

BAA is owned by Airport Development and Investment Limited (ADI), a consortium led by Spanish company Ferrovial, which operates construction, airports, highways and car parking service businesses.

**Our businesses**

**UK airports**

We own and run Heathrow, Gatwick, Stansted, Southampton, Glasgow, Edinburgh and Aberdeen airports, providing commercial accommodation for 749 retail outlets and 186 restaurants. In 2008, over 145 million passengers passed through these airports, with 67 million using Heathrow Airport. We are in the process of selling Gatwick Airport.

**Rail**

We own and operate two public rail services – Heathrow Express and Heathrow Connect.

**Other interests**

We have a 65% interest in and operate Naples Airport, and manage retail operations at Baltimore Washington International Airport, Boston Logan Airport and Pittsburgh International Airport.

In 2008 we sold our retail business World Duty Free as well as a significant part of our property portfolio. The planned sale of our commercial property arm, Lynton, and our stake in the Airport Property Partnership was discontinued.

**About this report**

This report describes our performance in managing our most important corporate responsibility issues across all BAA airports with a focus on Heathrow. Information and data relate to the calendar year 2008.

The report is structured around five components in which we:

- 1 Set out how a responsible approach is integral to how we do business.
- 2 Describe our approach to two significant strategic issues: airport expansion and improving passenger experience.
- 3 Examine the economic and social benefits of our business, and how we manage these through our supply chain, our construction methods.
- 4 Describe the main environmental impacts of BAA and the aviation industry.
- 5 Review the role of our people, safety and security.

Issues are described in the same way throughout the report:

- Background.
- Approach.
- Performance.
- Plans.

**Assurance**

Our assurance programme aims to provide confidence to senior managers and stakeholders that we are addressing material issues, delivering against our policies and reporting accurate and comprehensive performance information. It includes internal audits and external certifications as well as independent assurance of selected information within our Corporate Responsibility reports.

Det Norske Veritas (DNV) are assuring selected key performance indicators and airport targets for BAA and its airports, indicated in this report by DNV's logo. These were selected by BAA as part of a rolling programme across all Corporate Responsibility issues.



DNV's Assurance Statement is provided on pages 36-37.

**Further information**

In addition to this report we publish individual airport reports, available at [www.baa.com](http://www.baa.com)

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