Security Managers

Appendix – Security
International Airport Review Awards 2017 – Heathrow
Security Colleagues – passenger feedback

- Also must congratulate @HeathrowAirport for amazingly speedy process clearing security at T5. A shining example to other airports.
- @HeathrowAirport Well done to security. Speedy, courteous but thorough. #thatshowitsdone
- Always a pleasure dealing with @HeathrowAirport T5 security. Efficient, polite, and effective. @manairport come down and watch and learn.
- Just went through security at Heathrow. Took about five minutes, and I didn’t stop moving for more than 15secs.
- Going through airport security at LHR, which was actually fairly fast, meticulous and extremely polite.
- Two lovely security people at Heathrow telling me how lovely my hair is, whilst I was in the body scanner.
- Dropped bags and cleared security in under 10 minutes. Well done, @HeathrowAirport!
- And the award for Best Airport Security Patdown goes to...London Heathrow. Firm, efficient (but not fast) and professional. May go back!
- @HeathrowAirport I am so proud of this country whenever I go through airport security so quickly and with such nice people assisting.
- I expected an hour-long security wait at Heathrow. There was a 25 second security wait at Heathrow.
Runway to Success

Upcoming Masterclasses

Plan for success (PDP)
This class is designed to help you understand Personal Development Planning and the process of creating an action plan based on awareness, values, reflection, goal-setting and planning for personal development within the context of a career, education or for self-improvement. The purpose of a Personal Development Plan is to help you develop yourself and plan for the future. This will enable you to become an effective professional. Benefits of a good quality PDP:
• Fast track success
• Take greater interest in your development
• Increase your confidence and grow your direction
• Improve your performance ability
• Recognise and fulfill your potential in life or career.

Footprint to success (CV)
Your CV is the first chance you get to make a good impression on a potential employer. A top-quality CV will significantly boost your chance of getting quickly noticed by employers. This class will help you spending time and effort on the content and presentation. A CV is a marketing document in which you are marketing yourself. You need to "sell" your skills, abilities, qualifications and experience to employers.
This class is designed to break down your CV so into easily digestible areas and give it a clear, easy-to-read, well-structured layout that the reader is more likely to read and to give you a much greater chance of an interview.

Understand Commercial Heathrow (Finance)
Gives you the opportunity to understand the commercial side of Heathrow.

Duration of each Masterclass is 1 hour and to be attended in one session.

For more information or to register your interest, email: runwaytosuccess@heathrow.com

Runway to success
Offering learning and development opportunities for all frontline colleagues within Security.

For more information or to register, email: runwaytosuccess@heathrow.com

Appendix – Security
International Airport Review Awards 2017 – Heathrow
Heathrow colleague recognition scheme

Samantha Champion is headed to Tokyo!
## Security QSM Scores – still rising

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