



Heathrow Performance Report

Service Quality Rebate and Bonus - March 2020

Integrated Planning and Performance - Airport Operations

Printed: 24 April 2020

Heathrow
Making every journey better

Heathrow Performance Report March 2020

Passenger Experience and Service Level Performance

| | T2 | T3 | T4 | T5 | |
|--|------------|--------------|-----------------|-----------|------------------|
| Departure lounge seat availability* Ease of finding a seat | 4.35 | 4.21 | 4.32 | 4.08 | |
| Cleanliness* Overall cleanliness of the terminal | 4.38 | 4.18 | 4.29 | 4.31 | |
| Wayfinding* Ease of finding your way around the airport | 4.31 | 4.26 | 4.31 | 4.26 | |
| Flight information* Accuracy and ease of finding flight information | 4.40 | 4.42 | 4.42 | 4.39 | |
| Wi-Fi* Ease of using WiFi | 4.21 | 4.21 | 4.31 | 4.24 | |
| Security* Passenger satisfaction | 4.28 | 4.25 | 4.27 | 4.21 | |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 96.40% | 96.31% | 98.20% | 99.28% | |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.49% | 99.49% | 99.67% | 99.90% | |
| Staff search Based on 15min time periods measured | 99.67% | 99.76% | 99.72% | 98.25% | |
| Transfer Search Based on 15min time periods measured | 98.94% | 98.20% | 99.95% | 99.01% | |
| | CTA | Cargo | EastSide | T5 | SouthSide |
| Control Post Security Search | 98.43% | 96.67% | 98.89% | 96.77% | 97.90% |

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

Service Level Performance

| | | | | |
|---|--------|--------|--------|--------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.75% | 99.79% | 99.79% | |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.72% | 99.47% | 99.88% | 99.79% |
| Stands Availability of stands | 99.86% | 99.84% | 99.62% | 99.90% |
| FEGP Availability of Fixed Electrical Ground Power | 99.99% | 99.97% | 99.99% | 99.99% |
| Jetties Availability of Air-Bridges | 99.96% | 99.92% | 99.95% | 99.86% |
| PCA Availability of Pre-conditioned Air | 100% | | | 100% |
| SEGs | 99.98% | 99.99% | 99.99% | 99.96% |
| Pier Service* % Pier served passengers | 96.56% | 95.47% | 99.99% | |
| Arrivals Reclaims Bag reclaim belts availability | 99.78% | 99.88% | 99.89% | 99.85% |
| Aerodrome congestion | | | | |
| TTS - One car Track Transit System - one car availability | | | | 99.98% |
| TTS - Two cars Track Transit System - % time two cars available | | | | 99.40% |

Financial Report- Bonus and Rebates

| | Rebates: | | | | Campus | YTD | | |
|---|------------|----|----|----|--------|------------------|------------------|----------------|
| | Mar - 2020 | | | | | 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 |
| TTS - % Both | | | | ✓ | | £ - | £ - | 0 |
| Total | | | | | | £ - | £ - | 0 |

| | Bonuses: | | | | | | | | |
|------|-----------------|-----------------|------------|------|------|-----------------|-----------------|---|------------|
| | Lower Threshold | Upper Threshold | Mar - 2020 | | | | YTD | | Total Pass |
| T2 | | | T3 | T4 | T5 | Estimated Bonus | Estimated Bonus | | |
| 4.10 | 4.50 | 4.35 | 4.21 | 4.32 | 4.08 | £ - | £ - | 0 | |
| 4.20 | 4.50 | 4.38 | 4.18 | 4.29 | 4.31 | £ - | £ - | 0 | |
| 4.20 | 4.50 | 4.31 | 4.26 | 4.31 | 4.26 | £ - | £ 226,624 | 2 | |
| 4.40 | 4.70 | 4.40 | 4.42 | 4.42 | 4.39 | £ - | £ - | 0 | |
| | | | | | | £ - | £ 226,624 | 2 | |

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 2020 - December 2020

Credit Notes:

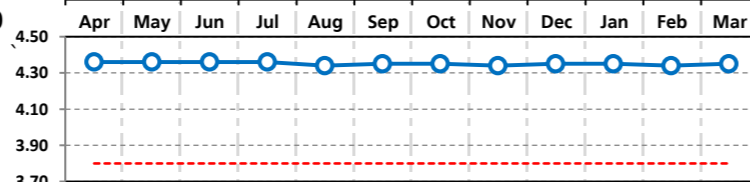
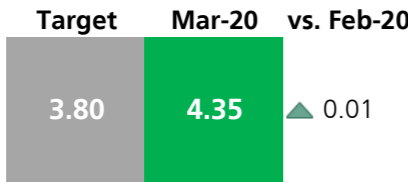
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report March 2020

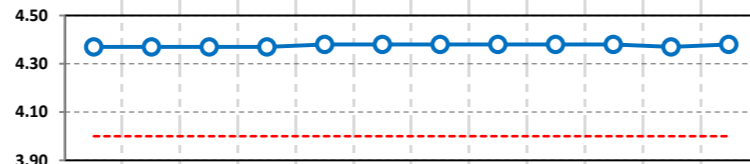
SQRB calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

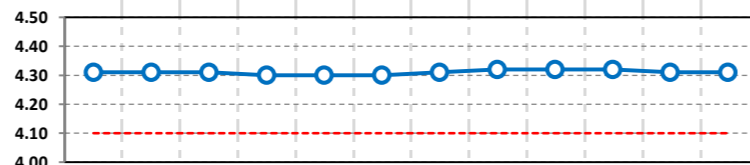
Departure lounge seat availability*
Ease of finding a seat



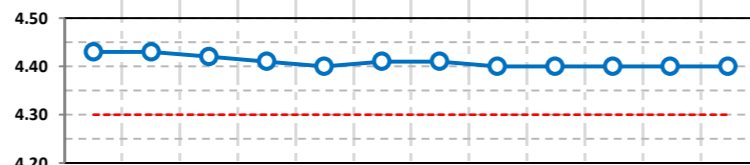
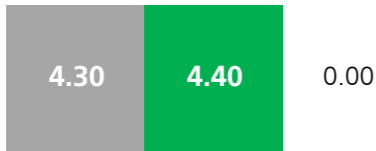
Cleanliness*
Overall cleanliness of the terminal



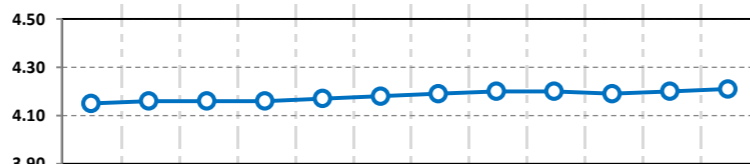
Wayfinding*
Ease of finding your way around the airport



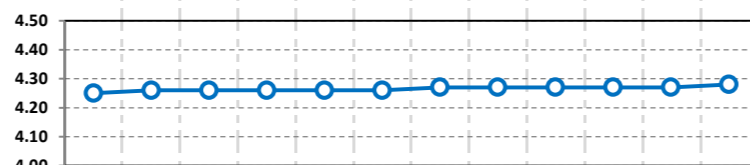
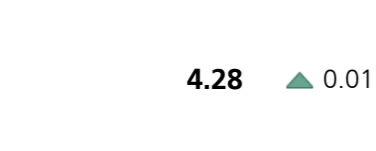
Flight information*
Accuracy and ease of finding flight information



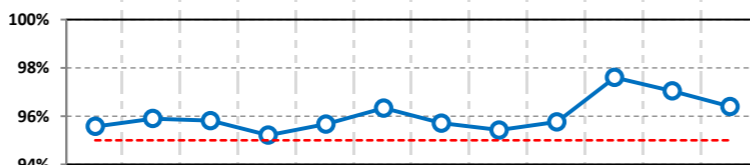
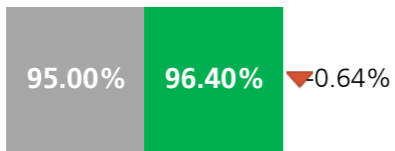
Wi-Fi*
Ease of using WiFi



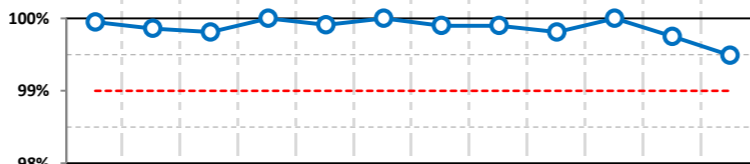
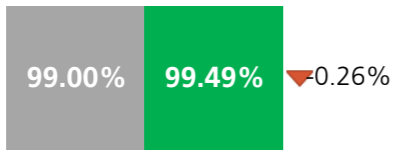
Security*
Passenger satisfaction



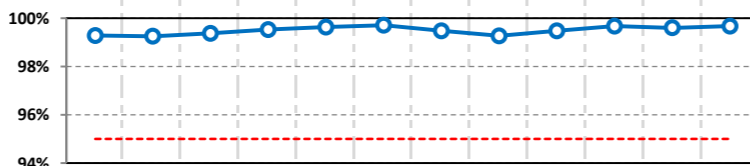
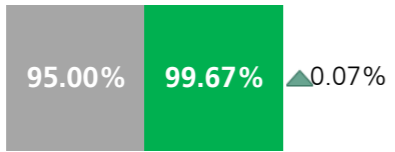
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



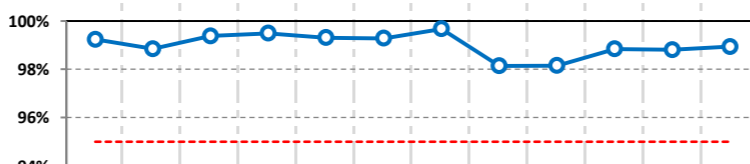
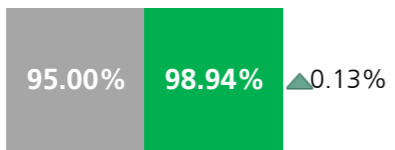
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



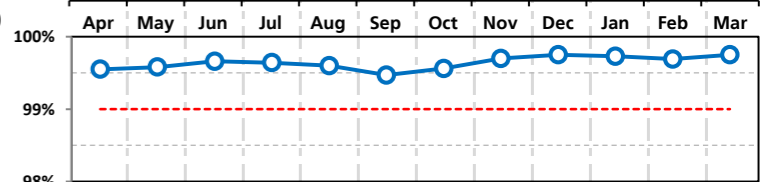
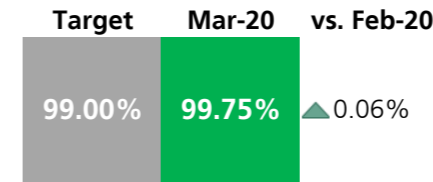
Transfer Search
Based on 15min time periods measured



Service Level Performance

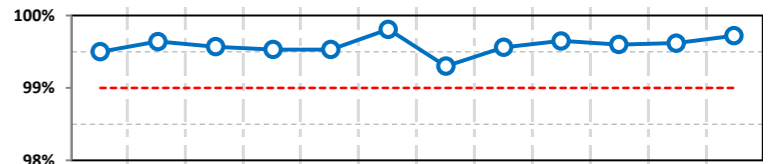
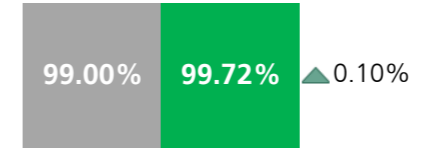
PSE (General)

Availability of Passenger Sensitive Equipment (General)



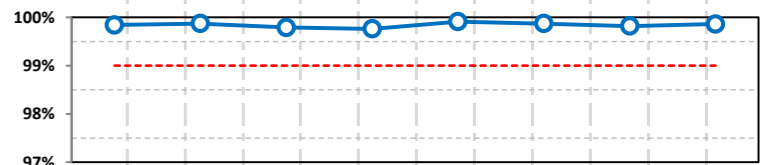
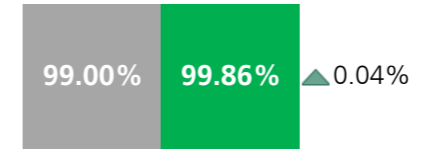
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



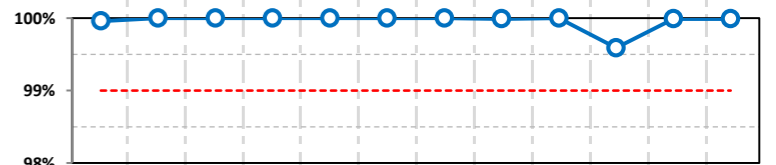
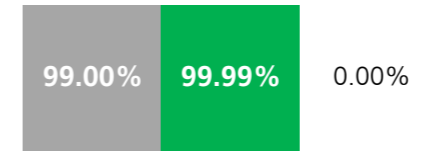
Stands

Availability of stands



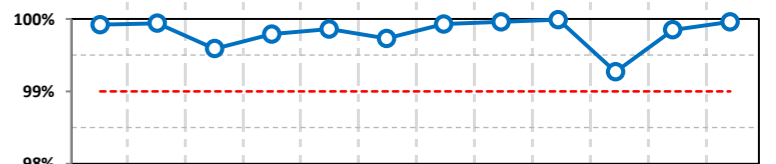
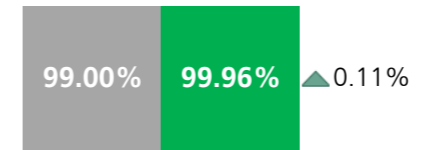
FEGP

Availability Fixed Electrical Ground Power



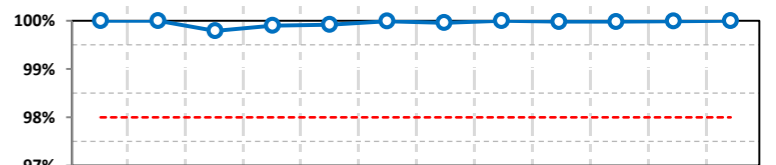
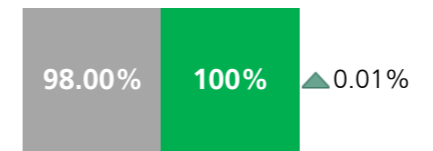
Jetties

Availability of Air-Bridges



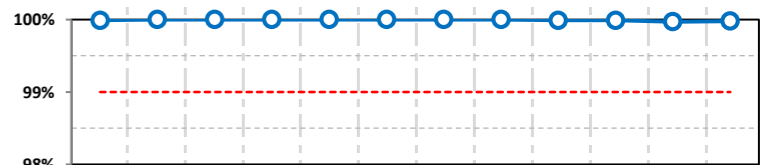
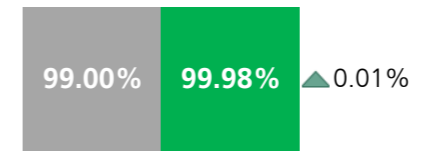
PCA

Availability of Pre-Conditioned Air



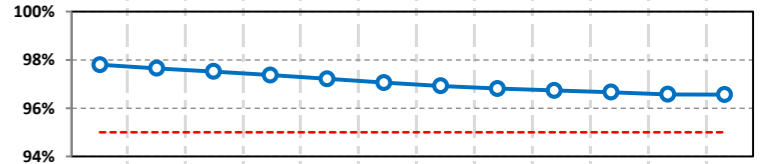
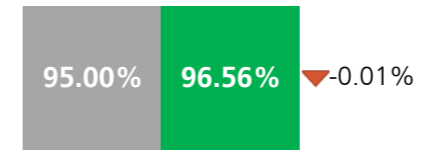
SEGs

Availability of Stand entry guidance



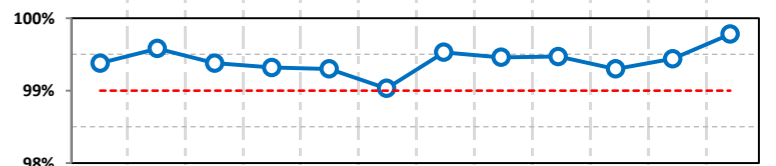
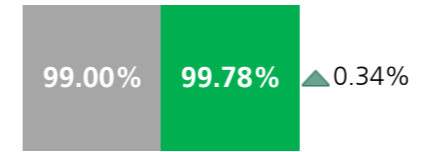
Pier Service*

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Terminal 2 Performance Report March 2020

Financial Report - Bonus and Rebates

Rebates:

| | Target Achieved | Mar - 2020 | | Year-to-Date | |
|---|-----------------|------------------|------------------|------------------|--------------------|
| | | Estimated Rebate | 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 | Mar - 2020 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.35 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.38 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.31 | £ - | £ 226,624 | 2 | |
| Flight information | MAA | 4.40 | 4.70 | 4.40 | £ - | £ - | 0 | |
| | | | | | £ - | £ 226,624 | 2 | |

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 2020 - December 2020

Bonus: All business units must exceed Lower Threshold.

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

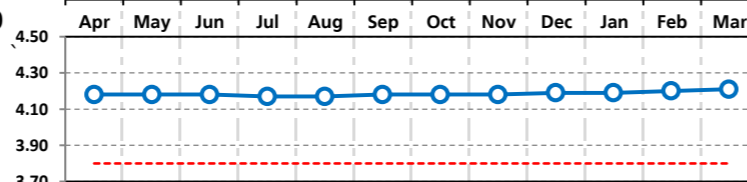
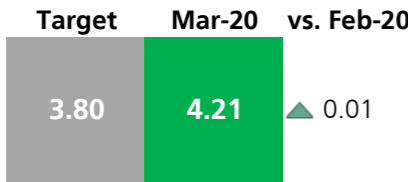
All bonus measures are based on MAA

Terminal 3 Performance Report March 2020

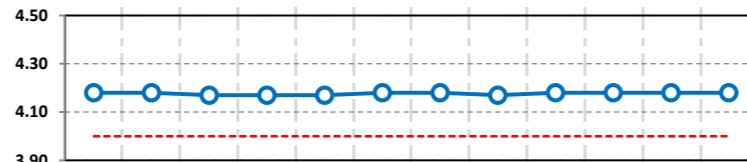
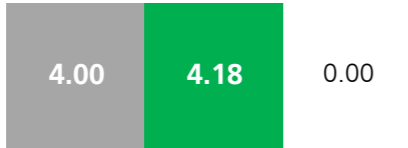
SQRB calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

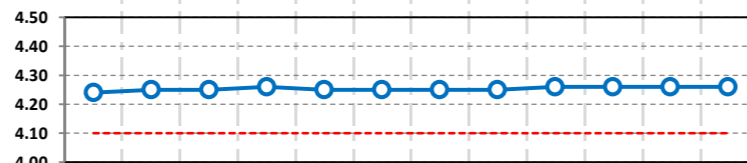
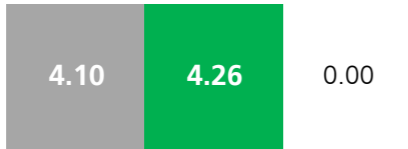
Departure lounge seat availability*
Ease of finding a seat



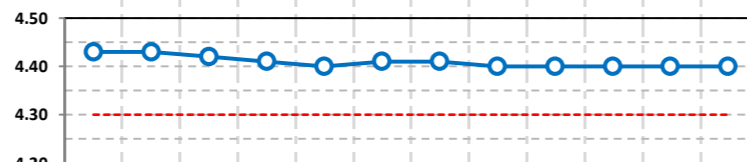
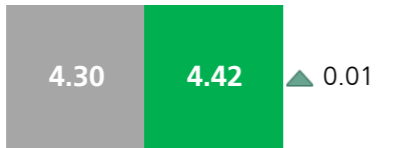
Cleanliness*
Overall cleanliness of the terminal



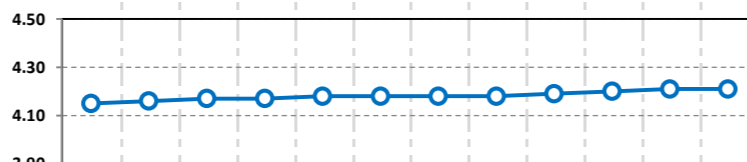
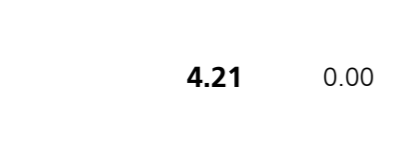
Wayfinding*
Ease of finding your way around the airport



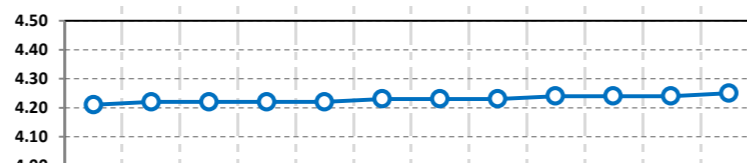
Flight information*
Accuracy and ease of finding flight information



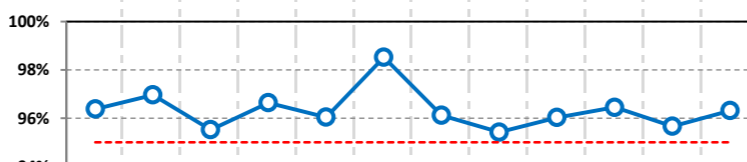
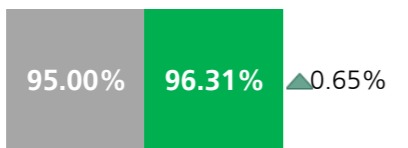
Wi-Fi*
Ease of using WiFi



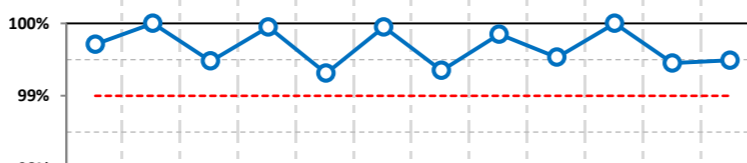
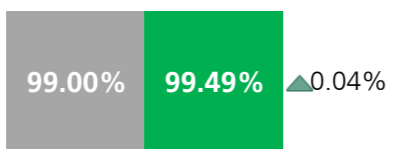
Security*
Passenger satisfaction



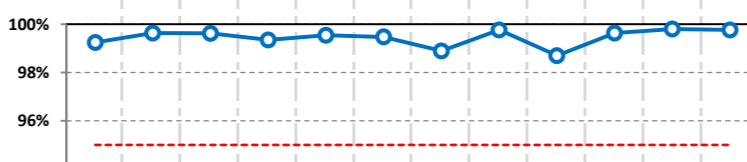
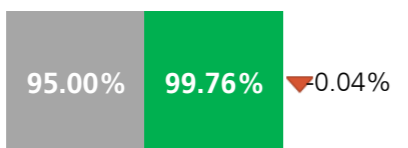
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



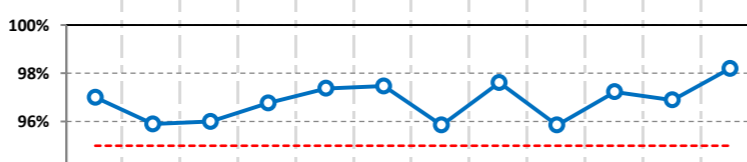
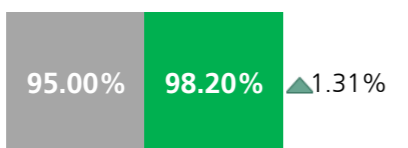
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



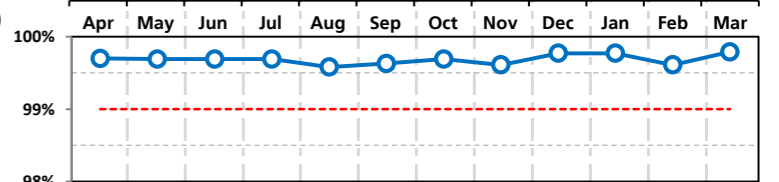
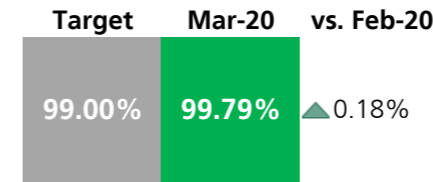
Transfer Search
Based on 15min time periods measured



Service Level Performance

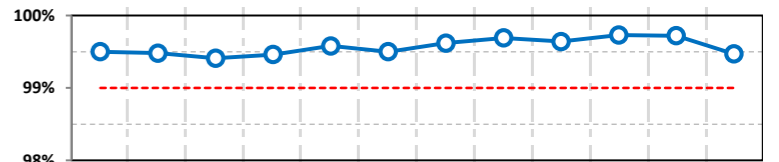
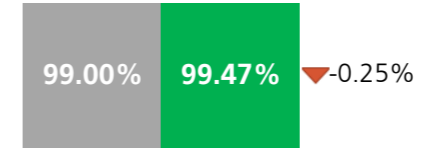
PSE (General)

Availability of Passenger Sensitive Equipment (General)



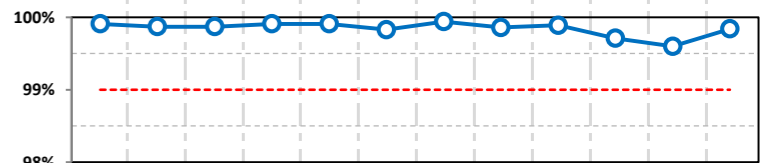
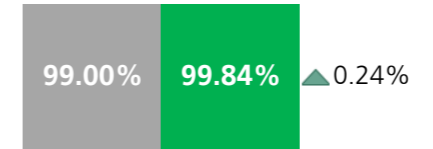
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



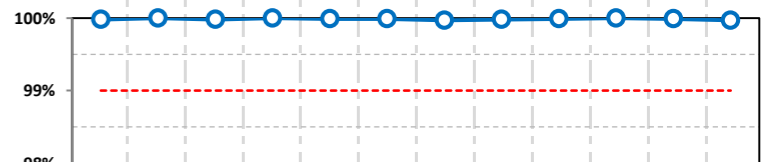
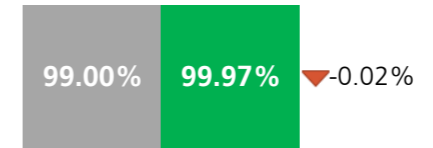
Stands

Availability of stands



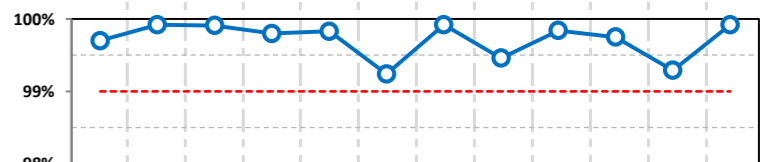
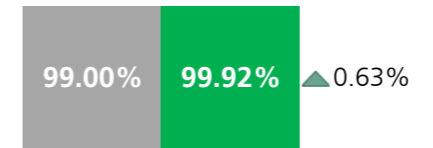
FEGP

Availability Fixed Electrical Ground Power



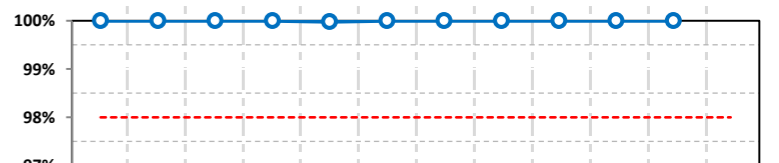
Jetties

Availability of Air-Bridges



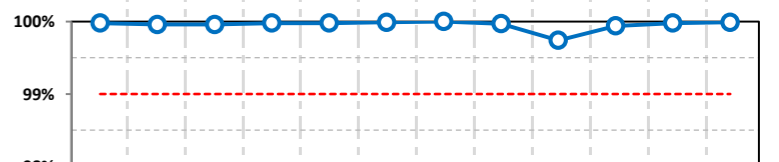
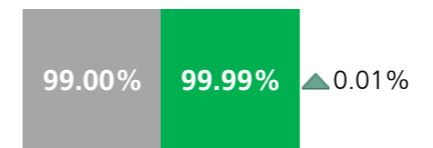
PCA

Availability of Pre-Conditioned Air



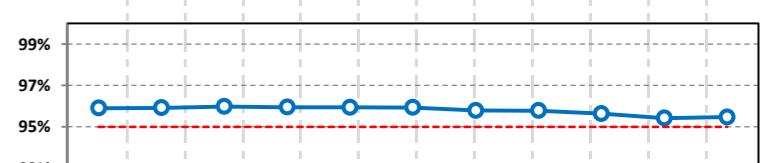
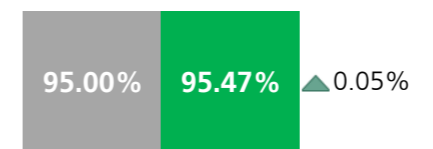
SEGS

Availability of Stand entry guidance



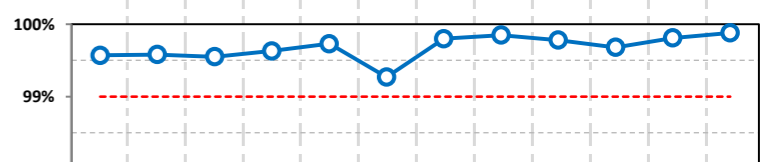
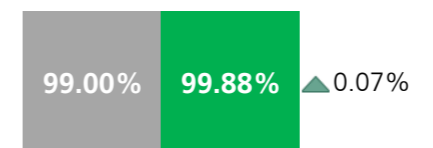
Pier Service*

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Rebates:

| | Target Achieved | Mar - 2020 | | Year-to-Date | |
|---|-----------------|------------------|------------------|--------------------|--|
| | | 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 | Mar - 2020 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.21 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.18 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.26 | £ - | £ 226,624 | 2 | |
| Flight information | MAA | 4.40 | 4.70 | 4.42 | £ - | £ - | 0 | |
| | | | | | £ - | £ 226,624 | 2 | |

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 2020 - December 2020

Bonus: All business units must exceed Lower Threshold.

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

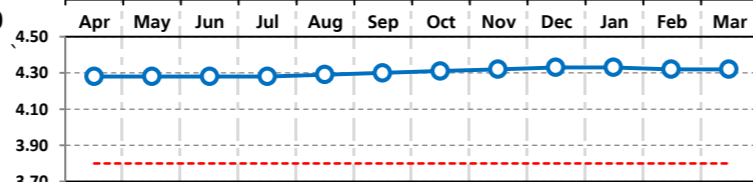
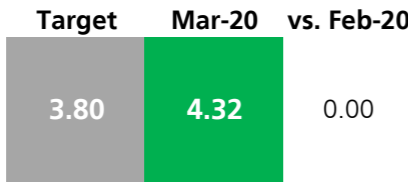
All bonus measures are based on MAA

Terminal 4 Performance Report March 2020

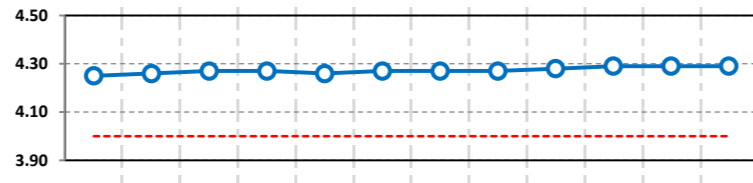
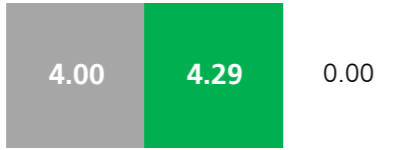
SQRB calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

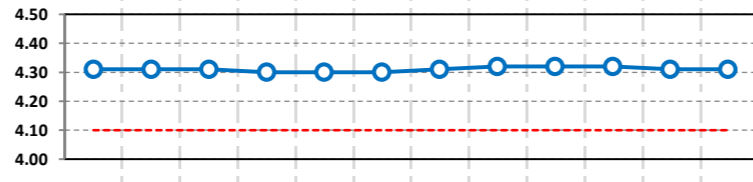
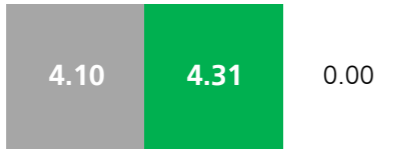
Departure lounge seat availability*
Ease of finding a seat



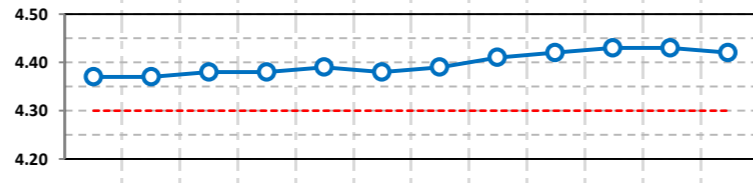
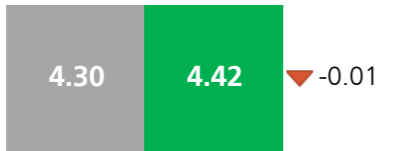
Cleanliness*
Overall cleanliness of the terminal



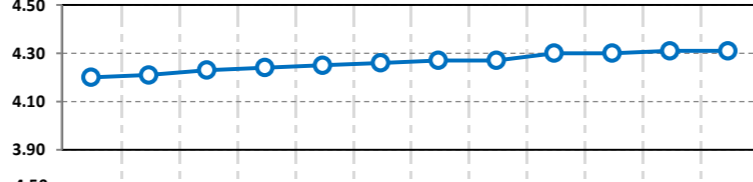
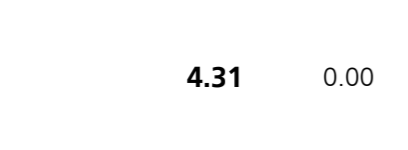
Wayfinding*
Ease of finding your way around the airport



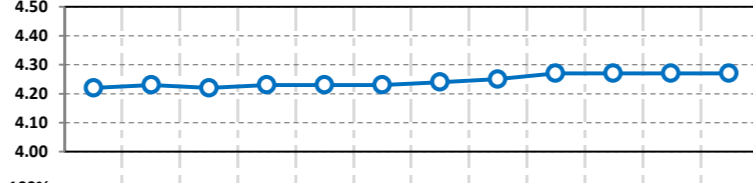
Flight information*
Accuracy and ease of finding flight information



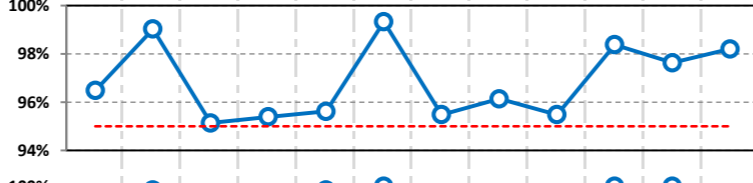
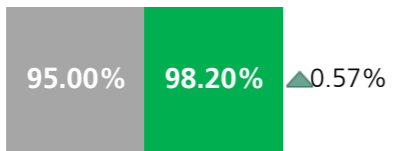
Wi-Fi*
Ease of using WiFi



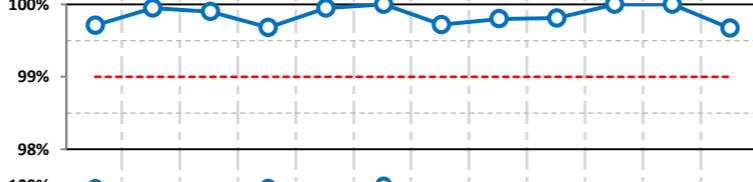
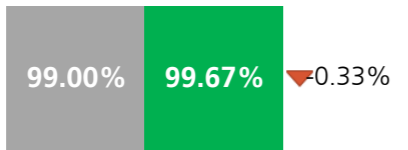
Security*
Passenger satisfaction



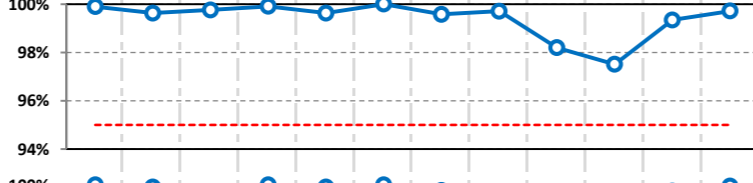
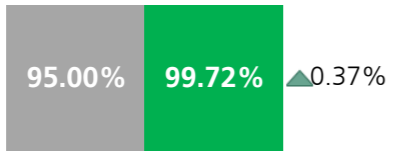
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



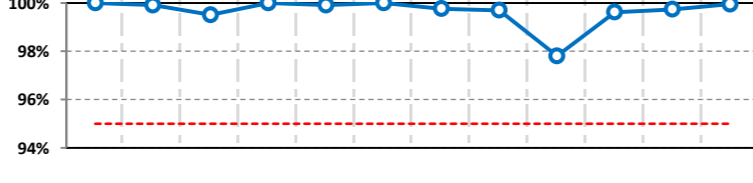
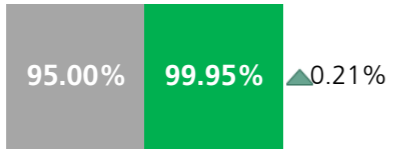
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



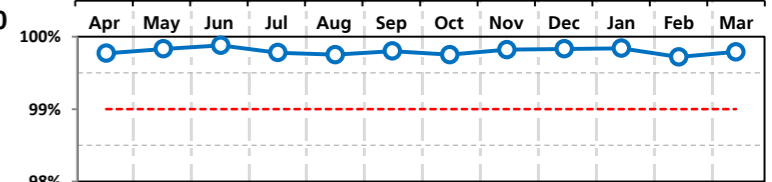
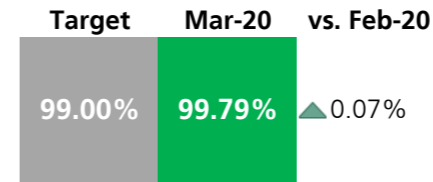
Transfer Search
Based on 15min time periods measured



Service Level Performance

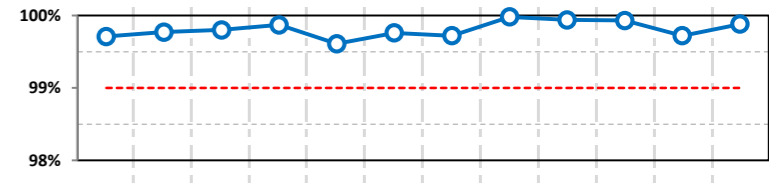
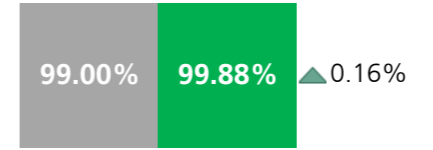
PSE (General)

Availability of Passenger Sensitive Equipment (General)



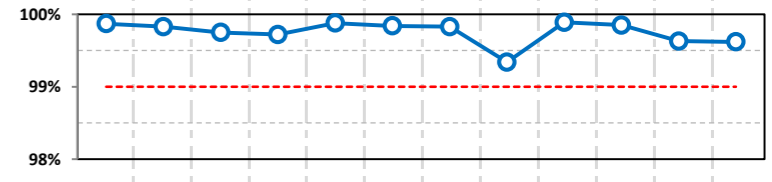
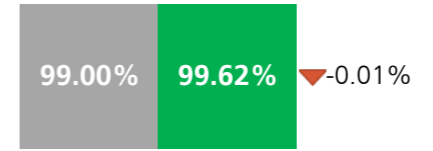
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



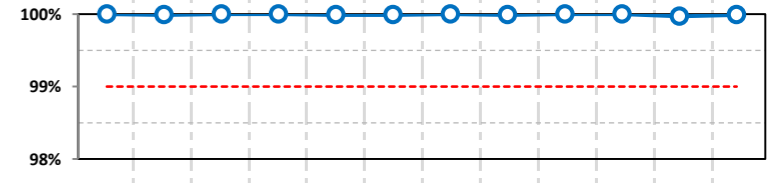
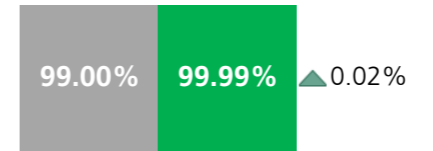
Stands

Availability of stands



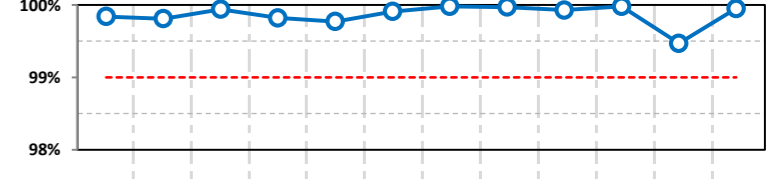
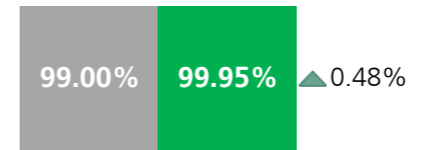
FEGP

Availability Fixed Electrical Ground Power



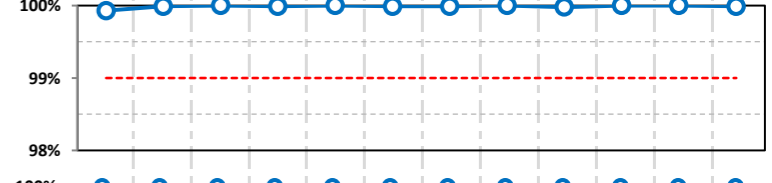
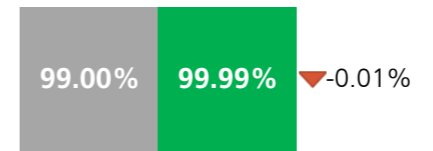
Jetties

Availability of Air-Bridges



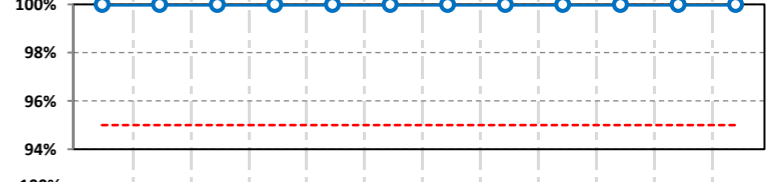
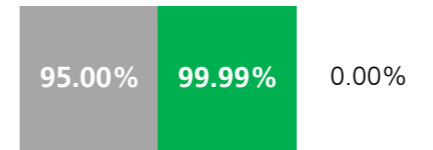
SEGS

Availability of Stand entry guidance



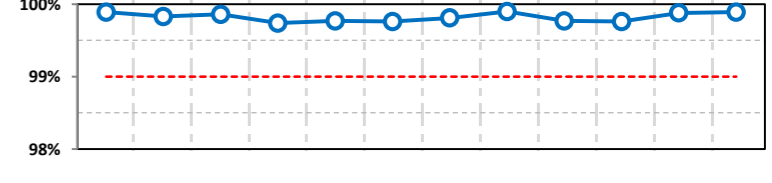
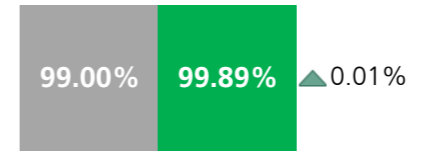
Pier Service*

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

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

Terminal 4 Performance Report March 2020

Financial Report - Bonus and Rebates

Rebates:

| | Mar - 2020 | | 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 | Mar - 2020 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-------------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonuses | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.32 | £ - | £ - | 0 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.29 | £ - | £ - | 0 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.31 | £ - | £ 226,624 | 2 | |
| Flight information | MAA | 4.40 | 4.70 | 4.42 | £ - | £ - | 0 | |
| | | | | | £ - | £ 226,624 | 2 | |

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 2020 - December 2020

Bonus: All business units must exceed Lower Threshold.

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

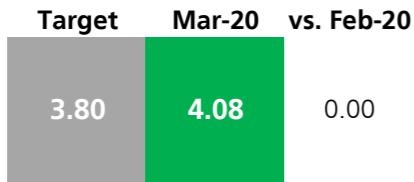
All bonus measures are based on MAA

Terminal 5 Performance Report March 2020

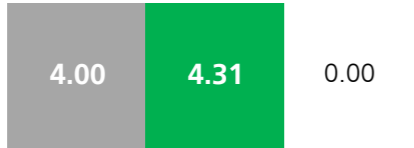
ISQRB calculation based on moving annual average (MAA) for these metrics

Passenger Experience and Service Level Performance

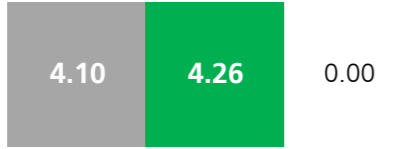
Departure lounge seat availability*
Ease of finding a seat



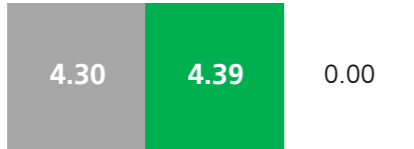
Cleanliness*
Overall cleanliness of the terminal



Wayfinding*
Ease of finding your way around the airport



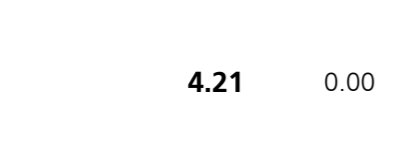
Flight information*
Accuracy and ease of finding flight information



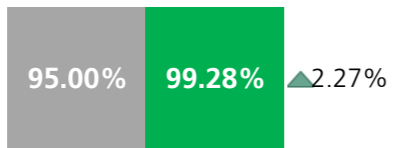
Wi-Fi*
Ease of using WiFi



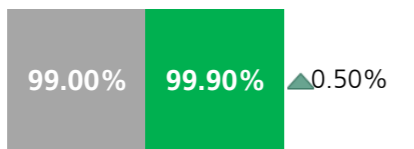
Security*
Passenger satisfaction



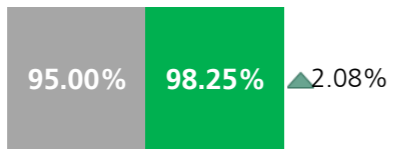
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



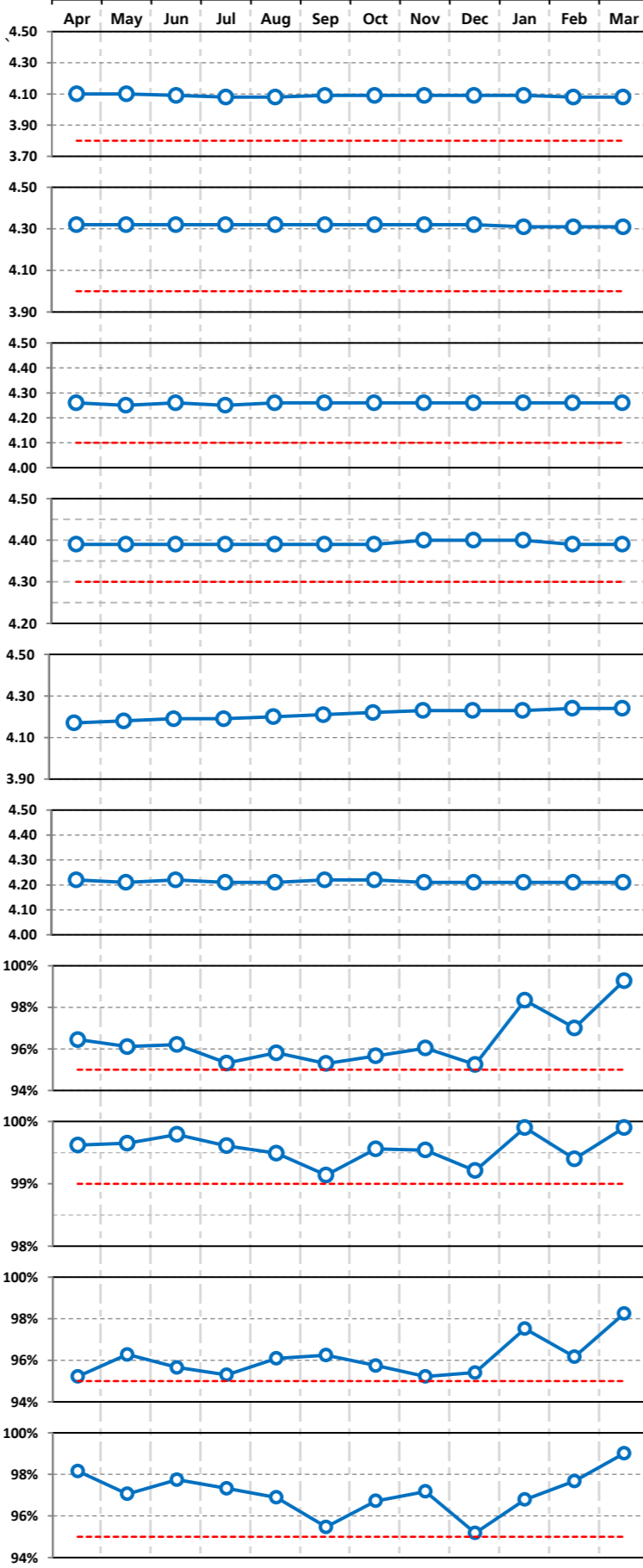
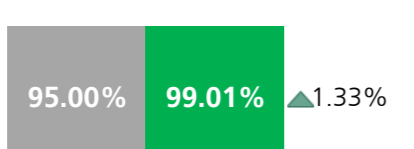
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



Transfer Search
Based on 15min time periods measured



Service Level Performance

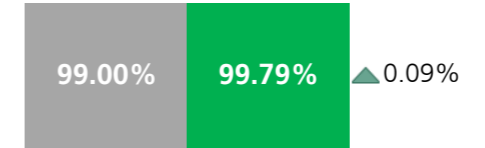
PSE (General)

Availability of Passenger Sensitive Equipment (General)



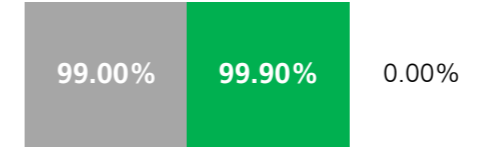
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



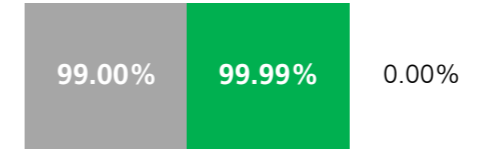
Stands

Availability of stands



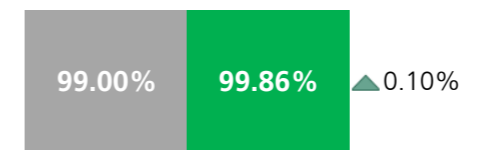
FEGP

Availability Fixed Electrical Ground Power



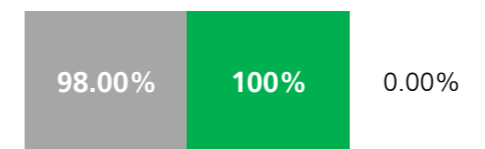
Jetties

Availability of Air-Bridges



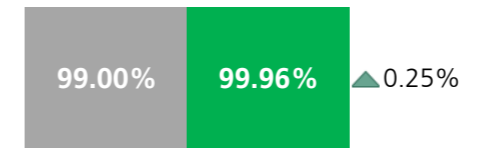
PCA

Availability of Pre-Conditioned Air



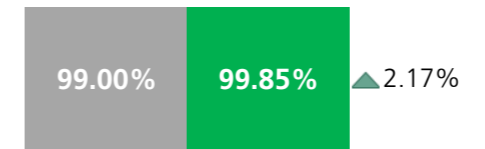
SEGs

Availability of Stand entry guidance



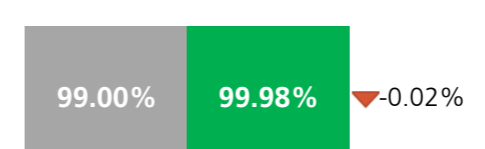
Arrivals reclaims

Bag reclaim belts availability



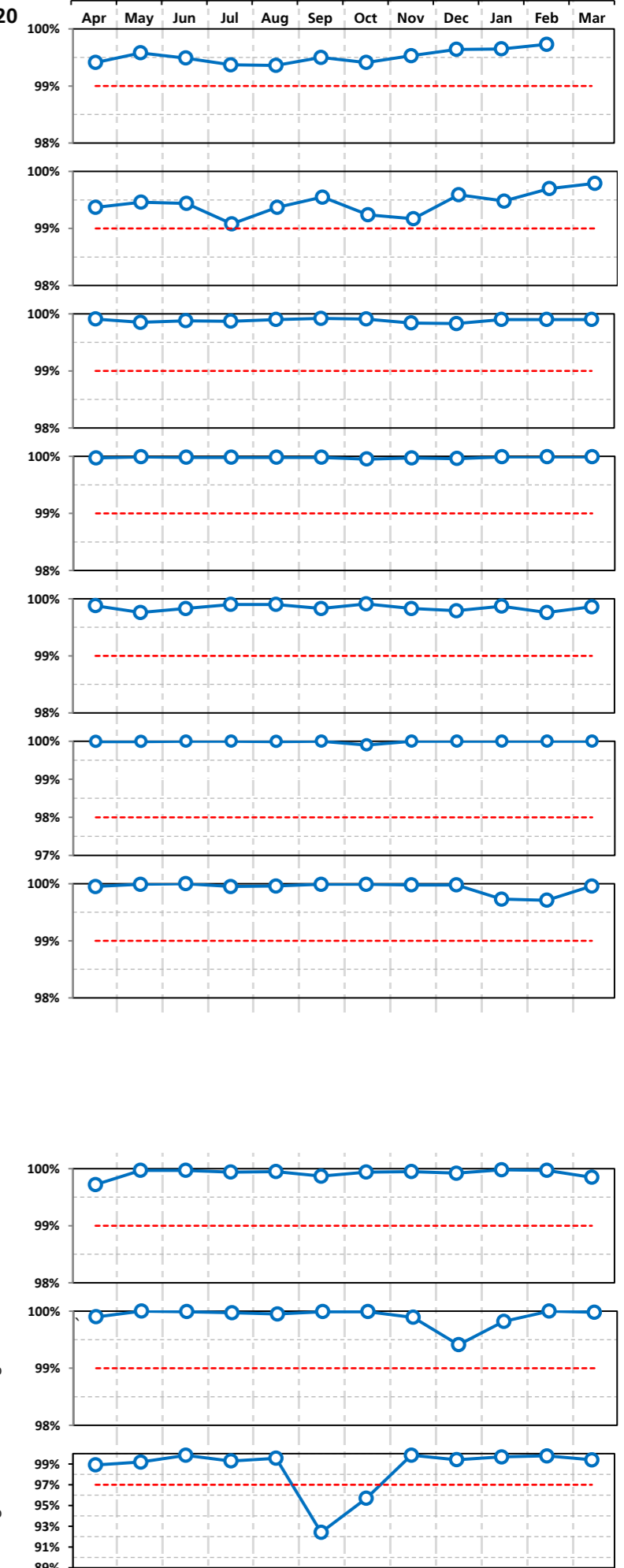
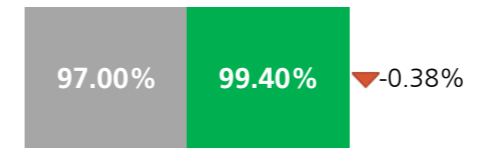
TTS - One car

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 March 2020

Financial Report - Bonus and Rebates

Rebates:

| | Mar - 2020 | | 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 |
| TTS - % Both | ✓ | £ - | £ - | 0 |
| | | £ - | £ - | 0 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Mar - 2020 | | Year-to-Date | |
|---|---------|-----------------|-----------------|------------|---------------------------------|---------------------------------|-----------------|
| | | | | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.08 | £ - | £ - | 0 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.31 | £ - | £ - | 0 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.26 | £ - | £ 226,624 | 2 |
| Flight information | MAA | 4.40 | 4.70 | 4.39 | £ - | £ - | 0 |
| | | | | | £ - | £ 226,624 | 2 |

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 2020 - December 2020

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

Heathrow

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