



Heathrow Performance Report

Service Quality Rebate and Bonus - July 2022

Operational Planning

Printed: 07 October 2022

Heathrow
Making every journey better

Heathrow Performance Report July 2022

Passenger Experience and Service Level Performance

| | T2 | T3 | T4 | T5 | |
|--|------------|--------------|-----------------|-----------|------------------|
| Departure lounge seat availability* Ease of finding a seat | 4.40 | 4.25 | 4.38 | 4.13 | |
| Cleanliness* Overall cleanliness of the terminal | 4.33 | 4.23 | 4.25 | 4.33 | |
| Wayfinding* Ease of finding your way around the airport | 4.35 | 4.29 | 4.28 | 4.30 | |
| Flight information* Accuracy and ease of finding flight information | 4.49 | 4.46 | 4.51 | 4.45 | |
| Wi-Fi* Ease of using WiFi | 4.18 | 4.17 | 4.21 | 4.16 | |
| Security* Passenger satisfaction | 4.26 | 4.18 | 3.86 | 4.17 | |
| CSA queues - Times queue <5 minutes Based on 15min time periods measured | 69.49% | 54.00% | 61.29% | 39.28% | |
| CSA queues - Times queue <10 minutes Based on 15min time periods measured | 85.52% | 63.04% | 70.64% | 61.38% | |
| Staff search ** Based on 15min time periods measured | 94.43% | 90.00% | 97.88% | 95.60% | |
| Transfer Search Based on 15min time periods measured | 88.61% | 78.80% | 99.95% | 56.49% | |
| | CTA | Cargo | EastSide | T5 | SouthSide |
| Control Post Security Search | 91.11% | 88.23% | 100% | 68.95% | 89.36% |

Service Level Performance

| | | | | |
|---|---------|---------|---------|--------|
| PSE (General) Availability of Passenger Sensitive Equipment (General) | 99.52% | 99.15% | 99.40% | 99.18% |
| PSE (Priority) Availability of Passenger Sensitive Equipment (Priority) | 99.40% | 99.48% | 99.52% | 99.40% |
| Stands Availability of stands | 99.80% | 99.72% | 99.64% | 99.88% |
| FEGP Availability of Fixed Electrical Ground Power | 100.00% | 100.00% | 100.00% | 99.99% |
| Jetties Availability of Air-Bridges | 99.98% | 99.71% | 99.68% | 99.70% |
| PCA Availability of Pre-conditioned Air | 99.99% | 100% | | 99.76% |
| SEGs | 99.87% | 99.98% | 100.00% | 99.99% |
| Pier Service % Pier served passengers | 98.46% | 95.98% | 99.99% | |
| Arrivals Reclaims Bag reclaim belts availability | 99.72% | 99.42% | 99.82% | 99.95% |
| Aerodrome congestion | | | | 99.80% |
| TTS - One car Track Transit System - one car availability | | | | 99.80% |
| TTS - Two cars Track Transit System - % time two cars available | | | | 95.56% |

| T2 | T3 | T4 | T5 |
|---------|---------|---------|--------|
| 99.52% | 99.15% | 99.40% | 99.18% |
| 99.40% | 99.48% | 99.52% | 99.40% |
| 99.80% | 99.72% | 99.64% | 99.88% |
| 100.00% | 100.00% | 100.00% | 99.99% |
| 99.98% | 99.71% | 99.68% | 99.70% |
| 99.99% | 100% | | 99.76% |
| 99.87% | 99.98% | 100.00% | 99.99% |
| 98.46% | 95.98% | 99.99% | |
| 99.72% | 99.42% | 99.82% | 99.95% |

Financial Report- Bonus and Rebates

| | Rebates: | | | | | Estimated Rebate | Estimated Rebate | Total Failures | | |
|---|------------|----|----|----|--------|------------------|------------------|----------------|-----|--|
| | Jul - 2022 | | | | | | | | YTD | |
| | T2 | T3 | T4 | T5 | Campus | | | | | |
| Departure lounge seat availability | | | | | | £ - | £ - | 0 | | |
| Cleanliness | | | | | | £ - | £ - | 0 | | |
| Wayfinding | | | | | | £ - | £ - | 0 | | |
| Flight information | | | | | | £ - | £ - | 0 | | |
| CSA Queues - Both | ✗ | ✗ | ✗ | ✗ | | £ 2,619,136.78 | £ 11,662,126.41 | 15 | | |
| Staff Search | ✗ | ✗ | ✓ | ✓ | | £ 494,242.09 | £ 988,484.19 | 4 | | |
| Transfer search | ✗ | ✗ | ✓ | ✗ | | £ 1,212,432.41 | £ 3,317,843.53 | 8 | | |
| Passenger Sensitive Equipment (General) | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Passenger Sensitive Equipment (Priority) | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Stands | ✓ | ✓ | ✓ | ✓ | | £ - | £ 192,932.20 | 4 | | |
| FEGP | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Jetties | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Pre-conditioned air | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Stand entry guidance | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Pier Service | ✓ | ✓ | ✓ | | | £ - | £ - | 0 | | |
| Arrivals reclaims | ✓ | ✓ | ✓ | ✓ | | £ - | £ - | 0 | | |
| Control Posts Search | | | | | ✗ | £ 994,549.27 | £ 2,983,647.80 | 12 | | |
| Aerodrome Congestion | | | | | ✓ | £ - | £ - | 0 | | |
| TTS - % Both | | | | | ✗ | £ 337,353.94 | £ 337,353.94 | 1 | | |
| Total | | | | | | £ 5,657,714.48 | £ 19,482,388.06 | 44 | | |

| | Lower Threshold | | Upper Threshold | | Bonuses: | | | | | Estimated Bonus | Estimated Bonus | Total Pass |
|------|-----------------|------|-----------------|------|-----------------|------------------|--------------------|-----------|--|-----------------|-----------------|------------|
| | Jul - 2022 | | | | | YTD | | | | | | |
| | T2 | T3 | T4 | T5 | Estimated Bonus | Estimated Bonus | Total Pass | | | | | |
| 4.10 | 4.50 | 4.40 | 4.25 | 4.38 | 4.13 | £ 28,437 | £ 1,060,862 | 7 | | | | |
| 4.20 | 4.50 | 4.33 | 4.23 | 4.25 | 4.33 | £ 36,130 | £ 854,430 | 8 | | | | |
| 4.20 | 4.50 | 4.35 | 4.29 | 4.28 | 4.30 | £ 112,792 | £ 1,341,587 | 8 | | | | |
| 4.40 | 4.70 | 4.49 | 4.46 | 4.51 | 4.45 | £ 74,380 | £ 897,790 | 8 | | | | |
| | | | | | | £ 251,740 | £ 4,154,668 | 31 | | | | |

Bonus: All business units must exceed Lower Threshold.

Financial year is from January 2022 - December 2022

*SQRB calculation for T4 is based on 3 months of data

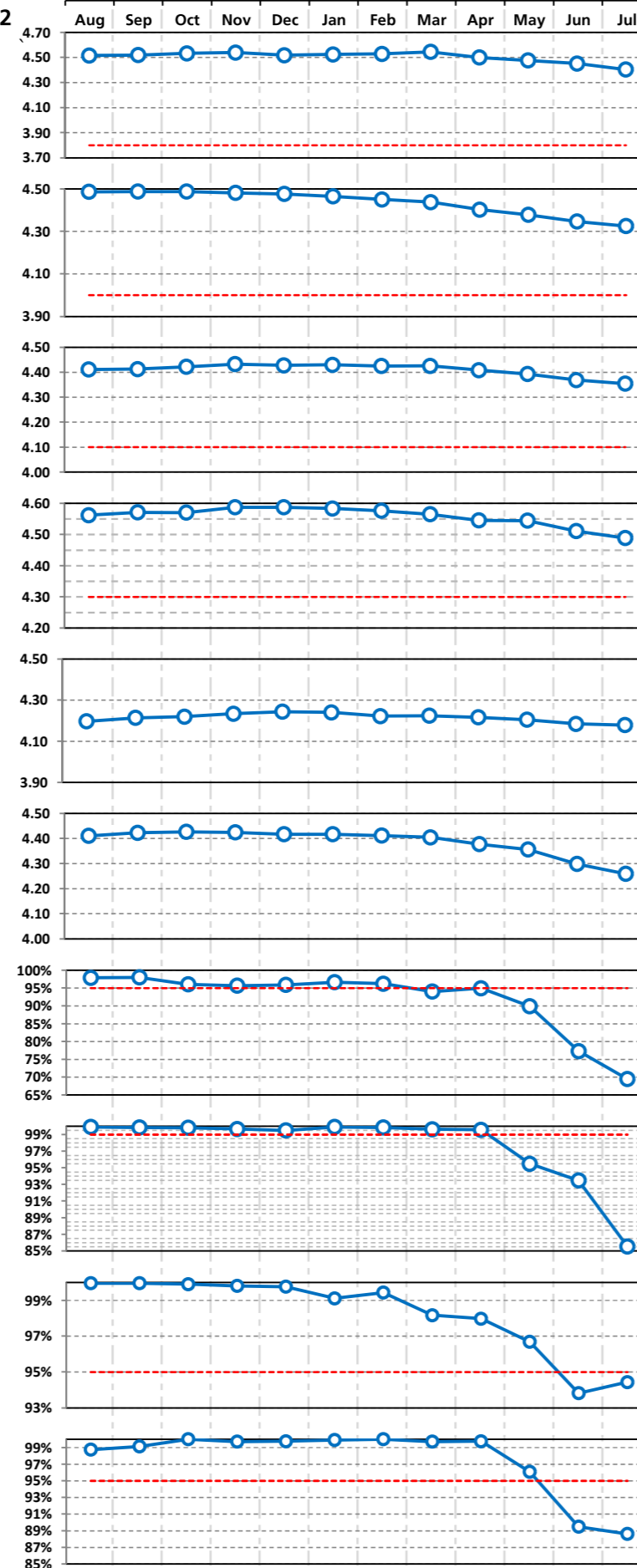
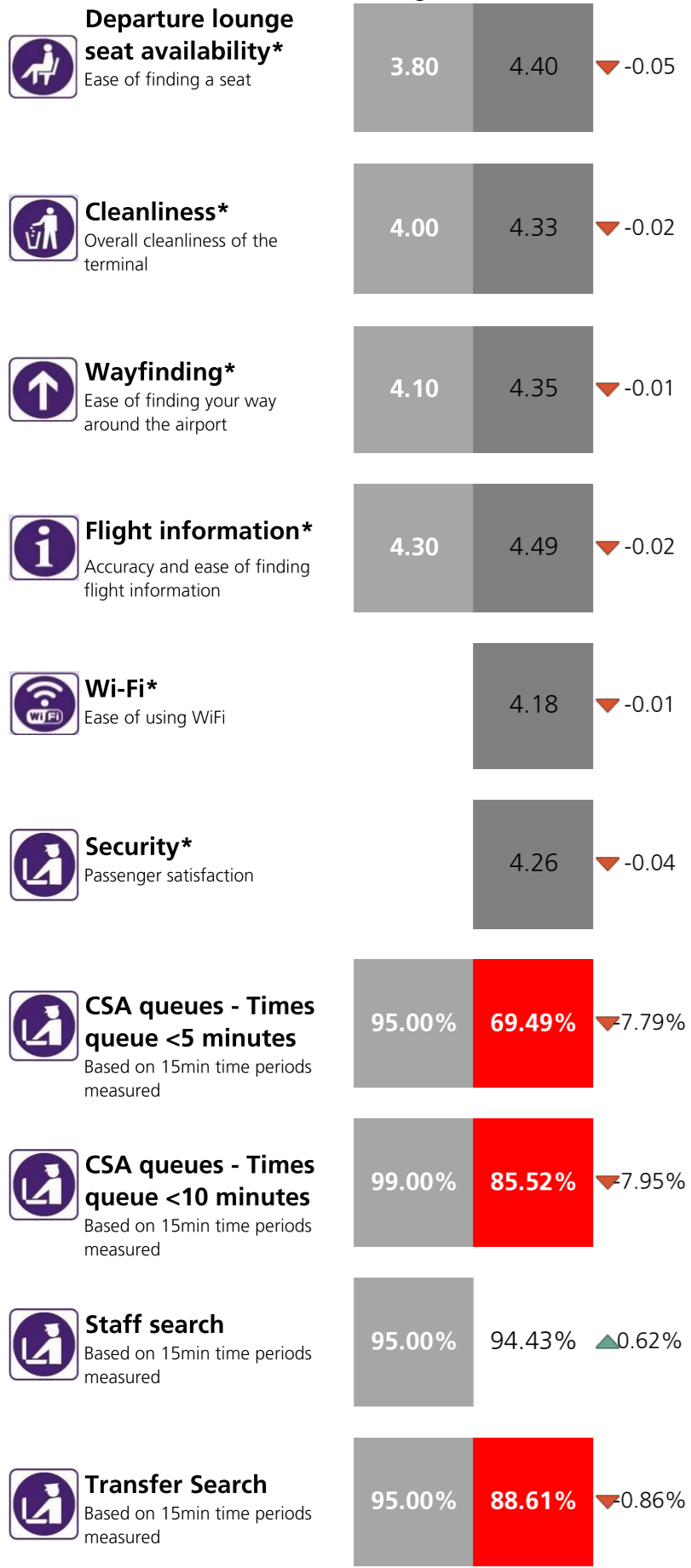
Credit Notes:
Will be raised and allocated to the relevant parties that used the terminal in the relevant month pro-rata with the airport charges incurred for passenger services in that month.

Terminal 2 Performance Report July 2022

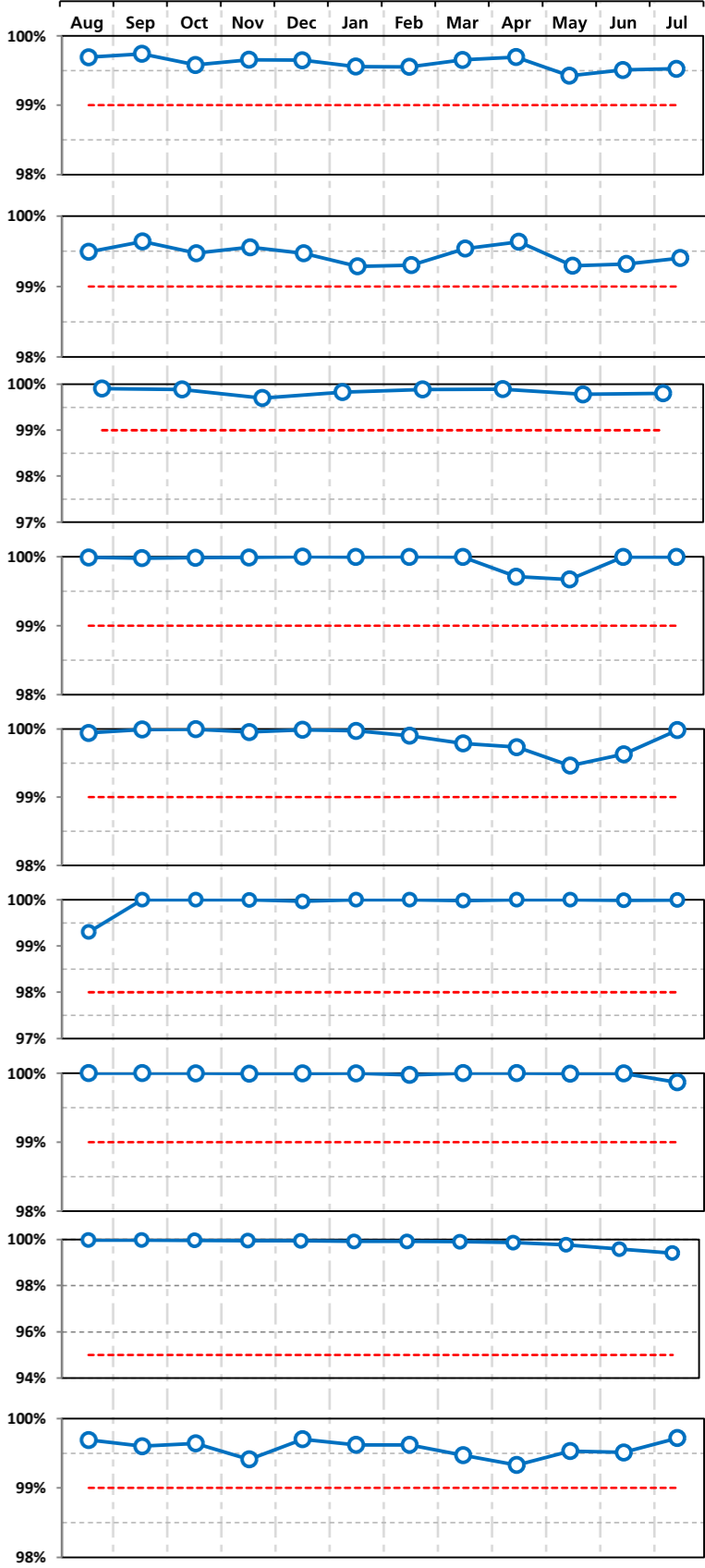
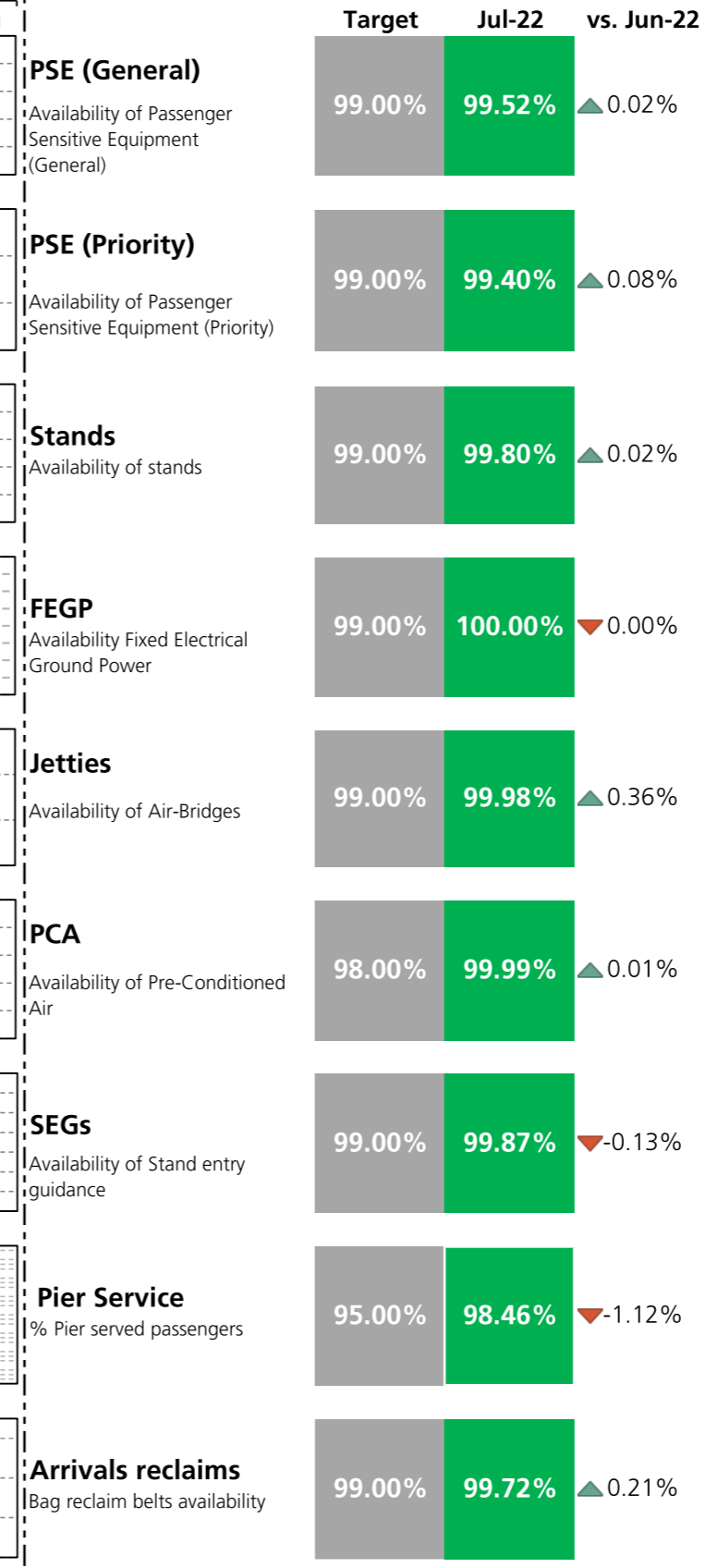
Classification: Internal

0

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 2 Performance Report July 2022

Financial Report - Bonus and Rebates

Rebates:

| | Jul - 2022 | | 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 | ✘ | £ 639,290.88 | £ 3,196,454.38 | 5 |
| Staff search | ✘ | £ 242,754.13 | £ 485,508.25 | 2 |
| Transfer search | ✘ | £ 319,453.69 | £ 638,907.38 | 2 |
| PSE (General) | ✔ | £ - | £ - | 0 |
| PSE (Priority) | ✔ | £ - | £ - | 0 |
| Stands | ✔ | £ - | £ - | 0 |
| FEGP | ✔ | £ - | £ - | 0 |
| Jetties | ✔ | £ - | £ - | 0 |
| PCA | ✔ | £ - | £ - | 0 |
| SEGS | ✔ | £ - | £ - | 0 |
| Pier Service | ✔ | £ - | £ - | 0 |
| Arrivals reclaims | ✔ | £ - | £ - | 0 |
| | | £ 1,201,498.69 | £ 4,320,870.00 | 9 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Jul - 2022 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.40 | £ 28,437 | £ 1,060,861.60 | 7 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.33 | £ 36,130 | £ 836,511 | 7 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.35 | £ 112,792 | £ 1,229,978 | 7 | |
| Flight information | MAA | 4.40 | 4.70 | 4.49 | £ 74,380 | £ 846,870 | 7 | |
| | | | | | £ 251,740 | £ 3,974,221 | 28 | |

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 2022 - December 2022

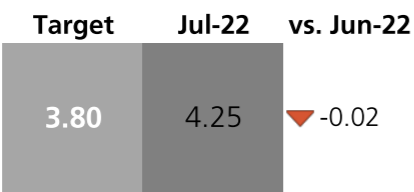
Terminal 3 Performance Report July 2022

Classification: Internal

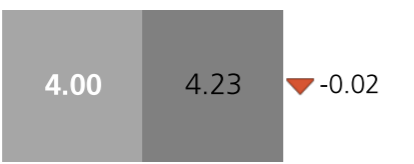
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Passenger Experience and Service Level Performance

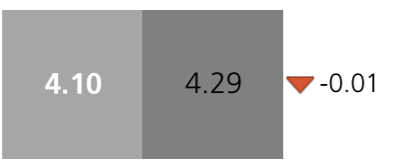
Departure lounge seat availability*
Ease of finding a seat



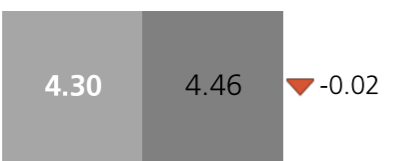
Cleanliness*
Overall cleanliness of the terminal



Wayfinding*
Ease of finding your way around the airport



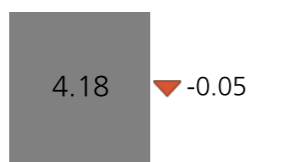
Flight information*
Accuracy and ease of finding flight information



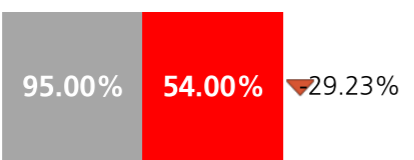
Wi-Fi*
Ease of using WiFi



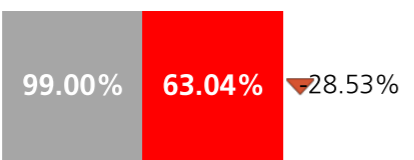
Security*
Passenger satisfaction



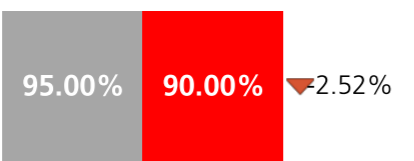
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



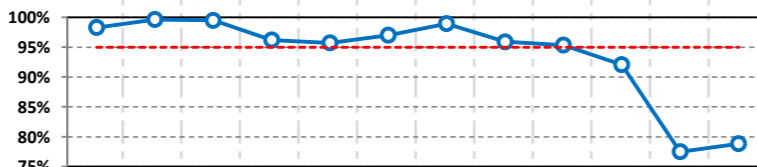
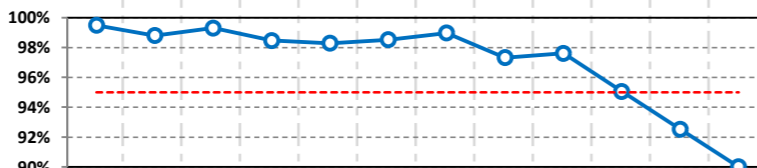
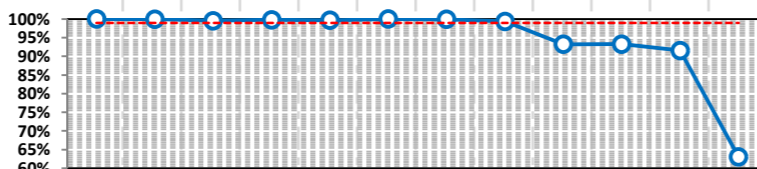
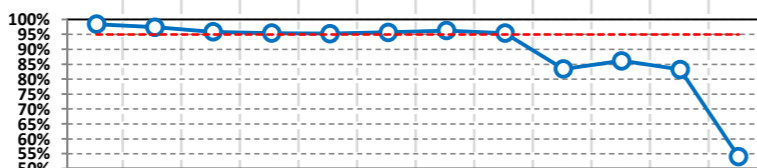
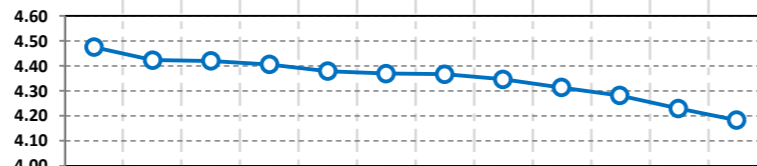
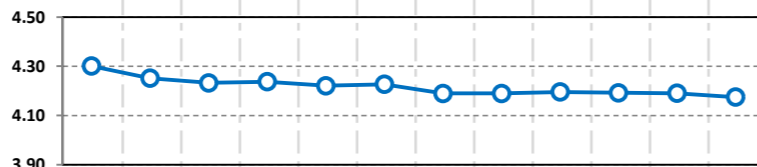
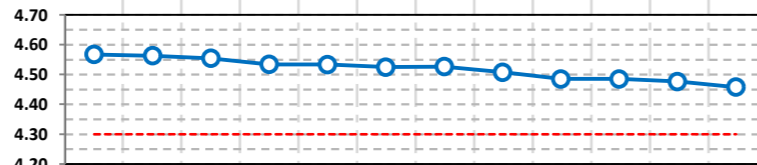
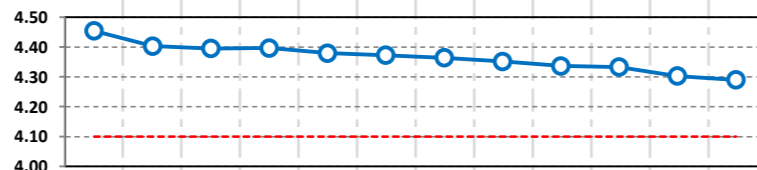
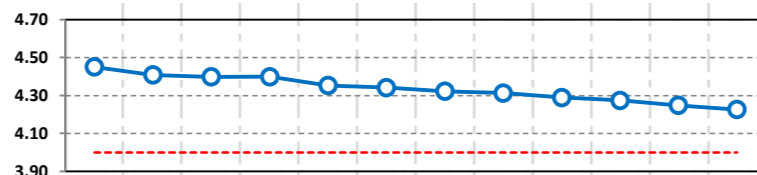
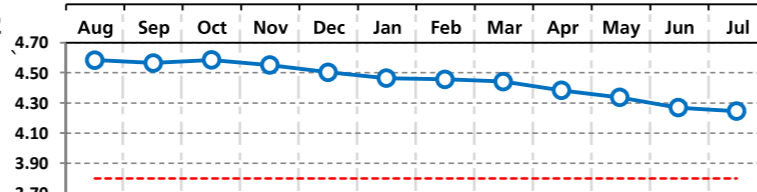
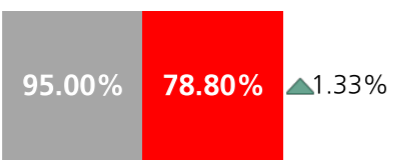
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



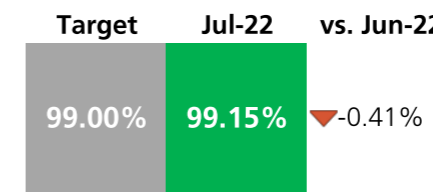
Transfer Search
Based on 15min time periods measured



Service Level Performance

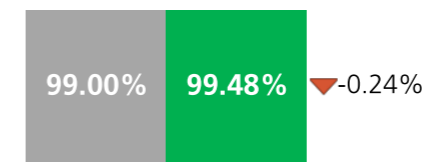
PSE (General)

Availability of Passenger Sensitive Equipment (General)



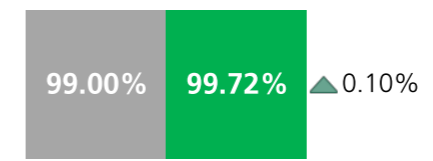
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



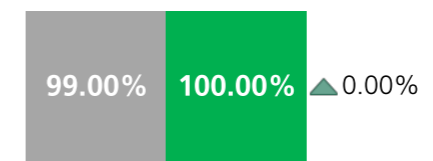
Stands

Availability of stands



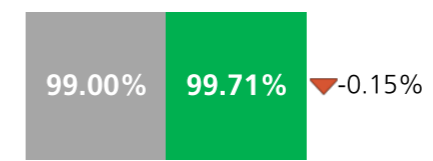
FEGP

Availability Fixed Electrical Ground Power



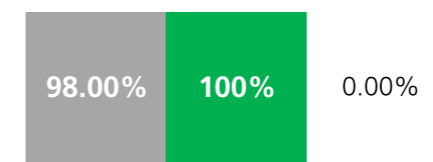
Jetties

Availability of Air-Bridges



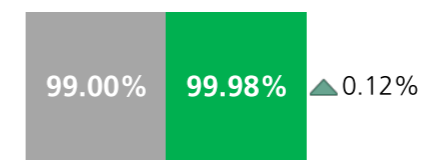
PCA

Availability of Pre-Conditioned Air



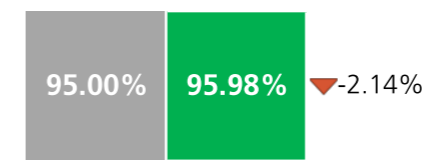
SEGs

Availability of Stand entry guidance



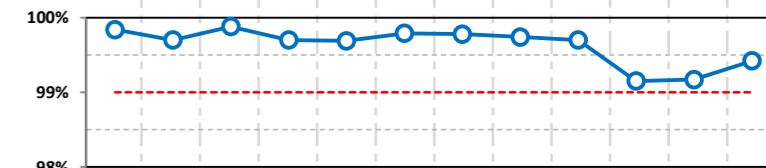
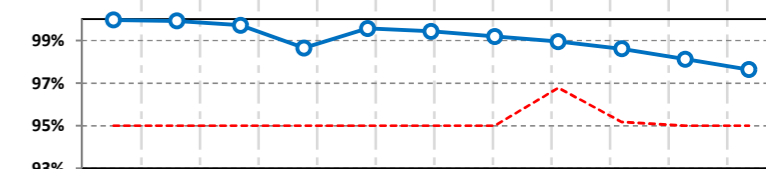
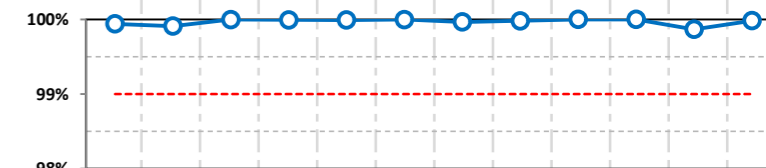
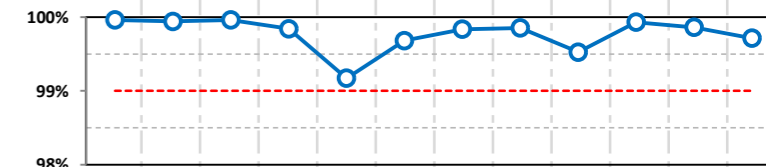
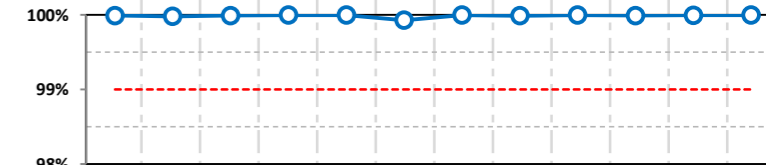
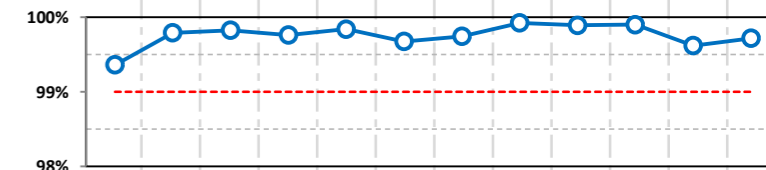
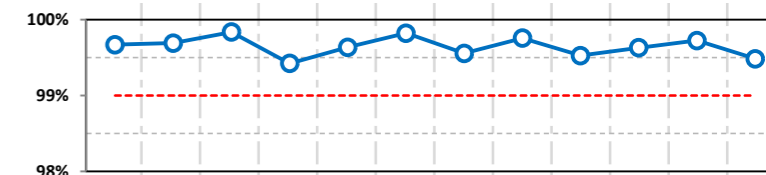
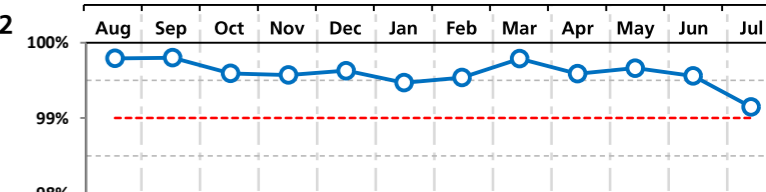
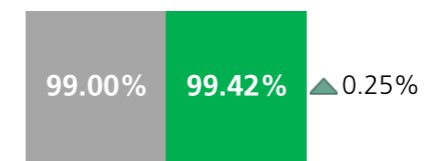
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

* SQRB calculations based on Moving Annual Average (MAA) for these metrics

Terminal 3 Performance Report July 2022

Financial Report - Bonus and Rebates

Rebates:

| | Jul - 2022 | | 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 | ✘ | £ 662,291.38 | £ 2,649,165.50 | 4 |
| Staff search | ✘ | £ 251,488 | £ 502,975.94 | 2 |
| Transfer search | ✘ | £ 330,947.03 | £ 992,841.09 | 3 |
| PSE (General) | ✔ | £ - | £ - | 0 |
| PSE (Priority) | ✔ | £ - | £ - | 0 |
| Stands | ✔ | £ - | £ - | 0 |
| FEGP | ✔ | £ - | £ - | 0 |
| Jetties | ✔ | £ - | £ - | 0 |
| PCA | ✔ | £ - | £ - | 0 |
| SEGS | ✔ | £ - | £ - | 0 |
| Pier Service | ✔ | £ - | £ - | 0 |
| Arrivals reclaims | ✔ | £ - | £ - | 0 |
| | | £ 1,244,726 | £ 4,144,982.53 | 9 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Jul - 2022 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.25 | £ 28,437.29 | £ 1,060,861.60 | 7 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.23 | £ 36,130 | £ 836,511 | 7 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.29 | £ 112,792 | £ 1,229,978 | 7 | |
| Flight information | MAA | 4.40 | 4.70 | 4.46 | £ 74,380 | £ 846,870 | 7 | |
| | | | | | £ 251,740 | £ 3,974,221 | 28 | |

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 2022 - December 2022

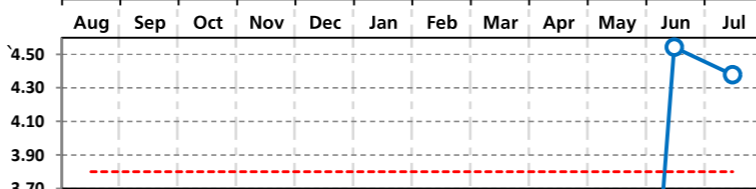
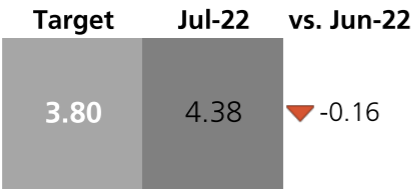
Terminal 4 Performance Report July 2022

Classification: Internal

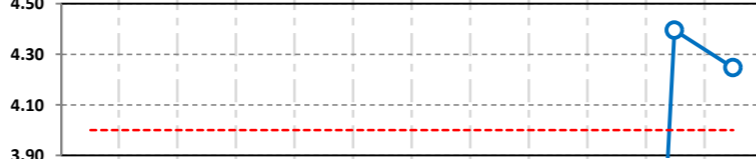
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Passenger Experience and Service Level Performance

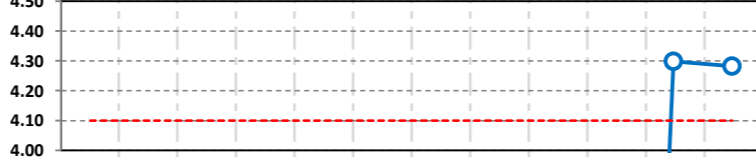
Departure lounge seat availability*
Ease of finding a seat



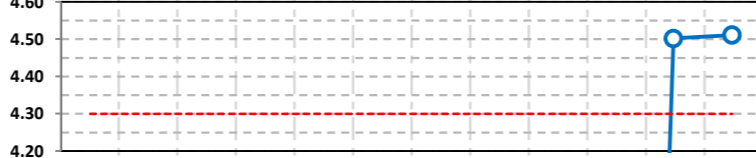
Cleanliness*
Overall cleanliness of the terminal



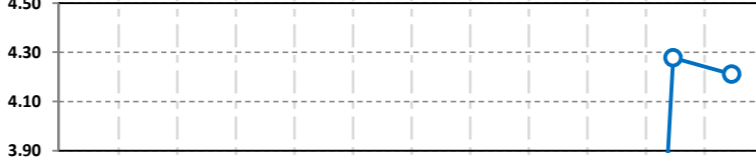
Wayfinding*
Ease of finding your way around the airport



Flight information*
Accuracy and ease of finding flight information



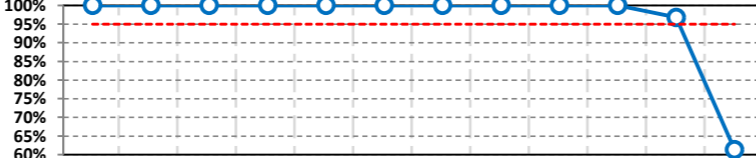
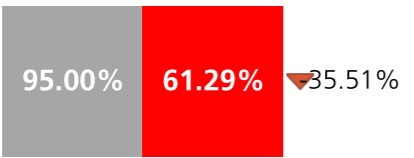
Wi-Fi*
Ease of using WiFi



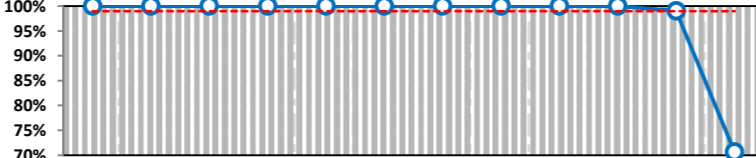
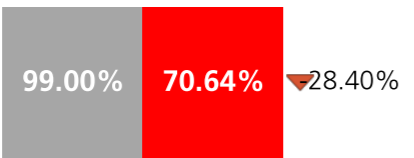
Security*
Passenger satisfaction



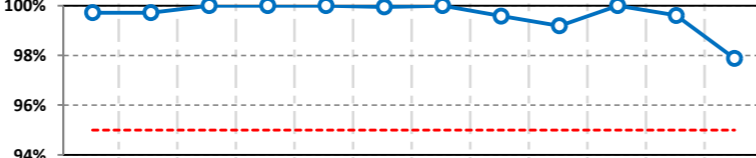
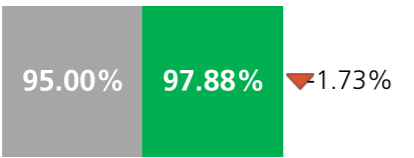
CSA queues - Times queue <5 minutes
Based on 15min time periods measured



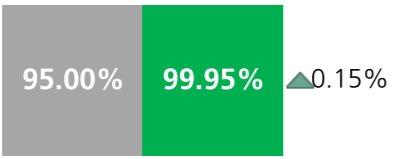
CSA queues - Times queue <10 minutes
Based on 15min time periods measured



Staff search
Based on 15min time periods measured



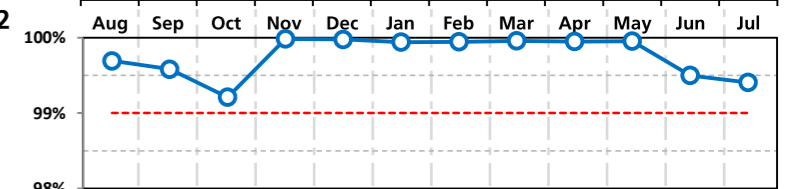
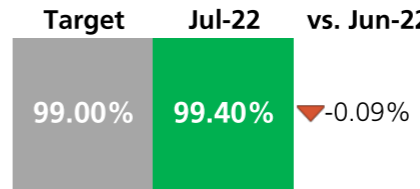
Transfer Search
Based on 15min time periods measured



Service Level Performance

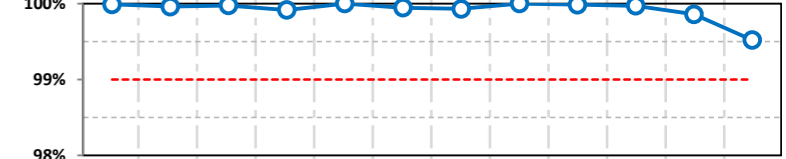
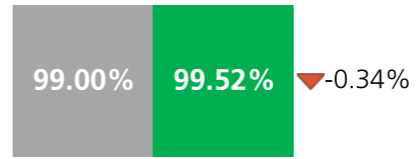
PSE (General)

Availability of Passenger Sensitive Equipment (General)



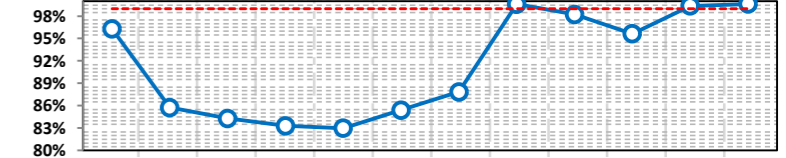
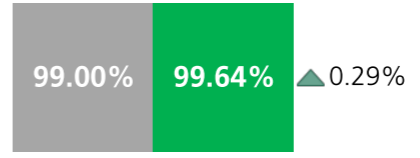
PSE (Priority)

Availability of Passenger Sensitive Equipment (Priority)



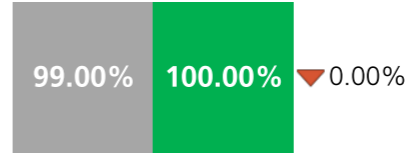
Stands

Availability of stands



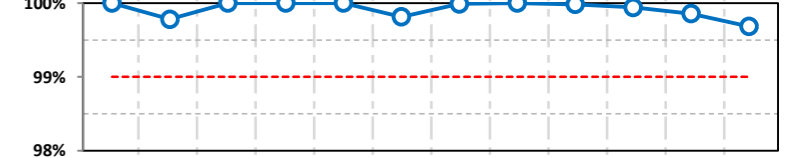
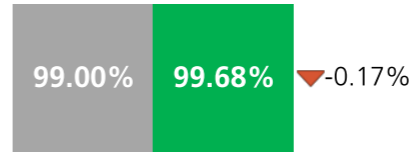
FEGP

Availability Fixed Electrical Ground Power



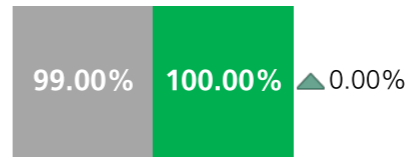
Jetties

Availability of Air-Bridges



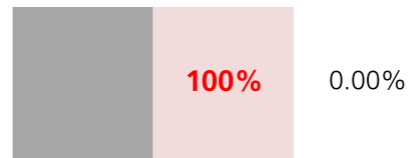
SEGs

Availability of Stand entry guidance



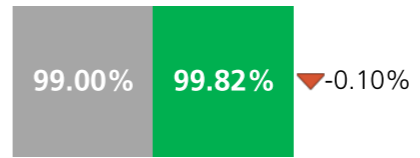
Pier Service

% Pier served passengers



Arrivals reclaims

Bag reclaim belts availability



Notes:

SQRB calculation for T4 is based on 3 months of data

*SQRB calculations based on Moving Annual Average (MAA) for these metrics

Financial Report - Bonus and Rebates

Rebates:

| | Jul - 2022 | | 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 | ✘ | £ 192,816.53 | £ 192,816.53 | 1 |
| Staff search | ✔ | £ - | £ - | 0 |
| Transfer search | ✔ | £ - | £ - | 0 |
| PSE (General) | ✔ | £ - | £ - | 0 |
| PSE (Priority) | ✔ | £ - | £ - | 0 |
| Stands | ✔ | £ - | £ 192,932.20 | 4 |
| FEGP | ✔ | £ - | £ - | 0 |
| Jetties | ✔ | £ - | £ - | 0 |
| PCA | ✔ | £ - | £ - | 0 |
| SEGs | ✔ | £ - | £ - | 0 |
| Pier Service | ✔ | £ - | £ - | 0 |
| Arrivals reclaims | ✔ | £ - | £ - | 0 |
| | | £ - | £ 385,748.73 | 5 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Jul - 2022 | | Year-to-Date | |
|---|---------|-----------------|-----------------|------------|---------------------------------|---------------------------------|-------------------|
| | | | | Actual | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonuses |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.38 | £ 28,437.29 | £ 1,060,861.60 | 7 |
| Cleanliness | MAA | 4.20 | 4.50 | 4.25 | £ 36,130 | £ 836,511 | 7 |
| Wayfinding | MAA | 4.20 | 4.50 | 4.28 | £ 112,792 | £ 1,229,978 | 7 |
| Flight information | MAA | 4.40 | 4.70 | 4.51 | £ 74,380 | £ 846,870 | 7 |
| | | | | | £ 251,740 | £ 3,974,221 | 28 |

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.

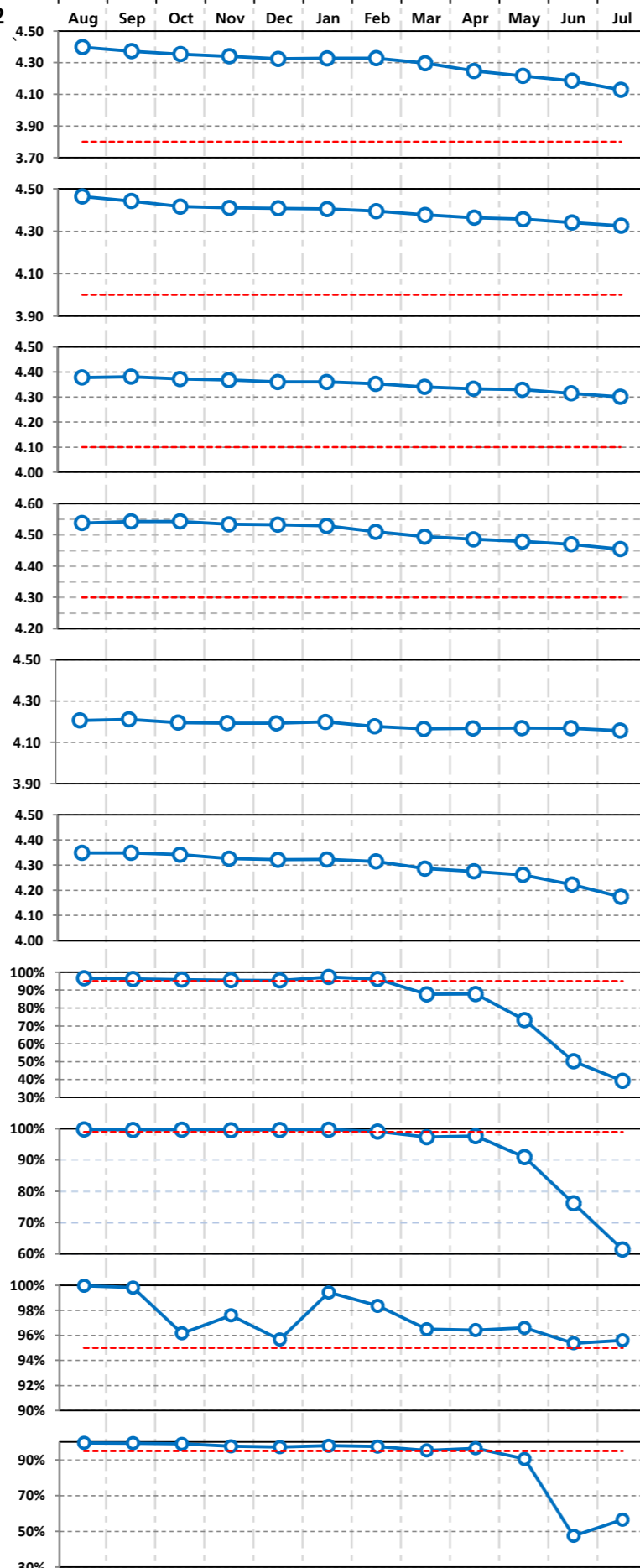
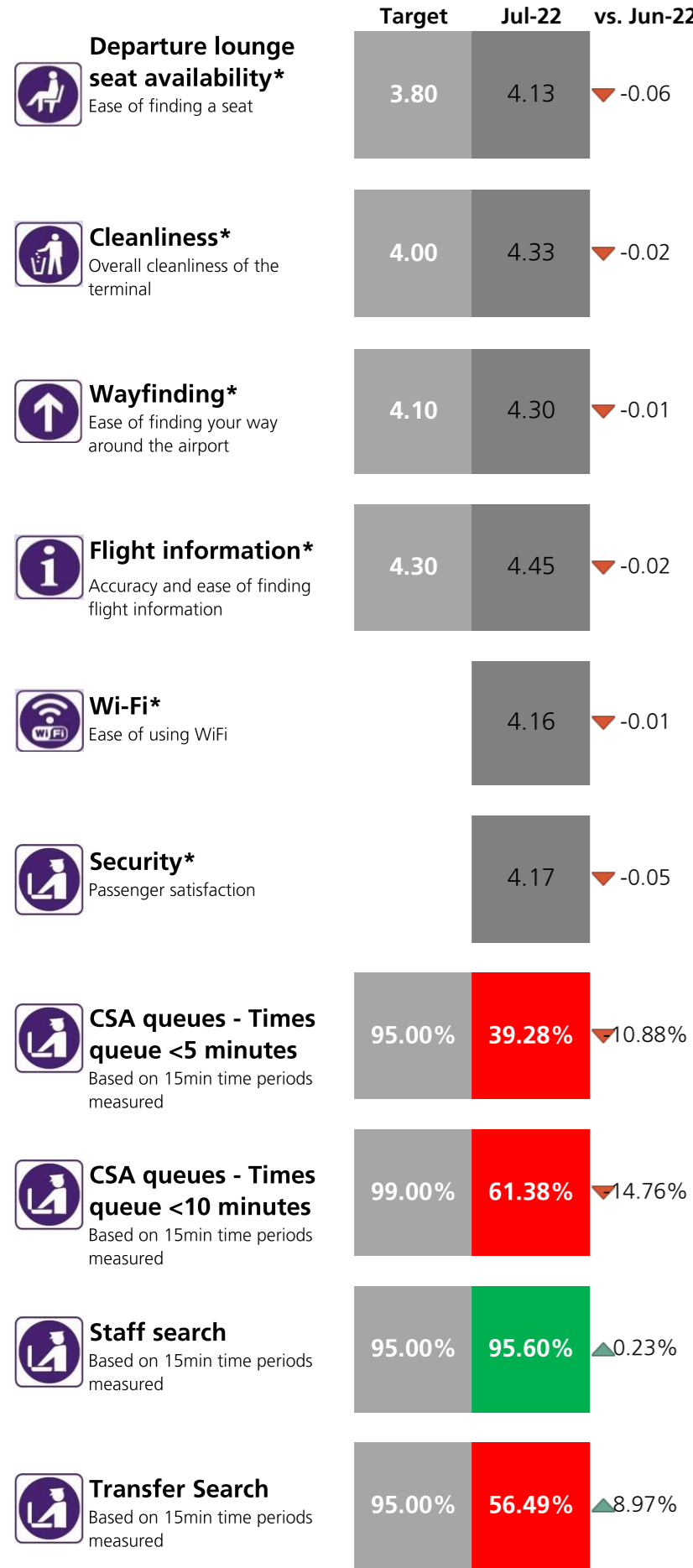
Financial year is from January 2022 - December 2022

Terminal 5 Performance Report July 2022

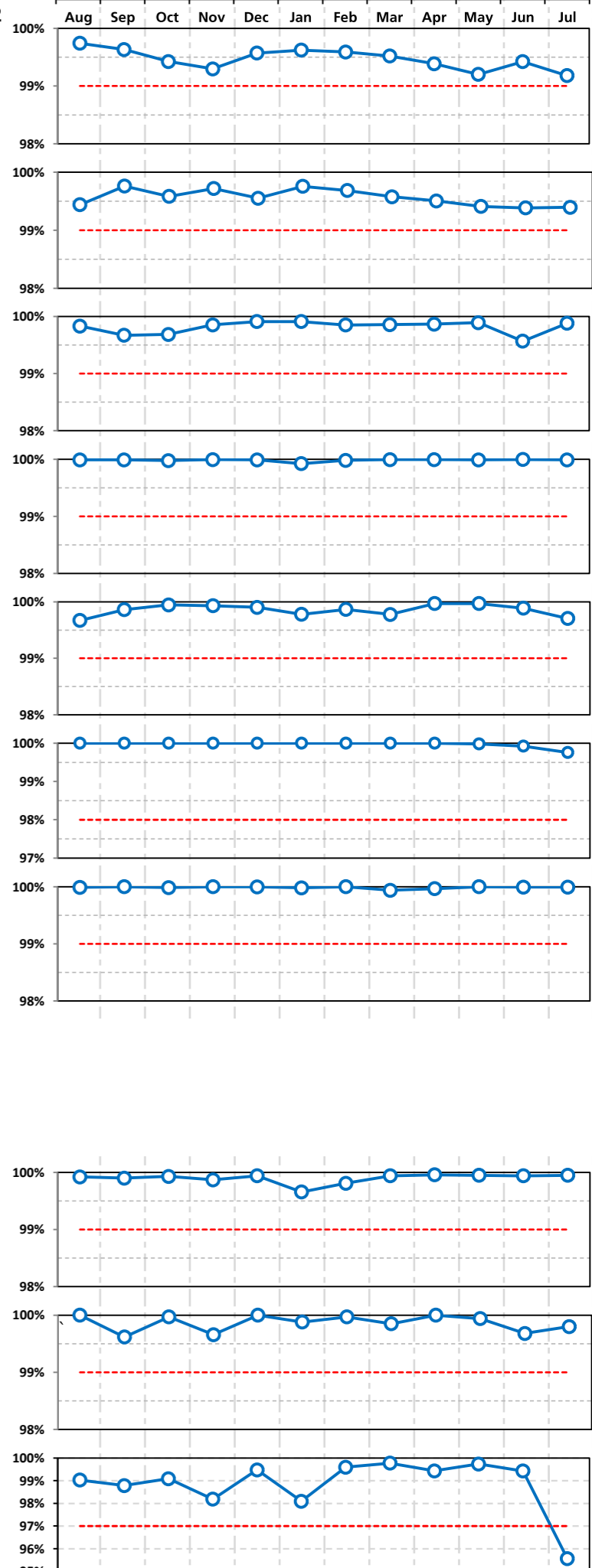
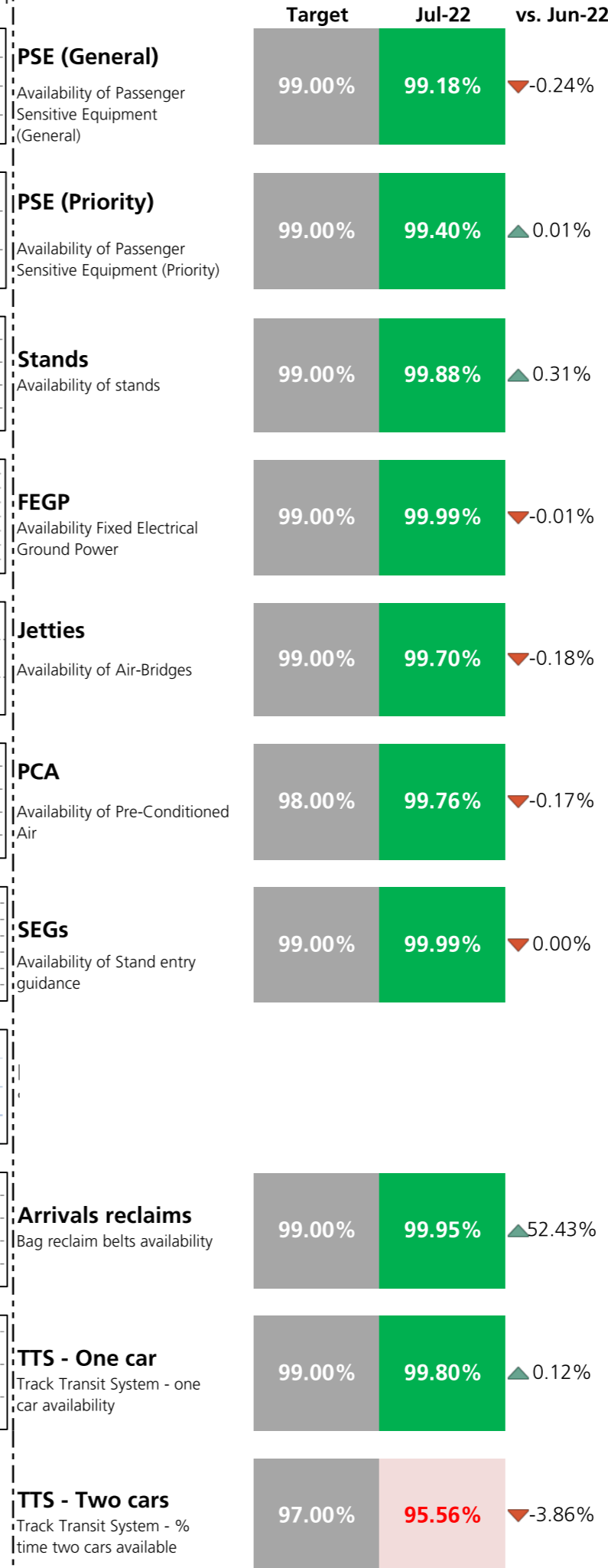
Classification: Internal

0

Passenger Experience and Service Level Performance



Service Level Performance



Notes:
*SQRB calculation is based on an 10x month moving average for these metrics for T3

Financial Report - Bonus and Rebates

Rebates:

Rebate : Heathrow has escalated the rebate displayed for Security T5 July 2021 to the CAA for review.

| | Jul - 2022 | | 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 | ✗ | £ 1,124,738.00 | £ 5,623,690.00 | 5 |
| Staff search | ✓ | £ - | £ - | 0 |
| Transfer search | ✗ | £ 562,031.69 | £ 1,686,095.06 | 3 |
| PSE (General) | ✓ | £ - | £ - | 0 |
| PSE (Priority) | ✓ | £ - | £ - | 0 |
| Stands | ✓ | £ - | £ - | 0 |
| FEGP | ✓ | £ - | £ - | 0 |
| Jetties | ✓ | £ - | £ - | 0 |
| PCA | ✓ | £ - | £ - | 0 |
| SEGs | ✓ | £ - | £ - | 0 |
| Pier Service | | | | |
| Arrivals reclaims | ✓ | £ - | £ - | 0 |
| TTS - % Both | ✗ | £ 337,353.94 | £ 337,353.94 | 1 |
| | | £ 2,024,123.63 | £ 7,647,139.00 | 9 |

Bonuses:

| | Measure | Lower Threshold | Upper Threshold | Actual | Jul - 2022 | | Year-to-Date | |
|---|---------|-----------------|-----------------|--------|---------------------------------|---------------------------------|-----------------|--|
| | | | | | Estimated Bonus (All Terminals) | Estimated Bonus (All Terminals) | Number of Bonus | |
| Departure lounge seat availability | MAA | 4.10 | 4.50 | 4.13 | £ 28,437.29 | £ 1,060,861.60 | 7 | |
| Cleanliness | MAA | 4.20 | 4.50 | 4.33 | £ 36,130 | £ 836,511 | 7 | |
| Wayfinding | MAA | 4.20 | 4.50 | 4.30 | £ 112,792 | £ 1,229,978 | 7 | |
| Flight information | MAA | 4.40 | 4.70 | 4.45 | £ 74,380 | £ 846,870 | 7 | |
| | | | | | £ 251,740 | £ 3,974,221 | 28 | |

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 2022 - December 2022

Heathrow

Making every journey better