



Heathrow Performance Report

Service Quality Rebate and Bonus - September 2018

Integrated Planning and Performance - Airport Operations

Printed: 16 October 2018

Heathrow
Making every journey better

Heathrow Performance Report September 2018

Passenger Experience and Service Level Performance

| | T2 | T3 | T4 | T5 | |
|--|------------|--------------|-----------------|-----------|------------------|
| Departure lounge seat availability* Ease of finding a seat | 4.36 | 4.17 | 4.28 | 4.07 | |
| Cleanliness* Overall cleanliness of the terminal | 4.38 | 4.19 | 4.23 | 4.29 | |
| Wayfinding* Ease of finding your way around the airport | 4.32 | 4.25 | 4.27 | 4.24 | |
| Flight information* Accuracy and ease of finding flight information | 4.43 | 4.40 | 4.39 | 4.37 | |
| Wi-Fi* Ease of using WiFi | 4.13 | 4.15 | 4.15 | 4.11 | |
| Security* Passenger satisfaction | 4.26 | 4.22 | 4.24 | 4.21 | |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 95.43% | 96.05% | 96.86% | 95.88% | |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.81% | 99.19% | 99.76% | 99.83% | |
| Staff search Based on 15min time periods measured | 99.47% | 99.86% | 100% | 95.02% | |
| Transfer Search Based on 15min time periods measured | 97.76% | 95.95% | 99.07% | 96.87% | |
| | CTA | Cargo | EastSide | T5 | SouthSide |
| Control Post Security Search | 97.35% | 95.24% | 98.44% | 97.22% | 96.94% |

* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance

| | | | | |
|---|--------|--------|--------|--------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.60% | 99.65% | 99.33% | 99.42% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.32% | 99.36% | 99.90% | 99.40% |
| Stands Availability of stands | 99.95% | 99.74% | 99.86% | 99.87% |
| FEGP Availability of Fixed Electrical Ground Power | 99.99% | 99.95% | 99.97% | 99.93% |
| Jetties Availability of Air-Bridges | 99.99% | 99.84% | 99.87% | 99.88% |
| PCA Availability of Pre-conditioned Air | 100% | 99.99% | | 100% |
| SEGs | 99.90% | 99.64% | 100% | 99.96% |
| Pier Service* % Pier served passengers | 97.88% | 96.03% | 99.97% | 91.20% |
| Arrivals Reclaims Bag reclaim belts availability | 99.25% | 99.59% | 99.61% | 99.97% |
| Aerodrome congestion | | | | |
| TTS - One car Track Transit System - one car availability | | | | 99.98% |
| TTS - Two cars Track Transit System - % time two cars available | | | | 99.83% |

| | T2 | T3 | T4 | T5 | ALL |
|--------------------------|--------|--------|--------|--------|--------|
| PSE (General) | 99.60% | 99.65% | 99.33% | 99.42% | |
| PSE (Priority) | 99.32% | 99.36% | 99.90% | 99.40% | |
| Stands | 99.95% | 99.74% | 99.86% | 99.87% | |
| FEGP | 99.99% | 99.95% | 99.97% | 99.93% | |
| Jetties | 99.99% | 99.84% | 99.87% | 99.88% | |
| PCA | 100% | 99.99% | | 100% | |
| SEGs | 99.90% | 99.64% | 100% | 99.96% | |
| Pier Service* | 97.88% | 96.03% | 99.97% | 91.20% | |
| Arrivals Reclaims | 99.25% | 99.59% | 99.61% | 99.97% | |
| TTS - One car | | | | | 99.98% |
| TTS - Two cars | | | | | 99.83% |

Financial Report- Bonus and Rebates

| | Rebates: | | | | Campus | YTD | | |
|---|------------|----|----|----|--------|------------------|------------------|----------------|
| | Sep - 2018 | | | | | Estimated Rebate | Estimated Rebate | Total Failures |
| | T2 | T3 | T4 | T5 | | | | |
| Departure lounge seat availability | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Cleanliness | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Wayfinding | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Flight information | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| CSA Queues - Both | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Staff Search | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Transfer search | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Passenger Sensitive Equipment (General) | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Passenger Sensitive Equipment (Priority) | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Stands | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| FEGP | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Jetties | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Pre-conditioned air | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Stand entry guidance | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Pier Service | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 |
| Control Posts Search | | | | | ✓ | £ - | £ - | 0 |
| Aerodrome Congestion | | | | | ✓ | £ - | £ - | 0 |
| Total | | | | | | £ - | £ - | 0 |

| | Bonuses: | | Sep - 2018 | | | | YTD | | |
|--------------|-----------------|-----------------|------------|------|------|------|-----------------|-----------------|------------|
| | Lower Threshold | Upper Threshold | T2 | T3 | T4 | T5 | Estimated Bonus | Estimated Bonus | Total Pass |
| | 4.10 | 4.50 | 4.36 | 4.17 | 4.28 | 4.07 | £ - | £ - | 0 |
| | 4.20 | 4.50 | 4.38 | 4.19 | 4.23 | 4.29 | £ - | £ - | 0 |
| | 4.20 | 4.50 | 4.32 | 4.25 | 4.27 | 4.24 | £ 70,160 | £ 508,660 | 9 |
| | 4.40 | 4.70 | 4.43 | 4.40 | 4.39 | 4.37 | £ - | £ - | 0 |
| Total | | | | | | | £ 70,160 | £ 508,660 | 9 |

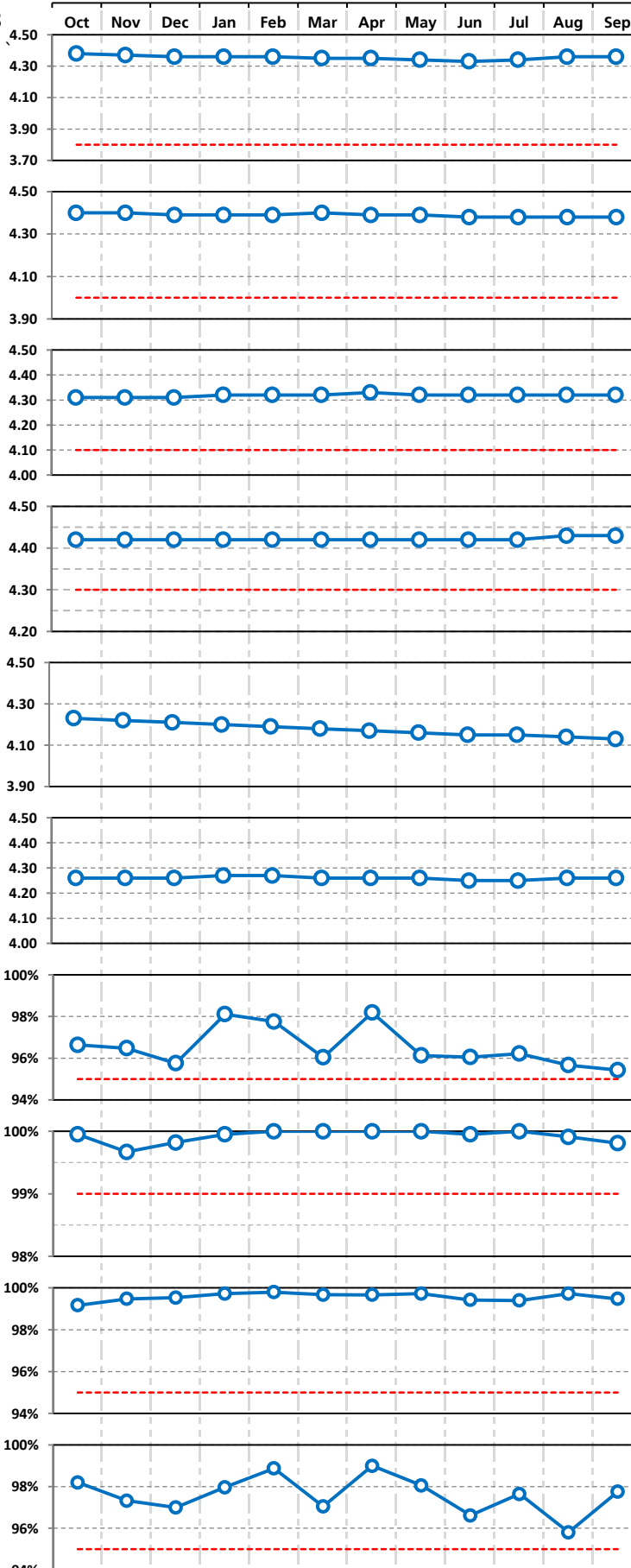
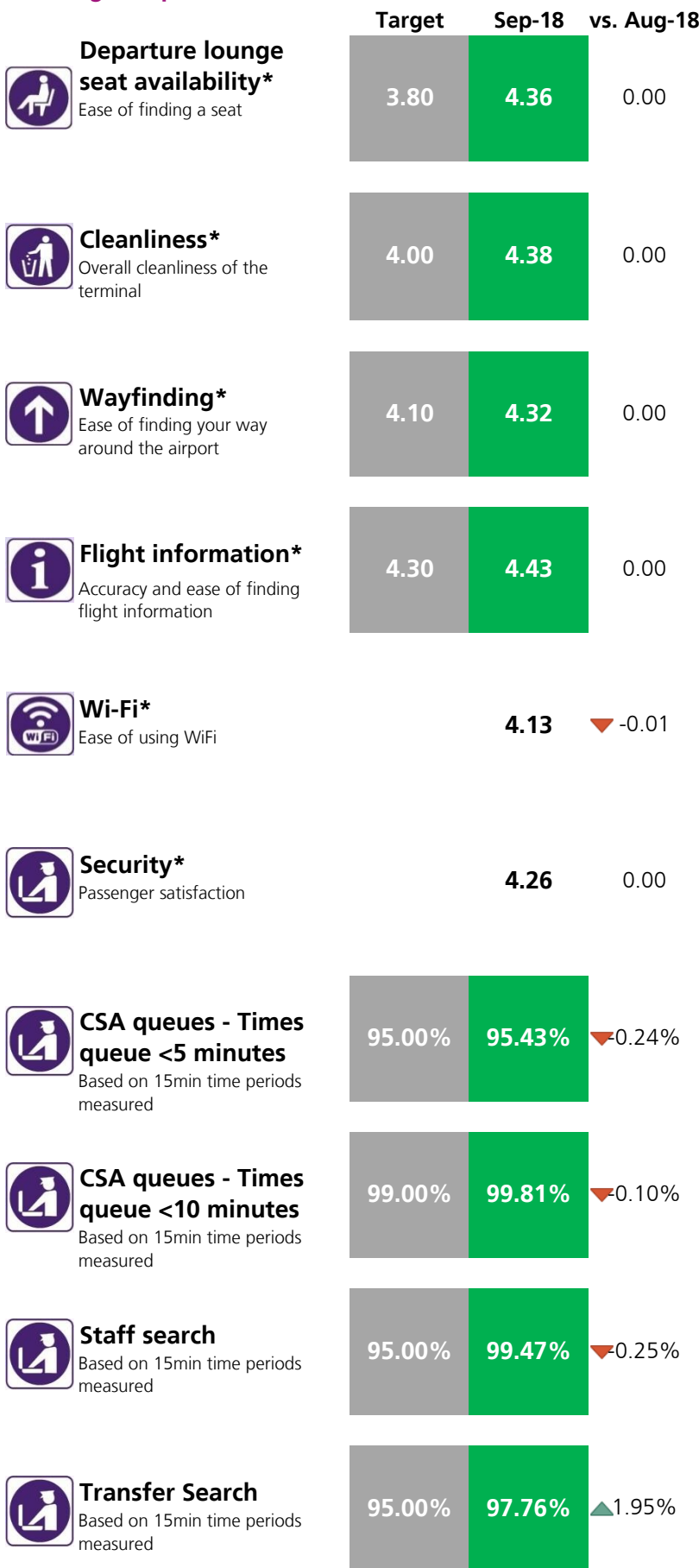
Bonus: All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
Financial year is from January 2018 - December 2018

Credit Notes:

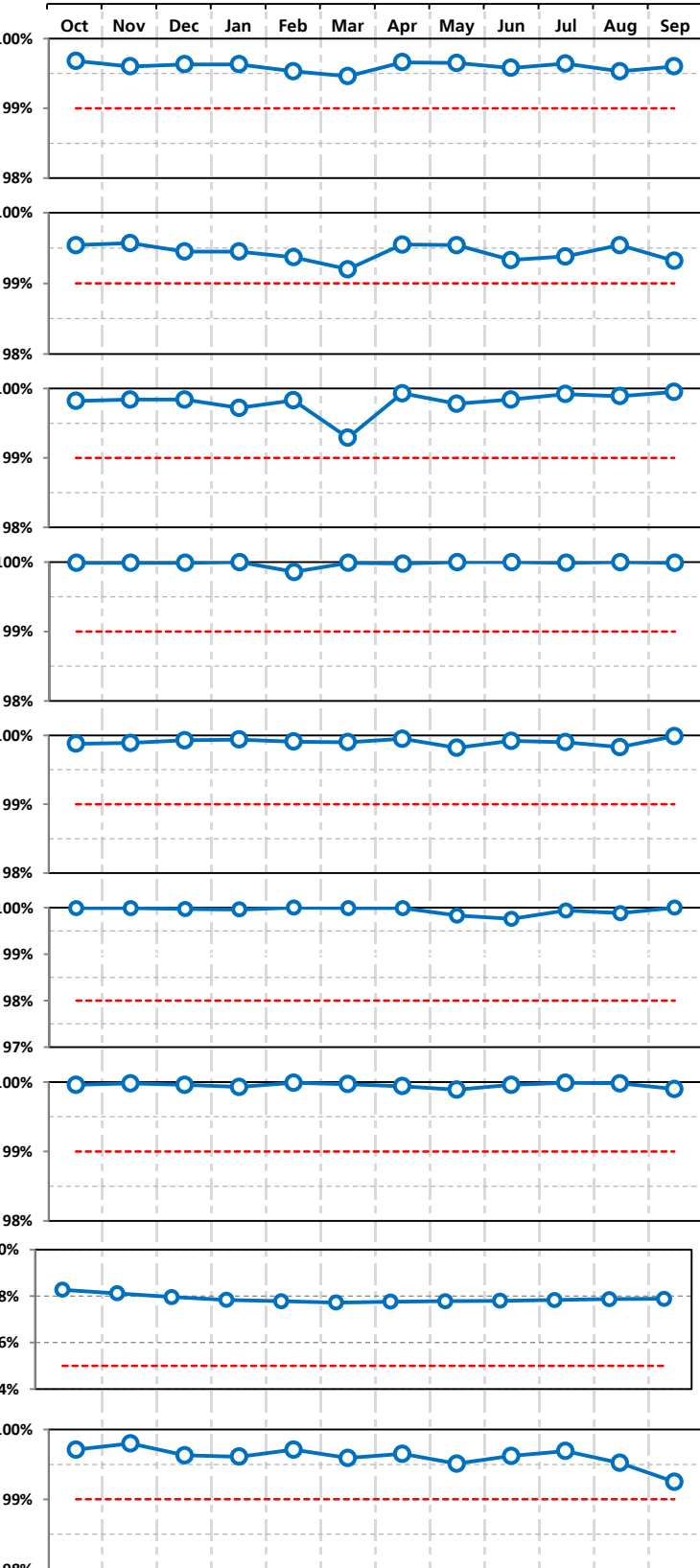
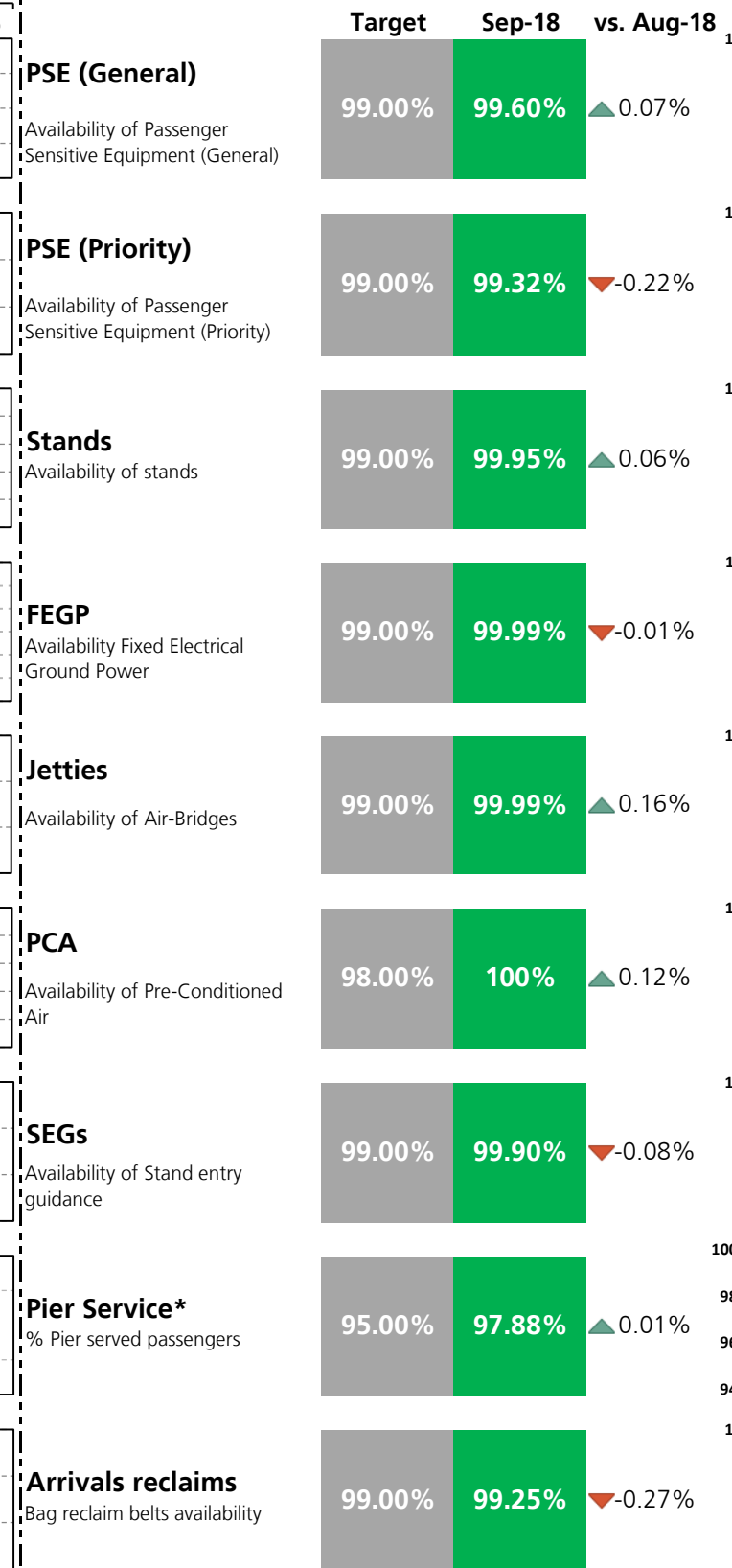
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report September 2018

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 2 Performance Report September 2018

Financial Report - Bonus and Rebates

Rebates:

| | Sep - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | 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 | ✓ | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Sep - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|------------|---------------------------------|---------------------------------|-----------------|
| | | | | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.36 | £ - | £ - | 0 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.38 | £ - | £ - | 0 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.32 | £ 70,160 | £ 508,660 | 9 |
| Flight information | MAA | 4.40 | 4.70 | 4.43 | £ - | £ - | 0 |
| | | | | | £ 70,160 | £ 508,660 | 9 |

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 2018 - December 2018

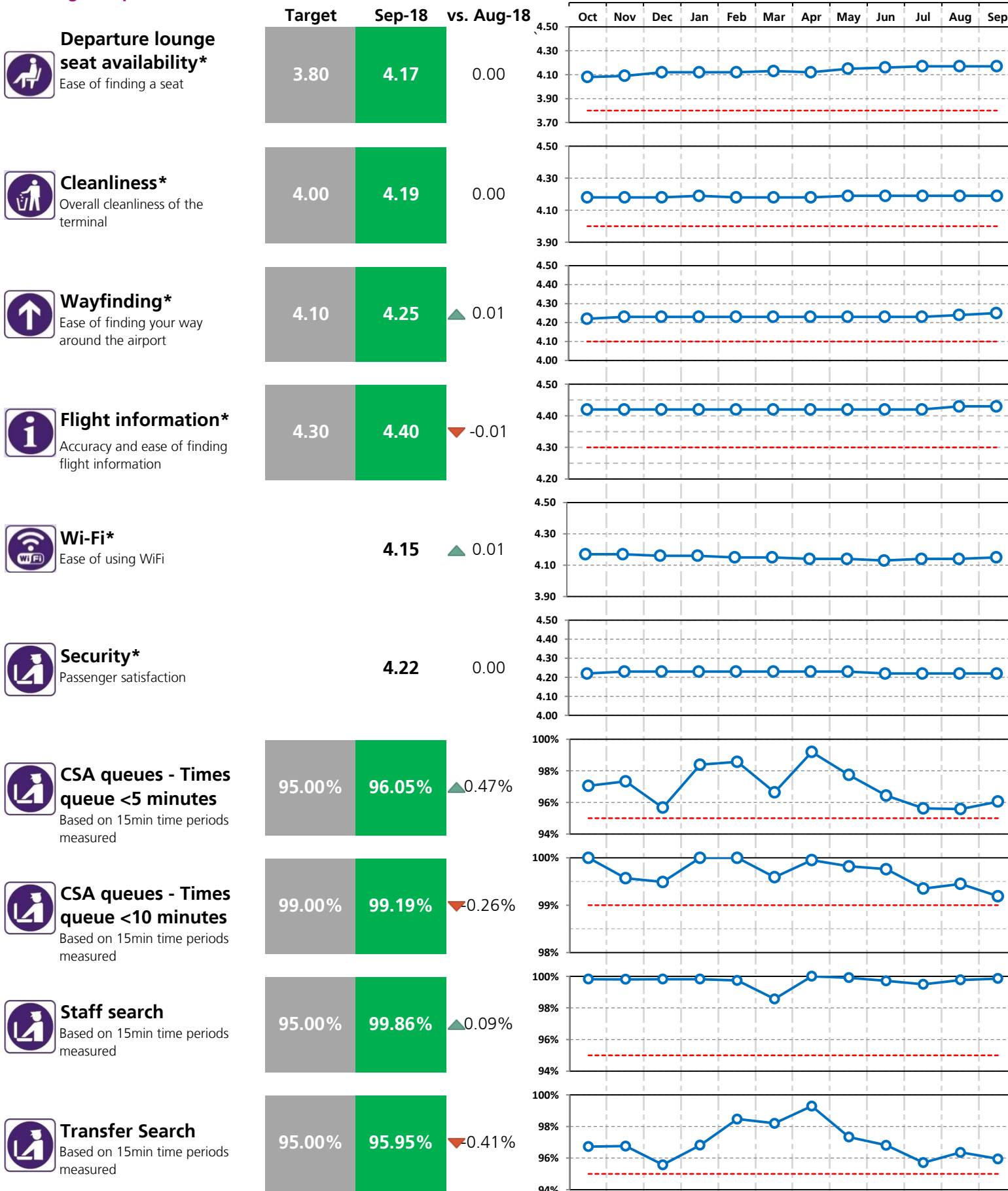
Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

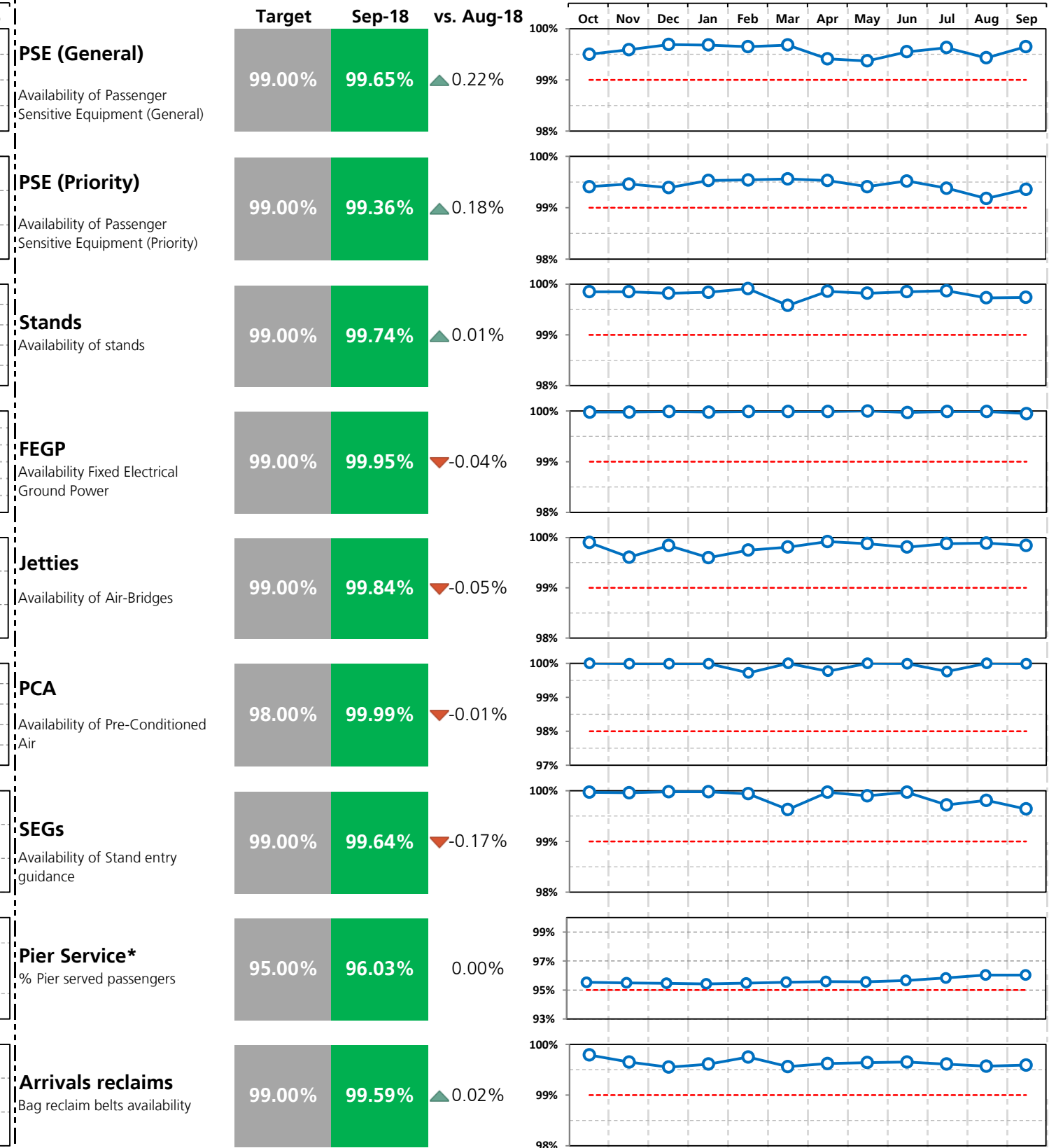
Terminal 3 Performance Report September 2018

Passenger Experience and Service Level Performance



* SQRB calculation based on moving annual average (MAA) for these metrics

Service Level Performance



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Rebates:

| | Sep - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | 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 | ✓ | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Sep - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.17 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.19 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.25 | £ 70,160 | £ 508,660 | 9 | |
| Flight information | MAA | 4.40 | 4.70 | 4.40 | £ - | £ - | 0 | |
| | | | | | £ 70,160 | £ 508,660 | 9 | |

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 2018 - December 2018

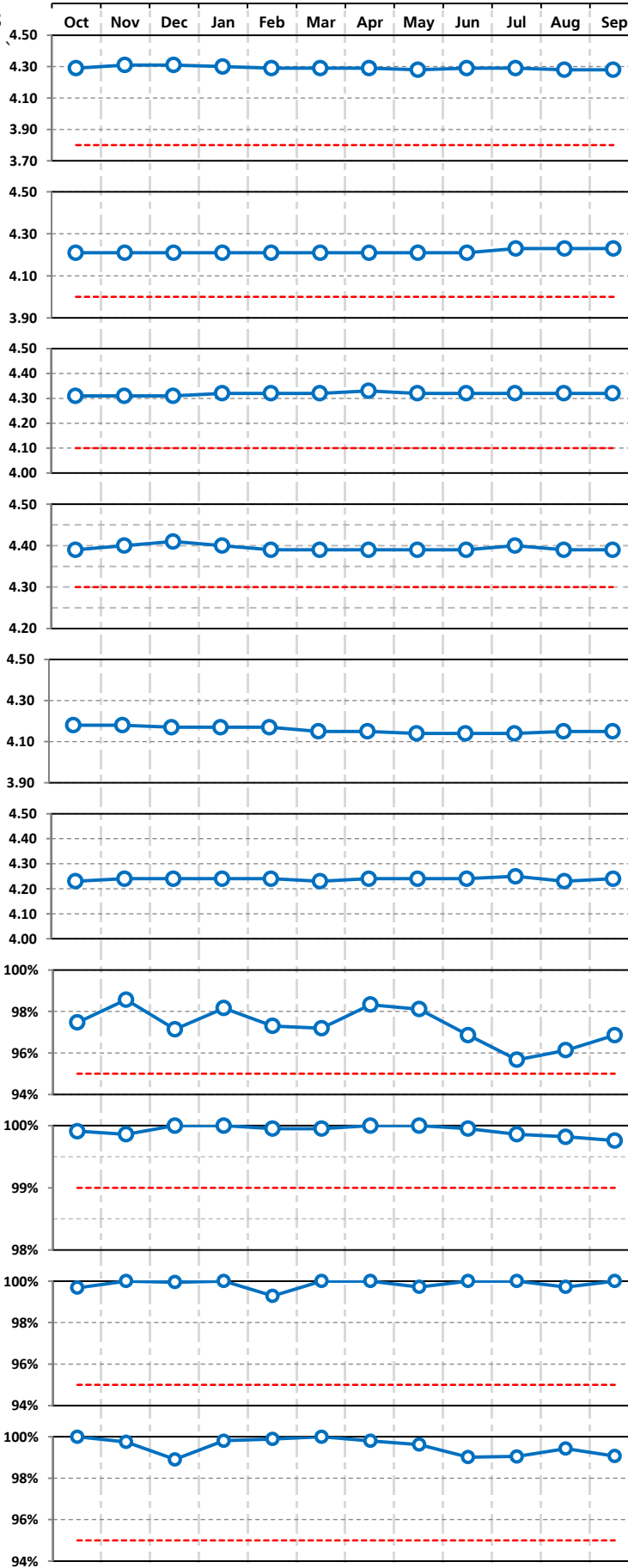
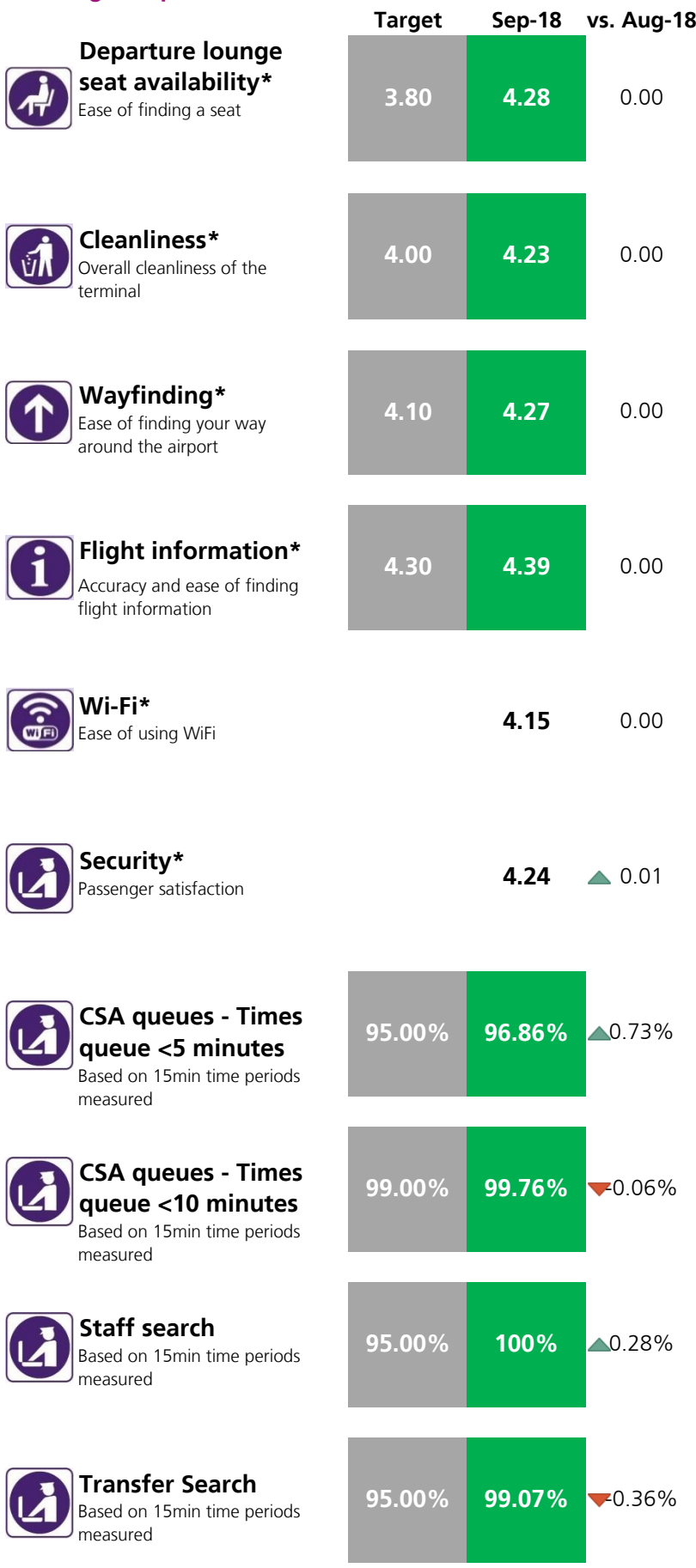
Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

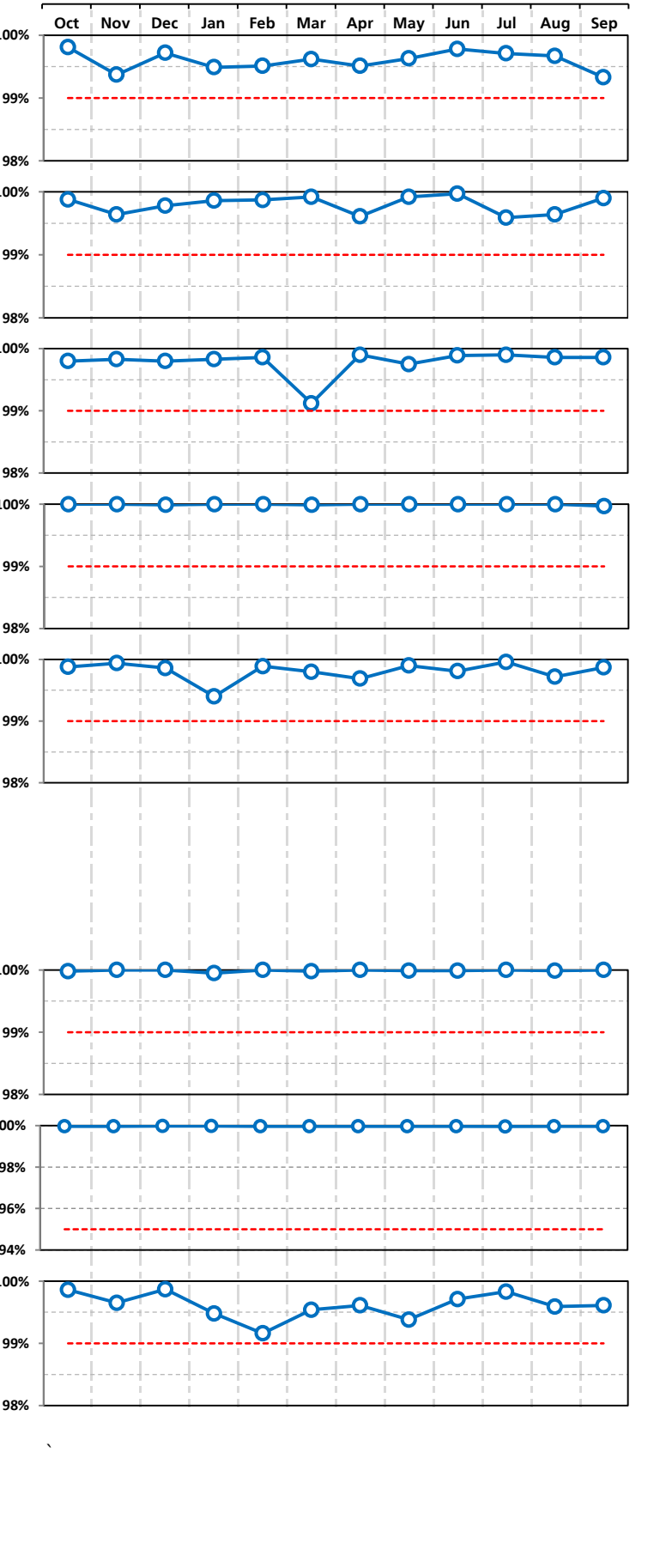
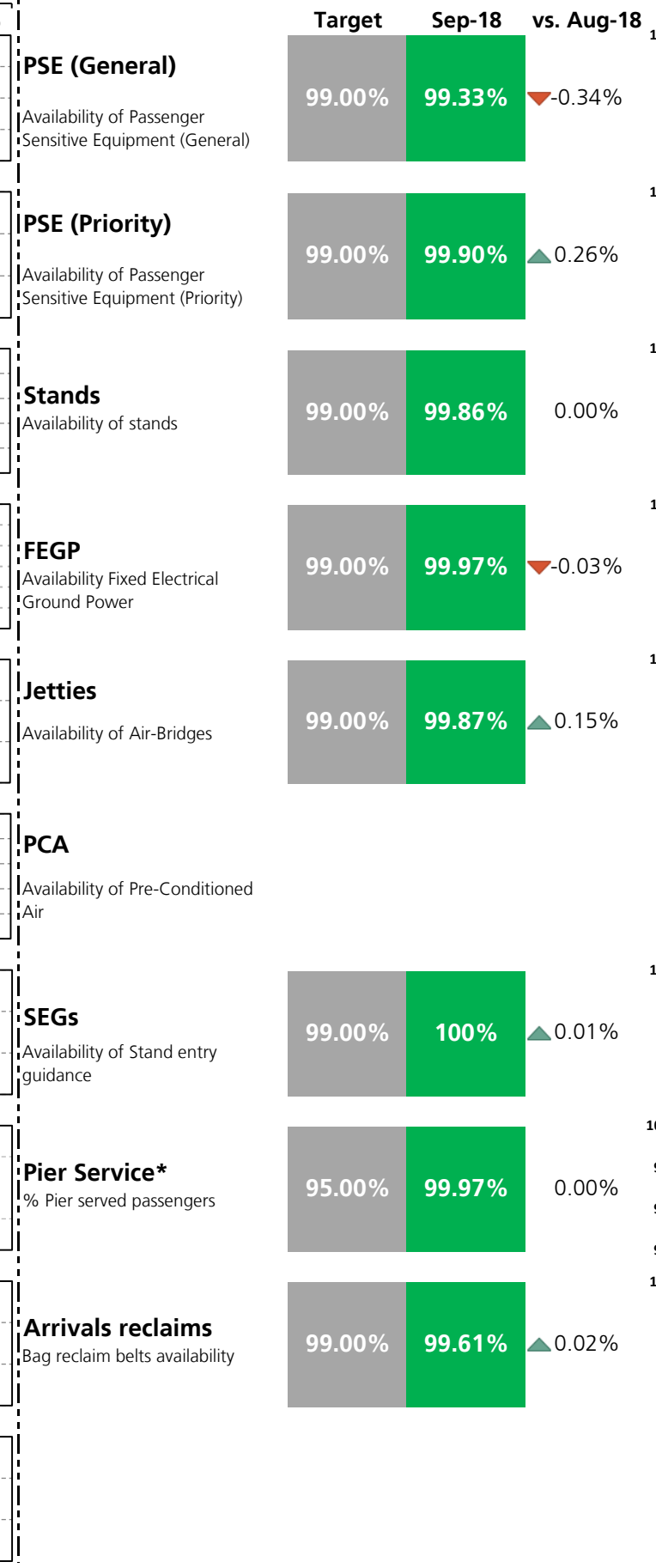
All bonus measures are based on MAA

Terminal 4 Performance Report September 2018

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 4 Performance Report September 2018

Financial Report - Bonus and Rebates

Rebates:

| | Sep - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | 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 | | | | |
| SEGs | ✓ | £ - | £ - | 0 |
| Pier Service | ✓ | £ - | £ - | 0 |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Sep - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|------------|---------------------------------|---------------------------------|-------------------|
| | | | | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonuses |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.28 | £ - | £ - | 0 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.23 | £ - | £ - | 0 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.27 | £ 70,160 | £ 508,660 | 9 |
| Flight information | MAA | 4.40 | 4.70 | 4.39 | £ - | £ - | 0 |
| | | | | | £ 70,160 | £ 508,660 | 9 |

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 2018 - December 2018

Bonus: All business units must exceed Lower Threshold.

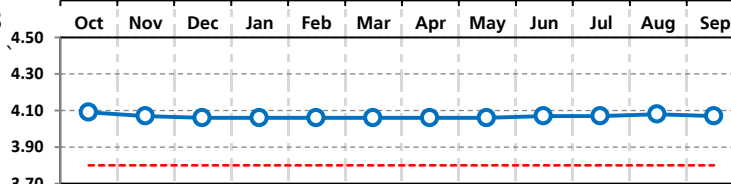
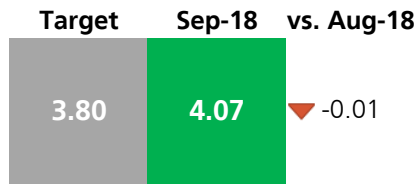
Lowest Score will be used to calculate bonus term each month for qualifying measures

All bonus measures are based on MAA

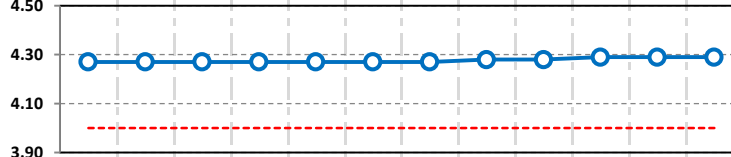
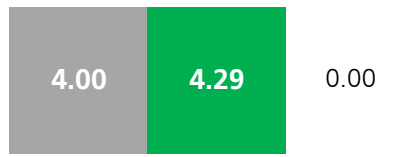
Terminal 5 Performance Report September 2018

Passenger Experience and Service Level Performance

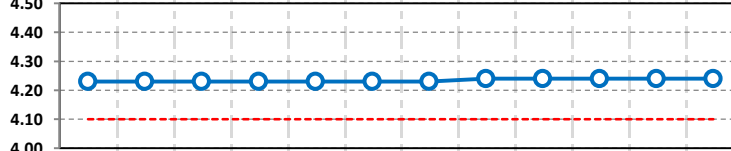
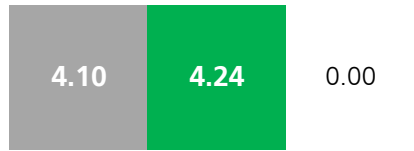
Departure lounge seat availability*
Ease of finding a seat



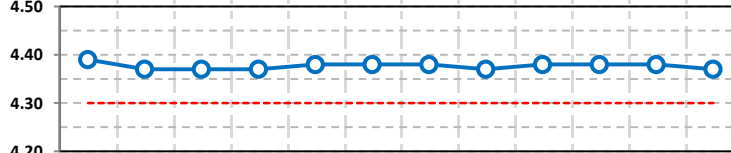
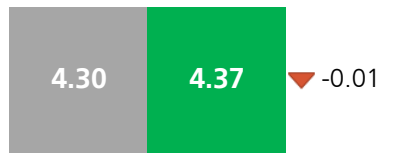
Cleanliness*
Overall cleanliness of the terminal



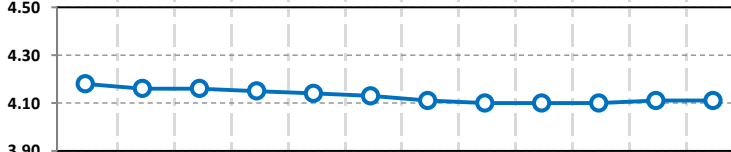
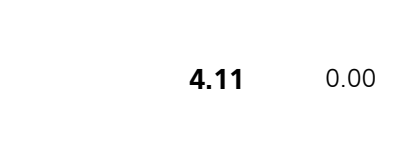
Wayfinding*
Ease of finding your way around the airport



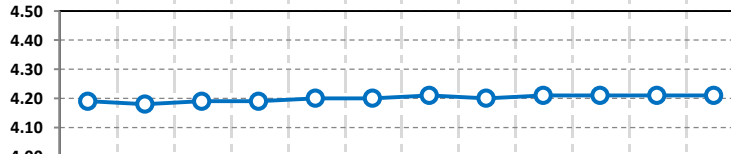
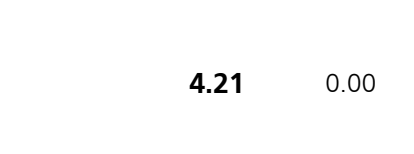
Flight information*
Accuracy and ease of finding flight information



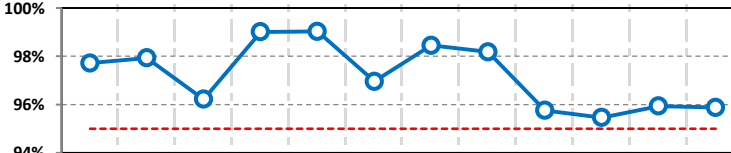
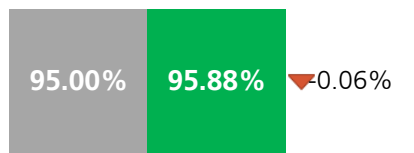
Wi-Fi*
Ease of using WiFi



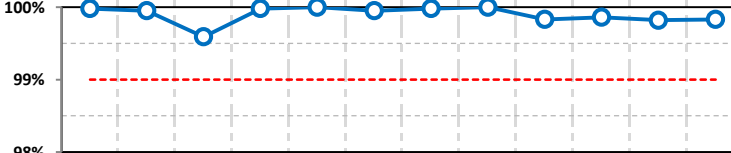
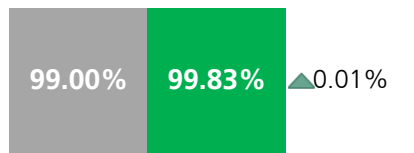
Security*
Passenger satisfaction



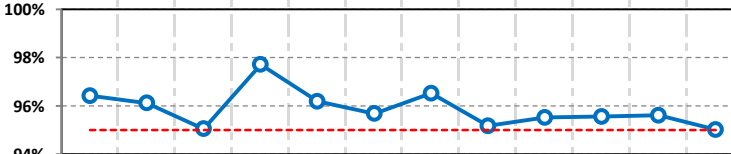
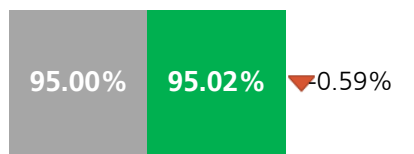
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



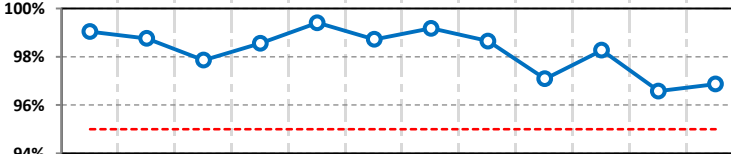
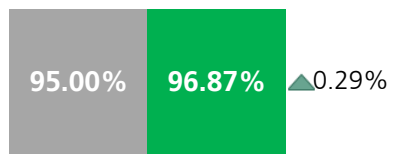
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



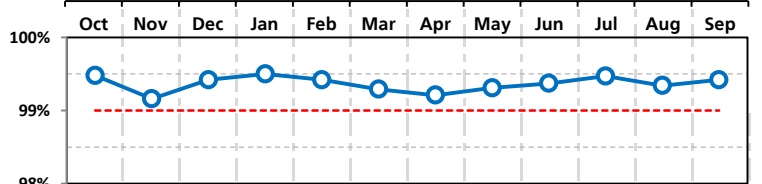
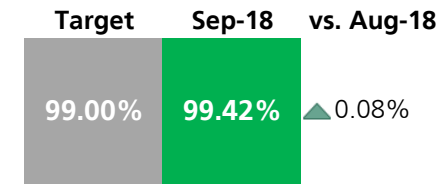
Transfer Search
Based on 15min time periods measured



Service Level Performance

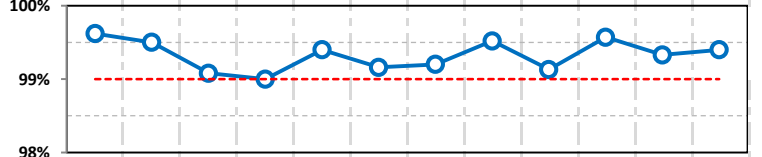
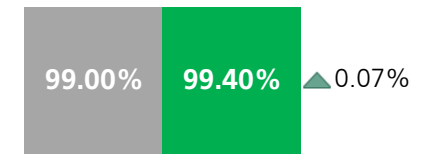
PSE (General)

Availability of Passenger Sensitive Equipment (General)



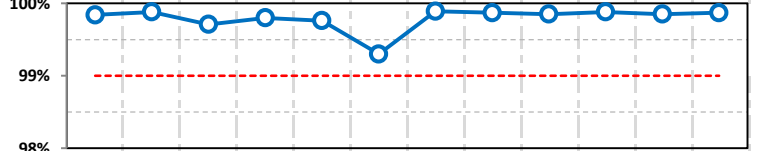
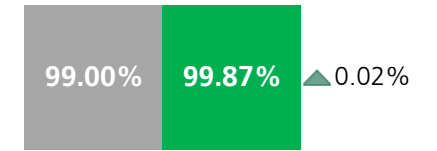
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



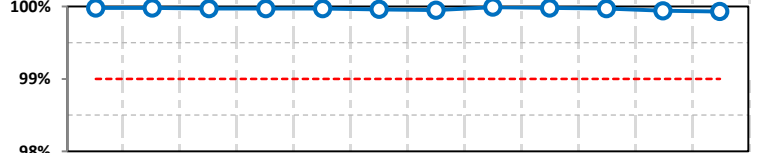
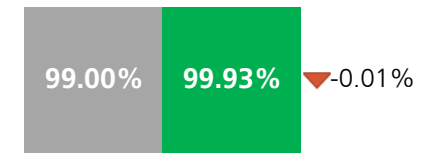
Stands

Availability of stands



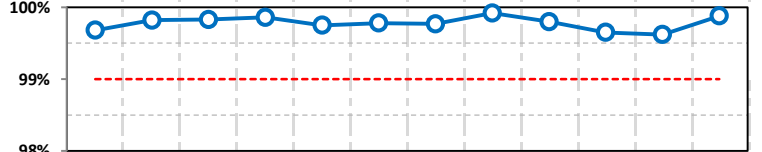
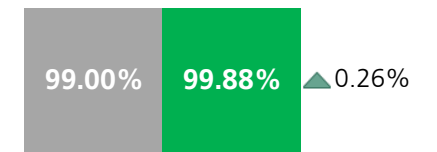
FEGP

Availability Fixed Electrical Ground Power



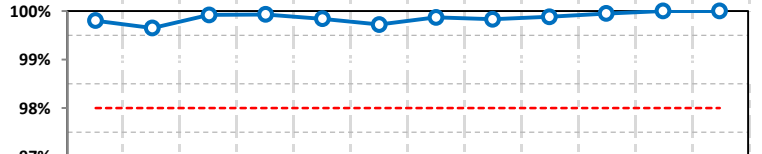
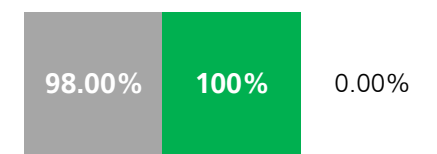
Jetties

Availability of Air-Bridges



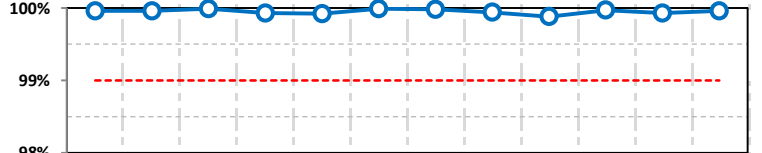
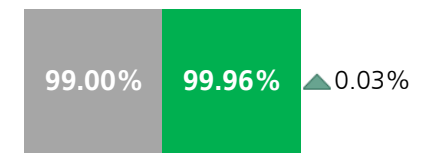
PCA

Availability of Pre-Conditioned Air



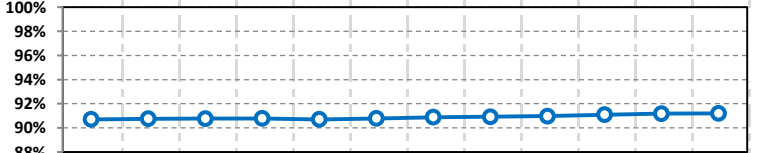
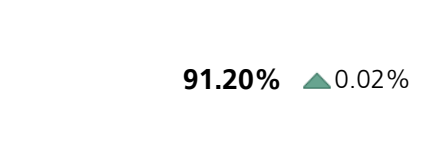
SEGS

Availability of Stand entry guidance



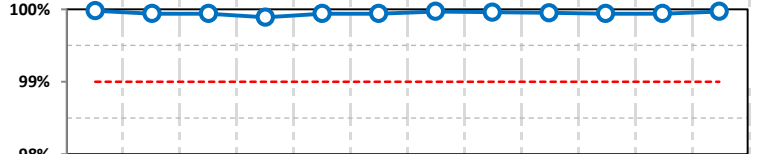
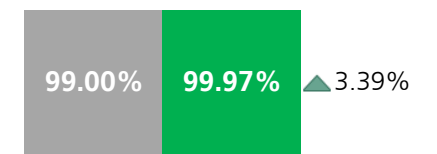
Pier Service*

% Pier served passengers



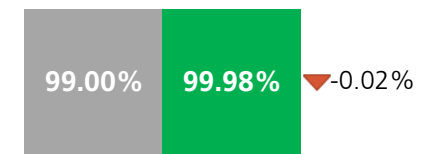
Arrivals reclaims

Bag reclaim belts availability



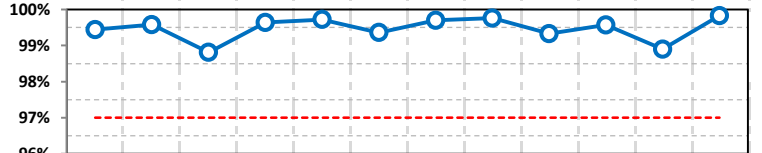
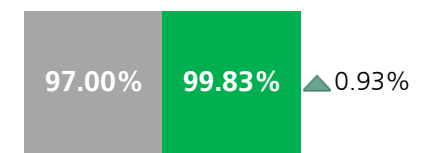
TTS - One car

Track Transit System - one car availability



TTS - Two cars

Track Transit System - % time two cars available



Notes:

Passenger experience rating threshold 0 to 5, with 5 the highest score.

Terminal 5 Performance Report September 2018

Financial Report - Bonus and Rebates

Rebates:

| | Sep - 2018 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | 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:

| | Measure | Lower Threshold | Upper Threshold | Actual | Sep - 2018 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.07 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.29 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.24 | £ 70,160 | £ 508,660 | 9 | |
| Flight information | MAA | 4.40 | 4.70 | 4.37 | £ - | £ - | 0 | |
| | | | | | £ 70,160 | £ 508,660 | 9 | |

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 2018 - December 2018

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures

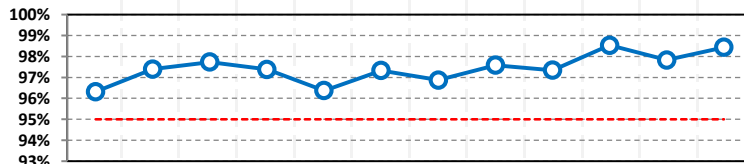
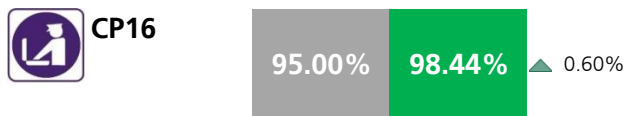
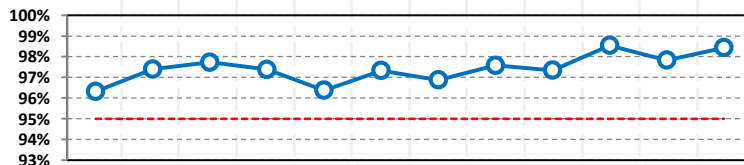
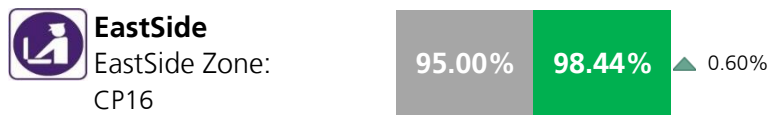
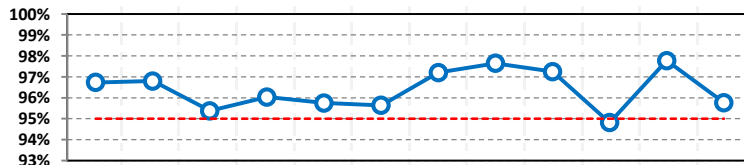
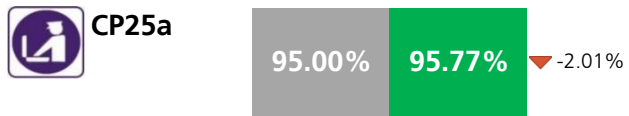
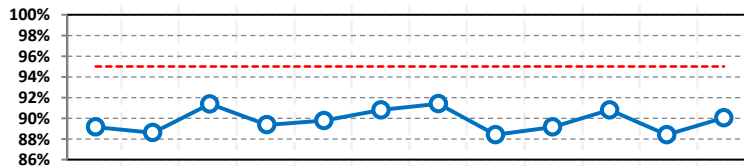
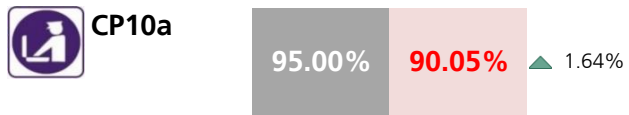
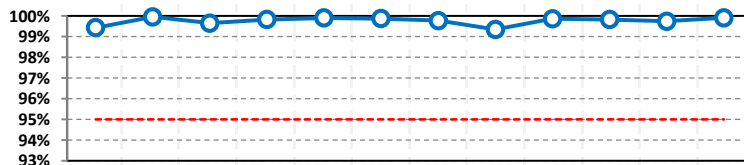
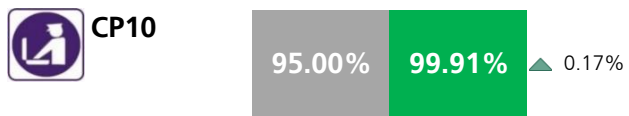
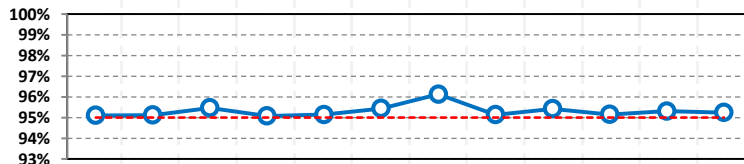
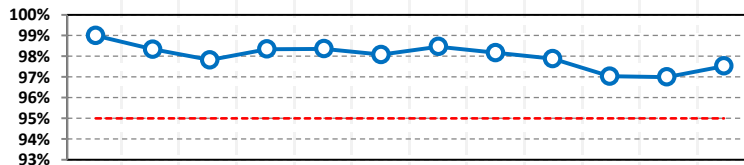
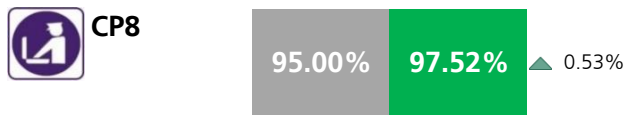
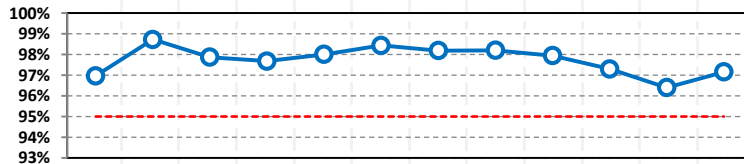
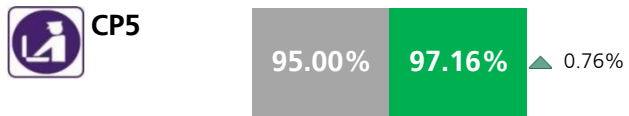
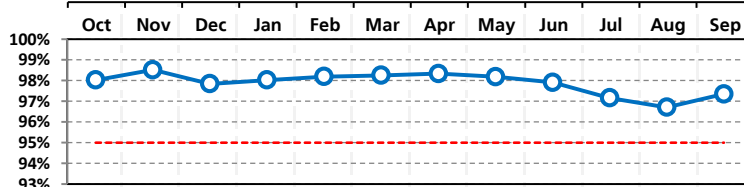
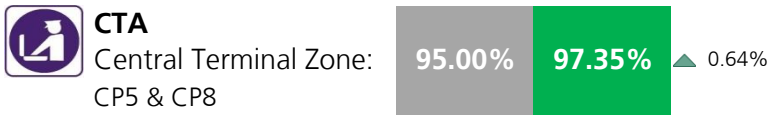
All bonus measures are based on MAA

Campus Performance Report September 2018

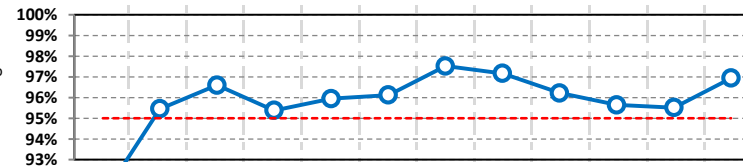
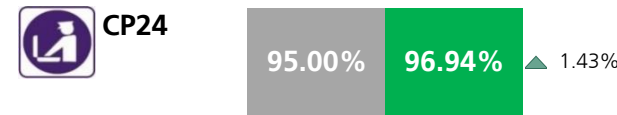
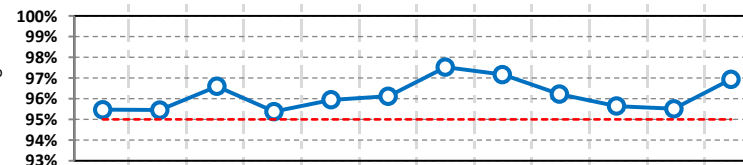
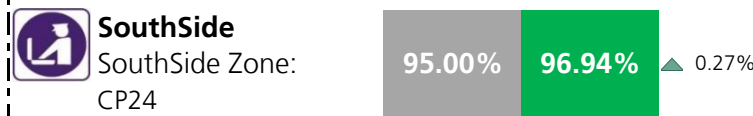
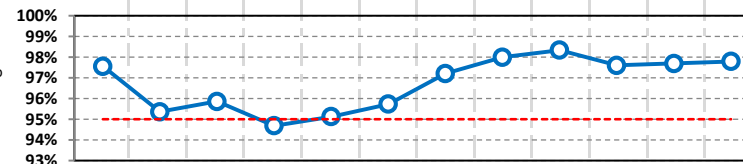
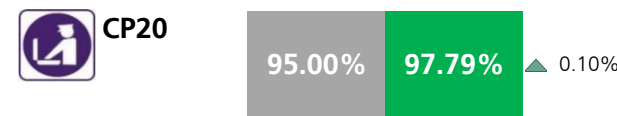
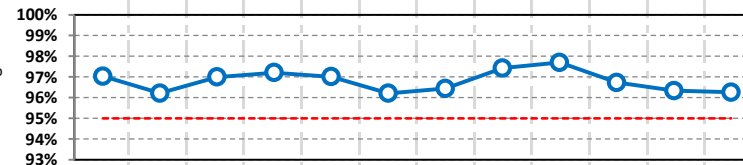
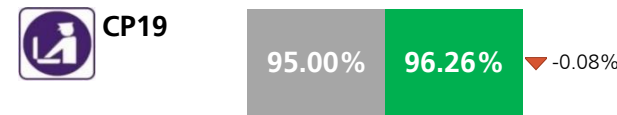
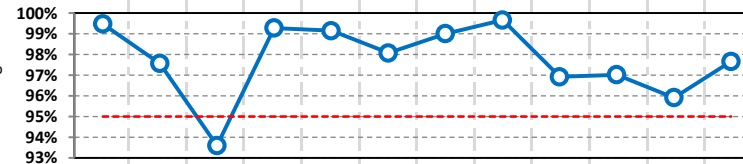
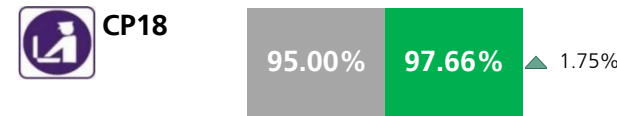
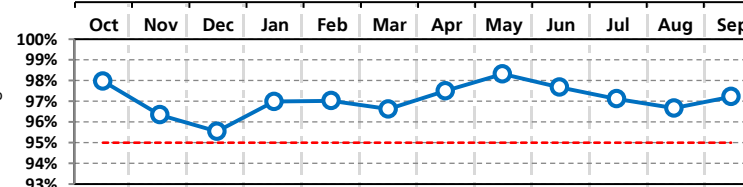
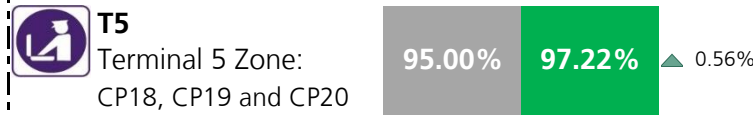
Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search



Service Level Performance



Financial Report

| Rebates: | Sep - 2018 | | Year-To-Date | |
|----------|-----------------|------------------|------------------|--------------------|
| | Target Achieved | Estimated Rebate | Estimated Rebate | Number of failures |
| T2 | ✓ | £ - | £ - | 0 |
| T3 | ✓ | £ - | £ - | 0 |
| T4 | ✓ | £ - | £ - | 0 |
| T5 | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

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 2018 - December 2018

Heathrow

Making every journey better