

# BAA's environment information regulations policy

BAA is committed to transparency, and we have a proven record of providing information on our environmental activities, objectives and performance, both in written and web-based formats. We have been at the forefront of environmental corporate reporting in the UK since the early 1990s, and we will continue to develop and improve our web-based environmental information resources for public access.

## Requesting environmental information

Where we receive a request for environmental information it will be dealt with in accordance with the Environmental Information Regulations 2004 (EIR). While we will respond to all requests, in the interests of saving time and expense we strongly encourage all prospective applicants seeking environmental information from BAA to first to consult this website. This website holds information on BAA's environmental and sustainability performance, on our policies, on the sustainability performance reports of each of our airports and provides links to other websites where relevant information can be found.

## What we may not be able to disclose

While we will endeavour to meet any reasonable request for environmental information, there may be circumstances where we may not be able to provide the information requested (e.g commercial confidentiality). We will notify applicants if this is case, setting out rights of redress against our decision.

## Making a request for information

To allow us to respond to requests for information promptly we recommend directing enquiries to the airport most relevant to the information required.

Contact numbers are as follows:

Heathrow – 0800 344844

Gatwick – 0800 393 070

Stansted – 0800 243 788

Glasgow – 0141 848 4644

Edinburgh – 0131 344 3239

Aberdeen – 01224 722331

Southampton – 02380 627070

## Charges

Where the environmental information is in our possession but not readily available by inspection of our website, public registers or otherwise, BAA has introduced a Schedule of Charges set out below, to cover our reasonable administrative costs of searching, retrieving, collating and providing this information to applicants.

- Staff time for handling requests for environmental information will be charged at a standard rate of £50 per hour
- Photocopying – 5p per sheet
- Information in CD format – £1 per CD
- Postage – £2 (other than letters)

BAA reserves the right to revise the above Schedule of Charges at any time. At BAA's discretion some information may be supplied free to applicants. For other requests payment may be required in advance. Applicants will be advised what (if any) charges may apply to the handling of their request for information. Where it is clear that information which is not currently provided on our website is frequently requested, we will endeavour progressively to provide such information on the website, to minimise costs to prospective applicants.

## Requests for environmental information concerning aircraft noise

We have a long-established process for responding to aircraft noise complaints, through our airport flight evaluation units, and we will continue to respond to individual complaints and inquiries as set out in our noise complaint policies.

## Feedback/access problems

BAA takes its obligations under the EIR very seriously so any comments or complaints about this environmental information policy or about BAA's environmental information services generally should be directed to our Planning and Environment Function or Corporate and Public Affairs.