

## Background

Ensuring employees' health and safety is an obligation of all businesses. For BAA, this extends to the well-being of everyone using our airports – passengers, contractors and business partners.

## Our approach

We maintain safe operations at our airports through good governance, a strong senior management commitment, and the application of rigorous management systems, standards and procedures.

Our safety management system aligns with occupational health and safety standard OHSAS18000 and health and safety management standard HS(G)65.

We invest in training and encourage an open culture, where all health and safety incidents are investigated and lessons are shared widely to prevent recurrence.

## Our performance

### BAA performance 2008 target

**1.87 Category 3 accidents per million passengers<sup>3</sup>**

Passenger injuries are infrequent events that we seek to eliminate. We categorise injuries in two ways: severity and the degree to which it was within BAA's control. This delivers the passenger accident severity rate.

We missed our 2008 target passenger accident severity rate. We set out to tackle slips/trips/falls and escalator passenger incidents – the predominant causes for passenger injury. While we compare favourably to other organisations with similar infrastructure and access to the travelling public, we have reviewed comparative company approaches and believe we are better positioned to progress in 2009.

### 2008 target

**0.62 lost-time injuries per 100,000 hours worked**

As well as setting our own targets for employee lost-time injury rate, we also monitor the UK Reporting of Injuries Diseases and Dangerous Occurrences Regulations rate.

In 2008 we saw a rise in both the reportable injury rate and the lost time injury rate. Although we missed our target for lost time injury rate, we remained better than the national average for reportable injury rate when compared to either of our sector groups; the air transport industry and the supporting and auxiliary transport activities. There was also a very low incidence of major injury to staff, with virtually all reportable accidents arising from less severe injuries.

### 2008 targets

**0.20 fires of significance per million passengers**

**7.57 false alarms of significance per million passengers**

In 2008 we met our targets for both significant fires and significant false alarms. This was achieved at the same time as our detection and alarm systems were extended and improved across airport locations. This means there is less than one fire for every 5 million passengers. Similarly the number of false alarms occurring are far fewer than the "tolerable" levels of unwanted alarm set out in the British Standard.

### Heathrow performance 2008 target

**1.94 Category 3 accidents per million passengers**

In 2008 we achieved our target for reducing passenger injuries at Heathrow. This was aided by facility improvements alongside awareness campaigns.

### 2008 target

**0.72 lost-time injuries per 100,000 hours worked**

We did not achieve our target for staff lost-time injury rate at Heathrow. Minor injuries resulting in short periods of absence, one or two days, presented the greatest challenge. We aim to tackle these challenges by making better use of on-site medical treatment facilities.

### 2008 targets

**0.26 fires of significance per million passengers**

**10.33 false alarms of significance per million passengers**

We achieved the targets for both significant fires and significant false alarms at Heathrow through a continual focus on the causes and locations of incidents.

We reviewed and updated our evacuation plans for each part of the business and trained more facility inspectors in fire risk assessment. We improved our use of fire scorecards to note performance across a range of measures within each terminal.

### Additional progress: Raising awareness at Heathrow

In 2008, we used our expertise from the incident and injury-free campaign at T5 to create the Heathrow Safe awareness campaign. This behavioural safety campaign aims to improve employees' attitudes to health and safety in their workplace.

### Our plans

We aim to improve performance across all targets by 5% in 2009.

### BAA targets for 2009

- 2.35 Category three accidents per 1,000,000 passengers.
- 0.84 employee lost-time injuries per 100,000 hours worked.
- 0.2 employee and contractor reportable accidents per 100,000 construction hours worked.

### Heathrow targets for 2009

- 1.69 Category three accidents per 1,000,000 passengers.
- 0.99 employee lost-time injuries per 100,000 hours worked.
- 0.2 employee and contractor reportable accidents per 100,000 construction hours worked.



Read more about our approach to health and safety in our individual airport corporate responsibility reports available at [www.baa.com](http://www.baa.com)

<sup>3</sup> Per-passenger data is being reviewed for consistency between relevant 2007 and 2008 corporate responsibility targets.