Classification: Public

## How are we performing?



40%

20%



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: 24 November 2022 at 16:19. For any queries, please contact: OpsPerformance@heathrow.com