

How are we performing?

Service Level Agreement (SLA): $\geq 95\%$

| December 2017 | | | |
|---------------|------------|------------|------------|
| Terminal 2 | Terminal 3 | Terminal 4 | Terminal 5 |



**Non-EEA Immigration
waiting time 45mins**

% of queue times measured ≤ 45 mins

Based on 15min time periods measured



**EEA Immigration
waiting time 25mins**

% of queue times measured ≤ 25 mins

Based on 15min time periods measured

