

How are we performing?



| September 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

