BA Better World

BRITISH AIRWAYS SUSTAINABILITY PERFORMANCE 2020

VERSION ONE, SEPTEMBER 2021

A NEW ERA OF SUSTAINABILITY

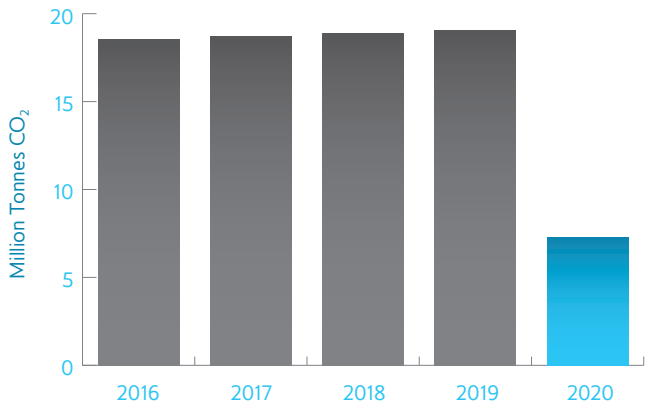
At British Airways, we're on a journey to create a better, more sustainable future. We call it BA Better World. It means we're putting sustainability at the heart of our business. From creating a great place for people to work to reducing our emissions and waste and contributing to the communities we serve to build a thriving, resilient, responsible business.

This report summarises the sustainability performance of British Airways in 2020 and historical performance since 2016. The report is supplemental to the sustainability report of our parent company International Airlines Group (IAG) where the Group performance and strategy are described in greater detail. The IAG report is available at: www.iairgroup.com

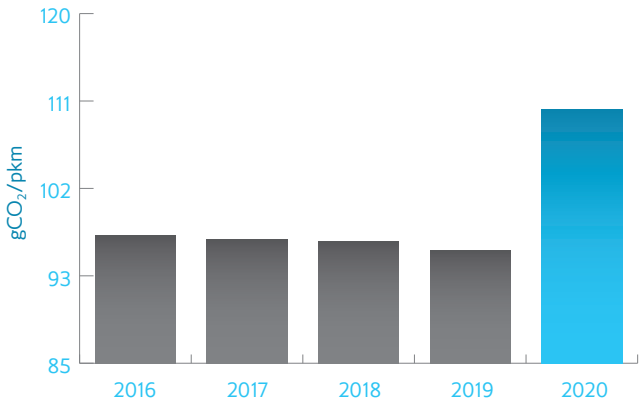
2020 was an exceptionally difficult year as a result of the COVID-19 pandemic. Our flying schedule reduced by 66% compared to 2019 and this is reflected in significant changes in our sustainability performance metrics.

CLIMATE CHANGE

Scope 1 CO_2e emissions



Jet fuel emissions intensity



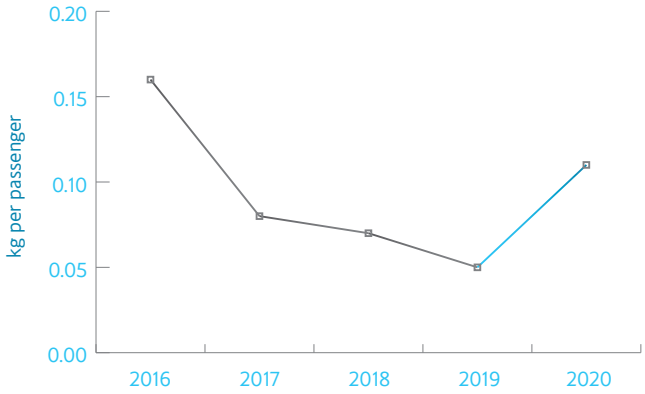
Metric	Units	2016	2017	2018	2019	2020	change vly
Scope 1 CO_2e emissions	Tonnes CO_2e	2016	18,705,471	18,902,009	19,047,278	7,250,236	-61.9%
Net scope 1 CO_2e emissions	Tonnes CO_2e	17,286,593	17,401,221	17,552,126	17,630,259	7,081,895	-59.8%
Scope 2 location-based emissions	Tonnes CO_2e	67,914	63,841	46,309	44,442	33,027	-25.7%
Scope 2 market-based emissions	Tonnes CO_2e	65,308	35,117	12,903	12,817	8,499	-33.7%
Scope 3 emissions	Tonnes CO_2e	5,225,577	5,472,632	5,542,296	5,535,880	2,108,930	-61.9%
Emissions intensity (jet fuel)	CO_2/pkm	97.8	97.4	97.2	96.3	110.4	14.6%
Renewable electricity	%	nr	nr	75%	80%	83%	3pts
Energy intensity (scope 2)	CO_2e/pkm	0.366	0.336	0.239	0.228	0.483	111.9%
Reduction in GHG emissions from initiatives	Tonnes CO_2e	nr	50,180	14,629	6,905	14,132	105%
Electricity	kWh	164,818,774	181,592,675	163,596,501	157,426,722	129,407,816	-17.8%
Jet fuel usage	Million Tonnes	5,822,728	5,867,827	5,929,839	5,973,791	2,271,605	-62.0%

CLIMATE CHANGE

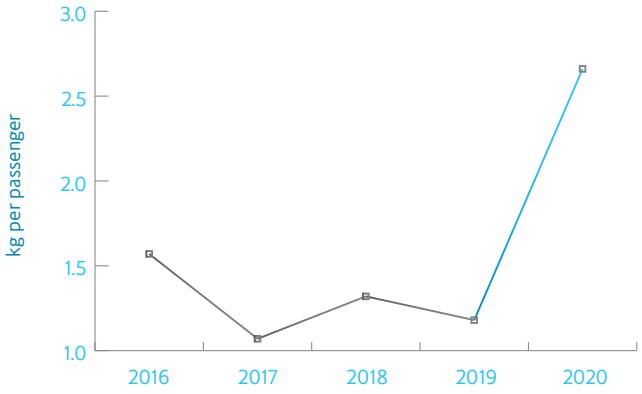
Metric	Units	Description and commentary
Scope 1 CO2e emissions and net scope 1 CO2e emissions	Tonnes carbon dioxide equivalent (CO_2e)	Direct emissions associated with British Airways operations including use of jet fuel, diesel, petrol, natural gas, and halon. Sources of emissions include aircraft engines, boilers, auxiliary power units and ground vehicle engines. These emissions are primarily CO_2 but other greenhouse gasses (GHGs) such as methane and nitrogen oxide are also reported as part of the CO_2 equivalent metric. Net emissions are calculated by subtracting the emission allowances purchased above the EU ETS cap and voluntarily purchased offsets.
Scope 2 emissions	Tonnes CO_2e	Emissions associated with electricity use in, for example, offices, lounges, data centres and hangars. Market-based emissions are based on the carbon intensity of electricity purchased from suppliers. Location-based emissions are based on the carbon intensity of national electricity grids.
Scope 3 emissions	Tonnes CO_2e	Indirect emissions associated with key products and services within our supply chain.
Emissions intensity	Grammes of CO_2 per passenger kilometre (gCO_2/pkm)	Calculated by dividing total jet fuel or scope 2 location-based emissions by total passenger-km, assuming one cargo-tonne-km is equivalent to 10 passenger-km. The 2020 worsening of fuel efficiency is driven by much lower load factors due to the impact of the pandemic. Many of our older aircraft have been retired and we continue to take delivery of the most modern, fuel-efficient aircraft, such as the Airbus A350 that are up to 40% more fuel-efficient per seat than the aircraft they replace.
Renewable electricity	%	The share of electricity generated by renewable sources such as solar power and wind, based on volumes procured from renewable electricity suppliers. In cases where electricity sources were unavailable, the source of electricity is assumed to be the national grid.

WASTE

Shorthaul waste per passenger



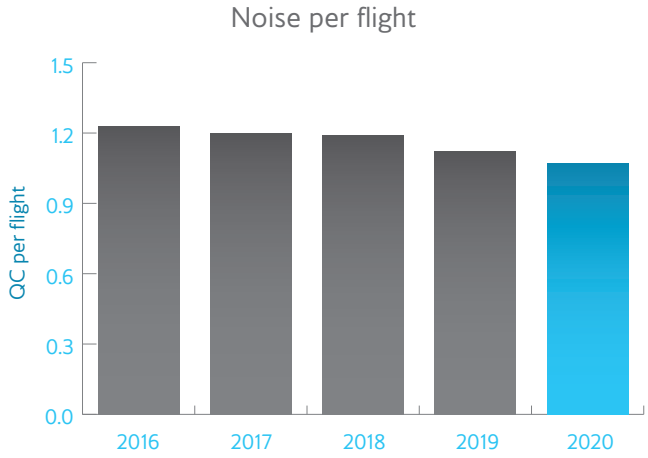
Longhaul waste per passenger

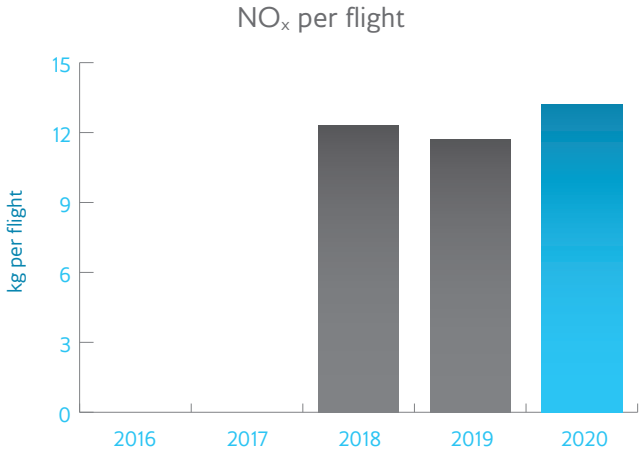


Metric	Units	2016	2017	2018	2019	2020	change vly
Shorthaul waste per passenger	kg/passenger	0.16	0.08	0.07	0.05	0.11	127%
Longhaul waste per passenger	kg/passenger	1.57	1.07	1.32	1.18	2.66	127%

Metric	Units	Description and commentary
Waste/ passenger	kg/ passenger	Onboard catering waste generated per passenger, net of recycling, and split between shorthaul and longhaul operations. Onboard waste per passenger increased. Decreases, driven by greater rates of recycling at hub airports, were offset by a greater use of disposable products for health and safety reasons associated with the pandemic.

NOISE AND LOCAL AIR QUALITY





Metric	Units	2016	2017	2018	2019	2020	change vly
Average noise per flight	QC per flight	1.23	1.20	1.19	1.12	1.07	-5%
Average NO_x per flight	kg per flight	nr	nr	17,552,126	17,630,259	7,081,895	-59.8%

Percentage of aircraft fleet that meet ICAO technology standard for noise

Metric	Units	2016	2017	2018	2019	2020	change vly
Noise Chapter 4	%	100%	100%	100%	100%	100%	n/a
Noise Chapter 14	%	65%	60%	64%	65%	72%	7pts

Percentage of aircraft fleet that meet ICAO CAEP technology standard for NO_x emissions

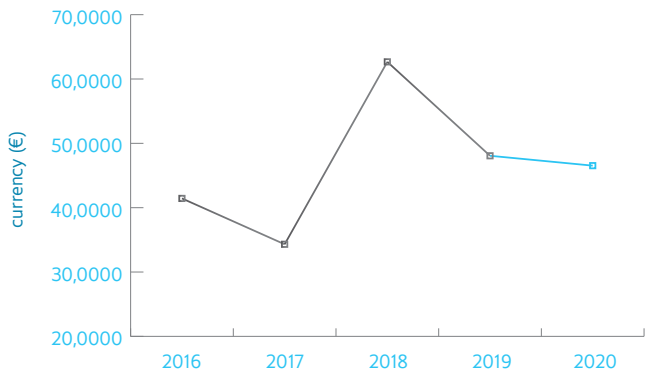
Metric	Units	2016	2017	2018	2019	2020	change vly
NO_x CAEP 4	%	90%	92%	95%	96%	nr	n/a
NO_x CAEP 6	%	53%	55%	59%	64%	65%	1pts
NO_x CAEP 8	%	20%	20%	25%	29%	37%	8pts

NOISE AND LOCAL AIR QUALITY

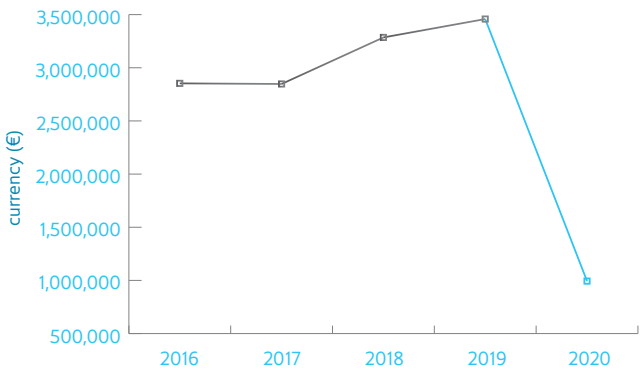
Metric	Units	Description and commentary
Noise per flight	Quota Count (QC) per flight	Average noise per flight considering arrival and departure noise for each aircraft type. Based on the number of flights of all aircraft which operated during the year, including leased aircraft. Quota Count (QC) values from the UK Government are a relative categorisation based on certified noise levels. For example, an Airbus A320 has a score of 1.0. The 2020 improvement is driven by the accelerated retirement of older aircraft such as the Boeing 747.
NO_x per flight	kg per flight	Average emissions of the air pollutant nitrogen oxide (NO_x) as aircraft take off and land. The calculation considers the engine certifications and aircraft types of all aircraft which operated during the year, including leased aircraft, referencing information from the ICAO emissions database. The 2020 increase is driven by a relative increase in long-haul versus short-haul flying, which included many global cargo flights.
Noise Chapter 4 & 14	%	ICAO noise standards compare aircraft noise against standardised limits that are a combination of lateral, approach, and flyover noise levels. Higher standards are more stringent. Chapter 14 applies to new aircraft certified from January 1, 2017
CAEP chapter 6 & 8	%	ICAO committee on aviation environmental protection (CAEP) standards are for NO_x emissions from aircraft engines. Higher standards are more stringent. The CAEP 6 NO_x standard applies to engines manufactured from January 1, 2008, and the CAEP 8 standard applies to engines manufactured from January 1, 2014.
Renewable electricity	%	The share of electricity generated by renewable sources such as solar power and wind, based on volumes procured from renewable electricity suppliers. In cases where electricity sources were unavailable, the source of electricity is assumed to be the national grid.

COMMUNITY GIVING

One-off monetary donations from company



Customer monetry contributions*



* Community giving contributions were vastly reduced in 2020 due to the significant changes in load factors as a result of COVID-19.

Metric	Units	2016	2017	2018	2019	2020	change vly
One-off monetary donations from company	€	€ 414,387	€ 343,103	€ 626,672	€ 480,673	€ 465,335	-3%
In-kind donations	€	€ 106,763	€ 63,325	€ 2,220,945	€ 413,227	€ 49,177	-88%
Employee monetary campaigns from company	€	€ 568,813	€ 568,397	€ 1,059,188	€ 1,039,225	€ 854,963	-18%
Customer monetary contributions collated by company*	€	€ 2,853,216	€ 2,847,579	€ 3,285,221	€ 3,458,136	€ 993,663	-71%

Metric	Units	Description and commentary
In Kind donations	€	Include cargo, excess baggage allowances, relief flights and products.
Employee monetary campaigns for company	€	Includes all payroll giving figures only.