

How are we performing?

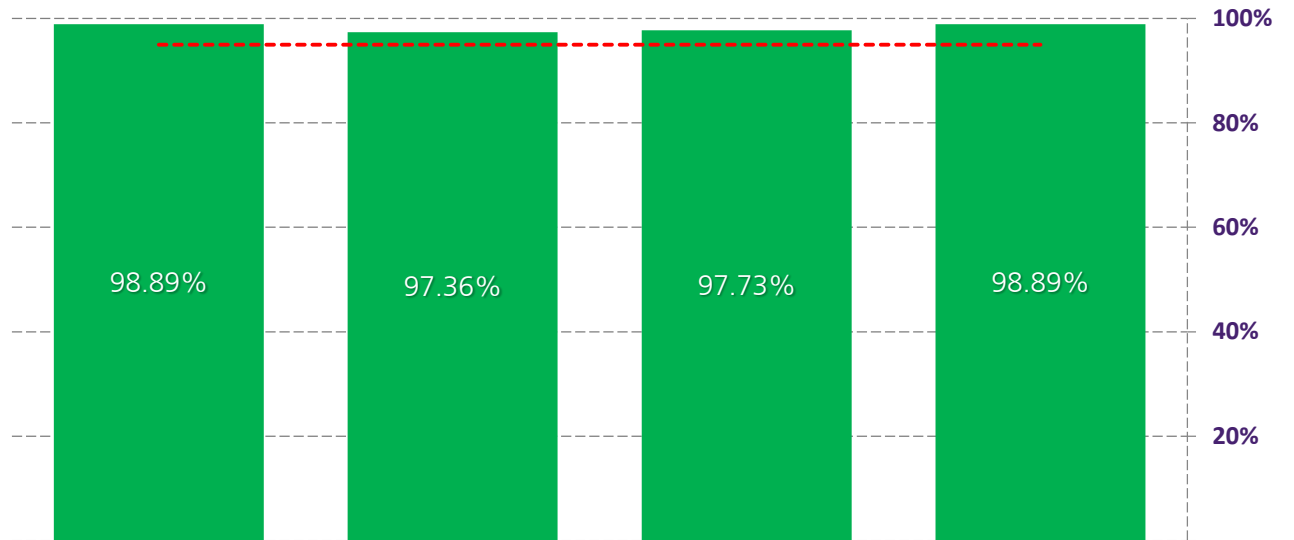
November 2016			
Terminal 2	Terminal 3	Terminal 4	Terminal 5

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



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

% of queue times measured ≤ 45 mins

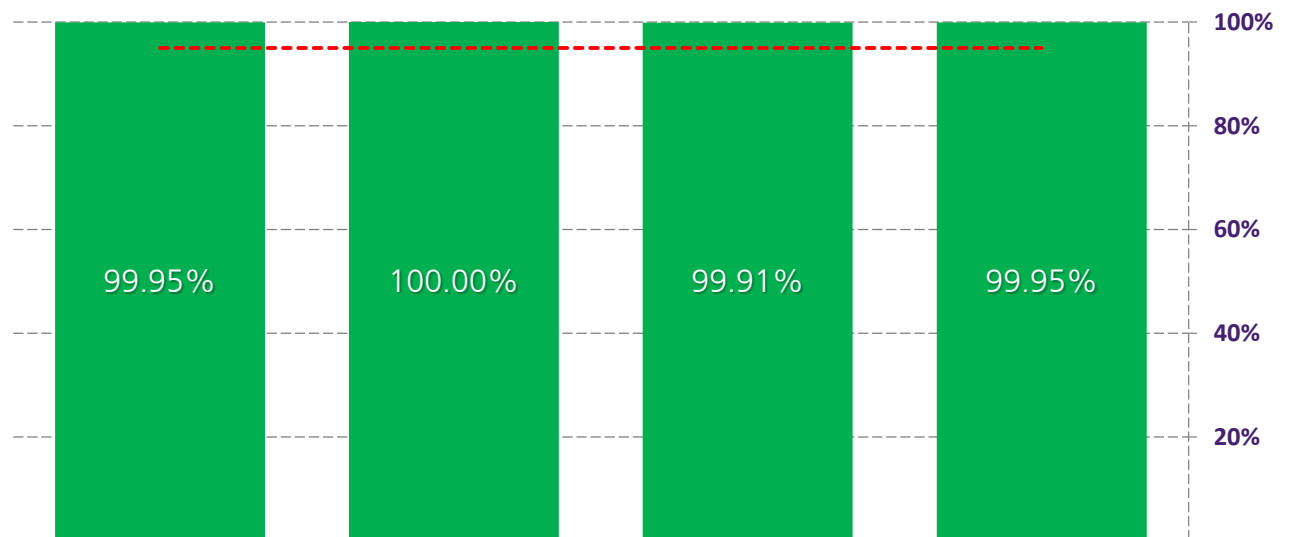


Based on 15min time periods measured



**EEA Immigration
waiting time 25mins**

% of queue times measured ≤ 25 mins



Based on 15min time periods measured