Classification: Internal

How are we performing?



 Below Target
 Above Target

 Target
 Security waiting time < 5 mins</td>

 % of queue times measured < 5 mins</td>

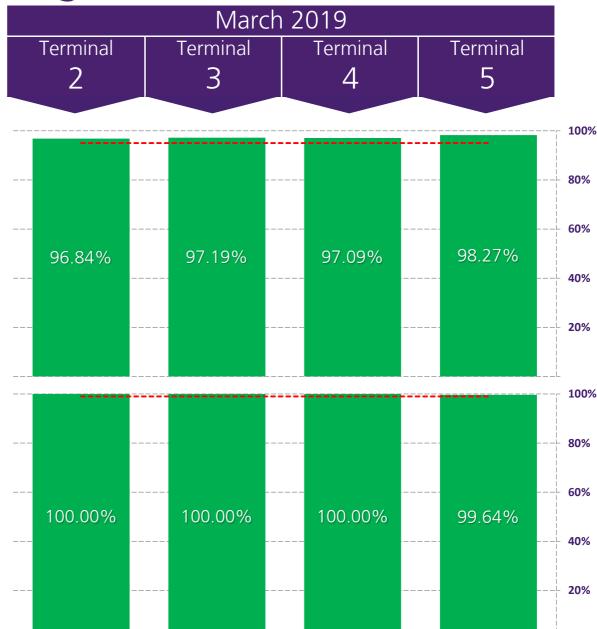
Service Level Agreement (SLA): >95% Based on 15min time periods measured



Security waiting time < 10mins

% of queue times measured < 10 mins

Service Level Agreement (SLA): >99% Based on 15min time periods measured



Published on the: 09 April 2019 at 11:33. For any queries, please contact: Integrated_Planning@heathrow.com