

# How are we performing?



| December 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

