Classification: Internal



Heathrow Performance Report

Service Quality Rebate and Bonus - January 2021

Operational Planning

Printed: 16 February 2021



Heathrow Performance Report January 2021

Passenger Experience and Service Level Perform	mance		,		
	T2	T3	T4	T5	
Departure lounge seat availability* Ease of finding a seat	4.50	4.37	4.31	4.27	
Cleanliness* Overall cleanliness of the terminal	4.44	4.21	4.33	4.38	
Wayfinding* Ease of finding your way around the airport	4.35	4.28	4.34	4.32	
Flight information* Accuracy and ease of finding flight information	4.50	4.46 Non - On	4.35 erational	4.43	
Wi-Fi* Ease of using WiFi	4.15	4.26	4.35	4.19	
Security* Passenger satisfaction	4.35	4.32	4.25	4.27	
CSA queues - Times queue <5 minutes Based on 15min time periods measured	99.07%			98.20%	
CSA queues - Times queue <10 minutes Based on 15min time periods measured	100.00%			99.65%	
Staff search ** Based on 15min time periods measured	98.84%	100%	100%	99.89%	
Transfer Search Based on 15min time periods measured	100%	Non - Operational		99.44%	
	СТА	Cargo	EastSide	Т5	SouthSi
Control Post Security Search	99.27%	98.12%	100%	99.36%	99.08%

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Service Level Performance				Making every journey
	T2	T3	T4	T5
PSE (General) Availability of Passenger Sensitive Equipment (General)	99.72%	99.96%	99.83%	99.72%
PSE (Priority) Availability of Passenger Sensitive Equipment (Priority)	99.62%	99.95%	100%	99.79%
Stands Availability of stands	99.64%	99.47%	99.77%	99.77%
FEGP Availability ofFixed Electrical Ground Power	99.98%	99.96%	100%	99.99%
Jetties Availability of Air-Bridges	99.71%	100%	100%	99.96%
PCA			perational	4000/
Availability of Pre-conditioned Air	100%	100%		100%
SEGs	99.98%	100%	100%	99.97%
Pier Service % Pier served passengers	99.00%			
Arrivals Reclaims Bag reclaim belts availability	99.84%	100%	100%	99.95%
Aerodrome congestion				
ITS - One car				100%
Frack Transit System - one car availability				
ITS - Two cars				99.70%
rack Transit System - % time two cars available				

Financial Report- Bonus and Rebates

					Rebates:							
	Jan - 2021									YTD		
	T2	Т3	T4	Т5	Campus	Estimat	ted Rebate		timated lebate	Total Failures		
Departure lounge seat availability						£	-	£	-	0		
Cleanliness						£	-	£	-	0		
Wayfinding						£	-	£	-	0		
Flight information						£	-	£	-	0		
CSA Queues - Both						£	-	£	-	0		
Staff Search						£	=	£	-	0		
Transfer search	Ø		Ø			£	-	£	-	0		
Passenger Sensitive Equipment (General)	lacksquare		lacksquare			£	=	£	-	0		
Passenger Sensitive Equipment (Priority)	Ø		Ø			£	-	£	-	0		
Stands						£	-	£	-	0		
FEGP						£	-	£	-	0		
Jetties						£	-	£	-	0		
Pre-conditioned air			Ø			£	-	£	-	0		
Stand entry guidance						£	-	£	-	0		
Pier Service	Ø		Ø			£	-	£	-	0		
Arrivals reclaims						£	-	£	-	0		
Control Posts Search						£	-	£	-	0		
Aerodrome Congestion						£	-	£	-	0		
TTS - % Both						£	-	£	-	0		
					Total	£	-	£	-	0		

				Bonuse	s:								
		Jan - 2021							YTD				
Lower Threshold	Upper I Threshold	T2	Т3	T4	T5	Estimated Bonus		Estimated Bonus				Total Pass	
4.10	4.50	4.50	4.37	4.31	4.27	£	-	£	-	0			
4.20	4.50	4.44	4.21	4.33	4.38	£	-	£	-	0			
4.20	4.50	4.35	Non- Op	erational	4.32	£	-	£	-	0			
4.40	4.70	4.50	4.46		4.43	£	-	£	-	0			
					Total	£	-	£	_	0			

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 a 2x month moving average for these metrics for T3 and T4 and on an 8x month moving average for these metrics for T2 and T5



Notos:

Classification: Internal

Terminal 2 Performance Report January 2021

Financial Report - Bonus and Rebates

Rebates:



		Jan - 2021				Date
	Target Achieved	Estimat	ted Rebate	Estima	ated 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:

					Jan - 2021		Year-to-Date		
	Measure	Lower Threshold	Upper Threshold	Actual	Estimated Bonus (All Terminals)		Estimated Bonus (All Terminals)		Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.50	f -		£	-	0
Cleanliness	MAA	4.20	4.50	4.44	£ -		£	-	0
Wayfinding	MAA	4.20	4.50	4.35	f -		£	-	0
Flight information	MAA	4.40	4.70	4.50	£ -		£	-	0
					f -		f	-	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 2021 - December 2021

Classification: Internal Terminal 5 Performance Report January 2021 **Passenger Experience and Service Level Performance Service Level Performance** Jan-21 vs. Dec-20 (4.50 **Target** Feb Mar Apr May Jun Jul Aug Sep Oct Nov Dec Jan **Target** Jan-21 **Departure lounge** PSE (General) seat availability* 3.80 4.27 **a** 0.04 99.00% 99.72% **0.18%** 4.10 Availability of Passenger Ease of finding a seat Sensitive Equipment 3.90 3.70 4.50 100% PSE (Priority) Cleanliness* 4.00 4.38 **a** 0.01 99.00% 99.79% **0.26%** Overall cleanliness of the Availability of Passenger 4.10 Sensitive Equipment (Priority) 3.90 4.50 100% 4.40 Wayfinding* 4.30 4.10 4.32 ▲ 0.01 99.77% ▲ 0.02% 99.00% Ease of finding your way 4.20 Availability of stands around the airport 4.10 4.00 4.50 Flight information* 4.30 4.43 ▼ 0.00 99.99% 99.00% **-**0.01% Availability Fixed Electrical Accuracy and ease of finding 4.30 Ground Power flight information 4.50 Jetties Wi-Fi*
Ease of using WiFi 4.19 **-**0.02 99.00% 99.96% ▲ 0.04% Availability of Air-Bridges 4.10 3.90 4.50 4.40 PCA Security* 4.27 0.00 98.00% 100% 0.00% Availability of Pre-Conditioned 4.20 4.10 4.00 100% 98% **CSA queues - Times SEGs** 96% 95.00% **98.20% △**0.48% 99.97% 99.00% **a** 0.01% queue <5 minutes 94% Availability of Stand entry 92% Based on 15min time periods guidance 90% measured 100% **CSA queues - Times** 99.65% 99.00% -0.03% queue <10 minutes 98% Based on 15min time periods 97% measured 100% 80% Staff search Arrivals reclaims 60% 99.89% ~0.06% 99.00% 99.95% ▲ 0.60% Bag reclaim belts availability 40% 20% 100% 80% **Transfer Search** lTTS - One car 60% 99.44% 95.00% **_0.09%** 99.00% 100% **0.44%** 40% Track Transit System - one 20% car availability 100% TTS - Two cars 60% 97.00% 99.70% **▼**-0.24% Track Transit System - % 40% time two cars available

Terminal 5 Performance Report January 2021

Financial Report - Bonus and Rebates

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Rebates:

	Jan - 2021			Year-to-Da	ate	
	Target Achieved	Estimated Rebat	e I	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	

Classification: Internal

Bonuses:

				Jan - 2021			te		
	Measure	Lower Threshold	Upper Threshold	Actual		d Bonus (All ninals)		ted Bonus (All erminals)	Number of Bonus
Departure lounge seat availability	MAA	4.10	4.50	4.27	£	-	£	-	0
Cleanliness	MAA	4.20	4.50	4.38	£	-	£	-	0
Wayfinding	MAA	4.20	4.50	4.32	£	-	£	-	0
Flight information	MAA	4.40	4.70	4.43	£	-	£	-	0
				·	£	-	£	-	0

Credit Notes

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