Heathrow Performance Report

Service Quality Rebate and Bonus - November 2016

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Heathrow

Making every journey better

Heathrow Performance Report November 2016

Heathrow — Making every journey better

Passenger Experience and Service Level Performance

	T2	T3	T4	T5
Departure lounge seat availability — Ease of finding a seat	4.43	4.10	4.34	4.05
Cleanliness — Overall cleanliness of the terminal	4.45	4.19	4.25	4.31
Wayfinding — Ease of finding your way around the airport	4.33	4.22	4.26	4.25
Flight information — Accuracy and ease of finding flight information	4.45	4.38	4.40	4.40
Wi-fi — Ease of using WiFi	4.23	4.14	4.21	4.11
Security — Passenger satisfaction	4.31	4.25	4.23	4.18
CSA queues - Times queue <5 minutes — Based on 15min time periods measured	95.43%	96.57%	95.52%	95.43%
CSA queues - Times queue <10 minutes — Based on 15min time periods measured	99.90%	99.62%	99.86%	99.76%
Staff search — Based on 15min time periods measured	98.84%	100%	99.71%	95.61%
Transfer Search — Based on 15min time periods measured	98.10%	97.24%	99.07%	96.59%

	CTA	Cargo	EastSide	T5	SouthSide
Control Post Security Search	97.16%	95.18%	95.89%	97.50%	96.40%

Service Level Performance

	T2	T3	T4	T5	ALL
PSE (General) — Availability of Passenger Sensitive Equipment (General)	99.57%	99.63%	99.69%	99.45%	
PSE (Priority) — Availability of Passenger Sensitive Equipment (Priority)	99.51%	99.77%	99.84%	99.31%	
Stands — Availability of stands	99.83%	99.82%	99.72%	99.83%	
FEGP — Availability ofFixed Electrical Ground Power	100%	99.97%	100%	100%	
Jetties — Availability of Air-Bridges	99.93%	99.81%	99.86%	99.80%	
PCA — Availability of Pre-conditioned Air	100%	100%		99.88%	
SEGs	100%	100%	99.99%	99.99%	
Pier Service — % Pier served passengers	99.79%	97.09%	99.95%	90.64%	
Arrivals Reclaims — Bag reclaim belts availability	99.69%	99.60%	99.81%	99.87%	
Aerodrome congestion					
TTS - One car — Track Transit System - one car availability				100.00%	
TTS - Two cars — Track Transit System - % time two cars available				99.86%	

Financial Report- Bonus and Rebates

Rebates:

	Nov - 2016						YTD	
	T2	T3	T4	T5	Campus	Estimated Rebate	Estimated Rebate	Total Failures
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:

		Nov - 2016				YTD		
Lower Threshold	Upper Threshold	T2	T3	T4	T5	Estimated Bonus	Estimated Bonus	Total Pass
4.10	4.50	4.43	4.10	4.34	4.05	£ -	£ -	0
4.20	4.50	4.45	4.19	4.25	4.31	£ -	£ -	0
4.20	4.50	4.33	4.22	4.26	4.25	£ 33,613	£ 319,325	10
4.40	4.70	4.45	4.38	4.40	4.40	£ -	£ -	0
					Total	£ 33,613	£ 319,325	10

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 2016 - December 2016

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.

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Terminal 2 Performance Report November 2016

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Passenger Experience and Service Level Performance

	Target	Nov-16	vs. Oct-16	Dec–Nov trend
Departure lounge seat availability — Ease of finding a seat	3.80	4.43	0.00	
Cleanliness — Overall cleanliness of the terminal	4.00	4.45	0.00	
Wayfinding — Ease of finding your way around the airport	4.10	4.33	0.00	
Flight information — Accuracy and ease of finding flight information	4.30	4.45	▼ -0.01	
Wi-fi — Ease of using WiFi		4.23	0.00	
Security — Passenger satisfaction		4.31	▼ -0.01	
CSA queues - Times queue <5 minutes — Based on 15min time periods measured	95.00%	95.43%	▼ -0.84%	
CSA queues - Times queue <10 minutes — Based on 15min time periods measured	99.00%	99.90%	▲ 0.04%	
Staff search — Based on 15min time periods measured	95.00%	98.84%	▼ -0.55%	
Transfer Search — Based on 15min time periods measured	95.00%	98.10%	▼ -1.35%	
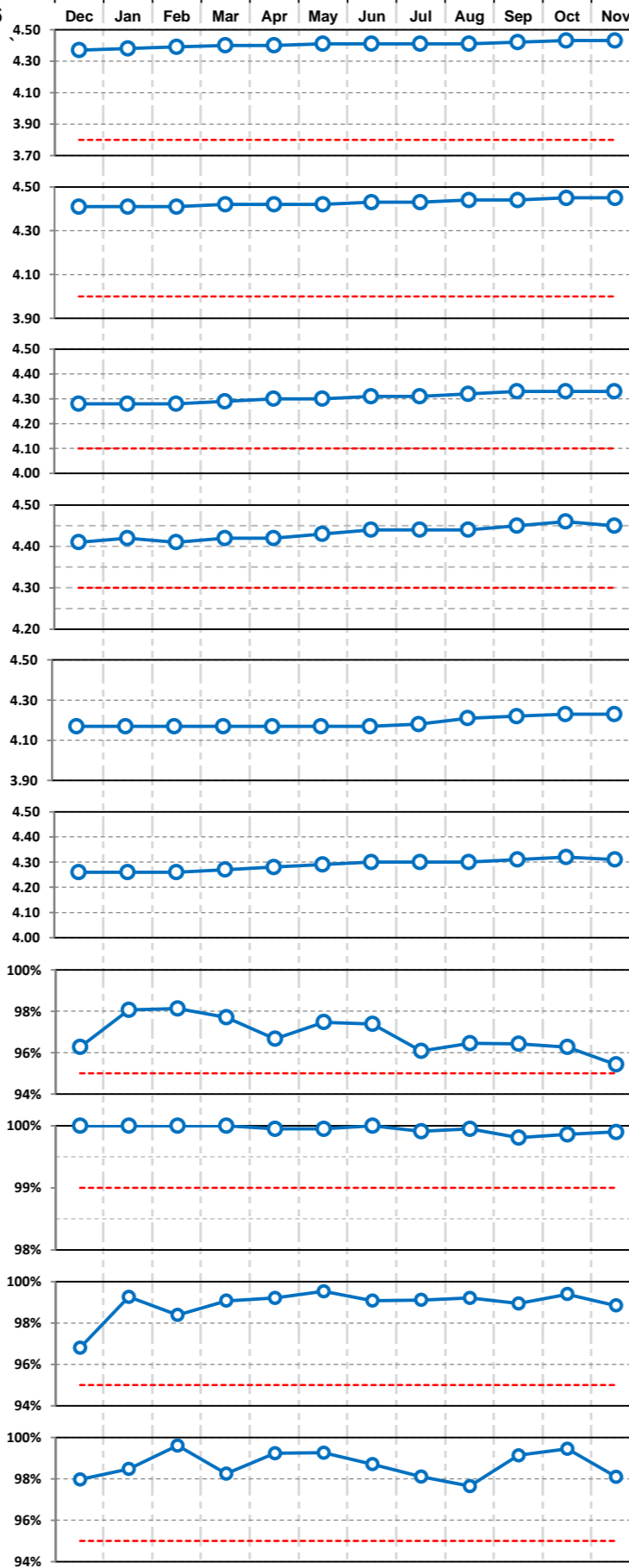
Service Level Performance

	Target	Nov-16	vs. Oct-16	Dec–Nov trend
PSE (General) — Availability of Passenger Sensitive Equipment (General)	99.00%	99.57%	▼ -0.13%	
PSE (Priority) — Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.51%	▼ -0.07%	
Stands — Availability of stands	99.00%	99.83%	▼ -0.03%	
FEGP — Availability Fixed Electrical Ground Power	99.00%	100%	▲ 0.01%	
Jetties — Availability of Air-Bridges	99.00%	99.93%	▼ -0.04%	
PCA — Availability of Pre-Conditioned Air	98.00%	100%	0.00%	
SEGs — Availability of Stand entry guidance	99.00%	100%	▲ 0.01%	
Pier Service — % Pier served passengers	95.00%	99.79%	0.00%	
Arrivals reclaims — Bag reclaim belts availability	99.00%	99.69%	▲ 0.24%	
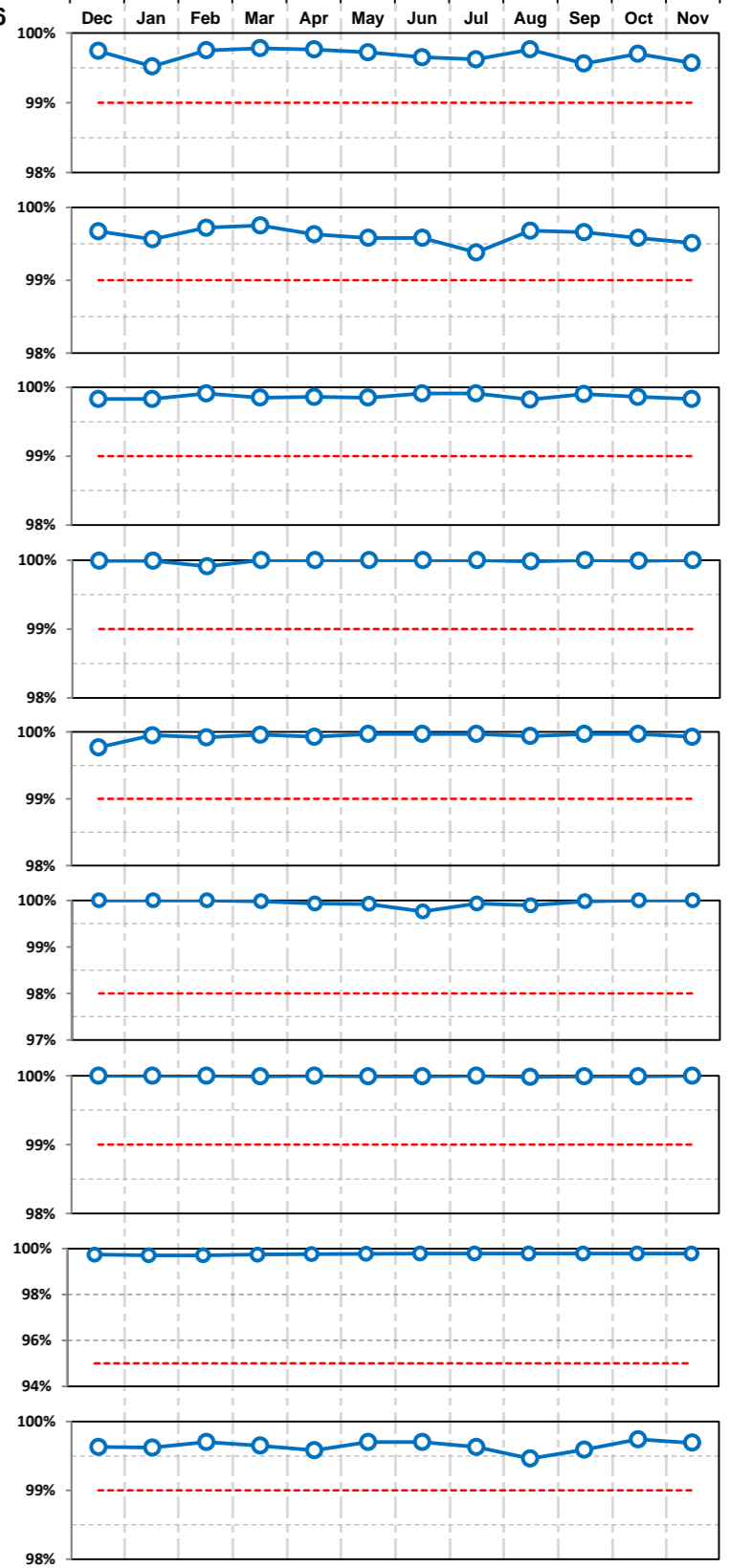
Notes:

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

Terminal 2 Performance Report November 2016

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Financial Report - Bonus and Rebates

Rebates:

	Nov - 2016		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 Threshol	Upper Threshol	Actual	Nov - 2016	Year-to-Date	Number of Bonus
					Estimated Bonus (All Terminals)	Estimated Bonus (All Terminals)	
Departure lounge seat availability	MAT	4.10	4.50	4.43	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.45	£ -	£ -	0
Wayfinding	MAT	4.20	4.50	4.33	£ 33,613	£ 319,325	10
Flight information	MAT	4.40	4.70	4.45	£ -	£ -	0
					£ 33,613	£ 319,325	10

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.

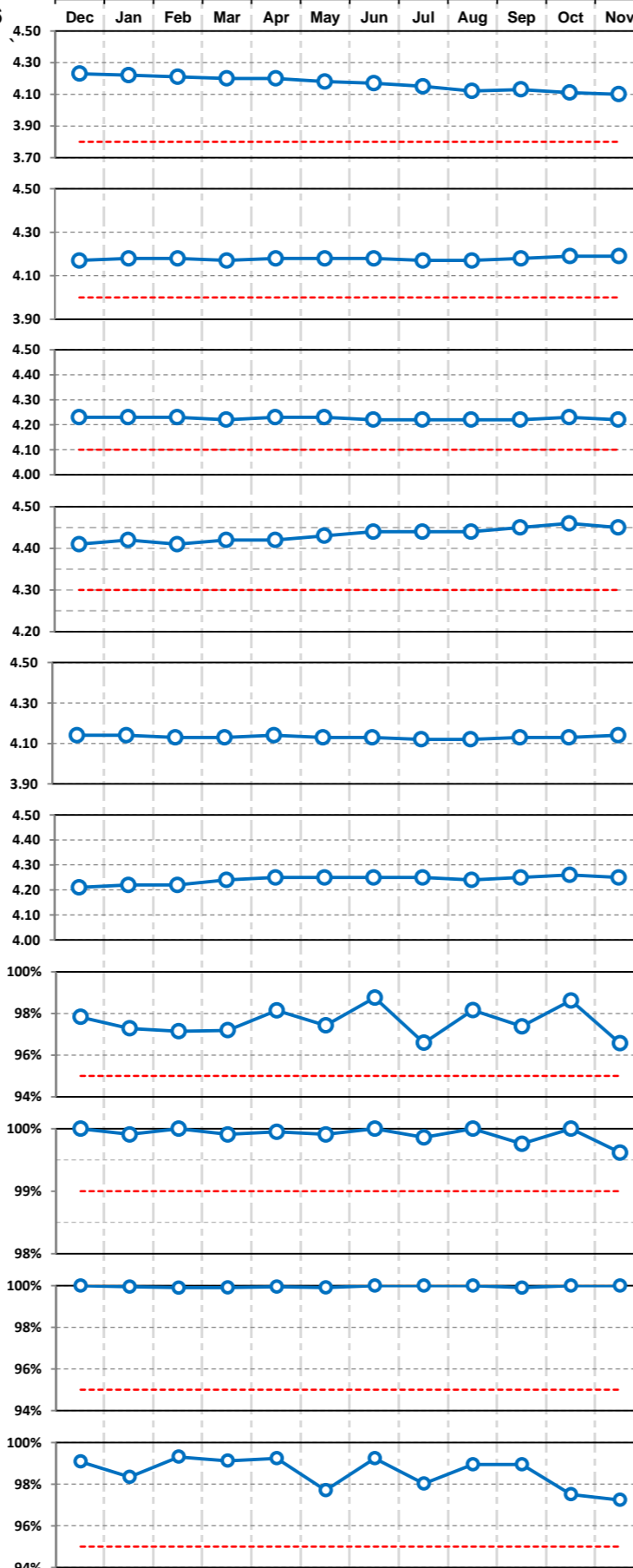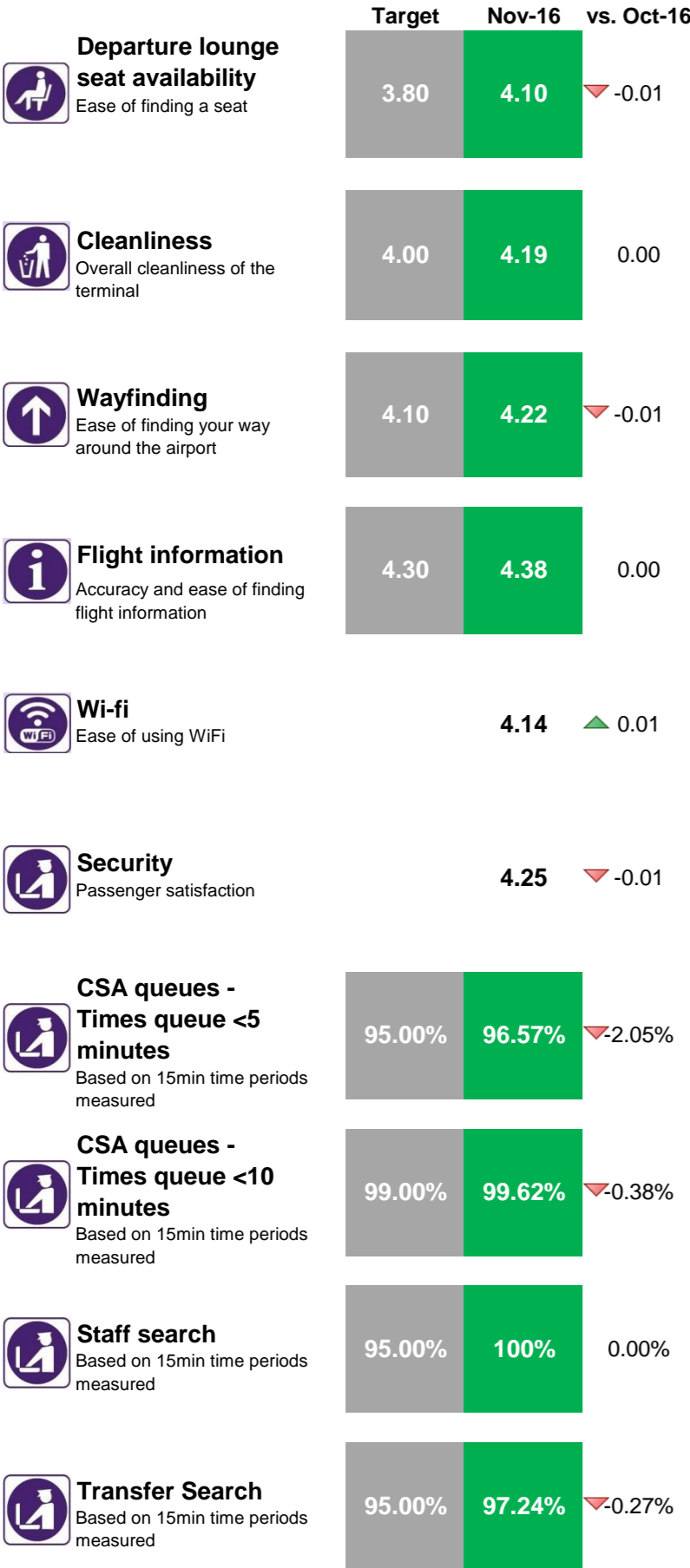Financial year is from January 2016 - December 2016

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures
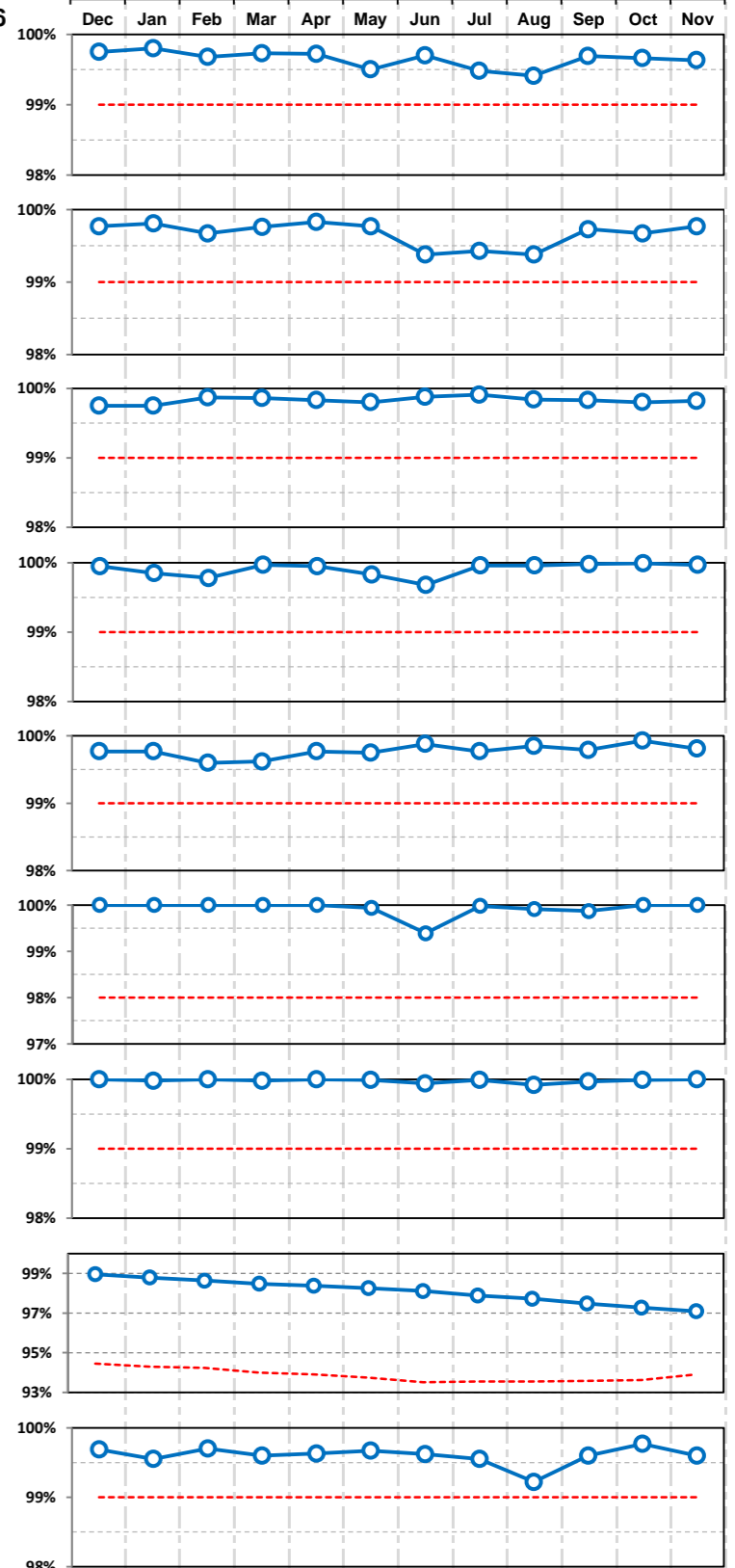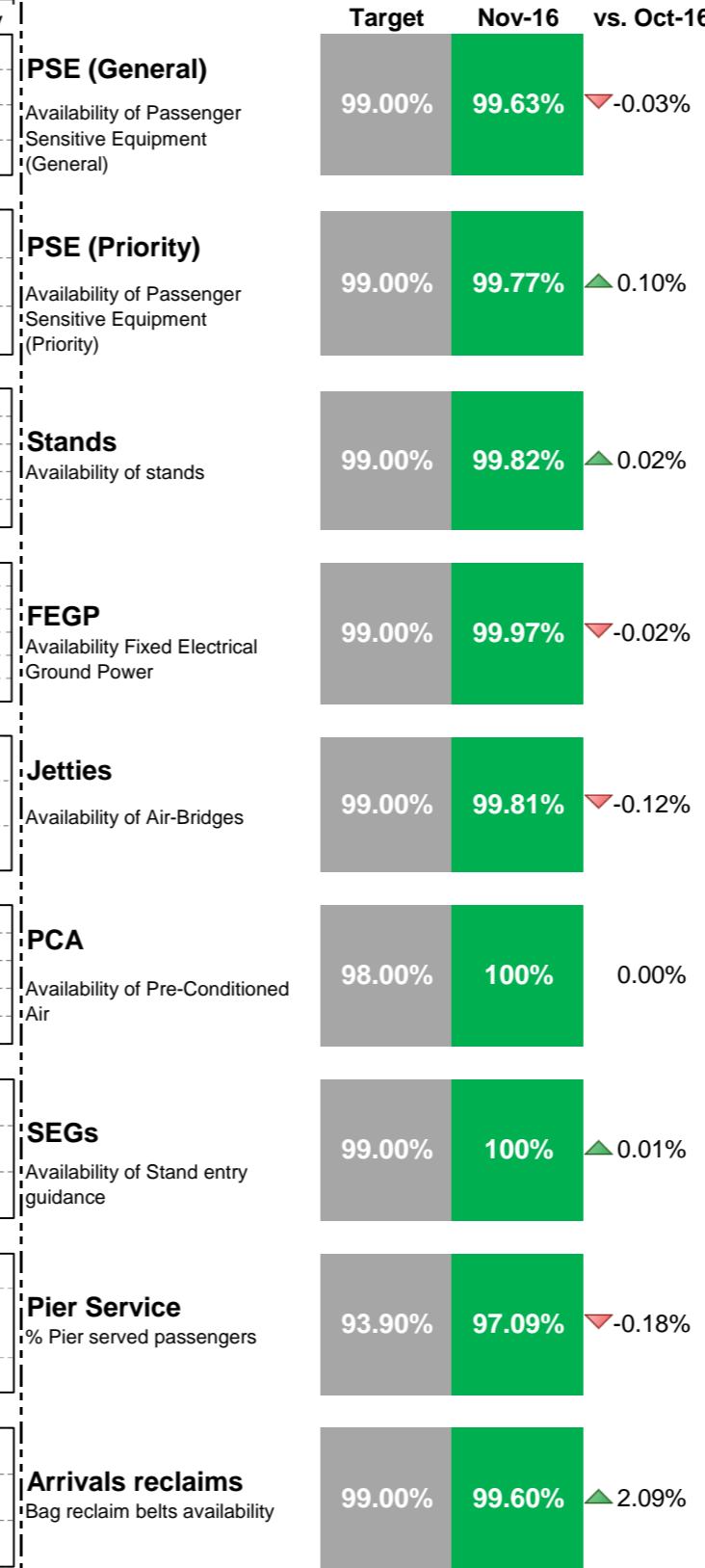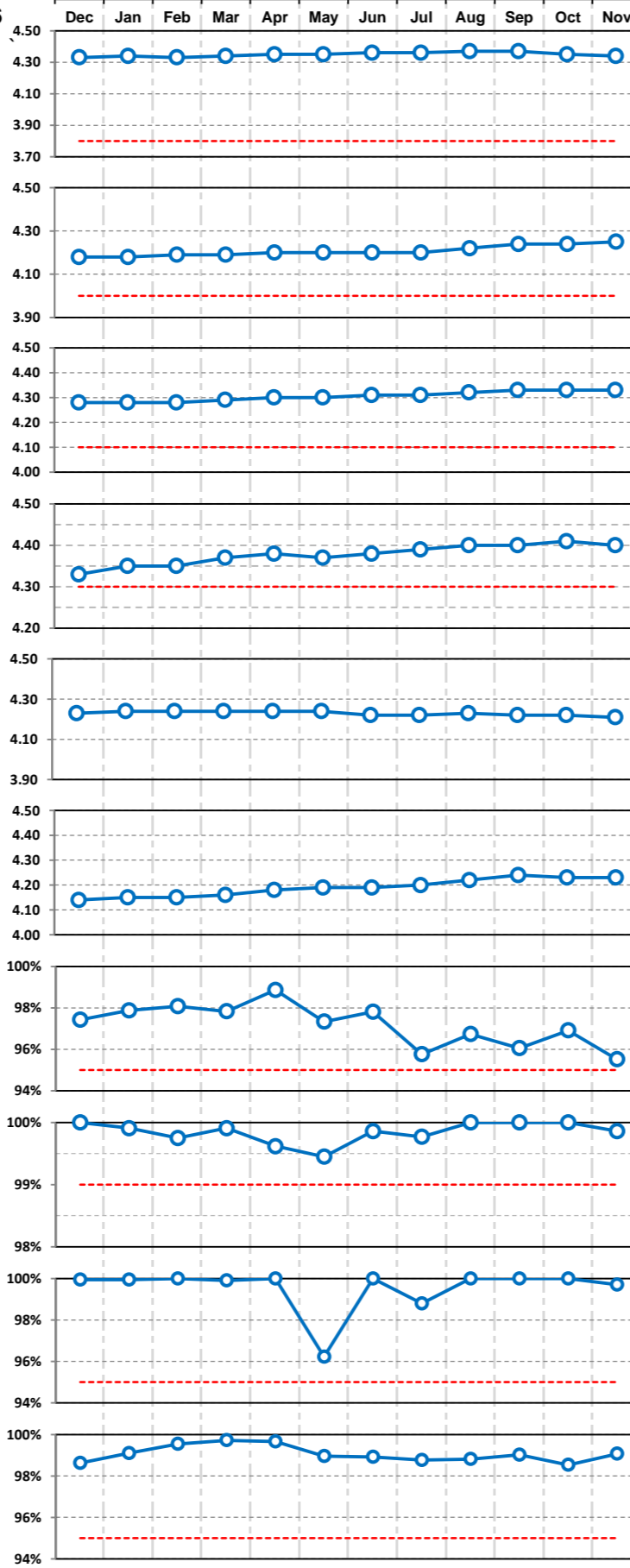
All bonus measures are based on MAT

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Terminal 3 Performance Report November 2016

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Passenger Experience and Service Level Performance

	Target	Nov-16	vs. Oct-16
Departure lounge seat availability — Ease of finding a seat	3.80	4.10	▼ -0.01
Cleanliness — Overall cleanliness of the terminal	4.00	4.19	0.00
Wayfinding — Ease of finding your way around the airport	4.10	4.22	▼ -0.01
Flight information — Accuracy and ease of finding flight information	4.30	4.38	0.00
Wi-fi — Ease of using WiFi		4.14	▲ 0.01
Security — Passenger satisfaction		4.25	▼ -0.01
CSA queues - Times queue <5 minutes — Based on 15min time periods measured	95.00%	96.57%	▼ -2.05%
CSA queues - Times queue <10 minutes — Based on 15min time periods measured	99.00%	99.62%	▼ -0.38%
Staff search — Based on 15min time periods measured	95.00%	100%	0.00%
Transfer Search — Based on 15min time periods measured	95.00%	97.24%	▼ -0.27%

Service Level Performance

	Target	Nov-16	vs. Oct-16
PSE (General) — Availability of Passenger Sensitive Equipment (General)	99.00%	99.63%	▼ -0.03%
PSE (Priority) — Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.77%	▲ 0.10%
Stands — Availability of stands	99.00%	99.82%	▲ 0.02%
FEGP — Availability Fixed Electrical Ground Power	99.00%	99.97%	▼ -0.02%
Jetties — Availability of Air-Bridges	99.00%	99.81%	▼ -0.12%
PCA — Availability of Pre-Conditioned Air	98.00%	100%	0.00%
SEGs — Availability of Stand entry guidance	99.00%	100%	▲ 0.01%
Pier Service — % Pier served passengers	93.90%	97.09%	▼ -0.18%
Arrivals reclaims — Bag reclaim belts availability	99.00%	99.60%	▲ 2.09%

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

Terminal 3 Performance Report November 2016

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2016		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 Threshol	Upper Threshol	Actual	Nov - 2016 Estimated Bonus (All Terminals)	Year-to-Date Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	MAT	4.10	**4.50**	4.10	£ -	£ -	0
Cleanliness	MAT	4.20	**4.50**	4.19	£ -	£ -	**0**
Wayfinding	**MAT**	4.20	**4.50**	4.22	£ 33,613	£ 319,325	**10**
Flight information	MAT	4.40	**4.70**	4.38	£ -	£ -	0
					£ 33,613	£ 319,325	10

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.

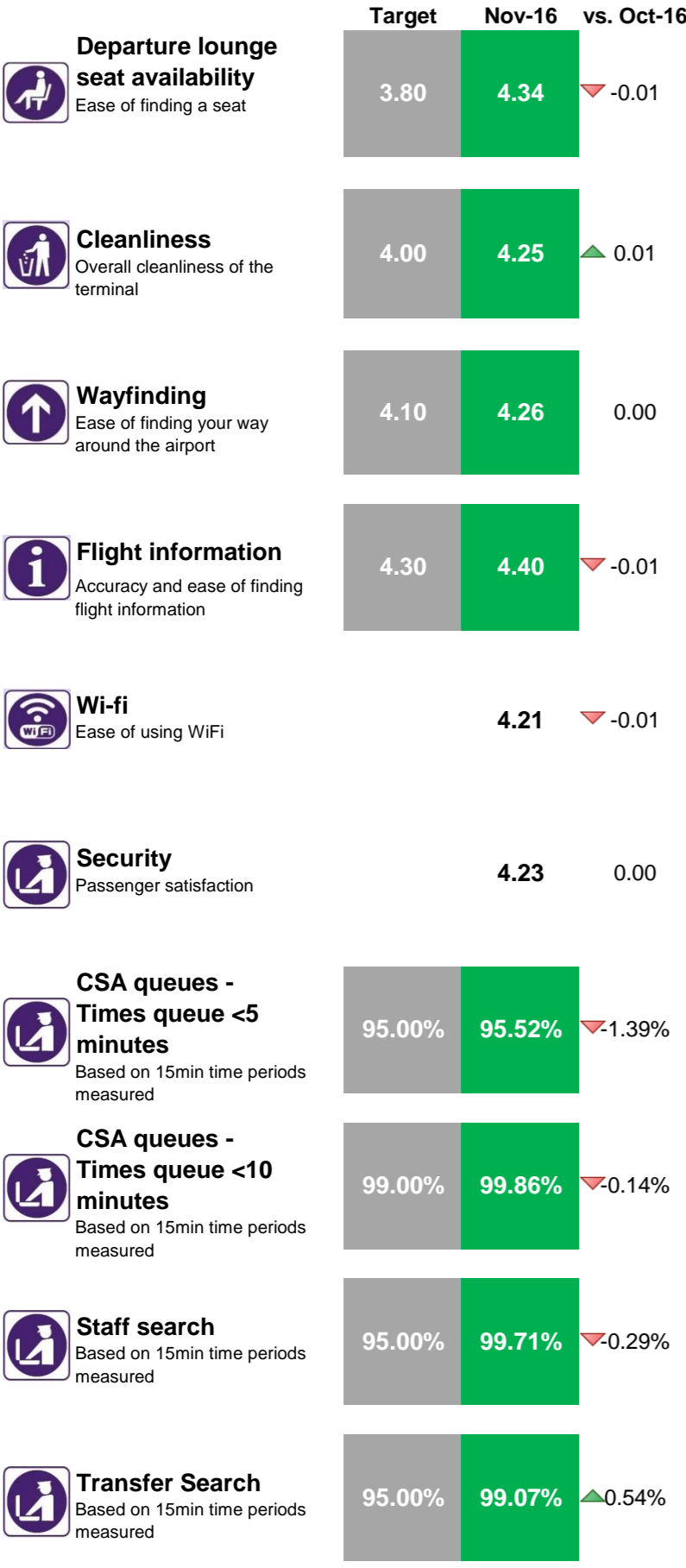Financial year is from January 2016 - December 2016

Bonus: All business units must exceed Lower Threshold.

Lowest Score will be used to calculate bonus term each month for qualifying measures
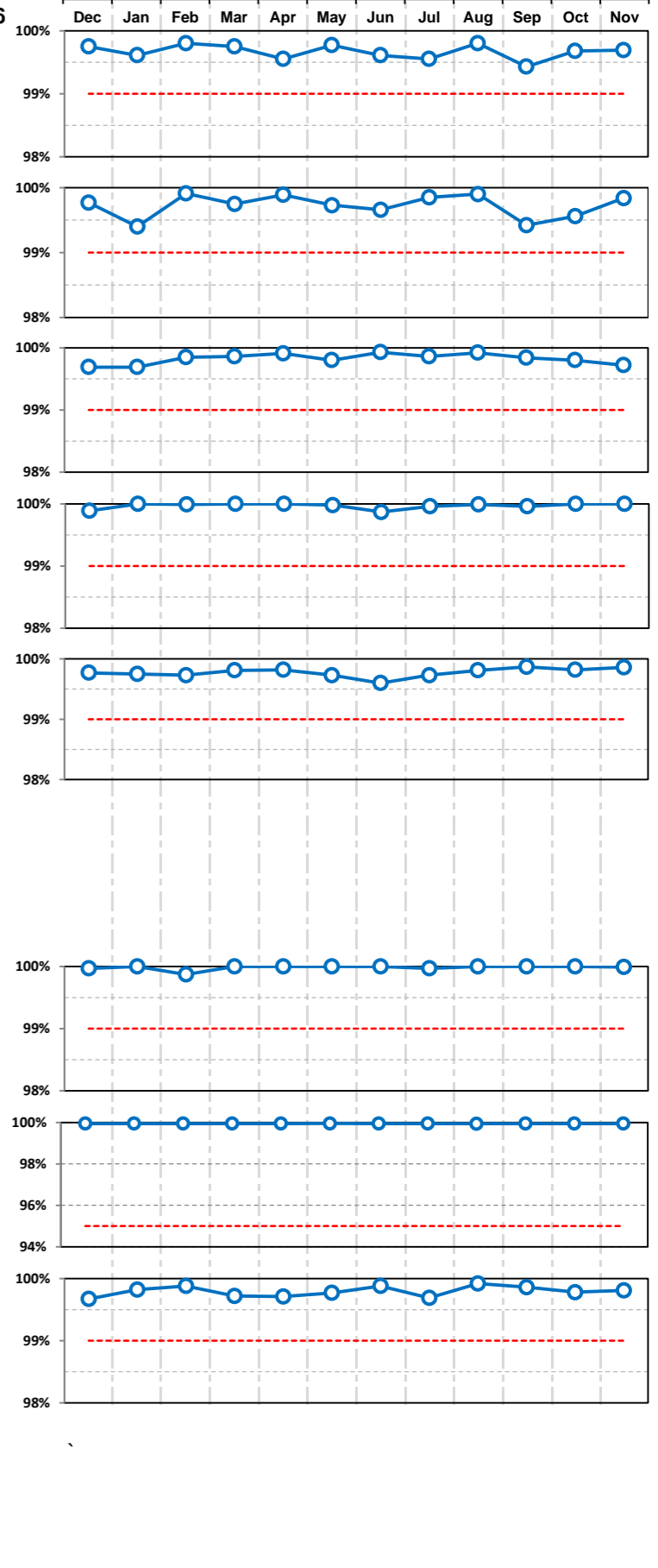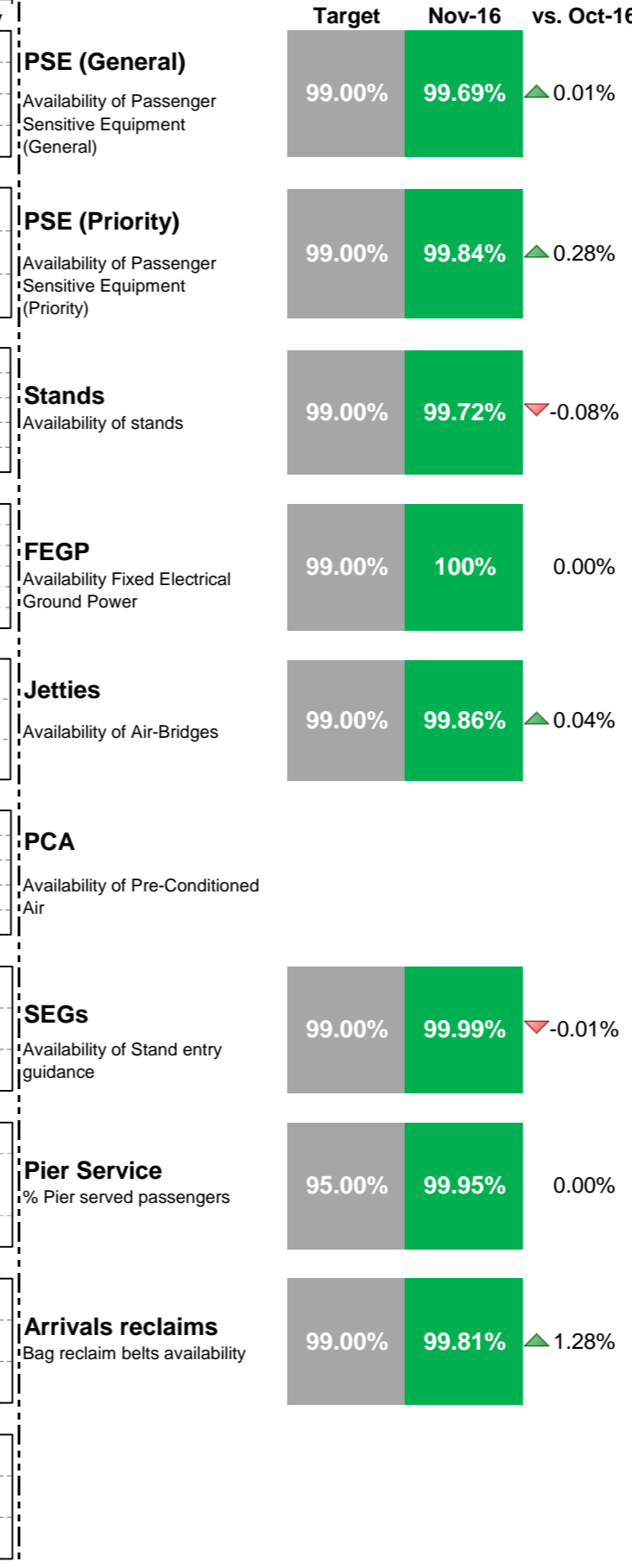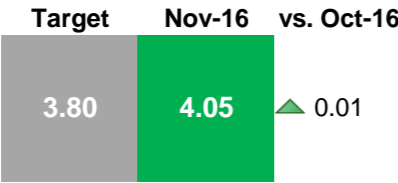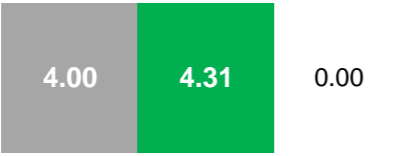
All bonus measures are based on MAT

Terminal 4 Performance Report November 2016

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Passenger Experience and Service Level Performance

	Target	Nov-16	vs. Oct-16
Departure lounge seat availability — Ease of finding a seat	3.80	4.34	▼ -0.01
Cleanliness — Overall cleanliness of the terminal	4.00	4.25	▲ 0.01
Wayfinding — Ease of finding your way around the airport	4.10	4.26	0.00
Flight information — Accuracy and ease of finding flight information	4.30	4.40	▼ -0.01
Wi-fi — Ease of using WiFi		4.21	▼ -0.01
Security — Passenger satisfaction		4.23	0.00
CSA queues - Times queue <5 minutes — Based on 15min time periods measured	95.00%	95.52%	▼ -1.39%
CSA queues - Times queue <10 minutes — Based on 15min time periods measured	99.00%	99.86%	▼ -0.14%
Staff search — Based on 15min time periods measured	95.00%	99.71%	▼ -0.29%
Transfer Search — Based on 15min time periods measured	95.00%	99.07%	▲ 0.54%

Service Level Performance

	Target	Nov-16	vs. Oct-16
PSE (General) — Availability of Passenger Sensitive Equipment (General)	99.00%	99.69%	▲ 0.01%
PSE (Priority) — Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.84%	▲ 0.28%
Stands — Availability of stands	99.00%	99.72%	▼ -0.08%
FEGP — Availability Fixed Electrical Ground Power	99.00%	100%	0.00%
Jetties — Availability of Air-Bridges	99.00%	99.86%	▲ 0.04%
PCA — Availability of Pre-Conditioned Air			
SEGs — Availability of Stand entry guidance	99.00%	99.99%	▼ -0.01%
Pier Service — % Pier served passengers	95.00%	99.95%	0.00%
Arrivals reclaims — Bag reclaim belts availability	99.00%	99.81%	▲ 1.28%

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

Terminal 4 Performance Report November 2016

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Financial Report - Bonus and Rebates

Rebates:

	Nov - 2016		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 Threshol	Upper Threshol	Actual	Nov - 2016 Estimated Bonus (All Terminals)	Year-to-Date Estimated Bonus (All Terminals)		Number of Bonuses
Departure lounge seat availability	MAT	4.10	4.50	4.34	£ -	£ -		0
Cleanliness	MAT	4.20	4.50	4.25	£ -	£ -		0
Wayfinding	MAT	4.20	4.50	4.26	£ 33,613	£ 319,325		10
Flight information	MAT	4.40	4.70	4.40	£ -	£ -		0
					£ 33,613	£ 319,325		10

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 2016 - December 2016

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 MAT

Terminal 5 Performance Report November 2016

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Passenger Experience and Service Level Performance

	Target	Nov-16	vs. Oct-16
Departure lounge seat availability — Ease of finding a seat	3.80	4.05	▲ 0.01
Cleanliness — Overall cleanliness of the terminal	4.00	4.31	0.00
Wayfinding — Ease of finding your way around the airport	4.10	4.25	▲ 0.01
Flight information — Accuracy and ease of finding flight information	4.30	4.40	▲ 0.01
Wi-fi — Ease of using WiFi		4.11	▲ 0.02
Security — Passenger satisfaction		4.18	▲ 0.01
CSA queues - Times queue <5 minutes — Based on 15min time periods measured	95.00%	95.43%	▼ -0.63%
CSA queues - Times queue <10 minutes — Based on 15min time periods measured	99.00%	99.76%	▼ -0.01%
Staff search — Based on 15min time periods measured	95.00%	95.61%	▲ 0.32%
Transfer Search — Based on 15min time periods measured	95.00%	96.59%	▼ -1.44%

Service Level Performance

	Target	Nov-16	vs. Oct-16
PSE (General) — Availability of Passenger Sensitive Equipment (General)	99.00%	99.45%	▼ -0.07%
PSE (Priority) — Availability of Passenger Sensitive Equipment (Priority)	99.00%	99.31%	▼ -0.31%
Stands — Availability of stands	99.00%	99.83%	▲ 0.03%
FEGP — Availability Fixed Electrical Ground Power	99.00%	100%	▲ 0.03%
Jetties — Availability of Air-Bridges	99.00%	99.80%	▲ 0.05%
PCA — Availability of Pre-Conditioned Air	98.00%	99.88%	▲ 0.15%
SEGs — Availability of Stand entry guidance	99.00%	99.99%	▲ 0.03%
Pier Service — % Pier served passengers		90.64%	▲ 0.02%
Arrivals reclaims — Bag reclaim belts availability	99.00%	99.87%	▲ 1.84%
TTS - One car — Track Transit System - one car availability	99.00%	100%	0.00%
TTS - Two cars — Track Transit System - % time two cars available	97.00%	99.86%	▲ 0.33%

Notes:

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

Terminal 5 Performance Report November 2016

Financial Report - Bonus and Rebates

Rebates:

	Nov - 2016		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 Threshol	Upper Threshol	Actual	Nov - 2016 Estimated Bonus (All Terminals)	Year-to-Date Estimated Bonus (All Terminals)	Number of Bonus
Departure lounge seat availability	**MAT**	**4.10**	**4.50**	4.05	£ -	£ -	0
Cleanliness	MAT	4.20	4.50	4.31	£ -	£ -	**0**
Wayfinding	**MAT**	**4.20**	**4.50**	4.25	£ 33,613	£ 319,325	**10**
Flight information	MAT	4.40	4.70	4.40	£ -	£ -	0
					£ 33,613	£ 319,325	10

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 2016 - December 2016
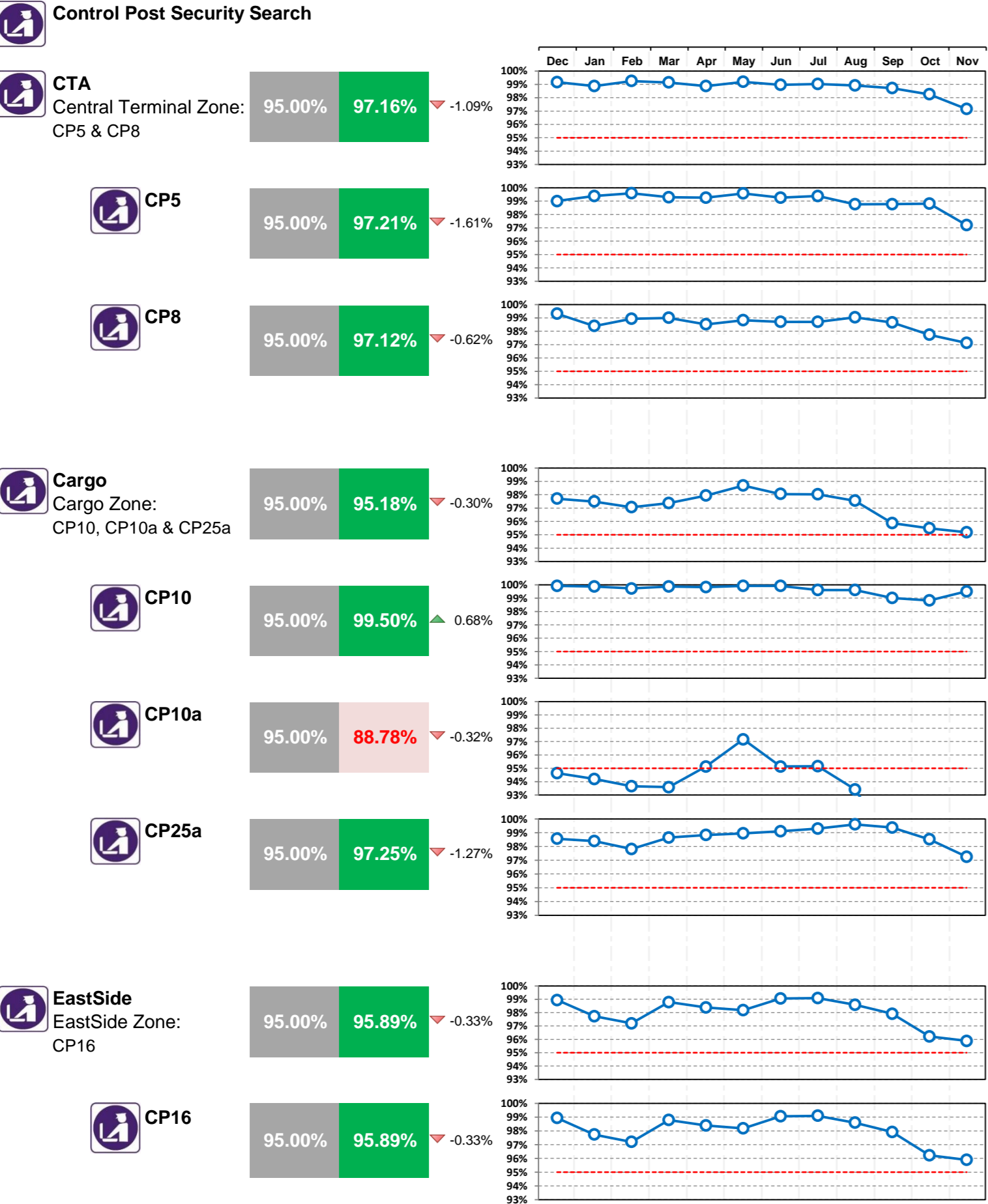**Bonus:** All business units must exceed Lower Threshold.
Lowest Score will be used to calculate bonus term each month for qualifying measures
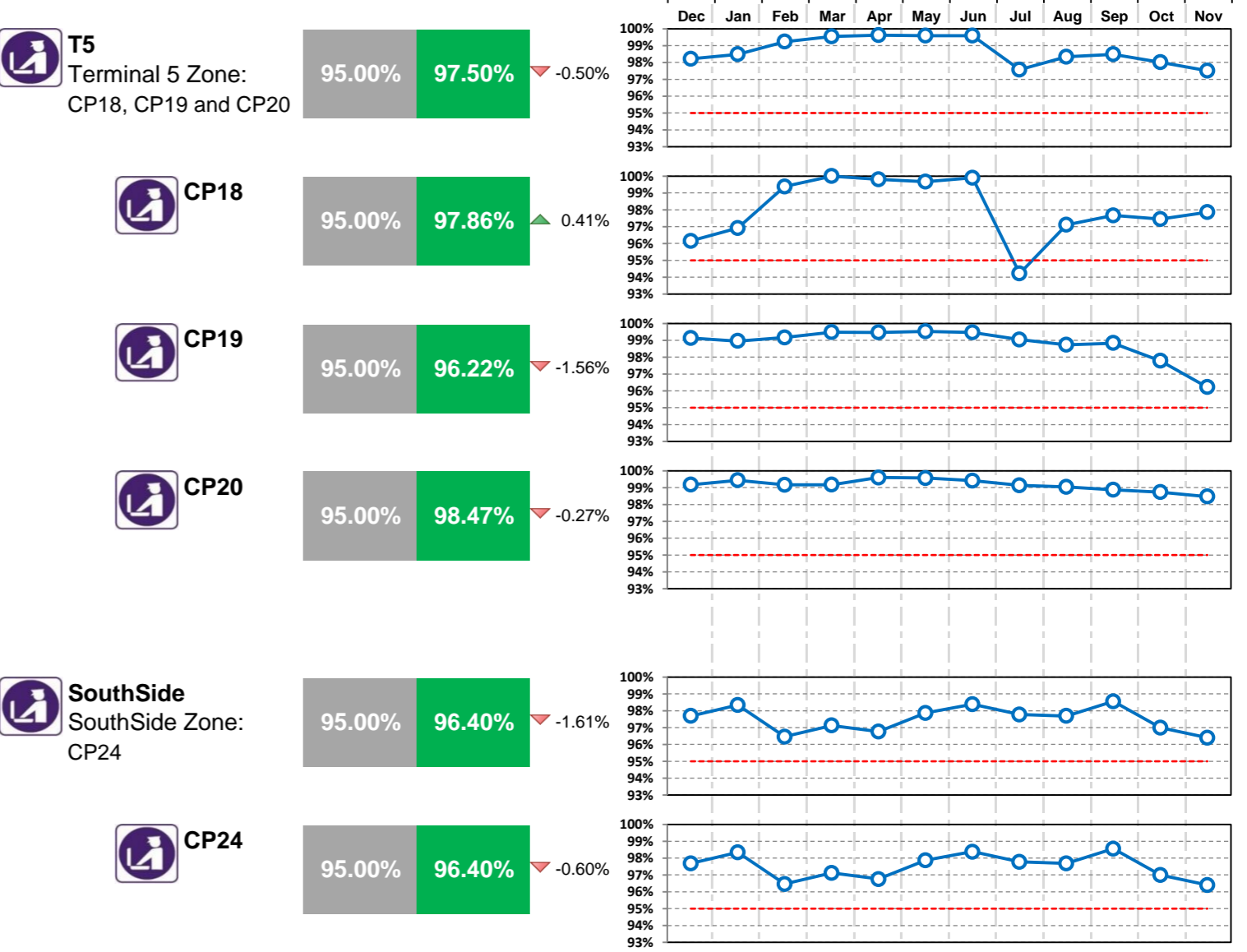All bonus measures are based on MAT

Campus Performance Report November 2016

Financial Report - Bonus and Rebates

Service Level Performance

Control Post Security Search

CTA
Central Terminal Zone:
CP5 & CP8

| 95.00% | **97.16%** | ▽ -1.09% |

CP5

| 95.00% | **97.21%** | ▽ -1.61% |

CP8

| 95.00% | **97.12%** | ▽ -0.62% |

Cargo
Cargo Zone:
CP10, CP10a & CP25a

| 95.00% | **95.18%** | ▽ -0.30% |

CP10

| 95.00% | **99.50%** | ▲ 0.68% |

CP10a

| 95.00% | **88.78%** | ▽ -0.32% |

CP25a

| 95.00% | **97.25%** | ▽ -1.27% |

EastSide
EastSide Zone:
CP16

| 95.00% | **95.89%** | ▽ -0.33% |

CP16

| 95.00% | **95.89%** | ▽ -0.33% |

Service Level Performance

T5
Terminal 5 Zone:
CP18, CP19 and CP20

| 95.00% | **97.50%** | ▽ -0.50% |

CP18

| 95.00% | **97.86%** | ▲ 0.41% |

CP19

| 95.00% | **96.22%** | ▽ -1.56% |

CP20

| 95.00% | **98.47%** | ▽ -0.27% |

SouthSide
SouthSide Zone:
CP24

| 95.00% | **96.40%** | ▽ -1.61% |

CP24

| 95.00% | **96.40%** | ▽ -0.60% |

Financial Report

Rebates:

	Nov - 2016		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 2016 - December 2016

Heathrow

Making every journey better