

How are we performing?

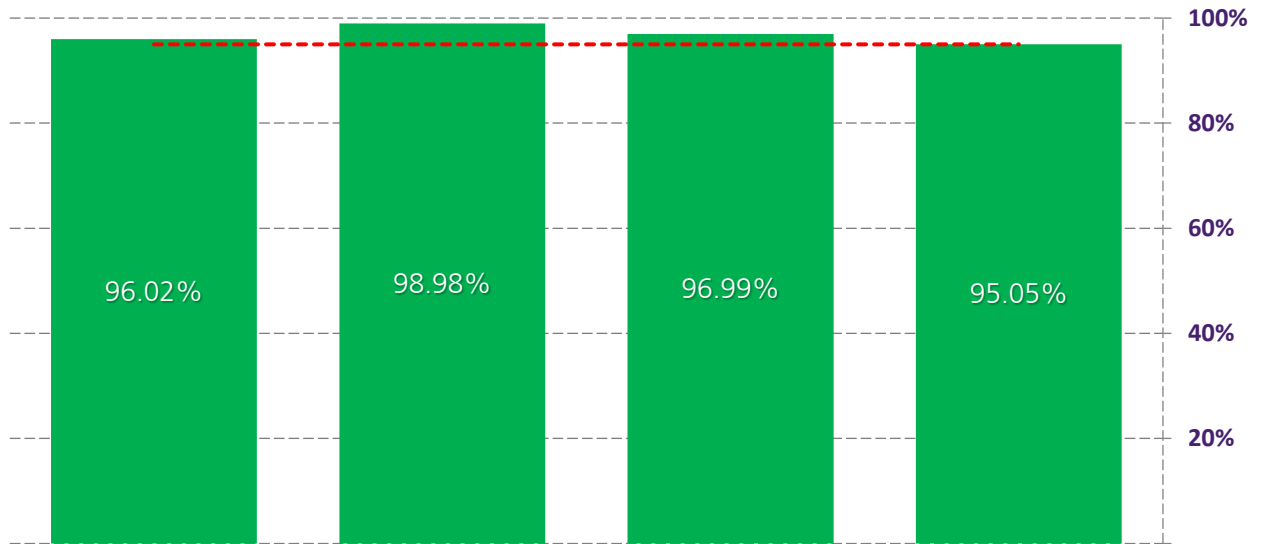
Service Level Agreement (SLA): $\geq 95\%$

November 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