

How are we performing?

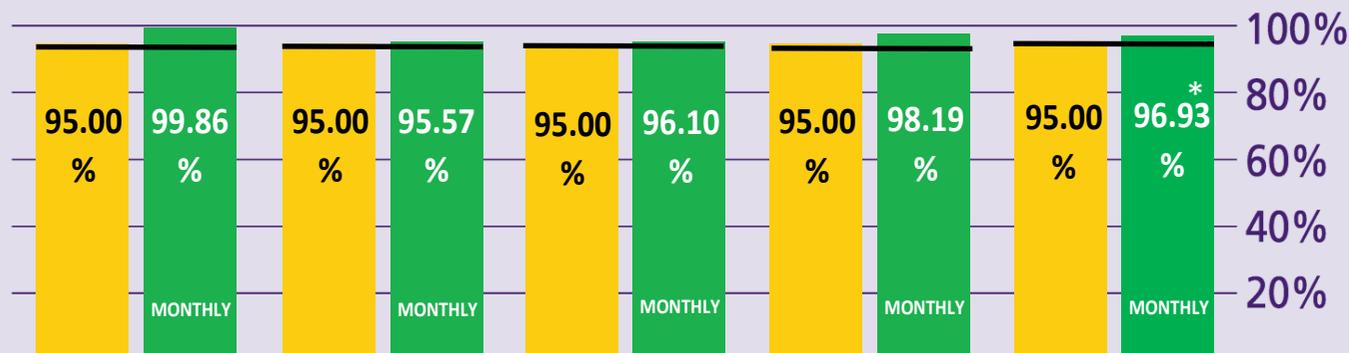
November 2014

KEY TO PERFORMANCE



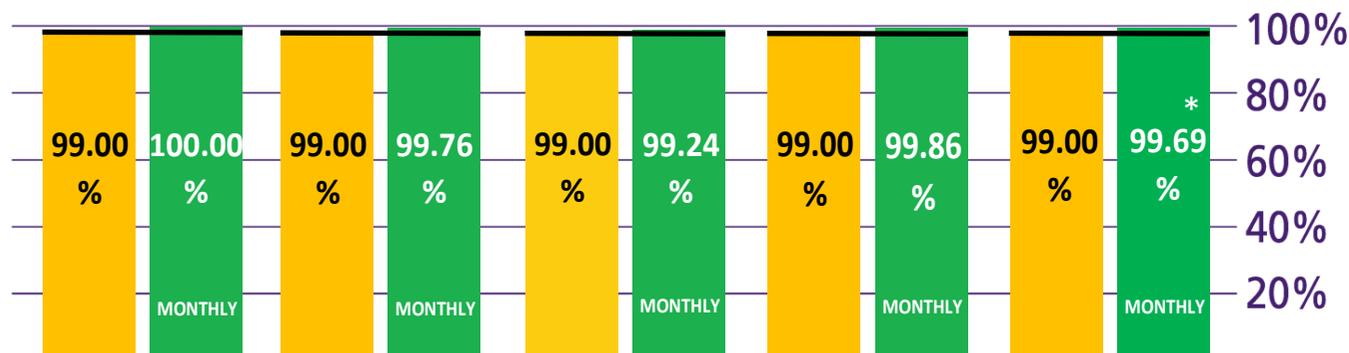
Security waiting time 5 mins
queue < 5mins

Based on 15min time periods measured



Security waiting time 10 mins
queue < 10mins

Based on 15min time periods measured



* Performance has been weighted to account for major refurbishment work currently underway in T5