

## Flight Evaluation Unit Environmental Information Policy

BAA is committed to transparency and regularly provides information regarding our environmental activities, objectives and performance to various stakeholder forums as well as to the public at large through our website, reports and also in response to direct enquiries. We continue to develop and improve our web-based environmental information resources with the aim of making information more readily available for public access and would encourage use of this resource wherever possible.

However, in the event that the desired information cannot be found on our website, we will endeavour to meet any **reasonable requests** for environmental information. Please note, that we are not obliged to disclose information where we consider the request to be manifestly unreasonable. In such circumstances, you will be advised of our decision.

**Where the request is reasonable and information is readily available to us**, we will endeavour to provide this to applicants as soon as reasonably practicable. Dependant on the amount and complexity of information requested, BAA may at its sole discretion either provide the information free of charge, or request advance payment to cover the costs of production of information. This will cover disbursements such as photocopying, printing and postage.

**However, in circumstances where information is not readily available** (as is frequently the case due to individual nature of requests) and must be specifically researched and produced by the Flight Evaluation Unit (FEU), BAA may request advance payment to cover the cost of producing the information. In such cases, following receipt of a request, the Flight Evaluation Unit will provide details of the charge to be levied. Our charges will be based at a rate of £50 per hour expended in the production of the information plus the cost of administrative matters such as photocopying, printing and postage. The cost per page of photocopying and printing will be reviewed periodically. Details will be provided where appropriate and itemised in each request for advance payment.

Please be advised that if we have requested advance payment, we are under no obligation to provide the information unless the charge is paid no later than 60 days after we have requested it. Having received a request for advance payment for the production of information, applicants will be given the opportunity to reduce the amount of information requested (and thereby potentially reduce the charge) or may cancel the request if unwilling to pay the required charge.

If you require environmental information, if possible, please initially refer to our website: [www.heathrowairport.com/noise](http://www.heathrowairport.com/noise). If you cannot find the information you require please contact the FEU by e-mail at [noise\\_complaints@baa.com](mailto:noise_complaints@baa.com) or leave a message on our voicemail 0800 344844 and we will return your call as soon as possible.