

Heathrow Performance Report

Service Quality Rebate and Bonus - April 2021

Operational Planning

Printed: 19 May 2021



Heathrow Performance Report April 2021

| Heathrow |
|-----------------------------|
| laking every journey better |

100%

| Passenger Experience and Service Level Perform | mance T2 | Т3 | Т4 | Т5 | |
|--|-------------|-------------------|-----------|--------|-----------|
| Departure lounge seat availability* Ease of finding a seat | 4.53 | 13 | | 4.42 | |
| Cleanliness* Overall cleanliness of the terminal | 4.48 | | | 4.46 | |
| Wayfinding* Ease of finding your way around the airport | 4.39 | | | 4.35 | |
| Flight information* Accuracy and ease of finding flight information | 4.55 | Non - On | erational | 4.52 | |
| Wi-Fi* Ease of using WiFi | 4.15 | Non - Operational | | 4.17 | |
| Security* Passenger satisfaction | 4.40 | | | 4.33 | |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 98.57% | | | 99.04% | |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 99.85% | | | 99.95% | |
| Staff search ** Based on 15min time periods measured | 99.66% | 99.21% | 99.74% | 99.79% | |
| Transfer Search Based on 15min time periods measured | 99.85% | Non - Operational | | 99.92% | |
| | СТА | Cargo | EastSide | T5 | SouthSide |
| Control Post Security Search | 99.38% | 99.49% | 100% | 98.96% | 99.90% |

| Service Level Performance | | | | Making every journe |
|--|--------|--------|------------|---------------------|
| | T2 | Т3 | T4 | T5 |
| PSE (General) vailability of Passenger Sensitive Equipment (General) | 99.79% | 99.93% | 99.85% | 99.85% |
| PSE (Priority) vailability of Passenger Sensitive Equipment (Priority) | 99.73% | 99.99% | 99.86% | 99.86% |
| tands vailability of stands | 99.88% | 98.71% | 99.90% | 99.90% |
| EEGP vailability ofFixed Electrical Ground Power | 100% | 100% | 99.99% | 99.99% |
| etties vailability of Air-Bridges | 99.99% | 99.63% | 99.98% | 99.98% |
| PCA vailability of Pre-conditioned Air | 100% | 100% | perational | 100% |
| EGs | 99.96% | 99.97% | 99.99% | 99.99% |
| Pier Service 6 Pier served passengers | 99.97% | | | |
| Arrivals Reclaims ag reclaim belts availability | 99.60% | 100% | 99.90% | 99.90% |
| Aerodrome congestion | | | | |
| TS - One car rack Transit System - one car availability | | | | 100% |

Financial Report- Bonus and Rebates

Track Transit System - % time two cars available

TTS - Two cars

| | | | | | Rebates: | | | | | |
|--|----|------------|----------|----------|----------|---------|-----------|---|---------------|-------------------|
| | | Apr - 2021 | | | | | | | | |
| | T2 | Т3 | T4 | T5 | Campus | Estimat | ed Rebate | | mated bate | Total Failures |
| Departure lounge seat availability | | | | | | £ | - | £ | - | 0 |
| Cleanliness | | | | | | £ | - | £ | - | 0 |
| Wayfinding | | | | | | £ | - | £ | - | 0 |
| Flight information | | | | | | £ | - | £ | - | 0 |
| CSA Queues - Both | | | | | | £ | - | £ | - | 0 |
| Staff Search | | | | | | £ | - | £ | - | 0 |
| Transfer search | | Ø | | | | £ | - | £ | - | 0 |
| Passenger Sensitive Equipment (General) | | | | | | £ | - | £ | - | 0 |
| Passenger Sensitive Equipment (Priority) | | | | | | £ | - | £ | - | 0 |
| Stands | | Ø | | | | £ | - | £ | - | 0 |
| FEGP | | Ø | | | | £ | - | £ | - | 0 |
| Jetties | | Ø | Ø | | | £ | - | £ | - | 0 |
| Pre-conditioned air | | Ø | Ø | Ø | | £ | - | £ | - | 0 |
| Stand entry guidance | | Ø | Ø | | | £ | - | £ | - | 0 |
| Pier Service | | Ø | Ø | | | £ | - | £ | - | 0 |
| Arrivals reclaims | | Ø | Ø | | | £ | - | £ | - | 0 |
| Control Posts Search | | | | | | £ | - | £ | - | 0 |
| Aerodrome Congestion | | | | | Ø | £ | - | £ | - | 0 |
| TTS - % Both | | | | | | £ | - | £ | - | 0 |
| - | | | | | Total | f | _ | f | _ | 0 |

| Bonuses: | | | | | | | | | | | | | | |
|--------------------|--------------------|------|----------|------------|--------------------|--------|---------|---------|-----------|----|--|--|--------------------|------------|
| | Apr - 2021 | | | | | | | | YTD | | | | | |
| Lower Threshold | Upper Threshold | T2 | T3 T4 | | T5 Estimated Bonus | | | | | | | | Estimated Bonus | Total Pass |
| 4.10 | 4.50 | 4.53 | | | 4.42 | £ | 97,255 | £ | 325,197 | 4 | | | | |
| 4.20 | 4.50 | 4.48 | | | 4.46 | £ | 105,360 | £ | 368,760 | 4 | | | | |
| 4.20 | 4.50 | 4.39 | Non - Op | perational | 4.35 | £ | 60,785 | £ | 226,929 | 4 | | | | |
| 4.40 | 4.70 | 4.55 | | 4.52 | £ | 48,628 | £ | 149,935 | 4 | | | | | |
| | | | | | Total | £ | 312,027 | £ | 1,070,821 | 16 | | | | |

Bonus: All business units must exceed Lower Threshold. Rebates and bonuses are exempt and therefore not payable at this time.

Financial year is from January 2021 - December 2021

*SQRB calculation is based on an 9x month moving average for these metrics for T2 and T5

Credit Notes

0 Terminal 2 Performance Report April 2021 **Passenger Experience and Service Level Performance Service Level Performance** Apr-21_vs. Mar-21_4.70 Apr-21 May Jun Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan **Departure lounge** PSE (General) seat availability* 4.30 4.53 **0.01** 99.00% 99.79% ▲0.08% Availability of Passenger Ease of finding a seat 4.10 Sensitive Equipment 3.90 3.70 100% PSE (Priority) Cleanliness* 4.30 4.00 4.48 **a** 0.01 **99.73% △** 0.10% 99.00% Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 98% 4.50 100% 4.40 Wayfinding* **Stands** 4.30 4.10 4.39 **a** 0.01 **99.88% △** 0.07% 99.00% Ease of finding your way 4.20 Availability of stands around the airport 4.10 4.00 97% 4.60 100% 4.50 Flight information* FEGP 4.30 4.55 0.01 100% 99.00% **a** 0.01% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.20 4.50 100% Jetties Wi-Fi* 4.30 99.99% 4.15 0.01 **0.13%** Ease of using WiFi Availability of Air-Bridges 4.10 3.90 4.50 4.40 Security* 100% 4.40 0.01 98.00% 0.00% assenger satisfaction 4.20 Availability of Pre-Conditioned 4.10 4.00 100% 95% **CSA queues - Times** :SEGs 95.00% **98.57% △**0.79% 99.96% **▼**-0.04% 99.00% queue <5 minutes Availability of Stand entry 85% Based on 15min time periods guidance 80% 98% measured 100% 100% **CSA queues - Times** Pier Service **99.85% △**0.13% 99.93% 99.00% **▼**-0.04% 95.00% queue <10 minutes % Pier served passengers 98% Based on 15min time periods 97% measured 100% 100% 80% Staff search Arrivals reclaims 60% 95.00% 99.66% ~0.19% 99.00% 99.60% **0.02%** Bag reclaim belts availability 40% 20% 100% 98% **Transfer Search** 99.85% ~0.01% 95.00% 96%

Notos

Terminal 2 Performance Report April 2021

Financial Report - Bonus and Rebates



Rebates:

| | | Арі | r - 2021 | | Year-to-D | Date |
|------------------------------------|-------------------|-----|------------------|-------|--------------|--------------------|
| | Target Achieve | | Estimated Rebate | Estir | nated 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:

| | | | | | Apr - | 2021 | Year-to- | Date |
|------------------------------------|---------|--------------------|--------------------|--------|-------|--------------------------------|---------------------------------|--------------------|
| | Measure | Lower Threshold | Upper Threshold | Actual | | nated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.53 | £ | 97,255 | £ 325,197.26 | 4 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.48 | £ | 105,360 | £ 368,760 | 4 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.39 | £ | 60,785 | £ 226,929 | 4 |
| Flight information | MAA | 4.40 | 4.70 | 4.55 | £ | 48,628 | £ 149,935 | 4 |
| | | | | | f | 312.027 | £ 1.070.821 | 16 |

Credit Notes:

Terminal 5 Performance Report April 2021

Heath

Financial Report - Bonus and Rebates

Rebates:

| | Apr - 2021 | | | Year-t | o-Da | te |
|------------------------------------|--------------------|---------------|------|---------------|------|--------------------|
| | Target Achieved | Estimated Rel | bate | Estimated Reb | ate | 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:

| | | | | Apr - 2021 | | | | te | |
|------------------------------------|---------|-----------|-----------------|------------|---------------------------|------------|-----|-------------------|-----------|
| | | Lower | Lower Upper Act | | Estimated Bonus (A | | Est | imated Bonus (All | Number of |
| | Measure | Threshold | | | | Terminals) | | Terminals) | Bonus |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.42 | £ | 97,255.25 | £ | 325,197.26 | 4 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.46 | £ | 105,359.86 | £ | 368,760 | 4 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.35 | £ | 60,785 | £ | 226,929 | 4 |
| Flight information | MAA | 4.40 | 4.70 | 4.52 | £ | 48,627.63 | £ | 149,935 | 4 |
| | | | | | £ | 312,027 | £ | 1,070,821 | 16 |

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 2021 - December 2021

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