Classification: Internal

## How are we performing?





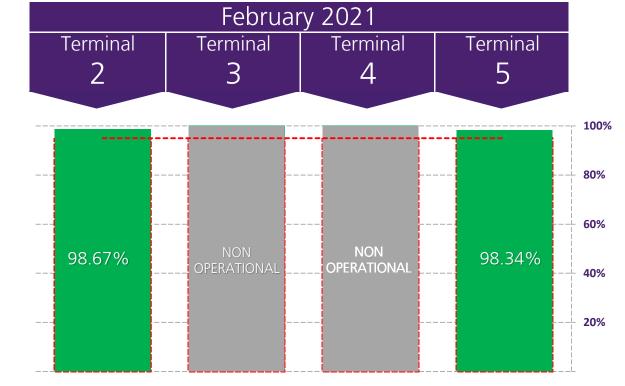
Above

Below

Security waiting time < 5mins

% of queue times measured < 5 mins

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

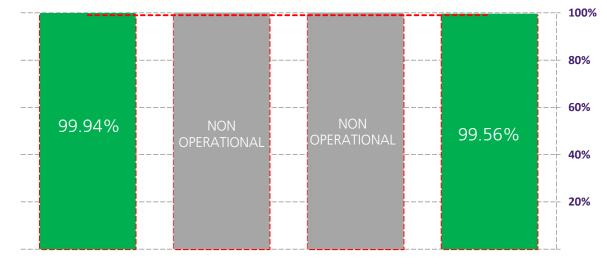




Security waiting time < 10mins

% of queue times measured < 10 mins

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



Published on the: 18 March 2021 at 11:09. For any queries, please contact: OpsPlanningPerformanceAndAnalyticsTeam@heathrow.com