

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	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	96.80%	95.00%	Yes	0	1,078,905	3	
Central security queues - Times queue = 10 minutes	99.91%	99.00%	Yes	U	1,076,903	3	
Passenger sensitive equipment (general)	99.82%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.69%	99.00%	Yes	0	0	0	
Stands	99.92%	99.00%	Yes	0	0	0	
Jetties	99.52%	99.00%	Yes	0	0	0	
FEGP	100.00%	99.00%	Yes	0	0	0	
Stand entry guidance	99.99%	99.00%	Yes	0	0	0	
Transfer search	98.99%	95.00%	Yes	0	0	0	
Staff search	99.54%	95.00%	Yes	0	0	0	
Control posts search	97.79%	95.00%	Yes	0	0	0	
Pier service	98.67%	94.40%	Yes	0	0	0	
Total				0	1,078,905	3	

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		Jar		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	93.04%	95.00%	No	0	2 406 656	9		
Central security queues - Times queue = 10 minutes	98.29%	99.00%	No	U	3,406,656	9		
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0		
Passenger sensitive equipment (priority)	99.89%	99.00%	Yes	0	0	0		
Arrivals reclaim (baggage carousels)	99.88%	99.00%	Yes	0	0	0		
Stands	99.88%	99.00%	Yes	0	0	0		
Jetties	99.75%	99.00%	Yes	0	0	0		
FEGP	99.84%	99.00%	Yes	0	0	0		
Pre-conditioned air	99.87%	98.00%	Yes	N/A	N/A	0		
Stand entry guidance	99.96%	99.00%	Yes	0	0	0		
Transfer search	95.94%	95.00%	Yes	0	280,127	1		
Staff search	100.00%	95.00%	Yes	0	0	0		
Control posts search	97.79%	95.00%	Yes	0	0	0		
Pier service +	96.72%	94.00%	Yes	0	0	0		
				0	3,686,783	10		

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		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	95.53%	95.00%	Yes	0	0	0	
Central security queues - Times queue = 10 minutes	99.82%	99.00%	Yes	U	· ·		
Passenger sensitive equipment (general)	99.85%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.76%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.91%	99.00%	Yes	0	0	0	
Stands	99.92%	99.00%	Yes	0	0	0	
Jetties	99.49%	99.00%	Yes	0	0	0	
FEGP	99.92%	99.00%	Yes	0	0	0	
Stand entry guidance	100.00%	99.00%	Yes	0	0	0	
Transfer search	97.63%	95.00%	Yes	0	0	0	
Staff search	99.98%	95.00%	Yes	0	0	0	
Control posts search	97.79%	95.00%	Yes	0	0	0	
Pier service	99.78%	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		Jar	า-14		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	4.3	4.2	Yes	0	0	0	
Central security queues - Times queue <5 minutes	95.83%	95.00%	Yes	0	4 455 010	6	
Central security queues - Times queue = 10 minutes	99.79%	99.00%	Yes	0	4,455,912		
Passenger sensitive equipment (general)	99.79%	99.00%	Yes	0	0	0	
Passenger sensitive equipment (priority)	99.77%	99.00%	Yes	0	0	0	
Arrivals reclaim (baggage carousels)	99.84%	99.00%	Yes	0	0	0	
Stands	99.88%	99.00%	Yes	0	0	0	
Jetties	99.77%	99.00%	Yes	0	0	0	
FEGP	99.93%	99.00%	Yes	0	0	0	
Pre-conditioned air	99.80%	98.00%	Yes	N/A	N/A	0	
Stand entry guidance	99.99%	99.00%	Yes	0	0	0	
Transfer search	97.93%	95.00%	Yes	0	323,227	1	
Staff search	98.03%	95.00%	Yes	0	0	0	
Control posts search	97.79%	95.00%	Yes	0	0	0	
Pier service	90.83%	95.00%	No	0	0	10	
Transit system - % time one car available	99.76%	99.00%	Yes	0	0	0	
Transit system - % time two cars available	98.40%	97.00%	Yes				
Total				0	4,779,139	17	

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.



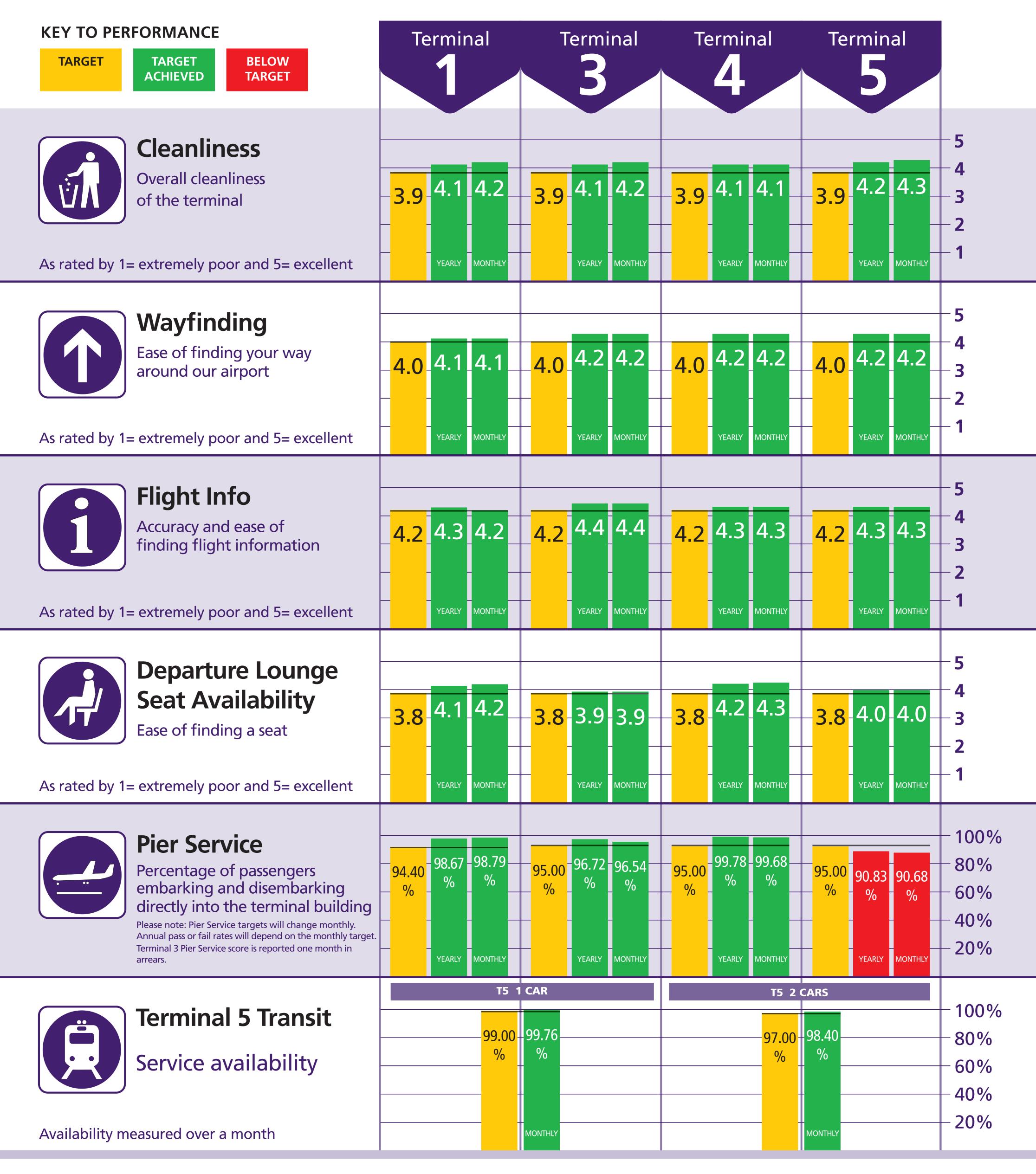
Aerodrome Congestion Term	Jar	า-14		Year	tc	date *
	Rebate due	Rebate	£	Rebate	£	Number of rebates
Aerodrome Congestion Term	No	0		121,9	88	1
Total				121,9	88	1

NOTE: * year is April 2013 to March 2014

Making eve		ney bette			Perform	nance										£I	Rebates					
1 3 3 3 4 3	arget 3.9 3.9 3.9	Apr-13 4.1 4.1 4.1	May-13 4.1 4.1 4.1	Jun-13 4.1 4.1 4.1	Jul-13 4.1 4.1 4.1	Aug-13 4.1 4.1 4.1	Sep-13 4.1 4.1 4.1	Oct-13 4.1 4.1 4.1	Nov-13 4.1 4.1 4.1	Dec-13 4.1 4.1 4.1	4.1 4.1 4.1	Cleanlines 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 £0	Dec-13 £0 £0 £0	Jan-14 £0 £0
Tayfinding Ta	3.9 arget 4.0 4.0	Apr-13 4.1 4.2	May-13 4.1 4.2	Jun-13 4.1 4.2	Jul-13 4.1 4.2	Aug-13 4.1 4.2	Sep-13 4.1 4.2	Oct-13 4.1 4.2	Nov-13 4.1 4.2	Dec-13 4.1 4.2	Jan-14 4.1 4.2	Wayfindin T1 T3 T4	£0 Apr-13 £0 £0 £0	May-13 f0 f0	Jun-13 £0 £0	Jul-13 £0 £0 £0	Aug-13 £0 £0	Sep-13 £0 £0	Oct-13 £0 £0 £0 £0 £0	Nov-13 £0 £0	Dec-13 f0 f0	Jan-14 £0 £0
light informat	4.0 4.0 tion arget 4.2 4.2	4.2 4.2 Apr-13 4.3 4.4	4.2 4.2 May-13 4.3 4.4	4.2 4.2 Jun-13 4.3 4.4	4.2 4.2 Jul-13	4.2 4.2 Aug-13 4.3	Sep-13 4.3	4.2 4.2 Oct-13 4.3 4.4	4.2 4.2 Nov-13 4.3 4.4	Dec-13 4.3	Jan-14 4.3	Flight info	£0	May-13 f0 f0	f0 f0 Jun-13 f0 f0	Jul-13 £0 £0	£0 £0 Aug-13 £0 £0	\$ep-13 £0 £0	Oct-13 f0 f0	10 10 Nov-13 10 10	£0 £0 Dec-13 £0 £0	Jan-14 f()
eparture loun	4.2 4.2	4.3 4.4	4.3 4.4	4.3 4.4 Jun-13	4.3 4.4 Jul-13	4.3 4.4 Aug-13	4.3 4.3 Sep-13	4.3 4.3	4.3 4.3 Nov-13		4.3 4.3 Jan-14	T4 T5 Departure	f0 f0 f0 lounge seat a Apr-13	£0	f0 f0 f0	f0 f0 f0	£0 £0 £0	f0 f0 f0	f0 f0 f0 Oct-13	f0 f0 f0 Nov-13	£0 £0 Dec-13	f(f(Jan-14
SA queues - 1	3.8 3.8 3.8	3.8 4.2 4.0	3.8 4.2 4.0	3.8 4.2	3.8 4.2 4.0	3.9 4.2 4.0	3.9 4.2 4.0 Sep-13	3.9 4.2 4.0 Oct-13	3.9 4.2 4.0 Nov-13	3.9	3.9 4.2 4.0	T3 T4 T5 CSA queu	£0 £0 £0	f0 f0 f0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	f0 f0 f0 f0	£0 £0 £0	£0 £0 £0	f f f f
95 95 95	6.00% 6.00% 6.00% 6.00%	96.69% 93.67% 96.00% 96.12%	TBC TBC 95.07% 95.30%	95.07% 81.71% 95.19% 91.69%	93.36% 68.43% 95.25% 90.65%	95.37% 72.12% 95.67% 95.28%	89.76% 73.14% 95.71% 78.55%	95.44% 82.58% 95.62% 90.02%	95.31% 93.81% 95.33% 84.62%	91.06% 80.97% 95.25%	96.80%	T1 T3 T4 T5	£567,776 £0 £0	TBC TBC £0 £0	£0 £567,776 £0	£359,635	£0 £567,776 £0	£359,635 £567,776 £0	£0 £567,776 £0	£0 £0 £0	£359,635 £0 £0 £742,652	f f f
99 99 99 99	arget 0.00% 0.00% 0.00% 0.00%	Apr-13 99.90% 99.52% 99.71% 99.79%	May-13 99.49% 99.59% 99.59% 99.75%	Jun-13 99.81% 95.62% 99.86% 98.95%	Jul-13 99.65% 93.23% 99.82% 98.94%	Aug-13 99.84% 92.30% 99.77% 99.79%	Sep-13 99.31% 92.29% 99.67% 95.64%	Oct-13 99.88% 95.12% 99.59% 98.73%	Nov-13 99.86% 99.71% 99.67% 96.00%	Dec-13 98.94% 95.44% 99.40% 95.21%	99.91%											
95 95 95	eh erget 5.00% 5.00% 5.00%	Apr-13 98.19% 98.10% 99.62% 96.59%	May-13 96.87% 95.44% 95.48% 95.14%	Jun-13 96.00% 95.48% 95.25% 95.22%	Jul-13 95.58% 95.76% 95.92% 96.56%	Aug-13 95.76% 95.71% 97.63% 96.22%	Sep-13 96.24% 96.43% 97.84% 89.10%	Oct-13 97.33% 96.54% 97.82% 95.14%	Nov-13 97.67% 97.00% 96.96% 95.60%	Dec-13 95.90% 94.38% 95.26% 95.62%	98.99% 95.94% 97.63%	Transfer s T1 T3 T4 T5	### Apr-13 ### £0 #### £0 ### £0 ### £0 ### £0 ### £0 ### £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 £0	Dec-13 £0 £280,127 £0 £0	Jan-1 f f f
95 95 95	arget 0.00% 0.00% 0.00%	Apr-13 99.93% 99.86% 99.98% 96.74%	May-13 98.92% 100.00% 96.91% 95.08%	Jun-13 98.33% 100.00% 98.93% 95.21%	Jul-13 98.13% 99.91% 95.92% 95.35%	Aug-13 100.00% 99.95% 99.84% 96.33%	Sep-13 99.17% 100.00% 99.05% 95.14%	Oct-13 99.65% 100.00% 98.99% 95.95%	Nov-13 99.10% 100.00% 99.64% 95.47%	Dec-13 97.81% 100.00% 97.65% 95.87%	99.54% 100.00% 99.98%	Staff searce 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 f0 f0 f0 f0	Oct-13 £0 £0 £0 £0	Nov-13 £0 £0 £0 £0	Dec-13 £0 £0 £0 £0	Jan-1 f f f
ontrol posts s Ta 95	_	Apr-13 97.26% 97.26% 97.26%	May-13 96.09% 96.09% 96.09%	Jun-13 96.88% 96.88% 96.88%	Jul-13 96.61% 96.61% 96.61%	Aug-13 96.47% 96.47% 96.47%	Sep-13 95.46% 95.46% 95.46%	Oct-13 95.57% 95.57% 95.57%	Nov-13 95.63% 95.63% 95.63%	Dec-13 96.59% 96.59% 96.59%	Jan-14 97.79% 97.79%	Control po		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 £0	Dec-13 £0 £0 £0	Jan-1
E GP Ta	arget 0.00%	97.26% Apr-13 99.83% 99.72%	96.09% May-13 99.95% 99.78%	96.88% Jun-13 99.92% 99.83%	96.61% Jul-13 99.75% 99.50%	96.47% Aug-13 99.96% 99.81%	95.46% Sep-13 99.95% 99.89%	95.57% Oct-13 99.94% 99.72%	95.63% Nov-13 99.96% 99.83%	96.59% Dec-13 99.92% 99.56%	97.79% Jan-14 100.00% 99.84%	FEGP T1 T3	Apr-13 £0 £0	May-13 f0 f0	Jun-13 £0 £0	Jul-13 £0 £0	Aug-13 £0 £0	Sep-13 f0 f0	0ct-13 f0 f0	Nov-13 £0 £0	Dec-13 f0 f0	Jan-1
etties Ta	0.00% 0.00% 0.00%	99.95% 99.75% Apr-13 99.38%	99.96% 99.91% May-13 99.63%	99.93% 99.69% Jun-13 99.77%	99.89% 99.56% Jul-13 99.66%	99.97% 99.81% Aug-13 99.13%	99.89% 99.86% Sep-13 99.48%	99.97% 99.93% Oct-13 99.61%	99.96% 99.95% Nov-13 99.04%	99.95% 99.88% Dec-13 99.71%	99.52%	T1	4pr-13 f0	May-13	f0 f0 Jun-13	£0 £0 Jul-13	£0 £0 Aug-13	\$ep-13 f0	0ct-13 f0	10 £0 Nov-13 £0	E0 E0 Dec-13	Jan-1
99 99 SE (general) Ta	0.00% 0.00% 0.00% 0.00%	99.78% 99.37% 99.66% Apr-13	99.82% 99.63% 99.64% May-13	99.73% 99.51% 99.67% Jun-13	99.63% 99.17% 99.68% Jul-13	99.83% 99.45% 99.20% Aug-13 99.78%	99.78% 99.33% 99.47% Sep-13 99.85%	99.79% 99.46% 99.80% Oct-13 99.82%	99.80% 99.52% 99.63% Nov-13 99.74%	99.76% 99.74% 99.72% Dec-13 99.78%	99.75% 99.49% 99.77% Jan-14 99.82%	T3 T4 T5 PSE (gene	£0 £0 £0 ral)	f0 f0 f0 f0 May-13	£0 £0 £0	£0 £0 £0	£0 £0 £0 Aug-13	£0 £0 £0 Sep-13	f0 f0 f0 Oct-13	f0 f0 f0 Nov-13	£0 £0 £0 Dec-13	Jan-1
99 99 99 SE (priority)	0.00% 0.00% 0.00%	99.82% 99.61% 99.69% Apr-13	99.88% 99.68% 99.67% May-13	99.83% 99.71% 99.62%	99.84% 99.24% 99.70%	99.86% 99.82% 99.77% Aug-13	99.81% 99.74% 99.71% Sep-13	99.89% 99.74% 99.73% Oct-13	99.81% 99.84% 99.78% Nov-13	99.80% 99.73% 99.77%	99.80% 99.85% 99.79%	T3 T4 T5 PSE (prior	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	£0 £0 £0	f0 f0 f0 f0	£0 £0 £0	£0 £0 £0	Jan-:
99 99 99	0.00% 0.00% 0.00% 0.00%	99.73% 99.85% 99.72% 99.70%	99.66% 99.89% 99.75% 99.83%	99.80% 99.87% 99.89% 99.87%	99.82% 99.82% 99.85% 99.91%	99.40% 99.79% 99.80% 99.89%	99.69% 99.66% 99.76% 99.76%	99.80% 99.89% 99.63% 99.82%	99.84% 99.88% 99.67% 99.82%	99.75% 99.84% 99.80% 99.83%	99.81%	T1 T3 T4 T5 Stand enti	£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 £0 £0	f f f
99 99 99 99	0.00% 0.00% 0.00% 0.00%	Apr-13 99.99% 99.98% 100.00% 99.99%	May-13 100.00% 99.96% 100.00% 99.97%	Jun-13 99.98% 99.94% 99.99% 99.99%	Jul-13 99.82% 100.00% 99.98% 99.96%	Aug-13 99.94% 99.99% 99.91% 99.99%	Sep-13 100.00% 99.97% 99.93% 100.00%	Oct-13 99.91% 99.75% 100.00% 99.88%	Nov-13 99.98% 99.94% 99.99% 99.98%	Dec-13 100.00% 99.97% 100.00% 99.99%	Jan-14 99.99% 99.96% 100.00% 99.99%	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	£0 £0 £0 £0 £0	Sep-13 £0 £0 £0 £0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	f0 f0 f0 f0 f0	Jan-:
99 99 99	arget 0.00% 0.00% 0.00%	Apr-13 99.60% 99.64% 99.55% 99.81%	May-13 99.78% 99.79% 99.08% 99.84%	Jun-13 99.94% 99.79% 99.74% 99.84%	Jul-13 99.90% 99.81% 99.55% 99.80%	Aug-13 99.88% 99.86% 99.83% 99.86%	Sep-13 99.80% 99.78% 99.78% 99.74%	Oct-13 99.72% 99.73% 99.60% 99.89%	Nov-13 99.92% 99.84% 99.82% 99.81%	Dec-13 99.91% 99.88% 99.86% 99.85%	Jan-14 99.92% 99.88% 99.92% 99.88%	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 £0	Dec-13 £0 £0 £0 £0	Jan-
er service		Apr-13 98.42% 96.34% 99.73%	May-13 98.45% 96.37% 99.74% 91.89%	Jun-13 98.48% 96.39% 99.74%	Jul-13 98.53% 96.46% 99.74% 91.55%	Aug-13 98.59% 96.53% 99.73% 91.41%	Sep-13 98.61% 96.59% 99.76% 91.31%	Oct-13 98.61% 96.67% 99.77% 91.12%	Nov-13 98.61% 96.68% 99.77% 91.01%	Dec-13 98.64% 96.72% 99.79%	Jan-14 98.67% 0.00% 99.78% 90.83%	T1 T3 T4 T5	£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 £0	Dec-13 £0 £0 £0 £0	Jan-:
target target target target	ne car av	91.67% 94.83% 95.00% 95.00%	91.67% 94.91% 95.00% 95.00%	92.04% 95.00% 95.00% 95.00%	92.44% 95.00% 95.00% 95.00%	92.82% 95.00% 95.00% 95.00%	93.19% 95.00% 95.00% 95.00%	93.52% 95.00% 95.00% 95.00%	93.82% 95.00% 95.00% 95.00%	94.12% 95.00% 95.00% 95.00%	94.40% 95.00% 95.00% 95.00%	TTS - % Bo	-1	10	10							
99 S - % time tw Ta	vo cars a	Apr-13 99.54% available Apr-13 99.24%	May-13 99.80% May-13 99.12%	Jun-13 100.00% Jun-13 99.86%	Jul-13 99.97% Jul-13 99.63%	Aug-13 99.90% Aug-13 99.51%	Sep-13 99.93% Sep-13 99.37%	99.93%	Nov-13 99.93% Nov-13 99.47%	Dec-13 99.93% Dec-13 99.44%	99. 76 % Jan-14	T5	Apr-13 £0	May-13 £0	Jun-13 £0	Jul-13 £0	Aug-13 £0	Sep-13 £0	Oct-13 £0	Nov-13 £0	Dec-13 £0	Jan-1
99 99 99	0.00% 0.00% 0.00%	Apr-13 99.57% 99.82% 99.77%	May-13 99.69% 99.72% 99.79%	Jun-13 99.59% 99.76% 99.79%	Jul-13 99.72% 99.72% 99.72%	Aug-13 99.62% 99.80% 99.80%	Sep-13 99.44% 99.70% 99.59%	Oct-13 99.60% 99.87% 99.32%	Nov-13 99.59% 99.78% 99.76%	Dec-13 99.43% 99.63% 99.84%	99.69% 99.88% 99.91%	T1 T3 T4	Apr-13 £0 £0 £0	May-13 £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 £0	Dec-13 £0 £0 £0	Jan-
e-conditione Ta	ed air erget 3.00%	99.80% Apr-13 100.00% 99.49%	99.81% May-13 99.82% 99.04%	Jun-13 100.00% 99.37%	99.76% Jul-13 98.92% 99.14%	99.67% Aug-13 99.70% 99.51%	99.67% Sep-13 99.98% 99.72%	99.83% Oct-13 100.00% 99.60%	99.88% Nov-13 99.84% 99.54%	99.83% Dec-13 99.32% 99.77%	99.87%	Pre-condit	ioned air Apr-13 £0 £0	May-13 f0 f0	Jun-13 £0 £0	Jul-13 £0 £0	£0 Aug-13 £0 £0	Sep-13 f0 f0	Oct-13 £0 £0	Nov-13 £0 £0	Dec-13 £0 £0	Jan-:
	arget N/A	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 N/A	Dec-13 N/A	Jan-14 N/A	Aerodrom	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 N/A	Dec-13 N/A	Jan-1 N/A
eanliness - N		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		4.2 4.2 4.1											
ayfinding - M Ta	3.9 lonth arget 4.0 4.0	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	Sep-13 4.1 4.1	4.1 4.2	Nov-13 4.1 4.2	Dec-13 4.1 4.2	Jan-14 4.1 4.2											
ight informat	arget 4.2	Apr-13 4.3	4.2 4.2 May-13 4.3	Jun-13 4.4	4.2 4.2 Jul-13 4.3	4.1 4.2 Aug-13 4.3	4.2 4.2 Sep-13 4.2	0ct-13 4.2	4.2 4.2 Nov-13 4.3	Dec-13 4.3	Jan-14 4.2											
eparture loun	arget	Apr-13	May-13	4.3 4.3 Jun-13	4.4 4.3 4.4 Jul-13	4.5 4.2 4.3 Aug-13	4.4 4.3 4.2 Sep-13		4.3 4.2 4.4 Nov-13	4.3 4.4 Dec-13	4.3 4.3 Jan-14											
3	3.8 3.8 3.8 3.8 Month	4.2 3.9 4.2 4.0	4.2 4.0 4.3 4.0	4.3 3.7 4.1 3.9	4.1 3.8 4.2 3.9	4.0 3.9 4.2 3.9	4.2 3.9	4.0 3.9 4.0 3.9	4.2 4.0 4.2 4.0	4.2	3.9 4.3 4.0											
		Apr-13 98.93% 96.76% 99.75% 91.11%	May-13 98.67% 96.50% 99.81% 90.64%	Jun-13 98.32% 97.16% 99.72% 91.35%	Jul-13 98.31% 97.19% 99.68% 90.58%	Aug-13 99.09% 96.97% 99.75% 90.96%	Sep-13 98.97% 96.55% 99.84% 91.00%	Oct-13 98.88% 96.87% 99.81% 90.55%	Nov-13 98.29% 96.13% 99.86% 89.66%	Dec-13 98.85% 96.54% 99.89% 89.70%	98.79% 0.00% 99.68%											

How are we performing?

January 2014

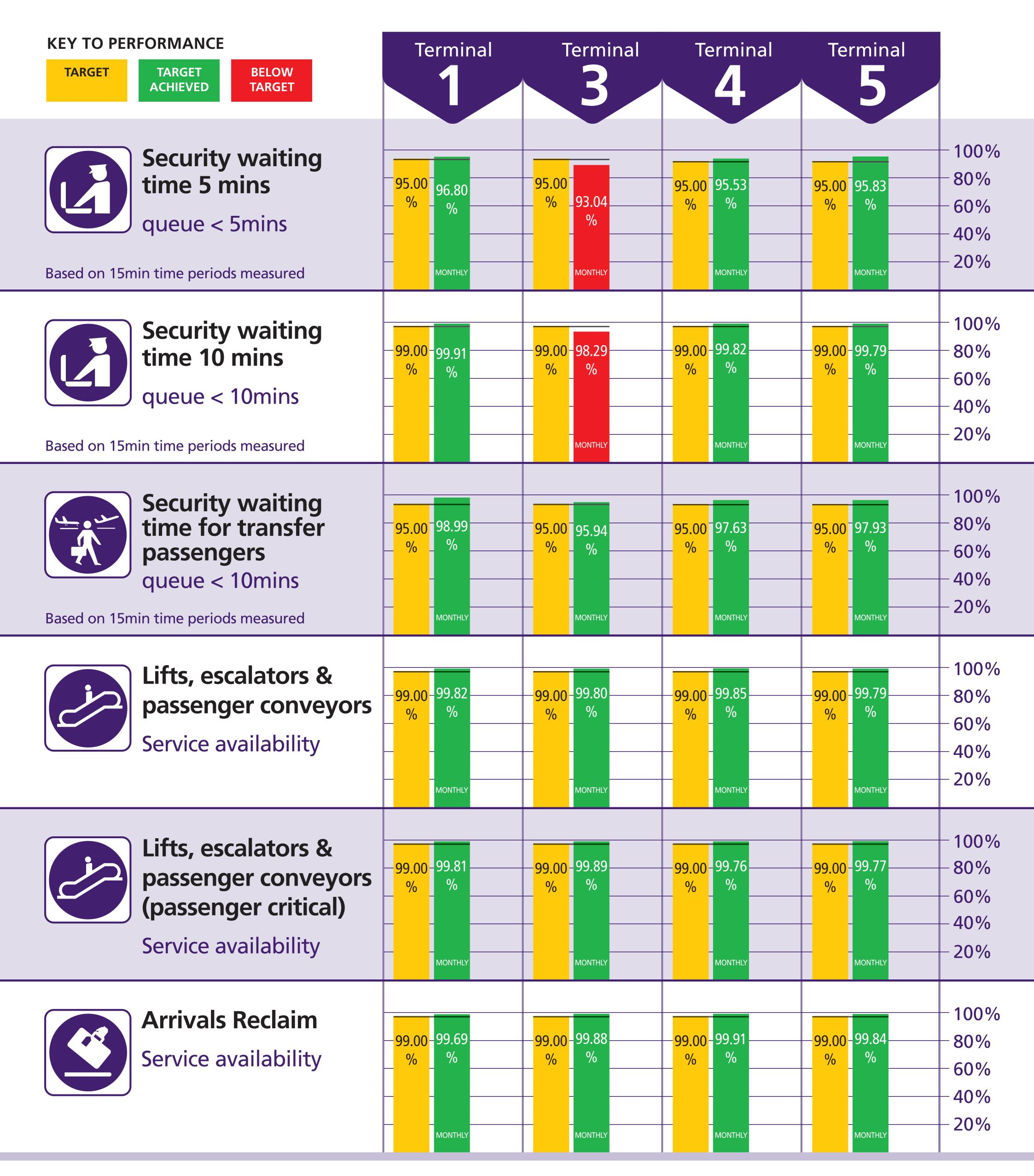


We welcome your feedback: heathrowcustomerfeedback@baa.com



How are we performing?

January 2014



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