

How are we performing?

| June 2019 | | | |
|------------|------------|------------|------------|
| Terminal 2 | Terminal 3 | Terminal 4 | Terminal 5 |

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



Non-EEA Immigration waiting time 45mins

% of queue times measured ≤ 45 mins

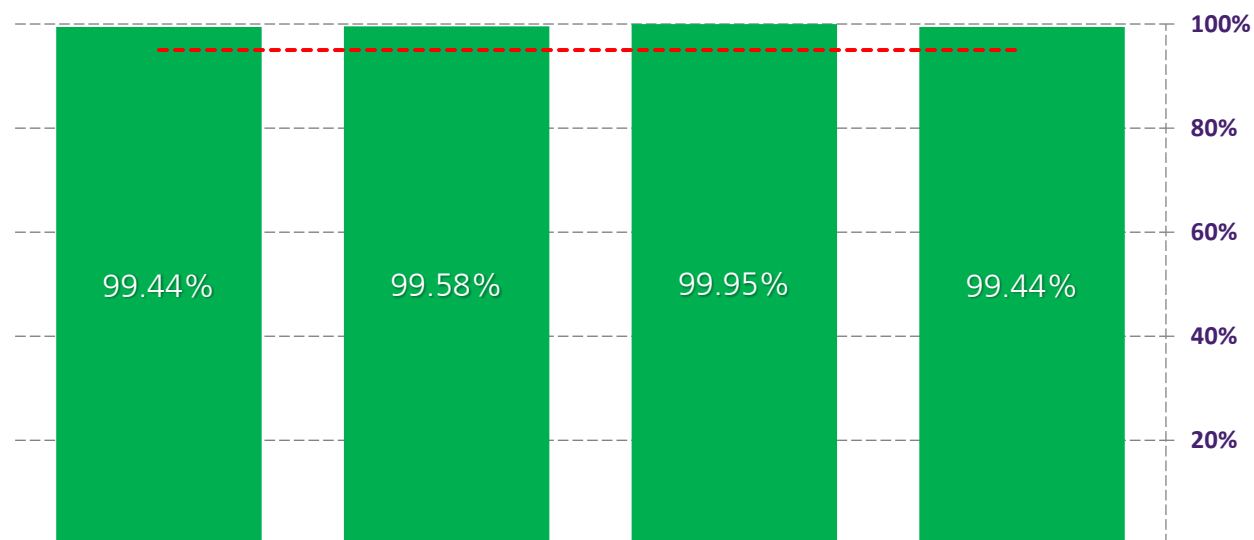


Based on 15min time periods measured



EEA Immigration waiting time 25mins

% of queue times measured ≤ 25 mins



Based on 15min time periods measured