

## SECTION 7 - GENERAL INFORMATION

### AIRPORT THREE LETTER DECODES

#### ABQ - HIS

Scheduled destinations served by British Airways' alliance partners as at January 2003

ABQ	Albuquerque	BRU	Brussels	DPS	Denpasar
ACA	Acapulco	BSL	Euroairport Basel	DRS	Dresden
ACC	Accra	BTS	Bratislava	DRW	Darwin
ACE	Lanzarote	BUD	Budapest	DSM	Des Moines
ADL	Adelaide	BUF	Buffalo	DTW	Detroit
AGP	Malaga	BUR	Burbank	DUB	Dublin
AKL	Auckland	BWI	Baltimore	DUS	Dusseldorf
ALC	Alicante	BZE	Belize	DXB	Dubai
AMM	Amman	BZG	Bydgoszcz	EAS	San
AMS	Amsterdam	CAI	Cairo	EBB	Entebbe/Kampala
ANF	Antofagasta	CBR	Canberra	EDI	Edinburgh
ANU	Antigua	CCP	Concepcion	EGE	Vail/Eagle
ARI	Arica	CCS	Caracas	ELP	El Paso
ARN	Stockholm(Arlanda)	CDG	Paris(C.Degaulle)	ENF	Enontekio
ASP	Alice	CEB	Cebu	ESR	El Salvador
ASU	Asuncion	CGK	Jakarta	EWR	New York (Newark)
ATH	Athens	CGN	Cologne	EZE	Buenos Aires
ATL	Atlanta	CHC	Christchurch	FAO	Faro
AUA	Aruba	CLE	Cleveland	FAT	Fresno
AUH	Abu Dhabi	CLO	Cali	FCO	Rome
AUS	Austin	CLT	Charlotte	FLL	Ft. Lauderdale
AYQ	Ayers	CMB	Colombo	FLR	Florence
BAH	Bahrain	CMH	Columbus	FNC	Funchal
BBA	Balmaceda	CMN	Casablanca	FRA	Frankfurt
BCN	Barcelona	CNF	Belo Horizonte	FUE	Fuerteventura
BDA	Bermuda	CNS	Cairns	FUK	Fukuoka
BDL	Hartford	COK	Kochi	GCI	Guernsey
BEG	Belgrade	COR	Cordoba	GCM	Grand Cayman
BEN	Benghazi	COS	Colorado	GDL	Guadalajara
BEY	Beirut	CPH	Copenhagen	GDN	Gdansk
BGI	Barbados	CPO	Copiapó	GEG	Spokane
BHM	Birmingham	CTS	Sapporo	GIG	Rio de Janeiro
BHX	Birmingham	CUN	Cancun	GLA	Glasgow
BIO	Bilbao	CUR	Curacao	GOT	Gothenburg
BJX	Leon/Guanajuato	DAC	Dhaka	GRU	Sao Paolo
BKK	Bangkok	DAM	Damascus	GRX	Granada
BLQ	Bologna	DAR	Dar es Salaam	GRZ	Graz
BME	Broome	DAY	Dayton	GSO	Greensboro
BMP	Brampton Island	DCA	Washington National	GUA	Guatemala
BNA	Nashville	DDI	Daydream Island	GVA	Geneva
BNE	Brisbane	DEL	Delhi	GYE	Guayaquil
BOD	Bordeaux	DEN	Denver	HAJ	Hanover
BOG	Bogota	DFW	Dallas/Ft. Worth	HAM	Hamburg
BOI	Boise	DKR	Dakar	HAP	Long Island
BOM	Mumbai	DLA	Douala	HAV	Havana
BOS	Boston	DME	Moscow	HDN	Steamboat
BRE	Bremen	DMM	Damman	HEL	Helsinki
BRN	Berne	DOH	Doha	HIS	Hayman Island

**HKG - POR**

Scheduled destinations served by British Airways' alliance partners as at January 2003

HKG	Hong Kong	LCY	London(City)	MSY	New Orleans
HNL	Honolulu	LED	St. Petersburg	MTJ	Montrose
HOU	Houston	LGA	New York (La Guardia)	MTY	Monterrey
HPN	Westchester	LGB	Long Beach	MUC	Munich
HSV	Huntsville	LGW	London(Gatwick)	MVD	Montevideo
HTI	Hamilton Island	LHE	Lahore	MXP	Milan (Malpensa)
HYD	Hyderabad	LHR	London(Heathrow)	MZT	Mazatlan
IAD	Washington Dulles	LIH	Lihue	NAN	Nadi
IAH	Houston	LIM	Lima	NAP	Naples
IBZ	Ibiza	LIN	Milan (Linate)	NBO	Nairobi
ICN	Seoul	LIS	Lisbon	NCE	Nice
ICT	Wichita	LIT	Little	NCL	Newcastle
IND	Indianapolis	LJU	Ljubljana	NGO	Nagoya
IPC	Easter Island	LOS	Lagos	NOU	Noumea(Tontouta)
IQQ	Iquique	LPA	Gran Canaria	NRT	Tokyo(Narita)
ISB	Islamabad/Rawalpindi	LPB	La Paz	NSI	Yaounde
IST	Istanbul	LRM	Casa de Campo	NUE	Nuremberg
IVL	Ivalo	LSC	La Serena	OAK	Oakland
JAC	Jackson	LUG	Lugano	ODS	Odessa
JAX	Jacksonville	LUX	Luxembourg	OGG	Kahului
JED	Jeddah	LYS	Lyon	OKC	Oklahoma
JER	Jersey	MAA	Chennai	OMA	Omaha
JFK	New York (Kennedy)	MAD	Madrid	ONT	Ontario
JHQ	Shute Harbour	MAH	Menorca	OOL	Gold Coast
JNB	Johannesburg	MAN	Manchester	OPO	Porto
JOE	Joensuu	MAR	Maracaibo	ORD	Chicago(O'hare)
JYV	Jyvaskyla	MBJ	Montego	ORF	Norfolk
KAJ	Kajaani	MCI	Kansas	ORK	Cork
KAO	Kuusamo	MCO	Orlando	ORY	Paris(Orly)
KBP	Kiev	MCT	Muscat	OSL	Oslo
KEM	Kemi/Tornio	MDE	Medellin	OTP	Bucharest
KGD	Kaliningrad	MDW	Chicago(Midway)	OUL	Oulu
KGI	Kalgoorlie	MDZ	Mendoza	OVD	Asturias
KHI	Karachi	MEL	Melbourne	PAP	Port au Prince
KIN	Kingston	MEM	Memphis	PBI	West Palm Beach
KIX	Osaka	MEX	Mexico	PDX	Portland
KOA	Kona	MFE	Mc Allen	PEK	Beijing
KOK	Kokkola/Pietarsaari	MGA	Managua	PEN	Penang
KRK	Krakow	MHQ	Mariehamn	PER	Perth
KRT	Khartoum	MIA	Miami	PEW	Peshawar
KTA	Karratha	MJV	Murcia	PFO	Paphos
KTT	Kittila	MKE	Milwaukee	PHE	Port Hedland
KTW	Katowice	MKY	Mackay	PHL	Philadelphia
KUL	Kuala	MLA	Malta	PHX	Phoenix
KUO	Kuopio	MLE	Male	PIT	Pittsburgh
KWI	Kuwait	MNL	Manila	PLS	Providenciales
LAS	Las Vegas	MPN	Mount Pleasant	PMC	Puerto Montt
LAX	Los Angeles	MRS	Marseille	PMI	Palma
LBV	Libreville	MRU	Mauritius	PNA	Pamplona
LCA	Larnaca	MSP	Minneapolis	POP	Puerto Plata
LCC	La Coruna	MSQ	Minsk	POR	Pori

**POS - ZRH**

Scheduled destinations served by British Airways' alliance partners as at January 2003

POS	Port of Spain	SPC	Santa Cruz	YYC	Calgary
POZ	Poznan	SSG	Malabo	YYZ	Toronto
PPT	Papeete	STI	Santiago	ZAG	Zagreb
PRG	Prague	STL	St. Louis	ZAL	Valdivia
PRN	Pristina	STR	Stuttgart	ZIH	Ixtapa/Zihuatanejo
PSP	Palm Springs	STT	St. Thomas	ZLO	Manzanillo
PTY	Panama	STX	St. Croix	ZQN	Queenstown
PUJ	Punta Cana	SUB	Surabaya	ZRH	Zurich
PUQ	Punta Arenas	SVO	Moscow		
PVD	Providence	SVQ	Seville		
PVR	Puerto Vallarta	SXM	St. Maarten		
RDU	Raleigh/Durham	SYD	Sydney		
RGL	Rio Gallegos	SZG	Salzburg		
RHO	Rhodes	SZZ	Szczecin		
RIC	Richmond	TBU	Nuku		
RIX	Riga	TFN	Tenerife(Norte)		
RNO	Reno	TFS	Tenerife(Sofia)		
ROC	Rochester	TGU	Tegucigalpa		
RST	Rochester	THF	Berlin (Tempelhof)		
RSW	Fort Myers	THR	Tehran		
RUH	Riyadh	TIA	Tirana		
RVN	Rovaniemi	TIP	Tripoli		
RZE	Rzeszow	TKU	Turku		
SAH	Sanaa	TLL	Tallinn		
SAL	San Salvador	TLS	Toulouse		
SAN	San Diego	TLV	Tel Aviv		
SAP	San Pedro Sula	TMP	Tampere		
SAT	San Antonio	TPA	Tampa		
SCL	Santiago	TPE	Taipei		
SCQ	Santiago de Compostela	TRN	Turin		
SDF	Louisville	TSV	Townsville		
SDQ	Santo Domingo	TUL	Tulsa		
SEA	Seattle	TUN	Tunis		
SFO	San Fransisco	TUS	Tucson		
SGF	Springfield	TXL	Berlin(Tegel)		
SGN	Ho Chi Minh City	UIO	Quito		
SIN	Singapore	VAA	Vaasa		
SIR	Sion	VCE	Venice		
SJC	San Jose	VGO	Vigo		
SJD	Los Cabos	VIE	Vienna		
SJJ	Sarajevo	VLC	Valencia		
SJO	San Jose	VLL	Valladolid		
SJU	San Juan	VNO	Vilnius		
SKG	Thessaloniki	VVI	Santa Cruz		
SKP	Skopje	WAW	Warsaw		
SLC	Salt Lake City	WLG	Wellington		
SMF	Sacramento	WRO	Wroclaw		
SNA	Santa Ana	XNA	Fayetteville(Regional)		
SNN	Shannon	XRY	Jerez de la Frontera		
SOF	Sofia	YUL	Montreal		
SOI	South Molle Island	YVR	Vancouver		

## OUTSIDE ADVISERS

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## ABBREVIATIONS & SPECIALIST TERMS

### ABBREVIATIONS

<i>BAA:</i>	BAA plc and its subsidiary undertakings, the successors to the former British Airports Authority
<i>BOAC:</i>	The former British Overseas Airways Corporation
<i>BEA:</i>	The former British European Airways Corporation
<i>CAA:</i>	Civil Aviation Authority
<i>DH:</i>	Decision height
<i>IATA:</i>	International Air Transport Association
<i>ICAO:</i>	International Civil Aviation Organisation
<i>KN:</i>	Kilo-Newtons
<i>RVR:</i>	Runway visual range
<i>vly:</i>	Variation compared with last year
<i>Q1:</i>	The three months ended 30 June
<i>Q2:</i>	The three months ended 30 September
<i>Q3:</i>	The three months ended 31 December
<i>Q4:</i>	The three months ended 31 March

### SPECIALIST TERMS

#### Capacity measurements

<i>Available seat kilometres (ASK):</i>	The number of seats made available for sale multiplied by the distance flown.
<i>Available tonne kilometres (ATK):</i>	The number of tonnes (2,204 lbs) of capacity available for the carriage of revenue load (passengers and cargo) multiplied by the distance flown.

#### Volume measurements

<i>Revenue passenger kilometres (RPK):</i>	The number of revenue passengers carried multiplied by the distance flown.
<i>Freight tonne kilometres (FTK):</i>	The number of revenue tonnes of freight carried multiplied by the distance flown.
<i>Cargo tonne kilometres (CTK):</i>	The number of revenue tonnes of cargo (freight plus mail) carried multiplied by the distance flown.
<i>Revenue tonne kilometres (RTK):</i>	The revenue load (passengers and cargo) in tonnes multiplied by the distance flown.

#### Load factors

<i>Passenger load factor:</i>	RPK expressed as a percentage of ASK.
<i>Overall load factor:</i>	RTK expressed as a percentage of ATK.
<i>Break-even overall load factor:</i>	The load factor required to equate total traffic revenue with operating costs.

#### Freedoms of the air

<i>First freedom:</i>	The privilege to fly across the territory of another state without landing.
<i>Second freedom:</i>	The privilege to land in another state for non-traffic purposes (ie for re-fuelling or mechanical reasons but not for uplift or discharge of traffic).
<i>Third freedom:</i>	The privilege to put down in another state revenue passengers, mail and freight taken on in the state of airline registration.
<i>Fourth freedom:</i>	The privilege to take on in another state revenue passengers, mail and freight destined for the state of airline registration.
<i>Fifth freedom:</i>	The privilege for an airline registered in one state and en-route to or from that state to take on revenue passengers, mail and freight in a second state and to put them down in a third state.
<i>Sixth freedom:</i>	The privilege for an airline registered in one state to take on revenue passengers, mail and freight in a second state, transport them via the state of registration, and put them down in a third state.
<i>Seventh freedom:</i>	The privilege for an airline registered in one state to take on revenue passengers and freight in a second state and put them down in another state without the journey originating, stopping or terminating in the state of registration

## Yield measurements

<i>Revenue per RPK or ASK:</i>	Passenger revenue from mainline scheduled operations divided by mainline scheduled RPK or ASK.
<i>Revenue per RTK or ATK:</i>	Revenue from total traffic (scheduled and non-scheduled) divided by RTK or ATK.
<i>Revenue per ATK:</i>	Revenue from total traffic (scheduled and non-scheduled) divided by ATK.

## Financial definitions

<i>Scheduled traffic revenue:</i>	Revenue generated from passengers and their excess baggage, and freight and mail on scheduled services.
<i>Freight and mail (cargo) revenue:</i>	Revenue generated from freight and mail on scheduled services.
<i>Non-scheduled revenue:</i>	Traffic revenue generated from non-scheduled services.
<i>Other revenue:</i>	Revenue generated from other airline-related services such as package holidays, aircraft, passenger and cargo handling at airports, aircraft maintenance, computer and communications services, and airline training services.
<i>Total traffic revenue:</i>	Revenue generated from passengers and their excess baggage, and freight and mail on scheduled and on non-scheduled services.
<i>Net operating expenditure:</i>	Total Group operating expenditure less other revenue.*
<i>Total traffic operating expenditure:</i>	Taken to be equal to net operating expenditure.
<i>Total scheduled traffic operating expenditure:</i>	Total traffic operating expenditure less non-scheduled operating expenditure.
<i>Scheduled passenger operating expenditure:</i>	Total scheduled traffic operating expenditure less freight and mail revenue.*
<i>Non-scheduled operating expenditure:</i>	Operating expenditure of non-scheduled services.
<i>Other operating expenditure:</i>	Equates to other revenue.

\* For the purpose of deriving yield and unit cost statistics, revenue from other operations and freight and mail is taken as an offset to operating expenditure.

## Other

<i>Frequent flyer RPKs as a percentage of total RPKs</i>	The amount of frequent flyer RPKs expressed as a percentage of total RPKs is indicative of the proportion of total passenger traffic represented by redemption of frequent flyer points
<i>Punctuality:</i>	The industry's standard measured as the percentage of flights departing within 15 minutes of schedule.
<i>Regularity:</i>	The percentage of flights completed to flights scheduled - excluding flights cancelled for commercial reasons.
<i>Seat pitch:</i>	The distance between one seat and the same point on the seat in the row in front or behind.
<i>Utilisation:</i>	Average hours flown per aircraft per day.
<i>Distance:</i>	Airport-to-airport great circle distances are used in all terms involving distance.
<i>Unduplicated route kilometres:</i>	All scheduled flight stages counted once, regardless of frequency or direction.

## CONVERSION TABLES

<i>1 kilometre:</i>	0.6214 miles
<i>1 statute mile:</i>	1.6093 kilometres
<i>Tonne:</i>	A metric ton - 2,204.6 lbs.
<i>1 tonne:</i>	1.1023 short tons
<i>1 short ton (2,000 lbs):</i>	0.9072 tonnes
<i>1 tonne kilometre:</i>	0.6849 ton miles
<i>1 ton mile (short tons &amp; statute miles):</i>	1.46 tonne kilometres

## HOW TO CONTACT US

### INTERNET

www.ba.com  
www.bashares.com  
www.bashareholders.com

Main airline website  
Investor relations website  
Shareholder services website

### REGISTERED OFFICE

Waterside  
PO Box 365 Harmondsworth  
UB7 0GB

Registered Number : 1777777  
If calling from outside the UK

0845 77 999 77  
+44 191 490 7901

### HOW TO CONTACT US 24 HOURS A DAY

Fares, Availability and New Bookings for  
Flights, Hotels, Insurance and Car Hire  
Flight Arrival and Departure Information  
All Other Enquiries

0845 77 333 77  
0870 55 111 55  
0845 77 999 77

### DEDICATED NUMBERS

Shareholder Reservations  
Shareholder Services  
Investor Relations  
Press Office  
Minicom System (for the hard of hearing)

0845 760 0710  
0870 702 0110  
020 8738 6947  
020 8738 5100  
0141 207 9564

### BRITISH AIRWAYS HOLIDAYS RESERVATIONS

Florida  
America  
Canada  
Caribbean & Mexico  
Indian Ocean, India and Far East  
Africa, Middle East and South America  
Cities  
Weddings  
Golf  
Groups

0870 442 3800  
0870 442 3808  
0870 442 3892  
0870 442 3815  
0870 442 3815  
0870 442 3816  
0870 442 3828  
0870 442 3847  
0870 442 3840  
0870 442 3801

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156 Regent Street, London W1B 5LB

0207 606 2977 (for appointments only)  
0207 439 9584 (for appointments only)