

Heathrow Performance Report

Service Quality Rebate and Bonus - August 2016

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Printed: 19 September 2016



Heathrow Performance Report August 2016

Heathrow
Making every journey bette

99.07%

Descenses Experience and Comise Level Desfermance												
Passenger Experience and Service Level Perform	T2	Т3	T4	Т5								
Departure lounge seat availability Ease of finding a seat	4.41	4.12	4.37	4.06								
Cleanliness Overall cleanliness of the terminal	4.44	4.17	4.22	4.30								
Wayfinding Ease of finding your way around the airport	4.32	4.22	4.27	4.24								
Flight information Accuracy and ease of finding flight information	4.44	4.37	4.40	4.38								
Wi-fi Ease of using WiFi	4.21	4.12	4.23	4.10								
Security Passenger satisfaction	4.30	4.24	4.22	4.16								
CSA queues - Times queue <5 minutes Based on 15min time periods measured	96.45%	98.16%	96.73%	98.04%								
CSA queues - Times queue <10 minutes Based on 15min time periods measured	99.95%	100%	100%	99.98%								
Staff search Based on 15min time periods measured	99.21%	100%	100%	95.62%								
Transfer Search Based on 15min time periods measured	97.65%	98.94%	98.81%	98.58%								
	СТА	Cargo	EastSide	Т5	SouthSide							
Control Post Security Search	98.91%	97.54%	98.59%	98.33%	97.69%							

Service Level Performance				Making every	The same of the same of
Service Level refrontiance	T2	Т3	T4	T5	ALL
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.76%	99.41%	99.80%	99.63%	
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.68%	99.38%	99.90%	99.79%	
Stands Availability of stands	99.82%	99.84%	99.92%	99.78%	
FEGP Availability ofFixed Electrical Ground Power	99.98%	99.96%	99.99%	99.99%	
Jetties Availability of Air-Bridges	99.94%	99.85%	99.81%	99.76%	
PCA Availability of Pre-conditioned Air	99.89%	99.91%		99.50%	
SEGs	99.98%	99.92%	100%	99.96%	
Pier Service % Pier served passengers	99.79%	97.72%	99.94%	90.65%	
Arrivals Reclaims Bag reclaim belts availability	99.46%	99.22%	99.92%	99.89%	
Aerodrome congestion					
TTS - One car Track Transit System - one car availability				99.83%	

Financial Report- Bonus and Rebates

TTS - Two cars

Track Transit System - % time two cars available

				Reb	oates:					
			Aug -	- 2016				YTD		
	T2	Т3	Т4	T5	Campus		mated bate		mated bate	Total Failures
Departure lounge seat availability						£	-	£	-	0
Cleanliness	\bigcirc					£	-	£	-	0
Wayfinding	\bigcirc	\bigcirc	\bigcirc			£	-	£	-	0
Flight information	\bigcirc		\bigcirc			£	-	£	-	0
CSA Queues - Both	\bigcirc	\bigcirc	\bigcirc			£	-	£	-	0
Staff Search	\bigcirc	\bigcirc	\bigcirc			£	-	£	-	0
Transfer search	\bigcirc	\bigcirc	\bigcirc			£	-	£	-	0
Passenger Sensitive Equipment (General)		\bigcirc	\bigcirc			£	-	£	-	0
Passenger Sensitive Equipment (Priority)	\bigcirc	\bigcirc	\bigcirc			£	-	£	-	0
Stands		\bigcirc	\bigcirc			£	-	£	-	0
FEGP	\bigcirc	\bigcirc	\bigcirc	\bigcirc		£	-	£	-	0
Jetties						£	-	£	-	0
Pre-conditioned air	\bigcirc					£	-	£	-	0
Stand entry guidance	\bigcirc	\bigcirc	\bigcirc			£	-	£	-	0
Pier Service	\bigcirc					£	-	£	-	0
Arrivals reclaims	\bigcirc					£	-	£	-	0
Control Posts Search					\bigcirc	£	-	£	-	0
Aerodrome Congestion					\bigcirc	£	-	£	-	0
					Total	f	-	£	-	0

	Bonuses:										
		Y.	TD								
Lower Threshold	Upper Threshold	T2	Т3	T4	Т5	Estimated Bonus	Estimated Bonus	Total Pass			
4.10	4.50	4.41	4.12	4.37	4.06	£ -	£ -	0			
4.20	4.50	4.44	4.17	4.22	4.30	£-	£ -	0			
4.20	4.50	4.32	4.22	4.27	4.24	£ 33,613	£ 201,679	7			
4.40	4.70	4.44	4.37	4.40	4.38	£ -	£ -	0			
					Total	£ 33,613	£ 201,679	7			

Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
Financial year is from January 2016 - December 2016

Credit Notes:

Terminal 2 Performance Report August 2016 **Passenger Experience and Service Level Performance Service Level Performance** Target Aug-16 vs. Jul-16 Target Aug-16 **Departure lounge** PSE (General) 4.30 seat availability 3.80 4.41 0.00 **99.76% △**0.14% 4.10 99.00% Ease of finding a seat Availability of Passenger 3.90 Sensitive Equipment (General) 3 70 4.50 100% PSE (Priority) 4.30 Cleanliness 4.00 4.44 **a** 0.01 99.00% **99.68% △**0.30% Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 4.50 4.40 Wayfinding Stands 4.30 4.10 4.32 **a** 0.01 **99.82% ~**-0.09% Ease of finding your way Availability of stands 4.20 around the airport 4.10 4.40 İFEGP Flight information 4.30 4.44 0.00 99.00% **99.98% ~**-0.02% Availability Fixed Electrical Accuracy and ease of finding 4.30 **Ground Power** flight information 4.50 **Jetties** Wi-fi Ease of u 4.30 **a** 0.03 **99.94% ~**-0.03% Ease of using WiFi Availability of Air-Bridges 4.50 100% 4.40 Security 4.30 4.30 0.00 99.89% **▽**-0.04% 98.00% Availability of Pre-Conditioned assenger satisfaction 4.20 4.10 4 00 97% 100% CSA queues - Times SEGs 95.00% **96.45**% **△**0.37% 99.00% **99.98% ~**-0.02% queue <5 minutes Availability of Stand entry Based on 15min time periods guidance 94% 98% measured 100% 100% CSA queues - Times Pier Service **99.95% △**0.04% 99.79% 0.00% 95.00% 99% queue <10 minutes % Pier served passengers 96% Based on 15min time periods 94% measured 100% Staff search Arrivals reclaims **99.46**% **1.35**% 95.00% **99.21% △**0.10% 99.00% Bag reclaim belts availability Based on 15min time periods 96% 100% 98% Transfer Search

97.65%

~0.46%

Terminal 2 Performance Report August 2016

Financial Report - Bonus and Rebates



Rebates:

		Aug - 2016	Year-	to-Date	
	Target Achieved	Estimated Rebate	Estimated Rel	nata	umber of failures
Departure lounge seat availability	⊘	£ -	£	-	0
Cleanliness		£ -	£	-	0
Wayfinding		£ -	£	-	0
Flight information		£ -	£	-	0
CSA queues - Both		£ -	£	-	0
Staff search		£ -	£	-	0
Transfer search		£ -	£	-	0
PSE (General)		£ -	£	-	0
PSE (Priority)	⊘	£ -	£	-	0
Stands		£ -	£	-	0
FEGP		£ -	£	-	0
Jetties		£ -	£	-	0
PCA	⊘	£ -	£	-	0
SEGs		£ -	£	-	0
Pier Service		£ -	£	-	0
Arrivals reclaims	⊘	£ -	£	-	0
		£ -	£	-	0

Bonuses:

				Aug - 2016			Year-to-Date							
		Lower Upper		Lower Upper ,		Lower Upper		Lower Upper Actual E		Estimated Bonus (All		Estimated Bonus (All		Number of
	Measure	Threshol	Threshol	Terminals)		Terminals)		Bonus						
Departure lounge seat availability	MAT	4.10	4.50	4.41	£	-	£	-	0					
Cleanliness	MAT	4.20	4.50	4.44	£	-	£	-	0					
Wayfinding	MAT	4.20	4.50	4.32	£	33,613	£	201,679	7					
Flight information	MAT	4.40	4.70	4.44	£	-	£	-	0					
					£	33,613	£	201,679	7					

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.

Financial year is from January 2016 - December 2016

Bonus: All business units must exceed Lower Threshold.

Terminal 3 Performance Report August 2016 **Passenger Experience and Service Level Performance Service Level Performance** Target Aug-16 vs. Jul-16 Target Aug-16 vs. Jul-16 **Departure lounge** PSE (General) seat availability 3.80 4.12 ▼-0.03 **99.41% ~**-0.07% 4.10 99.00% Ease of finding a seat Availability of Passenger 3.90 Sensitive Equipment (General) 3 70 4.50 100% PSE (Priority) 4.30 Cleanliness 4.00 0.00 4.17 99.00% **99.38**% **~**-0.05% Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 4.50 100% 4.40 Wayfinding 4.30 4.10 4.22 0.00 **99.84% ~**-0.07% Ease of finding your way Availability of stands 4.20 around the airport 4.10 FEGP Flight information 4.30 4.37 **▽** -0.01 99.00% 99.96% 0.00% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.50 Jetties Wi-fi Ease of using WiFi 4.30 4.12 0.00 **99.85% △**0.08% Availability of Air-Bridges 4.50 100% 4.40 PCA Security 4.30 **99.91% ~**-0.07% **▽** -0.01 4.24 98.00% Availability of Pre-Conditioned assenger satisfaction 4.20 4 10 4 00 97% 100% CSA queues - Times SEGs 95.00% **98.16% △**1.57% 99.00% **99.92% ~**-0.07% queue <5 minutes Availability of Stand entry Based on 15min time periods guidance 94% measured 100% CSA queues - Times Pier Service 99.00% 100% **△**0.14% **97.72% ~**-0.16% 99% 93.55% queue <10 minutes % Pier served passengers 95% Based on 15min time periods 93% measured 100% 98% Staff search Arrivals reclaims 100% **99.22% △**1.20% 95.00% 0.00% 99.00% Based on 15min time periods Bag reclaim belts availability 96% 100%

Transfer Search

98%

△0.92%

98.94%

Terminal 3 Performance Report August 2016

Financial Report - Bonus and Rebates



Rebates:

		Aug - 2016	Year-	to-Date	
	Target Achieved	Estimated Rebate	Estimated Rel	nata	umber of failures
Departure lounge seat availability	⊘	£ -	£	-	0
Cleanliness		£ -	£	-	0
Wayfinding		£ -	£	-	0
Flight information		£ -	£	-	0
CSA queues - Both		£ -	£	-	0
Staff search		£ -	£	-	0
Transfer search		£ -	£	-	0
PSE (General)		£ -	£	-	0
PSE (Priority)	⊘	£ -	£	-	0
Stands		£ -	£	-	0
FEGP		£ -	£	-	0
Jetties		£ -	£	-	0
PCA	⊘	£ -	£	-	0
SEGs		£ -	£	-	0
Pier Service		£ -	£	-	0
Arrivals reclaims	⊘	£ -	£	-	0
		£ -	£	-	0

Bonuses:

				Aug - 2016			Year-to-Date		
		Lower	Upper Actual		Estimated Bonus (Al		Estimated Bonus (All		Number of
	Measure	Threshol	Threshol	Actual	Terminals)		Terminals)		Bonus
Departure lounge seat availability	MAT	4.10	4.50	4.12	£	-	£	-	0
Cleanliness	MAT	4.20	4.50	4.17	£	-	£	-	0
Wayfinding	MAT	4.20	4.50	4.22	£	33,613	£	201,679	7
Flight information	MAT	4.40	4.70	4.37	£	-	£	-	0
					£	33,613	£	201,679	7

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.

Financial year is from January 2016 - December 2016

Bonus: All business units must exceed Lower Threshold.

Terminal 4 Performance Report August 2016 **Passenger Experience and Service Level Performance Service Level Performance** Target Aug-16 vs. Jul-16 Target Aug-16 vs. Jul-16 **Departure lounge** PSE (General) 4.30 seat availability 3.80 4.37 **99.80% △**0.25% **a** 0.01 4.10 99.00% Ease of finding a seat Availability of Passenger 3.90 Sensitive Equipment (General) 3 70 4.50 100% PSE (Priority) 4.30 Cleanliness 4.00 4.22 **a** 0.02 99.00% **99.90% △**0.05% Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 4.50 4.40 Wayfinding 4.30 4.10 4.27 **a** 0.01 **99.92% △**0.06% Ease of finding your way Availability of stands 4.20 around the airport 4.10 4.40 | Flight information FEGP 4.30 4.40 **99.99% △**0.03% **0.01** 99.00% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.50 Jetties Wi-fi Ease of using WiFi **a** 0.01 **99.81% △**0.08% Availability of Air-Bridges 4.10 4.50 4.40 PCA Security 4.30 **4.22 △** 0.02 Availability of Pre-Conditioned assenger satisfaction 4.20 4 10 100% CSA queues - Times SEGs 95.00% **96.73% △**0.97% 99.00% 100% **0.03%** queue <5 minutes Availability of Stand entry Based on 15min time periods !auidance 94% measured 100% 1009 CSA queues - Times Pier Service 99.00% 100% **_**0.23% **99.94% ~**-0.01% 95.00% queue <10 minutes % Pier served passengers 96% Based on 15min time periods 94% measured 100% Staff search Arrivals reclaims **99.92% 1.15%** 95.00% 100% **△**1.20% 99.00% Based on 15min time periods Bag reclaim belts availability 96% 100% 98% Transfer Search 98.81% △0.04%

94%

Terminal 4 Performance Report August 2016

Financial Report - Bonus and Rebates



Rebates:

Cleanliness Image: Cleanliness of the content of t			Aug - 2016	Year-to-Date		
Cleanliness f - f - 0 Wayfinding f - f - 0 Flight information f - f - 0 CSA queues - Both f - f - f - 0 Staff search f - f - f - 0			Estimated Rebate	Estin	nated Rebate	
Wayfinding	Departure lounge seat availability	\bigcirc	£ -	£	-	0
Flight information Image: search of the content of	Cleanliness		£ -	£	-	0
CSA queues - Both ∅ £ - £ - 0 Staff search ∅ £ - £ - 0 Transfer search ∅ £ - £ - 0 PSE (General) ∅ £ - £ - 0 PSE (Priority) ∅ £ - £ - 0 Stands ∅ £ - £ - 0 FEGP ∅ £ - £ - £ - 0 Jetties ∅ £ - £ - £ - 0 PCA Ø £ - £ - £ - 0 SEGs ∅ £ - £ - £ - 0 Pier Service ∅ £ - £ - £ - 0 Arrivals reclaims ∅ £ - £ - £ - 0	Wayfinding		£ -	£	-	0
Staff search ∅ f - f - 0 Transfer search ∅ f - f - 0 PSE (General) ∅ f - f - 0 PSE (Priority) ∅ f - f - 0 Stands ∅ f - f - 0 FEGP ∅ f - f - 0 Jetties ∅ f - f - 0 PCA SEGs ∅ f - f - 0 Pier Service ∅ f - f - 0 Arrivals reclaims ∅ f - f - 0	Flight information		£ -	£	-	0
Transfer search	CSA queues - Both		£ -	£	-	0
PSE (General) ②	Staff search		£ -	£	-	0
PSE (Priority) ②	Transfer search		£ -	£	-	0
Stands	PSE (General)		£ -	£	-	0
FEGP Ø £ - £ - 0 Jetties Ø £ - £ - 0 PCA V £ - £ - 0 SEGs Ø £ - £ - 0 Pier Service Ø £ - £ - 0 Arrivals reclaims Ø £ - £ - 0	PSE (Priority)		£ -	£	-	0
Jetties ✓ £ - £ - 0 PCA SEGs ✓ £ - £ - 0 Pier Service ✓ £ - £ - 0 Arrivals reclaims ✓ £ - £ - 0	Stands		£ -	£	-	0
PCA SEGs ②	FEGP		£ -	£	-	0
SEGs Image: service of the control	Jetties		£ -	£	-	0
Pier Service Image: Control of the contro	PCA					
Arrivals reclaims f - f - 0	SEGs		£ -	£	-	0
	Pier Service		£ -	£	-	0
f - f - 0	Arrivals reclaims		f -	£	-	0
			£ -	£	-	0

Bonuses:

					Aug - 2016			Year-to-Date			
		Lower		Jpper Actual		per Actual		nated Bonus	Esti	mated Bonus	Number of
	Measure	Threshol	Threshol	Actual	(All Terminals)		(All Terminals)		Bonuses		
Departure lounge seat availability	MAT	4.10	4.50	4.37	£	-	£	-	0		
Cleanliness	MAT	4.20	4.50	4.22	£	-	£	-	0		
Wayfinding	MAT	4.20	4.50	4.27	£	33,613	£	201,679	7		
Flight information	MAT	4.40	4.70	4.40	£	-	£	-	0		
					£	33,613	£	201,679	7		

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.

Financial year is from January 2016 - December 2016

Bonus: All business units must exceed Lower Threshold.

Terminal 5 Performance Report August 2016 **Passenger Experience and Service Level Performance Service Level Performance** Target Aug-16 vs. Jul-16 Target Aug-16 vs. Jul-16 **Departure lounge** PSE (General) seat availability 3.80 4.06 **a** 0.01 4.10 99.00% **99.63% △**0.18% Ease of finding a seat Availability of Passenger 3.90 Sensitive Equipment (General) 3 70 4.50 100% PSE (Priority) 4.30 Cleanliness 4.00 4.30 **a** 0.01 99.00% **99.79% △**0.26% Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 4.50 4.40 **Wayfinding** 4.30 4.10 4.24 **a** 0.01 **99.78% ~**-0.13% Ease of finding your way Availability of stands 4.20 around the airport 4.10 4.50 4.40 Flight information 4.30 4.38 **0.01 99.99% △**0.02% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.50 Jetties Wi-fi Ease of u 4.30 **a** 0.01 **99.76% △**0.11% Ease of using WiFi Availability of Air-Bridges 4.10 4.50 4.40 PCA Security 4.30 99.50% **a** 0.02 **▽**-0.25% 98.00% assenger satisfaction 4.20 Availability of Pre-Conditioned 4 10 97% 100% CSA queues - Times SEGs 95.00% **98.04% △**2.16% **99.96% ~**-0.03% queue <5 minutes Availability of Stand entry Based on 15min time periods !auidance 94% measured 100% 100% 98% CSA queues - Times Pier Service **99.98% △**0.07% **90.65% △**0.04% 94% queue <10 minutes % Pier served passengers 92% Based on 15min time periods measured 100% 98% Staff search Arrivals reclaims 95.62% **▽**-0.38% 99.00% **99.89% 1.65%** Bag reclaim belts availability Based on 15min time periods 100% 98% TTS - One car Transfer Search 98.58% **△**0.34% **99.83% ~**-0.15% Track Transit System - one car 94% 99% TTS - Two cars 99.07% **▽**-0.78% 97.00% Track Transit System - % time 97% Itwo cars available

Terminal 5 Performance Report August 2016

Financial Report - Bonus and Rebates



Rebates:

		Aug - 2016		Year-to-D	ate
	Target Achieved	Estimated Reba	te	Estimated Rebate	Number of failures
Departure lounge seat availability		£	-	£ -	0
Cleanliness		£		£ -	0
Wayfinding		£		£ -	0
Flight information		£		£ -	0
CSA queues - Both		£		£ -	0
Staff search		£		£ -	0
Transfer search		£		£ -	0
PSE (General)		£	•	£ -	0
PSE (Priority)		£		£ -	0
Stands		£	•	£ -	0
FEGP		£		£ -	0
Jetties		£	•	£ -	0
PCA		£		£ -	0
SEGs		£	.	£ -	0
Pier Service					
Arrivals reclaims		£		£ -	0
		£		£ -	0

Bonuses:

				Aug - 2016			Year-to-Date		
		Lower	Upper	Actual	Estimated Bonus (All		Estimated Bonus (All		Number of
	Measure	Threshol	Threshol	Terminals)		Terminals)		Bonus	
Departure lounge seat availability	MAT	4.10	4.50	4.06	£	-	£	-	0
Cleanliness	MAT	4.20	4.50	4.30	£	-	£	-	0
Wayfinding	MAT	4.20	4.50	4.24	£	33,613	£	201,679	7
Flight information	MAT	4.40	4.70	4.38	£	-	£	-	0
					£	33,613	£	201,679	7

Credit Notes

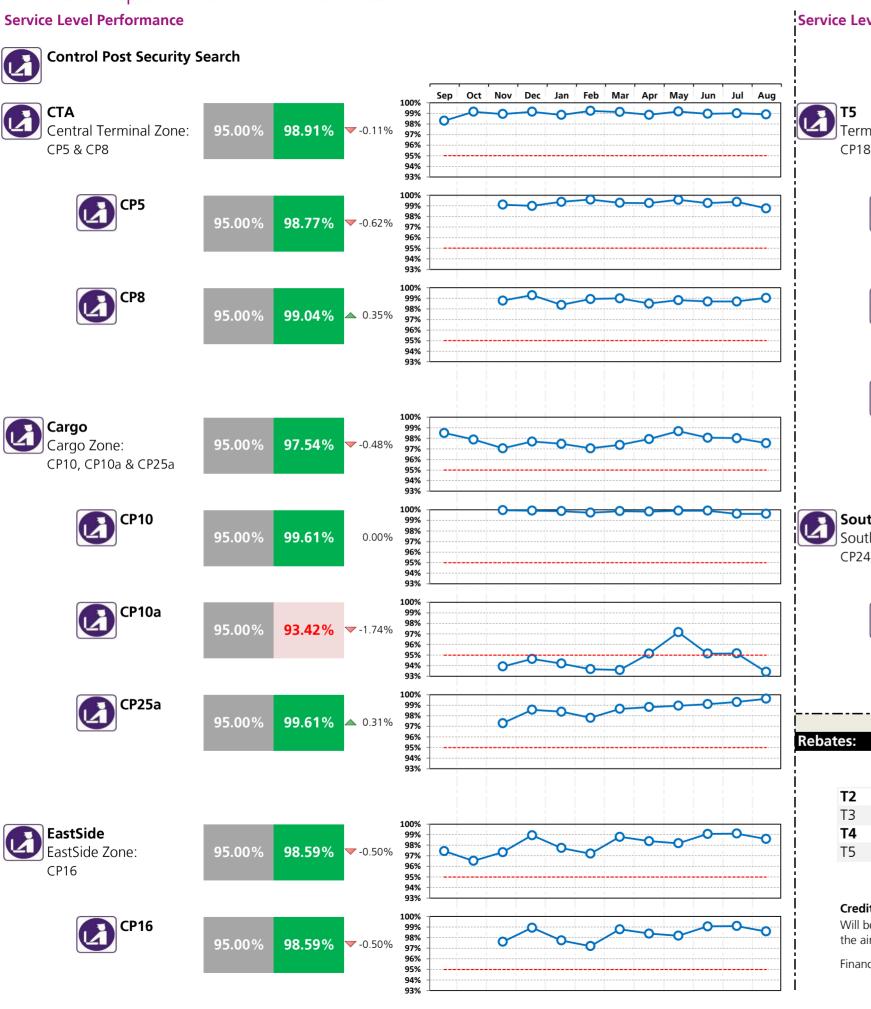
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Financial year is from January 2016 - December 2016

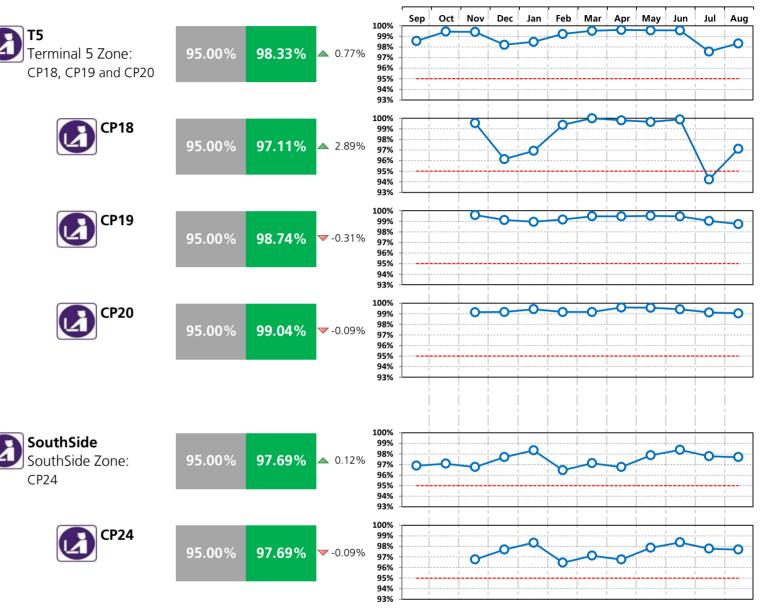
Bonus: All business units must exceed Lower Threshold.

Campus Performance Report August 2016

Financial Report - Bonus and Rebates



Service Level Performance



	Financial Rep	port							
ebates:	Aug - 2016				Year-To-Date				
	Target Achieved		mated bate		mated bate	Number of failures			
T2		£	-	£	-	0			
T3		£	-	£	-	0			
T4		£	-	£	-	0			
T5		£	-	£	-	0			
		£	-	£	-	0			

Cradit Natası

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.

Financial year is from January 2016 - December 2016

Heathrey Making every journey better