How are we performing?



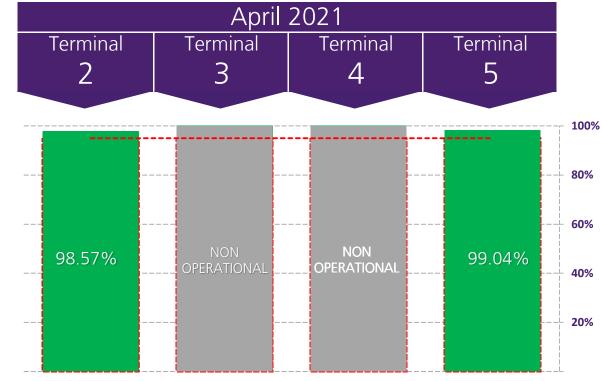
Below Above Target Target



Security waiting time < 5mins

% of queue times measured < 5 mins

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

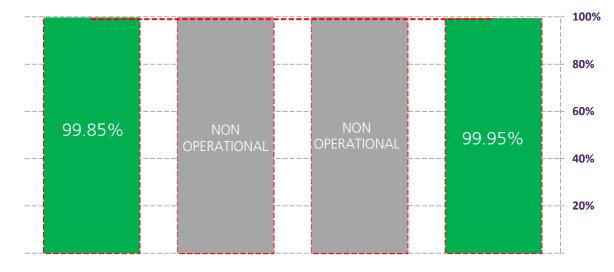




Security waiting time < 10mins

% of queue times measured < 10 mins

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



Published on the: 19 May 2021 at 18:38. For any queries, please contact: OpsPlanningPerformanceAndAnalyticsTeam@heathrow.com