

Performance summary

Performance measure	Performance history		
	2005	2006	2007
Global environment			
CO ₂ emissions from energy use (tonnes)	444,902	446,335	436,229
CO ₂ emissions from energy use per passenger (kg)	3.08	3.02	2.91
Total electricity consumed (GWh)	862	863	850
Total natural gas consumed (GWh)	273	272	239
Local environment			
Population affected by noise in 57 dB LAeq contour at London airports (000s) ¹⁹	258.4	264.5	Not yet available
Area affected by noise in 57 dB LAeq contour at London Airports (km ²) ¹⁹	193.9	193.4	Not yet available
Percentage of Chapter 3-high aircraft at London airports (%)	0.98	0.28	0.11
Number of infringements of government day and night take-off noise limits	288	247	217
Number of noise complaints	32,810	25,715	16,929
Percentage of air traffic movements at Heathrow and Gatwick with NO _x emissions at least 20% better than CAEP/4 standard (%)	29.6	28.1	26.4
Percentage of passengers using public transport to and from our London airports (%) ²⁰	36.3	37.1	39.4²
Total waste produced (tonnes)	59,604	59,638	55,609
Waste produced per passenger (kg)	0.41	0.41	0.37
Percentage of waste recycled or composted (%)	23.2	24.7	29.4
Total volume of water used (m ³)	4,871,961	4,893,803	4,646,859
Volume of water used per passenger (litres)	33.9	33.3	30.8
Percentage of owned or leased land managed for biodiversity (%)	5.0	5.0	5.0
Number of biodiversity management plans	13 site plans; 4 habitat plans	13 site plans; 4 habitat plans	13 site plans; 4 habitat plans
Economic role			
Number of suppliers attending 'Meet the Buyers' events	–	575	474
Estimated value of business generated (£)	–	10.5m	6.9m
Number of people accessing airport jobs as a result of training programmes	–	219	193
Number of people completing apprenticeships managed or supported by BAA	–	83	108
Number of people completing NVQs managed by BAA	–	0	122
Passenger experience			
Passenger Quality of Service Monitor – overall airport/terminal experience rating (departing and arriving passengers) (1 = extremely poor; 5 = excellent)	4.03	3.99	3.96
Passenger Quality of Service Monitor – security queue time rating (departing passengers only) (1 = extremely poor; 5 = excellent)	3.98	3.75	3.77

¹⁹ Data provided by Department for Transport (DfT).

²⁰ Data provided by the CAA. 2007 data is provisional.

Note: The figures for 'Percentage of owned or leased land managed for biodiversity (%)' have been revised in this year's report. This is due to the discovery of an error in the data for Southampton Airport.

Performance measure	Performance history		
	2005	2006	2007

Our people (excludes Heathrow Express and World Duty Free)

Total number of UK employees ²¹	10,285	10,972	11,729
Permanent employee turnover (%)	8.3	12.0	11.7
Number of internal promotions	1,800	2,089	1,383
Number of external recruits	1,344	2,072	2,653
Percentage of employees receiving 10+ years' service (%)	41.9	35.9	30.3
Percentage of employees receiving 20+ years' service (%)	11.5	10.8	9.6
Percent ethnic origin of employees (including Heathrow Express and World Duty Free)	See Table 9	See Table 9	See Table 9
Percentage of employees responding to staff survey (%)	70	58	49
Percentage of employees proud to work for BAA (%)	72	57	58
Active members in pension scheme	8,950	9,574;	9,178
Pensioners	6,450	6,859	7,100
Number of different training and e-learning courses run	–	2,404	2,814
Total number of training and e-learning course participants ²²	17,057	15,932	17,290
Total number of employees receiving training	7,311	7,668	7,725
Number of dial-ins to CEO Chatback	–	606 ²³	6,708
Number of whistle-blowing hotline issues raised	–	–	15²⁴

Operating our airports safely and securely

Number of Category 3 accidents per 1,000,000 passengers	2.96	2.37	2.08
Reportable incidents per 100,000 employees	1,025.6	679.7	473.1
Employee lost-time injuries per 100,000 hours worked	0.99	0.87	0.65
Construction: reportable accident frequency rate per 100,000 hours worked	0.33	0.22	0.18

Community investment²⁵

Total donations to charitable and community causes (£) (legal and voluntary contributions)	6,403,974 ²⁶	6,270,422 ²⁷	7,910,055
Donations to charitable and community causes (£) (voluntary contributions only)	–	–	1,376,238
Percent of pre-tax profits donated to charitable and community causes (%) (legal and voluntary contributions)	1.0 ²⁶	1.1 ²⁷	1.7²⁸
Percent of pre-tax profits donated to charitable and community causes (%) (voluntary contributions only)	–	–	0.3²⁸
Number of employees involved in community activities in company time	1,035 ²⁶	1,110 ²⁷	1,463
Number of hours contributed by employees involved in community activities in company time	36,120 ²⁶	17,585 ²⁷	8,309
Number of I-Volunteer applicants	311	608	778

²¹ Permanent headcount figures.

²² Employees may participate in more than one training or e-learning course.

²³ November and December only.

²⁴ The whistle-blowing hotline was launched in November 2006 and 21 issues were raised in the period November 2006 to March 2007.

²⁵ This year we have reported our voluntary charitable and community contributions separately from contributions that are included in Section 106 and other legal agreements. This summary includes total contributions (legal and voluntary) and voluntary only contributions. Data for voluntary contributions is available for 2007 only.

²⁶ Figures are based on 12 months to end 31 March.

²⁷ Figures are based on 9 months to end 31 December.

²⁸ Figures based on operating profit before tax from continuing operations.

Note: There were two key performance indicators stated incorrectly in our 2006/07 report: 'Number of internal promotions' and 'Active members in pension scheme; pensioners'. The correct figures have been included in this report.