

# How are we performing?

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

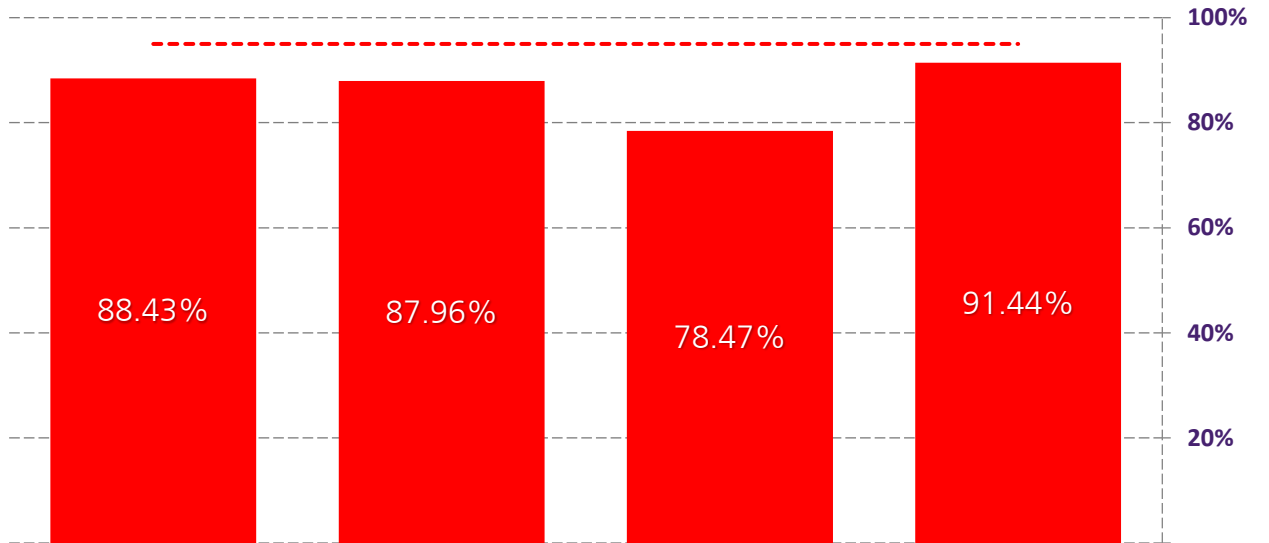
November 2018			
Terminal 2	Terminal 3	Terminal 4	Terminal 5



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

% of queue times measured  $\leq 45$  mins

Based on 15min time periods measured



**EEA Immigration  
waiting time 25mins**

% of queue times measured  $\leq 25$  mins

Based on 15min time periods measured

