Financial and operational highlights

Financially, this is a very difficult time for our business. Operationally however, we are achieving levels of excellence today never before seen in this airline.

£7,994m
Revenue
Group Revenue for 2009/10 was £7,994 million, compared with £8,992 million in the previous year.

£531m
Loss before tax
Group loss before tax for 2009/10 was £531 million, compared with a loss before tax of £401 million in the previous year.

£231m
Operating loss
Group operating loss for 2009/10 was £231 million, compared with a loss of £220 million in the previous year.

38.5p
Basic loss per share
Group loss per share for 2009/10 was 38.5 pence, compared with loss per share of 32.6 pence in the previous year.

59%
Ready to Go
Network-wide Ready to Go performance of 59 per cent, compared with 53 per cent in the previous year.

24.2 bags
Shortlanded baggage performance
Shortlanded baggage at Heathrow for 2009/10 was 24.2 bags per 1,000 passengers, compared to 28.0 in the previous year.

Geographical segments by area of original sale

<table>
<thead>
<tr>
<th>Area</th>
<th>2009/10 £ million</th>
</tr>
</thead>
<tbody>
<tr>
<td>UK</td>
<td>3,636</td>
</tr>
<tr>
<td>Continental Europe</td>
<td>1,255</td>
</tr>
<tr>
<td>The Americas</td>
<td>1,651</td>
</tr>
<tr>
<td>Africa, Middle East, and Indian sub-continent</td>
<td>731</td>
</tr>
<tr>
<td>Far East and Australasia</td>
<td>721</td>
</tr>
</tbody>
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