

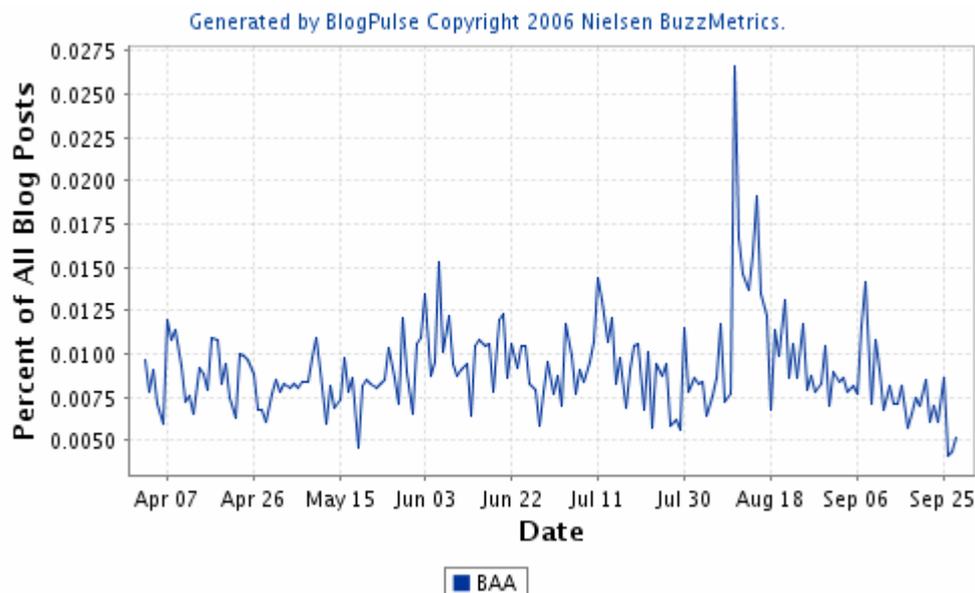


Important Note: As this report contains verbatim quotes from consumer generated media, weblogs and hate sites on the internet, it may include offensive language and sentiment. We can take no responsibility for such content.

Introduction

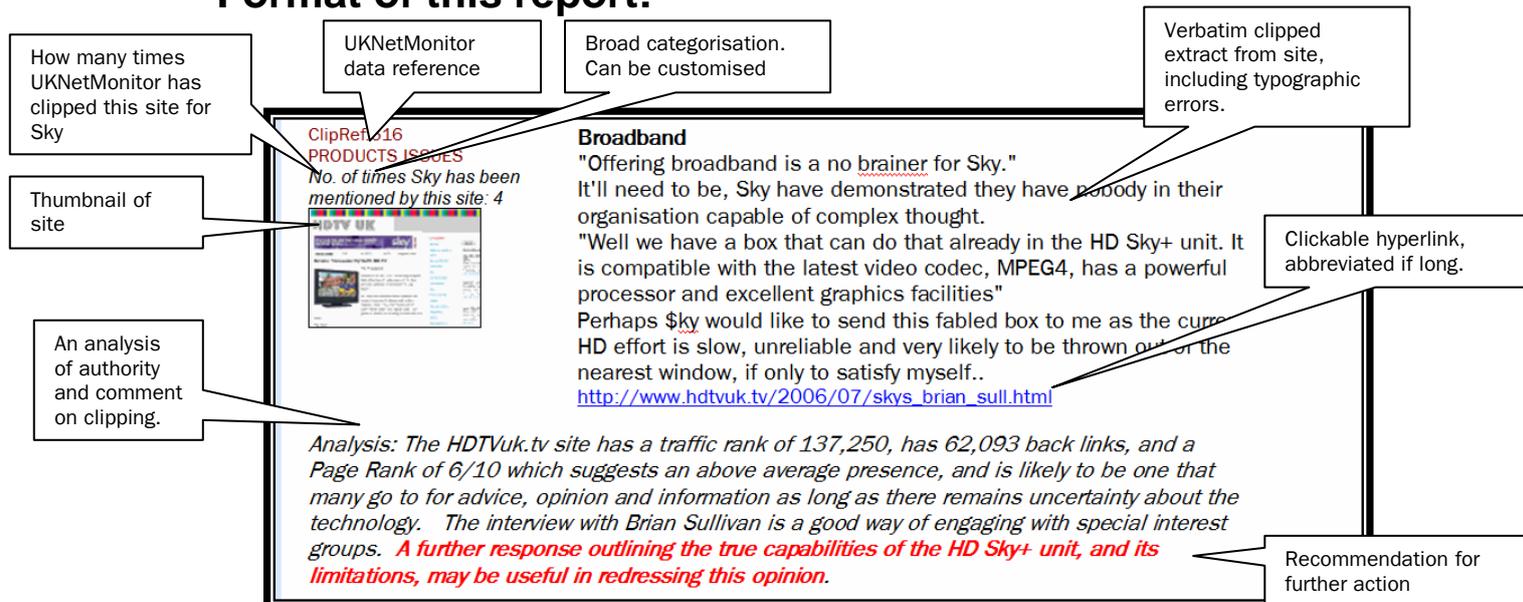
Comment on the internet about BAA is inevitably dominated by discussion of security measures. Customers, and staff alike appear keen to share their views. Other issues of note where a range of stakeholders are commenting include customer service ... Margaret Ewing ... Ferihegy airport ... audit committees ... Ferrovial ... the Aldersgate Group ... Newhailes project ... lounge passes ... check-in times ... BAA as an employer ... the "delivering excellent experience" programme ...

Mentions of BAA in weblogs.



The Blogpulse trends chart provides a public domain view of trends in blogging. This shows mentions of the word "BAA" in blogs. It should be used only as indicative of the trend of being talked about, rather than an actual measure of positive or negative comment, as it is without context. The measure of percentage of all blogs, is a good one. The blogosphere is evolving at such a fast rate that any absolute indicator would be misleading. It should be stressed that this only looks at blogs and not all kinds of user generated media, such as discussion forums, or newsgroups

Format of this report:



Glossary

Blog	Short for Web Log. An online diary/journal
Wiki	A web page of site that can be freely edited by anyone.
URL	Uniform Resource Location, effectively the address of a website
Backlink	Also known as an inbound link. The number of other websites linking to the one you are looking at - a measure of authority
Inbound links	Also known as a back link. The number of other websites linking to the one you are looking at - a measure of authority
Domain	The main part of a web address, ie the site itself.
News feed	Not necessarily about current affairs, but software that automatically takes information and puts it on your web site/in-box
RSS or RSS feeds	Short for "Really Simple Syndication", what goes into a news feed and comes out on your website.

Traffic rank is based on three months of aggregated historical traffic data from millions of Alexa1 Toolbar users and is a combined measure of page views and users (reach).

Reach measures the number of users. Reach is typically expressed as the percentage of all Internet users who visit a given site. So, for example, if a site like yahoo.com has a reach of 28%, this means that if you took random samples of one million Internet users, you would on average find that 280,000 of them visit yahoo.com. Alexa expresses reach as number of users per million.

Page views measure the number of pages viewed by Alexa Toolbar users. The page views per user numbers are the average numbers of unique pages viewed per user per day. Page views per million indicates what fraction of all the page views by toolbar users go to a particular site. For example, if yahoo.com has 70,000 page views per million, this means that 7% of all page views go to yahoo.com.

PageRank is a numeric value that represents how important a page is on the web. Google figures that when one page links to another page, it is effectively casting a vote for the other page. The more votes that are cast for a page, the more important the page must be.. Page Rank is score out of 10, 10 being the best.

¹ Alexa is a popular search engine.

Corporate Issues

ClipRef:815
CORPORATE ISSUES
No of BAA mentions
by this site: 1



Service at airports

Welcome to Britain. Its a Bit Crap.

If the chairman of BAA (“Bleeding Awful Airports”) or BA (just “Bleeding Awful”) reads this - none of this is made up. This is now the product and service you offer. This is the customer satisfaction you have. Believe me, people will NOT tolerate this level of crap-ness. For instance, BAA own and operate the customs and search area. Its tiny, compared to the expanse of empty, expensive shops beyond. Why are they empty ? Because everyone’s standing in a queue outside. Fuming. Getting waaaay out of the mindset of paying inflated prices for the tat in those shops. See what happens when the greedy bean counters run the show ? Grumble, moan, mutter.

<http://www.billbuchan.com/web.nsf/d6plinks/BBUN-6TPCK4>

Context: A personal blog. This ends the description of the blogger’s journey from Aberdeen airport to Dallas.

ClipRef:834
CORPORATE ISSUES
No of BAA mentions
by this site: 1



BAA magazine pictures

AIRPORT chiefs sparked fury yesterday for poking fun at victims of last month’s terror scare. British Airports Authority’s magazine has a photo of blankets for stranded passengers titled: ‘New hotel opens at Heathrow.’ ‘Camping out!’ is on weary people sitting on trolleys and cases. The travel agents association said it was ‘cringeworthy’. Graham Ashton, of Reading, hit by delays, called it ‘an insult’. Ben Morton, BAA communications chief, said: ‘I deeply regret this and asked for immediate withdrawal of all copies.’ “

http://www.mirror.co.uk/news/tm_objectid=17707340&method=full&siteid=94762&headline=anger-at-baa-jibes-name_page.html

The Daily Mirror’s article was widely disseminated across the web including:

<http://mugenzi.blogspot.com/2006/09/mirrorcouk-news-anger-at-baa-jibes.html>

http://www.bizbuzzmedia.com/blogs/flight_international/archive/2006/09/08/4653.aspx

ClipRef:842
CORPORATE ISSUES
No of BAA mentions
by this site: 2



Margaret Ewing

Accountancy Age Awards shortlist revealed

12th annual Accountancy Age Awards for Excellence shortlist announced
Just months after guiding her company through a takeover by Ferrovia, Margaret Ewing, BAA’s finance director, will challenge Trevor Dighton from Group 4 Securicor and John Bason from Associated British Foods for the title of Blue Chip FD of the Year at this year’s Accountancy Age Awards. The Blue Chip award will be just one of many keenly contested categories at this year’s event.

<http://www.accountancyage.com/accountancyage/news/2164194/accountancy-age-awards>

Context: Accountancy Age is a UK finance news and information title for accounting and finance professionals, enjoying a pagerank of 7/10 it will be highly listed by search engines.

ClipRef:840
CORPORATE ISSUES
No of BAA mentions
by this site: 1



Ferihegy Airport

In other area of serious news that's not totally uninteresting, the local press are reporting that UK-based airports operator BAA Plc is close to a deal to unload Budapest Airport Zrt, which runs the Hungarian capital's Ferihegy Airport. Nothing unusual about that, were it not for the fact that BAA had to fight like a freshly-incarcerated prom queen in a women's prison flick to get their hands on the bitch, and only did so less than a year ago. (That's the "tombstone" BAA's investment banker commemorated the deal with at left.) Moreover, according to the tittle-tattle, they are going to have to take a significant loss just to get back to square one. The re-sale of Ferihegy is said to be a result of the fact that BAA itself was this summer sold off to a Spanish company which (if this isn't getting to complicated) want to focus on developing airports in England. Still, you have to wonder what why the Spaniards are so keen to unload what the Brits thought was so great just nine months ago, when four months ago the same Spaniards thought the same Brits were so discriminating they plunked down 25 billion American clams for them. Now if only we can get them to stop unloading so many indiscriminating Brits at the airport

http://www.pestside.hu/archives/actually_we_were_just_passing_through002741.php

Context: Pestsida.hu is a Hungarian English-language website.

ClipRef:830
CORPORATE ISSUES
No of BAA mentions
by this site: 2



Reporting

According to the survey, audit committees appear to be setting the trend in improved reporting disclosure. Many of them have become much better at saying what they actually did during the year. Nearly half have made a successful effort to give the reader something of a feel for the nature of their work. There are many useful descriptions of activity, with BAA, BT, Old Mutual and Wolseley being particularly well thought through examples.

<http://www.accountancyage.com/financial-director/features/2163511/ftse-report-card-try-harder>

Context: Accountancy Age is a UK finance news and information title for accounting and finance professionals.

ClipRef:848
CORPORATE ISSUES
No of BAA mentions
by this site: 1



Takeover by Ferrovial

When you look at how many UK firms have just recently been taken over (Abbey National, BAA, O2, and possibly soon even the London Stock Exchange), we should all be worried and start to ask what the UK government are doing to protect jobs in the UK.

<http://norfolkblogger.blogspot.com/2006/09/linda-mccartneys-pillocks-in-edp.html>

Context: The blogspot of Nich Starling, a teacher living in Norwich. He is currently a Liberal Democrat District Councillor for Fakenham North.

ClipRef:806
CORPORATE ISSUES
No of BAA mentions
by this site: 1



Takeover of BAA

Infrastructure is in fashion — it's being snapped up all over the place. Witness the recent takeovers of P&O, Associated British Ports, and BAA. Compared to many industries, revenues are perceived as predictable and cash flows strong, so these companies have a welcome place in many investment portfolios.

<http://money-watch.co.uk/motley-fool-what-am-i-bid-for-a-new-city/>

Context: UK Personal Finance blog, money information, news, tips and links. This site enjoys and average presence on the web.

Corporate Responsibility Issues

ClipRef:784
CORPORATE
RESPONSIBILITY
ISSUES
No of BAA mentions
by this site: 1



Ferrovial

When one sustainability giant buys another.

Stakeholder engagement is one area where Ferrovial could benefit from BAA's experience. Tom Gosselin, Spain research analyst at CoreRatings, an ethics ratings unit within consultancy Det Norske Veritas (DNV), says: "BAA's London airports have long experience with community issues and opposition to expansion plans that Ferrovial could learn from, as the Spanish company publishes little on its stakeholder engagement."

<http://www.ethicalcorp.com/content.asp?ContentID=4449>

Context: The Ethical Corporation is a well respected and influential activist website, which is actively engaged in the debate about corporate responsibility. Traffic Rank is 297,530. It enjoys more than 31,000 inbound links giving it a high degree of influence. This is followed by a long article entitled "Responsibility record" which discusses Ferrovial's environmental profile and states that it "...is impressive, given the sector in which Ferrovial operates." and "Ferrovial hopes that its reputation as a responsible company will stand it in good stead as it faces the gaze of the OFT."

ClipRef:844
CORPORATE
RESPONSIBILITY
ISSUES
No of BAA mentions
by this site: 1



Aldersgate Group

The notion of "corporate social responsibility" - endlessly promoted by big business, news media and even green groups - is a dangerous myth. But there are plenty of non-governmental organisations (NGOs) which are actively involved in partnerships with corporations. One recent example is the Aldersgate group, which has coalesced around the issue of climate. Amazingly, the group sees the Green Alliance and even Friends of the Earth sitting cosily alongside business giants Tesco, Shell, Vodafone, Unilever and BAA.

<http://www.pei.org/html/modules.php?op=modload&name=News&file=article&sid=5561&amp;amp;amp;mode=thread&order=0&thold=0>

Context: Website which provides provides news, opinion and analysis of peace, environment (earth) and justice issues.

PageRank: 5/10

Alexa Rank: 260,796 Part of a long article about corporate responsibility.

This site has a strong campaigning tone and is a project of the Prometheus Institute based in Victoria, Canada.

ClipRef:829
CORPORATE
RESPONSIBILITY
ISSUES

No of BAA mentions
by this site: 1



BAA Scotland outreach project

>The project at Newhales will see volunteers create new habitats for local
>wildlife, using fallen wood collected from around the estate to form so-
>called habitat piles which provide food and shelter for a variety of
>wildlife. The project will also create an educational resource, allowing
>NTS to carry out ?bug hunts? in the area with local school children.

Well done BAA!

http://groups.google.co.uk/group/alt.airports.uk.edinburgh/browse_thread/thread/52605d3ddc48f411/bf907870a2e2ab9b?lnk=st&q=&rnum=92&hl=en#bf907870a2e2ab9b

Context: A high activity newsgroup.

ClipRef:787

No of BAA mentions
by this site: 1



Lounge passes

Bing-Bong. For the discerning international traveller we present a choice of VIP lounges. Lounge Pass offers exclusive facilities at over 100 airports worldwide for as little as £12 per visit. Their modern airside lounges at Heathrow and Gatwick cost a very reasonable £18 per visit, including a full range of complimentary business facilities and “refreshments”... OR... the Foreign and Commonwealth Office offers similar facilities for £230 per visit. Except they are only at Heathrow and Gatwick. Oh, and there are no “refreshments”. Oh yes, and you need to be a “guest of HM Government”. Or Kim Howells. Because it turns out “more than £16 million of taxpayers’ money has been spent since 2000 running VIP suites at Heathrow and Gatwick airports. They are owned and operated by BAA but the Foreign and Commonwealth Office (FCO) contributes to the cost of facilities, which are used by ministers, high-ranking civil servants and foreign dignitaries among others. The bill for 2005-06 totalled £2.95 million and paid for approximately 13,000 separate “movements”. Needless to say, the most frequent users are not Presidents Bush and Hu Jintao, but FCO ministers (14 times for Howells in 2005-06) and those “high-ranking civil servants”. Remember that next time you’re in the 4 hour queue for EasyJet out of Luton.

<http://burningourmoney.blogspot.com/2006/09/lounging-vips.html>

Context: Blog entitled “How government spends the money we earn and how we can stop them”

Operating Issues

ClipRef:847
OPERATING ISSUES
No of BAA mentions
by this site: 1



Check-in times

Secondly, I’d like to scream obscenities at whoever is responsible for the travel agent and BAA airport websites telling me that I needs to be there 3 hours before departure, so that I couldn’t get anything resembling sleep and had to get the bus the night before instead of the one early in the morning, paying 2 pounds to change the ticket. Was the check in open 3 hours ahead? No, it didn’t open until 5.15. Grrrr...

<http://excellent-adventure.blogspot.com/2006/09/welcome-to-st-petersburg.html>

Context: Blog of individual who travelled from Heathrow to Russia.

ClipRef:846
OPERATING ISSUES
No of BAA mentions
by this site: 5



Airport security

OT: Dispatches: 'How safe is Heathrow?'

Is anyone watching this at the moment on C4? It's pretty amazing. From the looks of it, despite protestations to the contrary, not only is BAA's passenger processing woeful, but their airside security operation looks to be a complete and utter shambles too! The Head of Security should run for parliament, such is the quality of his answers when pressed! Oh and if anyone would like to know - evading security is possible by driving a van from a landside area, onto a runway, and then off into an airside area. Now, this is pretty hard during the day, but at 4am.....

<http://www.flyertalk.com/forum/showthread.php?t=598053&referrerid=75090>

Context: FlyerTalk is a site where frequent travelers around the world exchange knowledge and experiences about everything miles and points related.

Several replies during and after the programme including:

"It just goes to show you how utterly f!\$@ing stupid inconveniencing millions of people with the ridiculous hand baggage restrictions is for a miniscule perceived risk somewhere, sometime...when there's a very real risk and far easier way 'in' - you can bloody well drive in to the cargo horseshoe and waltz from landside to airside unchecked! Absolutely incredible - and I say that even allowing for the fact the purpose of such documentaries is clearly to shock and somewhat overstate the case in general (IMHO). Oh, and who owns the horseshoe? Step forward my favourite shower of incompetents, BAA..."

ClipRef:838
OPERATING ISSUES
No of BAA mentions
by this site: 5



Cockroaches

The other half flew into LGW North this evening and heard this announcement while waiting for hold bags to appear on the carousel for passengers on BA 2885 from ALG. Not what you would want to heard after your flight arrives 50 mins late. "This is an announcement for passengers arriving from Algiers. We are terribly sorry to inform you that we have found a cockroach infestation in the luggage hold of the aircraft. As we have to fumigate the hold first, there will be a delay of about an hour before your bags arrive on the carousel!" Are BAA thinking up of new excuses to account for the lack of loading staff?

That would be the good news.

<http://www.flyertalk.com/forum/showthread.php?t=601464&highlight=baa>

ClipRef:800
OPERATING ISSUES
No of BAA mentions
by this site: 1



Internet desks

Passengers at London Luton Airport will soon be able to enjoy the benefits of advanced internet desks, after a deal was struck with Spectrum Interactive.

Spectrum considers BAA to be one of its premier clients and the relationship between the two companies has brought about a number of key developments in the last few years. Already Spectrum operates public internet services at 21 of the UK's airports, including Gatwick, Stanstead and Heathrow, with the latter gaining a bespoke design of ten internet desks and a helpdesk telephone area last week.

http://news.cheapflights.co.uk/flights/2006/09/luton_airport_t.html

Context: Cheapflights is a popular travel price comparison website.

ClipRef:837
OPERATING ISSUES
No of BAA mentions
by this site: 5



IRIS machines

IRIS working a treat at LGW N
First time I've been through LGW N Immigration in a few weeks, and was pleased to walk passed all of the chavs and use the IRIS machine Straight in, glasses off*, one photo, doors open and through. One little kid said "wooooooooooooooooooooo he must be like superman or something!". Bless...
Anyway, top marks
<http://www.flyertalk.com/forum/showthread.php?t=594233&highlight=baa>

Context: One poster comments, however, "I've tried registering for Iris 4 times at T4 now, without success. Even if you make it within the often very short opening hours, you end up with excuses such as:- the computer malfunctioned so we are having to reset it and it won't be ready until after the closing time for today, so we are closing early.- I forgot my password (I've had that one before too). - The computer connection to the system is down. Is the underlying technology inherently flaky? Do they actually want us to use the system?"

ClipRef:833
OPERATING ISSUES
No of BAA mentions
by this site: 1



Management of Security alerts.

Dummy of the week #26 - BAA
British Airways have admitted that 10,000 bags belonging to its passengers have gone astray. Tales of missing bags are one thing, now there is talk of many people having items stolen as well.
posted at 8/15/2006 11:30:00 AM
<http://iagblog.blogspot.com/2006/08/dummy-of-week-26-baa.html>

Context: The Innovation Analysis Group is a market research, analysis and consulting firm. IAG have an above average web presence, but their blog is not widely linked Similar posting at <http://iagblog.blogspot.com/2006/09/aviation-security-iata-article.html>

ClipRef:809
OPERATING ISSUES
No of BAA mentions
by this site: 1



Screening Passengers by Observation Technique

US airport security enters a 'new age' thanks to Israeli expertise. Five years after the tragedy of 9/11, airport and rail security personnel are rapidly adopting an Israeli method for spotting terrorists by their body language. Labeled SPOT - Screening Passengers by Observation Technique ... In London, the BAA has started using the SPOT method at the Heathrow Express rail service, following a two-day training program for security personnel by Ron's staff. The trials have been so successful that the BAA was considering training all frontline staff at its seven airports, including 6,000 at security checkpoints.
<http://austrianbumb.spaces.live.com/Blog/cns!3A46899ACC5E0743!1952.entry>

Context: A personal blog. This links to a 'viewpoint' on the same blogsite which discusses the issue, ending with "Are conditions in our war against terrorism bad enough yet for us to consider passenger profiling, or do we have to wait for 10 planes to be destroyed and thousands to die? I'm ready. Are you? "

ClipRef:791
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security

Air travel rules likely to ease next week
Following this announcement (see below), should us people of the UK expect something 'major' to happen next week [or am I just being paranoid]? I wonder how many other passengers at UK Airports had to throw away chewing gum because it constituted food only to be told by Luton Airport Security Staff: just put it all in your mouth, then you can buy as much food and drink as you want in the departure lounge [and take it onto the aircraft]!

<http://silentlivingpoetry.spaces.live.com/Blog/cns!D9675A8467B0A25D!711.entry>

Context: Personal Blog

ClipRef:814
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security - Travelling with musical instruments

This really is a distressing state of affairs for violinists traveling from England. As I have thought about it, I can see only two possibilities:
1) Eventually, the authorities will lessen their restrictions.
2) All violinists leaving England for concerts/classes, etc will forevermore have to travel out of the country (perhaps to France) by other means in order to fly to North America.

Until common sense once again prevails, I'm afraid that is our only option.

<http://www.violinist.com/discussion/response.cfm?ID=9786>

Context: Violinist.com is a site used by violin players, teachers, students and fans.
PageRank: 6/10 & Alexa Rank: 213,534

ClipRef:816
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security breaches

Deranged jet drama woman had screwdriver in her bag
Bizarre behaviour from woman carrying screwdriver and cigarette lighters
Made several references to terrorism and urinated on the cabin floor
Banned items on plane despite increased security embarrassing for BAA
Key quote

"She made reference to being with people associated with two words. She stated that she could not say what the two words were because the last time that she had said the two words she had been kicked off of a flight in the United Arab Emirates" - FBI AFFIDAVIT

<http://thescotsman.scotsman.com/index.cfm?id=1208312006>

Context: Site of The Scotsman - "Scotland's national newspaper" This article provoked a long running discussion, including several conspiracy theories:

"Regarding the two words that got her kicked off the UAE flight, I'm thinking they might be "peace activist."

This woman clearly had an agenda other than blowing up a plane, but I'm guessing she will never get her day in court. No one wants the word get out that our Emperor has no clothes."

and
"This has the hallmarks of one of our sleazier national tabloids about it. Although, even for one of their people - I think the urinating on the floor was a bit extreme and revolting - its usually the top half that they reveal. Mind you, lets face it our 'red tops' have been known to pull a few stunts like this in the past in order to:

- Sell their newspaper to the gullible public.
- Show the holes in the government's security plans.
- Sell their newspaper to the gullible public"

Also a lot of comments about both excessive security and lack of security and Heathrow and Gatwick.

ClipRef:832
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security measures

The focus of our “disquiet” is slightly unclear but most indicators seem to point towards BAA. I postulate that a possible reason for this NEW restriction has more to do with ££££. Those evil empires of Ryanair and Easyjet who are pushing for a full carry-on service and now constitute the greatest proportion of air travel are putting the livelihood of BAA’s Baggage Manglers at risk. Some way was needed to bring these damn upstarts into line ergo the NEW bag size.

<http://www.yorkshire-divers.com/forums/speakers-corner/43914-why-my-bag-too-big.html>

Context: Yorkshire Divers site features forums, magazine articles, dive blogs, travel advice and destination reviews. A lot of responses, both cynical and supportive of BAA’s security measures. One comment:

*“Blimey there has been enough threads on here to fill the hold of a 747 about the subject.”
As a specialist site this is unlikely to reach a wide audience., but within this social network will be influential. .*

ClipRef:836
OPERATING ISSUES
No of BAA mentions
by this site: 5



Security measures

When going through security in T1 at Heathrow on Monday transferring from my LAX flight and on to MAN I was pretty appalled at the awful security. I know it sounds a bit petty, but I went over to the security supervisor and reported the team operating the fast track check. The only one who appeared to be working properly was the one operating the scanner. The two who were meant to do body checks after people walked through the detector were busy laughing and joking and didn’t stop do anything with people who set the scanner off (me included) An absolute joke. I just hope the supervisor did something about it.

<http://www.flyertalk.com/forum/showthread.php?t=601304&highlight=baa>

Context: FlyerTalk is a site where frequent travelers around the world exchange knowledge and experiences about everything miles and points related.

PageRank: 6/10. Alexa Rank: 4,289 Lots more similar comments in this discussion thread.

ClipRef:817
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security measures

A fog of unanswered questions looms over the security at Pearson Airport, while at London ‘s Heathrow Airport very little of the comings and goings are unknown. Since September 11th, the world’s busiest airport has clamped down on all aspects of security. This includes 100 per cent hold bag screening, the hiring of 1,500 additional security staff throughout the BAA network of airports, and the testing of an iris scanner and an explosive vapour detection system. Though these measures were brought online as a means to reduce congestion, airport officials did not hide the potential interest they may have in the iris scanner’s applicability in the realm of security.

<http://theweeklywanderer.blogspot.com/2006/09/airports-recall-and-review-events-of.html>

Context: The Weekly Wanderer is a website which “ serves expats, vacationers, backpackers, business or wannabe travelers, or those with an interest in International politics.” This is part of an article about security since 9/11. It begins with claims that Pearson Airport personnel (Canada) may have ties to organized crime.

ClipRef:811
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security measures

Dear BAA, Mascara is Not a Weapon

<http://www.flickr.com/photos/msjen/239446913/>

Context: The fastest growing photo-sharing site on the internet.

ClipRef:824
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security measures

It's a major relief that the Blair government's wizards have finally managed to counter the evil Al-Quaeda sorcerers who changed the laws of physics to make drinking water into an airplane-endangering substance. And to think it only cost the British economy a couple hundred million quid in lost travel revenues, and merely inconvenienced millions of travelers and only resulted in tens of thousands of lost computers carrying billions of vital, confidential documents. ... Musical instruments will also be allowed on board again, after professional musicians complained the measures were hindering them.

http://www.boingboing.net/2006/09/13/british_handbaggage_.html

Context: BoingBoing is one of the most popular and influential websites in the world, more than 2.5m sites link in to it.

ClipRef:825
OPERATING ISSUES
No of BAA mentions
by this site: 1



Security procedures

Apparently, two thirds of the respondents feel BAA has been completely justified in introducing completely idiotic rules that would do nothing to increase our safety but make flying an even less pleasant experience than ever before and two thirds (is it the same two thirds, one wonders) disagrees with the very idea of any kind of focused investigation.

“Just a third believe that security checks should be “particularly focused on people who appear to be from the same ethnic or religious background as previous terrorists, rather than treating everyone as if they represent an equal risk”. But two thirds disagree.”

Why would we want to learn anything from the pattern that has emerged over the last decade and a half of terrorist attacks?

<http://eureferendum.blogspot.com/2006/09/just-how-valuable-is-public-opinion.html>

Context: Site aims to discuss issues related to the UK's position in Europe and the world.

PageRank: 6/10 Other sites linking into this are:

<http://www.rss-spider.com/search/32/national>

<http://www.readablog.com/feed799.aspx?hi=renew>

<http://directory.eponym.com/detail/866>

<http://www.kinja.com/user/DaveVH/>

<http://www.talkdigger.com/search/url/http%3A//eureferendum.blogspot.com/2006/09/p=54588401>

People Issues

ClipRef:786
PEOPLE ISSUES
No of BAA mentions
by this site: 1



BAA as employer

BAA have a fantastic policy when it comes to managing their staff and thats why I want to work for them..... BAA ensure the management treat their staff fairly, its one of their policies and their selection criteria is tougher than Tescos.

<http://mitch31.livejournal.com/25028.html>

Context: A personal blog. Potential recruits will normally do a search on the internet for opinion about being employed, which can be very influential.

ClipRef:795
PEOPLE ISSUES
No of BAA mentions
by this site: 1



Career prospects for Tony Blair

Heathrow security guard, Fighting the war on terror is a thankless business. As a BAA employee at Heathrow Tony will, at last, be in the front lines of this noble endeavour. He will bring with him the innate talent necessary to be able to explain to the likes of Diana Ross why she cannot take such dangerous liquids as contact lens solution or holy water with her on the flight back to New York.

<http://yankinlondon.blogspot.com/2006/09/10-job-prospects-for-tony-blair.html>

Context: This blog belongs to someone who describes himself as "A just turned 50 American exile living in south-east London. Perhaps the last American socialist!"
PageRank: 0/10 Listed as one of the 10 job prospects for Tony Blair. Others suggested include Cockle picker on Morecombe Bay and Taxi driver in Baghdad.

ClipRef:785
PEOPLE ISSUES
No of BAA mentions
by this site: 1



Changes within BAA

Behind the airport queues by a Gatwick airport worker
Missing from much of the reporting is the background to the security problems. Since the end of last year, BAA has initiated a change programme aimed at totally restructuring the company. This has meant massive convulsions in the operational management structure, an almost total embargo on recruitment, and job losses. This has resulted in the airport security sections struggling to cope with the projected seasonal workload. The events of last week first stretched then ruptured the whole operation. The likelihood of this being an ongoing problem is very high unless BAA changes course, scraps the restructuring programme and begins to recruit staff in significant numbers to be able to provide a safe and secure environment for both passengers and staff. The change programme has a name - it goes under the banner of "delivering excellent experience".

http://www.socialistworker.co.uk/article.php?article_id=9541

Context: Socialist Worker Online has a traffic ranking of 213,884, giving it probably a broader reach than its print sister publication. About 7,000 sites link to it.

ClipRef:823
PEOPLE ISSUES
No of BAA mentions
by this site: 1



Security measures and staff

In just the same way that the bottle of gin you bought **before** airport security could be a bomb, the one you can buy in the BAA Duty Free shop **after** security has had special anti-bomb gin screening done on it and could not possibly have been tampered with. Nothing to do with profits then ? No, I didn't think so either... I'm being flippant, I know, and we take security very, very seriously. I don't want anyone trying to turn my place of work into chaff, halfway over the Atlantic, any more than you do, but there needs to be a coherent policy.

http://magnox.blog.co.uk/2006/09/10/airport_security~1113505

Context: Personal blog. Blogger is apparently an Airline Pilot. BAA profiting from restrictions on liquids also mentioned at

<http://groups.google.co.uk/group/alt.travel.uk.air/>

Trading Issues

ClipRef:799
TRADING ISSUES
No of BAA mentions
by this site: 1



Cost of Terror Alert

Airports operator BAA has revealed that last month's airport security alert cost the company £13 million. Passenger numbers fell by 5% against the company's August forecast, resulting in loss of revenue and costs. This included one-off costs specifically related to the immediate period following the introduction of new security measures. UK domestic service were most affected by the disruption, with passenger numbers down 7.6%, while North American traffic was down by 3.3%. Heathrow and Glasgow airports saw passenger numbers fall by 2.2%, with Edinburgh down by 1.3%. BAA said fewer than two per cent of a total of 116,000 flights were cancelled at its seven UK airports.

<http://www.travelmole.com/stories/110739.php?mpnlog=1>

Context: The website of TravelMole, a travel industry information service for tour operators, travel agents and suppliers.

"What about other sales?

People had to buy food, drink, water, things to entertain children and other comforts they weren't allowed to take through immigration.

How much did BAA make out of that? Bet that was more than the £13 million they supposedly lost."

"GBP£13-million loss? Does this include retail sales

Given that BAA derives a significant portion of its income from selling duty free goods - no longer at High Street prices - it would be more meaningful to have a breakdown reflecting the different elements of its operations.

Of course, the airlines suffered significantly greater losses - partly due to the fact BAA lacked the alacrity demonstrated by other UK airports."

ClipRef:835
TRADING ISSUES
No of BAA mentions
by this site: 1



Duty Free

What is apparent is a difference in how Charles de Gaulle airport has handled the new situation and how the British Airports Authority has managed. As had happened with some of the larger ferry firms, the BAA had been preparing for duty free abolition before it happened. It formed World Duty Free, moving into the US duty free market and with a company large enough to force better prices from manufacturers. Like some ferry routes, the BAA swallowed the price increases on alcohol, at least for now.

http://www.financial-journalist.co.uk/financial_journalist/?p=28

Context: PageRank: 1/10

Alexa Rank: Not Ranked

Financial journalist Gerry O'Kane writes financial, political and business articles for international newspapers and magazines. This site has only very limited presence on the web.

ClipRef:841
TRADING ISSUES
No of BAA mentions
by this site: 1



First aid /customer service at Heathrow

I've discussed this incident on my radio broadcast, but Arianna invited me to blog on it as well. I've given the BAA (British Airport Authority, which runs Heathrow and all other major UK airports) two weeks to respond to this letter, but, aside from the auto-reply, I've heard nothing from them.

This is a cautionary tale. There have been those, me among them, who suspect the alleged airliner chemical plot was less organized and more far-fetched than John Reid (Britain's Interior Minister) indicated in his breathless press conferences. Now we learn regular-size carry-ons and liquids/gels may be allowed again. Does that suggest that airports have installed new, high-tech sensors for detecting these chemical threats, or does it suggest that the governments involved have gotten the mileage they wanted out of this incident (your mileage may vary)? Anyway, here's the letter.

http://www.huffingtonpost.com/harry-shearer/we-fly-so-you-dont-have-to_b_29479.html

Context: The Huffington post is one of the top most widely read blogs on the internet. This poster, Harry Shearer is the co-creator and co-star of "This Is Spinal Tap", and has appeared in movies ranging from "The Robe" to "A Mighty Wind". His weekly radio broadcast, Le Show, is heard on dozens of public radio stations nationwide, and around the world via harryshearer.com and kcrw.com.

There are 60 comments in response to this. One writer comments "I wish you good luck in receiving a reply...if BAA are like most companies in the UK, you'll end up waiting at least 28 days before some kind of response."
