How are we performing?

Heathrow
Making every journey better

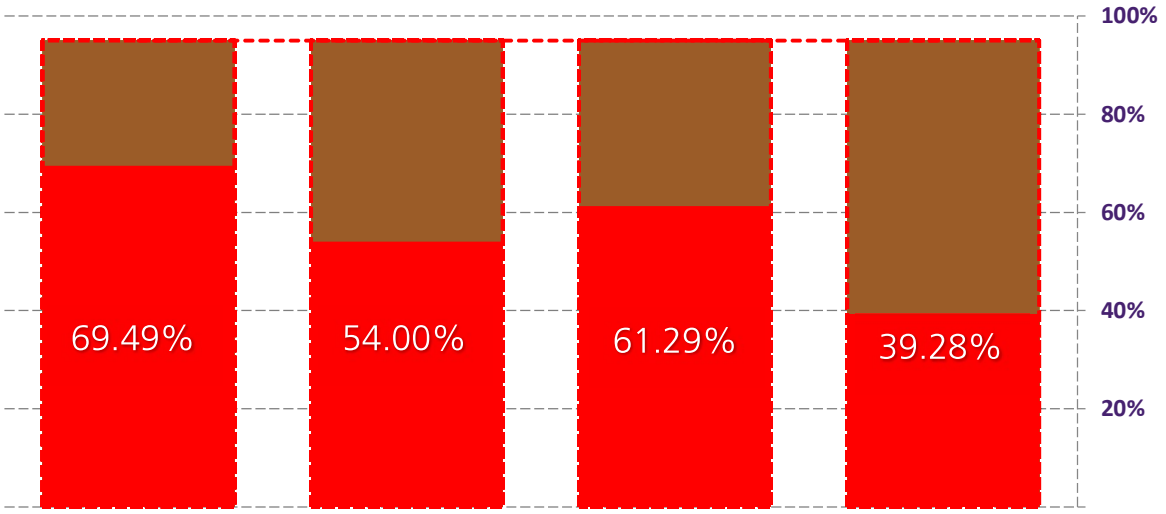
Below Target **Above Target**

July 2022

Terminal 2	Terminal 3	Terminal 4	Terminal 5

Security waiting time < 5mins

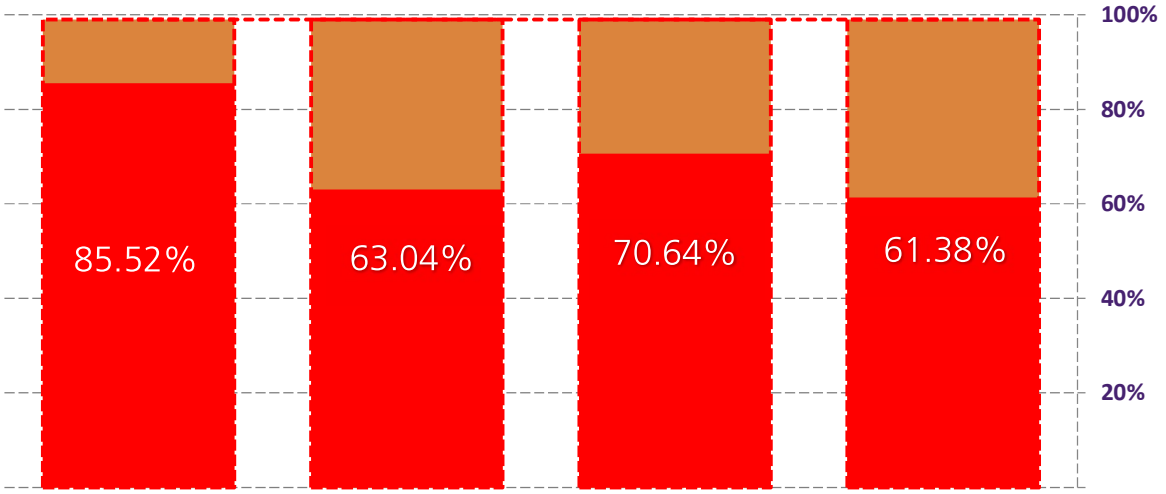
% of queue times measured < 5 mins



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: 31 August 2022 at 10:46. For any queries, please contact: OpsPerformance@heathrow.com