# Heathrow - Service Quality Rebate and bonus report Workbook

January

Eduardo Teixeira, Integrated Planning & Performance Analyst APOC Printed : Friday 19 February 2016





Heathrow Terminal 2		Ja	n-16		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.38	3.80	Yes	0	0	0
Cleanliness	4.41	4.00	Yes	0	0	0
Wayfinding	4.28	4.10	Yes	0	0	0
Flight information	4.42	4.30	Yes	0	0	0
Security	4.26	n/a		n/a	n/a	n/a
Wi-fi	4.17	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	98.06%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	100.00%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.52%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.56%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.62%	99.00%	Yes	0	0	0
Stands	99.83%	99.00%	Yes	0	0	0
Jetties	99.95%	99.00%	Yes	0	0	0
FEGP	99.99%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	98.48%	95.00%	Yes	0	0	0
Staff search	99.26%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service +	99.71%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: \* year is January 2016 to December 2016

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		Ja	n-16		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.22	3.80	Yes	0	0	0
Cleanliness	4.18	4.00	Yes	0	0	0
Wayfinding	4.23	4.10	Yes	0	0	0
Flight information	4.38	4.30	Yes	0	0	0
Security	4.22	n/a		n/a	n/a	n/a
Wi-fi	4.14	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.28%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.80%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.81%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.55%	99.00%	Yes	0	0	0
Stands	99.75%	99.00%	Yes	0	0	0
Jetties	99.77%	99.00%	Yes	0	0	0
FEGP	99.85%	99.00%	Yes	0	0	0
Pre-conditioned air	100.00%	98.00%	Yes	0	0	0
Stand entry guidance	99.98%	99.00%	Yes	0	0	0
Transfer search	98.34%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	98.79%	94.29%	Yes	0	0	0
Total				0	0	0

NOTE: \* year is January 2016 to December 2016

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 4		Ja	n-16		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.34	3.80	Yes	0	0	0
Cleanliness	4.18	4.00	Yes	0	0	0
Wayfinding	4.28	4.10	Yes	0	0	0
Flight information	4.35	4.30	Yes	0	0	0
Security	4.15	n/a		n/a	n/a	n/a
Wi-fi	4.24	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.88%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.91%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.61%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.40%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.82%	99.00%	Yes	0	0	0
Stands	99.69%	99.00%	Yes	0	0	0
Jetties	99.75%	99.00%	Yes	0	0	0
FEGP	100.00%	99.00%	Yes	0	0	0
Stand entry guidance	100.00%	99.00%	Yes	0	0	0
Transfer search	99.10%	95.00%	Yes	0	0	0
Staff search	99.95%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Pier service	99.95%	95.00%	Yes	0	0	0
Total				0	0	0

NOTE: \* year is January 2016 to December 2016

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		Ja	n-16		Year to	date *
	Actual	Target	Target	Rebate £	Rebate £	Number
			achieved			of
						failures
Departure lounge seat availability	4.07	3.80	Yes	0	0	0
Cleanliness	4.28	4.00	Yes	0	0	0
Wayfinding	4.20	4.10	Yes	0	0	0
Flight information	4.33	4.30	Yes	0	0	0
Security	4.09	n/a		n/a	n/a	n/a
Wi-fi	4.08	n/a		n/a	n/a	n/a
Central security queues - Times queue <5 minutes	97.40%	95.00%	Yes	0	0	0
Central security queues - Times queue < 10 minutes	99.93%	99.00%	Yes	0	0	0
Passenger sensitive equipment (general)	99.57%	99.00%	Yes	0	0	0
Passenger sensitive equipment (priority)	99.67%	99.00%	Yes	0	0	0
Arrivals reclaim (baggage carousels)	99.92%	99.00%	Yes	0	0	0
Stands	99.85%	99.00%	Yes	0	0	0
Jetties	99.69%	99.00%	Yes	0	0	0
FEGP	99.96%	99.00%	Yes	0	0	0
Pre-conditioned air	99.81%	98.00%	Yes	0	0	0
Stand entry guidance	99.68%	99.00%	Yes	0	0	0
Transfer search	97.71%	95.00%	Yes	0	0	0
Staff search	95.81%	95.00%	Yes	0	0	0
Control posts search	95.46%	95.00%	Yes	0	0	0
Transit system - % time one car available	100.00%	99.00%	Yes	0	0	0
Transit system - % time two cars available	99.30%	97.00%	Yes	0		0
Total				0	0	0

NOTE: \* year is January 2016 to December 2016

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.



Control Post Groups		Ja	n-16		Year to date *		
	Actual	Target	Target achieved	Rebate	Rebate £	Number of failures	
CTA	98.86%	95.00%	Yes				
Cargo	97.49%	95.00%	Yes				
Eastside	95.46%	95.00%	Yes				
Southside	98.34%	95.00%	Yes				
Terminal 5	98.48%	95.00%	Yes				
Control Post Groups - lowest actual result	95.46%	95.00%	Yes	0	0	0	

NOTE: \* year is January 2016 to December 2016



Aerodrome Congestion Term	Jan	-16	Year to date <sup>3</sup>		
	Rebate due	Rebate £	Rebate	£	Number of rebates
Aerodrome Congestion Term	No	0		0	0
Total		0		0	0

NOTE: \* year is January 2016 to December 2016

#### Heathrow Making every journey better

						Perform	ance												fRe	ebates						
																			210	coutes						
Cleanliness	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Cleanlines	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	4.00	4.41	160-10	Wai-10	Api-10	Way-10	Jun-To	501-10	Aug-10	Sep-10	000-10	1107-10	Dec-10	T2	£0	f0	f0	f0	£0	£0	£0	£0	f0	£0	£0	£0
Т3	4.00	4.18												T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£O	£0
T4 T5	4.00 4.00	4.18 4.28												T4 T5	£0 f0	£0 £0	£0 £0	£0 £0	£0 £0	£0 f0	£0 £0	£0 £0	£0 £0	£0 £0	£0 f0	£0 £0
15	4.00	4.20												15	10	10	10	10	10	10	10	10	10	10	10	10
Wayfinding	Townst	lan 1C	Feb-16	Mar-16	Amr 10	May 10	Jun-16	Jul-16	Aug 10	Cam 10	Oct 10	Nov-16	Dec 10	Wayfindin	-	Feb-16	Mar-16	Amr 10	May 10	lum 1C	Jul-16	Aug 10	Can 1C	Oct-16	Neu 10	Dec-16
T2	Target 4.10	Jan-16 4.28	Feb-16	IVId1-10	Apr-16	May-16	Jun-16	Jui-10	Aug-16	Sep-16	Oct-16	1107-10	Dec-16	T2	Jan-16 £0	feb-16 £0	f0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 £0	Aug-16 £0	Sep-16 £0	0ct-16 £0	Nov-16 I £0	f0
Т3	4.10	4.23												ТЗ	£0	£0	£0	£O	£O	£0	£O	£0	£O	£0	£O	£0
T4 T5	4.10 4.10	4.28 4.20												T4 T5	£0 £0	£0 f0	£0 £0	£0 £0	£0 £0	£0 £0	£0	£0	£0	£0 £0	£0 £0	£0 £0
15	4.10	4.20												15	IU	ĨŪ	IU	EU	ĨŪ	ĨŪ	IU	IU	IU	IU	IU	IU
Flight inforn		lan 1C	Eab 1C	Max 1C	Amr 10	May 10	lum 1C	Jul 10	Aug 10	Cam 10	Oct 10	Neu 10	Dec 10	Flight info		Eab 1C	Max 1C	Amr 10	May 10	lum 1C	Jul 10	Aug 10	Cam 1C	Oct 10	Neu 1C	Dec 1C
T2	Target 4.30	Jan-16 4.42	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	T2	Jan-16 £0	Feb-16 £0	Mar-16 £0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 £0	Aug-16 £0	Sep-16 £0	Oct-16 £0	Nov-16 I £0	Dec-16 £0
ТЗ	4.30	4.38												ТЗ	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£O	£0
T4 TE	4.30	4.35												T4 T5	£0	£0 f0	£0	£0	£0	£0 f0	£0 £0	£0 £0	£0	£0 f0	£0	£0
T5	4.30	4.33												15	£O	£U	£O	£0	£O	£U	£U	±Ο	£U	£U	£O	£0
Departure lo	-		5.1. A.C.	M. 10	A	M. 10	h., 10	1.1.4.6	A 4 C	C 4 C	0	N. 4-	D. 16	Departure	lounge seat		M. 40	A., 10	Manuac	hun del	L.L.A.C.	A., 4=	<b>C C C</b>	0 + 16	Nordel	D
T2	Target 3.80	Jan-16 4.38	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	T2	Jan-16 £0	Feb-16 £0	Mar-16 £0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 f0	Aug-16 £0	Sep-16 f0	Oct-16 £0	Nov-16 I £0	Dec-16 £0
T3	3.80	4.22												T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	3.80	4.34												T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	3.80	4.07												T5	£0	£0	£0	£0	fO	£O	£0	£O	£U	£O	£0	£O
Security														Security												
T2	Target 0.00	Jan-16 4.26	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	T2	Jan-16 £0	Feb-16 £0	Mar-16 £0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 f0	Aug-16 £0	Sep-16	Oct-16 £0	Nov-16 I £0	Dec-16 £0
T3	0.00	4.20												T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	0.00	4.15												T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	0.00	4.09												T5	£0	£O	£0	£0	£O	£O	£O	£O	£0	£O	£0	£O
Wi-fi														Wi-fi												
T2	Target 0.00	Jan-16 4.17	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Т2	Jan-16 £0	Feb-16 £0	Mar-16 £0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 f0	Aug-16 £0	Sep-16	Oct-16 £0	Nov-16 I £0	Dec-16 £0
T3	0.00	4.14												T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	0.00	4.24												Τ4	£0	£0	£0	£0	£O	£0	£0	£0	£0	£0	£0	£0
T5	0.00	4.08												T5	£0	£O	£0	£0	£0	£O	£O	£O	£0	£O	fO	£0
CSA queues	-													CSA queue												
T2	Target 95.00%	Jan-16 98.06%	Feb-16 0.00%	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%	T2	Jan-16 £0	Feb-16 £0	Mar-16 £0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 £0	Aug-16 £0	Sep-16 f0	Oct-16 £0	Nov-16 I £0	Dec-16 £0
T3	95.00%	97.28%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	T3	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4	95.00%	97.88%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	T4	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5	95.00%	97.40%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	T5	£0	£O	£0	£0	£0	£O	£U	£O	£U	£O	£O	fO
CSA queues																										
T2	Target 99.00%	Jan-16	Feb-16 0.00%	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%													
T3	99.00%	99.91%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%													
T4	99.00%	99.91%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%														
T5	99.00%	99.93%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%													
Transfer sea					· · ·									Transfer se									· · ·			
T2	Target 95.00%	Jan-16 98.48%	Feb-16 0.00%	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%	Т2	Jan-16 £0	Feb-16 £0	Mar-16 £0	Apr-16 £0	May-16 £0	Jun-16 £0	Jul-16 £0	Aug-16 £0	Sep-16 f0	Oct-16 £0	Nov-16 I £0	Dec-16 £0
T3	95.00% 95.00%	98.48% 98.34%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	T2 T3	£0 £0	£0 £0	£0 £0	£0 £0	£0	£0 £0	£0 £0	f0 f0	£0 £0	£0 £0	£0	£0 £0
Т4	95.00%	99.10%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	Τ4	£0	£0	£0	£O	£O	£0	£O	£0	£O	£0	£0	£0
T5	95.00%	97.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	Т5	£O	£O	£O	£O	£0	£0	£O	£O	£O	£0	£O	£O

						Perform	nance						
Staff sea													
T2	Target 95.00%	Jan-16 99.26%	Feb-16 0.00%	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%
T3	95.00%	99.95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Т4	95.00%	99.95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	95.00%	95.81%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Control p	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	95.00%	95.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Т3	95.00%	95.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T4	95.00%	95.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	95.00%	95.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Control p	posts search	lan 16	Feb-16	Mar-16	Apr 16	May 16	lup 16	Jul-16	Aug 16	Con 16	Oct 16	Nov-16	Dec-16
СТА	Target 95.00%	Jan-16 98.86%	0.00%	0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	0.00%	0.00%
Cargo	95.00%	97.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Eastside	95.00%	95.46%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Southside		98.34%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	95.00%	98.48%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
EGP													
	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	99.00%	99.99%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T3	99.00%	99.85%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Г4 Г5	99.00% 99.00%	100.00% 99.96%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%
	55.0070	55.5070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070
etties			F.1 - 4	M 10	A. 4-1	M. 4-1	1. c.e.	11.44	A. 15	c	0.145	N. and	D. 17
T2	Target 99.00%	Jan-16 99.95%	Feb-16 0.00%	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%
12 T3	99.00% 99.00%	99.95% 99.77%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T4	99.00%	99.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
г5	99.00%	99.69%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
DCE /~	(aral)												
PSE (gen	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	99.00%	99.52%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Т3	99.00%	99.80%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T4	99.00%	99.61%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	99.00%	99.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
PSE (prio	ority)												
	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	99.00%	99.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T3 T4	99.00% 99.00%	99.81% 99.40%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%
T5	99.00%	99.67%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Stand en	try guidance Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	99.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T3	99.00%	99.98%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T4	99.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5	99.00%	99.68%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Stands													
	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	99.00%	99.83%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T3	99.00%	99.75%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T4 T5	99.00% 99.00%	99.69% 99.85%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%
5	55.00%	55.6370	0.00%	0.00%	0.00%	0.00%	0.0070	0.00%	0.00%	0.0070	0.0070	0.00%	0.00%
Pier servi	ice			<u></u>	,	,			<u> </u>	<u> </u>	<u> </u>		
тэ	_	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2 T3		99.74% 98.79%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%
13 [4		98.79% 99.95%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	1		0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070
rts - % t	time one car		Tel 40	M 4C	A	Maria	10- 40	L.L.A.C.	A	Se- 40	0-140	Neute	Derite
T5	Target 99.00%	Jan-16 100.00%	Feb-16 0.00%	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%
	55.0070		0.0070	0.0070	0.0070	0.00 /0	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070	0.0070
ттс 0/ +		s available	- · · ·										
113 - 70 נ			Feb-16	Mar-16 0.00%	Apr-16 0.00%	May-16 0.00%	Jun-16 0.00%	Jul-16 0.00%	Aug-16 0.00%	Sep-16 0.00%	Oct-16 0.00%	Nov-16 0.00%	Dec-16 0.00%
	Target	Jan-16	0.000/		0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
		Jan-16 99.30%	0.00%	0.00%		•							
T5	Target 97.00%		0.00%	0.00%					·				
T5 Arrivals F	Target 97.00% Reclaims Target	99.30% Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T5 <b>Arrivals F</b> T2	Target 97.00% Reclaims Target 99.00%	99.30% Jan-16 99.62%	Feb-16 0.00%	Mar-16	Apr-16	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5 <b>Arrivals F</b> T2 T3	Target   97.00%   Reclaims   Target   99.00%   99.00%	99.30% Jan-16 99.62% 99.55%	Feb-16 0.00% 0.00%	Mar-16 0.00% 0.00%	Apr-16 0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%	0.00% 0.00%
T5 <b>Arrivals F</b> T2 T3 T4	Target 97.00% Reclaims Target 99.00%	99.30% Jan-16 99.62%	Feb-16 0.00%	Mar-16	Apr-16	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T5 Arrivals F T2 T3 T4 T5	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%	99.30% Jan-16 99.62% 99.55% 99.82%	Feb-16 0.00% 0.00% 0.00%	Mar-16 0.00% 0.00% 0.00%	Apr-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%	0.00% 0.00% 0.00%
T5 <b>Arrivals F</b> T2 T3 T4 T5	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   1ditioned air	99.30% Jan-16 99.62% 99.55% 99.82% 99.92%	Feb-16 0.00% 0.00% 0.00% 0.00%	Mar-16 0.00% 0.00% 0.00% 0.00%	Apr-16 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%
T5 Arrivals F T2 T3 T4 T5 Pre-condi	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   1000000000000000000000000000000000000	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16	Feb-16 0.00% 0.00% 0.00% Feb-16	Mar-16 0.00% 0.00% 0.00% 0.00% Mar-16	Apr-16 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% May-16	0.00% 0.00% 0.00% 0.00% Jun-16	0.00% 0.00% 0.00% 0.00% Jul-16	0.00% 0.00% 0.00% 0.00% Aug-16	0.00% 0.00% 0.00% 0.00% Sep-16	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Nov-16	0.00% 0.00% 0.00% 0.00% Dec-16
T5 Arrivals F T2 T3 T4 T5 Pre-condi T2	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16 100.00%	Feb-16 0.00% 0.00% 0.00% Feb-16 0.00%	Mar-16 0.00% 0.00% 0.00% Mar-16 0.00%	Apr-16 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% May-16 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Jul-16 0.00%	0.00% 0.00% 0.00% 0.00% Aug-16 0.00%	0.00% 0.00% 0.00% 0.00% Sep-16 0.00%	0.00% 0.00% 0.00% 0.00% Oct-16 0.00%	0.00% 0.00% 0.00% 0.00% Nov-16 0.00%	0.00% 0.00% 0.00% 0.00% Dec-16 0.00%
T5 Arrivals F T2 T3 T4 T5 Pre-condi T2 T3	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   1000000000000000000000000000000000000	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16	Feb-16 0.00% 0.00% 0.00% Feb-16	Mar-16 0.00% 0.00% 0.00% 0.00% Mar-16	Apr-16 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% May-16	0.00% 0.00% 0.00% 0.00% Jun-16	0.00% 0.00% 0.00% 0.00% Jul-16	0.00% 0.00% 0.00% 0.00% Aug-16	0.00% 0.00% 0.00% 0.00% Sep-16	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Nov-16	0.00% 0.00% 0.00% 0.00% Dec-16
T5 Arrivals F T2 T3 T4 T5 Pre-condi T2 T3 T4	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   99.00%   98.00%   98.00%	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16 100.00% 100.00%	Feb-16 0.00% 0.00% 0.00% Feb-16 0.00% 0.00%	Mar-16 0.00% 0.00% 0.00% Mar-16 0.00% 0.00%	Apr-16 0.00% 0.00% 0.00% 0.00% Apr-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% May-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Jul-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Aug-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Sep-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Oct-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Nov-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Dec-16 0.00% 0.00%
T5 Arrivals F T2 T3 T4 T5 Pre-condi T2 T3 T4 T5	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   98.00%   0.00%   98.00%   0.00%   98.00%   98.00%	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16 100.00% 0.00% 99.81%	Feb-16 0.00% 0.00% 0.00% Feb-16 0.00% 0.00% 0.00%	Mar-16 0.00% 0.00% 0.00% 0.00% Mar-16 0.00% 0.00%	Apr-16 0.00% 0.00% 0.00% 0.00% Apr-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Jun-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Jul-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 5ep-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Dec-16 0.00% 0.00%
T5 Arrivals F T2 T3 T4 T5 Pre-condi T2 T3 T4 T5	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   1arget   1arget   99.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%   90.00%	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16 100.00% 0.00% 99.81% pn	Feb-16 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	Mar-16 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	Apr-16 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%
T5 Arrivals F T2 T3 T4 T5 Pre-condi T2 T3 T4 T5	Target   97.00%   Reclaims   Target   99.00%   99.00%   99.00%   99.00%   99.00%   98.00%   0.00%   98.00%   0.00%   98.00%   98.00%	99.30% Jan-16 99.62% 99.55% 99.82% 99.92% Jan-16 100.00% 0.00% 99.81%	Feb-16 0.00% 0.00% 0.00% Feb-16 0.00% 0.00% 0.00%	Mar-16 0.00% 0.00% 0.00% 0.00% Mar-16 0.00% 0.00%	Apr-16 0.00% 0.00% 0.00% 0.00% Apr-16 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Jun-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Jul-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 5ep-16 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% 0.00% 0.00% 0.00%	0.00% 0.00% 0.00% 0.00% Dec-16 0.00% 0.00%

£ Rebates Staff search Feb-16 Mar-16 Apr-16 May-16 Jun-16 Dec-16 Jan-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 f0 f0 £0 £0 f0 f0 f0 f0 f0 f0 £0 £0 £0 £0 f0 f0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 T3 £0 T4 £0 £0 £0 £0 £0 £0 £0 £0 f0 f0 £0 £0 £0 £0 £0 £0 Т5 Control p sts searc Apr-16 May-16 Dec-16 Jan-16 Feb-16 Mar-16 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 f0 f0 f0 f0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 Τ2 T3 T4 £0 £0 £0 £0 £0 £0 £0 £0 £0 £C Т5 £0 £C £0 £0 £C £C FEGP Mar-16 Jul-16 Sep-16 Nov-16 Feb-16 Apr-16 May-16 Jun-16 Aug-16 Dec-16 Jan-16 Oct-16 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £C £0 £0 £0 £0 £C T2 £0 £0 £0 £0 T3 T4 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 T5 fC f £C £0 f f( f0 fO f f( f0 £C Jetties Dec-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jan-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 £0 £0 £0 £0 £0 £0 f0 f0 f0 f0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 f0 f0 f0 f0 f0 f0 £0 £0 £0 £0 £0 £0 T3 Τ4 £0 £0 £0 £0 £0 £C £0 Т5 £C £C PSE (general) Jan-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16 f0 f0 f0 £0 £0 £0 T2 T3 £0 T4 £0 £0 £0 £C Τ5 fC £C £0 £0 £0 £C £0 £O f £C £0 £C PSE (priority) Apr-16 Jan-16 Feb-16 Mar-16 Jan-00 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16 £0 T2 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £C TЗ £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 f0 f0 £0 £0 £0 £0 £0 £0 £0 £0 T4 f £0 £0 £0 £C £C fO £O £C £0 £0 Τ5 f Stand entry guidance Jan-16 Aug-16 £0 £0 Feb-16 Apr-16 May-16 Jun-16 Dec-16 Mar-16 Jul-16 Sep-16 Oct-16 Nov-16 £0 £0 f0 f0 f0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 f0 f0 f0 f0 £0 £0 £0 £0 T3 T4 £0 £C £0 £0 £0 £0 £C Τ5 £0 £0 £C £0 £0 £C £0 £0 £C £ £0 Stands Dec-16 £0 £0 Jan-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 f0 f0 f0 f0 f0 f0 T2 £0 T3 T4 £0 £0 £0 £0 £0 Τ5 f( £0 £C £0 £0 £0 £0 £C f £C £0 £0 Pier service Jan-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16 Aug-16 £0 Sep-16 Oct-16 Nov-16 Dec-16 T2 f £0 £0 £C £C £C £C £0 £0 fC £C £0 T3 £0 £C £0 £0 £0 £0 £0 £C £0 £0 £C Τ4 £C £C £C £0 £0 £0 £O £C £C £0 £0 £C TTS - % Both Jan-16 Feb-16 Mar-16 Apr-16 May-16 Jun-16 Jul-16 Aug-16 Sep-16 Oct-16 Nov-16 Dec-16 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 £0 Arrivals Reclaims

		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T3		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Pre-cor	nditi	oned air											
		Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2		£0	£0	£0	£0	£0	£O	£0	£0	£0	£0	£0	£0
Т3		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T4		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
T5		£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0	£0
Aerodi	rome	congestio	n										
	0	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
All		N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

\\hrsvr063\group8\Q5 Service Quality\Finance MasterFile\SSQR - Master (final) with tracker

Monthly performance - reported only



Cleanlines	s - Month												
	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	4.00	4.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т3	4.00	4.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T4	4.00	4.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T5	4.00	4.33	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

#### Wayfinding - Month

	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	4.10	4.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т3	4.10	4.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T4	4.10	4.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T5	4.10	4.24	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

Flight info	rmation - N	lonth											
	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	4.30	4.48	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т3	4.30	4.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T4	4.30	4.44	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T5	4.30	4.38	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

#### Departure lounge seat availability - Month

	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	3.80	4.46	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т3	3.80	4.19	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T4	3.80	4.41	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T5	3.80	4.12	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

#### Security - Month

	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	0.00	4.31	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т3	0.00	4.30	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T4	0.00	4.23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т5	0.00	4.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

#### Wi-fi - Month

	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	0.00	4.25	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Т3	0.00	4.09	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T4	0.00	4.32	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
T5	0.00	4.10	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

#### Pier service - Month

	Target	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16
T2	0.0	99.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
Т3	0.0	97.21%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
T4	0.0	99.99%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

\\lhrsvr063\group8\Q5 Service Quality\Finance MasterFile\SSQR - Master (final) with tracker



#### Heathrow SQR Bonus Performance Dashboard

	January 2016										Year To Date*	
	Measure Type	Lower Performance Threshold	Terminal 2 Performance	Terminal 3 Performance	Terminal 4 Performance	Terminal 5 Performance	Upper Performance Threshold	Boni	timated us Term £ ent Month)	Bonus	nated Term £ To Date)	
Departure lounge seating availability	MAT	4.10	4.38	4.22	4.34	4.07	4.50	£	-	£	-	
Cleanliness	MAT	4.20	4.41	4.18	4.18	4.28	4.50	£	-	£	-	
Way finding	MAT	4.20	4.28	4.23	4.28	4.20	4.50	£	-	£	-	
Flight information	MAT	4.40	4.42	4.38	4.35	4.33	4.70	£	-	£	-	
Total								£	-	£	-	

\*January 2015 - December 2015

Important Notes:

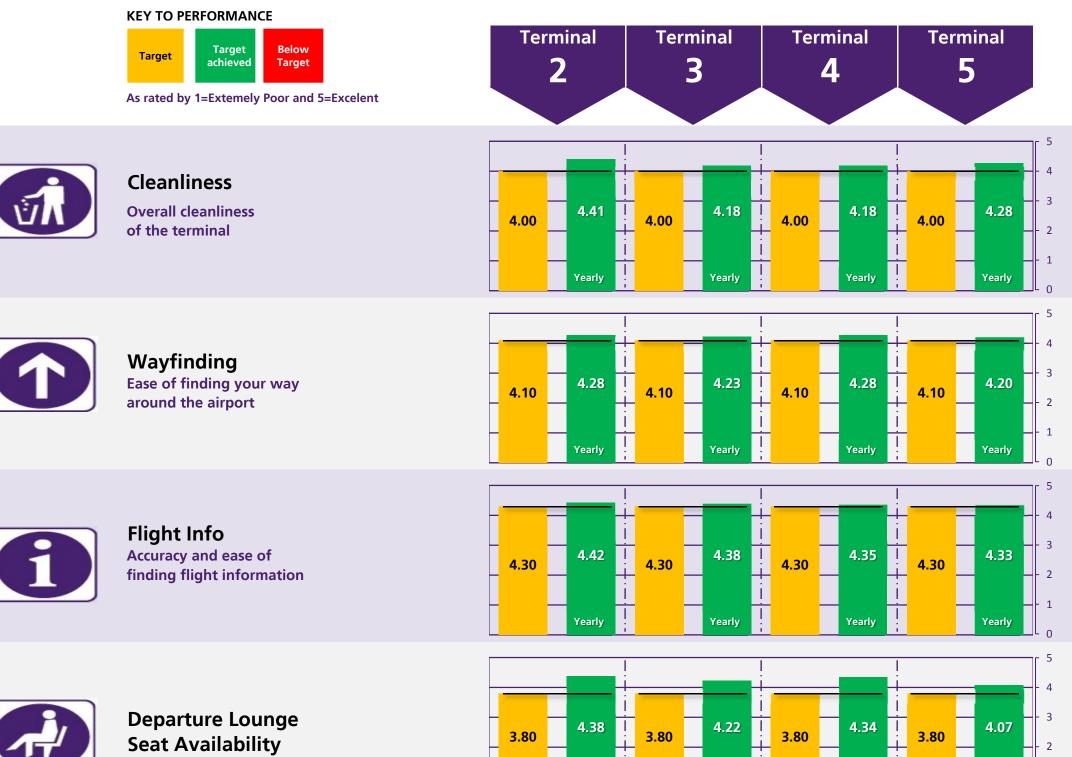
Qualifying measures generate a bonus only if the lower performance threshold is exceeded in all business units in a month.

The lowest performance score is used to calculate the bonus term each month for qualifying measures which have exceeded the lower performance threshold.

### i Information

# How are we performing?

January 2016



Yearly

Ease of finding a seat



Yearly

Yearly

Yearly



WiFi Ease of using WiFi



We welcome your Feedback: heathrowcustomerfeedback@heathrow.com

#### Heathrow Making every journey better

### i Information

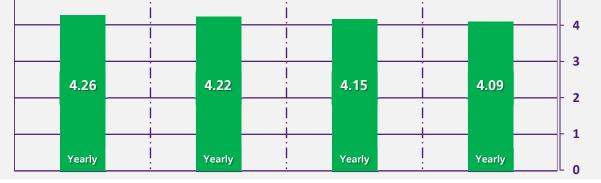
## How are we performing?

January 2016



5





We welcome your Feedback:

heathrowcustomerfeedback@heathrow.com

#### Heathrow Making every journey better