | 95.00% | 96.00% | 95.07% | 95.19% | 95.25% | 95.67% | 95.71% | 95.62% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 95.00% | 96.1 <mark>2</mark> % | 95.30% | 91.69% | 90.65% | 95.28% | 78.55% | 90.02% | T5 | £0 | £0 | £742,652 | £742,652 | £0 | £742,652 | £742,652 |

CSA queues - Times queue = 10 minutes

| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 99.00% | 99.90% | 99.49% | 99.81% | 99.65% | 99.84% | 99.31% | 99.88% |
| Т3 | 99.00% | 99.52% | 99.59% | 95.62% | 93.23% | 92.30% | 92.29% | 95.12% |
| Т4 | 99.00% | 99.71% | 99.59% | 99.86% | 99.82% | 99.77% | 99.67% | 99.59% |
| T5 | 99.00% | 99.79% | 99.75% | 98.95% | 98.94% | 99.79% | 95.64% | 98.73% |

| indificit 5 | | | | | | | | | Transier 5 | culon | | | | | | |
|-------------|--------|--------|--------|--------|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|----------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 95.00% | 98.19% | 96.87% | 96.00% | 95.58% | 95.76% | 96.24% | 97.33% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 95.00% | 98.10% | 95.44% | 95.48% | 95.76% | 95.71% | 96.43% | 96.54% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| T4 | 95.00% | 99.62% | 95.48% | 95.25% | 95.92% | 97.63% | 97.84% | 97.82% | T4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| T5 | 95.00% | 96.59% | 95.14% | 95.22% | 96.56% | 96.22% | 89.10% | 95.14% | T5 | £0 | £0 | £0 | £0 | £0 | £323,227 | £0 |
| | | | | | | | | | | | | | | | | |

| Staff sear | ch | | | | | | | | Staff searc | :h | | | | | | |
|------------|--------|--------|---------|---------|--------|---------|---------|---------|-------------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 95.00% | 99.93% | 98.92% | 98.33% | 98.13% | 100.00% | 99.17% | 99.65% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 95.00% | 99.86% | 100.00% | 100.00% | 99.91% | 99.95% | 100.00% | 100.00% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 95.00% | 99.98% | 96.91% | 98.93% | 95.92% | 99.84% | 99.05% | 98.99% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 95.00% | 96.74% | 95.08% | 95.21% | 95.35% | 96.33% | 95.14% | 95.95% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| Control p | osts search | | | | | | | | Control po | osts search | | | | | | |
|-----------|-------------|--------|--------|--------|--------|--------|--------|--------|------------|-------------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 95.00% | 97.26% | 96.09% | 96.88% | 96.61% | 96.47% | 95.46% | 95.57% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 95.00% | 97.26% | 96.09% | 96.88% | 96.61% | 96.47% | 95.46% | 95.57% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 95.00% | 97.26% | 96.09% | 96.88% | 96.61% | 96.47% | 95.46% | 95.57% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 95.00% | 97.26% | 96.09% | 96.88% | 96.61% | 96.47% | 95.46% | 95.57% | Т5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| FEGP | | | | | | | | | FEGP | | | | | | | |
|------|--------|--------|--------|--------|--------|--------|--------|--------|------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 99.00% | 99.83% | 99.95% | 99.92% | 99.75% | 99.96% | 99.95% | 99.94% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 99.00% | 99.72% | 99.78% | 99.83% | 99.50% | 99.81% | 99.89% | 99.72% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 99.00% | 99.95% | 99.96% | 99.93% | 99.89% | 99.97% | 99.89% | 99.97% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 99.00% | 99.75% | 99.91% | 99.69% | 99.56% | 99.81% | 99.86% | 99.93% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| Jetties | | | | | | | | | Jetties | | | | | | | |
|---------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 99.00% | 99.38% | 99.63% | 99.77% | 99.66% | 99.13% | 99.48% | 99.61% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| тз | 99.00% | 99.78% | 99.82% | 99.73% | 99.63% | 99.83% | 99.78% | 99.79% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 99.00% | 99.37% | 99.63% | 99.51% | 99.17% | 99.45% | 99.33% | 99.46% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| T5 | 99.00% | 99.66% | 99.64% | 99.67% | 99.68% | 99.20% | 99.47% | 99.80% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| PSE (gene | eral) | | | | | | | | PSE (gene | eral) | | | | | | |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|-----------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 99.00% | 99.80% | 99.76% | 99.73% | 99.77% | 99.78% | 99.85% | 99.82% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 99.00% | 99.82% | 99.88% | 99.83% | 99.84% | 99.86% | 99.81% | 99.89% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 99.00% | 99.61% | 99.68% | 99.71% | 99.24% | 99.82% | 99.74% | 99.74% | T4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| T5 | 99.00% | 99.69% | 99.67% | 99.62% | 99.70% | 99.77% | 99.71% | 99.73% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| PSE (prior | 'ity) | | | | | | | | PSE (prior | ity) | | | | | | |
|------------|--------|--------|--------|--------|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 99.00% | 99.73% | 99.66% | 99.80% | 99.82% | 99.40% | 99.69% | 99.80% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 99.00% | 99.85% | 99.89% | 99.87% | 99.82% | 99.79% | 99.66% | 99.89% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 99.00% | 99.72% | 99.75% | 99.89% | 99.85% | 99.80% | 99.76% | 99.63% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 99.00% | 99.70% | 99.83% | 99.87% | 99.91% | 99.89% | 99.76% | 99.82% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

| Stand en | try guidance |) | | | | | | | Stand ent | ry guidance | | | | | | |
|----------|--------------|---------|---------|--------|---------|--------|---------|---------|-----------|-------------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 99.00% | 99.99% | 100.00% | 99.98% | 99.82% | 99.94% | 100.00% | 99.91% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т3 | 99.00% | 99.98% | 99.96% | 99.94% | 100.00% | 99.99% | 99.97% | 99.75% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 99.00% | 100.00% | 100.00% | 99.99% | 99.98% | 99.91% | 99.93% | 100.00% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 99.00% | 99.99% | 99.97% | 99.99% | 99.96% | 99.99% | 100.00% | 99.88% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| 15 | 99.00% | 99.99% | 99.97% | 99.99% | 99.96% | 99.99% | 100.00% | 99.88% | 15 | £0 | £0 | £0 | £0 | £0 | £0 | |

| Stands | | | | | | | | | Stands | | | | | | | |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 99.00% | 99.60% | 99.78% | 99.94% | 99.90% | 99.88% | 99.80% | 99.72% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| тз | 99.00% | 99.64% | 99.79% | 99.79% | 99.81% | 99.86% | 99.78% | 99.73% | тз | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т4 | 99.00% | 99.55% | 99.08% | 99.74% | 99.55% | 99.83% | 99.78% | 99.60% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |
| Т5 | 99.00% | 99.81% | 99.84% | 99.84% | 99.80% | 99.86% | 99.74% | 99.89% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

Jul-13

£0

£0

£0

£0

Jun-13 £0

£0

£0

£0

Aug-13

£0

£0

£0

fO

Sep-13

£0

£0

£0

£0

Oct-13

£0

£0

£0

f

| D: | | |
|------|---------|--|
| Pler | service | |

| Pier service | | | | | | | | Pier servic | е | |
|--------------|--------|--------|--------|--------|--------|--------|--------|-------------|--------|--------|
| | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 |
| T1 | 98.42% | 98.45% | 98.48% | 98.53% | 98.59% | 98.61% | 98.61% | T1 | £0 | £0 |
| Т3 | 96.34% | 96.37% | 96.39% | 96.46% | 96.53% | 96.59% | 0.00% | Т3 | £0 | £0 |
| Т4 | 99.73% | 99.74% | 99.74% | 99.74% | 99.73% | 99.76% | 99.77% | Т4 | £0 | £0 |
| Т5 | 92.08% | 91.89% | 91.75% | 91.55% | 91.41% | 91.31% | 91.12% | Т5 | £0 | £0 |
| T1 target | 91.67% | 91.67% | 92.04% | 92.44% | 92.82% | 93.19% | 93.52% | | | |
| T3 target | 94.83% | 94.91% | 95.00% | 95.00% | 95.00% | 95.00% | 95.00% | | | |
| T4 target | 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% | | | |

TTS - % time one car available

| TTS - % t | ime one car | available | | | | | | | TTS - % Bo | oth | | | | | | |
|-----------|-------------|-----------|--------|---------|--------|--------|--------|--------|------------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| Т5 | 99.00% | 99.54% | 99.80% | 100.00% | 99.97% | 99.90% | 99.93% | 99.93% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 |

TTS - % time two cars available

| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-1 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T5 | 97.00% | 99.24% | 99.12% | 99.86% | 99.63% | 99.51% | 99.37% | 99.559 |

| Arrivals R | Arrivals Reclaims | | | | | | | | Arrivals Reclaims | | | | | | | | |
|------------|-------------------|--------|--------|--------|--------|--------|--------|--------|-------------------|--------|--------|--------|--------|--------|--------|--------|--|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | |
| T1 | 99.00% | 99.57% | 99.69% | 99.59% | 99.72% | 99.62% | 99.44% | 99.60% | T1 | £0 | £0 | £0 | £0 | £0 | £0 | £0 | |
| Т3 | 99.00% | 99.82% | 99.72% | 99.76% | 99.72% | 99.80% | 99.70% | 99.87% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 | |
| Т4 | 99.00% | 99.77% | 99.79% | 99.79% | 99.72% | 99.80% | 99.59% | 99.32% | Т4 | £0 | £0 | £0 | £0 | £0 | £0 | £0 | |
| Т5 | 99.00% | 99.80% | 99.81% | 99.78% | 99.76% | 99.67% | 99.67% | 99.83% | T5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 | |

| Pre-conditioned air | | | | | | | | Pre-condition | tioned air | | | | | | | | | | | | | |
|---------------------|--------|---------|--------|---------|--------|--------|----------------|---------------|------------|--------|--------|--------|--------|--------|--------|--------|--|--|--|--|--|--|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | | | | | |
| Т3 | 98.00% | 100.00% | 99.82% | 100.00% | 98.92% | 99.70% | 99.98% | 100.00% | Т3 | £0 | £0 | £0 | £0 | £0 | £0 | £0 | | | | | | |
| T5 | 98.00% | 99.49% | 99.04% | 99.37% | 99.14% | 99.51% | 99. 72% | 99.60% | Т5 | £0 | £0 | £0 | £0 | £0 | £0 | £0 | | | | | | |

| Aerodrome congestion Aerodrome congestion | | | | | | | | | | | | | | | | |
|---|--------|--------|--------|--------|--------|--------|--------|--------|-----|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 | | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| All | N/A | All | N/A |

Monthly performance - reported only

Cleanliness - Month

| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 3.9 | 4.2 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 |
| Т3 | 3.9 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 |
| Т4 | 3.9 | 4.0 | 4.2 | 4.2 | 4.2 | 4.1 | 4.1 | 4.0 |
| T5 | 3.9 | 4.2 | 4.3 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 |

Wayfinding - Month

| | 5 | | | | | | | |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
| T1 | 4.0 | 4.2 | 4.2 | 4.1 | 4.1 | 4.1 | 4.1 | 4.1 |
| Т3 | 4.0 | 4.1 | 4.2 | 4.1 | 4.2 | 4.2 | 4.1 | 4.2 |
| T4 | 4.0 | 4.0 | 4.2 | 4.1 | 4.2 | 4.1 | 4.2 | 4.1 |
| Т5 | 4.0 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 | 4.2 |

Flight information - Month

| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 4.2 | 4.3 | 4.3 | 4.4 | 4.3 | 4.3 | 4.2 | 4.2 |
| Т3 | 4.2 | 4.4 | 4.4 | 4.3 | 4.4 | 4.5 | 4.4 | 4.4 |
| T4 | 4.2 | 4.3 | 4.3 | 4.3 | 4.3 | 4.2 | 4.3 | 4.1 |
| T5 | 4.2 | 4.4 | 4.3 | 4.3 | 4.4 | 4.3 | 4.2 | 4.3 |

Departure lounge seat availability - Month

C 0

| | Target | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
|----|--------|--------|--------|--------|--------|--------|--------|--------|
| T1 | 3.8 | 4.2 | 4.2 | 4.3 | 4.1 | 4.0 | 4.1 | 4.0 |
| Т3 | 3.8 | 3.9 | 4.0 | 3.7 | 3.8 | 3.9 | 4.0 | 3.9 |
| T4 | 3.8 | 4.2 | 4.3 | 4.1 | 4.2 | 4.2 | 4.2 | 4.0 |
| T5 | 3.8 | 4.0 | 4.0 | 3.9 | 3.9 | 3.9 | 3.9 | 3.9 |

Pier service - Month

| | Apr-13 | May-13 | Jun-13 | Jul-13 | Aug-13 | Sep-13 | Oct-13 |
|----|--------|--------|--------|--------|--------|--------|--------|
| T1 | 98.93% | 98.67% | 98.32% | 98.31% | 99.09% | 98.97% | 98.88% |
| Т3 | 96.76% | 96.50% | 97.16% | 97.19% | 96.97% | 96.55% | 0.00% |
| Т4 | 99.75% | 99.81% | 99.72% | 99.68% | 99.75% | 99.84% | 99.81% |
| Т5 | 91.11% | 90.64% | 91.35% | 90.58% | 90.96% | 91.00% | 90.55% |

How are we performing?

KEY TO PERFORMANCE Terminal Terminal Terminal Terminal B **TARGET** TARGET BELOW TARGET ACHIEVED 5 Cleanliness 4 **Overall cleanliness 3.9** 4.1 4.0 3.9 4.2 4.2 **3.9** 4.1 4.1 **3.9 4.1 4.1** 3 of the terminal YEARLY MONTHLY As rated by 1= extremely poor and 5= excellent YEARLY MONTHLY YEARLY MONTHLY YEARLY MONTHLY 5 Wayfinding 4 4.0 4.2 4.2 4.2 4.2 Ease of finding your way 4.0 4.2 4.1 **4.0** 4.1 4.1 around our airport 3

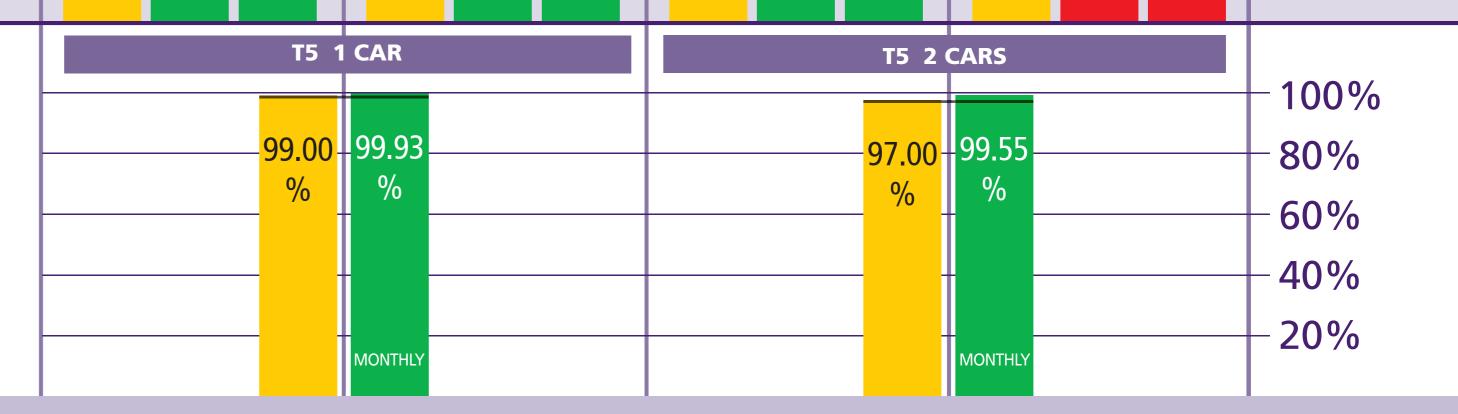
| As rated by 1= extremely poor and 5= excellent | | YEARLY | MONTHLY | | YEARLY | MONTHLY | | YEARLY | MONTHLY | + | YEARLY | MONTHLY | - 1 |
|---|-----|---------------|------------|--------|----------------------|----------------|-------|----------------------|------------|-------|----------------------|----------------|--|
| Flight InfoAccuracy and ease of finding flight informationAs rated by 1= extremely poor and 5= excellent | 4.2 | 4.3 YEARLY | 4.2 | 4.2 | 4.4 YEARLY | 4.4 MONTHLY | 4.2 | 4.3 Yearly | 4.1 | 4.2 | 4.3 YEARLY | 4.3 Monthly | -5 -4 -3 -2 -1 |
| Departure Lounge Seat Availability Ease of finding a seat As rated by 1= extremely poor and 5= excellent | 3.8 | | 4.0 | 3.8 | - | 3.9 Monthly | 3.8 | | 4.0 | 3.8 | 4.0 YEARLY | 3.9 | - 5 - 4 - 3 - 2 - 1 |
| Figure 1Figure 1Figure 2Figure 2< | - % | % | 98.88 % | 95.00% | % | 96.55 % | 95.00 | % | 99.81 % | 95.00 | 91.12 % YEARLY | 90.55 % | - 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



October 2013

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How are we performing?

KEY TO PERFORMANCE Terminal Terminal Terminal Terminal B **TARGET** TARGET **BELOW** ACHIEVED TARGET 100% **Security waiting** 80% time 5 mins 95.00 95.44 95.00 95.62 95.00 95.00 90.02 82.58 % % % % % % 60% % % queue < 5mins 40% 20% Based on 15min time periods measured MONTHLY MONTHLY MONTHLY MONTHLY 100% **Security waiting** -<mark>99.00-</mark>95.12 99.00-99.59 99.00-99.88 -<mark>99.00</mark>-<mark>98.73</mark> time 10 mins 80% % % % % % % % % 60% queue < 10mins 40%

Based on 15min time periods measured



Security waiting time for transfer passengers queue < 10mins

Based on 15min time periods measured



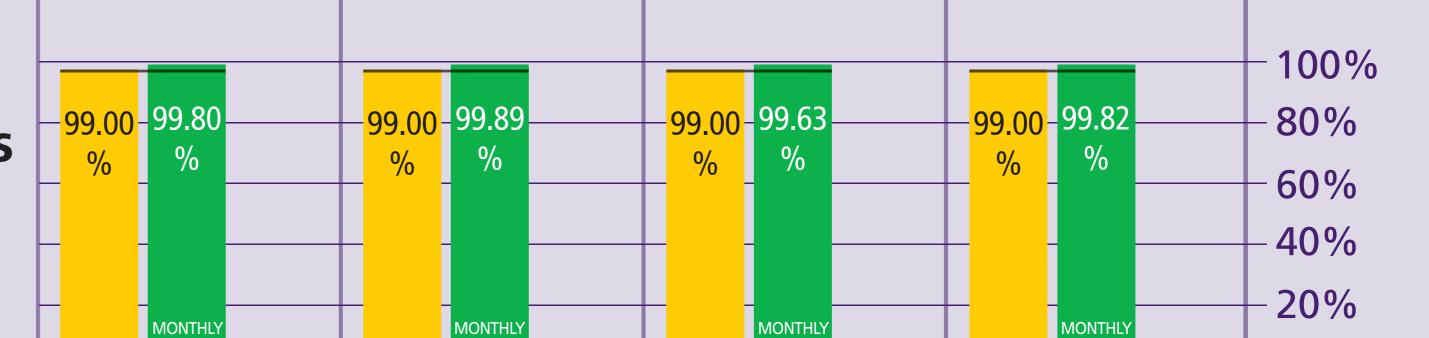
Lifts, escalators & passenger conveyors Service availability





Lifts, escalators & passenger conveyors (passenger critical)

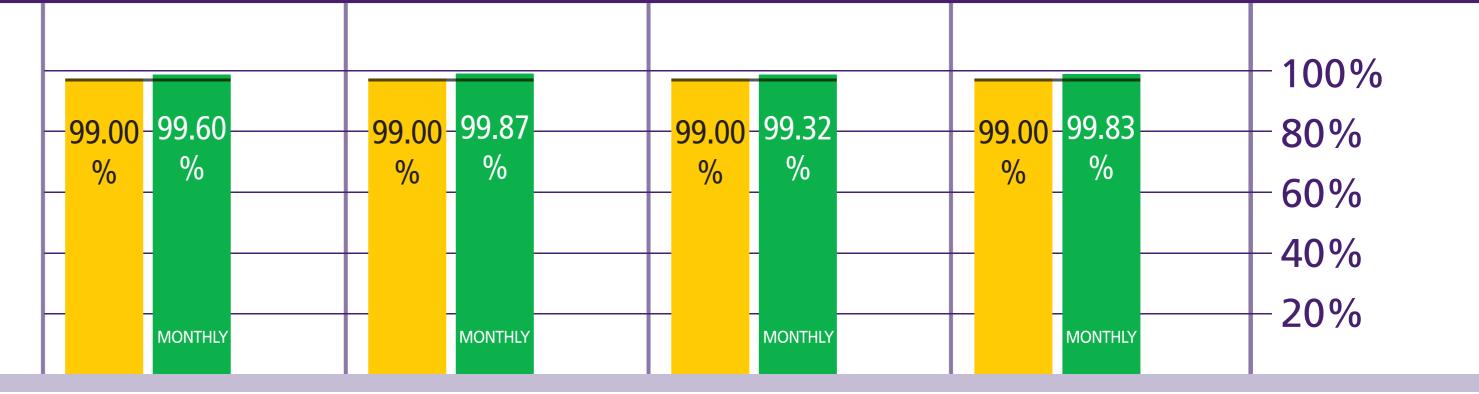
Service availability





Arrivals Reclaim

Service availability



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October 2013

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How are we performing?

October 2013

| KEY TO MONTHLY PERFORMANCE TARGET TARGET BELOW TARGET ACHIEVED TARGET | 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. | 93.52 % 98.61 98.88 % % | | 95.00 % 99.77 % 99.81 % | 95.00 % 91.12 % 90.55 % ¥EARLY MONTHLY | - 100% - 80% - 60% - 40% - 20% |
| STAND AVAILABILITY Service Availability | -99.00 % % | 99.00 % 90.73 % | 99.00 % 99.60 % | 99.00 % 99.89 % | - 100% - 80% - 60% - 40% - 20% |
| FIXED ELECTRICAL GROUND POWER Service Availability | -99.00 % % | 99.00 % 99.72 % | 99.00 % % | 99.00 % 99.93 % | - 100% - 80% - 60% - 40% - 20% |
| STAND ENTRY GUIDANCE Service Availability | -99.00 % % | 99.00 % % | 99.00 - 100 % | 99.00 % 99.88 % | - 100% - 80% - 60% - 40% - 20% |
| ARRIVALS RECLAIM (Baggage carousels) Service Availability | -99.00 % -99.60 % | 99.00 % 99.87 % | 99.00 % 99.32 % | 99.00 % 99.83 % | - 100% - 80% - 60% - 40% - 20% |
| AERODROME CONGESTION TERM The scheme by which third parties are compensated for material events which impacted the airfield | £0k AUG 13 | £0k SEP 13 | с f (ост 1 | 0 k - £0 3 | k |



Making every journey better

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