

How are we performing?

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

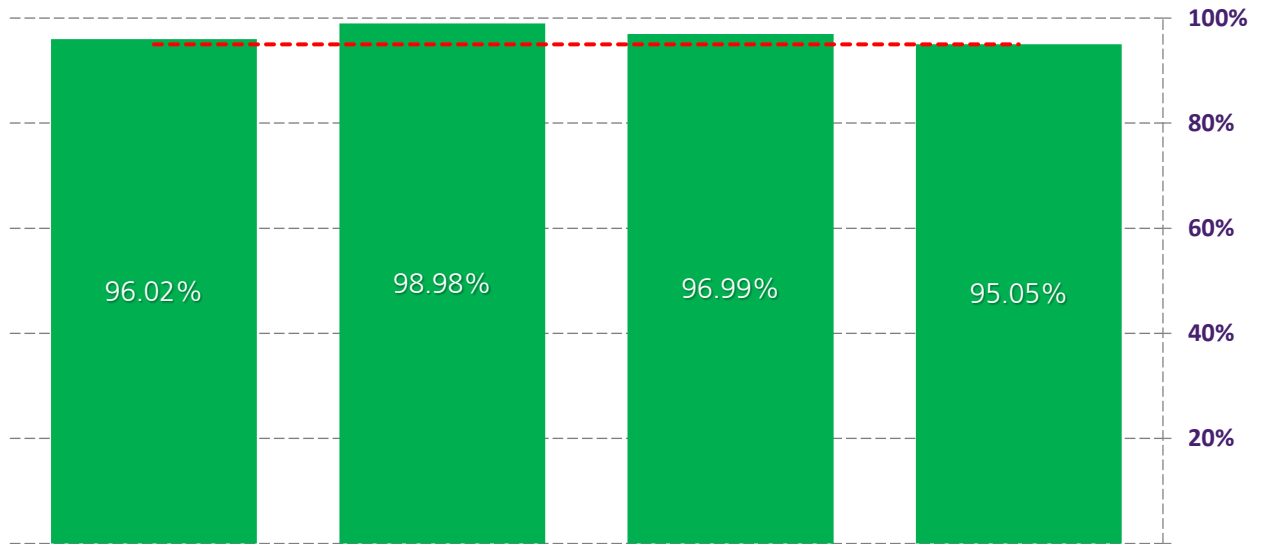
November 2017			
Terminal 2	Terminal 3	Terminal 4	Terminal 5



**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

