

# Punctuality Statistics

Economic Regulation Group



**Birmingham, Edinburgh, Gatwick, Glasgow, Heathrow, London City, Luton, Manchester, Newcastle, Stansted**

**Full and Summary Analysis**

**December 2010**

**Disclaimer**

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## FOREWORD

### 1 CONTENT

1.1 *Punctuality Statistics: Heathrow, Gatwick, Manchester, Glasgow, Birmingham, Luton, Stansted, Edinburgh, Newcastle and London City - Full and Summary Analysis* is prepared by the Civil Aviation Authority with the co-operation of the airport operators and Airport Coordination Ltd. Their assistance is gratefully acknowledged.

### 1.2 Coverage

Data has been published as follows: -  
for Heathrow, Gatwick, Manchester, Birmingham, Luton, and Stansted from April 1989  
for Glasgow from July 1993  
for Edinburgh and Newcastle from April 1996  
and for London City from April 1997

### 2 ENQUIRIES

2.1 **Statistics** Enquiries concerning the information in this publication and distribution enquiries concerning orders and subscriptions should be addressed to:

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2.2 Enquiries concerning further analysis of punctuality or other UK civil aviation statistics should be addressed to

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Please note that we are unable to publish statistics or provide ad hoc data extracts at lower than monthly aggregate level.

2.3 **Website** Our tables are available on the Internet free of charge, address  
[www.caa.co.uk/punctuality](http://www.caa.co.uk/punctuality)

## INTRODUCTORY NOTES

1. These figures are compiled by the Civil Aviation Authority with the co-operation of airports and Airport Coordination Ltd.
2. The figures cover both arrivals and departures aggregated, except in the case of the Full Analysis with Arrival – Departure Split. In this table, arrivals and departures are stated separately.
3. Actual times of operation are derived from the flight by flight air transport movement returns made by airports to the CAA. The planned times supplied by Airport Coordination Ltd include changes made up to 24 hours before operation.
4. Only obvious mismatches between the two sources have been reconciled.
5. When the two sets of data are matched, if an airline appears to operate a series of flights significantly “off slot”, the Data Collection-Flight Data Team will substitute information from published timetables (where such are available) in place of the ACL slot data.
6. Prior to April 1998, Luton planned times of operation were taken from daily flight plans provided by the airport. These were completed before the week in question and, therefore, did not reflect any changes to the plan made at short notice.
7. Because the planned time of operation relates to the arrival/departure at the stand, whilst the actual time of operation relates to wheels on/off the runway, the following taxi time assumptions have been built in following information provided by Airport Coordination Ltd or the airport.

|          |            | <u>Until end 2008</u> | <u>From 2009</u> |
|----------|------------|-----------------------|------------------|
| Heathrow | Arrivals   | 10 minutes (i)        | 10 minutes (i)   |
|          | Departures | 20 minutes (i)        | 25 minutes (i)   |
| Gatwick  | Arrivals   | 10 minutes (i)        | 10 minutes (i)   |
|          | Departures | 15 minutes (ii)       | 17 minutes (i)   |
| Stansted | Arrivals   | 5 minutes             | 10 minutes       |
|          | Departures | 10 minutes            | 13 minutes       |

|             |            |            |       |                 |
|-------------|------------|------------|-------|-----------------|
| Luton       | Arrivals   | 5 minutes  |       | 6 minutes       |
|             | Departures | 10 minutes |       | 12 minutes      |
| Manchester  | Arrivals   | 10 minutes | (i)   | 11 minutes (i)  |
|             | Departures | 20 minutes | (i)   | 15 minutes (i)  |
| Birmingham  | Arrivals   | 0 minutes  | (iii) | 0 minutes (iii) |
|             | Departures | 0 minutes  | (iii) | 0 minutes (iii) |
| Glasgow     | Arrivals   | 5 minutes  |       | 7 minutes       |
|             | Departures | 10 minutes |       | 10 minutes      |
| Edinburgh   | Arrivals   | 5 minutes  |       | 8 minutes       |
|             | Departures | 10 minutes |       | 10 minutes      |
| Newcastle   | Arrivals   | 5 minutes  |       | 5 minutes       |
|             | Departures | 10 minutes |       | 8 minutes       |
| London City | Arrivals   | 3 minutes  |       | 3 minutes       |
|             | Departures | 6 minutes  |       | 15 minutes      |

- (i) No account is taken of the different taxi-ing times associated with the terminal building used.
- (ii) Prior to October 2003 Gatwick recorded the departure time from the stand.
- (iii) Birmingham Airport record actual time of operation as arrival/departure at the stand.
- (iv) A general review of taxi times was undertaken during 2008, and the amended values were implemented wef January 2009 (see table above). For comparison purposes 2008 data shown in 2009 tables have been re-calculated using this new taxi times.
8. The number of unmatched actual flights represented those air transport movements which actually took place at the airport but for which no corresponding planned flight was found. The reasons for this would normally be:
- (a) the flight was a diversion from another airport;

- (b) the flight was not recorded with Airport Coordination Ltd or airport (see notes 4 and 5);
  - (c) the flight was a short-haul flight more than one hour before the planned time;
  - (d) the flight was planned to take place in the previous month;
  - (e) the planned time or the air transport movement record contained an incorrectly reported item of data causing the flight not to match.
9. The number of unmatched planned flights represents those Airport Coordination Ltd or airport flights planned (see notes 4 and 5) for which a corresponding Air Transport Movement return has not been found. The reasons for these would normally be:
- (a) the flight was diverted to another airport;
  - (b) the flight was cancelled;
  - (c) the airline appears to be operating to a time significantly earlier than the planned time;
  - (d) the flight took place in the following month;
  - (e) either the planned time or the air transport movement record contained an incorrectly reported item of data causing it not to match.
10. With effect from January 2000 data month, early flights are set to zero delay. Prior to this, an early flight will show a negative delay. This will affect the 'average delay' column. Average delays from January 2000 onwards should not be compared to average delays prior to January 2000. Tables for January to December 2000 inclusive do not include columns relating to the corresponding month the previous year for this reason. These tables should also not be compared with previously published tables.
11. Route – airline combinations are only shown where there is more than one matched flight. However, lines omitted for this reason will still be included in total figures. For this reason, the totals shown may not always exactly match the data in the table.
12. All-cargo services and air taxi services are excluded from the analysis.



13. Positioning, private, corporate, military, local and other non air transport movements are excluded from the analysis.
14. Figures for domestic shuttle services should be treated with caution. Only the main flights are notified to Airport Coordination Ltd. Back-up flights are not and are therefore recorded as unmatched actual flights.
15. Flights are allocated to airlines according to the flight prefix of the service. Therefore, in the case of a sub-charter service, the flight is shown against the airline commercially responsible for the service. In the case of franchise operations, the service is recorded against the operating carrier.
16. The aircraft origin/destination represents the final point on the service. An aircraft serving more than one point on the route is therefore shown once only in these tables.
17. Some domestic routes listed in this publication may be domestic sectors of international services.
18. Flights between any two of the ten airports (eg Heathrow-Manchester) are counted twice.
19. Care should be taken in comparing the average delays during the current year, with the average delays during the previous year. The number of flights may change from one year to the next, and the average may also be calculated on a small number of flights in either year.

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|---------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                     |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                     |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>                   |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                        | THOMSON AIRWAYS LTD | C                 | 3                 | 0        | 0         | 33                         | 33               | 0           | 33                     | 0                      | 0                       | 70                         | 100                      | 6                          | 3                       |
| <b>TOTAL INNSBRUCK</b>           |                     |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>33</b>                  | <b>33</b>        | <b>0</b>    | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>70</b>                  | <b>100</b>               | <b>5</b>                   | <b>4</b>                |
| SALZBURG                         | FLYBE LTD           | C                 | 4                 | 2        | 0         | 50                         | 0                | 25          | 25                     | 0                      | 0                       | 36                         | 67                       | 18                         | 6                       |
|                                  | THOMSON AIRWAYS LTD | C                 | 3                 | 0        | 0         | 0                          | 33               | 33          | 33                     | 0                      | 0                       | 70                         | 67                       | 10                         | 3                       |
| <b>TOTAL SALZBURG</b>            |                     |                   | <b>7</b>          | <b>2</b> | <b>0</b>  | <b>29</b>                  | <b>14</b>        | <b>29</b>   | <b>29</b>              | <b>0</b>               | <b>0</b>                | <b>51</b>                  | <b>67</b>                | <b>15</b>                  | <b>9</b>                |
| <b>TOTAL AUSTRIA</b>             |                     |                   | <b>10</b>         | <b>2</b> | <b>0</b>  | <b>30</b>                  | <b>20</b>        | <b>20</b>   | <b>30</b>              | <b>0</b>               | <b>0</b>                | <b>57</b>                  | <b>77</b>                | <b>12</b>                  | <b>13</b>               |
| <b>BARBADOS</b>                  |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN                       | THOMSON AIRWAYS LTD | C                 | 14                | 0        | 0         | 43                         | 21               | 7           | 21                     | 0                      | 7                       | 73                         | 68                       | 28                         | 19                      |
| <b>TOTAL BRIDGETOWN</b>          |                     |                   | <b>14</b>         | <b>2</b> | <b>0</b>  | <b>43</b>                  | <b>21</b>        | <b>7</b>    | <b>21</b>              | <b>0</b>               | <b>7</b>                | <b>73</b>                  | <b>68</b>                | <b>28</b>                  | <b>19</b>               |
| <b>TOTAL BARBADOS</b>            |                     |                   | <b>14</b>         | <b>2</b> | <b>0</b>  | <b>43</b>                  | <b>21</b>        | <b>7</b>    | <b>21</b>              | <b>0</b>               | <b>7</b>                | <b>73</b>                  | <b>68</b>                | <b>28</b>                  | <b>19</b>               |
| <b>BELGIUM</b>                   |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                         | BRUSSELS AIRLINES   | S                 | 192               | 3        | 1         | 52                         | 14               | 15          | 17                     | 2                      | 0                       | 33                         | 82                       | 14                         | 181                     |
| <b>TOTAL BRUSSELS</b>            |                     |                   | <b>192</b>        | <b>3</b> | <b>1</b>  | <b>52</b>                  | <b>14</b>        | <b>15</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>33</b>                  | <b>82</b>                | <b>14</b>                  | <b>181</b>              |
| <b>TOTAL BELGIUM</b>             |                     |                   | <b>192</b>        | <b>3</b> | <b>1</b>  | <b>52</b>                  | <b>14</b>        | <b>15</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>33</b>                  | <b>82</b>                | <b>14</b>                  | <b>181</b>              |
| <b>BULGARIA</b>                  |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SOFIA                            | MONARCH AIRLINES    | C                 | 3                 | 0        | 0         | 0                          | 67               | 0           | 0                      | 0                      | 33                      | 146                        | 0                        | 0                          | 0                       |
| <b>TOTAL SOFIA</b>               |                     |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>67</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>33</b>               | <b>146</b>                 | <b>100</b>               | <b>2</b>                   | <b>3</b>                |
| <b>TOTAL BULGARIA</b>            |                     |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>67</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>33</b>               | <b>146</b>                 | <b>100</b>               | <b>2</b>                   | <b>3</b>                |
| <b>CAPE VERDE ISLANDS</b>        |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ILHA DO SAL C.VERDE              | THOMSON AIRWAYS LTD | S                 | 8                 | 0        | 0         | 13                         | 13               | 50          | 0                      | 25                     | 0                       | 84                         | 60                       | 26                         | 10                      |
| <b>TOTAL ILHA DO SAL C.VERDE</b> |                     |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>13</b>                  | <b>13</b>        | <b>50</b>   | <b>0</b>               | <b>25</b>              | <b>0</b>                | <b>84</b>                  | <b>60</b>                | <b>26</b>                  | <b>10</b>               |
| <b>TOTAL CAPE VERDE ISLANDS</b>  |                     |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>13</b>                  | <b>13</b>        | <b>50</b>   | <b>0</b>               | <b>25</b>              | <b>0</b>                | <b>84</b>                  | <b>60</b>                | <b>26</b>                  | <b>10</b>               |
| <b>CYPRUS</b>                    |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                          | CYPRUS AIRWAYS      | S                 | 6                 | 0        | 1         | 83                         | 17               | 0           | 0                      | 0                      | 0                       | 4                          | 50                       | 43                         | 8                       |
|                                  | MONARCH AIRLINES    | S                 | 17                | 0        | 1         | 41                         | 18               | 18          | 12                     | 6                      | 6                       | 110                        | 67                       | 29                         | 18                      |
| <b>TOTAL LARNACA</b>             |                     |                   | <b>23</b>         | <b>0</b> | <b>2</b>  | <b>52</b>                  | <b>17</b>        | <b>13</b>   | <b>9</b>               | <b>4</b>               | <b>4</b>                | <b>83</b>                  | <b>62</b>                | <b>33</b>                  | <b>26</b>               |
| PAPHOS                           | THOMSON AIRWAYS LTD | C                 | 11                | 0        | 0         | 55                         | 9                | 9           | 27                     | 0                      | 0                       | 36                         | 20                       | 26                         | 10                      |
| <b>TOTAL PAPHOS</b>              |                     |                   | <b>11</b>         | <b>0</b> | <b>0</b>  | <b>55</b>                  | <b>9</b>         | <b>9</b>    | <b>27</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>20</b>                | <b>26</b>                  | <b>10</b>               |
| <b>TOTAL CYPRUS</b>              |                     |                   | <b>34</b>         | <b>0</b> | <b>2</b>  | <b>53</b>                  | <b>15</b>        | <b>12</b>   | <b>15</b>              | <b>3</b>               | <b>3</b>                | <b>67</b>                  | <b>50</b>                | <b>31</b>                  | <b>36</b>               |
| <b>CZECH REPUBLIC</b>            |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                           | BMIBABY LTD         | S                 | 38                | 0        | 0         | 39                         | 16               | 13          | 26                     | 5                      | 0                       | 51                         | 78                       | 12                         | 46                      |
| <b>TOTAL PRAGUE</b>              |                     |                   | <b>38</b>         | <b>0</b> | <b>0</b>  | <b>39</b>                  | <b>16</b>        | <b>13</b>   | <b>26</b>              | <b>5</b>               | <b>0</b>                | <b>51</b>                  | <b>73</b>                | <b>15</b>                  | <b>78</b>               |
| <b>TOTAL CZECH REPUBLIC</b>      |                     |                   | <b>38</b>         | <b>0</b> | <b>0</b>  | <b>39</b>                  | <b>16</b>        | <b>13</b>   | <b>26</b>              | <b>5</b>               | <b>0</b>                | <b>51</b>                  | <b>73</b>                | <b>15</b>                  | <b>78</b>               |
| <b>DENMARK</b>                   |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                       | SAS                 | S                 | 69                | 2        | 3         | 48                         | 12               | 22          | 19                     | 0                      | 0                       | 32                         | 82                       | 13                         | 72                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL COPENHAGEN               |                             |                   | 69                | 2        | 3         | 48                         | 12               | 22          | 19                     | 0                      | 0                       | 32                         | 82                       | 13                         | 72                      |
| TOTAL DENMARK                  |                             |                   | 69                | 2        | 3         | 48                         | 12               | 22          | 19                     | 0                      | 0                       | 32                         | 82                       | 13                         | 72                      |
| DOMINICAN REPUBLIC             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LA ROMANA                      | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 88                         | 25                       | 43                         | 4                       |
| TOTAL LA ROMANA                |                             |                   | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 88                         | 25                       | 43                         | 4                       |
| PUNTA CANA                     | THOMSON AIRWAYS LTD         | C                 | 10                | 0        | 0         | 60                         | 0                | 20          | 0                      | 0                      | 20                      | 101                        | 60                       | 54                         | 10                      |
| TOTAL PUNTA CANA               |                             |                   | 10                | 0        | 0         | 60                         | 0                | 20          | 0                      | 0                      | 20                      | 101                        | 60                       | 54                         | 10                      |
| TOTAL DOMINICAN REPUBLIC       |                             |                   | 12                | 0        | 0         | 58                         | 0                | 17          | 8                      | 0                      | 17                      | 99                         | 50                       | 51                         | 14                      |
| EGYPT                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| HURGHADA                       | THOMAS COOK AIRLINES LTD    | C                 | 10                | 1        | 0         | 80                         | 10               | 10          | 0                      | 0                      | 0                       | 10                         | 88                       | 5                          | 8                       |
| TOTAL HURGHADA                 |                             |                   | 10                | 1        | 0         | 80                         | 10               | 10          | 0                      | 0                      | 0                       | 10                         | 88                       | 5                          | 8                       |
| LUXOR                          | THOMSON AIRWAYS LTD         | C                 | 10                | 0        | 0         | 80                         | 10               | 10          | 0                      | 0                      | 0                       | 11                         | 90                       | 4                          | 10                      |
| TOTAL LUXOR                    |                             |                   | 11                | 0        | 0         | 73                         | 9                | 18          | 0                      | 0                      | 0                       | 15                         | 90                       | 4                          | 10                      |
| SHARM EL SHEIKH (OPHIRA)       | THOMAS COOK AIRLINES LTD    | C                 | 11                | 0        | 0         | 82                         | 9                | 0           | 9                      | 0                      | 0                       | 11                         | 67                       | 18                         | 18                      |
|                                | THOMSON AIRWAYS LTD         | S                 | 37                | 1        | 1         | 57                         | 22               | 8           | 5                      | 5                      | 3                       | 46                         | 66                       | 11                         | 29                      |
| TOTAL SHARM EL SHEIKH (OPHIRA) |                             |                   | 48                | 1        | 1         | 63                         | 19               | 6           | 6                      | 4                      | 2                       | 38                         | 66                       | 14                         | 47                      |
| TABA                           | THOMSON AIRWAYS LTD         | C                 | 8                 | 1        | 0         | 50                         | 13               | 0           | 25                     | 13                     | 0                       | 68                         | 0                        | 0                          | 0                       |
| TOTAL TABA                     |                             |                   | 8                 | 1        | 0         | 50                         | 13               | 0           | 25                     | 13                     | 0                       | 68                         | 0                        | 0                          | 0                       |
| TOTAL EGYPT                    |                             |                   | 77                | 3        | 1         | 65                         | 16               | 8           | 6                      | 4                      | 1                       | 34                         | 72                       | 11                         | 65                      |
| FINLAND                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENONTEKIO                      | ASTRAEUS LTD                | C                 | 5                 | 0        | 0         | 20                         | 0                | 20          | 20                     | 20                     | 20                      | 167                        | 0                        | 0                          | 0                       |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
|                                | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 50               | 0           | 50                     | 0                      | 0                       | 47                         | 0                        | 0                          | 0                       |
| TOTAL ENONTEKIO                |                             |                   | 9                 | 0        | 0         | 33                         | 11               | 11          | 22                     | 11                     | 11                      | 104                        | 50                       | 25                         | 8                       |
| KITTLA                         | MONARCH AIRLINES            | C                 | 3                 | 0        | 0         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 8                          | 50                       | 24                         | 4                       |
| TOTAL KITTLA                   |                             |                   | 3                 | 1        | 0         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 8                          | 33                       | 64                         | 6                       |
| ROVANIEMI                      | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0        | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
|                                | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 6                          | 50                       | 18                         | 4                       |
| TOTAL ROVANIEMI                |                             |                   | 5                 | 0        | 0         | 60                         | 20               | 20          | 0                      | 0                      | 0                       | 12                         | 71                       | 13                         | 7                       |
| TOTAL FINLAND                  |                             |                   | 17                | 1        | 0         | 47                         | 18               | 12          | 12                     | 6                      | 6                       | 60                         | 52                       | 32                         | 21                      |
| FRANCE                         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CHAMBERY                       | FLYBE LTD                   | S                 | 8                 | 0        | 3         | 13                         | 0                | 25          | 38                     | 13                     | 13                      | 138                        | 33                       | 51                         | 12                      |
|                                | FLYBE LTD                   | C                 | 5                 | 0        | 0         | 0                          | 0                | 0           | 20                     | 20                     | 60                      | 545                        | 25                       | 107                        | 4                       |
|                                | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 101                        | 33                       | 16                         | 3                       |
| TOTAL CHAMBERY                 |                             |                   | 15                | 0        | 3         | 7                          | 0                | 13          | 40                     | 13                     | 27                      | 269                        | 32                       | 57                         | 19                      |
| GRENOBLE                       | EASYJET AIRLINE COMPANY LTD | S                 | 7                 | 0        | 3         | 57                         | 0                | 0           | 43                     | 0                      | 0                       | 65                         | 25                       | 54                         | 8                       |
|                                | FLYBE LTD                   | C                 | 3                 | 0        | 0         | 0                          | 0                | 0           | 33                     | 33                     | 33                      | 308                        | 67                       | 9                          | 3                       |
| TOTAL GRENOBLE                 |                             |                   | 11                | 0        | 3         | 45                         | 0                | 0           | 36                     | 9                      | 9                       | 125                        | 56                       | 29                         | 18                      |
| LYON                           | BRIT AIR                    | S                 | 52                | 0        | 0         | 67                         | 15               | 10          | 6                      | 2                      | 0                       | 18                         | 95                       | 4                          | 64                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                          |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL LYON</b>                      |                          |                   | <b>52</b>         | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>15</b>        | <b>10</b>   | <b>6</b>               | <b>2</b>               | <b>0</b>                | <b>18</b>                  | <b>95</b>                | <b>4</b>                   | <b>64</b>               |
| PARIS (CHARLES DE GAULLE)              | AIR FRANCE               | S                 | 152               | 2        | 0         | 70                         | 8                | 12          | 9                      | 1                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|  | CITY JET                 | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
|  | FLYBE LTD                | S                 | 132               | 3        | 8         | 56                         | 16               | 11          | 13                     | 3                      | 1                       | 38                         | 60                       | 42                         | 129                     |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                          |                   | <b>286</b>        | <b>5</b> | <b>8</b>  | <b>63</b>                  | <b>12</b>        | <b>12</b>   | <b>11</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>70</b>                | <b>24</b>                  | <b>412</b>              |
| TOULOUSE (BLAGNAC)                     | FLYBE LTD                | C                 | 3                 | 0        | 0         | 33                         | 0                | 0           | 33                     | 33                     | 0                       | 140                        | 0                        | 0                          | 0                       |
|  | THOMSON AIRWAYS LTD      | C                 | 3                 | 0        | 0         | 0                          | 0                | 67          | 33                     | 0                      | 0                       | 64                         | 67                       | 9                          | 3                       |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>        |                          |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>17</b>                  | <b>0</b>         | <b>33</b>   | <b>33</b>              | <b>17</b>              | <b>0</b>                | <b>102</b>                 | <b>67</b>                | <b>9</b>                   | <b>3</b>                |
| <b>TOTAL FRANCE</b>                    |                          |                   | <b>370</b>        | <b>6</b> | <b>14</b> | <b>60</b>                  | <b>11</b>        | <b>12</b>   | <b>12</b>              | <b>3</b>               | <b>2</b>                | <b>41</b>                  | <b>72</b>                | <b>22</b>                  | <b>530</b>              |
| <b>GAMBIA</b>                          |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BANJUL                                 | THOMAS COOK AIRLINES LTD | C                 | 8                 | 0        | 0         | 13                         | 25               | 0           | 38                     | 25                     | 0                       | 101                        | 60                       | 11                         | 10                      |
| <b>TOTAL BANJUL</b>                    |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>13</b>                  | <b>25</b>        | <b>0</b>    | <b>38</b>              | <b>25</b>              | <b>0</b>                | <b>101</b>                 | <b>60</b>                | <b>11</b>                  | <b>10</b>               |
| <b>TOTAL GAMBIA</b>                    |                          |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>13</b>                  | <b>25</b>        | <b>0</b>    | <b>38</b>              | <b>25</b>              | <b>0</b>                | <b>101</b>                 | <b>60</b>                | <b>11</b>                  | <b>10</b>               |
| <b>GERMANY</b>                         |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUSSELDORF                             | EUROWINGS LUFTVERKEHRS   | S                 | 102               | 0        | 0         | 51                         | 14               | 21          | 15                     | 0                      | 0                       | 29                         | 79                       | 9                          | 148                     |
|  | FLYBE LTD                | S                 | 139               | 4        | 14        | 48                         | 13               | 12          | 19                     | 6                      | 1                       | 53                         | 74                       | 32                         | 152                     |
| <b>TOTAL DUSSELDORF</b>                |                          |                   | <b>241</b>        | <b>4</b> | <b>14</b> | <b>49</b>                  | <b>13</b>        | <b>16</b>   | <b>17</b>              | <b>4</b>               | <b>1</b>                | <b>43</b>                  | <b>77</b>                | <b>21</b>                  | <b>300</b>              |
| FRANKFURT MAIN                         | FLYBE LTD                | S                 | 66                | 0        | 19        | 53                         | 15               | 9           | 17                     | 6                      | 0                       | 39                         | 52                       | 36                         | 101                     |
|  | LUFTHANSA                | S                 | 166               | 1        | 2         | 36                         | 25               | 23          | 14                     | 1                      | 1                       | 41                         | 73                       | 17                         | 146                     |
| <b>TOTAL FRANKFURT MAIN</b>            |                          |                   | <b>232</b>        | <b>1</b> | <b>21</b> | <b>41</b>                  | <b>22</b>        | <b>19</b>   | <b>15</b>              | <b>3</b>               | <b>1</b>                | <b>40</b>                  | <b>67</b>                | <b>22</b>                  | <b>285</b>              |
| HAMBURG                                | FLYBE LTD                | S                 | 47                | 0        | 1         | 57                         | 4                | 19          | 11                     | 9                      | 0                       | 43                         | 50                       | 26                         | 42                      |
| <b>TOTAL HAMBURG</b>                   |                          |                   | <b>47</b>         | <b>0</b> | <b>1</b>  | <b>57</b>                  | <b>4</b>         | <b>19</b>   | <b>11</b>              | <b>9</b>               | <b>0</b>                | <b>43</b>                  | <b>50</b>                | <b>26</b>                  | <b>42</b>               |
| HANOVER                                | AIR BERLIN               | C                 | 12                | 0        | 0         | 67                         | 17               | 0           | 0                      | 0                      | 17                      | 274                        | 75                       | 9                          | 16                      |
|  | FLYBE LTD                | S                 | 66                | 0        | 3         | 39                         | 15               | 15          | 20                     | 11                     | 0                       | 62                         | 58                       | 24                         | 62                      |
| <b>TOTAL HANOVER</b>                   |                          |                   | <b>78</b>         | <b>0</b> | <b>3</b>  | <b>44</b>                  | <b>15</b>        | <b>13</b>   | <b>17</b>              | <b>9</b>               | <b>3</b>                | <b>95</b>                  | <b>62</b>                | <b>21</b>                  | <b>78</b>               |
| MUNICH                                 | LUFTHANSA CITY LINE      | S                 | 141               | 0        | 0         | 42                         | 16               | 18          | 21                     | 2                      | 1                       | 41                         | 71                       | 15                         | 150                     |
| <b>TOTAL MUNICH</b>                    |                          |                   | <b>141</b>        | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>16</b>        | <b>18</b>   | <b>21</b>              | <b>2</b>               | <b>1</b>                | <b>41</b>                  | <b>71</b>                | <b>15</b>                  | <b>150</b>              |
| NIEDERRHEIN                            | RYANAIR                  | S                 | 29                | 0        | 1         | 48                         | 21               | 7           | 21                     | 3                      | 0                       | 32                         | 75                       | 20                         | 32                      |
| <b>TOTAL NIEDERRHEIN</b>               |                          |                   | <b>29</b>         | <b>0</b> | <b>1</b>  | <b>48</b>                  | <b>21</b>        | <b>7</b>    | <b>21</b>              | <b>3</b>               | <b>0</b>                | <b>32</b>                  | <b>75</b>                | <b>20</b>                  | <b>32</b>               |
| PADERBORN                              | AIR BERLIN               | C                 | 4                 | 0        | 0         | 50                         | 0                | 0           | 0                      | 50                     | 0                       | 116                        | 100                      | 3                          | 8                       |
| <b>TOTAL PADERBORN</b>                 |                          |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>50</b>              | <b>0</b>                | <b>116</b>                 | <b>100</b>               | <b>3</b>                   | <b>8</b>                |
| STUTT GART                             | FLYBE LTD                | S                 | 75                | 0        | 3         | 53                         | 16               | 8           | 17                     | 5                      | 0                       | 41                         | 57                       | 34                         | 75                      |
| <b>TOTAL STUTT GART</b>                |                          |                   | <b>75</b>         | <b>0</b> | <b>3</b>  | <b>53</b>                  | <b>16</b>        | <b>8</b>    | <b>17</b>              | <b>5</b>               | <b>0</b>                | <b>41</b>                  | <b>57</b>                | <b>34</b>                  | <b>75</b>               |
| <b>TOTAL GERMANY</b>                   |                          |                   | <b>847</b>        | <b>6</b> | <b>43</b> | <b>46</b>                  | <b>16</b>        | <b>16</b>   | <b>17</b>              | <b>4</b>               | <b>1</b>                | <b>46</b>                  | <b>69</b>                | <b>21</b>                  | <b>970</b>              |
| <b>IRAN</b>                            |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| IMAM KHOMIENI                          | MAHAN AIR                | S                 | 27                | 0        | 1         | 37                         | 0                | 7           | 15                     | 33                     | 7                       | 154                        | 25                       | 92                         | 28                      |
| <b>TOTAL IMAM KHOMIENI</b>             |                          |                   | <b>27</b>         | <b>0</b> | <b>1</b>  | <b>37</b>                  | <b>0</b>         | <b>7</b>    | <b>15</b>              | <b>33</b>              | <b>7</b>                | <b>154</b>                 | <b>25</b>                | <b>92</b>                  | <b>28</b>               |
| <b>TOTAL IRAN</b>                      |                          |                   | <b>27</b>         | <b>0</b> | <b>1</b>  | <b>37</b>                  | <b>0</b>         | <b>7</b>    | <b>15</b>              | <b>33</b>              | <b>7</b>                | <b>154</b>                 | <b>25</b>                | <b>92</b>                  | <b>28</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---|---------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                     |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                     |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>IRISH REPUBLIC</b>                   |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                                    | AER ARANN           | S                 | 112               | 2        | 1         | 78                         | 11               | 8           | 4                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| <b>TOTAL CORK</b>                       |                     |                   | <b>112</b>        | <b>2</b> | <b>3</b>  | <b>78</b>                  | <b>11</b>        | <b>8</b>    | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>81</b>                | <b>21</b>                  | <b>94</b>               |
| DUBLIN                                  | AER LINGUS          | S                 | 156               | 1        | 4         | 51                         | 8                | 19          | 14                     | 7                      | 1                       | 50                         | 81                       | 10                         | 180                     |
|   | RYANAIR             | S                 | 145               | 1        | 19        | 59                         | 17               | 11          | 10                     | 0                      | 2                       | 28                         | 76                       | 15                         | 175                     |
| <b>TOTAL DUBLIN</b>                     |                     |                   | <b>301</b>        | <b>4</b> | <b>23</b> | <b>55</b>                  | <b>13</b>        | <b>15</b>   | <b>12</b>              | <b>4</b>               | <b>2</b>                | <b>39</b>                  | <b>79</b>                | <b>12</b>                  | <b>355</b>              |
| IRELAND WEST AIRPORT KNOCK              | BMIBABY LTD         | S                 | 38                | 0        | 2         | 45                         | 18               | 13          | 13                     | 11                     | 0                       | 47                         | 54                       | 32                         | 35                      |
| <b>TOTAL IRELAND WEST AIRPORT KNOCK</b> |                     |                   | <b>38</b>         | <b>0</b> | <b>2</b>  | <b>45</b>                  | <b>18</b>        | <b>13</b>   | <b>13</b>              | <b>11</b>              | <b>0</b>                | <b>47</b>                  | <b>54</b>                | <b>32</b>                  | <b>35</b>               |
| SHANNON                                 | AER ARANN           | S                 | 54                | 0        | 0         | 57                         | 4                | 9           | 24                     | 6                      | 0                       | 45                         | 0                        | 0                          | 0                       |
| <b>TOTAL SHANNON</b>                    |                     |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>57</b>                  | <b>4</b>         | <b>9</b>    | <b>24</b>              | <b>6</b>               | <b>0</b>                | <b>45</b>                  | <b>72</b>                | <b>13</b>                  | <b>32</b>               |
| WATERFORD                               | AER ARANN           | S                 | 32                | 0        | 4         | 56                         | 0                | 6           | 19                     | 13                     | 6                       | 86                         | 72                       | 28                         | 36                      |
| <b>TOTAL WATERFORD</b>                  |                     |                   | <b>32</b>         | <b>0</b> | <b>4</b>  | <b>56</b>                  | <b>0</b>         | <b>6</b>    | <b>19</b>              | <b>13</b>              | <b>6</b>                | <b>86</b>                  | <b>72</b>                | <b>28</b>                  | <b>36</b>               |
| <b>TOTAL IRISH REPUBLIC</b>             |                     |                   | <b>537</b>        | <b>6</b> | <b>32</b> | <b>59</b>                  | <b>11</b>        | <b>12</b>   | <b>12</b>              | <b>4</b>               | <b>1</b>                | <b>38</b>                  | <b>77</b>                | <b>16</b>                  | <b>552</b>              |
| <b>ITALY</b>                            |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MILAN (MALPENSA)                        | FLYBE LTD           | S                 | 43                | 0        | 1         | 42                         | 7                | 23          | 23                     | 5                      | 0                       | 46                         | 69                       | 20                         | 42                      |
| <b>TOTAL MILAN (MALPENSA)</b>           |                     |                   | <b>43</b>         | <b>0</b> | <b>1</b>  | <b>42</b>                  | <b>7</b>         | <b>23</b>   | <b>23</b>              | <b>5</b>               | <b>0</b>                | <b>46</b>                  | <b>69</b>                | <b>20</b>                  | <b>42</b>               |
| TURIN                                   | THOMSON AIRWAYS LTD | C                 | 3                 | 0        | 0         | 0                          | 0                | 0           | 67                     | 0                      | 33                      | 174                        | 67                       | 31                         | 3                       |
| <b>TOTAL TURIN</b>                      |                     |                   | <b>4</b>          | <b>1</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>25</b>   | <b>50</b>              | <b>0</b>               | <b>25</b>               | <b>144</b>                 | <b>80</b>                | <b>22</b>                  | <b>5</b>                |
| <b>TOTAL ITALY</b>                      |                     |                   | <b>47</b>         | <b>2</b> | <b>1</b>  | <b>38</b>                  | <b>6</b>         | <b>23</b>   | <b>26</b>              | <b>4</b>               | <b>2</b>                | <b>55</b>                  | <b>71</b>                | <b>18</b>                  | <b>65</b>               |
| <b>JAMAICA</b>                          |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONTEGO BAY                             | THOMSON AIRWAYS LTD | C                 | 3                 | 1        | 0         | 33                         | 0                | 33          | 33                     | 0                      | 0                       | 41                         | 80                       | 8                          | 5                       |
| <b>TOTAL MONTEGO BAY</b>                |                     |                   | <b>3</b>          | <b>1</b> | <b>0</b>  | <b>33</b>                  | <b>0</b>         | <b>33</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>41</b>                  | <b>80</b>                | <b>8</b>                   | <b>5</b>                |
| <b>TOTAL JAMAICA</b>                    |                     |                   | <b>3</b>          | <b>1</b> | <b>0</b>  | <b>33</b>                  | <b>0</b>         | <b>33</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>41</b>                  | <b>80</b>                | <b>8</b>                   | <b>5</b>                |
| <b>MALTA</b>                            |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALTA                                   | AIR MALTA           | S                 | 18                | 0        | 0         | 50                         | 22               | 17          | 11                     | 0                      | 0                       | 28                         | 29                       | 40                         | 17                      |
|   | RYANAIR             | S                 | 10                | 0        | 0         | 40                         | 30               | 20          | 10                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| <b>TOTAL MALTA</b>                      |                     |                   | <b>28</b>         | <b>2</b> | <b>0</b>  | <b>46</b>                  | <b>25</b>        | <b>18</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>29</b>                | <b>40</b>                  | <b>17</b>               |
| <b>TOTAL MALTA</b>                      |                     |                   | <b>28</b>         | <b>2</b> | <b>0</b>  | <b>46</b>                  | <b>25</b>        | <b>18</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>29</b>                | <b>40</b>                  | <b>17</b>               |
| <b>MEXICO</b>                           |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ACAPULCO                                | THOMSON AIRWAYS LTD | C                 | 2                 | 0        | 0         | 0                          | 0                | 0           | 0                      | 50                     | 50                      | 300                        | 0                        | 0                          | 0                       |
| <b>TOTAL ACAPULCO</b>                   |                     |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>50</b>              | <b>50</b>               | <b>300</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| CANCUN                                  | THOMSON AIRWAYS LTD | C                 | 9                 | 0        | 0         | 33                         | 33               | 11          | 0                      | 0                      | 22                      | 120                        | 67                       | 35                         | 9                       |
| <b>TOTAL CANCUN</b>                     |                     |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>33</b>                  | <b>33</b>        | <b>11</b>   | <b>0</b>               | <b>0</b>               | <b>22</b>               | <b>120</b>                 | <b>67</b>                | <b>35</b>                  | <b>9</b>                |
| <b>TOTAL MEXICO</b>                     |                     |                   | <b>11</b>         | <b>0</b> | <b>0</b>  | <b>27</b>                  | <b>27</b>        | <b>9</b>    | <b>0</b>               | <b>9</b>               | <b>27</b>               | <b>152</b>                 | <b>67</b>                | <b>35</b>                  | <b>9</b>                |
| <b>NETHERLANDS</b>                      |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                               | BMIBABY LTD         | S                 | 85                | 0        | 9         | 53                         | 15               | 15          | 14                     | 2                      | 0                       | 35                         | 80                       | 13                         | 94                      |
|   | KLM                 | S                 | 152               | 0        | 24        | 63                         | 14               | 9           | 9                      | 4                      | 1                       | 32                         | 90                       | 10                         | 192                     |
|   | KLM CITYHOPPER      | S                 | 108               | 1        | 0         | 64                         | 9                | 13          | 14                     | 0                      | 0                       | 24                         | 55                       | 22                         | 62                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                        |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                        |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL AMSTERDAM                   |                        |                   | 345               | 1          | 33       | 61                         | 13               | 12          | 12                     | 2                      | 0                       | 30                         | 81                       | 13                         | 348                     |
| TOTAL NETHERLANDS                 |                        |                   | 345               | 3          | 33       | 61                         | 13               | 12          | 12                     | 2                      | 0                       | 30                         | 81                       | 13                         | 348                     |
| PAKISTAN                          |                        |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ISLAMABAD                         | PAKISTAN INTL AIRLINES | S                 | 28                | 0          | 0        | 36                         | 29               | 18          | 4                      | 7                      | 7                       | 104                        | 75                       | 8                          | 28                      |
| TOTAL ISLAMABAD                   |                        |                   | 28                | 1          | 0        | 36                         | 29               | 18          | 4                      | 7                      | 7                       | 104                        | 75                       | 8                          | 28                      |
| TOTAL PAKISTAN                    |                        |                   | 28                | 1          | 0        | 36                         | 29               | 18          | 4                      | 7                      | 7                       | 104                        | 75                       | 8                          | 28                      |
| POLAND                            |                        |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BYDGOSZCZ                         | RYANAIR                | S                 | 25                | 0          | 3        | 36                         | 28               | 12          | 16                     | 8                      | 0                       | 46                         | 0                        | 0                          | 0                       |
| TOTAL BYDGOSZCZ                   |                        |                   | 25                | 0          | 3        | 36                         | 28               | 12          | 16                     | 8                      | 0                       | 46                         | 0                        | 0                          | 0                       |
| GDANSK                            | RYANAIR                | S                 | 16                | 0          | 2        | 25                         | 44               | 6           | 19                     | 6                      | 0                       | 46                         | 82                       | 9                          | 17                      |
| TOTAL GDANSK                      |                        |                   | 16                | 0          | 2        | 25                         | 44               | 6           | 19                     | 6                      | 0                       | 46                         | 82                       | 9                          | 17                      |
| KATOWICE                          | RYANAIR                | S                 | 17                | 1          | 4        | 47                         | 24               | 29          | 0                      | 0                      | 0                       | 20                         | 72                       | 10                         | 18                      |
| TOTAL KATOWICE                    |                        |                   | 17                | 1          | 4        | 47                         | 24               | 29          | 0                      | 0                      | 0                       | 20                         | 72                       | 10                         | 18                      |
| KRAKOW                            | RYANAIR                | S                 | 25                | 0          | 3        | 40                         | 20               | 24          | 16                     | 0                      | 0                       | 36                         | 75                       | 23                         | 24                      |
| TOTAL KRAKOW                      |                        |                   | 25                | 1          | 3        | 40                         | 20               | 24          | 16                     | 0                      | 0                       | 36                         | 75                       | 23                         | 24                      |
| RZESZOW                           | RYANAIR                | S                 | 16                | 0          | 2        | 31                         | 31               | 25          | 6                      | 6                      | 0                       | 41                         | 72                       | 13                         | 18                      |
| TOTAL RZESZOW                     |                        |                   | 16                | 0          | 2        | 31                         | 31               | 25          | 6                      | 6                      | 0                       | 41                         | 72                       | 13                         | 18                      |
| TOTAL POLAND                      |                        |                   | 99                | 3          | 14       | 36                         | 28               | 19          | 12                     | 4                      | 0                       | 38                         | 75                       | 15                         | 77                      |
| PORTUGAL(EXCLUDING MADEIRA)       |                        |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                              | MONARCH AIRLINES       | S                 | 32                | 0          | 0        | 84                         | 3                | 3           | 9                      | 0                      | 0                       | 15                         | 83                       | 6                          | 36                      |
| TOTAL FARO                        |                        |                   | 32                | 0          | 0        | 84                         | 3                | 3           | 9                      | 0                      | 0                       | 15                         | 83                       | 6                          | 36                      |
| TOTAL PORTUGAL(EXCLUDING MADEIRA) |                        |                   | 32                | 0          | 0        | 84                         | 3                | 3           | 9                      | 0                      | 0                       | 15                         | 84                       | 6                          | 37                      |
| PORTUGAL(MADEIRA)                 |                        |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                           | THOMSON AIRWAYS LTD    | C                 | 8                 | 0          | 0        | 38                         | 25               | 0           | 25                     | 0                      | 13                      | 123                        | 63                       | 16                         | 8                       |
| TOTAL FUNCHAL                     |                        |                   | 8                 | 0          | 0        | 38                         | 25               | 0           | 25                     | 0                      | 13                      | 123                        | 63                       | 16                         | 8                       |
| TOTAL PORTUGAL(MADEIRA)           |                        |                   | 8                 | 0          | 0        | 38                         | 25               | 0           | 25                     | 0                      | 13                      | 123                        | 63                       | 16                         | 8                       |
| SLOVAK REPUBLIC                   |                        |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRATISLAVA                        | RYANAIR                | S                 | 25                | 2          | 1        | 64                         | 12               | 8           | 12                     | 0                      | 4                       | 41                         | 82                       | 5                          | 28                      |
| TOTAL BRATISLAVA                  |                        |                   | 25                | 2          | 1        | 64                         | 12               | 8           | 12                     | 0                      | 4                       | 41                         | 82                       | 5                          | 28                      |
| TOTAL SLOVAK REPUBLIC             |                        |                   | 25                | 2          | 1        | 64                         | 12               | 8           | 12                     | 0                      | 4                       | 41                         | 82                       | 5                          | 28                      |
| SPAIN                             |                        |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                          | BMIBABY LTD            | S                 | 18                | 0          | 0        | 67                         | 11               | 11          | 11                     | 0                      | 0                       | 17                         | 88                       | 9                          | 24                      |
|                                   | MONARCH AIRLINES       | S                 | 42                | 0          | 3        | 71                         | 2                | 10          | 12                     | 0                      | 5                       | 39                         | 81                       | 6                          | 32                      |
|                                   | RYANAIR                | S                 | 22                | 0          | 2        | 64                         | 32               | 5           | 0                      | 0                      | 0                       | 13                         | 78                       | 10                         | 32                      |
|                                   | THOMSON AIRWAYS LTD    | C                 | 16                | 0          | 0        | 56                         | 13               | 6           | 6                      | 6                      | 13                      | 146                        | 83                       | 9                          | 18                      |
| TOTAL ALICANTE                    |                        |                   | 98                | 1          | 5        | 66                         | 12               | 8           | 8                      | 1                      | 4                       | 47                         | 82                       | 8                          | 106                     |
| GERONA                            | RYANAIR                | S                 | 24                | 0          | 0        | 67                         | 8                | 8           | 17                     | 0                      | 0                       | 21                         | 56                       | 19                         | 32                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL GERONA</b>                    |                             |                   | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>8</b>         | <b>8</b>    | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>56</b>                | <b>19</b>                  | 32                      |
| <b>MALAGA</b>                          | BMIBABY LTD                 | S                 | 6                 | 0        | 4         | 67                         | 17               | 17          | 0                      | 0                      | 0                       | 15                         | 80                       | 7                          | 20                      |
|  | MONARCH AIRLINES            | S                 | 42                | 1        | 4         | 71                         | 14               | 12          | 0                      | 2                      | 0                       | 20                         | 89                       | 11                         | 38                      |
|  | RYANAIR                     | S                 | 21                | 0        | 3         | 62                         | 24               | 10          | 5                      | 0                      | 0                       | 18                         | 75                       | 17                         | 32                      |
|  | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 50                         | 25               | 13          | 13                     | 0                      | 0                       | 26                         | 50                       | 14                         | 8                       |
| <b>TOTAL MALAGA</b>                    |                             |                   | <b>77</b>         | <b>2</b> | <b>11</b> | <b>66</b>                  | <b>18</b>        | <b>12</b>   | <b>3</b>               | <b>1</b>               | <b>0</b>                | <b>20</b>                  | <b>80</b>                | <b>13</b>                  | 98                      |
| <b>TOTAL SPAIN</b>                     |                             |                   | <b>199</b>        | <b>3</b> | <b>16</b> | <b>66</b>                  | <b>14</b>        | <b>10</b>   | <b>7</b>               | <b>1</b>               | <b>2</b>                | <b>33</b>                  | <b>78</b>                | <b>11</b>                  | 261                     |
| <b>SPAIN(CANARY ISLANDS)</b>           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ARRECIFE</b>                        | MONARCH AIRLINES            | S                 | 30                | 0        | 1         | 73                         | 10               | 3           | 10                     | 3                      | 0                       | 24                         | 63                       | 14                         | 24                      |
|  | RYANAIR                     | S                 | 18                | 0        | 0         | 61                         | 17               | 11          | 6                      | 6                      | 0                       | 29                         | 93                       | 6                          | 14                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 19                | 0        | 0         | 53                         | 11               | 11          | 11                     | 16                     | 0                       | 55                         | 83                       | 11                         | 18                      |
|  | THOMSON AIRWAYS LTD         | C                 | 18                | 0        | 0         | 39                         | 6                | 6           | 28                     | 11                     | 11                      | 220                        | 57                       | 52                         | 14                      |
| <b>TOTAL ARRECIFE</b>                  |                             |                   | <b>85</b>         | <b>0</b> | <b>1</b>  | <b>59</b>                  | <b>11</b>        | <b>7</b>    | <b>13</b>              | <b>8</b>               | <b>2</b>                | <b>74</b>                  | <b>73</b>                | <b>19</b>                  | 70                      |
| <b>FUERTEVENTURA</b>                   | MONARCH AIRLINES            | S                 | 10                | 0        | 0         | 70                         | 0                | 0           | 30                     | 0                      | 0                       | 28                         | 60                       | 18                         | 10                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 20                | 0        | 0         | 60                         | 10               | 15          | 15                     | 0                      | 0                       | 21                         | 68                       | 34                         | 19                      |
|  | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 0                | 0           | 0                      | 0                      | 100                     | 381                        | 60                       | 13                         | 5                       |
| <b>TOTAL FUERTEVENTURA</b>             |                             |                   | <b>32</b>         | <b>0</b> | <b>0</b>  | <b>59</b>                  | <b>6</b>         | <b>9</b>    | <b>19</b>              | <b>0</b>               | <b>6</b>                | <b>45</b>                  | <b>65</b>                | <b>26</b>                  | 34                      |
| <b>LAS PALMAS</b>                      | MONARCH AIRLINES            | S                 | 8                 | 0        | 6         | 50                         | 25               | 25          | 0                      | 0                      | 0                       | 15                         | 83                       | 30                         | 6                       |
|  | RYANAIR                     | S                 | 16                | 0        | 2         | 63                         | 13               | 13          | 13                     | 0                      | 0                       | 20                         | 78                       | 12                         | 18                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 38                         | 13               | 38          | 13                     | 0                      | 0                       | 37                         | 38                       | 34                         | 8                       |
|  | THOMSON AIRWAYS LTD         | C                 | 6                 | 1        | 0         | 33                         | 17               | 17          | 33                     | 0                      | 0                       | 55                         | 50                       | 16                         | 4                       |
| <b>TOTAL LAS PALMAS</b>                |                             |                   | <b>38</b>         | <b>1</b> | <b>8</b>  | <b>50</b>                  | <b>16</b>        | <b>21</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>67</b>                | <b>20</b>                  | 36                      |
| <b>TENERIFE (SURREINA SOFIA)</b>       | MONARCH AIRLINES            | S                 | 58                | 0        | 6         | 52                         | 17               | 10          | 19                     | 0                      | 2                       | 47                         | 63                       | 53                         | 63                      |
|  | RYANAIR                     | S                 | 22                | 0        | 4         | 77                         | 5                | 5           | 14                     | 0                      | 0                       | 20                         | 82                       | 8                          | 28                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 21                | 1        | 0         | 62                         | 14               | 10          | 5                      | 0                      | 10                      | 58                         | 73                       | 17                         | 26                      |
|  | THOMSON AIRWAYS LTD         | C                 | 26                | 0        | 0         | 65                         | 4                | 19          | 4                      | 0                      | 8                       | 103                        | 55                       | 23                         | 31                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>127</b>        | <b>1</b> | <b>10</b> | <b>61</b>                  | <b>12</b>        | <b>11</b>   | <b>13</b>              | <b>0</b>               | <b>4</b>                | <b>56</b>                  | <b>67</b>                | <b>32</b>                  | 148                     |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>282</b>        | <b>2</b> | <b>19</b> | <b>59</b>                  | <b>11</b>        | <b>11</b>   | <b>13</b>              | <b>2</b>               | <b>3</b>                | <b>56</b>                  | <b>68</b>                | <b>27</b>                  | 288                     |
| <b>SWEDEN</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GOTEBORG</b>                        | CITY AIRLINE                | S                 | 68                | 1        | 5         | 59                         | 15               | 9           | 13                     | 4                      | 0                       | 35                         | 96                       | 7                          | 46                      |
| <b>TOTAL GOTEBORG</b>                  |                             |                   | <b>68</b>         | <b>1</b> | <b>5</b>  | <b>59</b>                  | <b>15</b>        | <b>9</b>    | <b>13</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>96</b>                | <b>7</b>                   | 46                      |
| <b>TOTAL SWEDEN</b>                    |                             |                   | <b>68</b>         | <b>1</b> | <b>5</b>  | <b>59</b>                  | <b>15</b>        | <b>9</b>    | <b>13</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>82</b>                | <b>35</b>                  | 56                      |
| <b>SWITZERLAND</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GENEVA</b>                          | BMIBABY LTD                 | S                 | 11                | 0        | 1         | 18                         | 9                | 36          | 18                     | 18                     | 0                       | 96                         | 93                       | 7                          | 14                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 22                | 1        | 6         | 14                         | 14               | 14          | 45                     | 14                     | 0                       | 85                         | 0                        | 0                          | 0                       |
|  | FLYBE LTD                   | C                 | 5                 | 0        | 0         | 20                         | 0                | 40          | 0                      | 40                     | 0                       | 114                        | 20                       | 62                         | 5                       |
|  | MONARCH AIRLINES            | C                 | 3                 | 0        | 0         | 67                         | 0                | 0           | 0                      | 0                      | 33                      | 175                        | 33                       | 23                         | 3                       |
|  | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 54                         | 0                        | 33                         | 4                       |
| <b>TOTAL GENEVA</b>                    |                             |                   | <b>43</b>         | <b>1</b> | <b>11</b> | <b>19</b>                  | <b>9</b>         | <b>26</b>   | <b>28</b>              | <b>16</b>              | <b>2</b>                | <b>96</b>                  | <b>34</b>                | <b>40</b>                  | 76                      |
| <b>ZURICH</b>                          | HELVETIC AIRWAYS            | S                 | 169               | 0        | 0         | 67                         | 21               | 7           | 5                      | 0                      | 0                       | 15                         | 83                       | 10                         | 167                     |
|  | SWISS AIRLINES              | S                 | 4                 | 0        | 0         | 25                         | 0                | 75          | 0                      | 0                      | 0                       | 31                         | 60                       | 14                         | 10                      |
| <b>TOTAL ZURICH</b>                    |                             |                   | <b>173</b>        | <b>1</b> | <b>0</b>  | <b>66</b>                  | <b>20</b>        | <b>9</b>    | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>82</b>                | <b>10</b>                  | 177                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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| ORIGIN / DESTINATION                    | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---|------------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                              |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                              |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SWITZERLAND                       |                              |                   | 216               | 2          | 11        | 56                         | 18               | 12          | 10                     | 3                      | 0                       | 31                         | 68                       | 19                         | 253                     |
| TUNISIA                                 |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                                | THOMAS COOK AIRLINES LTD     | C                 | 4                 | 0          | 0         | 50                         | 0                | 25          | 0                      | 25                     | 0                       | 107                        | 75                       | 10                         | 4                       |
|   | THOMSON AIRWAYS LTD          | C                 | 10                | 0          | 0         | 90                         | 0                | 10          | 0                      | 0                      | 0                       | 6                          | 50                       | 21                         | 8                       |
| <b>TOTAL MONASTIR</b>                   |                              |                   | <b>14</b>         | <b>0</b>   | <b>0</b>  | <b>79</b>                  | <b>0</b>         | <b>14</b>   | <b>0</b>               | <b>7</b>               | <b>0</b>                | <b>35</b>                  | <b>58</b>                | <b>18</b>                  | <b>12</b>               |
| <b>TOTAL TUNISIA</b>                    |                              |                   | <b>14</b>         | <b>0</b>   | <b>0</b>  | <b>79</b>                  | <b>0</b>         | <b>14</b>   | <b>0</b>               | <b>7</b>               | <b>0</b>                | <b>35</b>                  | <b>58</b>                | <b>18</b>                  | <b>12</b>               |
| TURKEY                                  |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                                 | THOMAS COOK AIRLINES LTD     | C                 | 4                 | 0          | 0         | 50                         | 0                | 25          | 25                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| <b>TOTAL ANTALYA</b>                    |                              |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>25</b>   | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| ISTANBUL                                | THY TURK HAVA YOLLARI TURKIS | S                 | 42                | 0          | 0         | 55                         | 10               | 19          | 17                     | 0                      | 0                       | 30                         | 38                       | 36                         | 42                      |
| <b>TOTAL ISTANBUL</b>                   |                              |                   | <b>42</b>         | <b>0</b>   | <b>0</b>  | <b>55</b>                  | <b>10</b>        | <b>19</b>   | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>38</b>                | <b>36</b>                  | <b>42</b>               |
| <b>TOTAL TURKEY</b>                     |                              |                   | <b>46</b>         | <b>0</b>   | <b>0</b>  | <b>54</b>                  | <b>9</b>         | <b>20</b>   | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>38</b>                | <b>36</b>                  | <b>42</b>               |
| TURKMENISTAN                            |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ASHKHABAD                               | TURKMENISTAN AIRLINES        | S                 | 42                | 1          | 24        | 33                         | 5                | 14          | 14                     | 12                     | 21                      | 214                        | 29                       | 68                         | 34                      |
| <b>TOTAL ASHKHABAD</b>                  |                              |                   | <b>42</b>         | <b>1</b>   | <b>24</b> | <b>33</b>                  | <b>5</b>         | <b>14</b>   | <b>14</b>              | <b>12</b>              | <b>21</b>               | <b>214</b>                 | <b>29</b>                | <b>68</b>                  | <b>34</b>               |
| <b>TOTAL TURKMENISTAN</b>               |                              |                   | <b>42</b>         | <b>1</b>   | <b>24</b> | <b>33</b>                  | <b>5</b>         | <b>14</b>   | <b>14</b>              | <b>12</b>              | <b>21</b>               | <b>214</b>                 | <b>29</b>                | <b>68</b>                  | <b>34</b>               |
| UNITED ARAB EMIRATES                    |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                                   | EMIRATES                     | S                 | 124               | 3          | 4         | 40                         | 19               | 26          | 11                     | 3                      | 0                       | 36                         | 25                       | 33                         | 124                     |
| <b>TOTAL DUBAI</b>                      |                              |                   | <b>124</b>        | <b>3</b>   | <b>4</b>  | <b>40</b>                  | <b>19</b>        | <b>26</b>   | <b>11</b>              | <b>3</b>               | <b>0</b>                | <b>36</b>                  | <b>25</b>                | <b>33</b>                  | <b>124</b>              |
| <b>TOTAL UNITED ARAB EMIRATES</b>       |                              |                   | <b>124</b>        | <b>3</b>   | <b>4</b>  | <b>40</b>                  | <b>19</b>        | <b>26</b>   | <b>11</b>              | <b>3</b>               | <b>0</b>                | <b>36</b>                  | <b>25</b>                | <b>33</b>                  | <b>124</b>              |
| UNITED KINGDOM                          |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                                | FLYBE LTD                    | S                 | 121               | 1          | 15        | 49                         | 7                | 12          | 28                     | 5                      | 0                       | 55                         | 65                       | 22                         | 109                     |
| <b>TOTAL ABERDEEN</b>                   |                              |                   | <b>121</b>        | <b>2</b>   | <b>15</b> | <b>49</b>                  | <b>7</b>         | <b>12</b>   | <b>28</b>              | <b>5</b>               | <b>0</b>                | <b>55</b>                  | <b>74</b>                | <b>17</b>                  | <b>227</b>              |
| BELFAST CITY (GEORGE BEST)              | FLYBE LTD                    | S                 | 226               | 2          | 26        | 51                         | 14               | 12          | 17                     | 7                      | 0                       | 44                         | 71                       | 18                         | 251                     |
| <b>TOTAL BELFAST CITY (GEORGE BEST)</b> |                              |                   | <b>226</b>        | <b>2</b>   | <b>26</b> | <b>51</b>                  | <b>14</b>        | <b>12</b>   | <b>17</b>              | <b>7</b>               | <b>0</b>                | <b>44</b>                  | <b>71</b>                | <b>18</b>                  | <b>251</b>              |
| BELFAST INTERNATIONAL                   | BMIBABY LTD                  | S                 | 93                | 2          | 11        | 57                         | 11               | 10          | 13                     | 8                      | 2                       | 48                         | 80                       | 16                         | 113                     |
| <b>TOTAL BELFAST INTERNATIONAL</b>      |                              |                   | <b>93</b>         | <b>4</b>   | <b>11</b> | <b>57</b>                  | <b>11</b>        | <b>10</b>   | <b>13</b>              | <b>8</b>               | <b>2</b>                | <b>48</b>                  | <b>80</b>                | <b>16</b>                  | <b>113</b>              |
| CITY OF DERRY (EGLINTON)                | RYANAIR                      | S                 | 33                | 0          | 3         | 42                         | 27               | 18          | 3                      | 9                      | 0                       | 42                         | 47                       | 25                         | 32                      |
| <b>TOTAL CITY OF DERRY (EGLINTON)</b>   |                              |                   | <b>33</b>         | <b>0</b>   | <b>3</b>  | <b>42</b>                  | <b>27</b>        | <b>18</b>   | <b>3</b>               | <b>9</b>               | <b>0</b>                | <b>42</b>                  | <b>47</b>                | <b>25</b>                  | <b>32</b>               |
| DUNDEE                                  | LOGANAIR                     | S                 | 70                | 0          | 0         | 76                         | 14               | 6           | 4                      | 0                      | 0                       | 11                         | 78                       | 16                         | 79                      |
| <b>TOTAL DUNDEE</b>                     |                              |                   | <b>70</b>         | <b>0</b>   | <b>0</b>  | <b>76</b>                  | <b>14</b>        | <b>6</b>    | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>78</b>                | <b>16</b>                  | <b>79</b>               |
| EDINBURGH                               | FLYBE LTD                    | S                 | 213               | 3          | 58        | 55                         | 14               | 10          | 15                     | 5                      | 1                       | 43                         | 70                       | 19                         | 260                     |
| <b>TOTAL EDINBURGH</b>                  |                              |                   | <b>213</b>        | <b>4</b>   | <b>58</b> | <b>55</b>                  | <b>14</b>        | <b>10</b>   | <b>15</b>              | <b>5</b>               | <b>1</b>                | <b>43</b>                  | <b>70</b>                | <b>20</b>                  | <b>324</b>              |
| GLASGOW                                 | FLYBE LTD                    | S                 | 257               | 3          | 30        | 50                         | 13               | 15          | 19                     | 2                      | 0                       | 40                         | 72                       | 20                         | 220                     |
| <b>TOTAL GLASGOW</b>                    |                              |                   | <b>257</b>        | <b>3</b>   | <b>30</b> | <b>50</b>                  | <b>13</b>        | <b>15</b>   | <b>19</b>              | <b>2</b>               | <b>0</b>                | <b>40</b>                  | <b>73</b>                | <b>20</b>                  | <b>283</b>              |
| GUERNSEY                                | FLYBE LTD                    | C                 | 2                 | 0          | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 49                         | 100                      | 2                          | 2                       |
|   | FLYBE LTD                    | S                 | 42                | 0          | 3         | 48                         | 24               | 14          | 5                      | 10                     | 0                       | 45                         | 57                       | 36                         | 49                      |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE              | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------|----------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                         |                      |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                         |                      |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL GUERNSEY          |                      |                   | 44                | 0          | 3        | 48                         | 23               | 14          | 7                      | 9                      | 0                       | 45                         | 59                       | 34                         | 51                      |
| INVERNESS               | FLYBE LTD            | S                 | 52                | 1          | 2        | 67                         | 12               | 6           | 10                     | 6                      | 0                       | 33                         | 59                       | 30                         | 49                      |
| TOTAL INVERNESS         |                      |                   | 52                | 1          | 2        | 67                         | 12               | 6           | 10                     | 6                      | 0                       | 33                         | 59                       | 30                         | 49                      |
| ISLE OF MAN             | FLYBE LTD            | S                 | 83                | 0          | 10       | 46                         | 17               | 13          | 23                     | 1                      | 0                       | 38                         | 74                       | 14                         | 100                     |
| TOTAL ISLE OF MAN       |                      |                   | 83                | 2          | 10       | 46                         | 17               | 13          | 23                     | 1                      | 0                       | 38                         | 74                       | 14                         | 100                     |
| JERSEY                  | FLYBE LTD            | S                 | 51                | 0          | 4        | 37                         | 16               | 14          | 25                     | 8                      | 0                       | 57                         | 56                       | 31                         | 45                      |
| TOTAL JERSEY            |                      |                   | 51                | 0          | 4        | 37                         | 16               | 14          | 25                     | 8                      | 0                       | 57                         | 56                       | 31                         | 45                      |
| NEWCASTLE               | EASTERN AIRWAYS      | S                 | 76                | 0          | 18       | 53                         | 12               | 14          | 18                     | 3                      | 0                       | 33                         | 94                       | 5                          | 79                      |
| TOTAL NEWCASTLE         |                      |                   | 76                | 0          | 18       | 53                         | 12               | 14          | 18                     | 3                      | 0                       | 33                         | 94                       | 5                          | 79                      |
| TOTAL UNITED KINGDOM    |                      |                   | 1321              | 27         | 180      | 53                         | 13               | 12          | 17                     | 5                      | 0                       | 42                         | 72                       | 19                         | 1642                    |
| USA                     |                      |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| NEW YORK (NEWARK)       | CONTINENTAL AIRLINES | S                 | 44                | 0          | 4        | 52                         | 9                | 18          | 16                     | 0                      | 5                       | 44                         | 52                       | 54                         | 46                      |
| TOTAL NEW YORK (NEWARK) |                      |                   | 44                | 0          | 4        | 52                         | 9                | 18          | 16                     | 0                      | 5                       | 44                         | 52                       | 54                         | 46                      |
| TOTAL USA               |                      |                   | 45                | 0          | 4        | 51                         | 9                | 18          | 16                     | 2                      | 4                       | 48                         | 52                       | 54                         | 46                      |
| TOTAL BIRMINGHAM        |                      |                   | 5246              | 87         | 409      | 53                         | 14               | 13          | 14                     | 4                      | 1                       | 44                         | 71                       | 20                         | 6003                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                             | THOMSON AIRWAYS LTD         | C                 | 3                 | 0        | 0         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 16                         | 33                       | 23                         | 3                       |
| <b>TOTAL INNSBRUCK</b>                |                             |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>33</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>33</b>                | <b>23</b>                  | <b>3</b>                |
| SALZBURG                              | JET2.COM LTD                | S                 | 4                 | 0        | 0         | 25                         | 50               | 25          | 0                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
| <b>TOTAL SALZBURG</b>                 |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>50</b>        | <b>25</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL AUSTRIA</b>                  |                             |                   | <b>7</b>          | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>43</b>        | <b>14</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>33</b>                | <b>23</b>                  | <b>3</b>                |
| <b>BELGIUM</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                              | BMI REGIONAL                | S                 | 104               | 0        | 0         | 51                         | 15               | 15          | 14                     | 2                      | 2                       | 37                         | 70                       | 31                         | 115                     |
| <b>TOTAL BRUSSELS</b>                 |                             |                   | <b>104</b>        | <b>0</b> | <b>0</b>  | <b>51</b>                  | <b>15</b>        | <b>15</b>   | <b>14</b>              | <b>2</b>               | <b>2</b>                | <b>37</b>                  | <b>70</b>                | <b>31</b>                  | <b>115</b>              |
| CHARLEROI                             | RYANAIR                     | S                 | 28                | 0        | 9         | 64                         | 14               | 11          | 7                      | 4                      | 0                       | 30                         | 65                       | 17                         | 26                      |
| <b>TOTAL CHARLEROI</b>                |                             |                   | <b>28</b>         | <b>0</b> | <b>9</b>  | <b>64</b>                  | <b>14</b>        | <b>11</b>   | <b>7</b>               | <b>4</b>               | <b>0</b>                | <b>30</b>                  | <b>65</b>                | <b>17</b>                  | <b>26</b>               |
| <b>TOTAL BELGIUM</b>                  |                             |                   | <b>132</b>        | <b>0</b> | <b>9</b>  | <b>54</b>                  | <b>15</b>        | <b>14</b>   | <b>13</b>              | <b>2</b>               | <b>2</b>                | <b>36</b>                  | <b>70</b>                | <b>28</b>                  | <b>141</b>              |
| <b>CYPRUS</b>                         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PAPHOS                                | EASYJET AIRLINE COMPANY LTD | S                 | 14                | 0        | 3         | 57                         | 7                | 29          | 7                      | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| <b>TOTAL PAPHOS</b>                   |                             |                   | <b>14</b>         | <b>0</b> | <b>3</b>  | <b>57</b>                  | <b>7</b>         | <b>29</b>   | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>75</b>                | <b>77</b>                  | <b>4</b>                |
| <b>TOTAL CYPRUS</b>                   |                             |                   | <b>14</b>         | <b>0</b> | <b>3</b>  | <b>57</b>                  | <b>7</b>         | <b>29</b>   | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>75</b>                | <b>77</b>                  | <b>4</b>                |
| <b>CZECH REPUBLIC</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                                | JET2.COM LTD                | S                 | 31                | 0        | 3         | 26                         | 29               | 13          | 13                     | 10                     | 10                      | 132                        | 72                       | 38                         | 32                      |
| <b>TOTAL PRAGUE</b>                   |                             |                   | <b>31</b>         | <b>0</b> | <b>3</b>  | <b>26</b>                  | <b>29</b>        | <b>13</b>   | <b>13</b>              | <b>10</b>              | <b>10</b>               | <b>132</b>                 | <b>72</b>                | <b>38</b>                  | <b>32</b>               |
| <b>TOTAL CZECH REPUBLIC</b>           |                             |                   | <b>31</b>         | <b>0</b> | <b>3</b>  | <b>26</b>                  | <b>29</b>        | <b>13</b>   | <b>13</b>              | <b>10</b>              | <b>10</b>               | <b>132</b>                 | <b>72</b>                | <b>38</b>                  | <b>32</b>               |
| <b>DENMARK</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                            | BMI REGIONAL                | S                 | 68                | 0        | 0         | 50                         | 19               | 16          | 10                     | 4                      | 0                       | 33                         | 80                       | 23                         | 75                      |
|                                       | NORWEGIAN AIR SHUTTLE       | S                 | 12                | 0        | 0         | 8                          | 17               | 33          | 42                     | 0                      | 0                       | 59                         | 42                       | 23                         | 12                      |
| <b>TOTAL COPENHAGEN</b>               |                             |                   | <b>80</b>         | <b>1</b> | <b>0</b>  | <b>44</b>                  | <b>19</b>        | <b>19</b>   | <b>15</b>              | <b>4</b>               | <b>0</b>                | <b>37</b>                  | <b>75</b>                | <b>23</b>                  | <b>87</b>               |
| <b>TOTAL DENMARK</b>                  |                             |                   | <b>80</b>         | <b>1</b> | <b>0</b>  | <b>44</b>                  | <b>19</b>        | <b>19</b>   | <b>15</b>              | <b>4</b>               | <b>0</b>                | <b>37</b>                  | <b>68</b>                | <b>29</b>                  | <b>111</b>              |
| <b>EGYPT</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SHARM EL SHEIKH (OPHIRA)              | THOMSON AIRWAYS LTD         | S                 | 10                | 0        | 0         | 20                         | 10               | 10          | 40                     | 20                     | 0                       | 83                         | 0                        | 0                          | 0                       |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                             |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>20</b>                  | <b>10</b>        | <b>10</b>   | <b>40</b>              | <b>20</b>              | <b>0</b>                | <b>83</b>                  | <b>100</b>               | <b>1</b>                   | <b>9</b>                |
| <b>TOTAL EGYPT</b>                    |                             |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>20</b>                  | <b>10</b>        | <b>10</b>   | <b>40</b>              | <b>20</b>              | <b>0</b>                | <b>83</b>                  | <b>100</b>               | <b>1</b>                   | <b>9</b>                |
| <b>FINLAND</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENONTEKIO                             | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| <b>TOTAL ENONTEKIO</b>                |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>29</b>                  | <b>50</b>                | <b>19</b>                  | <b>2</b>                |
| KITTILA                               | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 39                         | 0                        | 0                          | 0                       |
| <b>TOTAL KITTILA</b>                  |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>0</b>         | <b>75</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>75</b>                | <b>24</b>                  | <b>4</b>                |
| TAMPERE                               | RYANAIR                     | S                 | 24                | 0        | 3         | 63                         | 8                | 4           | 25                     | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| <b>TOTAL TAMPERE</b>                  |                             |                   | <b>24</b>         | <b>0</b> | <b>3</b>  | <b>63</b>                  | <b>8</b>         | <b>4</b>    | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL FINLAND                   |                             |                   | 30                | 0          | 3        | 57                         | 7                | 17          | 20                     | 0                      | 0                       | 27                         | 63                       | 23                         | 8                       |
| FRANCE                          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BEAUVAIS                        | RYANAIR                     | S                 | 23                | 0          | 6        | 57                         | 17               | 13          | 4                      | 0                      | 9                       | 54                         | 0                        | 0                          | 0                       |
| TOTAL BEAUVAIS                  |                             |                   | 23                | 1          | 6        | 57                         | 17               | 13          | 4                      | 0                      | 9                       | 54                         | 0                        | 0                          | 0                       |
| CHAMBERY                        | JET2.COM LTD                | C                 | 3                 | 0          | 0        | 67                         | 0                | 33          | 0                      | 0                      | 0                       | 15                         | 0                        | 146                        | 4                       |
|                                 | JET2.COM LTD                | S                 | 6                 | 0          | 0        | 17                         | 33               | 17          | 0                      | 33                     | 0                       | 101                        | 20                       | 82                         | 5                       |
| TOTAL CHAMBERY                  |                             |                   | 9                 | 0          | 0        | 33                         | 22               | 22          | 0                      | 22                     | 0                       | 72                         | 11                       | 110                        | 9                       |
| LYON                            | EASYJET AIRLINE COMPANY LTD | S                 | 22                | 0          | 1        | 50                         | 27               | 14          | 0                      | 9                      | 0                       | 37                         | 43                       | 43                         | 14                      |
| TOTAL LYON                      |                             |                   | 22                | 0          | 1        | 50                         | 27               | 14          | 0                      | 9                      | 0                       | 37                         | 43                       | 43                         | 14                      |
| PARIS (CHARLES DE GAULLE)       | CITY JET                    | S                 | 143               | 2          | 0        | 36                         | 17               | 18          | 21                     | 6                      | 1                       | 57                         | 54                       | 28                         | 195                     |
|                                 | EASYJET AIRLINE COMPANY LTD | S                 | 39                | 0          | 12       | 46                         | 18               | 8           | 26                     | 3                      | 0                       | 43                         | 48                       | 42                         | 46                      |
| TOTAL PARIS (CHARLES DE GAULLE) |                             |                   | 182               | 2          | 12       | 38                         | 17               | 16          | 22                     | 5                      | 1                       | 54                         | 53                       | 31                         | 241                     |
| TOTAL FRANCE                    |                             |                   | 236               | 4          | 19       | 41                         | 18               | 16          | 17                     | 6                      | 2                       | 53                         | 50                       | 35                         | 268                     |
| GERMANY                         |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (SCHONEFELD)             | MONARCH AIRLINES            | C                 | 2                 | 0          | 0        | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 98                         | 0                        | 0                          | 0                       |
|                                 | RYANAIR                     | S                 | 23                | 0          | 3        | 30                         | 9                | 13          | 35                     | 4                      | 9                       | 104                        | 34                       | 59                         | 32                      |
| TOTAL BERLIN (SCHONEFELD)       |                             |                   | 25                | 0          | 3        | 28                         | 8                | 16          | 36                     | 4                      | 8                       | 104                        | 34                       | 59                         | 32                      |
| BREMEN                          | RYANAIR                     | S                 | 28                | 0          | 4        | 57                         | 21               | 4           | 4                      | 14                     | 0                       | 47                         | 59                       | 51                         | 32                      |
| TOTAL BREMEN                    |                             |                   | 28                | 0          | 4        | 57                         | 21               | 4           | 4                      | 14                     | 0                       | 47                         | 59                       | 51                         | 32                      |
| COLOGNE BONN                    | EASYJET AIRLINE COMPANY LTD | S                 | 23                | 0          | 8        | 17                         | 13               | 35          | 17                     | 17                     | 0                       | 87                         | 0                        | 0                          | 0                       |
| TOTAL COLOGNE BONN              |                             |                   | 23                | 0          | 8        | 17                         | 13               | 35          | 17                     | 17                     | 0                       | 87                         | 0                        | 0                          | 0                       |
| FRANKFURT MAIN                  | LUFTHANSA                   | S                 | 50                | 0          | 0        | 36                         | 16               | 28          | 12                     | 8                      | 0                       | 49                         | 65                       | 31                         | 62                      |
| TOTAL FRANKFURT MAIN            |                             |                   | 50                | 0          | 0        | 36                         | 16               | 28          | 12                     | 8                      | 0                       | 49                         | 65                       | 31                         | 62                      |
| HAHN                            | RYANAIR                     | S                 | 28                | 1          | 3        | 29                         | 46               | 18          | 4                      | 0                      | 4                       | 70                         | 44                       | 28                         | 36                      |
| TOTAL HAHN                      |                             |                   | 28                | 1          | 3        | 29                         | 46               | 18          | 4                      | 0                      | 4                       | 70                         | 43                       | 29                         | 37                      |
| MEMMINGEN ALLGAU                | RYANAIR                     | S                 | 25                | 0          | 2        | 56                         | 24               | 0           | 12                     | 8                      | 0                       | 32                         | 62                       | 48                         | 26                      |
| TOTAL MEMMINGEN ALLGAU          |                             |                   | 25                | 0          | 2        | 56                         | 24               | 0           | 12                     | 8                      | 0                       | 32                         | 62                       | 48                         | 26                      |
| MUNICH                          | EASYJET AIRLINE COMPANY LTD | S                 | 46                | 0          | 4        | 30                         | 15               | 33          | 22                     | 0                      | 0                       | 37                         | 45                       | 34                         | 44                      |
| TOTAL MUNICH                    |                             |                   | 46                | 0          | 4        | 30                         | 15               | 33          | 22                     | 0                      | 0                       | 37                         | 45                       | 34                         | 44                      |
| NIEDERRHEIN                     | RYANAIR                     | S                 | 24                | 0          | 2        | 29                         | 21               | 29          | 8                      | 13                     | 0                       | 58                         | 45                       | 56                         | 31                      |
| TOTAL NIEDERRHEIN               |                             |                   | 24                | 0          | 2        | 29                         | 21               | 29          | 8                      | 13                     | 0                       | 58                         | 45                       | 56                         | 31                      |
| TOTAL GERMANY                   |                             |                   | 249               | 1          | 26       | 35                         | 20               | 22          | 14                     | 7                      | 1                       | 57                         | 52                       | 42                         | 264                     |
| IRISH REPUBLIC                  |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                            | AER ARANN                   | S                 | 52                | 0          | 0        | 44                         | 19               | 15          | 21                     | 0                      | 0                       | 38                         | 66                       | 25                         | 50                      |
| TOTAL CORK                      |                             |                   | 52                | 0          | 0        | 44                         | 19               | 15          | 21                     | 0                      | 0                       | 38                         | 66                       | 25                         | 50                      |
| DUBLIN                          | AER ARANN                   | S                 | 104               | 1          | 0        | 58                         | 14               | 11          | 12                     | 6                      | 0                       | 38                         | 0                        | 0                          | 0                       |
|                                 | AER LINGUS                  | S                 | 34                | 0          | 19       | 53                         | 6                | 18          | 21                     | 0                      | 3                       | 45                         | 52                       | 54                         | 63                      |
|                                 | RYANAIR                     | S                 | 161               | 1          | 29       | 60                         | 12               | 11          | 14                     | 2                      | 1                       | 32                         | 59                       | 23                         | 138                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |          |
|-------------------------|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                         |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                         |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| TOTAL DUBLIN            |                             |                   | 299               | 2          | 48             | 58                         | 12          | 11                     | 14                     | 3                       | 1                          | 36                       | 57                         | 32                      | 201      |
| GALWAY                  | AER ARANN                   | S                 | 33                | 0          | 7              | 18                         | 24          | 12                     | 36                     | 9                       | 0                          | 73                       | 57                         | 29                      | 35       |
| TOTAL GALWAY            |                             |                   | 33                | 0          | 7              | 18                         | 24          | 12                     | 36                     | 9                       | 0                          | 73                       | 57                         | 29                      | 35       |
| TOTAL IRISH REPUBLIC    |                             |                   | 384               | 2          | 55             | 53                         | 14          | 12                     | 17                     | 3                       | 1                          | 39                       | 61                         | 30                      | 317      |
| ITALY                   |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| BOLOGNA                 | RYANAIR                     | S                 | 17                | 0          | 1              | 41                         | 18          | 18                     | 24                     | 0                       | 0                          | 48                       | 0                          | 0                       | 0        |
| TOTAL BOLOGNA           |                             |                   | 17                | 0          | 1              | 41                         | 18          | 18                     | 24                     | 0                       | 0                          | 48                       | 0                          | 0                       | 0        |
| MILAN (MALPENSA)        | EASYJET AIRLINE COMPANY LTD | S                 | 38                | 0          | 5              | 16                         | 24          | 26                     | 24                     | 11                      | 0                          | 65                       | 56                         | 33                      | 34       |
| TOTAL MILAN (MALPENSA)  |                             |                   | 38                | 0          | 5              | 16                         | 24          | 26                     | 24                     | 11                      | 0                          | 65                       | 56                         | 33                      | 34       |
| ROME (CIAMPINO)         | RYANAIR                     | S                 | 24                | 0          | 1              | 29                         | 13          | 25                     | 33                     | 0                       | 0                          | 47                       | 38                         | 53                      | 32       |
| TOTAL ROME (CIAMPINO)   |                             |                   | 24                | 0          | 1              | 29                         | 13          | 25                     | 33                     | 0                       | 0                          | 47                       | 38                         | 53                      | 32       |
| TOTAL ITALY             |                             |                   | 79                | 1          | 7              | 25                         | 19          | 24                     | 27                     | 5                       | 0                          | 56                       | 50                         | 38                      | 82       |
| LITHUANIA               |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| KAUNAS                  | RYANAIR                     | S                 | 14                | 0          | 4              | 71                         | 0           | 29                     | 0                      | 0                       | 0                          | 14                       | 0                          | 0                       | 0        |
| TOTAL KAUNAS            |                             |                   | 14                | 0          | 4              | 71                         | 0           | 29                     | 0                      | 0                       | 0                          | 14                       | 0                          | 0                       | 0        |
| TOTAL LITHUANIA         |                             |                   | 14                | 1          | 4              | 71                         | 0           | 29                     | 0                      | 0                       | 0                          | 14                       | 0                          | 0                       | 0        |
| MALTA                   |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| MALTA                   | RYANAIR                     | S                 | 14                | 0          | 1              | 36                         | 29          | 21                     | 0                      | 14                      | 0                          | 58                       | 83                         | 7                       | 18       |
| TOTAL MALTA             |                             |                   | 14                | 0          | 1              | 36                         | 29          | 21                     | 0                      | 14                      | 0                          | 58                       | 83                         | 7                       | 18       |
| TOTAL MALTA             |                             |                   | 14                | 0          | 1              | 36                         | 29          | 21                     | 0                      | 14                      | 0                          | 58                       | 83                         | 7                       | 18       |
| MOROCCO                 |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| MARRAKESH               | RYANAIR                     | S                 | 14                | 0          | 0              | 79                         | 0           | 7                      | 14                     | 0                       | 0                          | 19                       | 0                          | 0                       | 0        |
| TOTAL MARRAKESH         |                             |                   | 14                | 0          | 0              | 79                         | 0           | 7                      | 14                     | 0                       | 0                          | 19                       | 0                          | 0                       | 0        |
| TOTAL MOROCCO           |                             |                   | 14                | 0          | 0              | 79                         | 0           | 7                      | 14                     | 0                       | 0                          | 19                       | 0                          | 0                       | 0        |
| NETHERLANDS             |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| AMSTERDAM               | EASYJET AIRLINE COMPANY LTD | S                 | 86                | 0          | 5              | 42                         | 24          | 15                     | 14                     | 5                       | 0                          | 38                       | 55                         | 30                      | 56       |
|                         | KLM                         | S                 | 141               | 4          | 53             | 67                         | 11          | 13                     | 7                      | 1                       | 1                          | 26                       | 76                         | 21                      | 165      |
|                         | KLM CITYHOPPER              | S                 | 80                | 0          | 0              | 65                         | 9           | 9                      | 15                     | 3                       | 0                          | 29                       | 81                         | 8                       | 94       |
| TOTAL AMSTERDAM         |                             |                   | 307               | 4          | 58             | 60                         | 14          | 12                     | 11                     | 2                       | 0                          | 30                       | 74                         | 19                      | 315      |
| TOTAL NETHERLANDS       |                             |                   | 307               | 4          | 58             | 60                         | 14          | 12                     | 11                     | 2                       | 0                          | 30                       | 74                         | 19                      | 315      |
| NORWAY                  |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| OSLO (GARDERMOEN)       | NORWEGIAN AIR SHUTTLE       | S                 | 22                | 0          | 0              | 45                         | 14          | 18                     | 18                     | 0                       | 5                          | 48                       | 57                         | 21                      | 23       |
| TOTAL OSLO (GARDERMOEN) |                             |                   | 22                | 0          | 0              | 45                         | 14          | 18                     | 18                     | 0                       | 5                          | 48                       | 57                         | 21                      | 23       |
| SANDEFJORD(TORP)        | RYANAIR                     | S                 | 16                | 0          | 6              | 25                         | 19          | 13                     | 38                     | 6                       | 0                          | 66                       | 54                         | 37                      | 24       |
| TOTAL SANDEFJORD(TORP)  |                             |                   | 16                | 0          | 6              | 25                         | 19          | 13                     | 38                     | 6                       | 0                          | 66                       | 54                         | 37                      | 24       |
| TOTAL NORWAY            |                             |                   | 38                | 1          | 6              | 37                         | 16          | 16                     | 26                     | 3                       | 3                          | 56                       | 55                         | 29                      | 47       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |  |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|--|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |  |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| <b>POLAND</b>                            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| GDANSK                                   | RYANAIR                     | S                 | 16                | 1        | 1         | 88                         | 6                | 6           | 0                      | 0                      | 0                       | 6                          | 81                       | 22                         | 27                      |  |
| <b>TOTAL GDANSK</b>                      |                             |                   | <b>16</b>         | <b>1</b> | <b>1</b>  | <b>88</b>                  | <b>6</b>         | <b>6</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>6</b>                   | <b>81</b>                | <b>22</b>                  | <b>27</b>               |  |
| KRAKOW                                   | EASYJET AIRLINE COMPANY LTD | S                 | 24                | 0        | 2         | 46                         | 17               | 21          | 13                     | 4                      | 0                       | 39                         | 68                       | 27                         | 22                      |  |
|  | RYANAIR                     | S                 | 28                | 0        | 2         | 36                         | 21               | 29          | 11                     | 4                      | 0                       | 41                         | 32                       | 66                         | 28                      |  |
| <b>TOTAL KRAKOW</b>                      |                             |                   | <b>52</b>         | <b>0</b> | <b>4</b>  | <b>40</b>                  | <b>19</b>        | <b>25</b>   | <b>12</b>              | <b>4</b>               | <b>0</b>                | <b>40</b>                  | <b>48</b>                | <b>49</b>                  | <b>50</b>               |  |
| LODZ LUBLINEK                            | RYANAIR                     | S                 | 14                | 0        | 3         | 21                         | 29               | 14          | 29                     | 7                      | 0                       | 59                         | 50                       | 66                         | 18                      |  |
| <b>TOTAL LODZ LUBLINEK</b>               |                             |                   | <b>14</b>         | <b>0</b> | <b>3</b>  | <b>21</b>                  | <b>29</b>        | <b>14</b>   | <b>29</b>              | <b>7</b>               | <b>0</b>                | <b>59</b>                  | <b>50</b>                | <b>66</b>                  | <b>18</b>               |  |
| POZNAN                                   | RYANAIR                     | S                 | 19                | 0        | 3         | 42                         | 21               | 26          | 11                     | 0                      | 0                       | 29                         | 58                       | 54                         | 24                      |  |
| <b>TOTAL POZNAN</b>                      |                             |                   | <b>19</b>         | <b>0</b> | <b>3</b>  | <b>42</b>                  | <b>21</b>        | <b>26</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>29</b>                  | <b>58</b>                | <b>54</b>                  | <b>24</b>               |  |
| <b>TOTAL POLAND</b>                      |                             |                   | <b>101</b>        | <b>1</b> | <b>11</b> | <b>46</b>                  | <b>19</b>        | <b>21</b>   | <b>12</b>              | <b>3</b>               | <b>0</b>                | <b>35</b>                  | <b>58</b>                | <b>46</b>                  | <b>119</b>              |  |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| FARO                                     | JET2.COM LTD                | S                 | 16                | 0        | 0         | 31                         | 6                | 0           | 50                     | 0                      | 13                      | 98                         | 0                        | 0                          | 0                       |  |
|  | RYANAIR                     | S                 | 16                | 0        | 2         | 25                         | 19               | 25          | 25                     | 6                      | 0                       | 55                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL FARO</b>                        |                             |                   | <b>32</b>         | <b>0</b> | <b>2</b>  | <b>28</b>                  | <b>13</b>        | <b>13</b>   | <b>38</b>              | <b>3</b>               | <b>6</b>                | <b>77</b>                  | <b>63</b>                | <b>13</b>                  | <b>8</b>                |  |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   | <b>32</b>         | <b>0</b> | <b>2</b>  | <b>28</b>                  | <b>13</b>        | <b>13</b>   | <b>38</b>              | <b>3</b>               | <b>6</b>                | <b>77</b>                  | <b>63</b>                | <b>13</b>                  | <b>8</b>                |  |
| <b>SLOVAK REPUBLIC</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| BRATISLAVA                               | RYANAIR                     | S                 | 14                | 0        | 2         | 50                         | 29               | 21          | 0                      | 0                      | 0                       | 16                         | 64                       | 28                         | 14                      |  |
| <b>TOTAL BRATISLAVA</b>                  |                             |                   | <b>14</b>         | <b>0</b> | <b>2</b>  | <b>50</b>                  | <b>29</b>        | <b>21</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>64</b>                | <b>28</b>                  | <b>14</b>               |  |
| <b>TOTAL SLOVAK REPUBLIC</b>             |                             |                   | <b>14</b>         | <b>0</b> | <b>2</b>  | <b>50</b>                  | <b>29</b>        | <b>21</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>64</b>                | <b>28</b>                  | <b>14</b>               |  |
| <b>SPAIN</b>                             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| ALICANTE                                 | RYANAIR                     | S                 | 19                | 1        | 4         | 58                         | 11               | 26          | 5                      | 0                      | 0                       | 25                         | 63                       | 11                         | 16                      |  |
| <b>TOTAL ALICANTE</b>                    |                             |                   | <b>19</b>         | <b>1</b> | <b>4</b>  | <b>58</b>                  | <b>11</b>        | <b>26</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>53</b>                | <b>17</b>                  | <b>30</b>               |  |
| BARCELONA                                | RYANAIR                     | S                 | 24                | 0        | 6         | 25                         | 25               | 21          | 25                     | 0                      | 4                       | 61                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL BARCELONA</b>                   |                             |                   | <b>24</b>         | <b>0</b> | <b>6</b>  | <b>25</b>                  | <b>25</b>        | <b>21</b>   | <b>25</b>              | <b>0</b>               | <b>4</b>                | <b>61</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |  |
| MADRID                                   | EASYJET AIRLINE COMPANY LTD | S                 | 46                | 0        | 5         | 57                         | 20               | 9           | 13                     | 2                      | 0                       | 27                         | 30                       | 57                         | 47                      |  |
| <b>TOTAL MADRID</b>                      |                             |                   | <b>46</b>         | <b>0</b> | <b>5</b>  | <b>57</b>                  | <b>20</b>        | <b>9</b>    | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>27</b>                  | <b>30</b>                | <b>57</b>                  | <b>47</b>               |  |
| MALAGA                                   | RYANAIR                     | S                 | 28                | 0        | 5         | 18                         | 43               | 7           | 32                     | 0                      | 0                       | 54                         | 54                       | 27                         | 28                      |  |
| <b>TOTAL MALAGA</b>                      |                             |                   | <b>28</b>         | <b>0</b> | <b>5</b>  | <b>18</b>                  | <b>43</b>        | <b>7</b>    | <b>32</b>              | <b>0</b>               | <b>0</b>                | <b>54</b>                  | <b>53</b>                | <b>24</b>                  | <b>38</b>               |  |
| <b>TOTAL SPAIN</b>                       |                             |                   | <b>117</b>        | <b>1</b> | <b>20</b> | <b>41</b>                  | <b>25</b>        | <b>14</b>   | <b>19</b>              | <b>1</b>               | <b>1</b>                | <b>40</b>                  | <b>49</b>                | <b>33</b>                  | <b>141</b>              |  |
| <b>SPAIN(CANARY ISLANDS)</b>             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| ARRECIFE                                 | RYANAIR                     | S                 | 22                | 0        | 4         | 68                         | 14               | 14          | 5                      | 0                      | 0                       | 16                         | 43                       | 60                         | 14                      |  |
| <b>TOTAL ARRECIFE</b>                    |                             |                   | <b>22</b>         | <b>0</b> | <b>4</b>  | <b>68</b>                  | <b>14</b>        | <b>14</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>39</b>                | <b>51</b>                  | <b>18</b>               |  |
| FUERTEVENTURA                            | RYANAIR                     | S                 | 13                | 0        | 2         | 54                         | 8                | 31          | 8                      | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL FUERTEVENTURA</b>               |                             |                   | <b>13</b>         | <b>0</b> | <b>2</b>  | <b>54</b>                  | <b>8</b>         | <b>31</b>   | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |  |
| LAS PALMAS                               | RYANAIR                     | S                 | 16                | 0        | 1         | 38                         | 13               | 19          | 31                     | 0                      | 0                       | 41                         | 56                       | 69                         | 18                      |  |
| <b>TOTAL LAS PALMAS</b>                  |                             |                   | <b>16</b>         | <b>0</b> | <b>1</b>  | <b>38</b>                  | <b>13</b>        | <b>19</b>   | <b>31</b>              | <b>0</b>               | <b>0</b>                | <b>41</b>                  | <b>50</b>                | <b>64</b>                  | <b>22</b>               |  |

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| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TENERIFE (SURREINA SOFIA)                | RYANAIR                     | S                 | 23                | 1          | 4         | 70                         | 9                | 13          | 9                      | 0                      | 0                       | 20                         | 67                       | 21                         | 18                      |
|  | THOMSON AIRWAYS LTD         | C                 | 8                 | 2          | 0         | 50                         | 0                | 13          | 25                     | 0                      | 13                      | 98                         | 0                        | 0                          | 0                       |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b>   |                             |                   | <b>31</b>         | <b>3</b>   | <b>4</b>  | <b>65</b>                  | <b>6</b>         | <b>13</b>   | <b>13</b>              | <b>0</b>               | <b>3</b>                | <b>40</b>                  | <b>59</b>                | <b>25</b>                  | <b>22</b>               |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>       |                             |                   | <b>82</b>         | <b>3</b>   | <b>11</b> | <b>59</b>                  | <b>10</b>        | <b>17</b>   | <b>13</b>              | <b>0</b>               | <b>1</b>                | <b>32</b>                  | <b>50</b>                | <b>46</b>                  | <b>62</b>               |
| <b>SWEDEN</b>                            |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG (SAVE)                          | RYANAIR                     | S                 | 17                | 0          | 5         | 76                         | 6                | 6           | 12                     | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
| <b>TOTAL GOTEBORG (SAVE)</b>             |                             |                   | <b>17</b>         | <b>0</b>   | <b>5</b>  | <b>76</b>                  | <b>6</b>         | <b>6</b>    | <b>12</b>              | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| STOCKHOLM (ARLANDA)                      | NORWEGIAN AIR SHUTTLE       | S                 | 16                | 0          | 0         | 31                         | 25               | 25          | 6                      | 13                     | 0                       | 50                         | 0                        | 0                          | 0                       |
| <b>TOTAL STOCKHOLM (ARLANDA)</b>         |                             |                   | <b>16</b>         | <b>0</b>   | <b>0</b>  | <b>31</b>                  | <b>25</b>        | <b>25</b>   | <b>6</b>               | <b>13</b>              | <b>0</b>                | <b>50</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| STOCKHOLM (SKAVSTA)                      | RYANAIR                     | S                 | 24                | 0          | 3         | 38                         | 29               | 4           | 17                     | 8                      | 4                       | 66                         | 34                       | 50                         | 32                      |
| <b>TOTAL STOCKHOLM (SKAVSTA)</b>         |                             |                   | <b>24</b>         | <b>0</b>   | <b>3</b>  | <b>38</b>                  | <b>29</b>        | <b>4</b>    | <b>17</b>              | <b>8</b>               | <b>4</b>                | <b>66</b>                  | <b>34</b>                | <b>50</b>                  | <b>32</b>               |
| <b>TOTAL SWEDEN</b>                      |                             |                   | <b>57</b>         | <b>0</b>   | <b>8</b>  | <b>47</b>                  | <b>21</b>        | <b>11</b>   | <b>12</b>              | <b>7</b>               | <b>2</b>                | <b>49</b>                  | <b>34</b>                | <b>50</b>                  | <b>32</b>               |
| <b>SWITZERLAND</b>                       |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE                           | EASYJET SWITZERLAND         | S                 | 30                | 0          | 2         | 50                         | 20               | 20          | 7                      | 3                      | 0                       | 31                         | 0                        | 0                          | 0                       |
| <b>TOTAL BASLE MULHOUSE</b>              |                             |                   | <b>30</b>         | <b>0</b>   | <b>2</b>  | <b>50</b>                  | <b>20</b>        | <b>20</b>   | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>31</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| GENEVA                                   | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0          | 3         | 44                         | 10               | 18          | 18                     | 4                      | 6                       | 63                         | 39                       | 33                         | 46                      |
|  | EASYJET SWITZERLAND         | S                 | 6                 | 0          | 2         | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 98                         | 0                        | 0                          | 0                       |
|  | JET2.COM LTD                | C                 | 4                 | 0          | 0         | 0                          | 0                | 50          | 0                      | 0                      | 50                      | 300                        | 0                        | 99                         | 3                       |
| <b>TOTAL GENEVA</b>                      |                             |                   | <b>62</b>         | <b>0</b>   | <b>5</b>  | <b>37</b>                  | <b>8</b>         | <b>18</b>   | <b>26</b>              | <b>3</b>               | <b>8</b>                | <b>81</b>                  | <b>36</b>                | <b>37</b>                  | <b>50</b>               |
| ZURICH                                   | BMI REGIONAL                | S                 | 23                | 0          | 0         | 52                         | 13               | 4           | 13                     | 17                     | 0                       | 76                         | 61                       | 22                         | 18                      |
| <b>TOTAL ZURICH</b>                      |                             |                   | <b>23</b>         | <b>0</b>   | <b>0</b>  | <b>52</b>                  | <b>13</b>        | <b>4</b>    | <b>13</b>              | <b>17</b>              | <b>0</b>                | <b>76</b>                  | <b>61</b>                | <b>22</b>                  | <b>18</b>               |
| <b>TOTAL SWITZERLAND</b>                 |                             |                   | <b>115</b>        | <b>0</b>   | <b>7</b>  | <b>43</b>                  | <b>12</b>        | <b>16</b>   | <b>18</b>              | <b>6</b>               | <b>4</b>                | <b>67</b>                  | <b>43</b>                | <b>33</b>                  | <b>68</b>               |
| <b>UNITED KINGDOM</b>                    |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BELFAST CITY (GEORGE BEST)               | FLYBE LTD                   | S                 | 147               | 1          | 41        | 57                         | 16               | 10          | 15                     | 2                      | 0                       | 31                         | 68                       | 23                         | 177                     |
| <b>TOTAL BELFAST CITY (GEORGE BEST)</b>  |                             |                   | <b>147</b>        | <b>1</b>   | <b>41</b> | <b>57</b>                  | <b>16</b>        | <b>10</b>   | <b>15</b>              | <b>2</b>               | <b>0</b>                | <b>31</b>                  | <b>68</b>                | <b>23</b>                  | <b>177</b>              |
| BELFAST INTERNATIONAL                    | AER LINGUS                  | S                 | 2                 | 0          | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 136               | 0          | 20        | 51                         | 10               | 15          | 19                     | 4                      | 1                       | 44                         | 70                       | 20                         | 142                     |
| <b>TOTAL BELFAST INTERNATIONAL</b>       |                             |                   | <b>138</b>        | <b>0</b>   | <b>20</b> | <b>51</b>                  | <b>10</b>        | <b>14</b>   | <b>20</b>              | <b>4</b>               | <b>1</b>                | <b>44</b>                  | <b>70</b>                | <b>20</b>                  | <b>142</b>              |
| BIRMINGHAM                               | FLYBE LTD                   | S                 | 215               | 3          | 57        | 50                         | 16               | 13          | 15                     | 5                      | 1                       | 46                         | 69                       | 20                         | 261                     |
| <b>TOTAL BIRMINGHAM</b>                  |                             |                   | <b>215</b>        | <b>3</b>   | <b>57</b> | <b>50</b>                  | <b>16</b>        | <b>13</b>   | <b>15</b>              | <b>5</b>               | <b>1</b>                | <b>46</b>                  | <b>69</b>                | <b>21</b>                  | <b>324</b>              |
| BRISTOL                                  | EASYJET AIRLINE COMPANY LTD | S                 | 184               | 0          | 14        | 58                         | 16               | 5           | 17                     | 4                      | 0                       | 34                         | 64                       | 31                         | 142                     |
| <b>TOTAL BRISTOL</b>                     |                             |                   | <b>184</b>        | <b>0</b>   | <b>14</b> | <b>58</b>                  | <b>16</b>        | <b>5</b>    | <b>17</b>              | <b>4</b>               | <b>0</b>                | <b>34</b>                  | <b>64</b>                | <b>31</b>                  | <b>142</b>              |
| CARDIFF WALES                            | BMIBABY LTD                 | S                 | 37                | 0          | 7         | 73                         | 3                | 16          | 3                      | 5                      | 0                       | 23                         | 87                       | 15                         | 92                      |
|  | FLYBE LTD                   | S                 | 86                | 0          | 20        | 58                         | 14               | 9           | 12                     | 6                      | 1                       | 42                         | 60                       | 25                         | 101                     |
| <b>TOTAL CARDIFF WALES</b>               |                             |                   | <b>123</b>        | <b>0</b>   | <b>27</b> | <b>63</b>                  | <b>11</b>        | <b>11</b>   | <b>9</b>               | <b>6</b>               | <b>1</b>                | <b>37</b>                  | <b>73</b>                | <b>20</b>                  | <b>193</b>              |
| EAST MIDLANDS INTERNATIONAL              | BMIBABY LTD                 | S                 | 90                | 0          | 16        | 77                         | 9                | 8           | 7                      | 0                      | 0                       | 13                         | 79                       | 13                         | 105                     |
| <b>TOTAL EAST MIDLANDS INTERNATIONAL</b> |                             |                   | <b>90</b>         | <b>0</b>   | <b>16</b> | <b>77</b>                  | <b>9</b>         | <b>8</b>    | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>13</b>                  | <b>79</b>                | <b>13</b>                  | <b>105</b>              |
| EXETER                                   | FLYBE LTD                   | S                 | 67                | 0          | 14        | 36                         | 12               | 13          | 28                     | 9                      | 1                       | 72                         | 45                       | 34                         | 88                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                          |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                          |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL EXETER             |                             |                   | 67                | 0        | 14        | 36                         | 12               | 13          | 28                     | 9                      | 1                       | 72                         | 45                       | 34                         | 88                      |
| GATWICK                  | BRITISH AIRWAYS PLC         | S                 | 186               | 0        | 0         | 62                         | 15               | 12          | 10                     | 1                      | 1                       | 25                         | 70                       | 17                         | 216                     |
|                          | EASYJET AIRLINE COMPANY LTD | S                 | 174               | 1        | 28        | 44                         | 14               | 20          | 19                     | 3                      | 1                       | 45                         | 57                       | 31                         | 199                     |
| TOTAL GATWICK            |                             |                   | 360               | 1        | 28        | 53                         | 14               | 16          | 14                     | 2                      | 1                       | 35                         | 64                       | 24                         | 415                     |
| HEATHROW                 | BMI BRITISH MIDLAND         | S                 | 254               | 1        | 49        | 53                         | 20               | 14          | 12                     | 1                      | 0                       | 25                         | 71                       | 20                         | 364                     |
|                          | BRITISH AIRWAYS PLC         | S                 | 342               | 3        | 2         | 52                         | 13               | 18          | 13                     | 3                      | 1                       | 38                         | 68                       | 24                         | 461                     |
| TOTAL HEATHROW           |                             |                   | 596               | 4        | 51        | 53                         | 16               | 16          | 13                     | 2                      | 1                       | 32                         | 69                       | 22                         | 825                     |
| ISLE OF MAN              | LOGANAIR                    | S                 | 32                | 0        | 0         | 81                         | 6                | 6           | 6                      | 0                      | 0                       | 14                         | 65                       | 20                         | 46                      |
| TOTAL ISLE OF MAN        |                             |                   | 32                | 0        | 0         | 81                         | 6                | 6           | 6                      | 0                      | 0                       | 14                         | 65                       | 20                         | 46                      |
| JERSEY                   | FLYBE LTD                   | S                 | 4                 | 0        | 0         | 25                         | 25               | 0           | 50                     | 0                      | 0                       | 44                         | 50                       | 72                         | 12                      |
| TOTAL JERSEY             |                             |                   | 4                 | 0        | 0         | 25                         | 25               | 0           | 50                     | 0                      | 0                       | 44                         | 50                       | 72                         | 12                      |
| KIRKWALL                 | LOGANAIR                    | S                 | 82                | 5        | 0         | 62                         | 9                | 9           | 21                     | 0                      | 0                       | 28                         | 71                       | 26                         | 113                     |
| TOTAL KIRKWALL           |                             |                   | 82                | 5        | 0         | 62                         | 9                | 9           | 21                     | 0                      | 0                       | 28                         | 71                       | 26                         | 113                     |
| LEEDS BRADFORD           | BMI REGIONAL                | S                 | 40                | 1        | 0         | 60                         | 18               | 13          | 10                     | 0                      | 0                       | 22                         | 76                       | 15                         | 58                      |
| TOTAL LEEDS BRADFORD     |                             |                   | 40                | 1        | 0         | 60                         | 18               | 13          | 10                     | 0                      | 0                       | 22                         | 76                       | 15                         | 58                      |
| LONDON CITY              | BA CITYFLYER LTD            | S                 | 222               | 0        | 0         | 57                         | 15               | 13          | 11                     | 4                      | 0                       | 34                         | 62                       | 23                         | 258                     |
|                          | CITY JET                    | S                 | 168               | 2        | 0         | 60                         | 14               | 11          | 12                     | 4                      | 0                       | 31                         | 69                       | 19                         | 280                     |
| TOTAL LONDON CITY        |                             |                   | 390               | 2        | 0         | 58                         | 15               | 12          | 11                     | 4                      | 0                       | 32                         | 65                       | 21                         | 538                     |
| LUTON                    | EASYJET AIRLINE COMPANY LTD | S                 | 143               | 0        | 17        | 43                         | 17               | 17          | 17                     | 6                      | 0                       | 47                         | 68                       | 26                         | 180                     |
| TOTAL LUTON              |                             |                   | 143               | 0        | 17        | 43                         | 17               | 17          | 17                     | 6                      | 0                       | 47                         | 68                       | 26                         | 180                     |
| MANCHESTER               | BMI REGIONAL                | S                 | 123               | 2        | 0         | 75                         | 8                | 6           | 7                      | 4                      | 0                       | 21                         | 85                       | 16                         | 165                     |
|                          | FLYBE LTD                   | S                 | 103               | 0        | 25        | 61                         | 10               | 15          | 12                     | 3                      | 0                       | 29                         | 60                       | 35                         | 144                     |
| TOTAL MANCHESTER         |                             |                   | 227               | 2        | 25        | 68                         | 9                | 10          | 10                     | 4                      | 0                       | 26                         | 73                       | 25                         | 309                     |
| MANSTON (KENT INT)       | FLYBE LTD                   | S                 | 39                | 0        | 17        | 46                         | 26               | 8           | 13                     | 3                      | 5                       | 57                         | 0                        | 0                          | 0                       |
| TOTAL MANSTON (KENT INT) |                             |                   | 39                | 0        | 17        | 46                         | 26               | 8           | 13                     | 3                      | 5                       | 57                         | 0                        | 0                          | 0                       |
| NEWQUAY                  | FLYBE LTD                   | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL NEWQUAY            |                             |                   | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| NORWICH                  | FLYBE LTD                   | S                 | 64                | 0        | 26        | 56                         | 13               | 13          | 16                     | 3                      | 0                       | 34                         | 63                       | 52                         | 94                      |
| TOTAL NORWICH            |                             |                   | 64                | 1        | 26        | 56                         | 13               | 13          | 16                     | 3                      | 0                       | 34                         | 63                       | 52                         | 94                      |
| SOUTHAMPTON              | FLYBE LTD                   | S                 | 173               | 1        | 66        | 47                         | 14               | 16          | 19                     | 3                      | 1                       | 45                         | 57                       | 41                         | 237                     |
| TOTAL SOUTHAMPTON        |                             |                   | 173               | 1        | 66        | 47                         | 14               | 16          | 19                     | 3                      | 1                       | 45                         | 57                       | 41                         | 237                     |
| STANSTED                 | EASYJET AIRLINE COMPANY LTD | S                 | 258               | 1        | 18        | 46                         | 17               | 19          | 16                     | 1                      | 0                       | 35                         | 61                       | 32                         | 214                     |
| TOTAL STANSTED           |                             |                   | 258               | 1        | 18        | 46                         | 17               | 19          | 16                     | 1                      | 0                       | 35                         | 61                       | 32                         | 215                     |
| STORNOWAY                | LOGANAIR                    | S                 | 79                | 3        | 0         | 59                         | 13               | 9           | 10                     | 6                      | 3                       | 48                         | 54                       | 33                         | 129                     |
| TOTAL STORNOWAY          |                             |                   | 79                | 3        | 0         | 59                         | 13               | 9           | 10                     | 6                      | 3                       | 48                         | 54                       | 33                         | 129                     |
| SUMBURGH                 | LOGANAIR                    | S                 | 92                | 1        | 0         | 61                         | 9                | 13          | 15                     | 1                      | 1                       | 30                         | 58                       | 32                         | 101                     |
| TOTAL SUMBURGH           |                             |                   | 92                | 1        | 0         | 61                         | 9                | 13          | 15                     | 1                      | 1                       | 30                         | 58                       | 32                         | 101                     |
| WICK                     | LOGANAIR                    | S                 | 35                | 0        | 0         | 63                         | 9                | 11          | 14                     | 3                      | 0                       | 28                         | 36                       | 48                         | 44                      |
| TOTAL WICK               |                             |                   | 35                | 0        | 0         | 63                         | 9                | 11          | 14                     | 3                      | 0                       | 28                         | 36                       | 48                         | 44                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: EDINBURGH (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE              | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------|----------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                         |                      |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                         |                      |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL UNITED KINGDOM    |                      |                   | 3580              | 29         | 437      | 55                         | 14               | 13          | 14                     | 3                      | 1                       | 35                         | 66                       | 26                         | 4548                    |
| USA                     |                      |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| NEW YORK (NEWARK)       | CONTINENTAL AIRLINES | S                 | 52                | 1          | 10       | 33                         | 21               | 21          | 19                     | 6                      | 0                       | 53                         | 55                       | 61                         | 58                      |
| TOTAL NEW YORK (NEWARK) |                      |                   | 52                | 1          | 10       | 33                         | 21               | 21          | 19                     | 6                      | 0                       | 53                         | 55                       | 61                         | 58                      |
| TOTAL USA               |                      |                   | 52                | 1          | 10       | 33                         | 21               | 21          | 19                     | 6                      | 0                       | 53                         | 55                       | 61                         | 58                      |
| TOTAL EDINBURGH         |                      |                   | 5789              | 54         | 702      | 52                         | 15               | 14          | 15                     | 3                      | 1                       | 39                         | 64                       | 28                         | 6678                    |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ALBANIA</b>                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TIRANA                           | BRITISH AIRWAYS PLC         | S                 | 36                | 0          | 0        | 50                         | 28               | 17          | 6                      | 0                      | 0                       | 22                         | 73                       | 16                         | 44                      |
| <b>TOTAL TIRANA</b>              |                             |                   | <b>36</b>         | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>28</b>        | <b>17</b>   | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>73</b>                | <b>16</b>                  | <b>45</b>               |
| <b>TOTAL ALBANIA</b>             |                             |                   | <b>36</b>         | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>28</b>        | <b>17</b>   | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>73</b>                | <b>16</b>                  | <b>45</b>               |
| <b>ALGERIA</b>                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| HASSI MESSAOUD                   | MONARCH AIRLINES            | C                 | 24                | 0          | 0        | 54                         | 8                | 25          | 13                     | 0                      | 0                       | 28                         | 41                       | 36                         | 27                      |
| <b>TOTAL HASSI MESSAOUD</b>      |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b> | <b>54</b>                  | <b>8</b>         | <b>25</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>41</b>                | <b>36</b>                  | <b>27</b>               |
| <b>TOTAL ALGERIA</b>             |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b> | <b>54</b>                  | <b>8</b>         | <b>25</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>41</b>                | <b>36</b>                  | <b>27</b>               |
| <b>ANTIGUA AND BARBUDA</b>       |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTIGUA                          | BRITISH AIRWAYS PLC         | S                 | 9                 | 0          | 0        | 67                         | 11               | 22          | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
|                                  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 17                | 0          | 0        | 35                         | 24               | 29          | 6                      | 6                      | 0                       | 40                         | 28                       | 69                         | 18                      |
| <b>TOTAL ANTIGUA</b>             |                             |                   | <b>26</b>         | <b>0</b>   | <b>0</b> | <b>46</b>                  | <b>19</b>        | <b>27</b>   | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>32</b>                  | <b>28</b>                | <b>69</b>                  | <b>18</b>               |
| <b>TOTAL ANTIGUA AND BARBUDA</b> |                             |                   | <b>26</b>         | <b>0</b>   | <b>0</b> | <b>46</b>                  | <b>19</b>        | <b>27</b>   | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>32</b>                  | <b>28</b>                | <b>69</b>                  | <b>18</b>               |
| <b>AUSTRIA</b>                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                        | BRITISH AIRWAYS PLC         | S                 | 42                | 0          | 0        | 55                         | 12               | 10          | 24                     | 0                      | 0                       | 32                         | 69                       | 24                         | 36                      |
|                                  | EASYJET AIRLINE COMPANY LTD | S                 | 66                | 1          | 3        | 29                         | 11               | 30          | 24                     | 5                      | 2                       | 59                         | 69                       | 31                         | 61                      |
|                                  | MONARCH AIRLINES            | C                 | 19                | 0          | 0        | 42                         | 5                | 11          | 32                     | 5                      | 5                       | 70                         | 21                       | 51                         | 19                      |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0          | 0        | 25                         | 0                | 50          | 25                     | 0                      | 0                       | 63                         | 17                       | 31                         | 6                       |
|                                  | THOMSON AIRWAYS LTD         | C                 | 11                | 0          | 0        | 45                         | 18               | 36          | 0                      | 0                      | 0                       | 21                         | 38                       | 25                         | 8                       |
| <b>TOTAL INNSBRUCK</b>           |                             |                   | <b>142</b>        | <b>1</b>   | <b>3</b> | <b>39</b>                  | <b>11</b>        | <b>23</b>   | <b>23</b>              | <b>3</b>               | <b>1</b>                | <b>49</b>                  | <b>58</b>                | <b>31</b>                  | <b>130</b>              |
| <b>SALZBURG</b>                  |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
|                                  | BRITISH AIRWAYS PLC         | S                 | 36                | 0          | 0        | 61                         | 22               | 6           | 11                     | 0                      | 0                       | 19                         | 75                       | 13                         | 36                      |
|                                  | EASYJET AIRLINE COMPANY LTD | S                 | 8                 | 0          | 2        | 50                         | 0                | 13          | 38                     | 0                      | 0                       | 45                         | 54                       | 41                         | 28                      |
|                                  | FLYBE LTD                   | C                 | 3                 | 0          | 0        | 0                          | 0                | 0           | 67                     | 33                     | 0                       | 159                        | 0                        | 0                          | 0                       |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0          | 0        | 75                         | 25               | 0           | 0                      | 0                      | 0                       | 11                         | 67                       | 21                         | 3                       |
|                                  | THOMSON AIRWAYS LTD         | C                 | 12                | 0          | 0        | 42                         | 8                | 42          | 8                      | 0                      | 0                       | 24                         | 45                       | 54                         | 11                      |
| <b>TOTAL SALZBURG</b>            |                             |                   | <b>63</b>         | <b>1</b>   | <b>2</b> | <b>54</b>                  | <b>16</b>        | <b>13</b>   | <b>16</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>60</b>                | <b>32</b>                  | <b>81</b>               |
| <b>VIENNA</b>                    |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
|                                  | EASYJET AIRLINE COMPANY LTD | S                 | 84                | 0          | 2        | 40                         | 15               | 17          | 24                     | 4                      | 0                       | 48                         | 63                       | 22                         | 106                     |
| <b>TOTAL VIENNA</b>              |                             |                   | <b>84</b>         | <b>0</b>   | <b>2</b> | <b>40</b>                  | <b>15</b>        | <b>17</b>   | <b>24</b>              | <b>4</b>               | <b>0</b>                | <b>48</b>                  | <b>69</b>                | <b>22</b>                  | <b>168</b>              |
| <b>TOTAL AUSTRIA</b>             |                             |                   | <b>289</b>        | <b>2</b>   | <b>7</b> | <b>43</b>                  | <b>13</b>        | <b>19</b>   | <b>22</b>              | <b>3</b>               | <b>1</b>                | <b>45</b>                  | <b>63</b>                | <b>27</b>                  | <b>379</b>              |
| <b>BANGLADESH</b>                |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DHAKHA                           | UNITED AIRWAYS BANGLADESH   | S                 | 4                 | 0          | 2        | 0                          | 0                | 0           | 75                     | 25                     | 0                       | 155                        | 6                        | 88                         | 16                      |
| <b>TOTAL DHAKHA</b>              |                             |                   | <b>4</b>          | <b>0</b>   | <b>2</b> | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>75</b>              | <b>25</b>              | <b>0</b>                | <b>155</b>                 | <b>6</b>                 | <b>88</b>                  | <b>16</b>               |
| <b>TOTAL BANGLADESH</b>          |                             |                   | <b>4</b>          | <b>0</b>   | <b>2</b> | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>75</b>              | <b>25</b>              | <b>0</b>                | <b>155</b>                 | <b>6</b>                 | <b>88</b>                  | <b>16</b>               |
| <b>BARBADOS</b>                  |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN                       | BRITISH AIRWAYS PLC         | S                 | 64                | 0          | 0        | 73                         | 13               | 8           | 6                      | 0                      | 0                       | 16                         | 77                       | 25                         | 88                      |
|                                  | MONARCH AIRLINES            | C                 | 2                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 14                         | 0                        | 209                        | 2                       |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 19                | 0          | 0        | 37                         | 21               | 11          | 16                     | 11                     | 5                       | 95                         | 29                       | 51                         | 14                      |
|                                  | THOMSON AIRWAYS LTD         | C                 | 20                | 1          | 0        | 45                         | 5                | 40          | 5                      | 0                      | 5                       | 44                         | 40                       | 76                         | 25                      |
|                                  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 58                | 0          | 0        | 29                         | 24               | 17          | 12                     | 17                     | 0                       | 76                         | 48                       | 33                         | 58                      |
| <b>TOTAL BRIDGETOWN</b>          |                             |                   | <b>163</b>        | <b>1</b>   | <b>0</b> | <b>50</b>                  | <b>17</b>        | <b>15</b>   | <b>9</b>               | <b>7</b>               | <b>1</b>                | <b>50</b>                  | <b>59</b>                | <b>38</b>                  | <b>187</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION      | AIRLINE                        | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------|--------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                           |                                |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                           |                                |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL BARBADOS            |                                |                   | 163               | 1          | 0        | 50                         | 17               | 15          | 9                      | 7                      | 1                       | 50                         | 59                       | 38                         | 187                     |
| BELARUS                   |                                |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MINSK INT'L               | BELAVIA (BELARUSSIAN AIRLINES) | S                 | 24                | 0          | 0        | 29                         | 21               | 29          | 13                     | 0                      | 8                       | 79                         | 58                       | 31                         | 24                      |
| TOTAL MINSK INT'L         |                                |                   | 24                | 0          | 0        | 29                         | 21               | 29          | 13                     | 0                      | 8                       | 79                         | 58                       | 31                         | 24                      |
| TOTAL BELARUS             |                                |                   | 24                | 0          | 0        | 29                         | 21               | 29          | 13                     | 0                      | 8                       | 79                         | 58                       | 31                         | 24                      |
| BERMUDA                   |                                |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERMUDA                   | BRITISH AIRWAYS PLC            | S                 | 41                | 0          | 0        | 73                         | 2                | 2           | 22                     | 0                      | 0                       | 32                         | 86                       | 21                         | 51                      |
| TOTAL BERMUDA             |                                |                   | 41                | 0          | 0        | 73                         | 2                | 2           | 22                     | 0                      | 0                       | 32                         | 86                       | 21                         | 51                      |
| TOTAL BERMUDA             |                                |                   | 41                | 0          | 0        | 73                         | 2                | 2           | 22                     | 0                      | 0                       | 32                         | 86                       | 21                         | 51                      |
| BULGARIA                  |                                |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PLOVDIV                   | THOMSON AIRWAYS LTD            | C                 | 2                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| TOTAL PLOVDIV             |                                |                   | 2                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
| SOFIA                     | EASYJET AIRLINE COMPANY LTD    | S                 | 51                | 0          | 4        | 59                         | 14               | 12          | 8                      | 6                      | 2                       | 41                         | 59                       | 36                         | 70                      |
|                           | MONARCH AIRLINES               | C                 | 3                 | 0          | 0        | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 47                         | 0                        | 95                         | 3                       |
|                           | THOMAS COOK AIRLINES LTD       | C                 | 3                 | 0          | 0        | 67                         | 0                | 0           | 0                      | 0                      | 33                      | 237                        | 33                       | 88                         | 3                       |
|                           | THOMSON AIRWAYS LTD            | C                 | 3                 | 0          | 0        | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 90                         | 67                       | 61                         | 3                       |
| TOTAL SOFIA               |                                |                   | 60                | 0          | 4        | 53                         | 12               | 15          | 12                     | 5                      | 3                       | 54                         | 56                       | 41                         | 79                      |
| TOTAL BULGARIA            |                                |                   | 62                | 0          | 4        | 53                         | 13               | 15          | 11                     | 5                      | 3                       | 52                         | 53                       | 49                         | 87                      |
| CANADA                    |                                |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CALGARY                   | THOMAS COOK AIRLINES LTD       | S                 | 10                | 0          | 3        | 50                         | 10               | 10          | 10                     | 20                     | 0                       | 64                         | 17                       | 61                         | 12                      |
| TOTAL CALGARY             |                                |                   | 10                | 0          | 3        | 50                         | 10               | 10          | 10                     | 20                     | 0                       | 64                         | 13                       | 120                        | 24                      |
| TORONTO                   | AIR TRANSAT                    | S                 | 8                 | 0          | 0        | 38                         | 50               | 0           | 13                     | 0                      | 0                       | 24                         | 71                       | 14                         | 14                      |
|                           | THOMAS COOK AIRLINES LTD       | S                 | 21                | 0          | 0        | 33                         | 24               | 24          | 5                      | 5                      | 10                      | 79                         | 27                       | 57                         | 15                      |
| TOTAL TORONTO             |                                |                   | 29                | 0          | 0        | 34                         | 31               | 17          | 7                      | 3                      | 7                       | 64                         | 48                       | 36                         | 29                      |
| VANCOUVER                 | THOMAS COOK AIRLINES LTD       | S                 | 10                | 0          | 3        | 30                         | 10               | 20          | 30                     | 10                     | 0                       | 65                         | 22                       | 69                         | 9                       |
| TOTAL VANCOUVER           |                                |                   | 10                | 0          | 3        | 30                         | 10               | 20          | 30                     | 10                     | 0                       | 65                         | 18                       | 64                         | 11                      |
| TOTAL CANADA              |                                |                   | 49                | 0          | 6        | 37                         | 22               | 16          | 12                     | 8                      | 4                       | 64                         | 30                       | 72                         | 64                      |
| CAPE VERDE ISLANDS        |                                |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BOA VISTA (RABIL)         | THOMSON AIRWAYS LTD            | S                 | 10                | 0          | 0        | 20                         | 10               | 40          | 20                     | 10                     | 0                       | 65                         | 56                       | 15                         | 9                       |
| TOTAL BOA VISTA (RABIL)   |                                |                   | 10                | 0          | 0        | 20                         | 10               | 40          | 20                     | 10                     | 0                       | 65                         | 56                       | 15                         | 9                       |
| ILHA DO SAL C.VERDE       | THOMSON AIRWAYS LTD            | S                 | 8                 | 0          | 0        | 25                         | 0                | 38          | 38                     | 0                      | 0                       | 49                         | 13                       | 43                         | 8                       |
| TOTAL ILHA DO SAL C.VERDE |                                |                   | 8                 | 0          | 0        | 25                         | 0                | 38          | 38                     | 0                      | 0                       | 49                         | 13                       | 43                         | 8                       |
| TOTAL CAPE VERDE ISLANDS  |                                |                   | 18                | 0          | 0        | 22                         | 6                | 39          | 28                     | 6                      | 0                       | 58                         | 35                       | 28                         | 17                      |
| COSTA RICA                |                                |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LIBERIA                   | THOMSON AIRWAYS LTD            | C                 | 8                 | 0          | 0        | 50                         | 13               | 13          | 0                      | 0                      | 25                      | 358                        | 0                        | 0                          | 0                       |
| TOTAL LIBERIA             |                                |                   | 8                 | 0          | 0        | 50                         | 13               | 13          | 0                      | 0                      | 25                      | 358                        | 0                        | 0                          | 0                       |
| TOTAL COSTA RICA          |                                |                   | 8                 | 0          | 0        | 50                         | 13               | 13          | 0                      | 0                      | 25                      | 358                        | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>CROATIA</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBROVNIK                         | BRITISH AIRWAYS PLC         | S                 | 28                | 0        | 0         | 79                         | 4                | 7           | 11                     | 0                      | 0                       | 17                         | 72                       | 13                         | 18                      |
| <b>TOTAL DUBROVNIK</b>            |                             |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>79</b>                  | <b>4</b>         | <b>7</b>    | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>72</b>                | <b>13</b>                  | <b>18</b>               |
| ZAGREB                            | CROATIA AIRLINES            | S                 | 22                | 0        | 0         | 23                         | 45               | 14          | 14                     | 5                      | 0                       | 42                         | 55                       | 38                         | 22                      |
| <b>TOTAL ZAGREB</b>               |                             |                   | <b>22</b>         | <b>0</b> | <b>0</b>  | <b>23</b>                  | <b>45</b>        | <b>14</b>   | <b>14</b>              | <b>5</b>               | <b>0</b>                | <b>42</b>                  | <b>55</b>                | <b>38</b>                  | <b>22</b>               |
| <b>TOTAL CROATIA</b>              |                             |                   | <b>50</b>         | <b>0</b> | <b>0</b>  | <b>54</b>                  | <b>22</b>        | <b>10</b>   | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>28</b>                  | <b>63</b>                | <b>27</b>                  | <b>40</b>               |
| <b>CUBA</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CUNAGUA (CAYO COCO)               | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0        | 0         | 75                         | 0                | 25          | 0                      | 0                      | 0                       | 11                         | 40                       | 72                         | 10                      |
| <b>TOTAL CUNAGUA (CAYO COCO)</b>  |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>0</b>         | <b>25</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>40</b>                | <b>72</b>                  | <b>10</b>               |
| HAVANA                            | CUBANA                      | S                 | 8                 | 0        | 2         | 38                         | 13               | 50          | 0                      | 0                      | 0                       | 30                         | 30                       | 35                         | 10                      |
|                                   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 16                | 0        | 0         | 13                         | 44               | 19          | 13                     | 13                     | 0                       | 73                         | 11                       | 154                        | 18                      |
| <b>TOTAL HAVANA</b>               |                             |                   | <b>24</b>         | <b>0</b> | <b>2</b>  | <b>21</b>                  | <b>33</b>        | <b>29</b>   | <b>8</b>               | <b>8</b>               | <b>0</b>                | <b>59</b>                  | <b>18</b>                | <b>112</b>                 | <b>28</b>               |
| HOLGUIN (FRANK PAIS)              | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 71                         | 80                       | 13                         | 5                       |
|                                   | THOMSON AIRWAYS LTD         | C                 | 7                 | 0        | 0         | 29                         | 14               | 14          | 14                     | 14                     | 14                      | 303                        | 67                       | 21                         | 9                       |
| <b>TOTAL HOLGUIN (FRANK PAIS)</b> |                             |                   | <b>11</b>         | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>9</b>         | <b>9</b>    | <b>27</b>              | <b>9</b>               | <b>9</b>                | <b>218</b>                 | <b>71</b>                | <b>18</b>                  | <b>14</b>               |
| VARADERO                          | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0        | 0         | 25                         | 0                | 0           | 75                     | 0                      | 0                       | 104                        | 80                       | 14                         | 5                       |
| <b>TOTAL VARADERO</b>             |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>0</b>         | <b>0</b>    | <b>75</b>              | <b>0</b>               | <b>0</b>                | <b>104</b>                 | <b>44</b>                | <b>60</b>                  | <b>9</b>                |
| <b>TOTAL CUBA</b>                 |                             |                   | <b>43</b>         | <b>0</b> | <b>2</b>  | <b>30</b>                  | <b>21</b>        | <b>21</b>   | <b>19</b>              | <b>7</b>               | <b>2</b>                | <b>99</b>                  | <b>38</b>                | <b>76</b>                  | <b>61</b>               |
| <b>CYPRUS</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                           | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0        | 2         | 46                         | 10               | 14          | 28                     | 2                      | 0                       | 42                         | 39                       | 42                         | 59                      |
| <b>TOTAL LARNACA</b>              |                             |                   | <b>50</b>         | <b>0</b> | <b>2</b>  | <b>46</b>                  | <b>10</b>        | <b>14</b>   | <b>28</b>              | <b>2</b>               | <b>0</b>                | <b>42</b>                  | <b>39</b>                | <b>43</b>                  | <b>77</b>               |
| PAPHOS                            | EASYJET AIRLINE COMPANY LTD | S                 | 53                | 0        | 3         | 66                         | 19               | 8           | 6                      | 2                      | 0                       | 20                         | 53                       | 26                         | 55                      |
|                                   | THOMSON AIRWAYS LTD         | C                 | 17                | 0        | 0         | 29                         | 12               | 0           | 47                     | 0                      | 12                      | 211                        | 50                       | 50                         | 18                      |
| <b>TOTAL PAPHOS</b>               |                             |                   | <b>70</b>         | <b>0</b> | <b>3</b>  | <b>57</b>                  | <b>17</b>        | <b>6</b>    | <b>16</b>              | <b>1</b>               | <b>3</b>                | <b>67</b>                  | <b>55</b>                | <b>28</b>                  | <b>143</b>              |
| <b>TOTAL CYPRUS</b>               |                             |                   | <b>120</b>        | <b>0</b> | <b>5</b>  | <b>53</b>                  | <b>14</b>        | <b>9</b>    | <b>21</b>              | <b>2</b>               | <b>2</b>                | <b>56</b>                  | <b>50</b>                | <b>33</b>                  | <b>220</b>              |
| <b>CZECH REPUBLIC</b>             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                            | EASYJET AIRLINE COMPANY LTD | S                 | 92                | 0        | 10        | 45                         | 7                | 16          | 27                     | 5                      | 0                       | 53                         | 69                       | 19                         | 109                     |
| <b>TOTAL PRAGUE</b>               |                             |                   | <b>92</b>         | <b>0</b> | <b>10</b> | <b>45</b>                  | <b>7</b>         | <b>16</b>   | <b>27</b>              | <b>5</b>               | <b>0</b>                | <b>53</b>                  | <b>69</b>                | <b>19</b>                  | <b>109</b>              |
| <b>TOTAL CZECH REPUBLIC</b>       |                             |                   | <b>92</b>         | <b>0</b> | <b>10</b> | <b>45</b>                  | <b>7</b>         | <b>16</b>   | <b>27</b>              | <b>5</b>               | <b>0</b>                | <b>53</b>                  | <b>69</b>                | <b>19</b>                  | <b>109</b>              |
| <b>DENMARK</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AALBORG                           | NORWEGIAN AIR SHUTTLE       | S                 | 24                | 0        | 1         | 25                         | 17               | 17          | 25                     | 17                     | 0                       | 80                         | 46                       | 73                         | 24                      |
| <b>TOTAL AALBORG</b>              |                             |                   | <b>24</b>         | <b>0</b> | <b>1</b>  | <b>25</b>                  | <b>17</b>        | <b>17</b>   | <b>25</b>              | <b>17</b>              | <b>0</b>                | <b>80</b>                  | <b>46</b>                | <b>73</b>                  | <b>24</b>               |
| BILLUND                           | CIMBER AIR A/S              | S                 | 101               | 2        | 6         | 51                         | 16               | 11          | 18                     | 4                      | 0                       | 35                         | 77                       | 28                         | 74                      |
| <b>TOTAL BILLUND</b>              |                             |                   | <b>101</b>        | <b>2</b> | <b>6</b>  | <b>51</b>                  | <b>16</b>        | <b>11</b>   | <b>18</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>77</b>                | <b>28</b>                  | <b>74</b>               |
| COPENHAGEN                        | EASYJET AIRLINE COMPANY LTD | S                 | 91                | 0        | 6         | 51                         | 13               | 12          | 20                     | 4                      | 0                       | 43                         | 57                       | 21                         | 93                      |
|                                   | NORWEGIAN AIR SHUTTLE       | S                 | 88                | 0        | 6         | 28                         | 19               | 14          | 26                     | 10                     | 2                       | 72                         | 55                       | 35                         | 100                     |
| <b>TOTAL COPENHAGEN</b>           |                             |                   | <b>179</b>        | <b>0</b> | <b>12</b> | <b>40</b>                  | <b>16</b>        | <b>13</b>   | <b>23</b>              | <b>7</b>               | <b>1</b>                | <b>57</b>                  | <b>61</b>                | <b>28</b>                  | <b>337</b>              |
| <b>TOTAL DENMARK</b>              |                             |                   | <b>304</b>        | <b>2</b> | <b>19</b> | <b>42</b>                  | <b>16</b>        | <b>13</b>   | <b>21</b>              | <b>7</b>               | <b>1</b>                | <b>52</b>                  | <b>63</b>                | <b>31</b>                  | <b>435</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>DOMINICAN REPUBLIC</b>             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LA ROMANA                             | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 56                         | 0                | 22          | 0                      | 11                     | 11                      | 92                         | 20                       | 113                        | 5                       |
| <b>TOTAL LA ROMANA</b>                |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>56</b>                  | <b>0</b>         | <b>22</b>   | <b>0</b>               | <b>11</b>              | <b>11</b>               | <b>92</b>                  | <b>20</b>                | <b>113</b>                 | <b>5</b>                |
| PUERTO PLATA                          | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0        | 0         | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 15                         | 67                       | 21                         | 9                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 33                         | 22               | 0           | 0                      | 22                     | 22                      | 414                        | 65                       | 17                         | 17                      |
| <b>TOTAL PUERTO PLATA</b>             |                             |                   | <b>13</b>         | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>31</b>        | <b>0</b>    | <b>0</b>               | <b>15</b>              | <b>15</b>               | <b>291</b>                 | <b>65</b>                | <b>19</b>                  | <b>26</b>               |
| PUNTA CANA                            | BRITISH AIRWAYS PLC         | S                 | 16                | 0        | 0         | 50                         | 6                | 13          | 31                     | 0                      | 0                       | 36                         | 72                       | 16                         | 18                      |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0        | 0         | 25                         | 25               | 50          | 0                      | 0                      | 0                       | 29                         | 70                       | 8                          | 10                      |
|                                       | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 11                         | 11               | 0           | 33                     | 44                     | 0                       | 163                        | 50                       | 33                         | 10                      |
| <b>TOTAL PUNTA CANA</b>               |                             |                   | <b>29</b>         | <b>0</b> | <b>0</b>  | <b>34</b>                  | <b>10</b>        | <b>14</b>   | <b>28</b>              | <b>14</b>              | <b>0</b>                | <b>74</b>                  | <b>66</b>                | <b>18</b>                  | <b>38</b>               |
| SAMANA (EL CATEY)                     | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 44                         | 22               | 11          | 11                     | 11                     | 0                       | 53                         | 0                        | 0                          | 0                       |
| <b>TOTAL SAMANA (EL CATEY)</b>        |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>22</b>        | <b>11</b>   | <b>11</b>              | <b>11</b>              | <b>0</b>                | <b>53</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL DOMINICAN REPUBLIC</b>       |                             |                   | <b>60</b>         | <b>0</b> | <b>0</b>  | <b>40</b>                  | <b>15</b>        | <b>12</b>   | <b>15</b>              | <b>13</b>              | <b>5</b>                | <b>121</b>                 | <b>62</b>                | <b>25</b>                  | <b>69</b>               |
| <b>EGYPT</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ASWAN                                 | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 63                         | 13               | 0           | 0                      | 0                      | 25                      | 99                         | 0                        | 0                          | 0                       |
| <b>TOTAL ASWAN</b>                    |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>13</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>25</b>               | <b>99</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| HURGHADA                              | EASYJET AIRLINE COMPANY LTD | S                 | 22                | 0        | 2         | 45                         | 18               | 9           | 18                     | 9                      | 0                       | 47                         | 83                       | 27                         | 12                      |
|                                       | MONARCH AIRLINES            | C                 | 3                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 3                          | 50                       | 57                         | 2                       |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 18                | 0        | 0         | 67                         | 6                | 6           | 0                      | 22                     | 0                       | 62                         | 67                       | 25                         | 18                      |
|                                       | THOMSON AIRWAYS LTD         | S                 | 10                | 0        | 0         | 50                         | 20               | 10          | 0                      | 0                      | 20                      | 312                        | 50                       | 40                         | 8                       |
|                                       | VIKING HELLAS               | C                 | 10                | 0        | 0         | 70                         | 10               | 0           | 0                      | 20                     | 0                       | 46                         | 0                        | 0                          | 0                       |
| <b>TOTAL HURGHADA</b>                 |                             |                   | <b>63</b>         | <b>0</b> | <b>2</b>  | <b>59</b>                  | <b>13</b>        | <b>6</b>    | <b>6</b>               | <b>13</b>              | <b>3</b>                | <b>91</b>                  | <b>70</b>                | <b>28</b>                  | <b>54</b>               |
| LUXOR                                 | EASYJET AIRLINE COMPANY LTD | S                 | 15                | 0        | 1         | 47                         | 27               | 7           | 20                     | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
|                                       | MONARCH AIRLINES            | C                 | 15                | 0        | 0         | 33                         | 7                | 27          | 27                     | 7                      | 0                       | 63                         | 70                       | 14                         | 20                      |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 75                         | 25               | 0           | 0                      | 0                      | 0                       | 9                          | 60                       | 20                         | 10                      |
|                                       | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 22                         | 22               | 44          | 11                     | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| <b>TOTAL LUXOR</b>                    |                             |                   | <b>47</b>         | <b>0</b> | <b>1</b>  | <b>43</b>                  | <b>19</b>        | <b>19</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>40</b>                  | <b>65</b>                | <b>17</b>                  | <b>40</b>               |
| MARSA ALAM                            | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 56                         | 22               | 11          | 11                     | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
| <b>TOTAL MARSA ALAM</b>               |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>56</b>                  | <b>22</b>        | <b>11</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>60</b>                | <b>17</b>                  | <b>10</b>               |
| SHARM EL SHEIKH (OPHIRA)              | BRITISH AIRWAYS PLC         | S                 | 22                | 0        | 1         | 68                         | 9                | 14          | 0                      | 0                      | 9                       | 66                         | 87                       | 8                          | 23                      |
|                                       | EASYJET AIRLINE COMPANY LTD | S                 | 58                | 0        | 1         | 33                         | 22               | 19          | 21                     | 5                      | 0                       | 48                         | 57                       | 21                         | 54                      |
|                                       | MONARCH AIRLINES            | C                 | 26                | 0        | 0         | 35                         | 31               | 12          | 4                      | 19                     | 0                       | 66                         | 54                       | 46                         | 41                      |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 22                | 0        | 0         | 32                         | 14               | 14          | 14                     | 9                      | 18                      | 175                        | 45                       | 37                         | 22                      |
|                                       | THOMSON AIRWAYS LTD         | S                 | 69                | 1        | 2         | 42                         | 17               | 23          | 13                     | 3                      | 1                       | 62                         | 53                       | 27                         | 78                      |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                             |                   | <b>197</b>        | <b>1</b> | <b>4</b>  | <b>40</b>                  | <b>19</b>        | <b>18</b>   | <b>13</b>              | <b>6</b>               | <b>4</b>                | <b>71</b>                  | <b>54</b>                | <b>28</b>                  | <b>243</b>              |
| TABA                                  | MONARCH AIRLINES            | C                 | 9                 | 0        | 0         | 22                         | 11               | 33          | 33                     | 0                      | 0                       | 44                         | 67                       | 65                         | 12                      |
|                                       | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 50                         | 13               | 25          | 13                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| <b>TOTAL TABA</b>                     |                             |                   | <b>17</b>         | <b>0</b> | <b>0</b>  | <b>35</b>                  | <b>12</b>        | <b>29</b>   | <b>24</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>64</b>                | <b>42</b>                  | <b>22</b>               |
| <b>TOTAL EGYPT</b>                    |                             |                   | <b>341</b>        | <b>1</b> | <b>7</b>  | <b>45</b>                  | <b>18</b>        | <b>16</b>   | <b>12</b>              | <b>6</b>               | <b>3</b>                | <b>68</b>                  | <b>59</b>                | <b>27</b>                  | <b>369</b>              |
| <b>ESTONIA</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TALLIN                                | ESTONIAN AIR                | S                 | 16                | 0        | 0         | 31                         | 13               | 19          | 25                     | 13                     | 0                       | 76                         | 86                       | 24                         | 14                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL TALLIN         |                             |                   | 16                | 0          | 0        | 31                         | 13               | 19          | 25                     | 13                     | 0                       | 76                         | 86                       | 24                         | 14                      |
| TOTAL ESTONIA        |                             |                   | 16                | 0          | 0        | 31                         | 13               | 19          | 25                     | 13                     | 0                       | 76                         | 86                       | 24                         | 14                      |
| FINLAND              |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENONTEKIO            | ASTRAEUS LTD                | C                 | 6                 | 0          | 0        | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 61                         | 0                        | 0                          | 0                       |
|                      | SMALL PLANET AIRLINES       | C                 | 4                 | 0          | 0        | 25                         | 0                | 0           | 75                     | 0                      | 0                       | 66                         | 0                        | 0                          | 0                       |
|                      | THOMSON AIRWAYS LTD         | C                 | 5                 | 0          | 0        | 40                         | 20               | 20          | 20                     | 0                      | 0                       | 28                         | 50                       | 32                         | 4                       |
| TOTAL ENONTEKIO      |                             |                   | 15                | 0          | 0        | 20                         | 7                | 27          | 47                     | 0                      | 0                       | 51                         | 45                       | 23                         | 11                      |
| HELSINKI             | EASYJET AIRLINE COMPANY LTD | S                 | 48                | 0          | 0        | 44                         | 19               | 8           | 21                     | 6                      | 2                       | 52                         | 55                       | 42                         | 58                      |
| TOTAL HELSINKI       |                             |                   | 49                | 0          | 0        | 45                         | 18               | 8           | 20                     | 6                      | 2                       | 51                         | 55                       | 42                         | 58                      |
| IVALO                | EASYJET AIRLINE COMPANY LTD | C                 | 37                | 0          | 0        | 54                         | 22               | 8           | 16                     | 0                      | 0                       | 25                         | 63                       | 40                         | 19                      |
| TOTAL IVALO          |                             |                   | 37                | 0          | 0        | 54                         | 22               | 8           | 16                     | 0                      | 0                       | 25                         | 63                       | 40                         | 19                      |
| KITILA               | JET2.COM LTD                | C                 | 9                 | 0          | 0        | 22                         | 22               | 0           | 56                     | 0                      | 0                       | 54                         | 43                       | 35                         | 7                       |
|                      | JETAIRFLY                   | C                 | 2                 | 0          | 0        | 0                          | 100              | 0           | 0                      | 0                      | 0                       | 18                         | 0                        | 0                          | 0                       |
|                      | MONARCH AIRLINES            | C                 | 24                | 0          | 0        | 33                         | 8                | 21          | 29                     | 0                      | 8                       | 79                         | 41                       | 36                         | 27                      |
|                      | THOMSON AIRWAYS LTD         | C                 | 34                | 0          | 0        | 44                         | 21               | 21          | 9                      | 0                      | 6                       | 64                         | 46                       | 37                         | 37                      |
| TOTAL KITILA         |                             |                   | 71                | 0          | 0        | 35                         | 18               | 17          | 23                     | 1                      | 6                       | 71                         | 42                       | 41                         | 81                      |
| ROVANIEMI            | MONARCH AIRLINES            | C                 | 2                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
|                      | THOMAS COOK AIRLINES LTD    | C                 | 15                | 0          | 0        | 33                         | 27               | 13          | 13                     | 13                     | 0                       | 63                         | 50                       | 46                         | 6                       |
|                      | THOMSON AIRWAYS LTD         | C                 | 19                | 0          | 0        | 26                         | 21               | 11          | 21                     | 5                      | 16                      | 140                        | 52                       | 28                         | 29                      |
| TOTAL ROVANIEMI      |                             |                   | 37                | 0          | 0        | 32                         | 24               | 11          | 16                     | 8                      | 8                       | 99                         | 52                       | 32                         | 65                      |
| TOTAL FINLAND        |                             |                   | 209               | 0          | 0        | 39                         | 19               | 13          | 22                     | 3                      | 4                       | 62                         | 49                       | 38                         | 239                     |
| FRANCE               |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BORDEAUX             | BRITISH AIRWAYS PLC         | S                 | 103               | 0          | 0        | 72                         | 6                | 11          | 9                      | 2                      | 1                       | 28                         | 81                       | 11                         | 108                     |
|                      | EASYJET AIRLINE COMPANY LTD | S                 | 45                | 0          | 2        | 38                         | 13               | 22          | 18                     | 4                      | 4                       | 65                         | 0                        | 0                          | 0                       |
| TOTAL BORDEAUX       |                             |                   | 148               | 0          | 2        | 61                         | 8                | 14          | 11                     | 3                      | 2                       | 39                         | 79                       | 12                         | 110                     |
| CHAMBERY             | FLYBE LTD                   | C                 | 5                 | 0          | 0        | 40                         | 20               | 0           | 20                     | 20                     | 0                       | 69                         | 33                       | 62                         | 6                       |
|                      | JET2.COM LTD                | C                 | 10                | 0          | 0        | 20                         | 20               | 20          | 30                     | 0                      | 10                      | 83                         | 20                       | 99                         | 10                      |
|                      | THOMSON AIRWAYS LTD         | C                 | 18                | 0          | 0        | 22                         | 6                | 22          | 39                     | 11                     | 0                       | 83                         | 16                       | 75                         | 19                      |
|                      | TITAN AIRWAYS LTD           | C                 | 3                 | 0          | 0        | 33                         | 0                | 67          | 0                      | 0                      | 0                       | 35                         | 56                       | 103                        | 9                       |
| TOTAL CHAMBERY       |                             |                   | 37                | 0          | 0        | 24                         | 11               | 22          | 30                     | 8                      | 5                       | 96                         | 33                       | 78                         | 58                      |
| GRENOBLE             | BMI BRITISH MIDLAND         | C                 | 3                 | 0          | 0        | 0                          | 0                | 0           | 0                      | 67                     | 33                      | 296                        | 67                       | 62                         | 3                       |
|                      | EASYJET AIRLINE COMPANY LTD | S                 | 43                | 0          | 4        | 81                         | 0                | 2           | 14                     | 2                      | 0                       | 18                         | 75                       | 16                         | 36                      |
|                      | MONARCH AIRLINES            | C                 | 30                | 0          | 0        | 23                         | 20               | 20          | 13                     | 20                     | 3                       | 96                         | 22                       | 93                         | 32                      |
|                      | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 0          | 0        | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 34                         | 50                       | 35                         | 6                       |
|                      | THOMSON AIRWAYS LTD         | C                 | 16                | 0          | 0        | 50                         | 6                | 6           | 19                     | 19                     | 0                       | 81                         | 55                       | 35                         | 20                      |
| TOTAL GRENOBLE       |                             |                   | 98                | 0          | 4        | 55                         | 7                | 8           | 15                     | 12                     | 2                       | 62                         | 52                       | 48                         | 97                      |
| LYON                 | BMI BRITISH MIDLAND         | C                 | 4                 | 0          | 0        | 0                          | 0                | 0           | 50                     | 50                     | 0                       | 231                        | 0                        | 0                          | 0                       |
|                      | EASYJET AIRLINE COMPANY LTD | S                 | 96                | 0          | 8        | 48                         | 9                | 11          | 30                     | 1                      | 0                       | 43                         | 58                       | 22                         | 108                     |
|                      | MONARCH AIRLINES            | C                 | 4                 | 0          | 0        | 25                         | 0                | 25          | 50                     | 0                      | 0                       | 54                         | 0                        | 0                          | 0                       |
| TOTAL LYON           |                             |                   | 104               | 0          | 8        | 45                         | 9                | 12          | 32                     | 3                      | 0                       | 51                         | 58                       | 22                         | 108                     |
| MARSEILLE            | BRITISH AIRWAYS PLC         | S                 | 92                | 0          | 0        | 58                         | 12               | 17          | 11                     | 1                      | 1                       | 38                         | 73                       | 17                         | 90                      |
|                      | EASYJET AIRLINE COMPANY LTD | S                 | 53                | 0          | 1        | 49                         | 23               | 9           | 13                     | 6                      | 0                       | 42                         | 61                       | 28                         | 56                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MARSEILLE                        | MONARCH AIRLINES            | C                 | 4                 | 0          | 0         | 25                         | 25               | 25          | 25                     | 0                      | 0                       | 38                         | 0                        | 0                          | 0                       |
| <b>TOTAL MARSEILLE</b>           |                             |                   | <b>149</b>        | <b>0</b>   | <b>1</b>  | <b>54</b>                  | <b>16</b>        | <b>15</b>   | <b>12</b>              | <b>3</b>               | <b>1</b>                | <b>39</b>                  | <b>68</b>                | <b>21</b>                  | <b>146</b>              |
| MONTPELLIER                      | EASYJET AIRLINE COMPANY LTD | S                 | 35                | 0          | 2         | 63                         | 6                | 9           | 14                     | 9                      | 0                       | 44                         | 37                       | 58                         | 46                      |
| <b>TOTAL MONTPELLIER</b>         |                             |                   | <b>35</b>         | <b>0</b>   | <b>2</b>  | <b>63</b>                  | <b>6</b>         | <b>9</b>    | <b>14</b>              | <b>9</b>               | <b>0</b>                | <b>44</b>                  | <b>37</b>                | <b>58</b>                  | <b>46</b>               |
| NANTES                           | FLYBE LTD                   | S                 | 48                | 0          | 2         | 46                         | 13               | 6           | 29                     | 6                      | 0                       | 58                         | 0                        | 0                          | 0                       |
| <b>TOTAL NANTES</b>              |                             |                   | <b>48</b>         | <b>0</b>   | <b>2</b>  | <b>46</b>                  | <b>13</b>        | <b>6</b>    | <b>29</b>              | <b>6</b>               | <b>0</b>                | <b>58</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| NICE                             | EASYJET AIRLINE COMPANY LTD | S                 | 96                | 0          | 6         | 42                         | 14               | 16          | 23                     | 6                      | 0                       | 47                         | 45                       | 27                         | 98                      |
| <b>TOTAL NICE</b>                |                             |                   | <b>96</b>         | <b>0</b>   | <b>6</b>  | <b>42</b>                  | <b>14</b>        | <b>16</b>   | <b>23</b>              | <b>6</b>               | <b>0</b>                | <b>47</b>                  | <b>45</b>                | <b>27</b>                  | <b>98</b>               |
| TOULOUSE (BLAGNAC)               | EASYJET AIRLINE COMPANY LTD | S                 | 134               | 0          | 10        | 43                         | 19               | 17          | 15                     | 7                      | 0                       | 47                         | 59                       | 24                         | 154                     |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0          | 0         | 75                         | 0                | 0           | 25                     | 0                      | 0                       | 47                         | 67                       | 42                         | 6                       |
|                                  | THOMSON AIRWAYS LTD         | C                 | 7                 | 0          | 0         | 43                         | 14               | 0           | 43                     | 0                      | 0                       | 38                         | 67                       | 17                         | 3                       |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>  |                             |                   | <b>145</b>        | <b>0</b>   | <b>10</b> | <b>43</b>                  | <b>18</b>        | <b>16</b>   | <b>17</b>              | <b>6</b>               | <b>0</b>                | <b>46</b>                  | <b>58</b>                | <b>25</b>                  | <b>166</b>              |
| <b>TOTAL FRANCE</b>              |                             |                   | <b>860</b>        | <b>0</b>   | <b>35</b> | <b>50</b>                  | <b>12</b>        | <b>13</b>   | <b>18</b>              | <b>5</b>               | <b>1</b>                | <b>49</b>                  | <b>57</b>                | <b>31</b>                  | <b>830</b>              |
| <b>GAMBIA</b>                    |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BANJUL                           | MONARCH AIRLINES            | C                 | 19                | 0          | 0         | 47                         | 16               | 11          | 5                      | 11                     | 11                      | 121                        | 50                       | 135                        | 18                      |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 19                | 0          | 0         | 37                         | 26               | 11          | 0                      | 0                      | 26                      | 170                        | 56                       | 44                         | 18                      |
| <b>TOTAL BANJUL</b>              |                             |                   | <b>38</b>         | <b>0</b>   | <b>0</b>  | <b>42</b>                  | <b>21</b>        | <b>11</b>   | <b>3</b>               | <b>5</b>               | <b>18</b>               | <b>145</b>                 | <b>54</b>                | <b>87</b>                  | <b>37</b>               |
| <b>TOTAL GAMBIA</b>              |                             |                   | <b>38</b>         | <b>0</b>   | <b>0</b>  | <b>42</b>                  | <b>21</b>        | <b>11</b>   | <b>3</b>               | <b>5</b>               | <b>18</b>               | <b>145</b>                 | <b>54</b>                | <b>87</b>                  | <b>37</b>               |
| <b>GERMANY</b>                   |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (SCHONEFELD)              | EASYJET AIRLINE COMPANY LTD | S                 | 125               | 0          | 25        | 36                         | 18               | 13          | 30                     | 2                      | 0                       | 50                         | 64                       | 18                         | 142                     |
|                                  | MONARCH AIRLINES            | C                 | 2                 | 0          | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 81                         | 0                        | 0                          | 0                       |
| <b>TOTAL BERLIN (SCHONEFELD)</b> |                             |                   | <b>127</b>        | <b>0</b>   | <b>25</b> | <b>36</b>                  | <b>18</b>        | <b>13</b>   | <b>31</b>              | <b>2</b>               | <b>0</b>                | <b>50</b>                  | <b>64</b>                | <b>18</b>                  | <b>142</b>              |
| COLOGNE BONN                     | EASYJET AIRLINE COMPANY LTD | S                 | 81                | 0          | 12        | 25                         | 28               | 23          | 17                     | 5                      | 1                       | 57                         | 49                       | 32                         | 91                      |
| <b>TOTAL COLOGNE BONN</b>        |                             |                   | <b>81</b>         | <b>0</b>   | <b>12</b> | <b>25</b>                  | <b>28</b>        | <b>23</b>   | <b>17</b>              | <b>5</b>               | <b>1</b>                | <b>57</b>                  | <b>49</b>                | <b>32</b>                  | <b>91</b>               |
| DUSSELDORF                       | EASYJET AIRLINE COMPANY LTD | S                 | 38                | 0          | 9         | 50                         | 3                | 18          | 29                     | 0                      | 0                       | 40                         | 0                        | 0                          | 0                       |
|                                  | FLYBE LTD                   | S                 | 104               | 0          | 22        | 44                         | 17               | 11          | 18                     | 10                     | 0                       | 52                         | 75                       | 18                         | 114                     |
| <b>TOTAL DUSSELDORF</b>          |                             |                   | <b>142</b>        | <b>0</b>   | <b>31</b> | <b>46</b>                  | <b>13</b>        | <b>13</b>   | <b>21</b>              | <b>7</b>               | <b>0</b>                | <b>49</b>                  | <b>75</b>                | <b>18</b>                  | <b>114</b>              |
| FRIEDRICHSHAFEN                  | AER LINGUS                  | C                 | 4                 | 0          | 0         | 25                         | 0                | 25          | 50                     | 0                      | 0                       | 63                         | 0                        | 0                          | 0                       |
|                                  | VIKING HELLAS               | C                 | 5                 | 0          | 0         | 20                         | 20               | 20          | 40                     | 0                      | 0                       | 77                         | 0                        | 0                          | 0                       |
| <b>TOTAL FRIEDRICHSHAFEN</b>     |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b>  | <b>20</b>                  | <b>10</b>        | <b>20</b>   | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>71</b>                  | <b>17</b>                | <b>143</b>                 | <b>6</b>                |
| HAMBURG                          | EASYJET AIRLINE COMPANY LTD | S                 | 84                | 0          | 5         | 31                         | 32               | 20          | 17                     | 0                      | 0                       | 34                         | 0                        | 0                          | 0                       |
| <b>TOTAL HAMBURG</b>             |                             |                   | <b>84</b>         | <b>0</b>   | <b>5</b>  | <b>31</b>                  | <b>32</b>        | <b>20</b>   | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>34</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| MUNICH                           | EASYJET AIRLINE COMPANY LTD | S                 | 133               | 0          | 11        | 35                         | 23               | 11          | 28                     | 2                      | 2                       | 52                         | 72                       | 24                         | 153                     |
| <b>TOTAL MUNICH</b>              |                             |                   | <b>133</b>        | <b>0</b>   | <b>11</b> | <b>35</b>                  | <b>23</b>        | <b>11</b>   | <b>28</b>              | <b>2</b>               | <b>2</b>                | <b>52</b>                  | <b>74</b>                | <b>21</b>                  | <b>260</b>              |
| <b>TOTAL GERMANY</b>             |                             |                   | <b>577</b>        | <b>0</b>   | <b>84</b> | <b>36</b>                  | <b>21</b>        | <b>15</b>   | <b>24</b>              | <b>3</b>               | <b>1</b>                | <b>49</b>                  | <b>68</b>                | <b>23</b>                  | <b>613</b>              |
| <b>GIBRALTAR</b>                 |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GIBRALTAR                        | EASYJET AIRLINE COMPANY LTD | S                 | 48                | 0          | 6         | 50                         | 21               | 13          | 10                     | 6                      | 0                       | 36                         | 62                       | 48                         | 55                      |
| <b>TOTAL GIBRALTAR</b>           |                             |                   | <b>48</b>         | <b>0</b>   | <b>6</b>  | <b>50</b>                  | <b>21</b>        | <b>13</b>   | <b>10</b>              | <b>6</b>               | <b>0</b>                | <b>36</b>                  | <b>62</b>                | <b>48</b>                  | <b>55</b>               |
| <b>TOTAL GIBRALTAR</b>           |                             |                   | <b>48</b>         | <b>0</b>   | <b>6</b>  | <b>50</b>                  | <b>21</b>        | <b>13</b>   | <b>10</b>              | <b>6</b>               | <b>0</b>                | <b>36</b>                  | <b>62</b>                | <b>48</b>                  | <b>55</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GREECE</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                                  | EASYJET AIRLINE COMPANY LTD | S                 | 92                | 0        | 3         | 38                         | 17               | 16          | 24                     | 4                      | 0                       | 44                         | 43                       | 30                         | 99                      |
| <b>TOTAL ATHENS</b>                     |                             |                   | <b>92</b>         | <b>1</b> | <b>3</b>  | <b>38</b>                  | <b>17</b>        | <b>16</b>   | <b>24</b>              | <b>4</b>               | <b>0</b>                | <b>44</b>                  | <b>50</b>                | <b>29</b>                  | <b>137</b>              |
| <b>SALONIKA</b>                         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
|   | BRITISH AIRWAYS PLC         | S                 | 20                | 0        | 0         | 70                         | 10               | 0           | 20                     | 0                      | 0                       | 25                         | 68                       | 37                         | 28                      |
|   | EASYJET AIRLINE COMPANY LTD | S                 | 28                | 0        | 2         | 68                         | 4                | 4           | 21                     | 4                      | 0                       | 43                         | 55                       | 25                         | 29                      |
|   | OLYMPIC AIR                 | S                 | 38                | 0        | 1         | 71                         | 13               | 3           | 11                     | 3                      | 0                       | 26                         | 0                        | 0                          | 0                       |
|   | THOMSON AIRWAYS LTD         | C                 | 4                 | 0        | 0         | 75                         | 25               | 0           | 0                      | 0                      | 0                       | 6                          | 0                        | 0                          | 0                       |
| <b>TOTAL SALONIKA</b>                   |                             |                   | <b>90</b>         | <b>0</b> | <b>3</b>  | <b>70</b>                  | <b>10</b>        | <b>2</b>    | <b>16</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>57</b>                | <b>38</b>                  | <b>61</b>               |
| <b>TOTAL GREECE</b>                     |                             |                   | <b>182</b>        | <b>1</b> | <b>6</b>  | <b>54</b>                  | <b>14</b>        | <b>9</b>    | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>37</b>                  | <b>53</b>                | <b>32</b>                  | <b>198</b>              |
| <b>GRENADA</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GRENADA                                 | BRITISH AIRWAYS PLC         | S                 | 14                | 0        | 0         | 64                         | 0                | 21          | 0                      | 14                     | 0                       | 57                         | 61                       | 16                         | 18                      |
|   | MONARCH AIRLINES            | C                 | 5                 | 0        | 0         | 20                         | 20               | 40          | 20                     | 0                      | 0                       | 43                         | 0                        | 123                        | 5                       |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 9                 | 0        | 0         | 22                         | 11               | 33          | 22                     | 11                     | 0                       | 70                         | 33                       | 26                         | 9                       |
| <b>TOTAL GRENADA</b>                    |                             |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>7</b>         | <b>29</b>   | <b>11</b>              | <b>11</b>              | <b>0</b>                | <b>59</b>                  | <b>44</b>                | <b>36</b>                  | <b>32</b>               |
| <b>TOTAL GRENADA</b>                    |                             |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>7</b>         | <b>29</b>   | <b>11</b>              | <b>11</b>              | <b>0</b>                | <b>59</b>                  | <b>44</b>                | <b>36</b>                  | <b>32</b>               |
| <b>HUNGARY</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BUDAPEST                                | EASYJET AIRLINE COMPANY LTD | S                 | 54                | 0        | 0         | 37                         | 24               | 11          | 20                     | 7                      | 0                       | 57                         | 63                       | 20                         | 46                      |
|   | MALEV (HUNGARIAN AIRLINES)  | S                 | 106               | 0        | 0         | 20                         | 29               | 21          | 27                     | 2                      | 1                       | 53                         | 58                       | 36                         | 122                     |
| <b>TOTAL BUDAPEST</b>                   |                             |                   | <b>160</b>        | <b>0</b> | <b>0</b>  | <b>26</b>                  | <b>28</b>        | <b>18</b>   | <b>25</b>              | <b>4</b>               | <b>1</b>                | <b>54</b>                  | <b>60</b>                | <b>32</b>                  | <b>168</b>              |
| <b>TOTAL HUNGARY</b>                    |                             |                   | <b>160</b>        | <b>0</b> | <b>0</b>  | <b>26</b>                  | <b>28</b>        | <b>18</b>   | <b>25</b>              | <b>4</b>               | <b>1</b>                | <b>54</b>                  | <b>60</b>                | <b>32</b>                  | <b>168</b>              |
| <b>ICELAND</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                                | ASTRAEUS LTD                | S                 | 50                | 0        | 2         | 34                         | 12               | 12          | 18                     | 10                     | 14                      | 120                        | 72                       | 23                         | 54                      |
| <b>TOTAL KEFLAVIK</b>                   |                             |                   | <b>50</b>         | <b>0</b> | <b>2</b>  | <b>34</b>                  | <b>12</b>        | <b>12</b>   | <b>18</b>              | <b>10</b>              | <b>14</b>               | <b>120</b>                 | <b>72</b>                | <b>23</b>                  | <b>54</b>               |
| <b>TOTAL ICELAND</b>                    |                             |                   | <b>50</b>         | <b>0</b> | <b>2</b>  | <b>34</b>                  | <b>12</b>        | <b>12</b>   | <b>18</b>              | <b>10</b>              | <b>14</b>               | <b>120</b>                 | <b>72</b>                | <b>23</b>                  | <b>54</b>               |
| <b>INDIA</b>                            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GOA                                     | MONARCH AIRLINES            | C                 | 18                | 0        | 0         | 33                         | 17               | 17          | 22                     | 0                      | 11                      | 172                        | 47                       | 86                         | 17                      |
|   | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 63                         | 0                | 0           | 0                      | 13                     | 25                      | 176                        | 0                        | 0                          | 0                       |
|   | THOMSON AIRWAYS LTD         | C                 | 16                | 0        | 0         | 25                         | 13               | 19          | 19                     | 6                      | 19                      | 172                        | 38                       | 54                         | 8                       |
| <b>TOTAL GOA</b>                        |                             |                   | <b>42</b>         | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>12</b>        | <b>14</b>   | <b>17</b>              | <b>5</b>               | <b>17</b>               | <b>173</b>                 | <b>44</b>                | <b>75</b>                  | <b>25</b>               |
| <b>TOTAL INDIA</b>                      |                             |                   | <b>42</b>         | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>12</b>        | <b>14</b>   | <b>17</b>              | <b>5</b>               | <b>17</b>               | <b>173</b>                 | <b>44</b>                | <b>75</b>                  | <b>25</b>               |
| <b>IRISH REPUBLIC</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                                    | AER LINGUS                  | S                 | 48                | 0        | 0         | 56                         | 17               | 8           | 15                     | 4                      | 0                       | 36                         | 0                        | 0                          | 0                       |
|   | RYANAIR                     | S                 | 50                | 0        | 6         | 60                         | 18               | 10          | 10                     | 2                      | 0                       | 26                         | 92                       | 4                          | 60                      |
| <b>TOTAL CORK</b>                       |                             |                   | <b>98</b>         | <b>0</b> | <b>6</b>  | <b>58</b>                  | <b>17</b>        | <b>9</b>    | <b>12</b>              | <b>3</b>               | <b>0</b>                | <b>31</b>                  | <b>92</b>                | <b>4</b>                   | <b>60</b>               |
| DUBLIN                                  | AER LINGUS                  | S                 | 181               | 0        | 3         | 49                         | 9                | 13          | 20                     | 7                      | 3                       | 59                         | 56                       | 25                         | 220                     |
|   | RYANAIR                     | S                 | 246               | 0        | 38        | 65                         | 9                | 10          | 11                     | 3                      | 0                       | 29                         | 80                       | 18                         | 284                     |
| <b>TOTAL DUBLIN</b>                     |                             |                   | <b>428</b>        | <b>1</b> | <b>41</b> | <b>58</b>                  | <b>9</b>         | <b>11</b>   | <b>15</b>              | <b>5</b>               | <b>1</b>                | <b>42</b>                  | <b>69</b>                | <b>21</b>                  | <b>504</b>              |
| IRELAND WEST AIRPORT KNOCK              | AER LINGUS                  | S                 | 32                | 1        | 0         | 47                         | 6                | 16          | 31                     | 0                      | 0                       | 46                         | 71                       | 24                         | 56                      |
| <b>TOTAL IRELAND WEST AIRPORT KNOCK</b> |                             |                   | <b>32</b>         | <b>1</b> | <b>0</b>  | <b>47</b>                  | <b>6</b>         | <b>16</b>   | <b>31</b>              | <b>0</b>               | <b>0</b>                | <b>46</b>                  | <b>71</b>                | <b>24</b>                  | <b>56</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                     |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                     |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SHANNON                             | RYANAIR                     | S                 | 44                | 0          | 2         | 57                         | 11               | 11          | 20                     | 0                      | 0                       | 28                         | 79                       | 14                         | 114                     |
| <b>TOTAL SHANNON</b>                |                             |                   | <b>44</b>         | <b>0</b>   | <b>2</b>  | <b>57</b>                  | <b>11</b>        | <b>11</b>   | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>79</b>                | <b>14</b>                  | <b>114</b>              |
| <b>TOTAL IRISH REPUBLIC</b>         |                             |                   | <b>602</b>        | <b>2</b>   | <b>49</b> | <b>57</b>                  | <b>10</b>        | <b>11</b>   | <b>16</b>              | <b>4</b>               | <b>1</b>                | <b>39</b>                  | <b>73</b>                | <b>19</b>                  | <b>734</b>              |
| ITALY                               |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERGAMO                             | RYANAIR                     | S                 | 46                | 0          | 9         | 52                         | 9                | 4           | 30                     | 4                      | 0                       | 45                         | 0                        | 0                          | 0                       |
| <b>TOTAL BERGAMO</b>                |                             |                   | <b>46</b>         | <b>0</b>   | <b>9</b>  | <b>52</b>                  | <b>9</b>         | <b>4</b>    | <b>30</b>              | <b>4</b>               | <b>0</b>                | <b>45</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| BOLOGNA                             | BRITISH AIRWAYS PLC         | S                 | 146               | 0          | 0         | 55                         | 19               | 14          | 9                      | 2                      | 1                       | 28                         | 71                       | 19                         | 151                     |
|                                     | RYANAIR                     | S                 | 28                | 0          | 4         | 64                         | 14               | 4           | 14                     | 4                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| <b>TOTAL BOLOGNA</b>                |                             |                   | <b>174</b>        | <b>0</b>   | <b>4</b>  | <b>57</b>                  | <b>18</b>        | <b>12</b>   | <b>10</b>              | <b>2</b>               | <b>1</b>                | <b>29</b>                  | <b>71</b>                | <b>19</b>                  | <b>151</b>              |
| CATANIA (FONTANAROSSA)              | BRITISH AIRWAYS PLC         | S                 | 20                | 0          | 0         | 40                         | 15               | 30          | 10                     | 0                      | 5                       | 53                         | 56                       | 40                         | 16                      |
| <b>TOTAL CATANIA (FONTANAROSSA)</b> |                             |                   | <b>20</b>         | <b>0</b>   | <b>0</b>  | <b>40</b>                  | <b>15</b>        | <b>30</b>   | <b>10</b>              | <b>0</b>               | <b>5</b>                | <b>53</b>                  | <b>57</b>                | <b>30</b>                  | <b>28</b>               |
| FLORENCE                            | MERIDIANA AIR               | S                 | 100               | 0          | 19        | 57                         | 17               | 13          | 9                      | 3                      | 1                       | 33                         | 58                       | 25                         | 108                     |
| <b>TOTAL FLORENCE</b>               |                             |                   | <b>100</b>        | <b>0</b>   | <b>19</b> | <b>57</b>                  | <b>17</b>        | <b>13</b>   | <b>9</b>               | <b>3</b>               | <b>1</b>                | <b>33</b>                  | <b>58</b>                | <b>25</b>                  | <b>108</b>              |
| FORLI                               | WINDJET SPA                 | C                 | 16                | 0          | 0         | 63                         | 13               | 25          | 0                      | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| <b>TOTAL FORLI</b>                  |                             |                   | <b>16</b>         | <b>0</b>   | <b>0</b>  | <b>63</b>                  | <b>13</b>        | <b>25</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| GENOA                               | BRITISH AIRWAYS PLC         | S                 | 52                | 0          | 0         | 44                         | 15               | 21          | 19                     | 0                      | 0                       | 36                         | 80                       | 26                         | 59                      |
| <b>TOTAL GENOA</b>                  |                             |                   | <b>52</b>         | <b>0</b>   | <b>0</b>  | <b>44</b>                  | <b>15</b>        | <b>21</b>   | <b>19</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>80</b>                | <b>26</b>                  | <b>59</b>               |
| MILAN (LINATE)                      | EASYJET AIRLINE COMPANY LTD | S                 | 54                | 0          | 3         | 26                         | 19               | 9           | 39                     | 6                      | 2                       | 71                         | 47                       | 36                         | 53                      |
| <b>TOTAL MILAN (LINATE)</b>         |                             |                   | <b>54</b>         | <b>0</b>   | <b>3</b>  | <b>26</b>                  | <b>19</b>        | <b>9</b>    | <b>39</b>              | <b>6</b>               | <b>2</b>                | <b>71</b>                  | <b>47</b>                | <b>36</b>                  | <b>53</b>               |
| MILAN (MALPENSA)                    | EASYJET AIRLINE COMPANY LTD | S                 | 177               | 0          | 19        | 45                         | 15               | 17          | 20                     | 3                      | 0                       | 43                         | 61                       | 33                         | 200                     |
|                                     | SMALL PLANET AIRLINES       | C                 | 2                 | 0          | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 83                         | 0                        | 0                          | 0                       |
| <b>TOTAL MILAN (MALPENSA)</b>       |                             |                   | <b>179</b>        | <b>0</b>   | <b>19</b> | <b>44</b>                  | <b>15</b>        | <b>17</b>   | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>43</b>                  | <b>61</b>                | <b>33</b>                  | <b>200</b>              |
| NAPLES                              | BRITISH AIRWAYS PLC         | S                 | 104               | 0          | 1         | 58                         | 18               | 13          | 7                      | 2                      | 2                       | 35                         | 66                       | 18                         | 114                     |
|                                     | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0          | 4         | 36                         | 24               | 26          | 8                      | 4                      | 2                       | 48                         | 52                       | 26                         | 58                      |
| <b>TOTAL NAPLES</b>                 |                             |                   | <b>154</b>        | <b>0</b>   | <b>5</b>  | <b>51</b>                  | <b>20</b>        | <b>18</b>   | <b>7</b>               | <b>3</b>               | <b>2</b>                | <b>39</b>                  | <b>61</b>                | <b>21</b>                  | <b>173</b>              |
| PALERMO                             | EASYJET AIRLINE COMPANY LTD | S                 | 20                | 0          | 2         | 30                         | 20               | 20          | 20                     | 10                     | 0                       | 54                         | 0                        | 0                          | 0                       |
| <b>TOTAL PALERMO</b>                |                             |                   | <b>20</b>         | <b>0</b>   | <b>2</b>  | <b>30</b>                  | <b>20</b>        | <b>20</b>   | <b>20</b>              | <b>10</b>              | <b>0</b>                | <b>54</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| PISA                                | EASYJET AIRLINE COMPANY LTD | S                 | 51                | 0          | 8         | 25                         | 20               | 16          | 25                     | 4                      | 10                      | 92                         | 43                       | 32                         | 53                      |
| <b>TOTAL PISA</b>                   |                             |                   | <b>51</b>         | <b>0</b>   | <b>8</b>  | <b>25</b>                  | <b>20</b>        | <b>16</b>   | <b>25</b>              | <b>4</b>               | <b>10</b>               | <b>92</b>                  | <b>43</b>                | <b>32</b>                  | <b>53</b>               |
| ROME (CIAMPINO)                     | RYANAIR                     | S                 | 54                | 1          | 4         | 61                         | 13               | 15          | 9                      | 2                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| <b>TOTAL ROME (CIAMPINO)</b>        |                             |                   | <b>54</b>         | <b>1</b>   | <b>4</b>  | <b>61</b>                  | <b>13</b>        | <b>15</b>   | <b>9</b>               | <b>2</b>               | <b>0</b>                | <b>27</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| ROME (FIUMICINO)                    | BRITISH AIRWAYS PLC         | S                 | 50                | 0          | 1         | 58                         | 18               | 10          | 12                     | 2                      | 0                       | 28                         | 63                       | 22                         | 60                      |
|                                     | EASYJET AIRLINE COMPANY LTD | S                 | 149               | 0          | 6         | 42                         | 17               | 13          | 21                     | 7                      | 0                       | 45                         | 44                       | 32                         | 146                     |
| <b>TOTAL ROME (FIUMICINO)</b>       |                             |                   | <b>199</b>        | <b>0</b>   | <b>7</b>  | <b>46</b>                  | <b>18</b>        | <b>12</b>   | <b>19</b>              | <b>6</b>               | <b>0</b>                | <b>40</b>                  | <b>50</b>                | <b>29</b>                  | <b>206</b>              |
| TURIN                               | BRITISH AIRWAYS PLC         | S                 | 71                | 0          | 0         | 56                         | 15               | 20          | 8                      | 0                      | 0                       | 22                         | 79                       | 16                         | 73                      |
|                                     | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0         | 0                          | 33               | 0           | 67                     | 0                      | 0                       | 79                         | 67                       | 19                         | 3                       |
|                                     | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0         | 25                         | 0                | 25          | 38                     | 13                     | 0                       | 84                         | 63                       | 35                         | 8                       |
| <b>TOTAL TURIN</b>                  |                             |                   | <b>83</b>         | <b>0</b>   | <b>0</b>  | <b>51</b>                  | <b>14</b>        | <b>19</b>   | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>33</b>                  | <b>76</b>                | <b>19</b>                  | <b>89</b>               |
| VENICE                              | BRITISH AIRWAYS PLC         | S                 | 156               | 0          | 1         | 69                         | 8                | 8           | 13                     | 1                      | 0                       | 23                         | 76                       | 18                         | 140                     |
|                                     | EASYJET AIRLINE COMPANY LTD | S                 | 103               | 0          | 7         | 42                         | 12               | 18          | 26                     | 1                      | 1                       | 47                         | 56                       | 30                         | 114                     |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL VENICE</b>            |                             |                   | <b>259</b>        | <b>0</b>   | <b>8</b>  | <b>58</b>                  | <b>10</b>        | <b>12</b>   | <b>19</b>              | <b>1</b>               | <b>0</b>                | <b>33</b>                  | <b>67</b>                | <b>23</b>                  | <b>254</b>              |
| <b>VERONA VILAFRANCA</b>       | BRITISH AIRWAYS PLC         | S                 | 52                | 0          | 0         | 52                         | 15               | 19          | 10                     | 2                      | 2                       | 34                         | 73                       | 28                         | 51                      |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0         | 33                         | 67               | 0           | 0                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
|                                | THOMSON AIRWAYS LTD         | C                 | 3                 | 0          | 0         | 67                         | 0                | 0           | 0                      | 33                     | 0                       | 73                         | 67                       | 36                         | 3                       |
| <b>TOTAL VERONA VILAFRANCA</b> |                             |                   | <b>58</b>         | <b>0</b>   | <b>0</b>  | <b>52</b>                  | <b>17</b>        | <b>17</b>   | <b>9</b>               | <b>3</b>               | <b>2</b>                | <b>35</b>                  | <b>72</b>                | <b>29</b>                  | <b>54</b>               |
| <b>TOTAL ITALY</b>             |                             |                   | <b>1519</b>       | <b>1</b>   | <b>88</b> | <b>50</b>                  | <b>16</b>        | <b>15</b>   | <b>16</b>              | <b>3</b>               | <b>1</b>                | <b>39</b>                  | <b>62</b>                | <b>26</b>                  | <b>1431</b>             |
| <b>JAMAICA</b>                 |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>KINGSTON</b>                | BRITISH AIRWAYS PLC         | S                 | 19                | 0          | 0         | 42                         | 21               | 21          | 16                     | 0                      | 0                       | 31                         | 78                       | 14                         | 27                      |
|                                | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 16                | 0          | 0         | 13                         | 0                | 31          | 56                     | 0                      | 0                       | 67                         | 6                        | 66                         | 16                      |
| <b>TOTAL KINGSTON</b>          |                             |                   | <b>35</b>         | <b>0</b>   | <b>0</b>  | <b>29</b>                  | <b>11</b>        | <b>26</b>   | <b>34</b>              | <b>0</b>               | <b>0</b>                | <b>48</b>                  | <b>51</b>                | <b>33</b>                  | <b>43</b>               |
| <b>MONTEGO BAY</b>             | BRITISH AIRWAYS PLC         | S                 | 16                | 0          | 0         | 56                         | 13               | 19          | 0                      | 13                     | 0                       | 56                         | 71                       | 21                         | 17                      |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 0          | 0         | 33                         | 33               | 0           | 0                      | 33                     | 0                       | 105                        | 33                       | 49                         | 12                      |
|                                | THOMSON AIRWAYS LTD         | C                 | 20                | 0          | 0         | 40                         | 10               | 15          | 5                      | 15                     | 15                      | 130                        | 55                       | 66                         | 11                      |
|                                | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 14                | 0          | 2         | 14                         | 21               | 43          | 21                     | 0                      | 0                       | 52                         | 17                       | 99                         | 24                      |
| <b>TOTAL MONTEGO BAY</b>       |                             |                   | <b>56</b>         | <b>0</b>   | <b>2</b>  | <b>38</b>                  | <b>16</b>        | <b>21</b>   | <b>7</b>               | <b>13</b>              | <b>5</b>                | <b>87</b>                  | <b>41</b>                | <b>63</b>                  | <b>64</b>               |
| <b>TOTAL JAMAICA</b>           |                             |                   | <b>91</b>         | <b>0</b>   | <b>2</b>  | <b>34</b>                  | <b>14</b>        | <b>23</b>   | <b>18</b>              | <b>8</b>               | <b>3</b>                | <b>72</b>                  | <b>45</b>                | <b>51</b>                  | <b>107</b>              |
| <b>JORDAN</b>                  |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>AQABA</b>                   | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0         | 0                          | 0                | 0           | 0                      | 0                      | 100                     | 488                        | 0                        | 0                          | 0                       |
| <b>TOTAL AQABA</b>             |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>100</b>              | <b>488</b>                 | <b>50</b>                | <b>27</b>                  | <b>12</b>               |
| <b>TOTAL JORDAN</b>            |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>100</b>              | <b>488</b>                 | <b>50</b>                | <b>27</b>                  | <b>12</b>               |
| <b>KENYA</b>                   |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>MOMBASA</b>                 | MONARCH AIRLINES            | C                 | 16                | 0          | 0         | 13                         | 0                | 6           | 81                     | 0                      | 0                       | 80                         | 33                       | 118                        | 9                       |
|                                | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0         | 33                         | 0                | 0           | 44                     | 22                     | 0                       | 101                        | 22                       | 78                         | 9                       |
| <b>TOTAL MOMBASA</b>           |                             |                   | <b>25</b>         | <b>0</b>   | <b>0</b>  | <b>20</b>                  | <b>0</b>         | <b>4</b>    | <b>68</b>              | <b>8</b>               | <b>0</b>                | <b>88</b>                  | <b>28</b>                | <b>98</b>                  | <b>18</b>               |
| <b>TOTAL KENYA</b>             |                             |                   | <b>25</b>         | <b>0</b>   | <b>0</b>  | <b>20</b>                  | <b>0</b>         | <b>4</b>    | <b>68</b>              | <b>8</b>               | <b>0</b>                | <b>88</b>                  | <b>28</b>                | <b>98</b>                  | <b>18</b>               |
| <b>KOSOVO</b>                  |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>PRISTINA</b>                | BRITISH AIRWAYS PLC         | S                 | 24                | 0          | 0         | 67                         | 4                | 17          | 13                     | 0                      | 0                       | 21                         | 54                       | 33                         | 24                      |
| <b>TOTAL PRISTINA</b>          |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b>  | <b>67</b>                  | <b>4</b>         | <b>17</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>54</b>                | <b>33</b>                  | <b>24</b>               |
| <b>TOTAL KOSOVO</b>            |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b>  | <b>67</b>                  | <b>4</b>         | <b>17</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>54</b>                | <b>33</b>                  | <b>24</b>               |
| <b>LATVIA</b>                  |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>RIGA</b>                    | AIR BALTIC                  | S                 | 54                | 0          | 2         | 28                         | 26               | 28          | 17                     | 2                      | 0                       | 41                         | 68                       | 19                         | 62                      |
| <b>TOTAL RIGA</b>              |                             |                   | <b>54</b>         | <b>0</b>   | <b>2</b>  | <b>28</b>                  | <b>26</b>        | <b>28</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>41</b>                  | <b>68</b>                | <b>19</b>                  | <b>62</b>               |
| <b>TOTAL LATVIA</b>            |                             |                   | <b>54</b>         | <b>0</b>   | <b>2</b>  | <b>28</b>                  | <b>26</b>        | <b>28</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>41</b>                  | <b>68</b>                | <b>19</b>                  | <b>62</b>               |
| <b>LIBYA</b>                   |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TRIPOLI</b>                 | AFRIQYAH AIRWAYS            | S                 | 55                | 0          | 8         | 2                          | 9                | 33          | 40                     | 15                     | 2                       | 106                        | 3                        | 118                        | 63                      |
| <b>TOTAL TRIPOLI</b>           |                             |                   | <b>55</b>         | <b>0</b>   | <b>8</b>  | <b>2</b>                   | <b>9</b>         | <b>33</b>   | <b>40</b>              | <b>15</b>              | <b>2</b>                | <b>106</b>                 | <b>3</b>                 | <b>118</b>                 | <b>63</b>               |
| <b>TOTAL LIBYA</b>             |                             |                   | <b>55</b>         | <b>0</b>   | <b>8</b>  | <b>2</b>                   | <b>9</b>         | <b>33</b>   | <b>40</b>              | <b>15</b>              | <b>2</b>                | <b>106</b>                 | <b>3</b>                 | <b>118</b>                 | <b>63</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |            |
|-----------------------------------|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|                                   |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|                                   |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| <b>LITHUANIA</b>                  |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |            |
| KAUNAS                            | RYANAIR                     | S                 | 50                | 0          | 6              | 40                         | 22          | 24                     | 10                     | 2                       | 2                          | 40                       | 0                          | 0                       | 0          |
| <b>TOTAL KAUNAS</b>               |                             |                   | <b>50</b>         | <b>0</b>   | <b>6</b>       | <b>40</b>                  | <b>22</b>   | <b>24</b>              | <b>10</b>              | <b>2</b>                | <b>2</b>                   | <b>40</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| <b>TOTAL LITHUANIA</b>            |                             |                   | <b>50</b>         | <b>0</b>   | <b>6</b>       | <b>40</b>                  | <b>22</b>   | <b>24</b>              | <b>10</b>              | <b>2</b>                | <b>2</b>                   | <b>40</b>                | <b>68</b>                  | <b>31</b>               | <b>60</b>  |
| <b>LUXEMBOURG</b>                 |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |            |
| LUXEMBOURG                        | BRITISH AIRWAYS PLC         | S                 | 67                | 0          | 0              | 51                         | 16          | 19                     | 12                     | 1                       | 0                          | 31                       | 79                         | 14                      | 90         |
| <b>TOTAL LUXEMBOURG</b>           |                             |                   | <b>67</b>         | <b>0</b>   | <b>0</b>       | <b>51</b>                  | <b>16</b>   | <b>19</b>              | <b>12</b>              | <b>1</b>                | <b>0</b>                   | <b>31</b>                | <b>79</b>                  | <b>14</b>               | <b>90</b>  |
| <b>TOTAL LUXEMBOURG</b>           |                             |                   | <b>67</b>         | <b>0</b>   | <b>0</b>       | <b>51</b>                  | <b>16</b>   | <b>19</b>              | <b>12</b>              | <b>1</b>                | <b>0</b>                   | <b>31</b>                | <b>79</b>                  | <b>14</b>               | <b>90</b>  |
| <b>MALDIVE ISLANDS</b>            |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |            |
| MALE INTERNATIONAL                | BRITISH AIRWAYS PLC         | S                 | 25                | 0          | 1              | 68                         | 4           | 8                      | 16                     | 4                       | 0                          | 37                       | 58                         | 18                      | 26         |
|                                   | THOMSON AIRWAYS LTD         | C                 | 16                | 0          | 0              | 50                         | 13          | 0                      | 25                     | 13                      | 0                          | 70                       | 25                         | 74                      | 12         |
| <b>TOTAL MALE INTERNATIONAL</b>   |                             |                   | <b>41</b>         | <b>0</b>   | <b>1</b>       | <b>61</b>                  | <b>7</b>    | <b>5</b>               | <b>20</b>              | <b>7</b>                | <b>0</b>                   | <b>50</b>                | <b>39</b>                  | <b>48</b>               | <b>46</b>  |
| <b>TOTAL MALDIVE ISLANDS</b>      |                             |                   | <b>41</b>         | <b>0</b>   | <b>1</b>       | <b>61</b>                  | <b>7</b>    | <b>5</b>               | <b>20</b>              | <b>7</b>                | <b>0</b>                   | <b>50</b>                | <b>39</b>                  | <b>48</b>               | <b>46</b>  |
| <b>MALTA</b>                      |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |            |
| MALTA                             | AIR MALTA                   | S                 | 55                | 0          | 2              | 60                         | 13          | 13                     | 5                      | 5                       | 4                          | 46                       | 74                         | 11                      | 76         |
|                                   | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0          | 4              | 44                         | 24          | 16                     | 16                     | 0                       | 0                          | 33                       | 70                         | 21                      | 56         |
|                                   | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0              | 75                         | 0           | 0                      | 0                      | 25                      | 0                          | 87                       | 100                        | 3                       | 10         |
| <b>TOTAL MALTA</b>                |                             |                   | <b>114</b>        | <b>0</b>   | <b>6</b>       | <b>54</b>                  | <b>17</b>   | <b>13</b>              | <b>11</b>              | <b>4</b>                | <b>2</b>                   | <b>44</b>                | <b>74</b>                  | <b>15</b>               | <b>142</b> |
| <b>TOTAL MALTA</b>                |                             |                   | <b>114</b>        | <b>0</b>   | <b>6</b>       | <b>54</b>                  | <b>17</b>   | <b>13</b>              | <b>11</b>              | <b>4</b>                | <b>2</b>                   | <b>44</b>                | <b>74</b>                  | <b>15</b>               | <b>142</b> |
| <b>MEXICO</b>                     |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |            |
| ACAPULCO                          | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0              | 50                         | 0           | 0                      | 0                      | 0                       | 50                         | 723                      | 0                          | 0                       | 0          |
| <b>TOTAL ACAPULCO</b>             |                             |                   | <b>3</b>          | <b>0</b>   | <b>0</b>       | <b>33</b>                  | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>67</b>                  | <b>693</b>               | <b>0</b>                   | <b>0</b>                | <b>0</b>   |
| CANCUN                            | BRITISH AIRWAYS PLC         | S                 | 14                | 0          | 0              | 64                         | 29          | 7                      | 0                      | 0                       | 0                          | 13                       | 0                          | 0                       | 0          |
|                                   | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0              | 50                         | 25          | 0                      | 13                     | 13                      | 0                          | 51                       | 63                         | 21                      | 8          |
|                                   | THOMSON AIRWAYS LTD         | C                 | 24                | 1          | 0              | 38                         | 13          | 13                     | 21                     | 17                      | 0                          | 85                       | 68                         | 27                      | 34         |
| <b>TOTAL CANCUN</b>               |                             |                   | <b>46</b>         | <b>1</b>   | <b>0</b>       | <b>48</b>                  | <b>20</b>   | <b>9</b>               | <b>13</b>              | <b>11</b>               | <b>0</b>                   | <b>57</b>                | <b>67</b>                  | <b>26</b>               | <b>42</b>  |
| <b>TOTAL MEXICO</b>               |                             |                   | <b>49</b>         | <b>1</b>   | <b>0</b>       | <b>47</b>                  | <b>18</b>   | <b>8</b>               | <b>12</b>              | <b>10</b>               | <b>4</b>                   | <b>96</b>                | <b>68</b>                  | <b>25</b>               | <b>78</b>  |
| <b>MOROCCO</b>                    |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |            |
| AGADIR                            | EASYJET AIRLINE COMPANY LTD | S                 | 16                | 0          | 2              | 44                         | 19          | 0                      | 38                     | 0                       | 0                          | 51                       | 78                         | 11                      | 18         |
|                                   | THOMSON AIRWAYS LTD         | S                 | 18                | 0          | 2              | 67                         | 11          | 6                      | 11                     | 6                       | 0                          | 31                       | 50                         | 40                      | 8          |
| <b>TOTAL AGADIR</b>               |                             |                   | <b>34</b>         | <b>0</b>   | <b>4</b>       | <b>56</b>                  | <b>15</b>   | <b>3</b>               | <b>24</b>              | <b>3</b>                | <b>0</b>                   | <b>40</b>                | <b>69</b>                  | <b>20</b>               | <b>26</b>  |
| CASABLANCA MOHAMED V              | ROYAL AIR MAROC             | S                 | 23                | 1          | 0              | 39                         | 22          | 13                     | 9                      | 13                      | 4                          | 95                       | 62                         | 39                      | 26         |
| <b>TOTAL CASABLANCA MOHAMED V</b> |                             |                   | <b>23</b>         | <b>1</b>   | <b>0</b>       | <b>39</b>                  | <b>22</b>   | <b>13</b>              | <b>9</b>               | <b>13</b>               | <b>4</b>                   | <b>95</b>                | <b>62</b>                  | <b>39</b>               | <b>26</b>  |
| MARRAKESH                         | EASYJET AIRLINE COMPANY LTD | S                 | 85                | 0          | 5              | 59                         | 7           | 14                     | 15                     | 5                       | 0                          | 35                       | 71                         | 26                      | 96         |
|                                   | ROYAL AIR MAROC             | S                 | 32                | 0          | 1              | 56                         | 9           | 0                      | 19                     | 9                       | 6                          | 75                       | 88                         | 10                      | 26         |
|                                   | THOMSON AIRWAYS LTD         | S                 | 17                | 0          | 2              | 71                         | 0           | 6                      | 12                     | 6                       | 6                          | 104                      | 75                         | 24                      | 16         |
| <b>TOTAL MARRAKESH</b>            |                             |                   | <b>134</b>        | <b>0</b>   | <b>8</b>       | <b>60</b>                  | <b>7</b>    | <b>10</b>              | <b>16</b>              | <b>6</b>                | <b>2</b>                   | <b>53</b>                | <b>75</b>                  | <b>23</b>               | <b>138</b> |
| <b>TOTAL MOROCCO</b>              |                             |                   | <b>191</b>        | <b>1</b>   | <b>12</b>      | <b>57</b>                  | <b>10</b>   | <b>9</b>               | <b>16</b>              | <b>6</b>                | <b>2</b>                   | <b>56</b>                | <b>72</b>                  | <b>25</b>               | <b>190</b> |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>NETHERLANDS</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                          | BRITISH AIRWAYS PLC         | S                 | 174               | 0        | 0         | 55                         | 18               | 11          | 13                     | 2                      | 1                       | 34                         | 75                       | 21                         | 218                     |
|                                    | EASYJET AIRLINE COMPANY LTD | S                 | 206               | 0        | 17        | 44                         | 21               | 15          | 17                     | 3                      | 0                       | 36                         | 70                       | 22                         | 193                     |
| <b>TOTAL AMSTERDAM</b>             |                             |                   | <b>380</b>        | <b>0</b> | <b>17</b> | <b>49</b>                  | <b>20</b>        | <b>13</b>   | <b>15</b>              | <b>3</b>               | <b>1</b>                | <b>35</b>                  | <b>73</b>                | <b>21</b>                  | <b>413</b>              |
| EINDHOVEN                          | TRANSAVIA                   | C                 | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 61                         | 0                        | 0                          | 0                       |
| <b>TOTAL EINDHOVEN</b>             |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>0</b>    | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>61</b>                  | <b>78</b>                | <b>36</b>                  | <b>58</b>               |
| <b>TOTAL NETHERLANDS</b>           |                             |                   | <b>382</b>        | <b>1</b> | <b>17</b> | <b>49</b>                  | <b>20</b>        | <b>13</b>   | <b>15</b>              | <b>3</b>               | <b>1</b>                | <b>35</b>                  | <b>74</b>                | <b>22</b>                  | <b>571</b>              |
| <b>NORWAY</b>                      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERGEN                             | NORWEGIAN AIR SHUTTLE       | S                 | 76                | 0        | 3         | 34                         | 20               | 13          | 30                     | 3                      | 0                       | 50                         | 58                       | 42                         | 74                      |
|                                    | SAS BRAATHENS               | S                 | 10                | 0        | 0         | 20                         | 20               | 20          | 40                     | 0                      | 0                       | 60                         | 61                       | 24                         | 28                      |
| <b>TOTAL BERGEN</b>                |                             |                   | <b>86</b>         | <b>0</b> | <b>3</b>  | <b>33</b>                  | <b>20</b>        | <b>14</b>   | <b>31</b>              | <b>2</b>               | <b>0</b>                | <b>51</b>                  | <b>59</b>                | <b>37</b>                  | <b>102</b>              |
| FAGERNES/LEIRIN                    | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0        | 0         | 67                         | 0                | 0           | 0                      | 0                      | 33                      | 124                        | 0                        | 0                          | 0                       |
| <b>TOTAL FAGERNES/LEIRIN</b>       |                             |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>33</b>               | <b>124</b>                 | <b>0</b>                 | <b>61</b>                  | <b>2</b>                |
| OSLO (GARDERMOEN)                  | NORWEGIAN AIR SHUTTLE       | S                 | 128               | 0        | 3         | 52                         | 20               | 12          | 13                     | 3                      | 0                       | 33                         | 41                       | 29                         | 138                     |
| <b>TOTAL OSLO (GARDERMOEN)</b>     |                             |                   | <b>128</b>        | <b>0</b> | <b>3</b>  | <b>52</b>                  | <b>20</b>        | <b>12</b>   | <b>13</b>              | <b>3</b>               | <b>0</b>                | <b>33</b>                  | <b>41</b>                | <b>29</b>                  | <b>138</b>              |
| RYGGE                              | RYANAIR                     | S                 | 69                | 0        | 7         | 41                         | 25               | 14          | 13                     | 6                      | 1                       | 47                         | 0                        | 0                          | 0                       |
| <b>TOTAL RYGGE</b>                 |                             |                   | <b>69</b>         | <b>0</b> | <b>7</b>  | <b>41</b>                  | <b>25</b>        | <b>14</b>   | <b>13</b>              | <b>6</b>               | <b>1</b>                | <b>47</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| STAVANGER                          | NORWEGIAN AIR SHUTTLE       | S                 | 35                | 0        | 0         | 57                         | 9                | 11          | 20                     | 3                      | 0                       | 39                         | 55                       | 33                         | 38                      |
| <b>TOTAL STAVANGER</b>             |                             |                   | <b>35</b>         | <b>0</b> | <b>0</b>  | <b>57</b>                  | <b>9</b>         | <b>11</b>   | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>39</b>                  | <b>55</b>                | <b>33</b>                  | <b>38</b>               |
| TROMSOE                            | NORWEGIAN AIR SHUTTLE       | S                 | 12                | 0        | 0         | 42                         | 25               | 33          | 0                      | 0                      | 0                       | 22                         | 63                       | 21                         | 16                      |
| <b>TOTAL TROMSOE</b>               |                             |                   | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>25</b>        | <b>33</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>63</b>                | <b>21</b>                  | <b>16</b>               |
| TRONDHEIM (VAERNES)                | NORWEGIAN AIR SHUTTLE       | S                 | 24                | 0        | 0         | 54                         | 29               | 13          | 4                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| <b>TOTAL TRONDHEIM (VAERNES)</b>   |                             |                   | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>54</b>                  | <b>29</b>        | <b>13</b>   | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>100</b>               | <b>0</b>                   | <b>1</b>                |
| <b>TOTAL NORWAY</b>                |                             |                   | <b>357</b>        | <b>0</b> | <b>13</b> | <b>45</b>                  | <b>20</b>        | <b>13</b>   | <b>17</b>              | <b>3</b>               | <b>1</b>                | <b>40</b>                  | <b>50</b>                | <b>32</b>                  | <b>297</b>              |
| <b>POLAND</b>                      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KRAKOW                             | EASYJET AIRLINE COMPANY LTD | S                 | 51                | 0        | 1         | 53                         | 27               | 10          | 6                      | 4                      | 0                       | 25                         | 67                       | 28                         | 55                      |
| <b>TOTAL KRAKOW</b>                |                             |                   | <b>51</b>         | <b>0</b> | <b>1</b>  | <b>53</b>                  | <b>27</b>        | <b>10</b>   | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>25</b>                  | <b>67</b>                | <b>28</b>                  | <b>55</b>               |
| <b>TOTAL POLAND</b>                |                             |                   | <b>51</b>         | <b>0</b> | <b>1</b>  | <b>53</b>                  | <b>27</b>        | <b>10</b>   | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>25</b>                  | <b>58</b>                | <b>42</b>                  | <b>124</b>              |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                               | BRITISH AIRWAYS PLC         | S                 | 26                | 0        | 0         | 50                         | 8                | 15          | 15                     | 12                     | 0                       | 57                         | 79                       | 9                          | 58                      |
|                                    | EASYJET AIRLINE COMPANY LTD | S                 | 93                | 0        | 7         | 61                         | 10               | 12          | 13                     | 4                      | 0                       | 31                         | 66                       | 26                         | 105                     |
|                                    | MONARCH AIRLINES            | S                 | 31                | 0        | 1         | 68                         | 10               | 3           | 6                      | 3                      | 10                      | 65                         | 68                       | 19                         | 31                      |
|                                    | RYANAIR                     | S                 | 27                | 0        | 1         | 63                         | 7                | 11          | 11                     | 7                      | 0                       | 41                         | 0                        | 0                          | 0                       |
| <b>TOTAL FARO</b>                  |                             |                   | <b>177</b>        | <b>0</b> | <b>9</b>  | <b>61</b>                  | <b>9</b>         | <b>11</b>   | <b>12</b>              | <b>6</b>               | <b>2</b>                | <b>42</b>                  | <b>72</b>                | <b>20</b>                  | <b>246</b>              |
| LISBON                             | AIR PORTUGAL                | S                 | 90                | 0        | 2         | 74                         | 9                | 7           | 9                      | 1                      | 0                       | 18                         | 50                       | 18                         | 28                      |
|                                    | EASYJET AIRLINE COMPANY LTD | S                 | 52                | 0        | 4         | 60                         | 17               | 2           | 15                     | 2                      | 4                       | 44                         | 67                       | 23                         | 54                      |
| <b>TOTAL LISBON</b>                |                             |                   | <b>142</b>        | <b>0</b> | <b>6</b>  | <b>69</b>                  | <b>12</b>        | <b>5</b>    | <b>11</b>              | <b>1</b>               | <b>1</b>                | <b>27</b>                  | <b>62</b>                | <b>20</b>                  | <b>84</b>               |
| OPORTO (PORTUGAL)                  | AIR PORTUGAL                | S                 | 54                | 0        | 0         | 54                         | 17               | 9           | 20                     | 0                      | 0                       | 32                         | 77                       | 14                         | 62                      |
|                                    | EASYJET AIRLINE COMPANY LTD | S                 | 54                | 0        | 2         | 46                         | 6                | 13          | 28                     | 4                      | 4                       | 64                         | 70                       | 15                         | 57                      |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| OPORTO (PORTUGAL)                        | RYANAIR                     | S                 | 36                | 0          | 2         | 44                         | 14               | 17          | 14                     | 8                      | 3                       | 56                         | 0                        | 0                          | 0                       |
| <b>TOTAL OPORTO (PORTUGAL)</b>           |                             |                   | <b>144</b>        | <b>0</b>   | <b>4</b>  | <b>49</b>                  | <b>12</b>        | <b>13</b>   | <b>22</b>              | <b>3</b>               | <b>2</b>                | <b>50</b>                  | <b>74</b>                | <b>14</b>                  | <b>119</b>              |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   | <b>463</b>        | <b>0</b>   | <b>19</b> | <b>60</b>                  | <b>11</b>        | <b>10</b>   | <b>15</b>              | <b>4</b>               | <b>2</b>                | <b>40</b>                  | <b>70</b>                | <b>19</b>                  | <b>449</b>              |
| <b>PORTUGAL(MADEIRA)</b>                 |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                                  | AIR PORTUGAL                | S                 | 54                | 0          | 0         | 61                         | 6                | 9           | 20                     | 4                      | 0                       | 38                         | 69                       | 17                         | 62                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 23                | 1          | 4         | 43                         | 22               | 22          | 13                     | 0                      | 0                       | 31                         | 68                       | 22                         | 31                      |
|  | THOMSON AIRWAYS LTD         | C                 | 18                | 0          | 0         | 50                         | 11               | 6           | 22                     | 11                     | 0                       | 60                         | 47                       | 35                         | 15                      |
| <b>TOTAL FUNCHAL</b>                     |                             |                   | <b>95</b>         | <b>1</b>   | <b>4</b>  | <b>55</b>                  | <b>11</b>        | <b>12</b>   | <b>19</b>              | <b>4</b>               | <b>0</b>                | <b>40</b>                  | <b>66</b>                | <b>21</b>                  | <b>108</b>              |
| <b>TOTAL PORTUGAL(MADEIRA)</b>           |                             |                   | <b>95</b>         | <b>2</b>   | <b>4</b>  | <b>55</b>                  | <b>11</b>        | <b>12</b>   | <b>19</b>              | <b>4</b>               | <b>0</b>                | <b>40</b>                  | <b>66</b>                | <b>21</b>                  | <b>108</b>              |
| <b>PUERTO RICO</b>                       |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SAN JUAN (PUERTO RICO)                   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 8                 | 0          | 0         | 13                         | 0                | 38          | 25                     | 0                      | 25                      | 143                        | 13                       | 132                        | 8                       |
| <b>TOTAL SAN JUAN (PUERTO RICO)</b>      |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b>  | <b>13</b>                  | <b>0</b>         | <b>38</b>   | <b>25</b>              | <b>0</b>               | <b>25</b>               | <b>143</b>                 | <b>13</b>                | <b>132</b>                 | <b>8</b>                |
| <b>TOTAL PUERTO RICO</b>                 |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b>  | <b>13</b>                  | <b>0</b>         | <b>38</b>   | <b>25</b>              | <b>0</b>               | <b>25</b>               | <b>143</b>                 | <b>13</b>                | <b>132</b>                 | <b>8</b>                |
| <b>QATAR</b>                             |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DOHA                                     | QATAR AIRWAYS               | S                 | 56                | 0          | 5         | 43                         | 21               | 21          | 7                      | 2                      | 5                       | 55                         | 74                       | 20                         | 62                      |
| <b>TOTAL DOHA</b>                        |                             |                   | <b>56</b>         | <b>0</b>   | <b>5</b>  | <b>43</b>                  | <b>21</b>        | <b>21</b>   | <b>7</b>               | <b>2</b>               | <b>5</b>                | <b>55</b>                  | <b>74</b>                | <b>20</b>                  | <b>62</b>               |
| <b>TOTAL QATAR</b>                       |                             |                   | <b>56</b>         | <b>0</b>   | <b>5</b>  | <b>43</b>                  | <b>21</b>        | <b>21</b>   | <b>7</b>               | <b>2</b>               | <b>5</b>                | <b>55</b>                  | <b>74</b>                | <b>20</b>                  | <b>62</b>               |
| <b>REPUBLIC OF MOLDOVA</b>               |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CHISINAU (KISHINEV)                      | AIR MOLDOVA INTERNATIONAL   | S                 | 10                | 0          | 0         | 20                         | 0                | 0           | 40                     | 20                     | 20                      | 432                        | 60                       | 15                         | 10                      |
| <b>TOTAL CHISINAU (KISHINEV)</b>         |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b>  | <b>20</b>                  | <b>0</b>         | <b>0</b>    | <b>40</b>              | <b>20</b>              | <b>20</b>               | <b>432</b>                 | <b>60</b>                | <b>15</b>                  | <b>10</b>               |
| <b>TOTAL REPUBLIC OF MOLDOVA</b>         |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b>  | <b>20</b>                  | <b>0</b>         | <b>0</b>    | <b>40</b>              | <b>20</b>              | <b>20</b>               | <b>432</b>                 | <b>60</b>                | <b>15</b>                  | <b>10</b>               |
| <b>REPUBLIC OF MONTENEGRO</b>            |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PODGORICA                                | MONTENEGRO AIRLINES         | S                 | 24                | 0          | 0         | 42                         | 21               | 13          | 17                     | 8                      | 0                       | 44                         | 61                       | 12                         | 18                      |
| <b>TOTAL PODGORICA</b>                   |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b>  | <b>42</b>                  | <b>21</b>        | <b>13</b>   | <b>17</b>              | <b>8</b>               | <b>0</b>                | <b>44</b>                  | <b>61</b>                | <b>12</b>                  | <b>18</b>               |
| <b>TOTAL REPUBLIC OF MONTENEGRO</b>      |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b>  | <b>42</b>                  | <b>21</b>        | <b>13</b>   | <b>17</b>              | <b>8</b>               | <b>0</b>                | <b>44</b>                  | <b>61</b>                | <b>12</b>                  | <b>18</b>               |
| <b>SAINT KITTS AND NEVIS</b>             |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ST KITTS                                 | BRITISH AIRWAYS PLC         | S                 | 14                | 0          | 0         | 79                         | 0                | 7           | 0                      | 14                     | 0                       | 37                         | 63                       | 41                         | 8                       |
| <b>TOTAL ST KITTS</b>                    |                             |                   | <b>14</b>         | <b>0</b>   | <b>0</b>  | <b>79</b>                  | <b>0</b>         | <b>7</b>    | <b>0</b>               | <b>14</b>              | <b>0</b>                | <b>37</b>                  | <b>63</b>                | <b>41</b>                  | <b>8</b>                |
| <b>TOTAL SAINT KITTS AND NEVIS</b>       |                             |                   | <b>14</b>         | <b>0</b>   | <b>0</b>  | <b>79</b>                  | <b>0</b>         | <b>7</b>    | <b>0</b>               | <b>14</b>              | <b>0</b>                | <b>37</b>                  | <b>63</b>                | <b>41</b>                  | <b>8</b>                |
| <b>SEYCHELLES</b>                        |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SEYCHELLES                               | AIR SEYCHELLES              | S                 | 4                 | 0          | 0         | 50                         | 25               | 0           | 25                     | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| <b>TOTAL SEYCHELLES</b>                  |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>25</b>        | <b>0</b>    | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL SEYCHELLES</b>                  |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>25</b>        | <b>0</b>    | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>SLOVENIA</b>                          |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LJUBLJANA                                | ADRIA AIRWAYS               | S                 | 30                | 0          | 2         | 50                         | 20               | 17          | 10                     | 0                      | 3                       | 42                         | 65                       | 20                         | 52                      |
| <b>TOTAL LJUBLJANA</b>                   |                             |                   | <b>30</b>         | <b>0</b>   | <b>2</b>  | <b>50</b>                  | <b>20</b>        | <b>17</b>   | <b>10</b>              | <b>0</b>               | <b>3</b>                | <b>42</b>                  | <b>65</b>                | <b>20</b>                  | <b>52</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |            | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------------|-----------------------------|-------------------|-------------------|------------|------------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                             |                   | MATCHED           | UNMATCHED  |            | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                             |                   |                   | Actual (7) | Plan (8)   |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SLOVENIA                 |                             |                   | 30                | 0          | 2          | 50                         | 20               | 17          | 10                     | 0                      | 3                       | 42                         | 65                       | 20                         | 52                      |
| <b>SPAIN</b>                   |                             |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                       | EASYJET AIRLINE COMPANY LTD | S                 | 87                | 0          | 9          | 62                         | 6                | 20          | 13                     | 0                      | 0                       | 27                         | 56                       | 31                         | 91                      |
|                                | MONARCH AIRLINES            | S                 | 57                | 0          | 11         | 35                         | 21               | 7           | 21                     | 7                      | 9                       | 92                         | 56                       | 42                         | 63                      |
|                                | RYANAIR                     | S                 | 49                | 0          | 9          | 71                         | 14               | 8           | 4                      | 2                      | 0                       | 18                         | 35                       | 49                         | 60                      |
|                                | THOMSON AIRWAYS LTD         | C                 | 18                | 0          | 0          | 72                         | 6                | 0           | 11                     | 0                      | 11                      | 183                        | 90                       | 6                          | 20                      |
| <b>TOTAL ALICANTE</b>          |                             |                   | <b>211</b>        | <b>0</b>   | <b>29</b>  | <b>58</b>                  | <b>12</b>        | <b>12</b>   | <b>13</b>              | <b>2</b>               | <b>3</b>                | <b>56</b>                  | <b>53</b>                | <b>37</b>                  | 234                     |
| ALMERIA                        | EASYJET AIRLINE COMPANY LTD | S                 | 36                | 0          | 0          | 67                         | 6                | 3           | 25                     | 0                      | 0                       | 27                         | 86                       | 7                          | 36                      |
| <b>TOTAL ALMERIA</b>           |                             |                   | <b>36</b>         | <b>0</b>   | <b>0</b>   | <b>67</b>                  | <b>6</b>         | <b>3</b>    | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>86</b>                | <b>7</b>                   | 36                      |
| BARCELONA                      | EASYJET AIRLINE COMPANY LTD | S                 | 182               | 0          | 17         | 49                         | 14               | 18          | 14                     | 5                      | 0                       | 38                         | 54                       | 29                         | 164                     |
| <b>TOTAL BARCELONA</b>         |                             |                   | <b>182</b>        | <b>0</b>   | <b>17</b>  | <b>49</b>                  | <b>14</b>        | <b>18</b>   | <b>14</b>              | <b>5</b>               | <b>0</b>                | <b>38</b>                  | <b>54</b>                | <b>30</b>                  | 168                     |
| GERONA                         | RYANAIR                     | S                 | 50                | 0          | 6          | 68                         | 12               | 12          | 8                      | 0                      | 0                       | 20                         | 84                       | 14                         | 56                      |
| <b>TOTAL GERONA</b>            |                             |                   | <b>50</b>         | <b>0</b>   | <b>6</b>   | <b>68</b>                  | <b>12</b>        | <b>12</b>   | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>84</b>                | <b>14</b>                  | 56                      |
| MADRID                         | AIR EUROPA                  | S                 | 106               | 0          | 18         | 48                         | 13               | 16          | 20                     | 1                      | 2                       | 44                         | 56                       | 32                         | 124                     |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 173               | 1          | 18         | 34                         | 16               | 21          | 23                     | 5                      | 1                       | 55                         | 34                       | 57                         | 197                     |
|                                | RYANAIR                     | S                 | 90                | 0          | 21         | 53                         | 23               | 10          | 12                     | 0                      | 1                       | 25                         | 35                       | 38                         | 54                      |
| <b>TOTAL MADRID</b>            |                             |                   | <b>369</b>        | <b>2</b>   | <b>57</b>  | <b>43</b>                  | <b>17</b>        | <b>17</b>   | <b>20</b>              | <b>3</b>               | <b>1</b>                | <b>45</b>                  | <b>41</b>                | <b>46</b>                  | 377                     |
| MALAGA                         | AER LINGUS                  | S                 | 90                | 0          | 1          | 56                         | 11               | 13          | 18                     | 2                      | 0                       | 33                         | 68                       | 32                         | 113                     |
|                                | EASYJET AIRLINE COMPANY LTD | S                 | 149               | 0          | 11         | 54                         | 18               | 12          | 12                     | 3                      | 1                       | 36                         | 61                       | 25                         | 196                     |
|                                | MONARCH AIRLINES            | S                 | 59                | 0          | 3          | 36                         | 22               | 22          | 14                     | 3                      | 3                       | 55                         | 43                       | 41                         | 60                      |
|                                | THOMSON AIRWAYS LTD         | C                 | 25                | 0          | 0          | 76                         | 0                | 8           | 0                      | 8                      | 8                       | 61                         | 65                       | 37                         | 26                      |
| <b>TOTAL MALAGA</b>            |                             |                   | <b>323</b>        | <b>0</b>   | <b>15</b>  | <b>53</b>                  | <b>15</b>        | <b>14</b>   | <b>13</b>              | <b>3</b>               | <b>2</b>                | <b>41</b>                  | <b>61</b>                | <b>30</b>                  | 395                     |
| MURCIA SAN JAVIER              | EASYJET AIRLINE COMPANY LTD | S                 | 34                | 0          | 2          | 44                         | 18               | 21          | 18                     | 0                      | 0                       | 32                         | 65                       | 24                         | 48                      |
| <b>TOTAL MURCIA SAN JAVIER</b> |                             |                   | <b>34</b>         | <b>0</b>   | <b>2</b>   | <b>44</b>                  | <b>18</b>        | <b>21</b>   | <b>18</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>65</b>                | <b>24</b>                  | 48                      |
| PALMA DE MALLORCA              | EASYJET AIRLINE COMPANY LTD | S                 | 54                | 0          | 3          | 30                         | 13               | 20          | 26                     | 11                     | 0                       | 72                         | 51                       | 32                         | 59                      |
|                                | MONARCH AIRLINES            | S                 | 16                | 0          | 0          | 38                         | 19               | 25          | 19                     | 0                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| <b>TOTAL PALMA DE MALLORCA</b> |                             |                   | <b>70</b>         | <b>0</b>   | <b>3</b>   | <b>31</b>                  | <b>14</b>        | <b>21</b>   | <b>24</b>              | <b>9</b>               | <b>0</b>                | <b>62</b>                  | <b>51</b>                | <b>32</b>                  | 59                      |
| SEVILLE                        | RYANAIR                     | S                 | 18                | 0          | 6          | 67                         | 22               | 11          | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
| <b>TOTAL SEVILLE</b>           |                             |                   | <b>18</b>         | <b>0</b>   | <b>6</b>   | <b>67</b>                  | <b>22</b>        | <b>11</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>10</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| VALENCIA                       | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0          | 4          | 34                         | 20               | 16          | 30                     | 0                      | 0                       | 53                         | 52                       | 27                         | 58                      |
| <b>TOTAL VALENCIA</b>          |                             |                   | <b>50</b>         | <b>0</b>   | <b>4</b>   | <b>34</b>                  | <b>20</b>        | <b>16</b>   | <b>30</b>              | <b>0</b>               | <b>0</b>                | <b>53</b>                  | <b>51</b>                | <b>27</b>                  | 59                      |
| <b>TOTAL SPAIN</b>             |                             |                   | <b>1343</b>       | <b>2</b>   | <b>139</b> | <b>49</b>                  | <b>15</b>        | <b>15</b>   | <b>16</b>              | <b>3</b>               | <b>1</b>                | <b>44</b>                  | <b>55</b>                | <b>34</b>                  | 1440                    |
| <b>SPAIN(CANARY ISLANDS)</b>   |                             |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                       | EASYJET AIRLINE COMPANY LTD | S                 | 42                | 0          | 5          | 45                         | 31               | 12          | 12                     | 0                      | 0                       | 28                         | 51                       | 66                         | 49                      |
|                                | MONARCH AIRLINES            | S                 | 30                | 0          | 4          | 67                         | 7                | 3           | 10                     | 13                     | 0                       | 59                         | 56                       | 50                         | 39                      |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 20                | 0          | 0          | 45                         | 15               | 20          | 10                     | 0                      | 10                      | 66                         | 54                       | 33                         | 24                      |
|                                | THOMSON AIRWAYS LTD         | C                 | 29                | 0          | 0          | 48                         | 14               | 14          | 21                     | 0                      | 3                       | 52                         | 37                       | 67                         | 27                      |
| <b>TOTAL ARRECIFE</b>          |                             |                   | <b>121</b>        | <b>0</b>   | <b>9</b>   | <b>51</b>                  | <b>18</b>        | <b>12</b>   | <b>13</b>              | <b>3</b>               | <b>2</b>                | <b>48</b>                  | <b>49</b>                | <b>56</b>                  | 173                     |
| FUERTEVENTURA                  | MONARCH AIRLINES            | S                 | 8                 | 0          | 0          | 75                         | 25               | 0           | 0                      | 0                      | 0                       | 8                          | 40                       | 79                         | 10                      |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 14                | 0          | 0          | 50                         | 7                | 7           | 7                      | 14                     | 14                      | 105                        | 47                       | 30                         | 19                      |
|                                | THOMSON AIRWAYS LTD         | C                 | 15                | 2          | 0          | 60                         | 13               | 13          | 0                      | 0                      | 13                      | 76                         | 61                       | 53                         | 18                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL FUERTEVENTURA</b>             |                             |                   | <b>37</b>         | <b>2</b> | <b>0</b>  | <b>59</b>                  | <b>14</b>        | <b>8</b>    | <b>3</b>               | <b>5</b>               | <b>11</b>               | <b>72</b>                  | <b>48</b>                | <b>48</b>                  | 50                      |
| <b>LAS PALMAS</b>                      | EASYJET AIRLINE COMPANY LTD | S                 | 52                | 0        | 4         | 38                         | 12               | 27          | 23                     | 0                      | 0                       | 44                         | 40                       | 47                         | 58                      |
|  | MONARCH AIRLINES            | S                 | 8                 | 0        | 2         | 75                         | 0                | 13          | 13                     | 0                      | 0                       | 26                         | 55                       | 72                         | 11                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 17                | 0        | 0         | 53                         | 6                | 0           | 29                     | 6                      | 6                       | 104                        | 68                       | 32                         | 19                      |
|  | THOMSON AIRWAYS LTD         | C                 | 26                | 0        | 0         | 38                         | 12               | 19          | 19                     | 4                      | 8                       | 113                        | 26                       | 52                         | 23                      |
| <b>TOTAL LAS PALMAS</b>                |                             |                   | <b>103</b>        | <b>0</b> | <b>6</b>  | <b>44</b>                  | <b>10</b>        | <b>19</b>   | <b>22</b>              | <b>2</b>               | <b>3</b>                | <b>70</b>                  | <b>43</b>                | <b>49</b>                  | 116                     |
| <b>SANTA CRUZ DE LA PALMA</b>          | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 50                         | 0                | 38          | 13                     | 0                      | 0                       | 36                         | 75                       | 203                        | 8                       |
| <b>TOTAL SANTA CRUZ DE LA PALMA</b>    |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>38</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>75</b>                | <b>203</b>                 | 8                       |
| <b>TENERIFE (SURREINA SOFIA)</b>       | EASYJET AIRLINE COMPANY LTD | S                 | 100               | 0        | 8         | 44                         | 16               | 19          | 15                     | 6                      | 0                       | 44                         | 46                       | 36                         | 114                     |
|  | MONARCH AIRLINES            | S                 | 51                | 0        | 7         | 47                         | 8                | 14          | 20                     | 10                     | 2                       | 66                         | 33                       | 59                         | 61                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 23                | 0        | 0         | 48                         | 17               | 13          | 0                      | 13                     | 9                       | 86                         | 47                       | 40                         | 30                      |
|  | THOMSON AIRWAYS LTD         | C                 | 62                | 2        | 0         | 48                         | 11               | 15          | 15                     | 6                      | 5                       | 66                         | 44                       | 59                         | 55                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>237</b>        | <b>2</b> | <b>15</b> | <b>46</b>                  | <b>13</b>        | <b>16</b>   | <b>14</b>              | <b>8</b>               | <b>3</b>                | <b>58</b>                  | <b>42</b>                | <b>51</b>                  | 306                     |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>506</b>        | <b>4</b> | <b>30</b> | <b>48</b>                  | <b>13</b>        | <b>15</b>   | <b>15</b>              | <b>5</b>               | <b>3</b>                | <b>59</b>                  | <b>45</b>                | <b>54</b>                  | 653                     |
| <b>ST LUCIA</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ST LUCIA (HEWANORRA)</b>            | MONARCH AIRLINES            | C                 | 2                 | 0        | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 68                         | 0                        | 217                        | 2                       |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 24                | 0        | 0         | 46                         | 25               | 13          | 8                      | 0                      | 8                       | 105                        | 42                       | 57                         | 26                      |
| <b>TOTAL ST LUCIA (HEWANORRA)</b>      |                             |                   | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>23</b>        | <b>15</b>   | <b>12</b>              | <b>0</b>               | <b>8</b>                | <b>102</b>                 | <b>39</b>                | <b>68</b>                  | 28                      |
| <b>TOTAL ST LUCIA</b>                  |                             |                   | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>23</b>        | <b>15</b>   | <b>12</b>              | <b>0</b>               | <b>8</b>                | <b>102</b>                 | <b>39</b>                | <b>68</b>                  | 28                      |
| <b>SWEDEN</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GOTEBORG</b>                        | EASYJET AIRLINE COMPANY LTD | S                 | 54                | 0        | 0         | 35                         | 13               | 24          | 22                     | 6                      | 0                       | 55                         | 0                        | 0                          | 0                       |
| <b>TOTAL GOTEBORG</b>                  |                             |                   | <b>54</b>         | <b>1</b> | <b>0</b>  | <b>35</b>                  | <b>13</b>        | <b>24</b>   | <b>22</b>              | <b>6</b>               | <b>0</b>                | <b>55</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| <b>MALMO</b>                           | VIKING AIRLINES             | C                 | 9                 | 0        | 0         | 56                         | 11               | 11          | 0                      | 11                     | 11                      | 83                         | 0                        | 0                          | 0                       |
| <b>TOTAL MALMO</b>                     |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>56</b>                  | <b>11</b>        | <b>11</b>   | <b>0</b>               | <b>11</b>              | <b>11</b>               | <b>83</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| <b>STOCKHOLM (ARLANDA)</b>             | NORWEGIAN AIR SHUTTLE       | S                 | 94                | 0        | 5         | 27                         | 12               | 34          | 22                     | 5                      | 0                       | 54                         | 0                        | 0                          | 0                       |
|  | VIKING HELLAS               | C                 | 22                | 0        | 0         | 32                         | 9                | 23          | 27                     | 0                      | 9                       | 78                         | 0                        | 0                          | 0                       |
| <b>TOTAL STOCKHOLM (ARLANDA)</b>       |                             |                   | <b>117</b>        | <b>0</b> | <b>5</b>  | <b>27</b>                  | <b>12</b>        | <b>32</b>   | <b>23</b>              | <b>4</b>               | <b>2</b>                | <b>58</b>                  | <b>39</b>                | <b>50</b>                  | 28                      |
| <b>STOCKHOLM (SKAVSTA)</b>             | RYANAIR                     | S                 | 48                | 0        | 6         | 40                         | 19               | 15          | 25                     | 2                      | 0                       | 44                         | 45                       | 55                         | 56                      |
| <b>TOTAL STOCKHOLM (SKAVSTA)</b>       |                             |                   | <b>48</b>         | <b>0</b> | <b>6</b>  | <b>40</b>                  | <b>19</b>        | <b>15</b>   | <b>25</b>              | <b>2</b>               | <b>0</b>                | <b>44</b>                  | <b>45</b>                | <b>55</b>                  | 56                      |
| <b>TOTAL SWEDEN</b>                    |                             |                   | <b>228</b>        | <b>1</b> | <b>11</b> | <b>33</b>                  | <b>14</b>        | <b>25</b>   | <b>22</b>              | <b>4</b>               | <b>1</b>                | <b>56</b>                  | <b>43</b>                | <b>53</b>                  | 84                      |
| <b>SWITZERLAND</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>BASLE MULHOUSE</b>                  | EASYJET AIRLINE COMPANY LTD | S                 | 44                | 0        | 6         | 34                         | 27               | 7           | 30                     | 2                      | 0                       | 46                         | 52                       | 29                         | 50                      |
|  | EASYJET SWITZERLAND         | S                 | 44                | 0        | 2         | 59                         | 11               | 9           | 11                     | 9                      | 0                       | 48                         | 74                       | 17                         | 46                      |
| <b>TOTAL BASLE MULHOUSE</b>            |                             |                   | <b>88</b>         | <b>1</b> | <b>8</b>  | <b>47</b>                  | <b>19</b>        | <b>8</b>    | <b>20</b>              | <b>6</b>               | <b>0</b>                | <b>47</b>                  | <b>62</b>                | <b>23</b>                  | 98                      |
| <b>GENEVA</b>                          | BMI BRITISH MIDLAND         | C                 | 7                 | 0        | 0         | 0                          | 0                | 0           | 57                     | 14                     | 29                      | 240                        | 38                       | 56                         | 8                       |
|  | BRITISH AIRWAYS PLC         | S                 | 127               | 0        | 0         | 53                         | 14               | 15          | 17                     | 2                      | 0                       | 31                         | 72                       | 20                         | 132                     |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 165               | 0        | 19        | 42                         | 12               | 19          | 22                     | 4                      | 1                       | 49                         | 61                       | 26                         | 124                     |
|  | EASYJET SWITZERLAND         | S                 | 142               | 0        | 17        | 37                         | 13               | 18          | 21                     | 6                      | 5                       | 86                         | 48                       | 43                         | 194                     |
|  | FLYBE LTD                   | C                 | 12                | 0        | 0         | 0                          | 8                | 0           | 67                     | 25                     | 0                       | 141                        | 0                        | 130                        | 8                       |
|  | MONARCH AIRLINES            | C                 | 22                | 0        | 0         | 32                         | 14               | 9           | 32                     | 14                     | 0                       | 77                         | 17                       | 45                         | 12                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0        | 0         | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 42                         | 0                        | 27                         | 4                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|------------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                              |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                              |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                                | THOMSON AIRWAYS LTD          | C                 | 19                | 0          | 0         | 37                         | 11               | 11          | 42                     | 0                      | 0                       | 54                         | 30                       | 57                         | 20                      |
|                                       | VIKING HELLAS                | C                 | 7                 | 0          | 0         | 29                         | 14               | 43          | 14                     | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| <b>TOTAL GENEVA</b>                   |                              |                   | <b>504</b>        | <b>0</b>   | <b>36</b> | <b>41</b>                  | <b>13</b>        | <b>17</b>   | <b>23</b>              | <b>5</b>               | <b>2</b>                | <b>61</b>                  | <b>55</b>                | <b>35</b>                  | 517                     |
| ZURICH                                | EASYJET AIRLINE COMPANY LTD  | S                 | 80                | 0          | 10        | 33                         | 20               | 25          | 23                     | 0                      | 0                       | 41                         | 69                       | 22                         | 96                      |
| <b>TOTAL ZURICH</b>                   |                              |                   | <b>80</b>         | <b>0</b>   | <b>10</b> | <b>33</b>                  | <b>20</b>        | <b>25</b>   | <b>23</b>              | <b>0</b>               | <b>0</b>                | <b>41</b>                  | <b>67</b>                | <b>25</b>                  | 154                     |
| <b>TOTAL SWITZERLAND</b>              |                              |                   | <b>672</b>        | <b>1</b>   | <b>54</b> | <b>41</b>                  | <b>14</b>        | <b>17</b>   | <b>23</b>              | <b>4</b>               | <b>2</b>                | <b>57</b>                  | <b>58</b>                | <b>32</b>                  | 772                     |
| <b>TRINIDAD AND TOBAGO</b>            |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PORT OF SPAIN                         | BRITISH AIRWAYS PLC          | S                 | 38                | 0          | 0         | 47                         | 16               | 16          | 21                     | 0                      | 0                       | 33                         | 82                       | 12                         | 45                      |
| <b>TOTAL PORT OF SPAIN</b>            |                              |                   | <b>38</b>         | <b>0</b>   | <b>0</b>  | <b>47</b>                  | <b>16</b>        | <b>16</b>   | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>82</b>                | <b>12</b>                  | 45                      |
| TOBAGO                                | BRITISH AIRWAYS PLC          | S                 | 17                | 0          | 0         | 47                         | 12               | 24          | 18                     | 0                      | 0                       | 32                         | 78                       | 8                          | 18                      |
|                                       | MONARCH AIRLINES             | C                 | 5                 | 0          | 0         | 40                         | 20               | 20          | 20                     | 0                      | 0                       | 48                         | 0                        | 127                        | 5                       |
| <b>TOTAL TOBAGO</b>                   |                              |                   | <b>22</b>         | <b>0</b>   | <b>0</b>  | <b>45</b>                  | <b>14</b>        | <b>23</b>   | <b>18</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>61</b>                | <b>34</b>                  | 23                      |
| <b>TOTAL TRINIDAD AND TOBAGO</b>      |                              |                   | <b>60</b>         | <b>0</b>   | <b>0</b>  | <b>47</b>                  | <b>15</b>        | <b>18</b>   | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>34</b>                  | <b>75</b>                | <b>19</b>                  | 68                      |
| <b>TUNISIA</b>                        |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| JERBA                                 | TUNISAIR                     | S                 | 12                | 0          | 0         | 50                         | 33               | 8           | 8                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
| <b>TOTAL JERBA</b>                    |                              |                   | <b>12</b>         | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>33</b>        | <b>8</b>    | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>0</b>                 | <b>0</b>                   | 0                       |
| MONASTIR                              | THOMAS COOK AIRLINES LTD     | C                 | 14                | 0          | 0         | 50                         | 29               | 7           | 0                      | 0                      | 14                      | 82                         | 100                      | 1                          | 12                      |
|                                       | THOMSON AIRWAYS LTD          | C                 | 16                | 0          | 0         | 50                         | 0                | 13          | 13                     | 25                     | 0                       | 76                         | 48                       | 44                         | 21                      |
| <b>TOTAL MONASTIR</b>                 |                              |                   | <b>31</b>         | <b>0</b>   | <b>0</b>  | <b>48</b>                  | <b>13</b>        | <b>10</b>   | <b>10</b>              | <b>13</b>              | <b>6</b>                | <b>78</b>                  | <b>65</b>                | <b>29</b>                  | 34                      |
| TUNIS                                 | BRITISH AIRWAYS PLC          | S                 | 36                | 0          | 0         | 58                         | 14               | 14          | 14                     | 0                      | 0                       | 25                         | 71                       | 40                         | 34                      |
| <b>TOTAL TUNIS</b>                    |                              |                   | <b>36</b>         | <b>0</b>   | <b>0</b>  | <b>58</b>                  | <b>14</b>        | <b>14</b>   | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>71</b>                | <b>40</b>                  | 34                      |
| <b>TOTAL TUNISIA</b>                  |                              |                   | <b>79</b>         | <b>0</b>   | <b>0</b>  | <b>53</b>                  | <b>16</b>        | <b>11</b>   | <b>11</b>              | <b>5</b>               | <b>3</b>                | <b>46</b>                  | <b>68</b>                | <b>34</b>                  | 68                      |
| <b>TURKEY</b>                         |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                               | THOMAS COOK AIRLINES LTD     | C                 | 17                | 0          | 0         | 29                         | 24               | 12          | 18                     | 0                      | 18                      | 173                        | 67                       | 43                         | 12                      |
|                                       | THOMSON AIRWAYS LTD          | C                 | 8                 | 0          | 0         | 50                         | 25               | 25          | 0                      | 0                      | 0                       | 16                         | 0                        | 0                          | 0                       |
| <b>TOTAL ANTALYA</b>                  |                              |                   | <b>25</b>         | <b>0</b>   | <b>0</b>  | <b>36</b>                  | <b>24</b>        | <b>16</b>   | <b>12</b>              | <b>0</b>               | <b>12</b>               | <b>123</b>                 | <b>79</b>                | <b>22</b>                  | 33                      |
| BODRUM (MILAS)                        | ONUR AIR                     | C                 | 4                 | 0          | 0         | 25                         | 25               | 25          | 25                     | 0                      | 0                       | 36                         | 100                      | 0                          | 2                       |
| <b>TOTAL BODRUM (MILAS)</b>           |                              |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>25</b>   | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>50</b>                | <b>105</b>                 | 6                       |
| DALAMAN                               | THOMAS COOK AIRLINES LTD     | C                 | 4                 | 0          | 0         | 25                         | 25               | 50          | 0                      | 0                      | 0                       | 37                         | 0                        | 68                         | 4                       |
| <b>TOTAL DALAMAN</b>                  |                              |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>37</b>                  | <b>0</b>                 | <b>68</b>                  | 4                       |
| ISTANBUL (SABIHA GOKCEN)              | EASYJET AIRLINE COMPANY LTD  | S                 | 29                | 1          | 3         | 55                         | 3                | 24          | 7                      | 10                     | 0                       | 45                         | 47                       | 31                         | 47                      |
| <b>TOTAL ISTANBUL (SABIHA GOKCEN)</b> |                              |                   | <b>29</b>         | <b>1</b>   | <b>3</b>  | <b>55</b>                  | <b>3</b>         | <b>24</b>   | <b>7</b>               | <b>10</b>              | <b>0</b>                | <b>45</b>                  | <b>47</b>                | <b>31</b>                  | 47                      |
| <b>TOTAL TURKEY</b>                   |                              |                   | <b>62</b>         | <b>1</b>   | <b>3</b>  | <b>44</b>                  | <b>15</b>        | <b>23</b>   | <b>10</b>              | <b>5</b>               | <b>5</b>                | <b>75</b>                  | <b>62</b>                | <b>30</b>                  | 106                     |
| <b>UKRAINE</b>                        |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KIEV (BORISPOL)                       | UKRAINE INTERNATIONAL AIRLIN | S                 | 57                | 1          | 1         | 54                         | 16               | 12          | 14                     | 4                      | 0                       | 35                         | 60                       | 80                         | 60                      |
| <b>TOTAL KIEV (BORISPOL)</b>          |                              |                   | <b>57</b>         | <b>1</b>   | <b>1</b>  | <b>54</b>                  | <b>16</b>        | <b>12</b>   | <b>14</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>60</b>                | <b>80</b>                  | 60                      |
| <b>TOTAL UKRAINE</b>                  |                              |                   | <b>57</b>         | <b>1</b>   | <b>1</b>  | <b>54</b>                  | <b>16</b>        | <b>12</b>   | <b>14</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>60</b>                | <b>80</b>                  | 60                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>UNITED ARAB EMIRATES</b>      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                            | EMIRATES                    | S                 | 173               | 2        | 4         | 41                         | 20               | 23          | 12                     | 2                      | 2                       | 46                         | 57                       | 20                         | 184                     |
| TOTAL DUBAI                      |                             |                   | <b>173</b>        | <b>2</b> | <b>4</b>  | <b>41</b>                  | <b>20</b>        | <b>23</b>   | <b>12</b>              | <b>2</b>               | <b>2</b>                | <b>46</b>                  | <b>57</b>                | <b>20</b>                  | <b>184</b>              |
| TOTAL UNITED ARAB EMIRATES       |                             |                   | <b>173</b>        | <b>2</b> | <b>4</b>  | <b>41</b>                  | <b>20</b>        | <b>23</b>   | <b>12</b>              | <b>2</b>               | <b>2</b>                | <b>46</b>                  | <b>57</b>                | <b>20</b>                  | <b>184</b>              |
| <b>UNITED KINGDOM</b>            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                         | FLYBE LTD                   | S                 | 107               | 0        | 11        | 44                         | 10               | 22          | 19                     | 4                      | 1                       | 49                         | 53                       | 37                         | 141                     |
| TOTAL ABERDEEN                   |                             |                   | <b>107</b>        | <b>0</b> | <b>11</b> | <b>44</b>                  | <b>10</b>        | <b>22</b>   | <b>19</b>              | <b>4</b>               | <b>1</b>                | <b>49</b>                  | <b>53</b>                | <b>37</b>                  | <b>141</b>              |
| BELFAST CITY (GEORGE BEST)       | FLYBE LTD                   | S                 | 186               | 0        | 16        | 55                         | 9                | 13          | 19                     | 3                      | 1                       | 39                         | 72                       | 23                         | 216                     |
| TOTAL BELFAST CITY (GEORGE BEST) |                             |                   | <b>186</b>        | <b>0</b> | <b>16</b> | <b>55</b>                  | <b>9</b>         | <b>13</b>   | <b>19</b>              | <b>3</b>               | <b>1</b>                | <b>39</b>                  | <b>72</b>                | <b>23</b>                  | <b>216</b>              |
| BELFAST INTERNATIONAL            | EASYJET AIRLINE COMPANY LTD | S                 | 178               | 1        | 27        | 45                         | 20               | 9           | 19                     | 7                      | 0                       | 47                         | 67                       | 25                         | 212                     |
| TOTAL BELFAST INTERNATIONAL      |                             |                   | <b>178</b>        | <b>1</b> | <b>27</b> | <b>45</b>                  | <b>20</b>        | <b>9</b>    | <b>19</b>              | <b>7</b>               | <b>0</b>                | <b>47</b>                  | <b>67</b>                | <b>25</b>                  | <b>212</b>              |
| BIRMINGHAM                       | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 23                         | 0                        | 0                          | 0                       |
| TOTAL BIRMINGHAM                 |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>100</b>               | <b>0</b>                   | <b>1</b>                |
| EDINBURGH                        | BRITISH AIRWAYS PLC         | S                 | 186               | 0        | 0         | 63                         | 13               | 12          | 10                     | 1                      | 1                       | 25                         | 72                       | 14                         | 215                     |
|                                  | EASYJET AIRLINE COMPANY LTD | S                 | 173               | 0        | 30        | 44                         | 14               | 20          | 18                     | 2                      | 1                       | 42                         | 61                       | 28                         | 200                     |
| TOTAL EDINBURGH                  |                             |                   | <b>359</b>        | <b>2</b> | <b>30</b> | <b>54</b>                  | <b>14</b>        | <b>16</b>   | <b>14</b>              | <b>2</b>               | <b>1</b>                | <b>33</b>                  | <b>66</b>                | <b>21</b>                  | <b>415</b>              |
| GLASGOW                          | BRITISH AIRWAYS PLC         | S                 | 190               | 0        | 0         | 57                         | 16               | 13          | 13                     | 1                      | 0                       | 28                         | 71                       | 20                         | 232                     |
|                                  | EASYJET AIRLINE COMPANY LTD | S                 | 138               | 1        | 20        | 41                         | 15               | 17          | 22                     | 4                      | 1                       | 49                         | 68                       | 24                         | 155                     |
| TOTAL GLASGOW                    |                             |                   | <b>328</b>        | <b>2</b> | <b>20</b> | <b>50</b>                  | <b>16</b>        | <b>15</b>   | <b>17</b>              | <b>2</b>               | <b>1</b>                | <b>37</b>                  | <b>70</b>                | <b>22</b>                  | <b>387</b>              |
| GUERNSEY                         | AURIGNY AIR SERVICES        | S                 | 204               | 0        | 10        | 64                         | 10               | 5           | 16                     | 4                      | 0                       | 35                         | 73                       | 16                         | 247                     |
|                                  | FLYBE LTD                   | S                 | 229               | 0        | 15        | 66                         | 14               | 5           | 11                     | 2                      | 1                       | 27                         | 83                       | 14                         | 259                     |
| TOTAL GUERNSEY                   |                             |                   | <b>433</b>        | <b>0</b> | <b>25</b> | <b>65</b>                  | <b>12</b>        | <b>5</b>    | <b>13</b>              | <b>3</b>               | <b>1</b>                | <b>31</b>                  | <b>78</b>                | <b>15</b>                  | <b>506</b>              |
| INVERNESS                        | EASYJET AIRLINE COMPANY LTD | S                 | 51                | 0        | 4         | 47                         | 8                | 20          | 25                     | 0                      | 0                       | 38                         | 59                       | 33                         | 54                      |
|                                  | FLYBE LTD                   | S                 | 127               | 0        | 12        | 60                         | 13               | 14          | 9                      | 3                      | 0                       | 28                         | 63                       | 46                         | 134                     |
| TOTAL INVERNESS                  |                             |                   | <b>178</b>        | <b>0</b> | <b>16</b> | <b>56</b>                  | <b>12</b>        | <b>16</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>31</b>                  | <b>62</b>                | <b>42</b>                  | <b>188</b>              |
| ISLE OF MAN                      | FLYBE LTD                   | S                 | 183               | 0        | 15        | 68                         | 11               | 11          | 8                      | 1                      | 1                       | 23                         | 88                       | 8                          | 210                     |
| TOTAL ISLE OF MAN                |                             |                   | <b>183</b>        | <b>0</b> | <b>15</b> | <b>68</b>                  | <b>11</b>        | <b>11</b>   | <b>8</b>               | <b>1</b>               | <b>1</b>                | <b>23</b>                  | <b>88</b>                | <b>8</b>                   | <b>210</b>              |
| JERSEY                           | BRITISH AIRWAYS PLC         | S                 | 241               | 0        | 1         | 61                         | 15               | 13          | 10                     | 1                      | 0                       | 24                         | 84                       | 11                         | 279                     |
|                                  | FLYBE LTD                   | S                 | 263               | 0        | 35        | 65                         | 11               | 12          | 11                     | 1                      | 1                       | 27                         | 79                       | 17                         | 341                     |
| TOTAL JERSEY                     |                             |                   | <b>504</b>        | <b>0</b> | <b>36</b> | <b>63</b>                  | <b>13</b>        | <b>13</b>   | <b>10</b>              | <b>1</b>               | <b>1</b>                | <b>26</b>                  | <b>81</b>                | <b>15</b>                  | <b>620</b>              |
| LEEDS BRADFORD                   | FLYBE LTD                   | S                 | 92                | 0        | 10        | 59                         | 10               | 7           | 23                     | 2                      | 0                       | 39                         | 64                       | 52                         | 109                     |
| TOTAL LEEDS BRADFORD             |                             |                   | <b>92</b>         | <b>0</b> | <b>10</b> | <b>59</b>                  | <b>10</b>        | <b>7</b>    | <b>23</b>              | <b>2</b>               | <b>0</b>                | <b>39</b>                  | <b>64</b>                | <b>52</b>                  | <b>109</b>              |
| MANCHESTER                       | BRITISH AIRWAYS PLC         | S                 | 199               | 1        | 1         | 64                         | 12               | 11          | 12                     | 1                      | 0                       | 23                         | 77                       | 12                         | 282                     |
|                                  | THOMAS COOK AIRLINES LTD    | C                 | 7                 | 0        | 0         | 14                         | 0                | 14          | 57                     | 14                     | 0                       | 103                        | 83                       | 6                          | 6                       |
| TOTAL MANCHESTER                 |                             |                   | <b>207</b>        | <b>6</b> | <b>1</b>  | <b>62</b>                  | <b>12</b>        | <b>12</b>   | <b>13</b>              | <b>1</b>               | <b>0</b>                | <b>26</b>                  | <b>76</b>                | <b>13</b>                  | <b>293</b>              |
| NEWCASTLE                        | FLYBE LTD                   | S                 | 142               | 0        | 9         | 48                         | 15               | 16          | 16                     | 4                      | 1                       | 41                         | 64                       | 38                         | 184                     |
| TOTAL NEWCASTLE                  |                             |                   | <b>142</b>        | <b>1</b> | <b>9</b>  | <b>48</b>                  | <b>15</b>        | <b>16</b>   | <b>16</b>              | <b>4</b>               | <b>1</b>                | <b>41</b>                  | <b>64</b>                | <b>38</b>                  | <b>184</b>              |
| NEWQUAY                          | AIR SOUTHWEST               | S                 | 68                | 0        | 15        | 72                         | 3                | 15          | 9                      | 1                      | 0                       | 19                         | 85                       | 12                         | 81                      |
|                                  | FLYBE LTD                   | S                 | 115               | 0        | 9         | 71                         | 11               | 5           | 9                      | 3                      | 0                       | 25                         | 75                       | 15                         | 138                     |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GATWICK (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |          |
|----------------------|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                      |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                      |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| TOTAL NEWQUAY        |                             |                   | 183               | 0          | 24             | 72                         | 8           | 9                      | 9                      | 3                       | 0                          | 23                       | 79                         | 14                      | 219      |
| PLYMOUTH             | AIR SOUTHWEST               | S                 | 115               | 0          | 28             | 57                         | 14          | 20                     | 10                     | 0                       | 0                          | 22                       | 79                         | 16                      | 132      |
| TOTAL PLYMOUTH       |                             |                   | 115               | 0          | 28             | 57                         | 14          | 20                     | 10                     | 0                       | 0                          | 22                       | 79                         | 16                      | 132      |
| TOTAL UNITED KINGDOM |                             |                   | 3198              | 13         | 268            | 58                         | 13          | 13                     | 14                     | 2                       | 0                          | 32                       | 73                         | 21                      | 3835     |
| <b>USA</b>           |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| ATLANTA              | DELTA AIRLINES              | S                 | 54                | 0          | 5              | 48                         | 11          | 26                     | 15                     | 0                       | 0                          | 29                       | 68                         | 19                      | 62       |
| TOTAL ATLANTA        |                             |                   | 54                | 0          | 5              | 48                         | 11          | 26                     | 15                     | 0                       | 0                          | 29                       | 68                         | 19                      | 62       |
| CHARLOTTE            | US AIRWAYS                  | S                 | 56                | 0          | 7              | 70                         | 18          | 4                      | 5                      | 4                       | 0                          | 22                       | 60                         | 31                      | 62       |
| TOTAL CHARLOTTE      |                             |                   | 56                | 0          | 7              | 70                         | 18          | 4                      | 5                      | 4                       | 0                          | 22                       | 60                         | 31                      | 62       |
| LAS VEGAS            | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 47                | 0          | 5              | 36                         | 17          | 23                     | 13                     | 2                       | 9                          | 68                       | 28                         | 85                      | 60       |
| TOTAL LAS VEGAS      |                             |                   | 47                | 0          | 5              | 36                         | 17          | 23                     | 13                     | 2                       | 9                          | 68                       | 28                         | 85                      | 60       |
| ORLANDO              | BRITISH AIRWAYS PLC         | S                 | 56                | 0          | 0              | 48                         | 25          | 18                     | 7                      | 2                       | 0                          | 29                       | 71                         | 16                      | 62       |
|                      | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 100               | 1          | 4              | 24                         | 27          | 16                     | 14                     | 13                      | 6                          | 94                       | 27                         | 94                      | 112      |
| TOTAL ORLANDO        |                             |                   | 156               | 1          | 4              | 33                         | 26          | 17                     | 12                     | 9                       | 4                          | 71                       | 43                         | 66                      | 174      |
| SANFORD              | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0              | 56                         | 22          | 0                      | 11                     | 0                       | 11                         | 96                       | 38                         | 50                      | 8        |
| TOTAL SANFORD        |                             |                   | 9                 | 0          | 0              | 56                         | 22          | 0                      | 11                     | 0                       | 11                         | 96                       | 38                         | 50                      | 8        |
| TAMPA                | BRITISH AIRWAYS PLC         | S                 | 35                | 0          | 2              | 54                         | 20          | 9                      | 6                      | 6                       | 6                          | 53                       | 66                         | 34                      | 44       |
| TOTAL TAMPA          |                             |                   | 35                | 0          | 2              | 54                         | 20          | 9                      | 6                      | 6                       | 6                          | 53                       | 66                         | 34                      | 44       |
| TOTAL USA            |                             |                   | 358               | 4          | 23             | 44                         | 21          | 16                     | 11                     | 5                       | 4                          | 55                       | 49                         | 53                      | 410      |
| <b>ZIMBABWE</b>      |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| HARARE               | AIR ZIMBABWE                | S                 | 19                | 0          | 10             | 16                         | 21          | 5                      | 32                     | 21                      | 5                          | 137                      | 30                         | 66                      | 20       |
| TOTAL HARARE         |                             |                   | 19                | 0          | 10             | 16                         | 21          | 5                      | 32                     | 21                      | 5                          | 137                      | 30                         | 66                      | 20       |
| TOTAL ZIMBABWE       |                             |                   | 19                | 0          | 10             | 16                         | 21          | 5                      | 32                     | 21                      | 5                          | 137                      | 30                         | 66                      | 20       |
| TOTAL GATWICK        |                             |                   | 15125             | 45         | 973            | 49                         | 15          | 14                     | 16                     | 4                       | 1                          | 46                       | 63                         | 30                      | 17187    |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>BARBADOS</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN                      | THOMSON AIRWAYS LTD         | C                 | 5                 | 0        | 0         | 0                          | 0                | 20          | 80                     | 0                      | 0                       | 103                        | 100                      | 15                         | 1                       |
| TOTAL BRIDGETOWN                |                             |                   | 5                 | 0        | 0         | 0                          | 0                | 20          | 80                     | 0                      | 0                       | 103                        | 100                      | 15                         | 1                       |
| TOTAL BARBADOS                  |                             |                   | 5                 | 0        | 0         | 0                          | 0                | 20          | 80                     | 0                      | 0                       | 103                        | 100                      | 15                         | 1                       |
| <b>CANADA</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TORONTO                         | AIR TRANSAT                 | S                 | 10                | 0        | 0         | 50                         | 10               | 30          | 0                      | 10                     | 0                       | 52                         | 50                       | 14                         | 4                       |
|                                 | THOMAS COOK AIRLINES LTD    | S                 | 2                 | 0        | 0         | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 14                         | 57                       | 39                         | 7                       |
| TOTAL TORONTO                   |                             |                   | 12                | 0        | 0         | 50                         | 17               | 25          | 0                      | 8                      | 0                       | 45                         | 55                       | 30                         | 11                      |
| TOTAL CANADA                    |                             |                   | 12                | 0        | 0         | 50                         | 17               | 25          | 0                      | 8                      | 0                       | 45                         | 55                       | 30                         | 11                      |
| <b>CYPRUS</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PAPHOS                          | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 33                         | 22               | 11          | 33                     | 0                      | 0                       | 44                         | 50                       | 37                         | 10                      |
| TOTAL PAPHOS                    |                             |                   | 9                 | 0        | 0         | 33                         | 22               | 11          | 33                     | 0                      | 0                       | 44                         | 57                       | 36                         | 14                      |
| TOTAL CYPRUS                    |                             |                   | 9                 | 0        | 0         | 33                         | 22               | 11          | 33                     | 0                      | 0                       | 44                         | 57                       | 36                         | 14                      |
| <b>DENMARK</b>                  |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                      | BMI REGIONAL                | S                 | 36                | 0        | 0         | 56                         | 11               | 14          | 11                     | 6                      | 3                       | 48                         | 89                       | 6                          | 46                      |
| TOTAL COPENHAGEN                |                             |                   | 36                | 0        | 0         | 56                         | 11               | 14          | 11                     | 6                      | 3                       | 48                         | 89                       | 6                          | 46                      |
| TOTAL DENMARK                   |                             |                   | 36                | 0        | 0         | 56                         | 11               | 14          | 11                     | 6                      | 3                       | 48                         | 89                       | 6                          | 46                      |
| <b>EGYPT</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SHARM EL SHEIKH (OPHIRA)        | THOMAS COOK AIRLINES LTD    | C                 | 10                | 0        | 0         | 20                         | 40               | 0           | 40                     | 0                      | 0                       | 56                         | 44                       | 34                         | 18                      |
|                                 | THOMSON AIRWAYS LTD         | S                 | 18                | 0        | 0         | 39                         | 11               | 33          | 17                     | 0                      | 0                       | 36                         | 44                       | 16                         | 18                      |
| TOTAL SHARM EL SHEIKH (OPHIRA)  |                             |                   | 28                | 0        | 0         | 32                         | 21               | 21          | 25                     | 0                      | 0                       | 43                         | 48                       | 25                         | 40                      |
| TOTAL EGYPT                     |                             |                   | 28                | 0        | 0         | 32                         | 21               | 21          | 25                     | 0                      | 0                       | 43                         | 52                       | 22                         | 46                      |
| <b>FINLAND</b>                  |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENONTEKIO                       | ASTRAEUS LTD                | C                 | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 57                         | 0                        | 0                          | 0                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 10                         | 100                      | 5                          | 2                       |
| TOTAL ENONTEKIO                 |                             |                   | 4                 | 0        | 0         | 50                         | 25               | 0           | 25                     | 0                      | 0                       | 33                         | 100                      | 7                          | 4                       |
| ROVANIEMI                       | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 6                          | 50                       | 13                         | 2                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 50               | 0           | 50                     | 0                      | 0                       | 92                         | 100                      | 8                          | 2                       |
| TOTAL ROVANIEMI                 |                             |                   | 4                 | 0        | 0         | 50                         | 25               | 0           | 25                     | 0                      | 0                       | 49                         | 75                       | 10                         | 4                       |
| TOTAL FINLAND                   |                             |                   | 8                 | 0        | 0         | 50                         | 25               | 0           | 25                     | 0                      | 0                       | 41                         | 88                       | 9                          | 8                       |
| <b>FRANCE</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PARIS (CHARLES DE GAULLE)       | EASYJET AIRLINE COMPANY LTD | S                 | 36                | 0        | 4         | 33                         | 22               | 8           | 33                     | 3                      | 0                       | 52                         | 70                       | 26                         | 46                      |
|                                 | FLYBE LTD                   | S                 | 49                | 0        | 6         | 45                         | 22               | 10          | 16                     | 4                      | 2                       | 58                         | 55                       | 23                         | 47                      |
| TOTAL PARIS (CHARLES DE GAULLE) |                             |                   | 85                | 0        | 10        | 40                         | 22               | 9           | 24                     | 4                      | 1                       | 55                         | 62                       | 24                         | 93                      |
| TOULOUSE (BLAGNAC)              | EASTERN AIRWAYS             | C                 | 2                 | 0        | 0         | 0                          | 50               | 0           | 50                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
| TOTAL TOULOUSE (BLAGNAC)        |                             |                   | 3                 | 0        | 0         | 33                         | 33               | 0           | 33                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| TOTAL FRANCE                    |                             |                   | 89                | 0        | 10        | 39                         | 24               | 9           | 24                     | 3                      | 1                       | 54                         | 63                       | 24                         | 94                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GERMANY</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (SCHONEFELD)                      | EASYJET AIRLINE COMPANY LTD | S                 | 47                | 0        | 2         | 15                         | 9                | 34          | 38                     | 2                      | 2                       | 69                         | 61                       | 18                         | 46                      |
| <b>TOTAL BERLIN (SCHONEFELD)</b>         |                             |                   | <b>47</b>         | <b>0</b> | <b>2</b>  | <b>15</b>                  | <b>9</b>         | <b>34</b>   | <b>38</b>              | <b>2</b>               | <b>2</b>                | <b>69</b>                  | <b>61</b>                | <b>18</b>                  | <b>46</b>               |
| FRANKFURT MAIN                           | FLYBE LTD                   | S                 | 36                | 0        | 15        | 56                         | 6                | 19          | 19                     | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| <b>TOTAL FRANKFURT MAIN</b>              |                             |                   | <b>36</b>         | <b>0</b> | <b>15</b> | <b>56</b>                  | <b>6</b>         | <b>19</b>   | <b>19</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL GERMANY</b>                     |                             |                   | <b>83</b>         | <b>1</b> | <b>17</b> | <b>33</b>                  | <b>7</b>         | <b>28</b>   | <b>30</b>              | <b>1</b>               | <b>1</b>                | <b>53</b>                  | <b>61</b>                | <b>18</b>                  | <b>46</b>               |
| <b>ICELAND</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                                 | ICELANDAIR                  | S                 | 28                | 0        | 2         | 57                         | 14               | 7           | 21                     | 0                      | 0                       | 27                         | 53                       | 29                         | 30                      |
| <b>TOTAL KEFLAVIK</b>                    |                             |                   | <b>28</b>         | <b>0</b> | <b>2</b>  | <b>57</b>                  | <b>14</b>        | <b>7</b>    | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>53</b>                | <b>29</b>                  | <b>30</b>               |
| <b>TOTAL ICELAND</b>                     |                             |                   | <b>28</b>         | <b>0</b> | <b>2</b>  | <b>57</b>                  | <b>14</b>        | <b>7</b>    | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>53</b>                | <b>29</b>                  | <b>30</b>               |
| <b>IRISH REPUBLIC</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                                     | AER ARANN                   | S                 | 54                | 0        | 0         | 50                         | 17               | 6           | 19                     | 9                      | 0                       | 46                         | 0                        | 0                          | 0                       |
| <b>TOTAL CORK</b>                        |                             |                   | <b>54</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>17</b>        | <b>6</b>    | <b>19</b>              | <b>9</b>               | <b>0</b>                | <b>46</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| DONEGAL                                  | AER ARANN                   | S                 | 18                | 0        | 6         | 50                         | 17               | 0           | 22                     | 11                     | 0                       | 51                         | 0                        | 0                          | 0                       |
| <b>TOTAL DONEGAL</b>                     |                             |                   | <b>18</b>         | <b>0</b> | <b>6</b>  | <b>50</b>                  | <b>17</b>        | <b>0</b>    | <b>22</b>              | <b>11</b>              | <b>0</b>                | <b>51</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| DUBLIN                                   | AER ARANN                   | S                 | 177               | 1        | 2         | 68                         | 12               | 6           | 8                      | 5                      | 1                       | 33                         | 0                        | 0                          | 0                       |
| <b>TOTAL DUBLIN</b>                      |                             |                   | <b>177</b>        | <b>1</b> | <b>43</b> | <b>68</b>                  | <b>12</b>        | <b>6</b>    | <b>8</b>               | <b>5</b>               | <b>1</b>                | <b>33</b>                  | <b>47</b>                | <b>41</b>                  | <b>62</b>               |
| SHANNON                                  | AER ARANN                   | S                 | 36                | 0        | 0         | 44                         | 22               | 6           | 25                     | 3                      | 0                       | 39                         | 0                        | 0                          | 0                       |
| <b>TOTAL SHANNON</b>                     |                             |                   | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>44</b>                  | <b>22</b>        | <b>6</b>    | <b>25</b>              | <b>3</b>               | <b>0</b>                | <b>39</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL IRISH REPUBLIC</b>              |                             |                   | <b>285</b>        | <b>1</b> | <b>49</b> | <b>61</b>                  | <b>14</b>        | <b>5</b>    | <b>13</b>              | <b>6</b>               | <b>1</b>                | <b>37</b>                  | <b>47</b>                | <b>41</b>                  | <b>62</b>               |
| <b>NETHERLANDS</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                                | KLM                         | S                 | 155               | 3        | 16        | 59                         | 17               | 14          | 7                      | 3                      | 0                       | 28                         | 80                       | 14                         | 201                     |
|  | KLM CITYHOPPER              | S                 | 6                 | 0        | 0         | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 48                         | 0                        | 0                          | 0                       |
| <b>TOTAL AMSTERDAM</b>                   |                             |                   | <b>161</b>        | <b>3</b> | <b>16</b> | <b>60</b>                  | <b>16</b>        | <b>13</b>   | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>28</b>                  | <b>80</b>                | <b>14</b>                  | <b>201</b>              |
| <b>TOTAL NETHERLANDS</b>                 |                             |                   | <b>161</b>        | <b>3</b> | <b>16</b> | <b>60</b>                  | <b>16</b>        | <b>13</b>   | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>28</b>                  | <b>80</b>                | <b>14</b>                  | <b>201</b>              |
| <b>PAKISTAN</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LAHORE                                   | PAKISTAN INTL AIRLINES      | S                 | 18                | 0        | 0         | 6                          | 6                | 11          | 44                     | 22                     | 11                      | 209                        | 44                       | 23                         | 18                      |
| <b>TOTAL LAHORE</b>                      |                             |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>6</b>                   | <b>6</b>         | <b>11</b>   | <b>44</b>              | <b>22</b>              | <b>11</b>               | <b>209</b>                 | <b>44</b>                | <b>23</b>                  | <b>18</b>               |
| <b>TOTAL PAKISTAN</b>                    |                             |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>6</b>                   | <b>6</b>         | <b>11</b>   | <b>44</b>              | <b>22</b>              | <b>11</b>               | <b>209</b>                 | <b>44</b>                | <b>23</b>                  | <b>18</b>               |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                                     | EASYJET AIRLINE COMPANY LTD | S                 | 18                | 0        | 1         | 44                         | 17               | 17          | 11                     | 6                      | 6                       | 64                         | 67                       | 18                         | 18                      |
| <b>TOTAL FARO</b>                        |                             |                   | <b>18</b>         | <b>0</b> | <b>1</b>  | <b>44</b>                  | <b>17</b>        | <b>17</b>   | <b>11</b>              | <b>6</b>               | <b>6</b>                | <b>64</b>                  | <b>68</b>                | <b>19</b>                  | <b>28</b>               |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   | <b>18</b>         | <b>0</b> | <b>1</b>  | <b>44</b>                  | <b>17</b>        | <b>17</b>   | <b>11</b>              | <b>6</b>               | <b>6</b>                | <b>64</b>                  | <b>66</b>                | <b>19</b>                  | <b>29</b>               |
| <b>PORTUGAL(MADEIRA)</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                                  | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 38                         | 13               | 0           | 0                      | 0                      | 50                      | 602                        | 63                       | 12                         | 8                       |
| <b>TOTAL FUNCHAL</b>                     |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>13</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>50</b>               | <b>602</b>                 | <b>63</b>                | <b>12</b>                  | <b>8</b>                |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PORTUGAL(MADEIRA)         |                             |                   | 8                 | 0          | 0        | 38                         | 13               | 0           | 0                      | 0                      | 50                      | 602                        | 63                       | 12                         | 8                       |
| SPAIN                           |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                        | EASYJET AIRLINE COMPANY LTD | S                 | 30                | 0          | 3        | 50                         | 10               | 10          | 23                     | 7                      | 0                       | 49                         | 66                       | 30                         | 32                      |
|                                 | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0        | 38                         | 25               | 13          | 25                     | 0                      | 0                       | 43                         | 63                       | 12                         | 8                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0        | 38                         | 25               | 0           | 13                     | 25                     | 0                       | 83                         | 80                       | 7                          | 10                      |
| TOTAL ALICANTE                  |                             |                   | 46                | 0          | 3        | 46                         | 15               | 9           | 22                     | 9                      | 0                       | 54                         | 73                       | 19                         | 60                      |
| MALAGA                          | EASYJET AIRLINE COMPANY LTD | S                 | 43                | 0          | 2        | 58                         | 14               | 19          | 9                      | 0                      | 0                       | 20                         | 60                       | 32                         | 30                      |
| TOTAL MALAGA                    |                             |                   | 43                | 0          | 2        | 58                         | 14               | 19          | 9                      | 0                      | 0                       | 20                         | 60                       | 29                         | 40                      |
| TOTAL SPAIN                     |                             |                   | 89                | 1          | 5        | 52                         | 15               | 13          | 16                     | 4                      | 0                       | 38                         | 71                       | 22                         | 112                     |
| SPAIN(CANARY ISLANDS)           |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                        | THOMAS COOK AIRLINES LTD    | C                 | 19                | 0          | 0        | 42                         | 21               | 16          | 21                     | 0                      | 0                       | 30                         | 60                       | 20                         | 20                      |
|                                 | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0        | 44                         | 33               | 0           | 0                      | 22                     | 0                       | 75                         | 50                       | 45                         | 10                      |
| TOTAL ARRECIFE                  |                             |                   | 28                | 0          | 0        | 43                         | 25               | 11          | 14                     | 7                      | 0                       | 45                         | 55                       | 28                         | 38                      |
| FUERTEVENTURA                   | THOMAS COOK AIRLINES LTD    | C                 | 14                | 0          | 0        | 0                          | 21               | 29          | 29                     | 14                     | 7                       | 118                        | 50                       | 48                         | 4                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 10                | 0          | 0        | 40                         | 0                | 0           | 60                     | 0                      | 0                       | 69                         | 30                       | 27                         | 10                      |
| TOTAL FUERTEVENTURA             |                             |                   | 24                | 0          | 0        | 17                         | 13               | 17          | 42                     | 8                      | 4                       | 97                         | 36                       | 33                         | 14                      |
| LAS PALMAS                      | THOMAS COOK AIRLINES LTD    | C                 | 9                 | 0          | 0        | 0                          | 11               | 33          | 11                     | 33                     | 11                      | 311                        | 36                       | 122                        | 11                      |
|                                 | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0        | 63                         | 13               | 0           | 0                      | 0                      | 25                      | 342                        | 38                       | 17                         | 8                       |
| TOTAL LAS PALMAS                |                             |                   | 17                | 0          | 0        | 29                         | 12               | 18          | 6                      | 18                     | 18                      | 325                        | 39                       | 71                         | 23                      |
| TENERIFE (SURREINA SOFIA)       | THOMAS COOK AIRLINES LTD    | C                 | 46                | 0          | 0        | 39                         | 15               | 4           | 28                     | 4                      | 9                       | 125                        | 67                       | 28                         | 42                      |
|                                 | THOMSON AIRWAYS LTD         | C                 | 37                | 0          | 0        | 51                         | 22               | 3           | 11                     | 5                      | 8                       | 108                        | 48                       | 36                         | 27                      |
| TOTAL TENERIFE (SURREINA SOFIA) |                             |                   | 83                | 0          | 0        | 45                         | 18               | 4           | 20                     | 5                      | 8                       | 117                        | 62                       | 28                         | 86                      |
| TOTAL SPAIN(CANARY ISLANDS)     |                             |                   | 152               | 0          | 0        | 38                         | 18               | 9           | 21                     | 7                      | 7                       | 124                        | 55                       | 34                         | 161                     |
| SWITZERLAND                     |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                          | EASYJET AIRLINE COMPANY LTD | S                 | 18                | 0          | 0        | 78                         | 11               | 0           | 11                     | 0                      | 0                       | 16                         | 21                       | 73                         | 14                      |
|                                 | THOMSON AIRWAYS LTD         | C                 | 3                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 15                         | 0                        | 42                         | 1                       |
| TOTAL GENEVA                    |                             |                   | 21                | 0          | 0        | 81                         | 10               | 0           | 10                     | 0                      | 0                       | 16                         | 20                       | 71                         | 15                      |
| TOTAL SWITZERLAND               |                             |                   | 21                | 0          | 0        | 81                         | 10               | 0           | 10                     | 0                      | 0                       | 16                         | 20                       | 71                         | 15                      |
| TUNISIA                         |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                        | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0        | 0                          | 33               | 33          | 33                     | 0                      | 0                       | 75                         | 33                       | 494                        | 3                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0        | 75                         | 13               | 13          | 0                      | 0                      | 0                       | 10                         | 50                       | 14                         | 8                       |
| TOTAL MONASTIR                  |                             |                   | 11                | 0          | 0        | 55                         | 18               | 18          | 9                      | 0                      | 0                       | 28                         | 45                       | 145                        | 11                      |
| TOTAL TUNISIA                   |                             |                   | 11                | 0          | 0        | 55                         | 18               | 18          | 9                      | 0                      | 0                       | 28                         | 45                       | 145                        | 11                      |
| TURKEY                          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                         | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 0          | 0        | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 26                         | 0                        | 89                         | 4                       |
| TOTAL ANTALYA                   |                             |                   | 6                 | 0          | 0        | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 26                         | 0                        | 89                         | 4                       |
| BURSA/YENISEHIR                 | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 19                         | 0                        | 0                          | 0                       |
| TOTAL BURSA/YENISEHIR           |                             |                   | 3                 | 0          | 0        | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 12                         | 0                        | 0                          | 0                       |
| TOTAL TURKEY                    |                             |                   | 9                 | 0          | 0        | 56                         | 11               | 33          | 0                      | 0                      | 0                       | 21                         | 0                        | 89                         | 4                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: GLASGOW (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|-----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           |           | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   | Actual (7)        | Plan (8)  |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>UNITED ARAB EMIRATES</b>       |                             |                   |                   |           |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                             | EMIRATES                    | S                 | 63                | 1         | 0         | 46                         | 17               | 19          | 13                     | 2                      | 3                       | 64                         | 55                       | 33                         | 62                      |
| TOTAL DUBAI                       |                             |                   | <b>63</b>         | <b>1</b>  | <b>0</b>  | <b>46</b>                  | <b>17</b>        | <b>19</b>   | <b>13</b>              | <b>2</b>               | <b>3</b>                | <b>64</b>                  | <b>55</b>                | <b>33</b>                  | <b>62</b>               |
| TOTAL UNITED ARAB EMIRATES        |                             |                   | <b>63</b>         | <b>1</b>  | <b>0</b>  | <b>46</b>                  | <b>17</b>        | <b>19</b>   | <b>13</b>              | <b>2</b>               | <b>3</b>                | <b>64</b>                  | <b>55</b>                | <b>33</b>                  | <b>62</b>               |
| <b>UNITED KINGDOM</b>             |                             |                   |                   |           |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BARRA                             | LOGANAIR                    | S                 | 48                | 1         | 0         | 63                         | 6                | 6           | 19                     | 6                      | 0                       | 39                         | 74                       | 22                         | 57                      |
| TOTAL BARRA                       |                             |                   | <b>48</b>         | <b>1</b>  | <b>0</b>  | <b>63</b>                  | <b>6</b>         | <b>6</b>    | <b>19</b>              | <b>6</b>               | <b>0</b>                | <b>39</b>                  | <b>74</b>                | <b>22</b>                  | <b>57</b>               |
| BELFAST CITY (GEORGE BEST)        | FLYBE LTD                   | S                 | 163               | 0         | 35        | 72                         | 12               | 7           | 6                      | 1                      | 1                       | 20                         | 72                       | 20                         | 163                     |
| TOTAL BELFAST CITY (GEORGE BEST)  |                             |                   | <b>163</b>        | <b>0</b>  | <b>35</b> | <b>72</b>                  | <b>12</b>        | <b>7</b>    | <b>6</b>               | <b>1</b>               | <b>1</b>                | <b>20</b>                  | <b>72</b>                | <b>20</b>                  | <b>163</b>              |
| BELFAST INTERNATIONAL             | EASYJET AIRLINE COMPANY LTD | S                 | 163               | 0         | 15        | 71                         | 9                | 10          | 6                      | 4                      | 1                       | 26                         | 71                       | 20                         | 146                     |
| TOTAL BELFAST INTERNATIONAL       |                             |                   | <b>163</b>        | <b>0</b>  | <b>15</b> | <b>71</b>                  | <b>9</b>         | <b>10</b>   | <b>6</b>               | <b>4</b>               | <b>1</b>                | <b>26</b>                  | <b>71</b>                | <b>20</b>                  | <b>146</b>              |
| BENBECULA                         | LOGANAIR                    | S                 | 88                | 3         | 0         | 49                         | 11               | 13          | 22                     | 6                      | 0                       | 50                         | 70                       | 21                         | 106                     |
| TOTAL BENBECULA                   |                             |                   | <b>88</b>         | <b>3</b>  | <b>0</b>  | <b>49</b>                  | <b>11</b>        | <b>13</b>   | <b>22</b>              | <b>6</b>               | <b>0</b>                | <b>50</b>                  | <b>70</b>                | <b>21</b>                  | <b>106</b>              |
| BIRMINGHAM                        | FLYBE LTD                   | S                 | 253               | 0         | 33        | 47                         | 15               | 15          | 20                     | 4                      | 0                       | 44                         | 68                       | 25                         | 221                     |
| TOTAL BIRMINGHAM                  |                             |                   | <b>253</b>        | <b>0</b>  | <b>33</b> | <b>47</b>                  | <b>15</b>        | <b>15</b>   | <b>20</b>              | <b>4</b>               | <b>0</b>                | <b>44</b>                  | <b>70</b>                | <b>24</b>                  | <b>281</b>              |
| BRISTOL                           | EASYJET AIRLINE COMPANY LTD | S                 | 148               | 0         | 5         | 63                         | 10               | 14          | 12                     | 1                      | 0                       | 25                         | 71                       | 17                         | 142                     |
| TOTAL BRISTOL                     |                             |                   | <b>148</b>        | <b>0</b>  | <b>5</b>  | <b>63</b>                  | <b>10</b>        | <b>14</b>   | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>25</b>                  | <b>71</b>                | <b>17</b>                  | <b>142</b>              |
| CAMPBELTOWN                       | LOGANAIR                    | S                 | 46                | 0         | 0         | 80                         | 15               | 2           | 2                      | 0                      | 0                       | 9                          | 91                       | 7                          | 56                      |
| TOTAL CAMPBELTOWN                 |                             |                   | <b>46</b>         | <b>0</b>  | <b>0</b>  | <b>80</b>                  | <b>15</b>        | <b>2</b>    | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>91</b>                | <b>7</b>                   | <b>56</b>               |
| CARDIFF WALES                     | FLYBE LTD                   | S                 | 28                | 1         | 7         | 43                         | 18               | 11          | 11                     | 18                     | 0                       | 60                         | 79                       | 19                         | 34                      |
| TOTAL CARDIFF WALES               |                             |                   | <b>28</b>         | <b>2</b>  | <b>7</b>  | <b>43</b>                  | <b>18</b>        | <b>11</b>   | <b>11</b>              | <b>18</b>              | <b>0</b>                | <b>60</b>                  | <b>79</b>                | <b>19</b>                  | <b>34</b>               |
| EAST MIDLANDS INTERNATIONAL       | BMIBABY LTD                 | S                 | 92                | 0         | 0         | 64                         | 14               | 10          | 10                     | 1                      | 1                       | 26                         | 79                       | 10                         | 90                      |
| TOTAL EAST MIDLANDS INTERNATIONAL |                             |                   | <b>92</b>         | <b>0</b>  | <b>0</b>  | <b>64</b>                  | <b>14</b>        | <b>10</b>   | <b>10</b>              | <b>1</b>               | <b>1</b>                | <b>26</b>                  | <b>79</b>                | <b>10</b>                  | <b>90</b>               |
| EXETER                            | FLYBE LTD                   | S                 | 35                | 0         | 9         | 37                         | 9                | 26          | 26                     | 3                      | 0                       | 45                         | 55                       | 24                         | 58                      |
| TOTAL EXETER                      |                             |                   | <b>35</b>         | <b>0</b>  | <b>9</b>  | <b>37</b>                  | <b>9</b>         | <b>26</b>   | <b>26</b>              | <b>3</b>               | <b>0</b>                | <b>45</b>                  | <b>55</b>                | <b>24</b>                  | <b>58</b>               |
| GATWICK                           | BRITISH AIRWAYS PLC         | S                 | 191               | 0         | 0         | 57                         | 15               | 14          | 14                     | 1                      | 0                       | 29                         | 71                       | 19                         | 232                     |
|                                   | EASYJET AIRLINE COMPANY LTD | S                 | 138               | 0         | 25        | 34                         | 17               | 21          | 22                     | 4                      | 1                       | 54                         | 64                       | 25                         | 154                     |
| TOTAL GATWICK                     |                             |                   | <b>330</b>        | <b>1</b>  | <b>25</b> | <b>47</b>                  | <b>15</b>        | <b>17</b>   | <b>17</b>              | <b>2</b>               | <b>1</b>                | <b>39</b>                  | <b>68</b>                | <b>22</b>                  | <b>387</b>              |
| HEATHROW                          | BMI BRITISH MIDLAND         | S                 | 240               | 6         | 35        | 49                         | 18               | 18          | 13                     | 2                      | 0                       | 30                         | 72                       | 16                         | 378                     |
|                                   | BRITISH AIRWAYS PLC         | S                 | 332               | 5         | 1         | 49                         | 15               | 18          | 16                     | 2                      | 0                       | 34                         | 67                       | 28                         | 412                     |
| TOTAL HEATHROW                    |                             |                   | <b>572</b>        | <b>11</b> | <b>36</b> | <b>49</b>                  | <b>16</b>        | <b>18</b>   | <b>15</b>              | <b>2</b>               | <b>0</b>                | <b>32</b>                  | <b>70</b>                | <b>22</b>                  | <b>790</b>              |
| ISLAY                             | LOGANAIR                    | S                 | 79                | 1         | 0         | 56                         | 16               | 14          | 10                     | 4                      | 0                       | 35                         | 74                       | 17                         | 84                      |
| TOTAL ISLAY                       |                             |                   | <b>79</b>         | <b>1</b>  | <b>0</b>  | <b>56</b>                  | <b>16</b>        | <b>14</b>   | <b>10</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>74</b>                | <b>17</b>                  | <b>84</b>               |
| ISLE OF MAN                       | LOGANAIR                    | S                 | 30                | 4         | 0         | 47                         | 30               | 7           | 17                     | 0                      | 0                       | 31                         | 70                       | 37                         | 53                      |
| TOTAL ISLE OF MAN                 |                             |                   | <b>30</b>         | <b>4</b>  | <b>0</b>  | <b>47</b>                  | <b>30</b>        | <b>7</b>    | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>70</b>                | <b>37</b>                  | <b>53</b>               |
| KIRKWALL                          | LOGANAIR                    | S                 | 48                | 5         | 0         | 50                         | 13               | 13          | 15                     | 10                     | 0                       | 52                         | 70                       | 29                         | 56                      |
| TOTAL KIRKWALL                    |                             |                   | <b>48</b>         | <b>5</b>  | <b>0</b>  | <b>50</b>                  | <b>13</b>        | <b>13</b>   | <b>15</b>              | <b>10</b>              | <b>0</b>                | <b>52</b>                  | <b>70</b>                | <b>29</b>                  | <b>56</b>               |
| LEEDS BRADFORD                    | BMI REGIONAL                | S                 | 35                | 0         | 0         | 77                         | 6                | 3           | 11                     | 3                      | 0                       | 23                         | 92                       | 11                         | 59                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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| ORIGIN / DESTINATION    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |          |
|-------------------------|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                         |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                         |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| TOTAL LEEDS BRADFORD    |                             |                   | 35                | 0          | 0              | 77                         | 6           | 3                      | 11                     | 3                       | 0                          | 23                       | 92                         | 11                      | 59       |
| LONDON CITY             | BA CITYFLYER LTD            | S                 | 132               | 0          | 0              | 47                         | 8           | 17                     | 22                     | 6                       | 0                          | 50                       | 64                         | 18                      | 148      |
| TOTAL LONDON CITY       |                             |                   | 132               | 0          | 0              | 47                         | 8           | 17                     | 22                     | 6                       | 0                          | 50                       | 64                         | 18                      | 148      |
| LUTON                   | EASYJET AIRLINE COMPANY LTD | S                 | 196               | 0          | 10             | 52                         | 16          | 14                     | 14                     | 4                       | 1                          | 40                       | 71                         | 21                      | 224      |
| TOTAL LUTON             |                             |                   | 196               | 0          | 10             | 52                         | 16          | 14                     | 14                     | 4                       | 1                          | 40                       | 71                         | 21                      | 224      |
| MANCHESTER              | FLYBE LTD                   | S                 | 110               | 0          | 22             | 47                         | 11          | 25                     | 11                     | 5                       | 1                          | 41                       | 71                         | 22                      | 143      |
| TOTAL MANCHESTER        |                             |                   | 111               | 0          | 22             | 47                         | 12          | 25                     | 11                     | 5                       | 1                          | 40                       | 71                         | 22                      | 143      |
| PLYMOUTH                | AIR SOUTHWEST               | S                 | 48                | 2          | 4              | 54                         | 17          | 17                     | 13                     | 0                       | 0                          | 22                       | 52                         | 65                      | 50       |
| TOTAL PLYMOUTH          |                             |                   | 48                | 2          | 4              | 54                         | 17          | 17                     | 13                     | 0                       | 0                          | 22                       | 52                         | 65                      | 50       |
| SOUTHAMPTON             | FLYBE LTD                   | S                 | 114               | 1          | 45             | 51                         | 10          | 17                     | 19                     | 4                       | 0                          | 38                       | 57                         | 38                      | 188      |
| TOTAL SOUTHAMPTON       |                             |                   | 114               | 1          | 45             | 51                         | 10          | 17                     | 19                     | 4                       | 0                          | 38                       | 58                         | 38                      | 189      |
| STANSTED                | EASYJET AIRLINE COMPANY LTD | S                 | 243               | 0          | 17             | 54                         | 17          | 17                     | 11                     | 1                       | 0                          | 28                       | 70                         | 23                      | 205      |
| TOTAL STANSTED          |                             |                   | 243               | 0          | 17             | 54                         | 17          | 17                     | 11                     | 1                       | 0                          | 28                       | 70                         | 23                      | 205      |
| STORNOWAY               | LOGANAIR                    | S                 | 139               | 1          | 0              | 58                         | 12          | 15                     | 9                      | 5                       | 1                          | 35                       | 63                         | 24                      | 157      |
| TOTAL STORNOWAY         |                             |                   | 139               | 1          | 0              | 58                         | 12          | 15                     | 9                      | 5                       | 1                          | 35                       | 63                         | 24                      | 157      |
| SUMBURGH                | LOGANAIR                    | S                 | 53                | 1          | 0              | 55                         | 13          | 9                      | 17                     | 6                       | 0                          | 40                       | 57                         | 37                      | 56       |
| TOTAL SUMBURGH          |                             |                   | 53                | 1          | 0              | 55                         | 13          | 9                      | 17                     | 6                       | 0                          | 40                       | 57                         | 37                      | 56       |
| TIREE                   | LOGANAIR                    | S                 | 40                | 1          | 0              | 53                         | 15          | 10                     | 15                     | 8                       | 0                          | 50                       | 79                         | 74                      | 47       |
| TOTAL TIREE             |                             |                   | 40                | 1          | 0              | 53                         | 15          | 10                     | 15                     | 8                       | 0                          | 50                       | 79                         | 74                      | 47       |
| TOTAL UNITED KINGDOM    |                             |                   | 3234              | 37         | 263            | 54                         | 14          | 15                     | 14                     | 3                       | 0                          | 35                       | 69                         | 23                      | 3785     |
| USA                     |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| NEW YORK (NEWARK)       | CONTINENTAL AIRLINES        | S                 | 56                | 4          | 4              | 29                         | 18          | 23                     | 27                     | 2                       | 2                          | 57                       | 53                         | 31                      | 60       |
| TOTAL NEW YORK (NEWARK) |                             |                   | 56                | 4          | 4              | 29                         | 18          | 23                     | 27                     | 2                       | 2                          | 57                       | 53                         | 31                      | 60       |
| TOTAL USA               |                             |                   | 56                | 6          | 4              | 29                         | 18          | 23                     | 27                     | 2                       | 2                          | 57                       | 53                         | 31                      | 60       |
| TOTAL GLASGOW           |                             |                   | 4427              | 54         | 367            | 52                         | 14          | 14                     | 15                     | 3                       | 1                          | 41                       | 68                         | 24                      | 4832     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ALGERIA</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALGIERS                                 | AIR ALGERIE                 | S                 | 31                | 0        | 1         | 23                         | 16               | 23          | 35                     | 3                      | 0                       | 55                         | 29                       | 56                         | 34                      |
|   | BRITISH AIRWAYS PLC         | S                 | 49                | 0        | 2         | 69                         | 18               | 2           | 10                     | 0                      | 0                       | 16                         | 83                       | 11                         | 52                      |
| <b>TOTAL ALGIERS</b>                    |                             |                   | <b>80</b>         | <b>0</b> | <b>3</b>  | <b>51</b>                  | <b>18</b>        | <b>10</b>   | <b>20</b>              | <b>1</b>               | <b>0</b>                | <b>31</b>                  | <b>62</b>                | <b>29</b>                  | <b>86</b>               |
| <b>TOTAL ALGERIA</b>                    |                             |                   | <b>80</b>         | <b>0</b> | <b>3</b>  | <b>51</b>                  | <b>18</b>        | <b>10</b>   | <b>20</b>              | <b>1</b>               | <b>0</b>                | <b>31</b>                  | <b>62</b>                | <b>29</b>                  | <b>86</b>               |
| <b>ANGOLA</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LUANDA                                  | BRITISH AIRWAYS PLC         | S                 | 14                | 1        | 1         | 43                         | 43               | 0           | 0                      | 14                     | 0                       | 58                         | 50                       | 44                         | 16                      |
| <b>TOTAL LUANDA</b>                     |                             |                   | <b>14</b>         | <b>1</b> | <b>1</b>  | <b>43</b>                  | <b>43</b>        | <b>0</b>    | <b>0</b>               | <b>14</b>              | <b>0</b>                | <b>58</b>                  | <b>50</b>                | <b>44</b>                  | <b>16</b>               |
| <b>TOTAL ANGOLA</b>                     |                             |                   | <b>14</b>         | <b>1</b> | <b>1</b>  | <b>43</b>                  | <b>43</b>        | <b>0</b>    | <b>0</b>               | <b>14</b>              | <b>0</b>                | <b>58</b>                  | <b>50</b>                | <b>44</b>                  | <b>16</b>               |
| <b>ARGENTINA</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BUENOS AIRES                            | BRITISH AIRWAYS PLC         | S                 | 59                | 2        | 1         | 53                         | 8                | 14          | 22                     | 3                      | 0                       | 44                         | 52                       | 51                         | 62                      |
| <b>TOTAL BUENOS AIRES</b>               |                             |                   | <b>59</b>         | <b>2</b> | <b>1</b>  | <b>53</b>                  | <b>8</b>         | <b>14</b>   | <b>22</b>              | <b>3</b>               | <b>0</b>                | <b>44</b>                  | <b>52</b>                | <b>51</b>                  | <b>62</b>               |
| <b>TOTAL ARGENTINA</b>                  |                             |                   | <b>59</b>         | <b>2</b> | <b>1</b>  | <b>53</b>                  | <b>8</b>         | <b>14</b>   | <b>22</b>              | <b>3</b>               | <b>0</b>                | <b>44</b>                  | <b>52</b>                | <b>51</b>                  | <b>62</b>               |
| <b>ARMENIA</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| YEREVAN                                 | BMI BRITISH MIDLAND         | S                 | 22                | 1        | 0         | 41                         | 18               | 23          | 18                     | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| <b>TOTAL YEREVAN</b>                    |                             |                   | <b>22</b>         | <b>1</b> | <b>0</b>  | <b>41</b>                  | <b>18</b>        | <b>23</b>   | <b>18</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL ARMENIA</b>                    |                             |                   | <b>22</b>         | <b>1</b> | <b>0</b>  | <b>41</b>                  | <b>18</b>        | <b>23</b>   | <b>18</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>AUSTRALIA</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MELBOURNE                               | QANTAS                      | S                 | 107               | 0        | 8         | 61                         | 16               | 15          | 7                      | 1                      | 1                       | 32                         | 71                       | 27                         | 114                     |
| <b>TOTAL MELBOURNE</b>                  |                             |                   | <b>107</b>        | <b>0</b> | <b>8</b>  | <b>61</b>                  | <b>16</b>        | <b>15</b>   | <b>7</b>               | <b>1</b>               | <b>1</b>                | <b>32</b>                  | <b>71</b>                | <b>27</b>                  | <b>114</b>              |
| SYDNEY                                  | BRITISH AIRWAYS PLC         | S                 | 117               | 2        | 2         | 62                         | 11               | 10          | 12                     | 3                      | 1                       | 40                         | 66                       | 25                         | 122                     |
|   | QANTAS                      | S                 | 116               | 0        | 6         | 55                         | 19               | 12          | 9                      | 3                      | 2                       | 47                         | 57                       | 27                         | 112                     |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 57                | 0        | 3         | 33                         | 25               | 30          | 11                     | 2                      | 0                       | 35                         | 52                       | 21                         | 62                      |
| <b>TOTAL SYDNEY</b>                     |                             |                   | <b>290</b>        | <b>2</b> | <b>11</b> | <b>54</b>                  | <b>17</b>        | <b>15</b>   | <b>10</b>              | <b>3</b>               | <b>1</b>                | <b>42</b>                  | <b>60</b>                | <b>25</b>                  | <b>296</b>              |
| <b>TOTAL AUSTRALIA</b>                  |                             |                   | <b>397</b>        | <b>2</b> | <b>19</b> | <b>56</b>                  | <b>17</b>        | <b>15</b>   | <b>9</b>               | <b>3</b>               | <b>1</b>                | <b>39</b>                  | <b>63</b>                | <b>25</b>                  | <b>410</b>              |
| <b>AUSTRIA</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| VIENNA                                  | AUSTRIAN AIRLINES           | S                 | 162               | 0        | 10        | 43                         | 17               | 23          | 18                     | 0                      | 0                       | 32                         | 74                       | 14                         | 241                     |
|   | BMI BRITISH MIDLAND         | S                 | 106               | 1        | 3         | 53                         | 20               | 15          | 12                     | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
|   | BRITISH AIRWAYS PLC         | S                 | 200               | 0        | 3         | 53                         | 17               | 14          | 18                     | 0                      | 0                       | 30                         | 74                       | 13                         | 232                     |
| <b>TOTAL VIENNA</b>                     |                             |                   | <b>468</b>        | <b>1</b> | <b>16</b> | <b>49</b>                  | <b>17</b>        | <b>17</b>   | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>73</b>                | <b>14</b>                  | <b>477</b>              |
| <b>TOTAL AUSTRIA</b>                    |                             |                   | <b>468</b>        | <b>1</b> | <b>16</b> | <b>49</b>                  | <b>17</b>        | <b>17</b>   | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>73</b>                | <b>14</b>                  | <b>477</b>              |
| <b>AZERBAIJAN</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BAKU (HEYDER ALIYEV INT'L)              | AZERBAIJAN AIRLINES (AZAL)  | S                 | 24                | 0        | 2         | 71                         | 4                | 21          | 4                      | 0                      | 0                       | 16                         | 73                       | 13                         | 26                      |
|   | BMI BRITISH MIDLAND         | S                 | 22                | 1        | 2         | 59                         | 9                | 14          | 18                     | 0                      | 0                       | 31                         | 78                       | 8                          | 51                      |
| <b>TOTAL BAKU (HEYDER ALIYEV INT'L)</b> |                             |                   | <b>46</b>         | <b>1</b> | <b>4</b>  | <b>65</b>                  | <b>7</b>         | <b>17</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>77</b>                | <b>10</b>                  | <b>77</b>               |
| <b>TOTAL AZERBAIJAN</b>                 |                             |                   | <b>46</b>         | <b>1</b> | <b>4</b>  | <b>65</b>                  | <b>7</b>         | <b>17</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>77</b>                | <b>10</b>                  | <b>77</b>               |
| <b>BAHRAIN</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BAHRAIN                                 | GULF AIR                    | S                 | 120               | 0        | 6         | 72                         | 8                | 15          | 3                      | 2                      | 1                       | 25                         | 85                       | 7                          | 186                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

|                               |                           | Reporting Airport: HEATHROW (Full Analysis) |                   |            |          |                            |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------------|---------------------------|---|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
| ORIGIN / DESTINATION          | AIRLINE                   | CHARTER/<br>SCHED                           | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                           |   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) |                          |                            |                         |
|                               |                           |   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL BAHRAIN                 |                           |   | 120               | 0          | 6        | 72                         | 8                | 15          | 3                      | 2                      | 1                       | 25                         | 85                       | 7                          | 186                     |
| TOTAL BAHRAIN                 |                           |   | 120               | 0          | 6        | 72                         | 8                | 15          | 3                      | 2                      | 1                       | 25                         | 85                       | 7                          | 186                     |
| <b>BANGLADESH</b>             |                           |   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DHAKHA                        | BIMAN BANGLADESH AIRLINES | S   | 39                | 1          | 4        | 36                         | 10               | 13          | 18                     | 13                     | 10                      | 105                        | 56                       | 72                         | 36                      |
| TOTAL DHAKHA                  |                           |   | 39                | 1          | 4        | 36                         | 10               | 13          | 18                     | 13                     | 10                      | 105                        | 56                       | 72                         | 36                      |
| TOTAL BANGLADESH              |                           |   | 39                | 1          | 4        | 36                         | 10               | 13          | 18                     | 13                     | 10                      | 105                        | 56                       | 72                         | 36                      |
| <b>BELGIUM</b>                |                           |   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                      | BRITISH AIRWAYS PLC       | S   | 255               | 3          | 3        | 58                         | 17               | 12          | 9                      | 4                      | 0                       | 30                         | 77                       | 21                         | 303                     |
|                               | BRUSSELS AIRLINES         | S   | 192               | 0          | 2        | 43                         | 15               | 16          | 24                     | 2                      | 0                       | 44                         | 0                        | 0                          | 0                       |
| TOTAL BRUSSELS                |                           |   | 448               | 6          | 10       | 52                         | 16               | 14          | 15                     | 3                      | 0                       | 36                         | 74                       | 20                         | 695                     |
| TOTAL BELGIUM                 |                           |   | 448               | 6          | 10       | 52                         | 16               | 14          | 15                     | 3                      | 0                       | 36                         | 74                       | 20                         | 695                     |
| <b>BRAZIL</b>                 |                           |   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| RIO DE JANEIRO (GALEAO)       | BRITISH AIRWAYS PLC       | S   | 25                | 0          | 0        | 28                         | 12               | 28          | 16                     | 8                      | 8                       | 161                        | 48                       | 27                         | 27                      |
|                               | TAM LINHAS AEREAS         | S   | 24                | 0          | 2        | 42                         | 17               | 25          | 17                     | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
| TOTAL RIO DE JANEIRO (GALEAO) |                           |   | 49                | 0          | 2        | 35                         | 14               | 27          | 16                     | 4                      | 4                       | 97                         | 48                       | 27                         | 27                      |
| SAO PAULO (GUARULHOS)         | TAM LINHAS AEREAS         | S   | 60                | 0          | 4        | 60                         | 18               | 13          | 5                      | 2                      | 2                       | 30                         | 58                       | 21                         | 62                      |
| TOTAL SAO PAULO (GUARULHOS)   |                           |   | 60                | 0          | 4        | 60                         | 18               | 13          | 5                      | 2                      | 2                       | 30                         | 58                       | 21                         | 62                      |
| TOTAL BRAZIL                  |                           |   | 109               | 0          | 6        | 49                         | 17               | 19          | 10                     | 3                      | 3                       | 60                         | 55                       | 23                         | 89                      |
| <b>BRUNEI</b>                 |                           |   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BANDAR SERI BEGAWAN           | ROYAL BRUNEI AIRLINES     | S   | 62                | 0          | 0        | 60                         | 18               | 13          | 5                      | 5                      | 0                       | 28                         | 80                       | 10                         | 60                      |
| TOTAL BANDAR SERI BEGAWAN     |                           |   | 62                | 0          | 0        | 60                         | 18               | 13          | 5                      | 5                      | 0                       | 28                         | 80                       | 10                         | 60                      |
| TOTAL BRUNEI                  |                           |   | 62                | 0          | 0        | 60                         | 18               | 13          | 5                      | 5                      | 0                       | 28                         | 80                       | 10                         | 60                      |
| <b>BULGARIA</b>               |                           |   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SOFIA                         | BRITISH AIRWAYS PLC       | S   | 48                | 0          | 0        | 60                         | 15               | 17          | 8                      | 0                      | 0                       | 20                         | 79                       | 8                          | 58                      |
|                               | BULGARIA AIR              | S   | 50                | 0          | 4        | 24                         | 12               | 20          | 32                     | 8                      | 4                       | 82                         | 52                       | 25                         | 54                      |
| TOTAL SOFIA                   |                           |   | 98                | 0          | 4        | 42                         | 13               | 18          | 20                     | 4                      | 2                       | 52                         | 67                       | 16                         | 114                     |
| TOTAL BULGARIA                |                           |   | 98                | 0          | 4        | 42                         | 13               | 18          | 20                     | 4                      | 2                       | 52                         | 67                       | 16                         | 114                     |
| <b>CANADA</b>                 |                           |   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CALGARY                       | AIR CANADA                | S   | 57                | 0          | 4        | 47                         | 25               | 12          | 16                     | 0                      | 0                       | 29                         | 40                       | 49                         | 60                      |
|                               | BRITISH AIRWAYS PLC       | S   | 53                | 0          | 1        | 62                         | 11               | 21          | 4                      | 2                      | 0                       | 21                         | 61                       | 22                         | 61                      |
| TOTAL CALGARY                 |                           |   | 110               | 0          | 5        | 55                         | 18               | 16          | 10                     | 1                      | 0                       | 25                         | 50                       | 35                         | 121                     |
| EDMONTON                      | AIR CANADA                | S   | 27                | 0          | 2        | 33                         | 26               | 26          | 15                     | 0                      | 0                       | 30                         | 36                       | 57                         | 33                      |
| TOTAL EDMONTON                |                           |   | 27                | 0          | 2        | 33                         | 26               | 26          | 15                     | 0                      | 0                       | 30                         | 36                       | 57                         | 33                      |
| HALIFAX INT                   | AIR CANADA                | S   | 28                | 0          | 3        | 32                         | 14               | 29          | 25                     | 0                      | 0                       | 41                         | 59                       | 20                         | 34                      |
| TOTAL HALIFAX INT             |                           |   | 28                | 0          | 3        | 32                         | 14               | 29          | 25                     | 0                      | 0                       | 41                         | 59                       | 20                         | 34                      |
| MONTREAL (DORVAL)             | AIR CANADA                | S   | 55                | 1          | 4        | 36                         | 24               | 25          | 15                     | 0                      | 0                       | 32                         | 47                       | 39                         | 62                      |
|                               | BRITISH AIRWAYS PLC       | S   | 55                | 0          | 1        | 35                         | 20               | 11          | 25                     | 7                      | 2                       | 88                         | 50                       | 30                         | 62                      |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL MONTREAL (DORVAL)</b>    |                             |                   | <b>110</b>        | <b>1</b>   | <b>5</b>  | <b>35</b>                  | <b>22</b>        | <b>18</b>   | <b>20</b>              | <b>4</b>               | <b>1</b>                | <b>60</b>                  | <b>48</b>                | <b>35</b>                  | 124                     |
| OTTAWA INTERNATIONAL              | AIR CANADA                  | S                 | 46                | 0          | 4         | 26                         | 30               | 33          | 11                     | 0                      | 0                       | 33                         | 44                       | 22                         | 62                      |
| <b>TOTAL OTTAWA INTERNATIONAL</b> |                             |                   | <b>46</b>         | <b>0</b>   | <b>4</b>  | <b>26</b>                  | <b>30</b>        | <b>33</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>44</b>                | <b>22</b>                  | 62                      |
| TORONTO                           | AIR CANADA                  | S                 | 216               | 0          | 13        | 41                         | 20               | 24          | 11                     | 3                      | 0                       | 36                         | 54                       | 21                         | 233                     |
|                                   | BRITISH AIRWAYS PLC         | S                 | 108               | 0          | 1         | 24                         | 32               | 22          | 16                     | 5                      | 1                       | 47                         | 48                       | 28                         | 112                     |
| <b>TOTAL TORONTO</b>              |                             |                   | <b>324</b>        | <b>0</b>   | <b>14</b> | <b>35</b>                  | <b>24</b>        | <b>23</b>   | <b>12</b>              | <b>4</b>               | <b>1</b>                | <b>40</b>                  | <b>49</b>                | <b>26</b>                  | 407                     |
| VANCOUVER                         | AIR CANADA                  | S                 | 55                | 0          | 4         | 62                         | 18               | 15          | 5                      | 0                      | 0                       | 19                         | 56                       | 31                         | 62                      |
|                                   | BRITISH AIRWAYS PLC         | S                 | 54                | 0          | 1         | 43                         | 20               | 11          | 22                     | 4                      | 0                       | 43                         | 39                       | 41                         | 62                      |
| <b>TOTAL VANCOUVER</b>            |                             |                   | <b>109</b>        | <b>0</b>   | <b>5</b>  | <b>52</b>                  | <b>19</b>        | <b>13</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>31</b>                  | <b>48</b>                | <b>36</b>                  | 124                     |
| <b>TOTAL CANADA</b>               |                             |                   | <b>754</b>        | <b>1</b>   | <b>38</b> | <b>40</b>                  | <b>22</b>        | <b>21</b>   | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>38</b>                  | <b>49</b>                | <b>31</b>                  | 905                     |
| <b>CAYMAN ISLANDS</b>             |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GRAND CAYMAN                      | BRITISH AIRWAYS PLC         | S                 | 33                | 0          | 2         | 58                         | 27               | 12          | 3                      | 0                      | 0                       | 15                         | 61                       | 28                         | 36                      |
| <b>TOTAL GRAND CAYMAN</b>         |                             |                   | <b>33</b>         | <b>0</b>   | <b>2</b>  | <b>58</b>                  | <b>27</b>        | <b>12</b>   | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>61</b>                | <b>28</b>                  | 36                      |
| <b>TOTAL CAYMAN ISLANDS</b>       |                             |                   | <b>33</b>         | <b>0</b>   | <b>2</b>  | <b>58</b>                  | <b>27</b>        | <b>12</b>   | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>61</b>                | <b>28</b>                  | 36                      |
| <b>CHINA</b>                      |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BEIJING                           | AIR CHINA                   | S                 | 60                | 0          | 4         | 62                         | 13               | 18          | 3                      | 2                      | 2                       | 40                         | 74                       | 11                         | 62                      |
|                                   | BRITISH AIRWAYS PLC         | S                 | 43                | 0          | 1         | 60                         | 9                | 19          | 9                      | 2                      | 0                       | 27                         | 80                       | 11                         | 50                      |
| <b>TOTAL BEIJING</b>              |                             |                   | <b>103</b>        | <b>0</b>   | <b>5</b>  | <b>61</b>                  | <b>12</b>        | <b>18</b>   | <b>6</b>               | <b>2</b>               | <b>1</b>                | <b>34</b>                  | <b>77</b>                | <b>11</b>                  | 112                     |
| SHANGHAI (PU DONG)                | BRITISH AIRWAYS PLC         | S                 | 41                | 1          | 1         | 39                         | 10               | 34          | 15                     | 2                      | 0                       | 39                         | 51                       | 33                         | 45                      |
|                                   | CHINA EASTERN AIRLINES      | S                 | 32                | 0          | 4         | 56                         | 6                | 19          | 16                     | 3                      | 0                       | 30                         | 0                        | 0                          | 0                       |
|                                   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 52                | 0          | 4         | 50                         | 23               | 10          | 15                     | 0                      | 2                       | 40                         | 67                       | 13                         | 48                      |
| <b>TOTAL SHANGHAI (PU DONG)</b>   |                             |                   | <b>125</b>        | <b>1</b>   | <b>9</b>  | <b>48</b>                  | <b>14</b>        | <b>20</b>   | <b>15</b>              | <b>2</b>               | <b>1</b>                | <b>37</b>                  | <b>59</b>                | <b>23</b>                  | 93                      |
| <b>TOTAL CHINA</b>                |                             |                   | <b>228</b>        | <b>1</b>   | <b>14</b> | <b>54</b>                  | <b>13</b>        | <b>19</b>   | <b>11</b>              | <b>2</b>               | <b>1</b>                | <b>36</b>                  | <b>69</b>                | <b>16</b>                  | 205                     |
| <b>CROATIA</b>                    |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ZAGREB                            | CROATIA AIRLINES            | S                 | 67                | 1          | 1         | 39                         | 21               | 24          | 15                     | 1                      | 0                       | 35                         | 62                       | 21                         | 78                      |
| <b>TOTAL ZAGREB</b>               |                             |                   | <b>67</b>         | <b>1</b>   | <b>1</b>  | <b>39</b>                  | <b>21</b>        | <b>24</b>   | <b>15</b>              | <b>1</b>               | <b>0</b>                | <b>35</b>                  | <b>62</b>                | <b>21</b>                  | 78                      |
| <b>TOTAL CROATIA</b>              |                             |                   | <b>67</b>         | <b>1</b>   | <b>1</b>  | <b>39</b>                  | <b>21</b>        | <b>24</b>   | <b>15</b>              | <b>1</b>               | <b>0</b>                | <b>35</b>                  | <b>62</b>                | <b>21</b>                  | 78                      |
| <b>CYPRUS</b>                     |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                           | BRITISH AIRWAYS PLC         | S                 | 55                | 0          | 2         | 58                         | 20               | 11          | 11                     | 0                      | 0                       | 22                         | 55                       | 22                         | 60                      |
|                                   | CYPRUS AIRWAYS              | S                 | 98                | 0          | 9         | 47                         | 19               | 13          | 13                     | 5                      | 2                       | 51                         | 36                       | 34                         | 118                     |
| <b>TOTAL LARNACA</b>              |                             |                   | <b>153</b>        | <b>0</b>   | <b>11</b> | <b>51</b>                  | <b>20</b>        | <b>12</b>   | <b>12</b>              | <b>3</b>               | <b>1</b>                | <b>41</b>                  | <b>42</b>                | <b>30</b>                  | 178                     |
| <b>TOTAL CYPRUS</b>               |                             |                   | <b>153</b>        | <b>0</b>   | <b>11</b> | <b>51</b>                  | <b>20</b>        | <b>12</b>   | <b>12</b>              | <b>3</b>               | <b>1</b>                | <b>41</b>                  | <b>42</b>                | <b>30</b>                  | 178                     |
| <b>CZECH REPUBLIC</b>             |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                            | BRITISH AIRWAYS PLC         | S                 | 191               | 1          | 7         | 51                         | 16               | 15          | 14                     | 2                      | 1                       | 37                         | 79                       | 14                         | 228                     |
| <b>TOTAL PRAGUE</b>               |                             |                   | <b>191</b>        | <b>1</b>   | <b>7</b>  | <b>51</b>                  | <b>16</b>        | <b>15</b>   | <b>14</b>              | <b>2</b>               | <b>1</b>                | <b>37</b>                  | <b>77</b>                | <b>16</b>                  | 349                     |
| <b>TOTAL CZECH REPUBLIC</b>       |                             |                   | <b>191</b>        | <b>1</b>   | <b>7</b>  | <b>51</b>                  | <b>16</b>        | <b>15</b>   | <b>14</b>              | <b>2</b>               | <b>1</b>                | <b>37</b>                  | <b>77</b>                | <b>16</b>                  | 349                     |
| <b>DENMARK</b>                    |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                        | BRITISH AIRWAYS PLC         | S                 | 267               | 1          | 9         | 62                         | 12               | 11          | 13                     | 2                      | 0                       | 29                         | 78                       | 21                         | 297                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|---------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                     |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                     |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                             | SAS                 | S                 | 271               | 0        | 0         | 52                         | 17               | 15          | 14                     | 1                      | 1                       | 32                         | 78                       | 13                         | 279                     |
| <b>TOTAL COPENHAGEN</b>                |                     |                   | <b>538</b>        | <b>2</b> | <b>11</b> | <b>57</b>                  | <b>14</b>        | <b>13</b>   | <b>13</b>              | <b>1</b>               | <b>1</b>                | <b>31</b>                  | <b>78</b>                | <b>17</b>                  | <b>577</b>              |
| <b>TOTAL DENMARK</b>                   |                     |                   | <b>538</b>        | <b>2</b> | <b>11</b> | <b>57</b>                  | <b>14</b>        | <b>13</b>   | <b>13</b>              | <b>1</b>               | <b>1</b>                | <b>31</b>                  | <b>78</b>                | <b>17</b>                  | <b>577</b>              |
| <b>EGYPT</b>                           |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CAIRO                                  | BMI BRITISH MIDLAND | S                 | 58                | 0        | 2         | 64                         | 17               | 14          | 5                      | 0                      | 0                       | 18                         | 44                       | 54                         | 62                      |
|  | BRITISH AIRWAYS PLC | S                 | 55                | 0        | 1         | 58                         | 7                | 24          | 9                      | 2                      | 0                       | 29                         | 53                       | 21                         | 62                      |
|  | EGYPT AIR           | S                 | 90                | 0        | 8         | 46                         | 17               | 27          | 9                      | 2                      | 0                       | 32                         | 24                       | 42                         | 70                      |
| <b>TOTAL CAIRO</b>                     |                     |                   | <b>203</b>        | <b>0</b> | <b>11</b> | <b>54</b>                  | <b>14</b>        | <b>22</b>   | <b>8</b>               | <b>1</b>               | <b>0</b>                | <b>27</b>                  | <b>40</b>                | <b>39</b>                  | <b>194</b>              |
| LUXOR                                  | EGYPT AIR           | S                 | 8                 | 0        | 0         | 50                         | 0                | 13          | 38                     | 0                      | 0                       | 46                         | 13                       | 67                         | 8                       |
| <b>TOTAL LUXOR</b>                     |                     |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>13</b>   | <b>38</b>              | <b>0</b>               | <b>0</b>                | <b>46</b>                  | <b>13</b>                | <b>67</b>                  | <b>8</b>                |
| <b>TOTAL EGYPT</b>                     |                     |                   | <b>211</b>        | <b>0</b> | <b>11</b> | <b>54</b>                  | <b>14</b>        | <b>22</b>   | <b>9</b>               | <b>1</b>               | <b>0</b>                | <b>28</b>                  | <b>39</b>                | <b>40</b>                  | <b>202</b>              |
| <b>ETHIOPIA</b>                        |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ADDIS ABABA                            | BMI BRITISH MIDLAND | S                 | 22                | 0        | 1         | 36                         | 27               | 5           | 32                     | 0                      | 0                       | 43                         | 59                       | 18                         | 27                      |
|  | ETHIOPIAN AIRLINES  | S                 | 52                | 0        | 5         | 33                         | 13               | 31          | 21                     | 0                      | 2                       | 45                         | 27                       | 136                        | 52                      |
| <b>TOTAL ADDIS ABABA</b>               |                     |                   | <b>74</b>         | <b>0</b> | <b>6</b>  | <b>34</b>                  | <b>18</b>        | <b>23</b>   | <b>24</b>              | <b>0</b>               | <b>1</b>                | <b>45</b>                  | <b>38</b>                | <b>96</b>                  | <b>79</b>               |
| <b>TOTAL ETHIOPIA</b>                  |                     |                   | <b>74</b>         | <b>0</b> | <b>6</b>  | <b>34</b>                  | <b>18</b>        | <b>23</b>   | <b>24</b>              | <b>0</b>               | <b>1</b>                | <b>45</b>                  | <b>38</b>                | <b>96</b>                  | <b>79</b>               |
| <b>FINLAND</b>                         |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| HELSINKI                               | BLUE 1              | S                 | 96                | 0        | 0         | 49                         | 14               | 13          | 22                     | 2                      | 1                       | 42                         | 67                       | 21                         | 58                      |
|  | BRITISH AIRWAYS PLC | S                 | 98                | 0        | 2         | 51                         | 17               | 18          | 11                     | 2                      | 0                       | 28                         | 65                       | 21                         | 116                     |
|  | FINNAIR             | S                 | 174               | 1        | 4         | 47                         | 10               | 16          | 21                     | 5                      | 2                       | 56                         | 52                       | 34                         | 223                     |
| <b>TOTAL HELSINKI</b>                  |                     |                   | <b>368</b>        | <b>1</b> | <b>6</b>  | <b>48</b>                  | <b>13</b>        | <b>16</b>   | <b>18</b>              | <b>3</b>               | <b>1</b>                | <b>45</b>                  | <b>58</b>                | <b>28</b>                  | <b>397</b>              |
| <b>TOTAL FINLAND</b>                   |                     |                   | <b>368</b>        | <b>1</b> | <b>6</b>  | <b>48</b>                  | <b>13</b>        | <b>16</b>   | <b>18</b>              | <b>3</b>               | <b>1</b>                | <b>45</b>                  | <b>58</b>                | <b>28</b>                  | <b>405</b>              |
| <b>FRANCE</b>                          |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LYON                                   | BRITISH AIRWAYS PLC | S                 | 144               | 0        | 2         | 61                         | 13               | 15          | 7                      | 3                      | 1                       | 30                         | 78                       | 16                         | 167                     |
| <b>TOTAL LYON</b>                      |                     |                   | <b>144</b>        | <b>0</b> | <b>2</b>  | <b>61</b>                  | <b>13</b>        | <b>15</b>   | <b>7</b>               | <b>3</b>               | <b>1</b>                | <b>30</b>                  | <b>78</b>                | <b>16</b>                  | <b>167</b>              |
| NICE                                   | BRITISH AIRWAYS PLC | S                 | 241               | 0        | 2         | 56                         | 15               | 14          | 13                     | 2                      | 0                       | 27                         | 72                       | 22                         | 286                     |
| <b>TOTAL NICE</b>                      |                     |                   | <b>241</b>        | <b>0</b> | <b>2</b>  | <b>56</b>                  | <b>15</b>        | <b>14</b>   | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>27</b>                  | <b>72</b>                | <b>22</b>                  | <b>286</b>              |
| PARIS (CHARLES DE GAULLE)              | AIR FRANCE          | S                 | 412               | 0        | 2         | 41                         | 21               | 20          | 15                     | 3                      | 1                       | 40                         | 61                       | 24                         | 526                     |
|  | BRITISH AIRWAYS PLC | S                 | 370               | 0        | 7         | 51                         | 17               | 14          | 13                     | 5                      | 0                       | 35                         | 71                       | 29                         | 479                     |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                     |                   | <b>783</b>        | <b>4</b> | <b>12</b> | <b>46</b>                  | <b>19</b>        | <b>17</b>   | <b>14</b>              | <b>4</b>               | <b>1</b>                | <b>38</b>                  | <b>66</b>                | <b>26</b>                  | <b>1005</b>             |
| TOULOUSE (BLAGNAC)                     | BRITISH AIRWAYS PLC | S                 | 143               | 1        | 1         | 59                         | 20               | 10          | 8                      | 2                      | 1                       | 26                         | 75                       | 20                         | 145                     |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>        |                     |                   | <b>143</b>        | <b>1</b> | <b>1</b>  | <b>59</b>                  | <b>20</b>        | <b>10</b>   | <b>8</b>               | <b>2</b>               | <b>1</b>                | <b>26</b>                  | <b>75</b>                | <b>20</b>                  | <b>145</b>              |
| <b>TOTAL FRANCE</b>                    |                     |                   | <b>1311</b>       | <b>5</b> | <b>17</b> | <b>51</b>                  | <b>18</b>        | <b>15</b>   | <b>12</b>              | <b>3</b>               | <b>0</b>                | <b>34</b>                  | <b>69</b>                | <b>24</b>                  | <b>1604</b>             |
| <b>GEORGIA</b>                         |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TBILISI                                | BMI BRITISH MIDLAND | S                 | 29                | 0        | 3         | 62                         | 3                | 24          | 7                      | 3                      | 0                       | 31                         | 56                       | 27                         | 32                      |
| <b>TOTAL TBILISI</b>                   |                     |                   | <b>29</b>         | <b>0</b> | <b>3</b>  | <b>62</b>                  | <b>3</b>         | <b>24</b>   | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>31</b>                  | <b>56</b>                | <b>27</b>                  | <b>32</b>               |
| <b>TOTAL GEORGIA</b>                   |                     |                   | <b>29</b>         | <b>0</b> | <b>3</b>  | <b>62</b>                  | <b>3</b>         | <b>24</b>   | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>31</b>                  | <b>56</b>                | <b>27</b>                  | <b>32</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION        | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------|-----------------------------|-------------------|-------------------|-----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                             |                             |                   | MATCHED           |           | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                             |                             |                   | Actual (7)        | Plan (8)  |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GERMANY</b>              |                             |                   |                   |           |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (TEGEL)              | BMI BRITISH MIDLAND         | S                 | 222               | 0         | 6         | 43                         | 17               | 18          | 19                     | 2                      | 0                       | 40                         | 0                        | 0                          | 0                       |
|                             | BRITISH AIRWAYS PLC         | S                 | 218               | 0         | 3         | 50                         | 17               | 14          | 13                     | 5                      | 0                       | 37                         | 77                       | 18                         | 253                     |
| <b>TOTAL BERLIN (TEGEL)</b> |                             |                   | <b>440</b>        | <b>0</b>  | <b>9</b>  | <b>47</b>                  | <b>17</b>        | <b>16</b>   | <b>16</b>              | <b>4</b>               | <b>0</b>                | <b>38</b>                  | <b>72</b>                | <b>23</b>                  | <b>405</b>              |
| COLOGNE BONN                | LUFTHANSA                   | S                 | 112               | 0         | 26        | 35                         | 9                | 29          | 25                     | 3                      | 0                       | 46                         | 69                       | 20                         | 150                     |
| <b>TOTAL COLOGNE BONN</b>   |                             |                   | <b>112</b>        | <b>0</b>  | <b>26</b> | <b>35</b>                  | <b>9</b>         | <b>29</b>   | <b>25</b>              | <b>3</b>               | <b>0</b>                | <b>46</b>                  | <b>69</b>                | <b>20</b>                  | <b>150</b>              |
| DRESDEN                     | LUFTHANSA                   | S                 | 52                | 0         | 4         | 21                         | 21               | 15          | 38                     | 4                      | 0                       | 62                         | 0                        | 0                          | 0                       |
| <b>TOTAL DRESDEN</b>        |                             |                   | <b>52</b>         | <b>0</b>  | <b>4</b>  | <b>21</b>                  | <b>21</b>        | <b>15</b>   | <b>38</b>              | <b>4</b>               | <b>0</b>                | <b>62</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| DUSSELDORF                  | BRITISH AIRWAYS PLC         | S                 | 217               | 0         | 4         | 59                         | 11               | 12          | 14                     | 2                      | 1                       | 33                         | 77                       | 12                         | 243                     |
|                             | LUFTHANSA                   | S                 | 203               | 1         | 0         | 50                         | 15               | 13          | 18                     | 3                      | 0                       | 36                         | 74                       | 13                         | 197                     |
| <b>TOTAL DUSSELDORF</b>     |                             |                   | <b>420</b>        | <b>1</b>  | <b>4</b>  | <b>55</b>                  | <b>13</b>        | <b>13</b>   | <b>16</b>              | <b>3</b>               | <b>0</b>                | <b>35</b>                  | <b>75</b>                | <b>13</b>                  | <b>440</b>              |
| FRANKFURT MAIN              | BRITISH AIRWAYS PLC         | S                 | 269               | 1         | 1         | 48                         | 19               | 15          | 14                     | 2                      | 0                       | 35                         | 67                       | 22                         | 277                     |
|                             | LUFTHANSA                   | S                 | 450               | 2         | 1         | 38                         | 18               | 23          | 17                     | 2                      | 1                       | 41                         | 62                       | 23                         | 555                     |
| <b>TOTAL FRANKFURT MAIN</b> |                             |                   | <b>719</b>        | <b>3</b>  | <b>2</b>  | <b>42</b>                  | <b>19</b>        | <b>20</b>   | <b>16</b>              | <b>2</b>               | <b>1</b>                | <b>39</b>                  | <b>64</b>                | <b>23</b>                  | <b>832</b>              |
| HAMBURG                     | BRITISH AIRWAYS PLC         | S                 | 192               | 1         | 3         | 64                         | 10               | 11          | 13                     | 1                      | 1                       | 27                         | 75                       | 16                         | 231                     |
|                             | LUFTHANSA                   | S                 | 181               | 2         | 3         | 58                         | 13               | 15          | 14                     | 0                      | 0                       | 23                         | 77                       | 14                         | 148                     |
| <b>TOTAL HAMBURG</b>        |                             |                   | <b>373</b>        | <b>3</b>  | <b>6</b>  | <b>61</b>                  | <b>11</b>        | <b>13</b>   | <b>14</b>              | <b>1</b>               | <b>0</b>                | <b>25</b>                  | <b>76</b>                | <b>15</b>                  | <b>379</b>              |
| HANOVER                     | BMI BRITISH MIDLAND         | S                 | 114               | 0         | 11        | 61                         | 12               | 12          | 12                     | 2                      | 0                       | 24                         | 80                       | 15                         | 136                     |
| <b>TOTAL HANOVER</b>        |                             |                   | <b>114</b>        | <b>0</b>  | <b>11</b> | <b>61</b>                  | <b>12</b>        | <b>12</b>   | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>24</b>                  | <b>80</b>                | <b>15</b>                  | <b>136</b>              |
| MUNICH                      | BRITISH AIRWAYS PLC         | S                 | 242               | 0         | 6         | 53                         | 14               | 16          | 16                     | 1                      | 0                       | 32                         | 74                       | 16                         | 340                     |
|                             | LUFTHANSA                   | S                 | 329               | 5         | 2         | 42                         | 17               | 16          | 22                     | 3                      | 0                       | 41                         | 76                       | 15                         | 454                     |
| <b>TOTAL MUNICH</b>         |                             |                   | <b>571</b>        | <b>5</b>  | <b>8</b>  | <b>47</b>                  | <b>16</b>        | <b>16</b>   | <b>19</b>              | <b>2</b>               | <b>0</b>                | <b>37</b>                  | <b>75</b>                | <b>16</b>                  | <b>794</b>              |
| STUTT GART                  | BRITISH AIRWAYS PLC         | S                 | 127               | 0         | 0         | 69                         | 15               | 7           | 9                      | 0                      | 0                       | 17                         | 76                       | 14                         | 161                     |
|                             | CONTACTAIR FLUGDIENST       | S                 | 122               | 0         | 0         | 47                         | 17               | 20          | 16                     | 0                      | 0                       | 34                         | 0                        | 0                          | 0                       |
| <b>TOTAL STUTT GART</b>     |                             |                   | <b>249</b>        | <b>0</b>  | <b>0</b>  | <b>58</b>                  | <b>16</b>        | <b>13</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>73</b>                | <b>15</b>                  | <b>313</b>              |
| <b>TOTAL GERMANY</b>        |                             |                   | <b>3050</b>       | <b>12</b> | <b>70</b> | <b>49</b>                  | <b>15</b>        | <b>16</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>35</b>                  | <b>72</b>                | <b>18</b>                  | <b>3449</b>             |
| <b>GHANA</b>                |                             |                   |                   |           |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ACCRA                       | BRITISH AIRWAYS PLC         | S                 | 55                | 0         | 1         | 31                         | 18               | 22          | 25                     | 2                      | 2                       | 46                         | 42                       | 43                         | 62                      |
|                             | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 26                | 0         | 5         | 54                         | 8                | 15          | 19                     | 4                      | 0                       | 40                         | 0                        | 0                          | 0                       |
| <b>TOTAL ACCRA</b>          |                             |                   | <b>81</b>         | <b>0</b>  | <b>6</b>  | <b>38</b>                  | <b>15</b>        | <b>20</b>   | <b>23</b>              | <b>2</b>               | <b>1</b>                | <b>44</b>                  | <b>42</b>                | <b>43</b>                  | <b>62</b>               |
| <b>TOTAL GHANA</b>          |                             |                   | <b>81</b>         | <b>0</b>  | <b>6</b>  | <b>38</b>                  | <b>15</b>        | <b>20</b>   | <b>23</b>              | <b>2</b>               | <b>1</b>                | <b>44</b>                  | <b>42</b>                | <b>43</b>                  | <b>62</b>               |
| <b>GIBRALTAR</b>            |                             |                   |                   |           |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GIBRALTAR                   | BRITISH AIRWAYS PLC         | S                 | 41                | 0         | 0         | 71                         | 12               | 12          | 5                      | 0                      | 0                       | 16                         | 51                       | 41                         | 57                      |
| <b>TOTAL GIBRALTAR</b>      |                             |                   | <b>41</b>         | <b>0</b>  | <b>0</b>  | <b>71</b>                  | <b>12</b>        | <b>12</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>51</b>                | <b>41</b>                  | <b>57</b>               |
| <b>TOTAL GIBRALTAR</b>      |                             |                   | <b>41</b>         | <b>0</b>  | <b>0</b>  | <b>71</b>                  | <b>12</b>        | <b>12</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>51</b>                | <b>41</b>                  | <b>57</b>               |
| <b>GREECE</b>               |                             |                   |                   |           |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ATHENS                      | AEGEAN AIRLINES             | S                 | 115               | 1         | 0         | 40                         | 30               | 19          | 10                     | 2                      | 0                       | 29                         | 60                       | 21                         | 124                     |
|                             | BRITISH AIRWAYS PLC         | S                 | 148               | 0         | 2         | 53                         | 20               | 12          | 15                     | 1                      | 0                       | 29                         | 64                       | 20                         | 178                     |
|                             | OLYMPIC AIR                 | S                 | 129               | 0         | 7         | 60                         | 13               | 15          | 10                     | 2                      | 0                       | 23                         | 59                       | 17                         | 148                     |

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Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ATHENS                     |                             |                   | 392               | 1          | 9        | 52                         | 20               | 15          | 12                     | 1                      | 0                       | 27                         | 61                       | 20                         | 450                     |
| TOTAL GREECE                     |                             |                   | 392               | 1          | 9        | 52                         | 20               | 15          | 12                     | 1                      | 0                       | 27                         | 61                       | 20                         | 450                     |
| HONG KONG                        |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| HONG KONG (CHEP LAP KOK)         | BRITISH AIRWAYS PLC         | S                 | 114               | 1          | 2        | 75                         | 6                | 10          | 7                      | 3                      | 0                       | 20                         | 83                       | 20                         | 124                     |
|                                  | CATHAY PACIFIC AIRWAYS      | S                 | 228               | 0          | 16       | 60                         | 17               | 14          | 6                      | 2                      | 1                       | 37                         | 69                       | 17                         | 248                     |
|                                  | QANTAS                      | S                 | 2                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 11                         | 0                        | 0                          | 0                       |
| TOTAL HONG KONG (CHEP LAP KOK)   |                             |                   | 344               | 1          | 18       | 65                         | 14               | 13          | 6                      | 2                      | 1                       | 31                         | 74                       | 18                         | 372                     |
| TOTAL HONG KONG                  |                             |                   | 344               | 1          | 18       | 65                         | 14               | 13          | 6                      | 2                      | 1                       | 31                         | 74                       | 18                         | 372                     |
| HUNGARY                          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BUDAPEST                         | BRITISH AIRWAYS PLC         | S                 | 131               | 1          | 5        | 52                         | 17               | 11          | 16                     | 5                      | 0                       | 36                         | 73                       | 19                         | 173                     |
| TOTAL BUDAPEST                   |                             |                   | 131               | 1          | 5        | 52                         | 17               | 11          | 16                     | 5                      | 0                       | 36                         | 73                       | 19                         | 173                     |
| TOTAL HUNGARY                    |                             |                   | 131               | 1          | 5        | 52                         | 17               | 11          | 16                     | 5                      | 0                       | 36                         | 73                       | 19                         | 173                     |
| ICELAND                          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                         | ICELANDAIR                  | S                 | 106               | 0          | 7        | 59                         | 14               | 17          | 7                      | 3                      | 0                       | 28                         | 63                       | 17                         | 110                     |
| TOTAL KEFLAVIK                   |                             |                   | 106               | 0          | 7        | 59                         | 14               | 17          | 7                      | 3                      | 0                       | 28                         | 63                       | 17                         | 110                     |
| TOTAL ICELAND                    |                             |                   | 106               | 0          | 7        | 59                         | 14               | 17          | 7                      | 3                      | 0                       | 28                         | 63                       | 17                         | 110                     |
| INDIA                            |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMRITSAR                         | AIR INDIA                   | S                 | 57                | 0          | 5        | 37                         | 19               | 16          | 28                     | 0                      | 0                       | 38                         | 29                       | 49                         | 35                      |
| TOTAL AMRITSAR                   |                             |                   | 57                | 0          | 5        | 37                         | 19               | 16          | 28                     | 0                      | 0                       | 38                         | 29                       | 49                         | 35                      |
| BANGALORE (BENGALURU)            | BRITISH AIRWAYS PLC         | S                 | 57                | 0          | 1        | 49                         | 12               | 18          | 16                     | 5                      | 0                       | 42                         | 74                       | 12                         | 62                      |
| TOTAL BANGALORE (BENGALURU)      |                             |                   | 57                | 0          | 1        | 49                         | 12               | 18          | 16                     | 5                      | 0                       | 42                         | 74                       | 12                         | 62                      |
| CHENNAI                          | BRITISH AIRWAYS PLC         | S                 | 38                | 0          | 2        | 66                         | 5                | 21          | 8                      | 0                      | 0                       | 19                         | 59                       | 22                         | 41                      |
| TOTAL CHENNAI                    |                             |                   | 38                | 0          | 2        | 66                         | 5                | 21          | 8                      | 0                      | 0                       | 19                         | 59                       | 22                         | 41                      |
| DELHI                            | AIR INDIA                   | S                 | 56                | 0          | 0        | 50                         | 13               | 16          | 18                     | 0                      | 4                       | 42                         | 59                       | 26                         | 88                      |
|                                  | BRITISH AIRWAYS PLC         | S                 | 112               | 1          | 3        | 32                         | 17               | 23          | 18                     | 8                      | 2                       | 81                         | 41                       | 39                         | 117                     |
|                                  | JET AIRWAYS                 | S                 | 59                | 0          | 3        | 32                         | 19               | 15          | 31                     | 0                      | 3                       | 73                         | 44                       | 33                         | 62                      |
|                                  | KINGFISHER AIRLINES         | S                 | 56                | 0          | 4        | 80                         | 9                | 9           | 0                      | 0                      | 2                       | 36                         | 0                        | 0                          | 0                       |
|                                  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 55                | 1          | 5        | 35                         | 15               | 25          | 22                     | 4                      | 0                       | 45                         | 60                       | 17                         | 62                      |
| TOTAL DELHI                      |                             |                   | 338               | 2          | 15       | 43                         | 15               | 19          | 18                     | 3                      | 2                       | 60                         | 50                       | 30                         | 329                     |
| HYDERABAD ( RAJIV GHANDI )       | BRITISH AIRWAYS PLC         | S                 | 39                | 1          | 1        | 54                         | 5                | 28          | 3                      | 10                     | 0                       | 46                         | 80                       | 11                         | 45                      |
| TOTAL HYDERABAD ( RAJIV GHANDI ) |                             |                   | 39                | 1          | 1        | 54                         | 5                | 28          | 3                      | 10                     | 0                       | 46                         | 80                       | 11                         | 45                      |
| MUMBAI                           |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
|                                  | AIR INDIA                   | S                 | 58                | 0          | 2        | 76                         | 10               | 10          | 3                      | 0                      | 0                       | 11                         | 29                       | 38                         | 62                      |
|                                  | BRITISH AIRWAYS PLC         | S                 | 95                | 1          | 3        | 53                         | 16               | 15          | 11                     | 6                      | 0                       | 39                         | 56                       | 25                         | 105                     |
|                                  | JET AIRWAYS                 | S                 | 117               | 0          | 7        | 53                         | 20               | 17          | 9                      | 2                      | 0                       | 28                         | 67                       | 15                         | 124                     |
|                                  | KINGFISHER AIRLINES         | S                 | 57                | 0          | 5        | 86                         | 7                | 2           | 5                      | 0                      | 0                       | 10                         | 56                       | 18                         | 62                      |
| TOTAL MUMBAI                     |                             |                   | 327               | 1          | 17       | 63                         | 15               | 13          | 8                      | 2                      | 0                       | 25                         | 55                       | 22                         | 353                     |
| TOTAL INDIA                      |                             |                   | 856               | 4          | 41       | 52                         | 14               | 17          | 13                     | 3                      | 1                       | 42                         | 55                       | 25                         | 865                     |
| IRAN                             |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| IMAM KHOMIENI                    | BMI BRITISH MIDLAND         | S                 | 56                | 0          | 1        | 46                         | 20               | 11          | 18                     | 2                      | 4                       | 45                         | 75                       | 15                         | 60                      |

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| ORIGIN / DESTINATION          | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                               |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                               |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| IMAM KHOMIENI                 | IRAN AIR                    | S                 | 26                | 0          | 2         | 42                         | 19               | 31          | 0                      | 4                      | 4                       | 39                         | 61                       | 21                         | 28                      |
| <b>TOTAL IMAM KHOMIENI</b>    |                             |                   | <b>82</b>         | <b>0</b>   | <b>3</b>  | <b>45</b>                  | <b>20</b>        | <b>17</b>   | <b>12</b>              | <b>2</b>               | <b>4</b>                | <b>43</b>                  | <b>70</b>                | <b>17</b>                  | <b>88</b>               |
| <b>TOTAL IRAN</b>             |                             |                   | <b>82</b>         | <b>0</b>   | <b>3</b>  | <b>45</b>                  | <b>20</b>        | <b>17</b>   | <b>12</b>              | <b>2</b>               | <b>4</b>                | <b>43</b>                  | <b>70</b>                | <b>17</b>                  | <b>88</b>               |
| <b>IRISH REPUBLIC</b>         |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                          | AER LINGUS                  | S                 | 205               | 0          | 2         | 54                         | 16               | 12          | 15                     | 2                      | 1                       | 42                         | 50                       | 34                         | 234                     |
| <b>TOTAL CORK</b>             |                             |                   | <b>205</b>        | <b>0</b>   | <b>2</b>  | <b>54</b>                  | <b>16</b>        | <b>12</b>   | <b>15</b>              | <b>2</b>               | <b>1</b>                | <b>42</b>                  | <b>50</b>                | <b>34</b>                  | <b>234</b>              |
| DUBLIN                        | AER LINGUS                  | S                 | 549               | 0          | 19        | 51                         | 13               | 13          | 16                     | 7                      | 0                       | 44                         | 69                       | 17                         | 732                     |
|                               | BMI BRITISH MIDLAND         | S                 | 199               | 0          | 10        | 47                         | 16               | 15          | 20                     | 2                      | 1                       | 40                         | 71                       | 16                         | 403                     |
| <b>TOTAL DUBLIN</b>           |                             |                   | <b>748</b>        | <b>0</b>   | <b>29</b> | <b>50</b>                  | <b>14</b>        | <b>14</b>   | <b>17</b>              | <b>5</b>               | <b>0</b>                | <b>43</b>                  | <b>70</b>                | <b>17</b>                  | <b>1135</b>             |
| SHANNON                       | AER LINGUS                  | S                 | 153               | 1          | 4         | 46                         | 17               | 14          | 17                     | 6                      | 0                       | 42                         | 69                       | 22                         | 175                     |
| <b>TOTAL SHANNON</b>          |                             |                   | <b>153</b>        | <b>1</b>   | <b>4</b>  | <b>46</b>                  | <b>17</b>        | <b>14</b>   | <b>17</b>              | <b>6</b>               | <b>0</b>                | <b>42</b>                  | <b>69</b>                | <b>22</b>                  | <b>175</b>              |
| <b>TOTAL IRISH REPUBLIC</b>   |                             |                   | <b>1106</b>       | <b>1</b>   | <b>35</b> | <b>50</b>                  | <b>15</b>        | <b>13</b>   | <b>17</b>              | <b>5</b>               | <b>0</b>                | <b>43</b>                  | <b>67</b>                | <b>20</b>                  | <b>1544</b>             |
| <b>ISRAEL</b>                 |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TEL AVIV                      | BRITISH AIRWAYS PLC         | S                 | 111               | 3          | 4         | 58                         | 11               | 15          | 14                     | 2                      | 0                       | 27                         | 66                       | 42                         | 123                     |
|                               | EL AL                       | S                 | 91                | 0          | 5         | 57                         | 9                | 20          | 10                     | 2                      | 2                       | 38                         | 71                       | 18                         | 101                     |
| <b>TOTAL TEL AVIV</b>         |                             |                   | <b>202</b>        | <b>3</b>   | <b>9</b>  | <b>57</b>                  | <b>10</b>        | <b>17</b>   | <b>12</b>              | <b>2</b>               | <b>1</b>                | <b>32</b>                  | <b>57</b>                | <b>39</b>                  | <b>336</b>              |
| <b>TOTAL ISRAEL</b>           |                             |                   | <b>202</b>        | <b>3</b>   | <b>9</b>  | <b>57</b>                  | <b>10</b>        | <b>17</b>   | <b>12</b>              | <b>2</b>               | <b>1</b>                | <b>32</b>                  | <b>57</b>                | <b>39</b>                  | <b>336</b>              |
| <b>ITALY</b>                  |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MILAN (LINATE)                | ALITALIA (CAI)              | S                 | 228               | 0          | 0         | 60                         | 16               | 16          | 7                      | 1                      | 0                       | 22                         | 69                       | 22                         | 233                     |
|                               | BRITISH AIRWAYS PLC         | S                 | 241               | 0          | 4         | 59                         | 15               | 14          | 11                     | 1                      | 0                       | 23                         | 73                       | 19                         | 275                     |
| <b>TOTAL MILAN (LINATE)</b>   |                             |                   | <b>469</b>        | <b>0</b>   | <b>4</b>  | <b>59</b>                  | <b>15</b>        | <b>15</b>   | <b>9</b>               | <b>1</b>               | <b>0</b>                | <b>23</b>                  | <b>71</b>                | <b>20</b>                  | <b>508</b>              |
| MILAN (MALPENSA)              | BRITISH AIRWAYS PLC         | S                 | 166               | 1          | 4         | 60                         | 13               | 17          | 9                      | 0                      | 1                       | 25                         | 77                       | 26                         | 188                     |
|                               | LUFTHANSA                   | S                 | 212               | 2          | 19        | 32                         | 15               | 21          | 29                     | 2                      | 0                       | 50                         | 53                       | 35                         | 283                     |
| <b>TOTAL MILAN (MALPENSA)</b> |                             |                   | <b>378</b>        | <b>3</b>   | <b>23</b> | <b>44</b>                  | <b>14</b>        | <b>19</b>   | <b>20</b>              | <b>1</b>               | <b>1</b>                | <b>39</b>                  | <b>62</b>                | <b>31</b>                  | <b>471</b>              |
| PISA                          | BRITISH AIRWAYS PLC         | S                 | 94                | 1          | 2         | 57                         | 14               | 12          | 15                     | 2                      | 0                       | 29                         | 58                       | 30                         | 69                      |
| <b>TOTAL PISA</b>             |                             |                   | <b>94</b>         | <b>1</b>   | <b>2</b>  | <b>57</b>                  | <b>14</b>        | <b>12</b>   | <b>15</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>58</b>                | <b>30</b>                  | <b>69</b>               |
| ROME (FIUMICINO)              | ALITALIA (CAI)              | S                 | 267               | 0          | 2         | 53                         | 16               | 20          | 9                      | 1                      | 0                       | 27                         | 49                       | 31                         | 285                     |
|                               | BRITISH AIRWAYS PLC         | S                 | 292               | 0          | 4         | 54                         | 16               | 16          | 13                     | 0                      | 0                       | 26                         | 70                       | 21                         | 306                     |
| <b>TOTAL ROME (FIUMICINO)</b> |                             |                   | <b>559</b>        | <b>0</b>   | <b>6</b>  | <b>53</b>                  | <b>16</b>        | <b>18</b>   | <b>11</b>              | <b>1</b>               | <b>0</b>                | <b>27</b>                  | <b>60</b>                | <b>26</b>                  | <b>591</b>              |
| VENICE                        | BRITISH AIRWAYS PLC         | S                 | 42                | 0          | 1         | 62                         | 12               | 14          | 12                     | 0                      | 0                       | 21                         | 79                       | 13                         | 56                      |
| <b>TOTAL VENICE</b>           |                             |                   | <b>42</b>         | <b>0</b>   | <b>1</b>  | <b>62</b>                  | <b>12</b>        | <b>14</b>   | <b>12</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>79</b>                | <b>13</b>                  | <b>56</b>               |
| <b>TOTAL ITALY</b>            |                             |                   | <b>1542</b>       | <b>4</b>   | <b>36</b> | <b>54</b>                  | <b>15</b>        | <b>17</b>   | <b>13</b>              | <b>1</b>               | <b>0</b>                | <b>28</b>                  | <b>65</b>                | <b>25</b>                  | <b>1695</b>             |
| <b>JAPAN</b>                  |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOKYO (NARITA)                | ALL NIPPON AIRWAYS          | S                 | 58                | 1          | 6         | 79                         | 12               | 5           | 3                      | 0                      | 0                       | 8                          | 92                       | 3                          | 61                      |
|                               | BRITISH AIRWAYS PLC         | S                 | 57                | 0          | 0         | 49                         | 18               | 18          | 12                     | 4                      | 0                       | 35                         | 77                       | 11                         | 62                      |
|                               | JAPAN AIRLINES              | S                 | 58                | 2          | 5         | 78                         | 16               | 5           | 2                      | 0                      | 0                       | 9                          | 89                       | 5                          | 73                      |
|                               | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 50                | 1          | 6         | 60                         | 14               | 20          | 6                      | 0                      | 0                       | 19                         | 74                       | 17                         | 58                      |
| <b>TOTAL TOKYO (NARITA)</b>   |                             |                   | <b>223</b>        | <b>4</b>   | <b>17</b> | <b>67</b>                  | <b>15</b>        | <b>12</b>   | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>83</b>                | <b>9</b>                   | <b>254</b>              |
| <b>TOTAL JAPAN</b>            |                             |                   | <b>223</b>        | <b>4</b>   | <b>17</b> | <b>67</b>                  | <b>15</b>        | <b>12</b>   | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>18</b>                  | <b>83</b>                | <b>9</b>                   | <b>254</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>JORDAN</b>                      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>AMMAN</b>                       | BMI BRITISH MIDLAND         | S                 | 33                | 0        | 1         | 58                         | 18               | 12          | 9                      | 3                      | 0                       | 26                         | 73                       | 10                         | 33                      |
|                                    | ROYAL JORDANIAN             | S                 | 59                | 0        | 5         | 44                         | 27               | 24          | 5                      | 0                      | 0                       | 22                         | 26                       | 33                         | 62                      |
| <b>TOTAL AMMAN</b>                 |                             |                   | <b>92</b>         | <b>0</b> | <b>6</b>  | <b>49</b>                  | <b>24</b>        | <b>20</b>   | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>24</b>                  | <b>42</b>                | <b>25</b>                  | <b>95</b>               |
| <b>TOTAL JORDAN</b>                |                             |                   | <b>92</b>         | <b>0</b> | <b>6</b>  | <b>49</b>                  | <b>24</b>        | <b>20</b>   | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>24</b>                  | <b>42</b>                | <b>25</b>                  | <b>95</b>               |
| <b>KAZAKHSTAN</b>                  |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ALMATY</b>                      | AIR ASTANA                  | S                 | 14                | 0        | 1         | 50                         | 7                | 7           | 21                     | 14                     | 0                       | 62                         | 50                       | 26                         | 18                      |
|                                    | BMI BRITISH MIDLAND         | S                 | 2                 | 1        | 1         | 50                         | 0                | 0           | 0                      | 50                     | 0                       | 145                        | 0                        | 0                          | 0                       |
| <b>TOTAL ALMATY</b>                |                             |                   | <b>16</b>         | <b>2</b> | <b>2</b>  | <b>50</b>                  | <b>6</b>         | <b>6</b>    | <b>19</b>              | <b>19</b>              | <b>0</b>                | <b>72</b>                  | <b>50</b>                | <b>26</b>                  | <b>18</b>               |
| <b>TOTAL KAZAKHSTAN</b>            |                             |                   | <b>16</b>         | <b>2</b> | <b>2</b>  | <b>50</b>                  | <b>6</b>         | <b>6</b>    | <b>19</b>              | <b>19</b>              | <b>0</b>                | <b>72</b>                  | <b>50</b>                | <b>26</b>                  | <b>18</b>               |
| <b>KENYA</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>NAIROBI</b>                     | BRITISH AIRWAYS PLC         | S                 | 58                | 0        | 0         | 50                         | 22               | 14          | 14                     | 0                      | 0                       | 25                         | 58                       | 20                         | 62                      |
|                                    | KENYA AIRWAYS               | S                 | 71                | 1        | 6         | 63                         | 8                | 17          | 7                      | 1                      | 3                       | 41                         | 53                       | 34                         | 74                      |
|                                    | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 52                | 0        | 6         | 56                         | 12               | 13          | 19                     | 0                      | 0                       | 27                         | 57                       | 20                         | 58                      |
| <b>TOTAL NAIROBI</b>               |                             |                   | <b>181</b>        | <b>1</b> | <b>12</b> | <b>57</b>                  | <b>14</b>        | <b>15</b>   | <b>13</b>              | <b>1</b>               | <b>1</b>                | <b>32</b>                  | <b>56</b>                | <b>25</b>                  | <b>194</b>              |
| <b>TOTAL KENYA</b>                 |                             |                   | <b>181</b>        | <b>1</b> | <b>12</b> | <b>57</b>                  | <b>14</b>        | <b>15</b>   | <b>13</b>              | <b>1</b>               | <b>1</b>                | <b>32</b>                  | <b>56</b>                | <b>25</b>                  | <b>194</b>              |
| <b>KUWAIT</b>                      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>KUWAIT</b>                      | BRITISH AIRWAYS PLC         | S                 | 54                | 0        | 1         | 69                         | 13               | 0           | 17                     | 2                      | 0                       | 25                         | 77                       | 23                         | 62                      |
|                                    | KUWAIT AIRWAYS              | S                 | 56                | 0        | 9         | 36                         | 29               | 14          | 16                     | 4                      | 2                       | 47                         | 47                       | 27                         | 62                      |
| <b>TOTAL KUWAIT</b>                |                             |                   | <b>110</b>        | <b>0</b> | <b>10</b> | <b>52</b>                  | <b>21</b>        | <b>7</b>    | <b>16</b>              | <b>3</b>               | <b>1</b>                | <b>36</b>                  | <b>62</b>                | <b>25</b>                  | <b>124</b>              |
| <b>TOTAL KUWAIT</b>                |                             |                   | <b>110</b>        | <b>0</b> | <b>10</b> | <b>52</b>                  | <b>21</b>        | <b>7</b>    | <b>16</b>              | <b>3</b>               | <b>1</b>                | <b>36</b>                  | <b>62</b>                | <b>25</b>                  | <b>124</b>              |
| <b>KYRGYZSTAN</b>                  |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>BISHKEK (FRUNZE)</b>            | BMI BRITISH MIDLAND         | S                 | 19                | 0        | 3         | 16                         | 26               | 26          | 26                     | 0                      | 5                       | 76                         | 52                       | 17                         | 25                      |
| <b>TOTAL BISHKEK (FRUNZE)</b>      |                             |                   | <b>19</b>         | <b>0</b> | <b>3</b>  | <b>16</b>                  | <b>26</b>        | <b>26</b>   | <b>26</b>              | <b>0</b>               | <b>5</b>                | <b>76</b>                  | <b>52</b>                | <b>17</b>                  | <b>25</b>               |
| <b>TOTAL KYRGYZSTAN</b>            |                             |                   | <b>19</b>         | <b>0</b> | <b>3</b>  | <b>16</b>                  | <b>26</b>        | <b>26</b>   | <b>26</b>              | <b>0</b>               | <b>5</b>                | <b>76</b>                  | <b>52</b>                | <b>17</b>                  | <b>25</b>               |
| <b>LEBANON</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>BEIRUT</b>                      | BMI BRITISH MIDLAND         | S                 | 32                | 0        | 1         | 72                         | 3                | 19          | 6                      | 0                      | 0                       | 17                         | 65                       | 17                         | 34                      |
|                                    | MEA                         | S                 | 59                | 1        | 7         | 42                         | 20               | 17          | 17                     | 0                      | 3                       | 46                         | 55                       | 24                         | 62                      |
| <b>TOTAL BEIRUT</b>                |                             |                   | <b>91</b>         | <b>1</b> | <b>8</b>  | <b>53</b>                  | <b>14</b>        | <b>18</b>   | <b>13</b>              | <b>0</b>               | <b>2</b>                | <b>36</b>                  | <b>58</b>                | <b>21</b>                  | <b>96</b>               |
| <b>TOTAL LEBANON</b>               |                             |                   | <b>91</b>         | <b>1</b> | <b>8</b>  | <b>53</b>                  | <b>14</b>        | <b>18</b>   | <b>13</b>              | <b>0</b>               | <b>2</b>                | <b>36</b>                  | <b>58</b>                | <b>21</b>                  | <b>96</b>               |
| <b>LIBYA</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TRIPOLI</b>                     | BRITISH AIRWAYS PLC         | S                 | 54                | 0        | 0         | 59                         | 19               | 17          | 2                      | 4                      | 0                       | 25                         | 54                       | 33                         | 89                      |
|                                    | LIBYAN ARAB AIRLINES        | S                 | 16                | 1        | 2         | 56                         | 13               | 6           | 19                     | 6                      | 0                       | 38                         | 61                       | 26                         | 18                      |
| <b>TOTAL TRIPOLI</b>               |                             |                   | <b>70</b>         | <b>1</b> | <b>2</b>  | <b>59</b>                  | <b>17</b>        | <b>14</b>   | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>28</b>                  | <b>55</b>                | <b>32</b>                  | <b>107</b>              |
| <b>TOTAL LIBYA</b>                 |                             |                   | <b>70</b>         | <b>1</b> | <b>2</b>  | <b>59</b>                  | <b>17</b>        | <b>14</b>   | <b>6</b>               | <b>4</b>               | <b>0</b>                | <b>28</b>                  | <b>55</b>                | <b>32</b>                  | <b>107</b>              |
| <b>MALAYSIA</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>KUALA LUMPUR (SEPANG)</b>       | MALAYSIAN AIRLINES SYSTEM-M | S                 | 118               | 0        | 8         | 64                         | 10               | 12          | 13                     | 1                      | 0                       | 25                         | 60                       | 26                         | 124                     |
| <b>TOTAL KUALA LUMPUR (SEPANG)</b> |                             |                   | <b>118</b>        | <b>0</b> | <b>8</b>  | <b>64</b>                  | <b>10</b>        | <b>12</b>   | <b>13</b>              | <b>1</b>               | <b>0</b>                | <b>25</b>                  | <b>60</b>                | <b>26</b>                  | <b>124</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |            | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------------------|---------------------|-------------------|-------------------|------------|------------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                     |                     |                   | MATCHED           | UNMATCHED  |            | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                     |                     |                   |                   | Actual (7) | Plan (8)   |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL MALAYSIA</b>               |                     |                   | <b>118</b>        | <b>0</b>   | <b>8</b>   | <b>64</b>                  | <b>10</b>        | <b>12</b>   | <b>13</b>              | <b>1</b>               | <b>0</b>                | <b>25</b>                  | <b>60</b>                | <b>26</b>                  | <b>124</b>              |
| <b>MALTA</b>                        |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALTA                               | AIR MALTA           | S                 | 112               | 0          | 5          | 47                         | 18               | 18          | 15                     | 1                      | 1                       | 33                         | 65                       | 22                         | 120                     |
| <b>TOTAL MALTA</b>                  |                     |                   | <b>112</b>        | <b>0</b>   | <b>5</b>   | <b>47</b>                  | <b>18</b>        | <b>18</b>   | <b>15</b>              | <b>1</b>               | <b>1</b>                | <b>33</b>                  | <b>65</b>                | <b>22</b>                  | <b>120</b>              |
| <b>TOTAL MALTA</b>                  |                     |                   | <b>112</b>        | <b>0</b>   | <b>5</b>   | <b>47</b>                  | <b>18</b>        | <b>18</b>   | <b>15</b>              | <b>1</b>               | <b>1</b>                | <b>33</b>                  | <b>65</b>                | <b>22</b>                  | <b>120</b>              |
| <b>MAURITIUS</b>                    |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MAURITIUS                           | AIR MAURITIUS LTD   | S                 | 44                | 0          | 5          | 11                         | 14               | 18          | 45                     | 11                     | 0                       | 88                         | 29                       | 43                         | 38                      |
|                                     | BRITISH AIRWAYS PLC | S                 | 23                | 0          | 1          | 52                         | 22               | 13          | 13                     | 0                      | 0                       | 26                         | 50                       | 32                         | 26                      |
| <b>TOTAL MAURITIUS</b>              |                     |                   | <b>67</b>         | <b>0</b>   | <b>6</b>   | <b>25</b>                  | <b>16</b>        | <b>16</b>   | <b>34</b>              | <b>7</b>               | <b>0</b>                | <b>67</b>                  | <b>44</b>                | <b>33</b>                  | <b>80</b>               |
| <b>TOTAL MAURITIUS</b>              |                     |                   | <b>67</b>         | <b>0</b>   | <b>6</b>   | <b>25</b>                  | <b>16</b>        | <b>16</b>   | <b>34</b>              | <b>7</b>               | <b>0</b>                | <b>67</b>                  | <b>44</b>                | <b>33</b>                  | <b>80</b>               |
| <b>MEXICO</b>                       |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MEXICO CITY                         | BRITISH AIRWAYS PLC | S                 | 26                | 1          | 1          | 19                         | 19               | 35          | 15                     | 12                     | 0                       | 60                         | 44                       | 28                         | 27                      |
| <b>TOTAL MEXICO CITY</b>            |                     |                   | <b>26</b>         | <b>1</b>   | <b>1</b>   | <b>19</b>                  | <b>19</b>        | <b>35</b>   | <b>15</b>              | <b>12</b>              | <b>0</b>                | <b>60</b>                  | <b>44</b>                | <b>28</b>                  | <b>27</b>               |
| <b>TOTAL MEXICO</b>                 |                     |                   | <b>26</b>         | <b>1</b>   | <b>1</b>   | <b>19</b>                  | <b>19</b>        | <b>35</b>   | <b>15</b>              | <b>12</b>              | <b>0</b>                | <b>60</b>                  | <b>44</b>                | <b>28</b>                  | <b>27</b>               |
| <b>MOROCCO</b>                      |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CASABLANCA MOHAMED V                | ROYAL AIR MAROC     | S                 | 3                 | 0          | 0          | 0                          | 33               | 33          | 33                     | 0                      | 0                       | 69                         | 25                       | 41                         | 4                       |
| <b>TOTAL CASABLANCA MOHAMED V</b>   |                     |                   | <b>3</b>          | <b>0</b>   | <b>0</b>   | <b>0</b>                   | <b>33</b>        | <b>33</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>69</b>                  | <b>25</b>                | <b>41</b>                  | <b>4</b>                |
| MARRAKESH                           | ROYAL AIR MAROC     | S                 | 53                | 0          | 1          | 28                         | 19               | 17          | 36                     | 0                      | 0                       | 45                         | 52                       | 26                         | 58                      |
| <b>TOTAL MARRAKESH</b>              |                     |                   | <b>53</b>         | <b>0</b>   | <b>1</b>   | <b>28</b>                  | <b>19</b>        | <b>17</b>   | <b>36</b>              | <b>0</b>               | <b>0</b>                | <b>45</b>                  | <b>52</b>                | <b>26</b>                  | <b>58</b>               |
| TANGIERS (IBN BATUTA)               | ROYAL AIR MAROC     | S                 | 14                | 0          | 0          | 36                         | 14               | 7           | 21                     | 21                     | 0                       | 76                         | 61                       | 20                         | 18                      |
| <b>TOTAL TANGIERS (IBN BATUTA)</b>  |                     |                   | <b>14</b>         | <b>0</b>   | <b>0</b>   | <b>36</b>                  | <b>14</b>        | <b>7</b>    | <b>21</b>              | <b>21</b>              | <b>0</b>                | <b>76</b>                  | <b>61</b>                | <b>20</b>                  | <b>18</b>               |
| <b>TOTAL MOROCCO</b>                |                     |                   | <b>70</b>         | <b>0</b>   | <b>1</b>   | <b>29</b>                  | <b>19</b>        | <b>16</b>   | <b>33</b>              | <b>4</b>               | <b>0</b>                | <b>52</b>                  | <b>53</b>                | <b>25</b>                  | <b>80</b>               |
| <b>NETHERLANDS</b>                  |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                           | BRITISH AIRWAYS PLC | S                 | 322               | 1          | 2          | 55                         | 13               | 11          | 16                     | 3                      | 1                       | 40                         | 77                       | 23                         | 320                     |
|                                     | KLM                 | S                 | 324               | 0          | 98         | 65                         | 9                | 12          | 12                     | 2                      | 0                       | 24                         | 78                       | 16                         | 445                     |
|                                     | KLM CITYHOPPER      | S                 | 164               | 0          | 0          | 71                         | 10               | 9           | 10                     | 0                      | 0                       | 17                         | 82                       | 11                         | 143                     |
| <b>TOTAL AMSTERDAM</b>              |                     |                   | <b>810</b>        | <b>1</b>   | <b>100</b> | <b>62</b>                  | <b>11</b>        | <b>11</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>78</b>                | <b>18</b>                  | <b>1126</b>             |
| <b>TOTAL NETHERLANDS</b>            |                     |                   | <b>810</b>        | <b>1</b>   | <b>100</b> | <b>62</b>                  | <b>11</b>        | <b>11</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>78</b>                | <b>18</b>                  | <b>1126</b>             |
| <b>NEW ZEALAND</b>                  |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AUCKLAND INTERNATIONAL              | AIR NEW ZEALAND LTD | S                 | 113               | 0          | 6          | 53                         | 19               | 21          | 4                      | 4                      | 0                       | 27                         | 61                       | 20                         | 106                     |
| <b>TOTAL AUCKLAND INTERNATIONAL</b> |                     |                   | <b>113</b>        | <b>0</b>   | <b>6</b>   | <b>53</b>                  | <b>19</b>        | <b>21</b>   | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>27</b>                  | <b>61</b>                | <b>20</b>                  | <b>106</b>              |
| <b>TOTAL NEW ZEALAND</b>            |                     |                   | <b>113</b>        | <b>0</b>   | <b>6</b>   | <b>53</b>                  | <b>19</b>        | <b>21</b>   | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>27</b>                  | <b>61</b>                | <b>20</b>                  | <b>106</b>              |
| <b>NIGERIA</b>                      |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABUJA                               | ARIK AIR            | S                 | 35                | 0          | 2          | 20                         | 14               | 34          | 23                     | 9                      | 0                       | 67                         | 58                       | 15                         | 38                      |
|                                     | BRITISH AIRWAYS PLC | S                 | 59                | 0          | 0          | 34                         | 27               | 17          | 19                     | 3                      | 0                       | 46                         | 66                       | 28                         | 62                      |
| <b>TOTAL ABUJA</b>                  |                     |                   | <b>94</b>         | <b>0</b>   | <b>2</b>   | <b>29</b>                  | <b>22</b>        | <b>23</b>   | <b>20</b>              | <b>5</b>               | <b>0</b>                | <b>54</b>                  | <b>63</b>                | <b>23</b>                  | <b>100</b>              |
| LAGOS                               | ARIK AIR            | S                 | 53                | 0          | 4          | 25                         | 15               | 32          | 19                     | 6                      | 4                       | 74                         | 73                       | 17                         | 60                      |
|                                     | BRITISH AIRWAYS PLC | S                 | 57                | 1          | 0          | 44                         | 7                | 23          | 25                     | 2                      | 0                       | 40                         | 42                       | 27                         | 62                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LAGOS                                    | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 57                | 1          | 4         | 46                         | 12               | 23          | 19                     | 0                      | 0                       | 33                         | 58                       | 23                         | 62                      |
| <b>TOTAL LAGOS</b>                       |                             |                   | <b>167</b>        | <b>2</b>   | <b>8</b>  | <b>38</b>                  | <b>11</b>        | <b>26</b>   | <b>21</b>              | <b>2</b>               | <b>1</b>                | <b>48</b>                  | <b>58</b>                | <b>22</b>                  | <b>184</b>              |
| <b>TOTAL NIGERIA</b>                     |                             |                   | <b>261</b>        | <b>2</b>   | <b>10</b> | <b>35</b>                  | <b>15</b>        | <b>25</b>   | <b>21</b>              | <b>3</b>               | <b>1</b>                | <b>50</b>                  | <b>60</b>                | <b>23</b>                  | <b>284</b>              |
| <b>NORWAY</b>                            |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| OSLO (GARDERMOEN)                        | BRITISH AIRWAYS PLC         | S                 | 190               | 1          | 2         | 65                         | 12               | 11          | 9                      | 2                      | 0                       | 25                         | 73                       | 23                         | 236                     |
|  | SAS                         | S                 | 237               | 0          | 0         | 75                         | 7                | 8           | 8                      | 1                      | 1                       | 20                         | 79                       | 12                         | 253                     |
| <b>TOTAL OSLO (GARDERMOEN)</b>           |                             |                   | <b>427</b>        | <b>2</b>   | <b>2</b>  | <b>71</b>                  | <b>9</b>         | <b>9</b>    | <b>9</b>               | <b>1</b>               | <b>0</b>                | <b>22</b>                  | <b>76</b>                | <b>17</b>                  | <b>489</b>              |
| STAVANGER                                | SAS                         | S                 | 76                | 0          | 0         | 66                         | 8                | 8           | 17                     | 1                      | 0                       | 27                         | 73                       | 15                         | 82                      |
| <b>TOTAL STAVANGER</b>                   |                             |                   | <b>76</b>         | <b>0</b>   | <b>0</b>  | <b>66</b>                  | <b>8</b>         | <b>8</b>    | <b>17</b>              | <b>1</b>               | <b>0</b>                | <b>27</b>                  | <b>73</b>                | <b>15</b>                  | <b>82</b>               |
| <b>TOTAL NORWAY</b>                      |                             |                   | <b>503</b>        | <b>2</b>   | <b>2</b>  | <b>70</b>                  | <b>9</b>         | <b>9</b>    | <b>10</b>              | <b>1</b>               | <b>0</b>                | <b>23</b>                  | <b>76</b>                | <b>17</b>                  | <b>571</b>              |
| <b>OMAN</b>                              |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MUSCAT                                   | BRITISH AIRWAYS PLC         | S                 | 58                | 0          | 1         | 74                         | 10               | 7           | 9                      | 0                      | 0                       | 14                         | 85                       | 6                          | 62                      |
|  | OMAN AIR                    | S                 | 58                | 0          | 4         | 84                         | 7                | 2           | 7                      | 0                      | 0                       | 8                          | 79                       | 9                          | 62                      |
| <b>TOTAL MUSCAT</b>                      |                             |                   | <b>116</b>        | <b>0</b>   | <b>5</b>  | <b>79</b>                  | <b>9</b>         | <b>4</b>    | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>82</b>                | <b>8</b>                   | <b>124</b>              |
| <b>TOTAL OMAN</b>                        |                             |                   | <b>116</b>        | <b>0</b>   | <b>5</b>  | <b>79</b>                  | <b>9</b>         | <b>4</b>    | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>82</b>                | <b>8</b>                   | <b>124</b>              |
| <b>PAKISTAN</b>                          |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ISLAMABAD                                | PAKISTAN INTL AIRLINES      | S                 | 30                | 0          | 4         | 23                         | 23               | 40          | 10                     | 3                      | 0                       | 48                         | 53                       | 21                         | 34                      |
| <b>TOTAL ISLAMABAD</b>                   |                             |                   | <b>30</b>         | <b>0</b>   | <b>4</b>  | <b>23</b>                  | <b>23</b>        | <b>40</b>   | <b>10</b>              | <b>3</b>               | <b>0</b>                | <b>48</b>                  | <b>53</b>                | <b>21</b>                  | <b>34</b>               |
| KARACHI                                  | PAKISTAN INTL AIRLINES      | S                 | 28                | 0          | 3         | 29                         | 11               | 32          | 21                     | 7                      | 0                       | 61                         | 31                       | 67                         | 26                      |
| <b>TOTAL KARACHI</b>                     |                             |                   | <b>28</b>         | <b>0</b>   | <b>3</b>  | <b>29</b>                  | <b>11</b>        | <b>32</b>   | <b>21</b>              | <b>7</b>               | <b>0</b>                | <b>61</b>                  | <b>31</b>                | <b>67</b>                  | <b>26</b>               |
| LAHORE                                   | PAKISTAN INTL AIRLINES      | S                 | 24                | 0          | 1         | 33                         | 13               | 25          | 25                     | 4                      | 0                       | 53                         | 36                       | 36                         | 28                      |
| <b>TOTAL LAHORE</b>                      |                             |                   | <b>24</b>         | <b>0</b>   | <b>1</b>  | <b>33</b>                  | <b>13</b>        | <b>25</b>   | <b>25</b>              | <b>4</b>               | <b>0</b>                | <b>53</b>                  | <b>36</b>                | <b>36</b>                  | <b>28</b>               |
| <b>TOTAL PAKISTAN</b>                    |                             |                   | <b>82</b>         | <b>0</b>   | <b>8</b>  | <b>28</b>                  | <b>16</b>        | <b>33</b>   | <b>18</b>              | <b>5</b>               | <b>0</b>                | <b>54</b>                  | <b>41</b>                | <b>39</b>                  | <b>88</b>               |
| <b>POLAND</b>                            |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| WARSAW                                   | BRITISH AIRWAYS PLC         | S                 | 144               | 1          | 5         | 59                         | 12               | 15          | 14                     | 1                      | 0                       | 24                         | 75                       | 19                         | 174                     |
|  | LOT-POLISH AIRLINES         | S                 | 147               | 0          | 4         | 48                         | 16               | 18          | 14                     | 3                      | 1                       | 35                         | 74                       | 20                         | 165                     |
| <b>TOTAL WARSAW</b>                      |                             |                   | <b>291</b>        | <b>1</b>   | <b>9</b>  | <b>54</b>                  | <b>14</b>        | <b>16</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>75</b>                | <b>19</b>                  | <b>339</b>              |
| <b>TOTAL POLAND</b>                      |                             |                   | <b>291</b>        | <b>1</b>   | <b>9</b>  | <b>54</b>                  | <b>14</b>        | <b>16</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>75</b>                | <b>19</b>                  | <b>339</b>              |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LISBON                                   | AIR PORTUGAL                | S                 | 294               | 1          | 3         | 52                         | 13               | 17          | 15                     | 2                      | 0                       | 31                         | 71                       | 16                         | 323                     |
|  | BRITISH AIRWAYS PLC         | S                 | 148               | 0          | 1         | 66                         | 14               | 7           | 11                     | 1                      | 1                       | 26                         | 63                       | 27                         | 176                     |
| <b>TOTAL LISBON</b>                      |                             |                   | <b>442</b>        | <b>1</b>   | <b>4</b>  | <b>57</b>                  | <b>13</b>        | <b>14</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>68</b>                | <b>20</b>                  | <b>499</b>              |
| OPORTO (PORTUGAL)                        | AIR PORTUGAL                | S                 | 53                | 0          | 1         | 72                         | 6                | 11          | 9                      | 2                      | 0                       | 19                         | 90                       | 6                          | 58                      |
| <b>TOTAL OPORTO (PORTUGAL)</b>           |                             |                   | <b>53</b>         | <b>1</b>   | <b>1</b>  | <b>72</b>                  | <b>6</b>         | <b>11</b>   | <b>9</b>               | <b>2</b>               | <b>0</b>                | <b>19</b>                  | <b>90</b>                | <b>6</b>                   | <b>58</b>               |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   | <b>495</b>        | <b>3</b>   | <b>5</b>  | <b>59</b>                  | <b>12</b>        | <b>14</b>   | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>28</b>                  | <b>71</b>                | <b>19</b>                  | <b>557</b>              |
| <b>QATAR</b>                             |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DOHA                                     | BRITISH AIRWAYS PLC         | S                 | 54                | 0          | 2         | 63                         | 15               | 13          | 9                      | 0                      | 0                       | 19                         | 62                       | 15                         | 61                      |
|  | QATAR AIRWAYS               | S                 | 233               | 1          | 9         | 75                         | 12               | 6           | 6                      | 1                      | 0                       | 17                         | 76                       | 10                         | 248                     |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

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| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL DOHA                     |                             |                   | 287               | 1        | 11        | 72                         | 13               | 7           | 7                      | 1                      | 0                       | 17                         | 73                       | 11                         | 309                     |
| TOTAL QATAR                    |                             |                   | 287               | 1        | 11        | 72                         | 13               | 7           | 7                      | 1                      | 0                       | 17                         | 73                       | 11                         | 309                     |
| REPUBLIC OF KOREA              |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SEOUL (INCHEON)                | ASIANA AIRLINES             | S                 | 31                | 0        | 5         | 61                         | 10               | 19          | 10                     | 0                      | 0                       | 19                         | 86                       | 7                          | 36                      |
|                                | KOREAN AIR                  | S                 | 60                | 0        | 4         | 58                         | 12               | 17          | 12                     | 2                      | 0                       | 27                         | 71                       | 13                         | 62                      |
| TOTAL SEOUL (INCHEON)          |                             |                   | 91                | 0        | 9         | 59                         | 11               | 18          | 11                     | 1                      | 0                       | 25                         | 77                       | 10                         | 98                      |
| TOTAL REPUBLIC OF KOREA        |                             |                   | 91                | 0        | 9         | 59                         | 11               | 18          | 11                     | 1                      | 0                       | 25                         | 77                       | 10                         | 98                      |
| REPUBLIC OF SERBIA             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BELGRADE                       | JATAIRWAYS                  | S                 | 58                | 0        | 4         | 40                         | 17               | 21          | 22                     | 0                      | 0                       | 41                         | 52                       | 37                         | 62                      |
| TOTAL BELGRADE                 |                             |                   | 58                | 0        | 4         | 40                         | 17               | 21          | 22                     | 0                      | 0                       | 41                         | 67                       | 24                         | 112                     |
| TOTAL REPUBLIC OF SERBIA       |                             |                   | 58                | 0        | 4         | 40                         | 17               | 21          | 22                     | 0                      | 0                       | 41                         | 67                       | 24                         | 112                     |
| REPUBLIC OF SOUTH AFRICA       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CAPE TOWN                      | BRITISH AIRWAYS PLC         | S                 | 106               | 3        | 2         | 64                         | 14               | 10          | 9                      | 1                      | 1                       | 36                         | 63                       | 40                         | 115                     |
|                                | SOUTH AFRICAN AIRWAYS       | S                 | 56                | 0        | 4         | 71                         | 9                | 9           | 7                      | 2                      | 2                       | 24                         | 79                       | 12                         | 62                      |
|                                | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 52                | 0        | 6         | 69                         | 13               | 13          | 4                      | 0                      | 0                       | 14                         | 82                       | 9                          | 60                      |
| TOTAL CAPE TOWN                |                             |                   | 214               | 3        | 12        | 67                         | 13               | 11          | 7                      | 1                      | 1                       | 28                         | 72                       | 25                         | 237                     |
| JOHANNESBURG                   | BRITISH AIRWAYS PLC         | S                 | 110               | 3        | 2         | 55                         | 18               | 10          | 11                     | 5                      | 0                       | 35                         | 63                       | 30                         | 121                     |
|                                | SOUTH AFRICAN AIRWAYS       | S                 | 110               | 0        | 9         | 57                         | 16               | 13          | 11                     | 0                      | 3                       | 38                         | 58                       | 95                         | 117                     |
|                                | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 53                | 1        | 3         | 49                         | 19               | 19          | 8                      | 4                      | 2                       | 49                         | 55                       | 21                         | 62                      |
| TOTAL JOHANNESBURG             |                             |                   | 273               | 4        | 14        | 55                         | 18               | 13          | 10                     | 3                      | 1                       | 39                         | 59                       | 53                         | 300                     |
| TOTAL REPUBLIC OF SOUTH AFRICA |                             |                   | 487               | 7        | 26        | 60                         | 15               | 12          | 9                      | 2                      | 1                       | 34                         | 65                       | 41                         | 537                     |
| ROMANIA                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BUCHAREST (OTOPENI)            | BRITISH AIRWAYS PLC         | S                 | 97                | 0        | 3         | 62                         | 10               | 11          | 15                     | 0                      | 1                       | 30                         | 69                       | 23                         | 115                     |
|                                | TAROM                       | S                 | 52                | 0        | 3         | 52                         | 12               | 10          | 27                     | 0                      | 0                       | 35                         | 50                       | 48                         | 58                      |
| TOTAL BUCHAREST (OTOPENI)      |                             |                   | 149               | 0        | 6         | 58                         | 11               | 11          | 19                     | 0                      | 1                       | 32                         | 62                       | 31                         | 173                     |
| TOTAL ROMANIA                  |                             |                   | 149               | 0        | 6         | 58                         | 11               | 11          | 19                     | 0                      | 1                       | 32                         | 62                       | 31                         | 173                     |
| RUSSIA                         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MOSCOW (DOMODEDOVO)            | BMI BRITISH MIDLAND         | S                 | 106               | 1        | 3         | 49                         | 18               | 16          | 15                     | 2                      | 0                       | 33                         | 77                       | 14                         | 113                     |
|                                | BRITISH AIRWAYS PLC         | S                 | 127               | 0        | 4         | 54                         | 20               | 12          | 11                     | 3                      | 0                       | 27                         | 73                       | 18                         | 115                     |
|                                | TRANSAERO AIRLINES          | S                 | 102               | 0        | 17        | 44                         | 9                | 27          | 14                     | 3                      | 3                       | 54                         | 58                       | 35                         | 112                     |
| TOTAL MOSCOW (DOMODEDOVO)      |                             |                   | 335               | 1        | 24        | 50                         | 16               | 18          | 13                     | 3                      | 1                       | 37                         | 69                       | 22                         | 340                     |
| MOSCOW (SHEREMETYEVO)          | AEROFLOT                    | S                 | 132               | 1        | 16        | 42                         | 22               | 18          | 9                      | 4                      | 5                       | 64                         | 51                       | 27                         | 146                     |
| TOTAL MOSCOW (SHEREMETYEVO)    |                             |                   | 132               | 1        | 16        | 42                         | 22               | 18          | 9                      | 4                      | 5                       | 64                         | 51                       | 27                         | 146                     |
| ST PETERSBURG                  | BRITISH AIRWAYS PLC         | S                 | 56                | 0        | 0         | 63                         | 16               | 5           | 13                     | 4                      | 0                       | 31                         | 75                       | 15                         | 60                      |
| TOTAL ST PETERSBURG            |                             |                   | 56                | 1        | 0         | 63                         | 16               | 5           | 13                     | 4                      | 0                       | 31                         | 75                       | 14                         | 68                      |
| TOTAL RUSSIA                   |                             |                   | 523               | 4        | 40        | 49                         | 17               | 17          | 12                     | 3                      | 2                       | 43                         | 65                       | 23                         | 554                     |
| SAUDI ARABIA                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DAMMAM                         | BMI BRITISH MIDLAND         | S                 | 22                | 0        | 1         | 41                         | 18               | 27          | 14                     | 0                      | 0                       | 27                         | 41                       | 78                         | 27                      |
|                                | SAUDI ARABIAN AIRLINES      | S                 | 9                 | 0        | 0         | 56                         | 22               | 22          | 0                      | 0                      | 0                       | 16                         | 50                       | 35                         | 10                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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| ORIGIN / DESTINATION      | AIRLINE                | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------|------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                           |                        |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                           |                        |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL DAMMAM</b>       |                        |                   | <b>31</b>         | <b>0</b>   | <b>1</b>  | <b>45</b>                  | <b>19</b>        | <b>26</b>   | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>43</b>                | <b>67</b>                  | 37                      |
| JEDDAH                    | BMI BRITISH MIDLAND    | C                 | 2                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 2                          | 46                       | 54                         | 13                      |
|                           | BMI BRITISH MIDLAND    | S                 | 25                | 0          | 0         | 48                         | 12               | 32          | 4                      | 4                      | 0                       | 35                         | 37                       | 41                         | 27                      |
|                           | BRITISH AIRWAYS PLC    | S                 | 32                | 0          | 0         | 75                         | 6                | 6           | 9                      | 0                      | 3                       | 46                         | 62                       | 23                         | 45                      |
|                           | SAUDI ARABIAN AIRLINES | S                 | 57                | 0          | 4         | 63                         | 19               | 9           | 9                      | 0                      | 0                       | 20                         | 44                       | 22                         | 62                      |
| <b>TOTAL JEDDAH</b>       |                        |                   | <b>116</b>        | <b>0</b>   | <b>4</b>  | <b>64</b>                  | <b>14</b>        | <b>13</b>   | <b>8</b>               | <b>1</b>               | <b>1</b>                | <b>30</b>                  | <b>48</b>                | <b>29</b>                  | 147                     |
| RIYADH                    | BRITISH AIRWAYS PLC    | S                 | 41                | 0          | 0         | 68                         | 12               | 10          | 10                     | 0                      | 0                       | 18                         | 70                       | 32                         | 44                      |
|                           | SAUDI ARABIAN AIRLINES | S                 | 32                | 0          | 4         | 78                         | 9                | 3           | 3                      | 6                      | 0                       | 25                         | 50                       | 25                         | 32                      |
| <b>TOTAL RIYADH</b>       |                        |                   | <b>73</b>         | <b>0</b>   | <b>4</b>  | <b>73</b>                  | <b>11</b>        | <b>7</b>    | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>21</b>                  | <b>62</b>                | <b>29</b>                  | 76                      |
| <b>TOTAL SAUDI ARABIA</b> |                        |                   | <b>220</b>        | <b>0</b>   | <b>9</b>  | <b>64</b>                  | <b>14</b>        | <b>13</b>   | <b>8</b>               | <b>1</b>               | <b>0</b>                | <b>26</b>                  | <b>51</b>                | <b>35</b>                  | 263                     |
| <b>SEYCHELLES</b>         |                        |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SEYCHELLES                | AIR SEYCHELLES         | S                 | 16                | 0          | 2         | 38                         | 19               | 38          | 6                      | 0                      | 0                       | 26                         | 35                       | 26                         | 17                      |
| <b>TOTAL SEYCHELLES</b>   |                        |                   | <b>16</b>         | <b>0</b>   | <b>2</b>  | <b>38</b>                  | <b>19</b>        | <b>38</b>   | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>35</b>                | <b>26</b>                  | 17                      |
| <b>TOTAL SEYCHELLES</b>   |                        |                   | <b>16</b>         | <b>0</b>   | <b>2</b>  | <b>38</b>                  | <b>19</b>        | <b>38</b>   | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>35</b>                | <b>26</b>                  | 17                      |
| <b>SIERRA LEONE</b>       |                        |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FREETOWN                  | BMI BRITISH MIDLAND    | S                 | 42                | 0          | 1         | 40                         | 12               | 14          | 26                     | 5                      | 2                       | 57                         | 37                       | 46                         | 43                      |
| <b>TOTAL FREETOWN</b>     |                        |                   | <b>42</b>         | <b>0</b>   | <b>1</b>  | <b>40</b>                  | <b>12</b>        | <b>14</b>   | <b>26</b>              | <b>5</b>               | <b>2</b>                | <b>57</b>                  | <b>37</b>                | <b>46</b>                  | 43                      |
| <b>TOTAL SIERRA LEONE</b> |                        |                   | <b>42</b>         | <b>0</b>   | <b>1</b>  | <b>40</b>                  | <b>12</b>        | <b>14</b>   | <b>26</b>              | <b>5</b>               | <b>2</b>                | <b>57</b>                  | <b>37</b>                | <b>46</b>                  | 43                      |
| <b>SINGAPORE</b>          |                        |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SINGAPORE                 | BRITISH AIRWAYS PLC    | S                 | 44                | 2          | 1         | 68                         | 9                | 7           | 11                     | 2                      | 2                       | 36                         | 63                       | 24                         | 43                      |
|                           | QANTAS                 | S                 | 4                 | 1          | 1         | 75                         | 0                | 0           | 0                      | 25                     | 0                       | 74                         | 0                        | 0                          | 0                       |
|                           | SINGAPORE AIRLINES     | S                 | 176               | 1          | 12        | 68                         | 14               | 7           | 10                     | 2                      | 0                       | 21                         | 72                       | 16                         | 184                     |
| <b>TOTAL SINGAPORE</b>    |                        |                   | <b>224</b>        | <b>4</b>   | <b>14</b> | <b>68</b>                  | <b>13</b>        | <b>7</b>    | <b>10</b>              | <b>2</b>               | <b>0</b>                | <b>25</b>                  | <b>70</b>                | <b>18</b>                  | 227                     |
| <b>TOTAL SINGAPORE</b>    |                        |                   | <b>224</b>        | <b>4</b>   | <b>14</b> | <b>68</b>                  | <b>13</b>        | <b>7</b>    | <b>10</b>              | <b>2</b>               | <b>0</b>                | <b>25</b>                  | <b>70</b>                | <b>18</b>                  | 227                     |
| <b>SPAIN</b>              |                        |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BARCELONA                 | BRITISH AIRWAYS PLC    | S                 | 348               | 0          | 3         | 64                         | 14               | 10          | 10                     | 1                      | 1                       | 25                         | 66                       | 19                         | 367                     |
| <b>TOTAL BARCELONA</b>    |                        |                   | <b>348</b>        | <b>0</b>   | <b>3</b>  | <b>64</b>                  | <b>14</b>        | <b>10</b>   | <b>10</b>              | <b>1</b>               | <b>1</b>                | <b>25</b>                  | <b>66</b>                | <b>19</b>                  | 367                     |
| BILBAO                    | VUELING AIRLINES       | S                 | 55                | 0          | 7         | 67                         | 13               | 15          | 5                      | 0                      | 0                       | 15                         | 77                       | 11                         | 62                      |
| <b>TOTAL BILBAO</b>       |                        |                   | <b>55</b>         | <b>0</b>   | <b>7</b>  | <b>67</b>                  | <b>13</b>        | <b>15</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>77</b>                | <b>11</b>                  | 62                      |
| LA CORUNA                 | VUELING AIRLINES       | S                 | 55                | 0          | 5         | 58                         | 16               | 11          | 13                     | 0                      | 2                       | 41                         | 59                       | 22                         | 61                      |
| <b>TOTAL LA CORUNA</b>    |                        |                   | <b>55</b>         | <b>0</b>   | <b>5</b>  | <b>58</b>                  | <b>16</b>        | <b>11</b>   | <b>13</b>              | <b>0</b>               | <b>2</b>                | <b>41</b>                  | <b>59</b>                | <b>22</b>                  | 61                      |
| MADRID                    | BRITISH AIRWAYS PLC    | S                 | 232               | 0          | 3         | 52                         | 16               | 17          | 16                     | 0                      | 0                       | 27                         | 56                       | 38                         | 290                     |
|                           | IBERIA                 | S                 | 385               | 0          | 52        | 44                         | 16               | 20          | 17                     | 3                      | 0                       | 37                         | 55                       | 32                         | 458                     |
| <b>TOTAL MADRID</b>       |                        |                   | <b>618</b>        | <b>0</b>   | <b>55</b> | <b>47</b>                  | <b>16</b>        | <b>19</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>33</b>                  | <b>55</b>                | <b>34</b>                  | 748                     |
| MALAGA                    | BRITISH AIRWAYS PLC    | S                 | 76                | 2          | 0         | 47                         | 17               | 14          | 21                     | 0                      | 0                       | 36                         | 70                       | 13                         | 104                     |
| <b>TOTAL MALAGA</b>       |                        |                   | <b>76</b>         | <b>3</b>   | <b>0</b>  | <b>47</b>                  | <b>17</b>        | <b>14</b>   | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>70</b>                | <b>13</b>                  | 104                     |
| SEVILLE                   | VUELING AIRLINES       | S                 | 51                | 0          | 7         | 59                         | 25               | 12          | 4                      | 0                      | 0                       | 16                         | 63                       | 13                         | 60                      |
| <b>TOTAL SEVILLE</b>      |                        |                   | <b>51</b>         | <b>0</b>   | <b>7</b>  | <b>59</b>                  | <b>25</b>        | <b>12</b>   | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>63</b>                | <b>13</b>                  | 60                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION      | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------|---------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                           |                     |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                           |                     |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SPAIN               |                     |                   | 1203              | 3          | 77       | 54                         | 16               | 15          | 14                     | 1                      | 0                       | 30                         | 61                       | 26                         | 1402                    |
| SRI LANKA                 |                     |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COLOMBO                   | SRILANKAN AIRLINES  | S                 | 94                | 0          | 9        | 50                         | 12               | 11          | 21                     | 3                      | 3                       | 56                         | 38                       | 46                         | 97                      |
| TOTAL COLOMBO             |                     |                   | 94                | 0          | 9        | 50                         | 12               | 11          | 21                     | 3                      | 3                       | 56                         | 38                       | 46                         | 97                      |
| TOTAL SRI LANKA           |                     |                   | 94                | 0          | 9        | 50                         | 12               | 11          | 21                     | 3                      | 3                       | 56                         | 38                       | 46                         | 97                      |
| SUDAN                     |                     |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KHARTOUM                  | BMI BRITISH MIDLAND | S                 | 24                | 0          | 1        | 54                         | 4                | 21          | 21                     | 0                      | 0                       | 39                         | 65                       | 18                         | 26                      |
| TOTAL KHARTOUM            |                     |                   | 24                | 0          | 1        | 54                         | 4                | 21          | 21                     | 0                      | 0                       | 39                         | 65                       | 18                         | 26                      |
| TOTAL SUDAN               |                     |                   | 24                | 0          | 1        | 54                         | 4                | 21          | 21                     | 0                      | 0                       | 39                         | 65                       | 18                         | 26                      |
| SWEDEN                    |                     |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG                  | BRITISH AIRWAYS PLC | S                 | 96                | 0          | 3        | 65                         | 18               | 5           | 11                     | 1                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|                           | SAS                 | S                 | 90                | 0          | 0        | 69                         | 11               | 14          | 3                      | 2                      | 0                       | 18                         | 77                       | 14                         | 104                     |
| TOTAL GOTEBORG            |                     |                   | 186               | 0          | 3        | 67                         | 15               | 10          | 8                      | 2                      | 0                       | 20                         | 77                       | 14                         | 104                     |
| KIRUNA                    | SAS                 | C                 | 7                 | 0          | 0        | 29                         | 29               | 0           | 14                     | 14                     | 14                      | 266                        | 57                       | 64                         | 7                       |
| TOTAL KIRUNA              |                     |                   | 7                 | 0          | 0        | 29                         | 29               | 0           | 14                     | 14                     | 14                      | 266                        | 57                       | 64                         | 7                       |
| LULEA                     | SAS                 | S                 | 4                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| TOTAL LULEA               |                     |                   | 4                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
| OSTERSUND / FROSON        | BMI BRITISH MIDLAND | C                 | 4                 | 0          | 0        | 0                          | 25               | 50          | 25                     | 0                      | 0                       | 64                         | 100                      | 0                          | 3                       |
| TOTAL OSTERSUND / FROSON  |                     |                   | 4                 | 0          | 0        | 0                          | 25               | 50          | 25                     | 0                      | 0                       | 64                         | 100                      | 0                          | 3                       |
| STOCKHOLM (ARLANDA)       | BRITISH AIRWAYS PLC | S                 | 255               | 0          | 3        | 55                         | 16               | 15          | 13                     | 2                      | 0                       | 30                         | 76                       | 18                         | 297                     |
|                           | SAS                 | S                 | 272               | 0          | 0        | 58                         | 10               | 13          | 17                     | 2                      | 0                       | 28                         | 73                       | 14                         | 280                     |
| TOTAL STOCKHOLM (ARLANDA) |                     |                   | 527               | 0          | 3        | 57                         | 13               | 13          | 15                     | 2                      | 0                       | 29                         | 75                       | 16                         | 577                     |
| TOTAL SWEDEN              |                     |                   | 728               | 1          | 6        | 59                         | 13               | 13          | 13                     | 2                      | 0                       | 29                         | 75                       | 16                         | 691                     |
| SWITZERLAND               |                     |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE            | BRITISH AIRWAYS PLC | S                 | 119               | 0          | 0        | 61                         | 8                | 12          | 13                     | 6                      | 0                       | 35                         | 78                       | 16                         | 144                     |
| TOTAL BASLE MULHOUSE      |                     |                   | 119               | 0          | 0        | 61                         | 8                | 12          | 13                     | 6                      | 0                       | 35                         | 78                       | 16                         | 144                     |
| GENEVA                    | BMI BRITISH MIDLAND | C                 | 6                 | 0          | 0        | 33                         | 33               | 0           | 33                     | 0                      | 0                       | 51                         | 40                       | 27                         | 5                       |
|                           | BRITISH AIRWAYS PLC | S                 | 371               | 0          | 9        | 54                         | 15               | 14          | 15                     | 2                      | 0                       | 34                         | 73                       | 19                         | 433                     |
|                           | SWISS AIRLINES      | S                 | 293               | 0          | 9        | 46                         | 14               | 15          | 25                     | 0                      | 1                       | 40                         | 0                        | 0                          | 0                       |
| TOTAL GENEVA              |                     |                   | 670               | 1          | 18       | 50                         | 15               | 14          | 19                     | 1                      | 0                       | 36                         | 72                       | 19                         | 446                     |
| ZURICH                    | BRITISH AIRWAYS PLC | S                 | 246               | 1          | 5        | 53                         | 19               | 13          | 12                     | 3                      | 0                       | 31                         | 75                       | 16                         | 322                     |
|                           | SWISS AIRLINES      | S                 | 308               | 0          | 4        | 49                         | 20               | 17          | 14                     | 1                      | 0                       | 28                         | 65                       | 17                         | 362                     |
| TOTAL ZURICH              |                     |                   | 554               | 2          | 10       | 51                         | 19               | 15          | 13                     | 2                      | 0                       | 29                         | 70                       | 16                         | 684                     |
| TOTAL SWITZERLAND         |                     |                   | 1343              | 3          | 28       | 51                         | 16               | 14          | 16                     | 2                      | 0                       | 33                         | 72                       | 17                         | 1274                    |
| SYRIA                     |                     |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DAMASCUS                  | BMI BRITISH MIDLAND | S                 | 55                | 0          | 2        | 67                         | 9                | 15          | 7                      | 2                      | 0                       | 21                         | 68                       | 15                         | 37                      |
|                           | SYRIANAIR           | S                 | 22                | 0          | 2        | 55                         | 5                | 36          | 5                      | 0                      | 0                       | 24                         | 25                       | 66                         | 20                      |
| TOTAL DAMASCUS            |                     |                   | 77                | 0          | 4        | 64                         | 8                | 21          | 6                      | 1                      | 0                       | 22                         | 53                       | 33                         | 57                      |

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Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------------|------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                              |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                              |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SYRIA                        |                              |                   | 77                | 0          | 4        | 64                         | 8                | 21          | 6                      | 1                      | 0                       | 22                         | 56                       | 31                         | 80                      |
| TAIWAN                             |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TAIPEI                             | CHINA AIRLINES               | S                 | 24                | 0          | 5        | 71                         | 4                | 13          | 13                     | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
|                                    | EVA AIR                      | S                 | 57                | 1          | 4        | 70                         | 12               | 11          | 5                      | 2                      | 0                       | 17                         | 56                       | 17                         | 54                      |
| TOTAL TAIPEI                       |                              |                   | 81                | 1          | 9        | 70                         | 10               | 11          | 7                      | 1                      | 0                       | 19                         | 56                       | 17                         | 54                      |
| TOTAL TAIWAN                       |                              |                   | 81                | 1          | 9        | 70                         | 10               | 11          | 7                      | 1                      | 0                       | 19                         | 56                       | 17                         | 54                      |
| TANZANIA                           |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DAR-ES-SALAAM                      | BRITISH AIRWAYS PLC          | S                 | 20                | 0          | 0        | 55                         | 5                | 25          | 15                     | 0                      | 0                       | 32                         | 65                       | 35                         | 26                      |
| TOTAL DAR-ES-SALAAM                |                              |                   | 20                | 0          | 0        | 55                         | 5                | 25          | 15                     | 0                      | 0                       | 32                         | 65                       | 35                         | 26                      |
| TOTAL TANZANIA                     |                              |                   | 20                | 0          | 0        | 55                         | 5                | 25          | 15                     | 0                      | 0                       | 32                         | 65                       | 35                         | 26                      |
| THAILAND                           |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BANGKOK SUVARNABHUMI AIRPORT       | QANTAS                       | S                 | 4                 | 0          | 0        | 50                         | 25               | 25          | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|                                    | THAI AIRWAYS INTERNATIONAL   | S                 | 113               | 0          | 9        | 70                         | 15               | 5           | 8                      | 0                      | 2                       | 29                         | 65                       | 14                         | 124                     |
| TOTAL BANGKOK SUVARNABHUMI AIRPORT |                              |                   | 117               | 0          | 9        | 69                         | 15               | 6           | 8                      | 0                      | 2                       | 28                         | 65                       | 14                         | 124                     |
| TOTAL THAILAND                     |                              |                   | 117               | 0          | 9        | 69                         | 15               | 6           | 8                      | 0                      | 2                       | 28                         | 65                       | 14                         | 124                     |
| TUNISIA                            |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TUNIS                              | TUNISAIR                     | S                 | 30                | 0          | 0        | 3                          | 27               | 40          | 23                     | 0                      | 7                       | 68                         | 18                       | 53                         | 34                      |
| TOTAL TUNIS                        |                              |                   | 30                | 0          | 0        | 3                          | 27               | 40          | 23                     | 0                      | 7                       | 68                         | 18                       | 53                         | 34                      |
| TOTAL TUNISIA                      |                              |                   | 30                | 0          | 0        | 3                          | 27               | 40          | 23                     | 0                      | 7                       | 68                         | 18                       | 53                         | 34                      |
| TURKEY                             |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ISTANBUL                           | BRITISH AIRWAYS PLC          | S                 | 143               | 0          | 2        | 52                         | 22               | 14          | 10                     | 1                      | 1                       | 28                         | 64                       | 20                         | 171                     |
|                                    | THY TURK HAVA YOLLARI TURKIS | S                 | 234               | 0          | 6        | 44                         | 18               | 18          | 18                     | 3                      | 0                       | 35                         | 30                       | 48                         | 186                     |
| TOTAL ISTANBUL                     |                              |                   | 377               | 0          | 8        | 47                         | 19               | 16          | 15                     | 2                      | 0                       | 32                         | 46                       | 35                         | 357                     |
| TOTAL TURKEY                       |                              |                   | 377               | 0          | 8        | 47                         | 19               | 16          | 15                     | 2                      | 0                       | 32                         | 47                       | 34                         | 373                     |
| TURKMENISTAN                       |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ASHKhabAD                          | TURKMENISTAN AIRLINES        | S                 | 13                | 2          | 3        | 46                         | 8                | 23          | 23                     | 0                      | 0                       | 39                         | 17                       | 94                         | 18                      |
| TOTAL ASHKhabAD                    |                              |                   | 13                | 2          | 3        | 46                         | 8                | 23          | 23                     | 0                      | 0                       | 39                         | 17                       | 94                         | 18                      |
| TOTAL TURKMENISTAN                 |                              |                   | 13                | 2          | 3        | 46                         | 8                | 23          | 23                     | 0                      | 0                       | 39                         | 17                       | 94                         | 18                      |
| TURKS AND CAICOS ISLANDS           |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PROVIDENCIALES                     | BRITISH AIRWAYS PLC          | S                 | 7                 | 0          | 0        | 29                         | 43               | 0           | 14                     | 14                     | 0                       | 76                         | 63                       | 11                         | 8                       |
| TOTAL PROVIDENCIALES               |                              |                   | 7                 | 0          | 0        | 29                         | 43               | 0           | 14                     | 14                     | 0                       | 76                         | 63                       | 11                         | 8                       |
| TOTAL TURKS AND CAICOS ISLANDS     |                              |                   | 7                 | 0          | 0        | 29                         | 43               | 0           | 14                     | 14                     | 0                       | 76                         | 63                       | 11                         | 8                       |
| UGANDA                             |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENTEbbe                            | BRITISH AIRWAYS PLC          | S                 | 38                | 0          | 0        | 29                         | 24               | 29          | 18                     | 0                      | 0                       | 33                         | 67                       | 18                         | 43                      |
| TOTAL ENTEbbe                      |                              |                   | 38                | 0          | 0        | 29                         | 24               | 29          | 18                     | 0                      | 0                       | 33                         | 67                       | 18                         | 43                      |
| TOTAL UGANDA                       |                              |                   | 38                | 0          | 0        | 29                         | 24               | 29          | 18                     | 0                      | 0                       | 33                         | 67                       | 18                         | 43                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>UKRAINE</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KIEV (BORISPOL)                  | BRITISH AIRWAYS PLC         | S                 | 52                | 0        | 0         | 63                         | 12               | 15          | 10                     | 0                      | 0                       | 18                         | 63                       | 20                         | 60                      |
| TOTAL KIEV (BORISPOL)            |                             |                   | <b>52</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>12</b>        | <b>15</b>   | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>59</b>                | <b>23</b>                  | 100                     |
| TOTAL UKRAINE                    |                             |                   | <b>52</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>12</b>        | <b>15</b>   | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>59</b>                | <b>23</b>                  | 100                     |
| <b>UNITED ARAB EMIRATES</b>      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABU DHABI INTERNATIONAL          | ETIHAD AIRWAYS              | S                 | 176               | 0        | 9         | 75                         | 12               | 6           | 4                      | 1                      | 2                       | 26                         | 81                       | 10                         | 186                     |
| TOTAL ABU DHABI INTERNATIONAL    |                             |                   | <b>176</b>        | <b>0</b> | <b>9</b>  | <b>75</b>                  | <b>12</b>        | <b>6</b>    | <b>4</b>               | <b>1</b>               | <b>2</b>                | <b>26</b>                  | <b>81</b>                | <b>10</b>                  | 186                     |
| DUBAI                            | BRITISH AIRWAYS PLC         | S                 | 164               | 3        | 7         | 70                         | 6                | 9           | 10                     | 4                      | 2                       | 36                         | 67                       | 36                         | 171                     |
|                                  | EMIRATES                    | S                 | 297               | 3        | 17        | 50                         | 15               | 24          | 11                     | 0                      | 0                       | 27                         | 53                       | 19                         | 309                     |
|                                  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 54                | 0        | 5         | 54                         | 22               | 13          | 7                      | 4                      | 0                       | 29                         | 72                       | 11                         | 60                      |
| TOTAL DUBAI                      |                             |                   | <b>515</b>        | <b>6</b> | <b>29</b> | <b>57</b>                  | <b>13</b>        | <b>18</b>   | <b>10</b>              | <b>2</b>               | <b>1</b>                | <b>30</b>                  | <b>59</b>                | <b>25</b>                  | 542                     |
| TOTAL UNITED ARAB EMIRATES       |                             |                   | <b>691</b>        | <b>6</b> | <b>38</b> | <b>61</b>                  | <b>13</b>        | <b>15</b>   | <b>9</b>               | <b>1</b>               | <b>1</b>                | <b>29</b>                  | <b>65</b>                | <b>21</b>                  | 728                     |
| <b>UNITED KINGDOM</b>            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                         | BMI BRITISH MIDLAND         | S                 | 259               | 0        | 13        | 62                         | 16               | 9           | 10                     | 3                      | 0                       | 26                         | 76                       | 21                         | 315                     |
|                                  | BRITISH AIRWAYS PLC         | S                 | 275               | 1        | 3         | 64                         | 10               | 11          | 11                     | 4                      | 0                       | 29                         | 73                       | 21                         | 303                     |
| TOTAL ABERDEEN                   |                             |                   | <b>534</b>        | <b>1</b> | <b>16</b> | <b>63</b>                  | <b>13</b>        | <b>10</b>   | <b>11</b>              | <b>3</b>               | <b>0</b>                | <b>28</b>                  | <b>75</b>                | <b>21</b>                  | 618                     |
| BELFAST CITY (GEORGE BEST)       | BMI BRITISH MIDLAND         | S                 | 298               | 0        | 8         | 60                         | 13               | 14          | 11                     | 2                      | 0                       | 27                         | 72                       | 14                         | 399                     |
| TOTAL BELFAST CITY (GEORGE BEST) |                             |                   | <b>298</b>        | <b>0</b> | <b>8</b>  | <b>60</b>                  | <b>13</b>        | <b>14</b>   | <b>11</b>              | <b>2</b>               | <b>0</b>                | <b>27</b>                  | <b>72</b>                | <b>14</b>                  | 399                     |
| BELFAST INTERNATIONAL            | AER LINGUS                  | S                 | 143               | 0        | 6         | 71                         | 10               | 12          | 8                      | 0                      | 0                       | 17                         | 82                       | 19                         | 174                     |
| TOTAL BELFAST INTERNATIONAL      |                             |                   | <b>143</b>        | <b>0</b> | <b>6</b>  | <b>71</b>                  | <b>10</b>        | <b>12</b>   | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>82</b>                | <b>19</b>                  | 174                     |
| EDINBURGH                        | BMI BRITISH MIDLAND         | S                 | 255               | 0        | 3         | 64                         | 12               | 14          | 10                     | 1                      | 0                       | 22                         | 77                       | 17                         | 365                     |
|                                  | BRITISH AIRWAYS PLC         | S                 | 345               | 2        | 5         | 56                         | 13               | 15          | 11                     | 3                      | 1                       | 34                         | 72                       | 22                         | 464                     |
| TOTAL EDINBURGH                  |                             |                   | <b>600</b>        | <b>2</b> | <b>8</b>  | <b>59</b>                  | <b>13</b>        | <b>15</b>   | <b>11</b>              | <b>2</b>               | <b>1</b>                | <b>29</b>                  | <b>74</b>                | <b>20</b>                  | 829                     |
| GLASGOW                          | BMI BRITISH MIDLAND         | S                 | 246               | 0        | 13        | 52                         | 18               | 17          | 12                     | 2                      | 0                       | 28                         | 78                       | 14                         | 378                     |
|                                  | BRITISH AIRWAYS PLC         | S                 | 333               | 1        | 2         | 54                         | 14               | 15          | 15                     | 2                      | 0                       | 32                         | 75                       | 23                         | 412                     |
| TOTAL GLASGOW                    |                             |                   | <b>579</b>        | <b>1</b> | <b>15</b> | <b>53</b>                  | <b>16</b>        | <b>16</b>   | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>76</b>                | <b>18</b>                  | 790                     |
| MANCHESTER                       | BMI BRITISH MIDLAND         | S                 | 248               | 0        | 4         | 68                         | 13               | 8           | 10                     | 1                      | 0                       | 20                         | 77                       | 17                         | 509                     |
|                                  | BRITISH AIRWAYS PLC         | S                 | 391               | 1        | 5         | 56                         | 15               | 13          | 14                     | 2                      | 1                       | 31                         | 73                       | 29                         | 372                     |
| TOTAL MANCHESTER                 |                             |                   | <b>639</b>        | <b>2</b> | <b>9</b>  | <b>61</b>                  | <b>14</b>        | <b>11</b>   | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>27</b>                  | <b>76</b>                | <b>22</b>                  | 881                     |
| NEWCASTLE                        | BRITISH AIRWAYS PLC         | S                 | 250               | 2        | 3         | 58                         | 13               | 16          | 12                     | 1                      | 0                       | 26                         | 73                       | 28                         | 298                     |
| TOTAL NEWCASTLE                  |                             |                   | <b>250</b>        | <b>2</b> | <b>3</b>  | <b>58</b>                  | <b>13</b>        | <b>16</b>   | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>26</b>                  | <b>73</b>                | <b>28</b>                  | 298                     |
| TOTAL UNITED KINGDOM             |                             |                   | <b>3043</b>       | <b>8</b> | <b>65</b> | <b>60</b>                  | <b>14</b>        | <b>13</b>   | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>28</b>                  | <b>75</b>                | <b>20</b>                  | 3989                    |
| <b>USA</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ATLANTA                          | BRITISH AIRWAYS PLC         | S                 | 50                | 0        | 1         | 44                         | 28               | 18          | 10                     | 0                      | 0                       | 26                         | 50                       | 40                         | 58                      |
|                                  | DELTA AIRLINES              | S                 | 90                | 2        | 9         | 27                         | 22               | 31          | 18                     | 2                      | 0                       | 45                         | 55                       | 20                         | 62                      |
| TOTAL ATLANTA                    |                             |                   | <b>140</b>        | <b>2</b> | <b>10</b> | <b>33</b>                  | <b>24</b>        | <b>26</b>   | <b>15</b>              | <b>1</b>               | <b>0</b>                | <b>38</b>                  | <b>53</b>                | <b>30</b>                  | 120                     |
| BALTIMORE                        | BRITISH AIRWAYS PLC         | S                 | 53                | 0        | 0         | 47                         | 25               | 19          | 4                      | 6                      | 0                       | 34                         | 67                       | 19                         | 61                      |
| TOTAL BALTIMORE                  |                             |                   | <b>53</b>         | <b>0</b> | <b>0</b>  | <b>47</b>                  | <b>25</b>        | <b>19</b>   | <b>4</b>               | <b>6</b>               | <b>0</b>                | <b>34</b>                  | <b>67</b>                | <b>19</b>                  | 61                      |
| BOSTON                           | AMERICAN AIRLINES           | S                 | 95                | 2        | 7         | 43                         | 22               | 27          | 6                      | 1                      | 0                       | 25                         | 53                       | 29                         | 102                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |            |
|--|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|------------|
|  |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |            |
|  |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8)   |
| BOSTON                                 | BRITISH AIRWAYS PLC         | S                 | 151               | 1          | 3              | 38                         | 21          | 25                     | 11                     | 5                       | 0                          | 37                       | 55                         | 46                      | 163        |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 48                | 0          | 3              | 46                         | 19          | 21                     | 15                     | 0                       | 0                          | 28                       | 60                         | 28                      | 60         |
| <b>TOTAL BOSTON</b>                    |                             |                   | <b>295</b>        | <b>3</b>   | <b>13</b>      | <b>41</b>                  | <b>21</b>   | <b>25</b>              | <b>10</b>              | <b>3</b>                | <b>0</b>                   | <b>32</b>                | <b>55</b>                  | <b>37</b>               | <b>325</b> |
| CHICAGO (O'HARE)                       | AMERICAN AIRLINES           | S                 | 161               | 1          | 8              | 40                         | 20          | 26                     | 12                     | 1                       | 1                          | 42                       | 47                         | 37                      | 178        |
|  | BRITISH AIRWAYS PLC         | S                 | 109               | 2          | 6              | 30                         | 27          | 32                     | 8                      | 3                       | 0                          | 39                       | 35                         | 41                      | 124        |
|  | UNITED AIRLINES             | S                 | 159               | 0          | 2              | 59                         | 20          | 12                     | 9                      | 0                       | 0                          | 19                       | 63                         | 22                      | 181        |
| <b>TOTAL CHICAGO (O'HARE)</b>          |                             |                   | <b>429</b>        | <b>3</b>   | <b>16</b>      | <b>45</b>                  | <b>22</b>   | <b>22</b>              | <b>10</b>              | <b>1</b>                | <b>0</b>                   | <b>33</b>                | <b>50</b>                  | <b>32</b>               | <b>483</b> |
| DALLAS/FORT WORTH                      | AMERICAN AIRLINES           | S                 | 106               | 1          | 8              | 29                         | 19          | 32                     | 17                     | 3                       | 0                          | 42                       | 36                         | 37                      | 122        |
|  | BRITISH AIRWAYS PLC         | S                 | 52                | 0          | 3              | 15                         | 17          | 48                     | 19                     | 0                       | 0                          | 42                       | 34                         | 47                      | 58         |
| <b>TOTAL DALLAS/FORT WORTH</b>         |                             |                   | <b>158</b>        | <b>1</b>   | <b>11</b>      | <b>25</b>                  | <b>18</b>   | <b>37</b>              | <b>18</b>              | <b>2</b>                | <b>0</b>                   | <b>42</b>                | <b>36</b>                  | <b>41</b>               | <b>180</b> |
| DENVER INTERNATIONAL                   | BRITISH AIRWAYS PLC         | S                 | 57                | 1          | 1              | 33                         | 28          | 18                     | 18                     | 4                       | 0                          | 42                       | 47                         | 54                      | 62         |
| <b>TOTAL DENVER INTERNATIONAL</b>      |                             |                   | <b>57</b>         | <b>1</b>   | <b>1</b>       | <b>33</b>                  | <b>28</b>   | <b>18</b>              | <b>18</b>              | <b>4</b>                | <b>0</b>                   | <b>42</b>                | <b>47</b>                  | <b>54</b>               | <b>62</b>  |
| DETROIT                                | DELTA AIRLINES              | S                 | 80                | 0          | 5              | 59                         | 13          | 14                     | 6                      | 9                       | 0                          | 36                       | 0                          | 0                       | 0          |
| <b>TOTAL DETROIT</b>                   |                             |                   | <b>80</b>         | <b>0</b>   | <b>5</b>       | <b>59</b>                  | <b>13</b>   | <b>14</b>              | <b>6</b>               | <b>9</b>                | <b>0</b>                   | <b>36</b>                | <b>69</b>                  | <b>23</b>               | <b>62</b>  |
| HOUSTON                                | BRITISH AIRWAYS PLC         | S                 | 101               | 1          | 2              | 24                         | 25          | 27                     | 21                     | 4                       | 0                          | 49                       | 39                         | 36                      | 103        |
|  | CONTINENTAL AIRLINES        | S                 | 113               | 0          | 5              | 35                         | 24          | 19                     | 17                     | 5                       | 0                          | 43                       | 38                         | 70                      | 113        |
| <b>TOTAL HOUSTON</b>                   |                             |                   | <b>214</b>        | <b>1</b>   | <b>7</b>       | <b>30</b>                  | <b>24</b>   | <b>22</b>              | <b>19</b>              | <b>5</b>                | <b>0</b>                   | <b>46</b>                | <b>38</b>                  | <b>54</b>               | <b>216</b> |
| LAS VEGAS                              | BRITISH AIRWAYS PLC         | S                 | 54                | 0          | 1              | 33                         | 24          | 20                     | 20                     | 2                       | 0                          | 42                       | 32                         | 65                      | 62         |
| <b>TOTAL LAS VEGAS</b>                 |                             |                   | <b>54</b>         | <b>1</b>   | <b>1</b>       | <b>33</b>                  | <b>24</b>   | <b>20</b>              | <b>20</b>              | <b>2</b>                | <b>0</b>                   | <b>42</b>                | <b>32</b>                  | <b>65</b>               | <b>62</b>  |
| LOS ANGELES INTERNATIONAL              | AMERICAN AIRLINES           | S                 | 53                | 0          | 5              | 64                         | 23          | 9                      | 4                      | 0                       | 0                          | 13                       | 41                         | 70                      | 61         |
|  | BRITISH AIRWAYS PLC         | S                 | 114               | 1          | 2              | 29                         | 22          | 22                     | 21                     | 6                       | 0                          | 51                       | 37                         | 49                      | 175        |
|  | UNITED AIRLINES             | S                 | 49                | 0          | 3              | 67                         | 8           | 16                     | 6                      | 0                       | 2                          | 47                       | 76                         | 15                      | 58         |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 101               | 0          | 8              | 42                         | 22          | 23                     | 11                     | 2                       | 1                          | 36                       | 27                         | 39                      | 99         |
| <b>TOTAL LOS ANGELES INTERNATIONAL</b> |                             |                   | <b>317</b>        | <b>1</b>   | <b>18</b>      | <b>45</b>                  | <b>20</b>   | <b>19</b>              | <b>13</b>              | <b>3</b>                | <b>1</b>                   | <b>39</b>                | <b>41</b>                  | <b>45</b>               | <b>393</b> |
| MIAMI INTERNATIONAL                    | AMERICAN AIRLINES           | S                 | 77                | 2          | 5              | 48                         | 23          | 22                     | 5                      | 1                       | 0                          | 23                       | 48                         | 32                      | 87         |
|  | BRITISH AIRWAYS PLC         | S                 | 115               | 1          | 2              | 48                         | 18          | 17                     | 10                     | 6                       | 0                          | 38                       | 55                         | 27                      | 124        |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 54                | 0          | 4              | 46                         | 28          | 19                     | 7                      | 0                       | 0                          | 22                       | 44                         | 36                      | 62         |
| <b>TOTAL MIAMI INTERNATIONAL</b>       |                             |                   | <b>246</b>        | <b>3</b>   | <b>11</b>      | <b>48</b>                  | <b>22</b>   | <b>19</b>              | <b>8</b>               | <b>3</b>                | <b>0</b>                   | <b>30</b>                | <b>50</b>                  | <b>31</b>               | <b>273</b> |
| MINNEAPOLIS-ST PAUL                    | DELTA AIRLINES              | S                 | 55                | 0          | 6              | 45                         | 25          | 20                     | 9                      | 0                       | 0                          | 23                       | 0                          | 0                       | 0          |
| <b>TOTAL MINNEAPOLIS-ST PAUL</b>       |                             |                   | <b>55</b>         | <b>0</b>   | <b>6</b>       | <b>45</b>                  | <b>25</b>   | <b>20</b>              | <b>9</b>               | <b>0</b>                | <b>0</b>                   | <b>23</b>                | <b>56</b>                  | <b>24</b>               | <b>41</b>  |
| NEW YORK (JF KENNEDY)                  | AMERICAN AIRLINES           | S                 | 250               | 3          | 19             | 44                         | 22          | 20                     | 11                     | 2                       | 0                          | 33                       | 60                         | 29                      | 231        |
|  | BRITISH AIRWAYS PLC         | S                 | 349               | 4          | 14             | 40                         | 22          | 19                     | 14                     | 4                       | 2                          | 48                       | 58                         | 39                      | 332        |
|  | DELTA AIRLINES              | S                 | 160               | 0          | 17             | 42                         | 16          | 28                     | 12                     | 2                       | 0                          | 33                       | 58                         | 29                      | 120        |
|  | KUWAIT AIRWAYS              | S                 | 25                | 0          | 2              | 24                         | 12          | 40                     | 16                     | 4                       | 4                          | 68                       | 41                         | 32                      | 27         |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 149               | 0          | 11             | 39                         | 19          | 22                     | 16                     | 3                       | 0                          | 39                       | 47                         | 30                      | 178        |
| <b>TOTAL NEW YORK (JF KENNEDY)</b>     |                             |                   | <b>933</b>        | <b>7</b>   | <b>63</b>      | <b>41</b>                  | <b>20</b>   | <b>22</b>              | <b>13</b>              | <b>3</b>                | <b>1</b>                   | <b>40</b>                | <b>56</b>                  | <b>33</b>               | <b>888</b> |
| NEW YORK (NEWARK)                      | BRITISH AIRWAYS PLC         | S                 | 145               | 0          | 7              | 48                         | 17          | 22                     | 12                     | 1                       | 0                          | 30                       | 66                         | 26                      | 125        |
|  | CONTINENTAL AIRLINES        | S                 | 226               | 2          | 32             | 52                         | 18          | 19                     | 11                     | 0                       | 0                          | 25                       | 44                         | 34                      | 162        |
|  | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 95                | 0          | 8              | 39                         | 11          | 34                     | 12                     | 2                       | 3                          | 71                       | 50                         | 39                      | 118        |
| <b>TOTAL NEW YORK (NEWARK)</b>         |                             |                   | <b>466</b>        | <b>2</b>   | <b>47</b>      | <b>48</b>                  | <b>16</b>   | <b>23</b>              | <b>11</b>              | <b>1</b>                | <b>1</b>                   | <b>36</b>                | <b>53</b>                  | <b>33</b>               | <b>405</b> |
| PHILADELPHIA INTERNATIONAL             | BRITISH AIRWAYS PLC         | S                 | 99                | 1          | 3              | 39                         | 24          | 20                     | 14                     | 2                       | 0                          | 36                       | 58                         | 24                      | 98         |
|  | US AIRWAYS                  | S                 | 55                | 0          | 3              | 36                         | 20          | 18                     | 24                     | 2                       | 0                          | 47                       | 52                         | 45                      | 60         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: HEATHROW (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |              |
|---|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|--------------|
|   |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |              |
|   |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8)     |
| <b>TOTAL PHILADELPHIA INTERNATIONAL</b> |                             |                   | <b>154</b>        | <b>1</b>   | <b>6</b>       | <b>38</b>                  | <b>23</b>   | <b>19</b>              | <b>18</b>              | <b>2</b>                | <b>0</b>                   | <b>40</b>                | <b>56</b>                  | <b>32</b>               | <b>158</b>   |
| PHOENIX                                 | BRITISH AIRWAYS PLC         | S                 | 43                | 1          | 1              | 37                         | 30          | 16                     | 12                     | 5                       | 0                          | 40                       | 40                         | 65                      | 50           |
| <b>TOTAL PHOENIX</b>                    |                             |                   | <b>43</b>         | <b>1</b>   | <b>1</b>       | <b>37</b>                  | <b>30</b>   | <b>16</b>              | <b>12</b>              | <b>5</b>                | <b>0</b>                   | <b>40</b>                | <b>40</b>                  | <b>65</b>               | <b>50</b>    |
| RALEIGH                                 | AMERICAN AIRLINES           | S                 | 49                | 1          | 5              | 29                         | 35          | 24                     | 10                     | 2                       | 0                          | 35                       | 50                         | 26                      | 60           |
| <b>TOTAL RALEIGH</b>                    |                             |                   | <b>49</b>         | <b>1</b>   | <b>5</b>       | <b>29</b>                  | <b>35</b>   | <b>24</b>              | <b>10</b>              | <b>2</b>                | <b>0</b>                   | <b>35</b>                | <b>50</b>                  | <b>26</b>               | <b>60</b>    |
| <b>SAN FRANCISCO</b>                    |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |              |
|   | BRITISH AIRWAYS PLC         | S                 | 104               | 0          | 2              | 50                         | 18          | 19                     | 11                     | 1                       | 1                          | 30                       | 51                         | 33                      | 101          |
|   | UNITED AIRLINES             | S                 | 50                | 0          | 1              | 58                         | 20          | 16                     | 6                      | 0                       | 0                          | 20                       | 74                         | 12                      | 62           |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 53                | 0          | 5              | 64                         | 11          | 11                     | 13                     | 0                       | 0                          | 22                       | 38                         | 30                      | 58           |
| <b>TOTAL SAN FRANCISCO</b>              |                             |                   | <b>207</b>        | <b>0</b>   | <b>8</b>       | <b>56</b>                  | <b>17</b>   | <b>16</b>              | <b>10</b>              | <b>0</b>                | <b>0</b>                   | <b>26</b>                | <b>54</b>                  | <b>26</b>               | <b>221</b>   |
| SEATTLE (TACOMA)                        | BRITISH AIRWAYS PLC         | S                 | 54                | 0          | 1              | 59                         | 20          | 9                      | 11                     | 0                       | 0                          | 19                       | 63                         | 24                      | 62           |
| <b>TOTAL SEATTLE (TACOMA)</b>           |                             |                   | <b>54</b>         | <b>0</b>   | <b>1</b>       | <b>59</b>                  | <b>20</b>   | <b>9</b>               | <b>11</b>              | <b>0</b>                | <b>0</b>                   | <b>19</b>                | <b>63</b>                  | <b>24</b>               | <b>62</b>    |
| <b>WASHINGTON (DULLES)</b>              |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |              |
|   | BRITISH AIRWAYS PLC         | S                 | 146               | 0          | 2              | 38                         | 19          | 26                     | 16                     | 1                       | 0                          | 34                       | 45                         | 37                      | 158          |
|   | UNITED AIRLINES             | S                 | 160               | 0          | 2              | 48                         | 18          | 25                     | 9                      | 0                       | 0                          | 24                       | 56                         | 29                      | 177          |
|   | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 52                | 0          | 4              | 35                         | 29          | 23                     | 12                     | 2                       | 0                          | 33                       | 48                         | 43                      | 60           |
| <b>TOTAL WASHINGTON (DULLES)</b>        |                             |                   | <b>359</b>        | <b>0</b>   | <b>8</b>       | <b>42</b>                  | <b>20</b>   | <b>25</b>              | <b>12</b>              | <b>1</b>                | <b>0</b>                   | <b>29</b>                | <b>50</b>                  | <b>34</b>               | <b>395</b>   |
| <b>TOTAL USA</b>                        |                             |                   | <b>4363</b>       | <b>33</b>  | <b>239</b>     | <b>42</b>                  | <b>21</b>   | <b>22</b>              | <b>12</b>              | <b>2</b>                | <b>0</b>                   | <b>36</b>                | <b>51</b>                  | <b>36</b>               | <b>4517</b>  |
| <b>UZBEKISTAN</b>                       |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |              |
| TASHKENT                                | UZBEKISTAN AIRLINES         | S                 | 16                | 0          | 0              | 25                         | 13          | 19                     | 31                     | 0                       | 13                         | 125                      | 44                         | 29                      | 18           |
| <b>TOTAL TASHKENT</b>                   |                             |                   | <b>16</b>         | <b>0</b>   | <b>0</b>       | <b>25</b>                  | <b>13</b>   | <b>19</b>              | <b>31</b>              | <b>0</b>                | <b>13</b>                  | <b>125</b>               | <b>44</b>                  | <b>29</b>               | <b>18</b>    |
| <b>TOTAL UZBEKISTAN</b>                 |                             |                   | <b>16</b>         | <b>0</b>   | <b>0</b>       | <b>25</b>                  | <b>13</b>   | <b>19</b>              | <b>31</b>              | <b>0</b>                | <b>13</b>                  | <b>125</b>               | <b>44</b>                  | <b>29</b>               | <b>18</b>    |
| <b>ZAMBIA</b>                           |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |              |
| LUSAKA                                  | BRITISH AIRWAYS PLC         | S                 | 24                | 1          | 1              | 25                         | 17          | 29                     | 17                     | 13                      | 0                          | 62                       | 73                         | 28                      | 22           |
| <b>TOTAL LUSAKA</b>                     |                             |                   | <b>24</b>         | <b>1</b>   | <b>1</b>       | <b>25</b>                  | <b>17</b>   | <b>29</b>              | <b>17</b>              | <b>13</b>               | <b>0</b>                   | <b>62</b>                | <b>73</b>                  | <b>28</b>               | <b>22</b>    |
| <b>TOTAL ZAMBIA</b>                     |                             |                   | <b>24</b>         | <b>1</b>   | <b>1</b>       | <b>25</b>                  | <b>17</b>   | <b>29</b>              | <b>17</b>              | <b>13</b>               | <b>0</b>                   | <b>62</b>                | <b>73</b>                  | <b>28</b>               | <b>22</b>    |
| <b>TOTAL HEATHROW</b>                   |                             |                   | <b>32157</b>      | <b>164</b> | <b>1293</b>    | <b>52</b>                  | <b>16</b>   | <b>16</b>              | <b>13</b>              | <b>2</b>                | <b>0</b>                   | <b>33</b>                | <b>65</b>                  | <b>24</b>               | <b>36666</b> |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LONDON CITY (Full Analysis)

| ORIGIN / DESTINATION  | AIRLINE                | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------|------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                       |                        |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                       |                        |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>BELGIUM</b>        |                        |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTWERP               | VLM (BELGIUM)          | S                 | 178               | 1        | 0         | 60                         | 11               | 8           | 18                     | 3                      | 0                       | 33                         | 77                       | 13                         | 194                     |
| TOTAL ANTWERP         |                        |                   | 178               | 1        | 0         | 60                         | 11               | 8           | 18                     | 3                      | 0                       | 33                         | 77                       | 13                         | 194                     |
| TOTAL BELGIUM         |                        |                   | 178               | 1        | 0         | 60                         | 11               | 8           | 18                     | 3                      | 0                       | 33                         | 77                       | 13                         | 194                     |
| <b>DENMARK</b>        |                        |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BILLUND               | SUN AIR OF SCANDINAVIA | S                 | 36                | 0        | 0         | 64                         | 14               | 19          | 3                      | 0                      | 0                       | 14                         | 74                       | 10                         | 43                      |
| TOTAL BILLUND         |                        |                   | 36                | 0        | 0         | 64                         | 14               | 19          | 3                      | 0                      | 0                       | 14                         | 74                       | 10                         | 43                      |
| COPENHAGEN            | BA CITYFLYER LTD       | S                 | 60                | 1        | 0         | 43                         | 12               | 17          | 15                     | 10                     | 3                       | 65                         | 0                        | 0                          | 0                       |
| TOTAL COPENHAGEN      |                        |                   | 60                | 1        | 0         | 43                         | 12               | 17          | 15                     | 10                     | 3                       | 65                         | 9                        | 9                          | 55                      |
| TOTAL DENMARK         |                        |                   | 96                | 1        | 0         | 51                         | 13               | 18          | 10                     | 6                      | 2                       | 46                         | 84                       | 10                         | 98                      |
| <b>FRANCE</b>         |                        |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CHAMBERY              | BA CITYFLYER LTD       | S                 | 18                | 0        | 0         | 67                         | 6                | 11          | 11                     | 6                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| TOTAL CHAMBERY        |                        |                   | 18                | 0        | 0         | 67                         | 6                | 11          | 11                     | 6                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| DEAUVILLE             | VLM (BELGIUM)          | S                 | 6                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| TOTAL DEAUVILLE       |                        |                   | 6                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 1                          | 0                        | 0                          | 0                       |
| NANTES                | VLM (BELGIUM)          | S                 | 87                | 0        | 0         | 63                         | 11               | 8           | 11                     | 6                      | 0                       | 33                         | 81                       | 22                         | 89                      |
| TOTAL NANTES          |                        |                   | 87                | 0        | 0         | 63                         | 11               | 8           | 11                     | 6                      | 0                       | 33                         | 81                       | 22                         | 89                      |
| NICE                  | BA CITYFLYER LTD       | S                 | 27                | 1        | 0         | 70                         | 7                | 7           | 7                      | 7                      | 0                       | 29                         | 73                       | 14                         | 33                      |
| TOTAL NICE            |                        |                   | 27                | 1        | 0         | 70                         | 7                | 7           | 7                      | 7                      | 0                       | 29                         | 73                       | 14                         | 33                      |
| PARIS (ORLY)          | VLM (BELGIUM)          | S                 | 195               | 1        | 0         | 54                         | 12               | 15          | 18                     | 1                      | 1                       | 33                         | 0                        | 0                          | 0                       |
| TOTAL PARIS (ORLY)    |                        |                   | 195               | 1        | 0         | 54                         | 12               | 15          | 18                     | 1                      | 1                       | 33                         | 72                       | 21                         | 166                     |
| TOTAL FRANCE          |                        |                   | 333               | 2        | 0         | 59                         | 11               | 12          | 15                     | 3                      | 1                       | 32                         | 75                       | 20                         | 290                     |
| <b>GERMANY</b>        |                        |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FRANKFURT MAIN        | BA CITYFLYER LTD       | S                 | 80                | 1        | 0         | 44                         | 10               | 20          | 21                     | 5                      | 0                       | 45                         | 67                       | 21                         | 133                     |
|                       | LUFTHANSA CITY LINE    | S                 | 73                | 0        | 0         | 30                         | 16               | 25          | 25                     | 4                      | 0                       | 50                         | 73                       | 20                         | 120                     |
| TOTAL FRANKFURT MAIN  |                        |                   | 153               | 1        | 0         | 37                         | 13               | 22          | 23                     | 5                      | 0                       | 47                         | 70                       | 21                         | 253                     |
| MUNICH                | LUFTHANSA CITY LINE    | S                 | 38                | 0        | 0         | 42                         | 11               | 24          | 24                     | 0                      | 0                       | 34                         | 72                       | 15                         | 60                      |
| TOTAL MUNICH          |                        |                   | 38                | 0        | 0         | 42                         | 11               | 24          | 24                     | 0                      | 0                       | 34                         | 72                       | 15                         | 60                      |
| TOTAL GERMANY         |                        |                   | 191               | 1        | 0         | 38                         | 13               | 23          | 23                     | 4                      | 0                       | 45                         | 74                       | 16                         | 397                     |
| <b>IRISH REPUBLIC</b> |                        |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBLIN                | CITY JET               | S                 | 173               | 0        | 0         | 61                         | 9                | 12          | 12                     | 5                      | 1                       | 38                         | 77                       | 18                         | 256                     |
| TOTAL DUBLIN          |                        |                   | 173               | 0        | 0         | 61                         | 9                | 12          | 12                     | 5                      | 1                       | 38                         | 77                       | 18                         | 256                     |
| TOTAL IRISH REPUBLIC  |                        |                   | 173               | 0        | 0         | 61                         | 9                | 12          | 12                     | 5                      | 1                       | 38                         | 77                       | 18                         | 256                     |
| <b>ITALY</b>          |                        |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FLORENCE              | CITY JET               | S                 | 18                | 0        | 0         | 33                         | 11               | 22          | 28                     | 6                      | 0                       | 56                         | 0                        | 0                          | 0                       |
| TOTAL FLORENCE        |                        |                   | 18                | 0        | 0         | 33                         | 11               | 22          | 28                     | 6                      | 0                       | 56                         | 0                        | 0                          | 0                       |
| MILAN (LINATE)        | CITY JET               | S                 | 62                | 0        | 0         | 52                         | 8                | 19          | 16                     | 5                      | 0                       | 38                         | 0                        | 0                          | 0                       |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LONDON CITY (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE          | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------|------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                  |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                  |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL MILAN (LINATE) |                  |                   | 62                | 0        | 0         | 52                         | 8                | 19          | 16                     | 5                      | 0                       | 38                         | 56                       | 43                         | 57                      |
| TOTAL ITALY          |                  |                   | 80                | 0        | 0         | 48                         | 9                | 20          | 19                     | 5                      | 0                       | 42                         | 63                       | 33                         | 101                     |
| LUXEMBOURG           |                  |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LUXEMBOURG           | LUXAIR           | S                 | 134               | 0        | 1         | 28                         | 21               | 22          | 27                     | 1                      | 0                       | 43                         | 70                       | 23                         | 179                     |
|                      | VLM (BELGIUM)    | S                 | 113               | 1        | 0         | 65                         | 10               | 5           | 17                     | 4                      | 0                       | 31                         | 74                       | 26                         | 143                     |
| TOTAL LUXEMBOURG     |                  |                   | 247               | 1        | 1         | 45                         | 16               | 15          | 22                     | 2                      | 0                       | 38                         | 72                       | 24                         | 322                     |
| TOTAL LUXEMBOURG     |                  |                   | 247               | 1        | 1         | 45                         | 16               | 15          | 22                     | 2                      | 0                       | 38                         | 72                       | 24                         | 322                     |
| NETHERLANDS          |                  |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM            | BA CITYFLYER LTD | S                 | 130               | 2        | 0         | 52                         | 11               | 18          | 15                     | 5                      | 0                       | 38                         | 69                       | 17                         | 147                     |
|                      | CITY JET         | S                 | 253               | 2        | 0         | 52                         | 16               | 13          | 17                     | 2                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| TOTAL AMSTERDAM      |                  |                   | 383               | 4        | 10        | 52                         | 14               | 15          | 16                     | 3                      | 0                       | 34                         | 62                       | 25                         | 453                     |
| EINDHOVEN            | VLM (BELGIUM)    | S                 | 60                | 0        | 8         | 58                         | 15               | 8           | 12                     | 7                      | 0                       | 37                         | 81                       | 20                         | 90                      |
| TOTAL EINDHOVEN      |                  |                   | 60                | 0        | 8         | 58                         | 15               | 8           | 12                     | 7                      | 0                       | 37                         | 81                       | 20                         | 90                      |
| ROTTERDAM            | VLM (BELGIUM)    | S                 | 275               | 0        | 51        | 72                         | 7                | 9           | 11                     | 2                      | 0                       | 23                         | 85                       | 18                         | 292                     |
| TOTAL ROTTERDAM      |                  |                   | 275               | 0        | 51        | 72                         | 7                | 9           | 11                     | 2                      | 0                       | 23                         | 85                       | 18                         | 292                     |
| TOTAL NETHERLANDS    |                  |                   | 718               | 4        | 69        | 60                         | 12               | 12          | 14                     | 3                      | 0                       | 30                         | 72                       | 22                         | 835                     |
| SPAIN                |                  |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BARCELONA            | BA CITYFLYER LTD | S                 | 22                | 0        | 0         | 59                         | 18               | 5           | 18                     | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| TOTAL BARCELONA      |                  |                   | 22                | 0        | 0         | 59                         | 18               | 5           | 18                     | 0                      | 0                       | 26                         | 0                        | 0                          | 0                       |
| MADRID               | BA CITYFLYER LTD | S                 | 65                | 0        | 0         | 42                         | 14               | 14          | 18                     | 11                     | 2                       | 62                         | 51                       | 26                         | 75                      |
| TOTAL MADRID         |                  |                   | 65                | 0        | 0         | 42                         | 14               | 14          | 18                     | 11                     | 2                       | 62                         | 51                       | 26                         | 75                      |
| TOTAL SPAIN          |                  |                   | 87                | 0        | 0         | 46                         | 15               | 11          | 18                     | 8                      | 1                       | 53                         | 51                       | 26                         | 75                      |
| SWITZERLAND          |                  |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE       | SWISS AIRLINES   | S                 | 75                | 0        | 1         | 53                         | 24               | 16          | 7                      | 0                      | 0                       | 21                         | 80                       | 13                         | 87                      |
| TOTAL BASLE MULHOUSE |                  |                   | 75                | 0        | 1         | 53                         | 24               | 16          | 7                      | 0                      | 0                       | 21                         | 80                       | 13                         | 87                      |
| GENEVA               | BA CITYFLYER LTD | S                 | 26                | 0        | 0         | 42                         | 8                | 15          | 27                     | 8                      | 0                       | 50                         | 44                       | 54                         | 32                      |
|                      | SWISS AIRLINES   | S                 | 161               | 0        | 7         | 59                         | 11               | 19          | 11                     | 0                      | 0                       | 22                         | 76                       | 12                         | 292                     |
| TOTAL GENEVA         |                  |                   | 187               | 0        | 7         | 57                         | 11               | 18          | 13                     | 1                      | 0                       | 26                         | 73                       | 16                         | 368                     |
| ZURICH               | BA CITYFLYER LTD | S                 | 133               | 2        | 0         | 56                         | 6                | 13          | 24                     | 2                      | 0                       | 36                         | 63                       | 23                         | 162                     |
|                      | SWISS AIRLINES   | S                 | 271               | 0        | 7         | 54                         | 17               | 19          | 9                      | 1                      | 0                       | 24                         | 72                       | 16                         | 333                     |
| TOTAL ZURICH         |                  |                   | 404               | 2        | 7         | 55                         | 13               | 17          | 14                     | 1                      | 0                       | 28                         | 69                       | 19                         | 495                     |
| TOTAL SWITZERLAND    |                  |                   | 666               | 2        | 15        | 55                         | 14               | 17          | 13                     | 1                      | 0                       | 27                         | 72                       | 17                         | 950                     |
| UNITED KINGDOM       |                  |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUNDEE               | CITY JET         | S                 | 108               | 0        | 0         | 70                         | 6                | 11          | 9                      | 3                      | 0                       | 23                         | 75                       | 19                         | 171                     |
| TOTAL DUNDEE         |                  |                   | 108               | 0        | 0         | 70                         | 6                | 11          | 9                      | 3                      | 0                       | 23                         | 75                       | 19                         | 171                     |
| EDINBURGH            | BA CITYFLYER LTD | S                 | 215               | 1        | 0         | 62                         | 13               | 14          | 7                      | 3                      | 0                       | 29                         | 70                       | 18                         | 257                     |
|                      | CITY JET         | S                 | 164               | 0        | 0         | 66                         | 10               | 10          | 9                      | 4                      | 0                       | 26                         | 77                       | 14                         | 279                     |
| TOTAL EDINBURGH      |                  |                   | 379               | 1        | 0         | 64                         | 12               | 13          | 8                      | 3                      | 0                       | 27                         | 74                       | 16                         | 536                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: LONDON CITY (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |            | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------------|---------------------|-------------------|-------------------|------------|------------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                     |                   | MATCHED           | UNMATCHED  |            | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                     |                   |                   | Actual (7) | Plan (8)   |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GLASGOW                            | BA CITYFLYER LTD    | S                 | 124               | 3          | 0          | 46                         | 13               | 15          | 20                     | 6                      | 0                       | 44                         | 72                       | 16                         | 148                     |
| <b>TOTAL GLASGOW</b>               |                     |                   | <b>124</b>        | <b>3</b>   | <b>0</b>   | <b>46</b>                  | <b>13</b>        | <b>15</b>   | <b>20</b>              | <b>6</b>               | <b>0</b>                | <b>44</b>                  | <b>72</b>                | <b>16</b>                  | <b>148</b>              |
| ISLE OF MAN                        | AER ARANN           | S                 | 136               | 0          | 22         | 61                         | 7                | 13          | 15                     | 4                      | 0                       | 34                         | 85                       | 12                         | 145                     |
| <b>TOTAL ISLE OF MAN</b>           |                     |                   | <b>136</b>        | <b>0</b>   | <b>22</b>  | <b>61</b>                  | <b>7</b>         | <b>13</b>   | <b>15</b>              | <b>4</b>               | <b>0</b>                | <b>34</b>                  | <b>85</b>                | <b>12</b>                  | <b>145</b>              |
| <b>TOTAL UNITED KINGDOM</b>        |                     |                   | <b>747</b>        | <b>4</b>   | <b>22</b>  | <b>61</b>                  | <b>10</b>        | <b>13</b>   | <b>12</b>              | <b>4</b>               | <b>0</b>                | <b>31</b>                  | <b>75</b>                | <b>16</b>                  | <b>1110</b>             |
| USA                                |                     |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| NEW YORK (JF KENNEDY)              | BRITISH AIRWAYS PLC | S                 | 65                | 0          | 15         | 72                         | 12               | 9           | 6                      | 0                      | 0                       | 12                         | 90                       | 7                          | 83                      |
| <b>TOTAL NEW YORK (JF KENNEDY)</b> |                     |                   | <b>65</b>         | <b>0</b>   | <b>15</b>  | <b>72</b>                  | <b>12</b>        | <b>9</b>    | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>90</b>                | <b>7</b>                   | <b>83</b>               |
| <b>TOTAL USA</b>                   |                     |                   | <b>65</b>         | <b>0</b>   | <b>15</b>  | <b>72</b>                  | <b>12</b>        | <b>9</b>    | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>90</b>                | <b>7</b>                   | <b>83</b>               |
| <b>TOTAL LONDON CITY</b>           |                     |                   | <b>3582</b>       | <b>16</b>  | <b>122</b> | <b>57</b>                  | <b>12</b>        | <b>14</b>   | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>33</b>                  | <b>74</b>                | <b>18</b>                  | <b>4711</b>             |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |           |
|---------------------------------------|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|-----------|
|                                       |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |           |
|                                       |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8)  |
| <b>AUSTRIA</b>                        |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| SALZBURG                              | THOMSON AIRWAYS LTD         | C                 | 3                 | 0          | 0              | 67                         | 0           | 0                      | 0                      | 33                      | 0                          | 101                      | 67                         | 18                      | 3         |
| <b>TOTAL SALZBURG</b>                 |                             |                   | <b>3</b>          | <b>0</b>   | <b>0</b>       | <b>67</b>                  | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>33</b>               | <b>0</b>                   | <b>101</b>               | <b>67</b>                  | <b>18</b>               | <b>3</b>  |
| <b>TOTAL AUSTRIA</b>                  |                             |                   | <b>3</b>          | <b>1</b>   | <b>0</b>       | <b>67</b>                  | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>33</b>               | <b>0</b>                   | <b>101</b>               | <b>67</b>                  | <b>18</b>               | <b>3</b>  |
| <b>BULGARIA</b>                       |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| BURGAS                                | WIZZ AIR                    | S                 | 13                | 0          | 1              | 15                         | 31          | 31                     | 23                     | 0                       | 0                          | 41                       | 60                         | 20                      | 10        |
| <b>TOTAL BURGAS</b>                   |                             |                   | <b>13</b>         | <b>0</b>   | <b>1</b>       | <b>15</b>                  | <b>31</b>   | <b>31</b>              | <b>23</b>              | <b>0</b>                | <b>0</b>                   | <b>41</b>                | <b>60</b>                  | <b>20</b>               | <b>10</b> |
| SOPIA                                 | WIZZ AIR                    | S                 | 58                | 1          | 2              | 47                         | 21          | 12                     | 19                     | 0                       | 2                          | 44                       | 69                         | 28                      | 55        |
| <b>TOTAL SOPIA</b>                    |                             |                   | <b>58</b>         | <b>4</b>   | <b>6</b>       | <b>47</b>                  | <b>21</b>   | <b>12</b>              | <b>19</b>              | <b>0</b>                | <b>2</b>                   | <b>44</b>                | <b>69</b>                  | <b>28</b>               | <b>55</b> |
| VARNA                                 | WIZZ AIR                    | S                 | 16                | 0          | 1              | 19                         | 13          | 44                     | 25                     | 0                       | 0                          | 56                       | 57                         | 36                      | 7         |
| <b>TOTAL VARNA</b>                    |                             |                   | <b>16</b>         | <b>0</b>   | <b>1</b>       | <b>19</b>                  | <b>13</b>   | <b>44</b>              | <b>25</b>              | <b>0</b>                | <b>0</b>                   | <b>56</b>                | <b>57</b>                  | <b>36</b>               | <b>7</b>  |
| <b>TOTAL BULGARIA</b>                 |                             |                   | <b>87</b>         | <b>4</b>   | <b>8</b>       | <b>37</b>                  | <b>21</b>   | <b>21</b>              | <b>21</b>              | <b>0</b>                | <b>1</b>                   | <b>46</b>                | <b>67</b>                  | <b>28</b>               | <b>72</b> |
| <b>CROATIA</b>                        |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| ZAGREB                                | WIZZ AIR                    | S                 | 24                | 0          | 4              | 33                         | 4           | 25                     | 38                     | 0                       | 0                          | 49                       | 64                         | 16                      | 25        |
| <b>TOTAL ZAGREB</b>                   |                             |                   | <b>24</b>         | <b>0</b>   | <b>4</b>       | <b>33</b>                  | <b>4</b>    | <b>25</b>              | <b>38</b>              | <b>0</b>                | <b>0</b>                   | <b>49</b>                | <b>64</b>                  | <b>16</b>               | <b>25</b> |
| <b>TOTAL CROATIA</b>                  |                             |                   | <b>24</b>         | <b>0</b>   | <b>4</b>       | <b>33</b>                  | <b>4</b>    | <b>25</b>              | <b>38</b>              | <b>0</b>                | <b>0</b>                   | <b>49</b>                | <b>64</b>                  | <b>16</b>               | <b>25</b> |
| <b>CYPRUS</b>                         |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| LARNACA                               | CYPRUS AIRWAYS              | C                 | 2                 | 0          | 0              | 0                          | 0           | 0                      | 100                    | 0                       | 0                          | 109                      | 0                          | 0                       | 0         |
|                                       | MONARCH AIRLINES            | S                 | 10                | 0          | 0              | 20                         | 30          | 20                     | 30                     | 0                       | 0                          | 39                       | 38                         | 42                      | 16        |
| <b>TOTAL LARNACA</b>                  |                             |                   | <b>12</b>         | <b>1</b>   | <b>0</b>       | <b>17</b>                  | <b>25</b>   | <b>17</b>              | <b>42</b>              | <b>0</b>                | <b>0</b>                   | <b>50</b>                | <b>38</b>                  | <b>42</b>               | <b>16</b> |
| PAPHOS                                | EASYJET AIRLINE COMPANY LTD | S                 | 16                | 0          | 3              | 38                         | 31          | 6                      | 25                     | 0                       | 0                          | 37                       | 55                         | 22                      | 22        |
| <b>TOTAL PAPHOS</b>                   |                             |                   | <b>16</b>         | <b>2</b>   | <b>3</b>       | <b>38</b>                  | <b>31</b>   | <b>6</b>               | <b>25</b>              | <b>0</b>                | <b>0</b>                   | <b>37</b>                | <b>56</b>                  | <b>21</b>               | <b>25</b> |
| <b>TOTAL CYPRUS</b>                   |                             |                   | <b>28</b>         | <b>3</b>   | <b>3</b>       | <b>29</b>                  | <b>29</b>   | <b>11</b>              | <b>32</b>              | <b>0</b>                | <b>0</b>                   | <b>43</b>                | <b>49</b>                  | <b>29</b>               | <b>41</b> |
| <b>CZECH REPUBLIC</b>                 |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| BRNO (TURANY)                         | WIZZ AIR                    | S                 | 10                | 0          | 2              | 50                         | 30          | 0                      | 20                     | 0                       | 0                          | 32                       | 0                          | 0                       | 0         |
| <b>TOTAL BRNO (TURANY)</b>            |                             |                   | <b>10</b>         | <b>0</b>   | <b>2</b>       | <b>50</b>                  | <b>30</b>   | <b>0</b>               | <b>20</b>              | <b>0</b>                | <b>0</b>                   | <b>32</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>  |
| PRAGUE                                | WIZZ AIR                    | S                 | 74                | 0          | 6              | 32                         | 11          | 14                     | 34                     | 8                       | 1                          | 70                       | 65                         | 17                      | 52        |
| <b>TOTAL PRAGUE</b>                   |                             |                   | <b>74</b>         | <b>0</b>   | <b>6</b>       | <b>32</b>                  | <b>11</b>   | <b>14</b>              | <b>34</b>              | <b>8</b>                | <b>1</b>                   | <b>70</b>                | <b>65</b>                  | <b>17</b>               | <b>52</b> |
| <b>TOTAL CZECH REPUBLIC</b>           |                             |                   | <b>84</b>         | <b>1</b>   | <b>8</b>       | <b>35</b>                  | <b>13</b>   | <b>12</b>              | <b>32</b>              | <b>7</b>                | <b>1</b>                   | <b>66</b>                | <b>65</b>                  | <b>17</b>               | <b>52</b> |
| <b>EGYPT</b>                          |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| SHARM EL SHEIKH (OPHIRA)              | EASYJET AIRLINE COMPANY LTD | S                 | 40                | 0          | 0              | 30                         | 25          | 25                     | 8                      | 13                      | 0                          | 55                       | 68                         | 16                      | 34        |
|                                       | THOMSON AIRWAYS LTD         | S                 | 19                | 0          | 0              | 37                         | 26          | 16                     | 5                      | 16                      | 0                          | 50                       | 60                         | 14                      | 15        |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                             |                   | <b>59</b>         | <b>0</b>   | <b>0</b>       | <b>32</b>                  | <b>25</b>   | <b>22</b>              | <b>7</b>               | <b>14</b>               | <b>0</b>                   | <b>53</b>                | <b>65</b>                  | <b>15</b>               | <b>49</b> |
| <b>TOTAL EGYPT</b>                    |                             |                   | <b>59</b>         | <b>3</b>   | <b>0</b>       | <b>32</b>                  | <b>25</b>   | <b>22</b>              | <b>7</b>               | <b>14</b>               | <b>0</b>                   | <b>53</b>                | <b>65</b>                  | <b>15</b>               | <b>49</b> |
| <b>FINLAND</b>                        |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |           |
| ENONTEKIO                             | THOMSON AIRWAYS LTD         | C                 | 2                 | 0          | 0              | 50                         | 0           | 0                      | 50                     | 0                       | 0                          | 54                       | 0                          | 0                       | 0         |
| <b>TOTAL ENONTEKIO</b>                |                             |                   | <b>3</b>          | <b>1</b>   | <b>0</b>       | <b>33</b>                  | <b>0</b>    | <b>0</b>               | <b>67</b>              | <b>0</b>                | <b>0</b>                   | <b>72</b>                | <b>0</b>                   | <b>0</b>                | <b>0</b>  |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| IVALO                                  | EASYJET AIRLINE COMPANY LTD | C                 | 2                 | 1          | 0         | 0                          | 0                | 0           | 50                     | 50                     | 0                       | 161                        | 0                        | 0                          | 0                       |
| <b>TOTAL IVALO</b>                     |                             |                   | <b>2</b>          | <b>1</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>50</b>              | <b>50</b>              | <b>0</b>                | <b>161</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| ROVANIEMI                              | JET2.COM LTD                | C                 | 2                 | 0          | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 42                         | 50                       | 24                         | 2                       |
| <b>TOTAL ROVANIEMI</b>                 |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>0</b>    | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>50</b>                | <b>24</b>                  | <b>2</b>                |
| <b>TOTAL FINLAND</b>                   |                             |                   | <b>8</b>          | <b>3</b>   | <b>0</b>  | <b>25</b>                  | <b>0</b>         | <b>0</b>    | <b>63</b>              | <b>13</b>              | <b>0</b>                | <b>86</b>                  | <b>50</b>                | <b>24</b>                  | <b>2</b>                |
| <b>FRANCE</b>                          |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BEZIERS                                | RYANAIR                     | S                 | 12                | 0          | 2         | 42                         | 8                | 50          | 0                      | 0                      | 0                       | 27                         | 72                       | 14                         | 18                      |
| <b>TOTAL BEZIERS</b>                   |                             |                   | <b>12</b>         | <b>0</b>   | <b>2</b>  | <b>42</b>                  | <b>8</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>72</b>                | <b>14</b>                  | <b>18</b>               |
| BORDEAUX                               | EASYJET AIRLINE COMPANY LTD | S                 | 40                | 0          | 2         | 48                         | 15               | 18          | 10                     | 10                     | 0                       | 50                         | 53                       | 24                         | 30                      |
| <b>TOTAL BORDEAUX</b>                  |                             |                   | <b>40</b>         | <b>0</b>   | <b>2</b>  | <b>48</b>                  | <b>15</b>        | <b>18</b>   | <b>10</b>              | <b>10</b>              | <b>0</b>                | <b>50</b>                  | <b>53</b>                | <b>24</b>                  | <b>30</b>               |
| BREST                                  | RYANAIR                     | S                 | 22                | 0          | 2         | 59                         | 14               | 18          | 9                      | 0                      | 0                       | 21                         | 50                       | 47                         | 28                      |
| <b>TOTAL BREST</b>                     |                             |                   | <b>22</b>         | <b>0</b>   | <b>2</b>  | <b>59</b>                  | <b>14</b>        | <b>18</b>   | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>50</b>                | <b>47</b>                  | <b>28</b>               |
| GRENOBLE                               | EASYJET AIRLINE COMPANY LTD | S                 | 20                | 0          | 2         | 60                         | 20               | 5           | 5                      | 10                     | 0                       | 35                         | 60                       | 18                         | 10                      |
| <b>TOTAL GRENOBLE</b>                  |                             |                   | <b>20</b>         | <b>1</b>   | <b>2</b>  | <b>60</b>                  | <b>20</b>        | <b>5</b>    | <b>5</b>               | <b>10</b>              | <b>0</b>                | <b>35</b>                  | <b>43</b>                | <b>27</b>                  | <b>14</b>               |
| NICE                                   | EASYJET AIRLINE COMPANY LTD | S                 | 38                | 0          | 0         | 11                         | 32               | 34          | 18                     | 5                      | 0                       | 47                         | 65                       | 22                         | 111                     |
| <b>TOTAL NICE</b>                      |                             |                   | <b>39</b>         | <b>2</b>   | <b>0</b>  | <b>10</b>                  | <b>31</b>        | <b>33</b>   | <b>18</b>              | <b>8</b>               | <b>0</b>                | <b>51</b>                  | <b>65</b>                | <b>22</b>                  | <b>111</b>              |
| NIMES                                  | RYANAIR                     | S                 | 34                | 0          | 0         | 21                         | 21               | 26          | 26                     | 6                      | 0                       | 56                         | 59                       | 33                         | 32                      |
| <b>TOTAL NIMES</b>                     |                             |                   | <b>34</b>         | <b>0</b>   | <b>0</b>  | <b>21</b>                  | <b>21</b>        | <b>26</b>   | <b>26</b>              | <b>6</b>               | <b>0</b>                | <b>56</b>                  | <b>59</b>                | <b>33</b>                  | <b>32</b>               |
| PARIS (CHARLES DE GAULLE)              | EASYJET AIRLINE COMPANY LTD | S                 | 150               | 0          | 10        | 28                         | 19               | 25          | 16                     | 8                      | 3                       | 73                         | 67                       | 25                         | 194                     |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                             |                   | <b>150</b>        | <b>0</b>   | <b>10</b> | <b>28</b>                  | <b>19</b>        | <b>25</b>   | <b>16</b>              | <b>8</b>               | <b>3</b>                | <b>73</b>                  | <b>67</b>                | <b>25</b>                  | <b>194</b>              |
| <b>TOTAL FRANCE</b>                    |                             |                   | <b>317</b>        | <b>10</b>  | <b>18</b> | <b>32</b>                  | <b>20</b>        | <b>25</b>   | <b>15</b>              | <b>7</b>               | <b>2</b>                | <b>58</b>                  | <b>63</b>                | <b>27</b>                  | <b>430</b>              |
| <b>GERMANY</b>                         |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (SCHONEFELD)                    | EASYJET AIRLINE COMPANY LTD | S                 | 121               | 1          | 7         | 33                         | 17               | 26          | 17                     | 7                      | 1                       | 51                         | 65                       | 28                         | 92                      |
| <b>TOTAL BERLIN (SCHONEFELD)</b>       |                             |                   | <b>121</b>        | <b>3</b>   | <b>7</b>  | <b>33</b>                  | <b>17</b>        | <b>26</b>   | <b>17</b>              | <b>7</b>               | <b>1</b>                | <b>51</b>                  | <b>65</b>                | <b>28</b>                  | <b>92</b>               |
| COLOGNE BONN                           | EASYJET AIRLINE COMPANY LTD | S                 | 2                 | 0          | 0         | 0                          | 0                | 0           | 0                      | 100                    | 0                       | 220                        | 0                        | 0                          | 0                       |
| <b>TOTAL COLOGNE BONN</b>              |                             |                   | <b>2</b>          | <b>1</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>100</b>             | <b>0</b>                | <b>220</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| DORTMUND                               | EASYJET AIRLINE COMPANY LTD | S                 | 101               | 0          | 11        | 43                         | 20               | 13          | 14                     | 8                      | 3                       | 62                         | 67                       | 17                         | 108                     |
| <b>TOTAL DORTMUND</b>                  |                             |                   | <b>101</b>        | <b>0</b>   | <b>11</b> | <b>43</b>                  | <b>20</b>        | <b>13</b>   | <b>14</b>              | <b>8</b>               | <b>3</b>                | <b>62</b>                  | <b>67</b>                | <b>17</b>                  | <b>108</b>              |
| HAMBURG                                | EASYJET AIRLINE COMPANY LTD | S                 | 60                | 0          | 2         | 40                         | 25               | 22          | 13                     | 0                      | 0                       | 30                         | 51                       | 28                         | 49                      |
| <b>TOTAL HAMBURG</b>                   |                             |                   | <b>60</b>         | <b>0</b>   | <b>2</b>  | <b>40</b>                  | <b>25</b>        | <b>22</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>51</b>                | <b>28</b>                  | <b>49</b>               |
| MUNSTER-OSNABRUCK                      | MONARCH AIRLINES            | C                 | 2                 | 0          | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| <b>TOTAL MUNSTER-OSNABRUCK</b>         |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL GERMANY</b>                   |                             |                   | <b>286</b>        | <b>11</b>  | <b>20</b> | <b>38</b>                  | <b>19</b>        | <b>20</b>   | <b>15</b>              | <b>6</b>               | <b>1</b>                | <b>52</b>                  | <b>63</b>                | <b>23</b>                  | <b>251</b>              |
| <b>GIBRALTAR</b>                       |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GIBRALTAR                              | MONARCH AIRLINES            | S                 | 52                | 0          | 2         | 42                         | 35               | 13          | 10                     | 0                      | 0                       | 27                         | 66                       | 38                         | 35                      |
| <b>TOTAL GIBRALTAR</b>                 |                             |                   | <b>52</b>         | <b>0</b>   | <b>2</b>  | <b>42</b>                  | <b>35</b>        | <b>13</b>   | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>66</b>                | <b>38</b>                  | <b>35</b>               |
| <b>TOTAL GIBRALTAR</b>                 |                             |                   | <b>52</b>         | <b>0</b>   | <b>2</b>  | <b>42</b>                  | <b>35</b>        | <b>13</b>   | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>66</b>                | <b>38</b>                  | <b>35</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |  |
|---|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|--|
|   |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |  |
|   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| <b>HUNGARY</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| BUDAPEST                                | EASYJET AIRLINE COMPANY LTD | S                 | 58                | 0        | 2         | 47                         | 12               | 17          | 24                     | 0                      | 0                       | 41                         | 54                       | 43                         | 54                      |  |
|   | WIZZ AIR                    | S                 | 159               | 0        | 6         | 34                         | 16               | 21          | 24                     | 5                      | 0                       | 50                         | 55                       | 49                         | 110                     |  |
| <b>TOTAL BUDAPEST</b>                   |                             |                   | <b>217</b>        | <b>1</b> | <b>8</b>  | <b>37</b>                  | <b>15</b>        | <b>20</b>   | <b>24</b>              | <b>4</b>               | <b>0</b>                | <b>47</b>                  | <b>54</b>                | <b>47</b>                  | <b>164</b>              |  |
| <b>TOTAL HUNGARY</b>                    |                             |                   | <b>217</b>        | <b>1</b> | <b>8</b>  | <b>37</b>                  | <b>15</b>        | <b>20</b>   | <b>24</b>              | <b>4</b>               | <b>0</b>                | <b>47</b>                  | <b>54</b>                | <b>47</b>                  | <b>164</b>              |  |
| <b>IRISH REPUBLIC</b>                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| DUBLIN                                  | RYANAIR                     | S                 | 149               | 0        | 25        | 49                         | 20               | 17          | 9                      | 3                      | 2                       | 39                         | 68                       | 24                         | 164                     |  |
| <b>TOTAL DUBLIN</b>                     |                             |                   | <b>149</b>        | <b>2</b> | <b>25</b> | <b>49</b>                  | <b>20</b>        | <b>17</b>   | <b>9</b>               | <b>3</b>               | <b>2</b>                | <b>39</b>                  | <b>67</b>                | <b>24</b>                  | <b>165</b>              |  |
| GALWAY                                  | AER ARANN                   | S                 | 100               | 0        | 10        | 48                         | 14               | 18          | 18                     | 2                      | 0                       | 40                         | 63                       | 27                         | 98                      |  |
| <b>TOTAL GALWAY</b>                     |                             |                   | <b>100</b>        | <b>0</b> | <b>10</b> | <b>48</b>                  | <b>14</b>        | <b>18</b>   | <b>18</b>              | <b>2</b>               | <b>0</b>                | <b>40</b>                  | <b>63</b>                | <b>27</b>                  | <b>98</b>               |  |
| IRELAND WEST AIRPORT KNOCK              | RYANAIR                     | S                 | 53                | 0        | 5         | 36                         | 17               | 25          | 19                     | 2                      | 2                       | 49                         | 64                       | 21                         | 56                      |  |
| <b>TOTAL IRELAND WEST AIRPORT KNOCK</b> |                             |                   | <b>53</b>         | <b>0</b> | <b>5</b>  | <b>36</b>                  | <b>17</b>        | <b>25</b>   | <b>19</b>              | <b>2</b>               | <b>2</b>                | <b>49</b>                  | <b>64</b>                | <b>21</b>                  | <b>56</b>               |  |
| KERRY COUNTY                            | RYANAIR                     | S                 | 55                | 0        | 3         | 45                         | 16               | 15          | 20                     | 4                      | 0                       | 39                         | 73                       | 14                         | 56                      |  |
| <b>TOTAL KERRY COUNTY</b>               |                             |                   | <b>55</b>         | <b>0</b> | <b>3</b>  | <b>45</b>                  | <b>16</b>        | <b>15</b>   | <b>20</b>              | <b>4</b>               | <b>0</b>                | <b>39</b>                  | <b>73</b>                | <b>14</b>                  | <b>56</b>               |  |
| WATERFORD                               | AER ARANN                   | S                 | 88                | 0        | 7         | 45                         | 11               | 11          | 19                     | 13                     | 0                       | 62                         | 69                       | 25                         | 112                     |  |
| <b>TOTAL WATERFORD</b>                  |                             |                   | <b>88</b>         | <b>0</b> | <b>7</b>  | <b>45</b>                  | <b>11</b>        | <b>11</b>   | <b>19</b>              | <b>13</b>              | <b>0</b>                | <b>62</b>                  | <b>69</b>                | <b>25</b>                  | <b>112</b>              |  |
| <b>TOTAL IRISH REPUBLIC</b>             |                             |                   | <b>445</b>        | <b>3</b> | <b>50</b> | <b>46</b>                  | <b>16</b>        | <b>17</b>   | <b>16</b>              | <b>4</b>               | <b>1</b>                | <b>45</b>                  | <b>67</b>                | <b>23</b>                  | <b>487</b>              |  |
| <b>ISRAEL</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| OVDA                                    | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 34                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL OVDA</b>                       |                             |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>75</b>   | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>53</b>                  | <b>100</b>               | <b>8</b>                   | <b>1</b>                |  |
| TEL AVIV                                | EASYJET AIRLINE COMPANY LTD | S                 | 60                | 0        | 0         | 33                         | 20               | 17          | 27                     | 3                      | 0                       | 47                         | 40                       | 37                         | 50                      |  |
|   | EL AL                       | S                 | 29                | 0        | 0         | 62                         | 14               | 14          | 7                      | 3                      | 0                       | 27                         | 61                       | 32                         | 51                      |  |
| <b>TOTAL TEL AVIV</b>                   |                             |                   | <b>89</b>         | <b>3</b> | <b>0</b>  | <b>43</b>                  | <b>18</b>        | <b>16</b>   | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>40</b>                  | <b>50</b>                | <b>34</b>                  | <b>101</b>              |  |
| <b>TOTAL ISRAEL</b>                     |                             |                   | <b>93</b>         | <b>4</b> | <b>0</b>  | <b>41</b>                  | <b>17</b>        | <b>18</b>   | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>41</b>                  | <b>50</b>                | <b>34</b>                  | <b>106</b>              |  |
| <b>ITALY</b>                            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| MILAN (MALPENSA)                        | EASYJET AIRLINE COMPANY LTD | S                 | 95                | 0        | 0         | 38                         | 18               | 8           | 31                     | 5                      | 0                       | 51                         | 78                       | 13                         | 83                      |  |
| <b>TOTAL MILAN (MALPENSA)</b>           |                             |                   | <b>95</b>         | <b>3</b> | <b>0</b>  | <b>38</b>                  | <b>18</b>        | <b>8</b>    | <b>31</b>              | <b>5</b>               | <b>0</b>                | <b>51</b>                  | <b>78</b>                | <b>13</b>                  | <b>83</b>               |  |
| <b>TOTAL ITALY</b>                      |                             |                   | <b>95</b>         | <b>9</b> | <b>0</b>  | <b>38</b>                  | <b>18</b>        | <b>8</b>    | <b>31</b>              | <b>5</b>               | <b>0</b>                | <b>51</b>                  | <b>68</b>                | <b>19</b>                  | <b>167</b>              |  |
| <b>LATVIA</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| RIGA                                    | WIZZ AIR                    | S                 | 21                | 0        | 3         | 24                         | 19               | 19          | 38                     | 0                      | 0                       | 50                         | 0                        | 0                          | 0                       |  |
| <b>TOTAL RIGA</b>                       |                             |                   | <b>21</b>         | <b>0</b> | <b>3</b>  | <b>24</b>                  | <b>19</b>        | <b>19</b>   | <b>38</b>              | <b>0</b>               | <b>0</b>                | <b>50</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |  |
| <b>TOTAL LATVIA</b>                     |                             |                   | <b>21</b>         | <b>0</b> | <b>3</b>  | <b>24</b>                  | <b>19</b>        | <b>19</b>   | <b>38</b>              | <b>0</b>               | <b>0</b>                | <b>50</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |  |
| <b>LITHUANIA</b>                        |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |  |
| KAUNAS                                  | RYANAIR                     | S                 | 28                | 0        | 2         | 71                         | 18               | 4           | 7                      | 0                      | 0                       | 17                         | 70                       | 14                         | 33                      |  |
| <b>TOTAL KAUNAS</b>                     |                             |                   | <b>28</b>         | <b>0</b> | <b>2</b>  | <b>71</b>                  | <b>18</b>        | <b>4</b>    | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>70</b>                | <b>14</b>                  | <b>33</b>               |  |
| <b>TOTAL LITHUANIA</b>                  |                             |                   | <b>28</b>         | <b>0</b> | <b>2</b>  | <b>71</b>                  | <b>18</b>        | <b>4</b>    | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>70</b>                | <b>14</b>                  | <b>33</b>               |  |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>MALTA</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALTA                              | RYANAIR                     | S                 | 23                | 0        | 1         | 65                         | 17               | 17          | 0                      | 0                      | 0                       | 14                         | 79                       | 9                          | 33                      |
| TOTAL MALTA                        |                             |                   | 23                | 0        | 1         | 65                         | 17               | 17          | 0                      | 0                      | 0                       | 14                         | 79                       | 9                          | 33                      |
| TOTAL MALTA                        |                             |                   | 23                | 0        | 1         | 65                         | 17               | 17          | 0                      | 0                      | 0                       | 14                         | 79                       | 9                          | 33                      |
| <b>MOROCCO</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MARRAKESH                          | RYANAIR                     | S                 | 28                | 0        | 3         | 57                         | 14               | 14          | 14                     | 0                      | 0                       | 26                         | 69                       | 30                         | 32                      |
| TOTAL MARRAKESH                    |                             |                   | 28                | 1        | 3         | 57                         | 14               | 14          | 14                     | 0                      | 0                       | 26                         | 69                       | 30                         | 32                      |
| TOTAL MOROCCO                      |                             |                   | 28                | 1        | 3         | 57                         | 14               | 14          | 14                     | 0                      | 0                       | 26                         | 69                       | 30                         | 32                      |
| <b>NETHERLANDS</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                          | EASYJET AIRLINE COMPANY LTD | S                 | 171               | 0        | 4         | 37                         | 16               | 22          | 22                     | 4                      | 0                       | 46                         | 75                       | 24                         | 143                     |
|                                    | KLM CITYHOPPER              | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 5                          | 0                        | 0                          | 0                       |
| TOTAL AMSTERDAM                    |                             |                   | 173               | 1        | 4         | 38                         | 16               | 21          | 21                     | 4                      | 0                       | 46                         | 75                       | 24                         | 143                     |
| TOTAL NETHERLANDS                  |                             |                   | 173               | 1        | 4         | 38                         | 16               | 21          | 21                     | 4                      | 0                       | 46                         | 75                       | 24                         | 143                     |
| <b>POLAND</b>                      |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GDANSK                             | WIZZ AIR                    | S                 | 100               | 0        | 2         | 42                         | 17               | 16          | 20                     | 4                      | 1                       | 52                         | 60                       | 29                         | 98                      |
| TOTAL GDANSK                       |                             |                   | 100               | 0        | 2         | 42                         | 17               | 16          | 20                     | 4                      | 1                       | 52                         | 60                       | 29                         | 98                      |
| KATOWICE                           | WIZZ AIR                    | S                 | 113               | 1        | 6         | 29                         | 14               | 24          | 26                     | 7                      | 0                       | 63                         | 62                       | 53                         | 103                     |
| TOTAL KATOWICE                     |                             |                   | 113               | 1        | 6         | 29                         | 14               | 24          | 26                     | 7                      | 0                       | 63                         | 62                       | 53                         | 103                     |
| POZNAN                             | WIZZ AIR                    | S                 | 56                | 0        | 2         | 46                         | 14               | 18          | 16                     | 5                      | 0                       | 39                         | 78                       | 10                         | 54                      |
| TOTAL POZNAN                       |                             |                   | 56                | 0        | 2         | 46                         | 14               | 18          | 16                     | 5                      | 0                       | 39                         | 78                       | 10                         | 54                      |
| RZESZOW                            | RYANAIR                     | S                 | 20                | 0        | 2         | 50                         | 20               | 15          | 15                     | 0                      | 0                       | 32                         | 56                       | 19                         | 18                      |
| TOTAL RZESZOW                      |                             |                   | 20                | 0        | 2         | 50                         | 20               | 15          | 15                     | 0                      | 0                       | 32                         | 56                       | 19                         | 18                      |
| WARSAW                             | WIZZ AIR                    | S                 | 144               | 0        | 6         | 35                         | 19               | 16          | 25                     | 4                      | 0                       | 49                         | 61                       | 46                         | 137                     |
| TOTAL WARSAW                       |                             |                   | 144               | 0        | 6         | 35                         | 19               | 16          | 25                     | 4                      | 0                       | 49                         | 61                       | 46                         | 137                     |
| WROCLAW                            | WIZZ AIR                    | S                 | 37                | 0        | 2         | 30                         | 22               | 32          | 11                     | 3                      | 3                       | 49                         | 70                       | 19                         | 30                      |
| TOTAL WROCLAW                      |                             |                   | 37                | 0        | 2         | 30                         | 22               | 32          | 11                     | 3                      | 3                       | 49                         | 70                       | 19                         | 30                      |
| TOTAL POLAND                       |                             |                   | 470               | 1        | 20        | 37                         | 17               | 19          | 21                     | 5                      | 0                       | 51                         | 64                       | 36                         | 497                     |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                               | EASYJET AIRLINE COMPANY LTD | S                 | 37                | 1        | 2         | 43                         | 35               | 8           | 8                      | 5                      | 0                       | 32                         | 66                       | 43                         | 44                      |
| TOTAL FARO                         |                             |                   | 37                | 1        | 2         | 43                         | 35               | 8           | 8                      | 5                      | 0                       | 32                         | 66                       | 43                         | 44                      |
| LISBON                             | EASYJET AIRLINE COMPANY LTD | S                 | 58                | 0        | 4         | 33                         | 29               | 12          | 16                     | 9                      | 2                       | 56                         | 53                       | 37                         | 55                      |
| TOTAL LISBON                       |                             |                   | 58                | 0        | 4         | 33                         | 29               | 12          | 16                     | 9                      | 2                       | 56                         | 53                       | 37                         | 55                      |
| TOTAL PORTUGAL(EXCLUDING MADEIRA)  |                             |                   | 95                | 5        | 6         | 37                         | 32               | 11          | 13                     | 7                      | 1                       | 47                         | 59                       | 39                         | 99                      |
| <b>REPUBLIC OF SERBIA</b>          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BELGRADE                           | CSA CZECH AIRLINES          | C                 | 2                 | 0        | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 85                         | 0                        | 0                          | 0                       |
|                                    | WIZZ AIR                    | S                 | 28                | 0        | 2         | 39                         | 18               | 21          | 21                     | 0                      | 0                       | 33                         | 0                        | 0                          | 0                       |
| TOTAL BELGRADE                     |                             |                   | 30                | 0        | 2         | 37                         | 17               | 23          | 23                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

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Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION      | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                           |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                           |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL REPUBLIC OF SERBIA  |                             |                   | 30                | 0          | 2        | 37                         | 17               | 23          | 23                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| ROMANIA                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BACAU                     | BLUE AIR TRANSPORT AERIAN   | S                 | 22                | 1          | 0        | 14                         | 27               | 32          | 18                     | 0                      | 9                       | 76                         | 8                        | 130                        | 13                      |
| TOTAL BACAU               |                             |                   | 22                | 1          | 0        | 14                         | 27               | 32          | 18                     | 0                      | 9                       | 76                         | 8                        | 130                        | 13                      |
| BUCHAREST (BANEASA)       | BLUE AIR TRANSPORT AERIAN   | S                 | 45                | 3          | 0        | 9                          | 9                | 27          | 44                     | 7                      | 4                       | 97                         | 0                        | 0                          | 0                       |
|                           | WIZZ AIR                    | S                 | 100               | 0          | 2        | 59                         | 13               | 15          | 12                     | 1                      | 0                       | 23                         | 57                       | 39                         | 58                      |
| TOTAL BUCHAREST (BANEASA) |                             |                   | 145               | 3          | 2        | 43                         | 12               | 19          | 22                     | 3                      | 1                       | 46                         | 57                       | 39                         | 58                      |
| CLUJ NAPOCA               | WIZZ AIR                    | S                 | 48                | 0          | 2        | 42                         | 19               | 17          | 21                     | 2                      | 0                       | 43                         | 45                       | 37                         | 40                      |
| TOTAL CLUJ NAPOCA         |                             |                   | 48                | 0          | 2        | 42                         | 19               | 17          | 21                     | 2                      | 0                       | 43                         | 45                       | 37                         | 40                      |
| TIMISOARA                 | WIZZ AIR                    | S                 | 24                | 0          | 0        | 63                         | 17               | 13          | 8                      | 0                      | 0                       | 20                         | 63                       | 22                         | 30                      |
| TOTAL TIMISOARA           |                             |                   | 24                | 0          | 0        | 63                         | 17               | 13          | 8                      | 0                      | 0                       | 20                         | 63                       | 22                         | 30                      |
| TOTAL ROMANIA             |                             |                   | 239               | 4          | 4        | 42                         | 15               | 19          | 20                     | 2                      | 2                       | 45                         | 50                       | 43                         | 141                     |
| SLOVAK REPUBLIC           |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRATISLAVA                | RYANAIR                     | S                 | 61                | 0          | 3        | 30                         | 28               | 25          | 18                     | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
| TOTAL BRATISLAVA          |                             |                   | 61                | 0          | 3        | 30                         | 28               | 25          | 18                     | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
| TOTAL SLOVAK REPUBLIC     |                             |                   | 61                | 0          | 3        | 30                         | 28               | 25          | 18                     | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
| SPAIN                     |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                  | MONARCH AIRLINES            | S                 | 22                | 0          | 3        | 41                         | 18               | 18          | 23                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| TOTAL ALICANTE            |                             |                   | 22                | 0          | 3        | 41                         | 18               | 18          | 23                     | 0                      | 0                       | 36                         | 68                       | 21                         | 25                      |
| BARCELONA                 | EASYJET AIRLINE COMPANY LTD | S                 | 110               | 0          | 5        | 52                         | 14               | 16          | 15                     | 4                      | 0                       | 35                         | 59                       | 22                         | 101                     |
| TOTAL BARCELONA           |                             |                   | 110               | 0          | 5        | 52                         | 14               | 16          | 15                     | 4                      | 0                       | 35                         | 59                       | 22                         | 101                     |
| GERONA                    | RYANAIR                     | S                 | 20                | 0          | 6        | 55                         | 5                | 25          | 15                     | 0                      | 0                       | 26                         | 69                       | 18                         | 29                      |
| TOTAL GERONA              |                             |                   | 20                | 0          | 6        | 55                         | 5                | 25          | 15                     | 0                      | 0                       | 26                         | 69                       | 18                         | 29                      |
| MADRID                    | EASYJET AIRLINE COMPANY LTD | S                 | 143               | 1          | 7        | 41                         | 24               | 17          | 15                     | 3                      | 0                       | 36                         | 61                       | 31                         | 132                     |
| TOTAL MADRID              |                             |                   | 143               | 4          | 7        | 41                         | 24               | 17          | 15                     | 3                      | 0                       | 36                         | 61                       | 31                         | 132                     |
| MAHON                     | MONARCH AIRLINES            | S                 | 13                | 0          | 1        | 62                         | 8                | 8           | 8                      | 15                     | 0                       | 47                         | 50                       | 22                         | 10                      |
| TOTAL MAHON               |                             |                   | 13                | 0          | 1        | 62                         | 8                | 8           | 8                      | 15                     | 0                       | 47                         | 50                       | 22                         | 10                      |
| MALAGA                    | EASYJET AIRLINE COMPANY LTD | S                 | 49                | 0          | 2        | 27                         | 37               | 20          | 10                     | 6                      | 0                       | 46                         | 63                       | 18                         | 30                      |
|                           | MONARCH AIRLINES            | S                 | 33                | 0          | 1        | 52                         | 6                | 15          | 21                     | 6                      | 0                       | 59                         | 49                       | 49                         | 39                      |
| TOTAL MALAGA              |                             |                   | 82                | 3          | 3        | 37                         | 24               | 18          | 15                     | 6                      | 0                       | 51                         | 56                       | 35                         | 72                      |
| TOTAL SPAIN               |                             |                   | 391               | 10         | 25       | 45                         | 20               | 17          | 15                     | 4                      | 0                       | 39                         | 60                       | 27                         | 399                     |
| SPAIN(CANARY ISLANDS)     |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                  | MONARCH AIRLINES            | S                 | 17                | 1          | 5        | 29                         | 12               | 29          | 29                     | 0                      | 0                       | 48                         | 56                       | 37                         | 16                      |
|                           | RYANAIR                     | S                 | 18                | 0          | 0        | 50                         | 6                | 17          | 17                     | 11                     | 0                       | 56                         | 59                       | 33                         | 17                      |
|                           | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0        | 50                         | 0                | 0           | 25                     | 25                     | 0                       | 114                        | 13                       | 45                         | 8                       |
| TOTAL ARRECIFE            |                             |                   | 44                | 1          | 5        | 41                         | 7                | 18          | 25                     | 9                      | 0                       | 63                         | 49                       | 37                         | 41                      |
| FUERTEVENTURA             | MONARCH AIRLINES            | S                 | 3                 | 0          | 0        | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 35                         | 67                       | 44                         | 6                       |
|                           | RYANAIR                     | S                 | 18                | 0          | 0        | 33                         | 11               | 50          | 6                      | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION                    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |                | PERCENTAGE OF FLIGHTS LATE |             |                        |                        |                         |                            |                          | DEC 2009                   |                         |          |
|---|-----------------------------|-------------------|-------------------|------------|----------------|----------------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|   |                             |                   | UNMATCHED         |            | Early<br>to 15 | 16 to<br>30 mins           | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|   |                             |                   | MATCHED           | Actual (7) |                |                            |             |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| <b>TOTAL FUERTEVENTURA</b>              |                             |                   | <b>21</b>         | <b>0</b>   | <b>0</b>       | <b>38</b>                  | <b>10</b>   | <b>43</b>              | <b>10</b>              | <b>0</b>                | <b>0</b>                   | <b>30</b>                | <b>56</b>                  | <b>39</b>               | 9        |
| LAS PALMAS                              | RYANAIR                     | S                 | 16                | 1          | 2              | 31                         | 38          | 0                      | 25                     | 6                       | 0                          | 59                       | 55                         | 23                      | 11       |
|   | THOMSON AIRWAYS LTD         | C                 | 7                 | 0          | 0              | 71                         | 0           | 0                      | 14                     | 14                      | 0                          | 52                       | 43                         | 16                      | 7        |
| <b>TOTAL LAS PALMAS</b>                 |                             |                   | <b>23</b>         | <b>1</b>   | <b>2</b>       | <b>43</b>                  | <b>26</b>   | <b>0</b>               | <b>22</b>              | <b>9</b>                | <b>0</b>                   | <b>57</b>                | <b>50</b>                  | <b>20</b>               | 18       |
| TENERIFE (SURREINA SOFIA)               | MONARCH AIRLINES            | S                 | 56                | 1          | 5              | 43                         | 14          | 25                     | 18                     | 0                       | 0                          | 36                       | 38                         | 87                      | 45       |
|   | RYANAIR                     | S                 | 10                | 1          | 5              | 60                         | 0           | 10                     | 30                     | 0                       | 0                          | 38                       | 47                         | 48                      | 17       |
|   | THOMSON AIRWAYS LTD         | C                 | 20                | 0          | 0              | 45                         | 25          | 10                     | 10                     | 5                       | 5                          | 64                       | 76                         | 53                      | 17       |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b>  |                             |                   | <b>86</b>         | <b>2</b>   | <b>10</b>      | <b>45</b>                  | <b>15</b>   | <b>20</b>              | <b>17</b>              | <b>1</b>                | <b>1</b>                   | <b>43</b>                | <b>48</b>                  | <b>71</b>               | 79       |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>      |                             |                   | <b>174</b>        | <b>4</b>   | <b>17</b>      | <b>43</b>                  | <b>14</b>   | <b>20</b>              | <b>19</b>              | <b>4</b>                | <b>1</b>                   | <b>48</b>                | <b>49</b>                  | <b>53</b>               | 147      |
| <b>SWITZERLAND</b>                      |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| GENEVA                                  | EASYJET AIRLINE COMPANY LTD | S                 | 170               | 0          | 31             | 43                         | 18          | 14                     | 14                     | 11                      | 1                          | 53                       | 68                         | 22                      | 225      |
| <b>TOTAL GENEVA</b>                     |                             |                   | <b>170</b>        | <b>13</b>  | <b>31</b>      | <b>43</b>                  | <b>18</b>   | <b>14</b>              | <b>14</b>              | <b>11</b>               | <b>1</b>                   | <b>53</b>                | <b>68</b>                  | <b>22</b>               | 225      |
| ZURICH                                  | EASYJET AIRLINE COMPANY LTD | S                 | 89                | 0          | 3              | 35                         | 22          | 22                     | 19                     | 1                       | 0                          | 40                       | 74                         | 22                      | 92       |
| <b>TOTAL ZURICH</b>                     |                             |                   | <b>89</b>         | <b>4</b>   | <b>3</b>       | <b>35</b>                  | <b>22</b>   | <b>22</b>              | <b>19</b>              | <b>1</b>                | <b>0</b>                   | <b>40</b>                | <b>74</b>                  | <b>22</b>               | 92       |
| <b>TOTAL SWITZERLAND</b>                |                             |                   | <b>259</b>        | <b>18</b>  | <b>34</b>      | <b>40</b>                  | <b>20</b>   | <b>17</b>              | <b>15</b>              | <b>7</b>                | <b>0</b>                   | <b>49</b>                | <b>69</b>                  | <b>22</b>               | 317      |
| <b>TURKEY</b>                           |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| ISTANBUL (SABIHA GOKCEN)                | EASYJET AIRLINE COMPANY LTD | S                 | 34                | 0          | 2              | 26                         | 26          | 26                     | 18                     | 3                       | 0                          | 51                       | 60                         | 23                      | 47       |
| <b>TOTAL ISTANBUL (SABIHA GOKCEN)</b>   |                             |                   | <b>34</b>         | <b>0</b>   | <b>2</b>       | <b>26</b>                  | <b>26</b>   | <b>26</b>              | <b>18</b>              | <b>3</b>                | <b>0</b>                   | <b>51</b>                | <b>60</b>                  | <b>23</b>               | 47       |
| <b>TOTAL TURKEY</b>                     |                             |                   | <b>34</b>         | <b>0</b>   | <b>2</b>       | <b>26</b>                  | <b>26</b>   | <b>26</b>              | <b>18</b>              | <b>3</b>                | <b>0</b>                   | <b>51</b>                | <b>60</b>                  | <b>23</b>               | 47       |
| <b>UKRAINE</b>                          |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| KIEV (BORISPOL)                         | WIZZ AIR                    | S                 | 24                | 0          | 0              | 21                         | 8           | 17                     | 42                     | 13                      | 0                          | 91                       | 0                          | 0                       | 0        |
| <b>TOTAL KIEV (BORISPOL)</b>            |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b>       | <b>21</b>                  | <b>8</b>    | <b>17</b>              | <b>42</b>              | <b>13</b>               | <b>0</b>                   | <b>91</b>                | <b>41</b>                  | <b>70</b>               | 17       |
| <b>TOTAL UKRAINE</b>                    |                             |                   | <b>24</b>         | <b>1</b>   | <b>0</b>       | <b>21</b>                  | <b>8</b>    | <b>17</b>              | <b>42</b>              | <b>13</b>               | <b>0</b>                   | <b>91</b>                | <b>41</b>                  | <b>70</b>               | 17       |
| <b>UNITED KINGDOM</b>                   |                             |                   |                   |            |                |                            |             |                        |                        |                         |                            |                          |                            |                         |          |
| ABERDEEN                                | EASYJET AIRLINE COMPANY LTD | S                 | 98                | 0          | 6              | 41                         | 17          | 19                     | 17                     | 5                       | 0                          | 42                       | 61                         | 34                      | 54       |
| <b>TOTAL ABERDEEN</b>                   |                             |                   | <b>98</b>         | <b>0</b>   | <b>6</b>       | <b>41</b>                  | <b>17</b>   | <b>19</b>              | <b>17</b>              | <b>5</b>                | <b>0</b>                   | <b>42</b>                | <b>61</b>                  | <b>34</b>               | 54       |
| BELFAST CITY (GEORGE BEST)              | EASYJET AIRLINE COMPANY LTD | S                 | 145               | 0          | 10             | 48                         | 18          | 15                     | 17                     | 2                       | 0                          | 33                       | 0                          | 0                       | 0        |
| <b>TOTAL BELFAST CITY (GEORGE BEST)</b> |                             |                   | <b>145</b>        | <b>0</b>   | <b>10</b>      | <b>48</b>                  | <b>18</b>   | <b>15</b>              | <b>17</b>              | <b>2</b>                | <b>0</b>                   | <b>33</b>                | <b>0</b>                   | <b>0</b>                | 0        |
| EDINBURGH                               | EASYJET AIRLINE COMPANY LTD | S                 | 143               | 0          | 17             | 52                         | 13          | 13                     | 16                     | 6                       | 0                          | 43                       | 73                         | 20                      | 178      |
| <b>TOTAL EDINBURGH</b>                  |                             |                   | <b>143</b>        | <b>0</b>   | <b>17</b>      | <b>52</b>                  | <b>13</b>   | <b>13</b>              | <b>16</b>              | <b>6</b>                | <b>0</b>                   | <b>43</b>                | <b>73</b>                  | <b>20</b>               | 178      |
| GLASGOW                                 | EASYJET AIRLINE COMPANY LTD | S                 | 198               | 0          | 8              | 52                         | 16          | 13                     | 15                     | 4                       | 1                          | 40                       | 71                         | 22                      | 225      |
| <b>TOTAL GLASGOW</b>                    |                             |                   | <b>198</b>        | <b>0</b>   | <b>8</b>       | <b>52</b>                  | <b>16</b>   | <b>13</b>              | <b>15</b>              | <b>4</b>                | <b>1</b>                   | <b>40</b>                | <b>71</b>                  | <b>22</b>               | 225      |
| INVERNESS                               | EASYJET AIRLINE COMPANY LTD | S                 | 58                | 0          | 2              | 40                         | 12          | 26                     | 16                     | 7                       | 0                          | 48                       | 71                         | 36                      | 51       |
| <b>TOTAL INVERNESS</b>                  |                             |                   | <b>58</b>         | <b>1</b>   | <b>2</b>       | <b>40</b>                  | <b>12</b>   | <b>26</b>              | <b>16</b>              | <b>7</b>                | <b>0</b>                   | <b>48</b>                | <b>71</b>                  | <b>36</b>               | 51       |
| ISLE OF MAN                             | FLYBE LTD                   | S                 | 45                | 0          | 4              | 53                         | 27          | 7                      | 11                     | 2                       | 0                          | 29                       | 70                         | 30                      | 50       |
| <b>TOTAL ISLE OF MAN</b>                |                             |                   | <b>45</b>         | <b>1</b>   | <b>4</b>       | <b>53</b>                  | <b>27</b>   | <b>7</b>               | <b>11</b>              | <b>2</b>                | <b>0</b>                   | <b>29</b>                | <b>70</b>                  | <b>30</b>               | 50       |
| JERSEY                                  | FLYBE LTD                   | S                 | 24                | 0          | 6              | 50                         | 25          | 8                      | 17                     | 0                       | 0                          | 28                       | 79                         | 24                      | 28       |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: LUTON (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL JERSEY         |                             |                   | 24                | 0          | 6        | 50                         | 25               | 8           | 17                     | 0                      | 0                       | 28                         | 79                       | 24                         | 28                      |
| MANCHESTER           | THOMSON AIRWAYS LTD         | C                 | 2                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL MANCHESTER     |                             |                   | 3                 | 4          | 1        | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
| STANSTED             | EASYJET AIRLINE COMPANY LTD | S                 | 4                 | 0          | 0        | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 130                        | 0                        | 0                          | 0                       |
| TOTAL STANSTED       |                             |                   | 4                 | 0          | 0        | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 130                        | 0                        | 0                          | 0                       |
| TOTAL UNITED KINGDOM |                             |                   | 719               | 8          | 55       | 48                         | 17               | 15          | 16                     | 4                      | 0                       | 39                         | 71                       | 23                         | 806                     |
| TOTAL LUTON          |                             |                   | 4567              | 168        | 302      | 41                         | 18               | 18          | 18                     | 5                      | 1                       | 46                         | 64                       | 28                         | 4599                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                         |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                         |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>INNSBRUCK</b>        | FLYBE LTD                   | C                 | 5                 | 0        | 0         | 80                         | 20               | 0           | 0                      | 0                      | 0                       | 9                          | 67                       | 72                         | 3                       |
|                         | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0        | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 28                         | 33                       | 22                         | 3                       |
|                         | THOMSON AIRWAYS LTD         | C                 | 9                 | 0        | 0         | 67                         | 11               | 0           | 0                      | 0                      | 22                      | 103                        | 33                       | 49                         | 6                       |
| <b>TOTAL INNSBRUCK</b>  |                             |                   | <b>17</b>         | <b>0</b> | <b>0</b>  | <b>65</b>                  | <b>18</b>        | <b>6</b>    | <b>0</b>               | <b>0</b>               | <b>12</b>               | <b>62</b>                  | <b>42</b>                | <b>48</b>                  | <b>12</b>               |
| <b>SALZBURG</b>         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
|                         | FLYBE LTD                   | C                 | 3                 | 0        | 0         | 67                         | 0                | 33          | 0                      | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
|                         | JET2.COM LTD                | S                 | 4                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
|                         | JET2.COM LTD                | C                 | 4                 | 0        | 0         | 25                         | 25               | 50          | 0                      | 0                      | 0                       | 33                         | 0                        | 0                          | 0                       |
|                         | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0        | 0         | 33                         | 67               | 0           | 0                      | 0                      | 0                       | 16                         | 100                      | 4                          | 3                       |
|                         | THOMSON AIRWAYS LTD         | C                 | 7                 | 0        | 0         | 43                         | 14               | 43          | 0                      | 0                      | 0                       | 24                         | 50                       | 33                         | 6                       |
| <b>TOTAL SALZBURG</b>   |                             |                   | <b>22</b>         | <b>0</b> | <b>0</b>  | <b>41</b>                  | <b>18</b>        | <b>36</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>54</b>                | <b>24</b>                  | <b>13</b>               |
| <b>TOTAL AUSTRIA</b>    |                             |                   | <b>39</b>         | <b>0</b> | <b>0</b>  | <b>51</b>                  | <b>18</b>        | <b>23</b>   | <b>3</b>               | <b>0</b>               | <b>5</b>                | <b>42</b>                  | <b>48</b>                | <b>36</b>                  | <b>25</b>               |
| <b>BARBADOS</b>         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>BRIDGETOWN</b>       | THOMAS COOK AIRLINES LTD    | C                 | 20                | 0        | 0         | 25                         | 15               | 20          | 30                     | 5                      | 5                       | 95                         | 65                       | 28                         | 20                      |
|                         | THOMSON AIRWAYS LTD         | C                 | 24                | 2        | 0         | 21                         | 13               | 8           | 29                     | 13                     | 17                      | 184                        | 29                       | 29                         | 21                      |
|                         | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 8                 | 0        | 0         | 63                         | 25               | 0           | 13                     | 0                      | 0                       | 18                         | 13                       | 114                        | 8                       |
| <b>TOTAL BRIDGETOWN</b> |                             |                   | <b>52</b>         | <b>2</b> | <b>0</b>  | <b>29</b>                  | <b>15</b>        | <b>12</b>   | <b>27</b>              | <b>8</b>               | <b>10</b>               | <b>124</b>                 | <b>41</b>                | <b>43</b>                  | <b>49</b>               |
| <b>TOTAL BARBADOS</b>   |                             |                   | <b>52</b>         | <b>2</b> | <b>0</b>  | <b>29</b>                  | <b>15</b>        | <b>12</b>   | <b>27</b>              | <b>8</b>               | <b>10</b>               | <b>124</b>                 | <b>41</b>                | <b>43</b>                  | <b>49</b>               |
| <b>BELGIUM</b>          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ANTWERP</b>          | VLM (BELGIUM)               | S                 | 78                | 0        | 0         | 65                         | 9                | 6           | 15                     | 1                      | 3                       | 35                         | 80                       | 14                         | 74                      |
| <b>TOTAL ANTWERP</b>    |                             |                   | <b>78</b>         | <b>0</b> | <b>0</b>  | <b>65</b>                  | <b>9</b>         | <b>6</b>    | <b>15</b>              | <b>1</b>               | <b>3</b>                | <b>35</b>                  | <b>79</b>                | <b>14</b>                  | <b>75</b>               |
| <b>BRUSSELS</b>         | BRUSSELS AIRLINES           | S                 | 176               | 0        | 6         | 42                         | 16               | 16          | 22                     | 4                      | 0                       | 43                         | 75                       | 19                         | 157                     |
|                         | FLYBE LTD                   | S                 | 76                | 0        | 3         | 21                         | 16               | 30          | 21                     | 9                      | 3                       | 74                         | 79                       | 17                         | 71                      |
| <b>TOTAL BRUSSELS</b>   |                             |                   | <b>252</b>        | <b>0</b> | <b>9</b>  | <b>36</b>                  | <b>16</b>        | <b>20</b>   | <b>21</b>              | <b>6</b>               | <b>1</b>                | <b>53</b>                  | <b>76</b>                | <b>18</b>                  | <b>229</b>              |
| <b>TOTAL BELGIUM</b>    |                             |                   | <b>330</b>        | <b>0</b> | <b>9</b>  | <b>43</b>                  | <b>15</b>        | <b>17</b>   | <b>20</b>              | <b>5</b>               | <b>1</b>                | <b>48</b>                  | <b>77</b>                | <b>17</b>                  | <b>304</b>              |
| <b>BULGARIA</b>         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>SOFIA</b>            | EASYJET AIRLINE COMPANY LTD | S                 | 22                | 0        | 0         | 55                         | 14               | 9           | 23                     | 0                      | 0                       | 29                         | 64                       | 19                         | 28                      |
|                         | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0        | 0         | 33                         | 33               | 0           | 33                     | 0                      | 0                       | 59                         | 33                       | 19                         | 3                       |
| <b>TOTAL SOFIA</b>      |                             |                   | <b>27</b>         | <b>0</b> | <b>0</b>  | <b>48</b>                  | <b>15</b>        | <b>11</b>   | <b>26</b>              | <b>0</b>               | <b>0</b>                | <b>37</b>                  | <b>53</b>                | <b>26</b>                  | <b>38</b>               |
| <b>TOTAL BULGARIA</b>   |                             |                   | <b>27</b>         | <b>0</b> | <b>0</b>  | <b>48</b>                  | <b>15</b>        | <b>11</b>   | <b>26</b>              | <b>0</b>               | <b>0</b>                | <b>37</b>                  | <b>53</b>                | <b>26</b>                  | <b>38</b>               |
| <b>CANADA</b>           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>CALGARY</b>          | THOMAS COOK AIRLINES LTD    | S                 | 8                 | 0        | 0         | 50                         | 0                | 25          | 25                     | 0                      | 0                       | 51                         | 17                       | 138                        | 12                      |
| <b>TOTAL CALGARY</b>    |                             |                   | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>25</b>   | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>51</b>                  | <b>17</b>                | <b>138</b>                 | <b>12</b>               |
| <b>TORONTO</b>          | AIR TRANSAT                 | S                 | 8                 | 0        | 0         | 13                         | 13               | 38          | 25                     | 13                     | 0                       | 64                         | 100                      | 4                          | 4                       |
|                         | THOMAS COOK AIRLINES LTD    | S                 | 2                 | 0        | 0         | 0                          | 50               | 0           | 0                      | 50                     | 0                       | 135                        | 0                        | 173                        | 6                       |
| <b>TOTAL TORONTO</b>    |                             |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>10</b>                  | <b>20</b>        | <b>30</b>   | <b>20</b>              | <b>20</b>              | <b>0</b>                | <b>78</b>                  | <b>40</b>                | <b>105</b>                 | <b>10</b>               |
| <b>VANCOUVER</b>        | THOMAS COOK AIRLINES LTD    | S                 | 2                 | 0        | 0         | 0                          | 0                | 0           | 50                     | 50                     | 0                       | 211                        | 0                        | 45                         | 2                       |
| <b>TOTAL VANCOUVER</b>  |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>50</b>              | <b>50</b>              | <b>0</b>                | <b>211</b>                 | <b>0</b>                 | <b>45</b>                  | <b>2</b>                |
| <b>TOTAL CANADA</b>     |                             |                   | <b>20</b>         | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>10</b>        | <b>25</b>   | <b>25</b>              | <b>15</b>              | <b>0</b>                | <b>80</b>                  | <b>25</b>                | <b>116</b>                 | <b>24</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>CAPE VERDE ISLANDS</b>         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BOA VISTA (RABIL)                 | THOMSON AIRWAYS LTD         | S                 | 10                | 0        | 3         | 60                         | 10               | 30          | 0                      | 0                      | 0                       | 18                         | 38                       | 26                         | 8                       |
| <b>TOTAL BOA VISTA (RABIL)</b>    |                             |                   | <b>10</b>         | <b>0</b> | <b>3</b>  | <b>60</b>                  | <b>10</b>        | <b>30</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>38</b>                | <b>26</b>                  | <b>8</b>                |
| ILHA DO SAL C.VERDE               | THOMSON AIRWAYS LTD         | S                 | 10                | 0        | 0         | 40                         | 30               | 20          | 10                     | 0                      | 0                       | 28                         | 56                       | 17                         | 9                       |
| <b>TOTAL ILHA DO SAL C.VERDE</b>  |                             |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>40</b>                  | <b>30</b>        | <b>20</b>   | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>56</b>                | <b>17</b>                  | <b>9</b>                |
| <b>TOTAL CAPE VERDE ISLANDS</b>   |                             |                   | <b>20</b>         | <b>0</b> | <b>3</b>  | <b>50</b>                  | <b>20</b>        | <b>25</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>47</b>                | <b>21</b>                  | <b>17</b>               |
| <b>CUBA</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CUNAGUA (CAYO COCO)               | THOMAS COOK AIRLINES LTD    | C                 | 9                 | 0        | 0         | 11                         | 11               | 11          | 44                     | 0                      | 22                      | 144                        | 38                       | 145                        | 8                       |
| <b>TOTAL CUNAGUA (CAYO COCO)</b>  |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>11</b>                  | <b>11</b>        | <b>11</b>   | <b>44</b>              | <b>0</b>               | <b>22</b>               | <b>144</b>                 | <b>38</b>                | <b>145</b>                 | <b>8</b>                |
| HOLGUIN (FRANK PAIS)              | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0        | 0         | 75                         | 25               | 0           | 0                      | 0                      | 8                       | 75                         | 20                       | 4                          |                         |
| <b>TOTAL HOLGUIN (FRANK PAIS)</b> |                             |                   | <b>4</b>          | <b>2</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>8</b>                | <b>75</b>                  | <b>20</b>                | <b>4</b>                   |                         |
| VARADERO                          | THOMAS COOK AIRLINES LTD    | C                 | 5                 | 0        | 0         | 0                          | 20               | 0           | 40                     | 0                      | 40                      | 345                        | 50                       | 27                         | 4                       |
|                                   | THOMSON AIRWAYS LTD         | C                 | 10                | 0        | 0         | 20                         | 10               | 10          | 10                     | 0                      | 50                      | 331                        | 100                      | 3                          | 5                       |
| <b>TOTAL VARADERO</b>             |                             |                   | <b>15</b>         | <b>0</b> | <b>0</b>  | <b>13</b>                  | <b>13</b>        | <b>7</b>    | <b>20</b>              | <b>0</b>               | <b>47</b>               | <b>336</b>                 | <b>78</b>                | <b>13</b>                  | <b>9</b>                |
| <b>TOTAL CUBA</b>                 |                             |                   | <b>28</b>         | <b>2</b> | <b>0</b>  | <b>21</b>                  | <b>14</b>        | <b>7</b>    | <b>25</b>              | <b>0</b>               | <b>32</b>               | <b>227</b>                 | <b>62</b>                | <b>65</b>                  | <b>21</b>               |
| <b>CYPRUS</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LARNACA                           | CYPRUS AIRWAYS              | S                 | 34                | 0        | 0         | 41                         | 24               | 21          | 3                      | 12                     | 0                       | 43                         | 34                       | 55                         | 32                      |
|                                   | MONARCH AIRLINES            | S                 | 27                | 0        | 0         | 19                         | 11               | 19          | 44                     | 7                      | 0                       | 81                         | 36                       | 30                         | 25                      |
| <b>TOTAL LARNACA</b>              |                             |                   | <b>61</b>         | <b>0</b> | <b>0</b>  | <b>31</b>                  | <b>18</b>        | <b>20</b>   | <b>21</b>              | <b>10</b>              | <b>0</b>                | <b>60</b>                  | <b>34</b>                | <b>43</b>                  | <b>59</b>               |
| PAPHOS                            | EASYJET AIRLINE COMPANY LTD | S                 | 46                | 0        | 0         | 22                         | 26               | 28          | 20                     | 4                      | 0                       | 59                         | 65                       | 23                         | 48                      |
|                                   | THOMSON AIRWAYS LTD         | C                 | 18                | 0        | 0         | 39                         | 11               | 28          | 11                     | 0                      | 11                      | 125                        | 35                       | 46                         | 17                      |
| <b>TOTAL PAPHOS</b>               |                             |                   | <b>64</b>         | <b>0</b> | <b>0</b>  | <b>27</b>                  | <b>22</b>        | <b>28</b>   | <b>17</b>              | <b>3</b>               | <b>3</b>                | <b>78</b>                  | <b>52</b>                | <b>46</b>                  | <b>81</b>               |
| <b>TOTAL CYPRUS</b>               |                             |                   | <b>125</b>        | <b>0</b> | <b>0</b>  | <b>29</b>                  | <b>20</b>        | <b>24</b>   | <b>19</b>              | <b>6</b>               | <b>2</b>                | <b>69</b>                  | <b>44</b>                | <b>45</b>                  | <b>140</b>              |
| <b>CZECH REPUBLIC</b>             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                            | BMIBABY LTD                 | S                 | 42                | 0        | 0         | 50                         | 10               | 24          | 10                     | 5                      | 2                       | 42                         | 63                       | 19                         | 40                      |
|                                   | JET2.COM LTD                | S                 | 34                | 0        | 0         | 24                         | 26               | 21          | 18                     | 12                     | 0                       | 64                         | 0                        | 0                          | 0                       |
| <b>TOTAL PRAGUE</b>               |                             |                   | <b>76</b>         | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>17</b>        | <b>22</b>   | <b>13</b>              | <b>8</b>               | <b>1</b>                | <b>52</b>                  | <b>63</b>                | <b>19</b>                  | <b>40</b>               |
| <b>TOTAL CZECH REPUBLIC</b>       |                             |                   | <b>76</b>         | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>17</b>        | <b>22</b>   | <b>13</b>              | <b>8</b>               | <b>1</b>                | <b>52</b>                  | <b>63</b>                | <b>19</b>                  | <b>40</b>               |
| <b>DENMARK</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BILLUND                           | SUN AIR OF SCANDINAVIA      | S                 | 82                | 0        | 0         | 71                         | 9                | 9           | 10                     | 2                      | 0                       | 23                         | 74                       | 17                         | 76                      |
| <b>TOTAL BILLUND</b>              |                             |                   | <b>82</b>         | <b>0</b> | <b>0</b>  | <b>71</b>                  | <b>9</b>         | <b>9</b>    | <b>10</b>              | <b>2</b>               | <b>0</b>                | <b>23</b>                  | <b>74</b>                | <b>17</b>                  | <b>76</b>               |
| COPENHAGEN                        | EASYJET AIRLINE COMPANY LTD | S                 | 46                | 0        | 0         | 41                         | 4                | 2           | 43                     | 7                      | 2                       | 73                         | 66                       | 29                         | 29                      |
|                                   | JET2.COM LTD                | C                 | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 51                         | 0                        | 0                          | 0                       |
|                                   | SAS                         | S                 | 106               | 1        | 0         | 49                         | 20               | 14          | 17                     | 0                      | 0                       | 29                         | 74                       | 19                         | 103                     |
| <b>TOTAL COPENHAGEN</b>           |                             |                   | <b>154</b>        | <b>1</b> | <b>0</b>  | <b>47</b>                  | <b>15</b>        | <b>10</b>   | <b>25</b>              | <b>2</b>               | <b>1</b>                | <b>42</b>                  | <b>72</b>                | <b>21</b>                  | <b>132</b>              |
| <b>TOTAL DENMARK</b>              |                             |                   | <b>236</b>        | <b>1</b> | <b>0</b>  | <b>55</b>                  | <b>13</b>        | <b>10</b>   | <b>20</b>              | <b>2</b>               | <b>0</b>                | <b>36</b>                  | <b>73</b>                | <b>20</b>                  | <b>208</b>              |
| <b>DOMINICAN REPUBLIC</b>         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LA ROMANA                         | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 38                         | 0                | 13          | 38                     | 13                     | 0                       | 83                         | 29                       | 73                         | 7                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>TOTAL LA ROMANA</b>                |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b> | <b>38</b>                  | <b>0</b>         | <b>13</b>   | <b>38</b>              | <b>13</b>              | <b>0</b>                | <b>83</b>                  | <b>29</b>                | <b>73</b>                  | <b>7</b>                |
| <b>PUERTO PLATA</b>                   | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0        | 38                         | 0                | 13          | 25                     | 25                     | 0                       | 114                        | 50                       | 19                         | 8                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 9                 | 1          | 0        | 11                         | 11               | 0           | 22                     | 44                     | 11                      | 263                        | 60                       | 156                        | 10                      |
| <b>TOTAL PUERTO PLATA</b>             |                             |                   | <b>18</b>         | <b>1</b>   | <b>0</b> | <b>22</b>                  | <b>6</b>         | <b>6</b>    | <b>28</b>              | <b>33</b>              | <b>6</b>                | <b>191</b>                 | <b>56</b>                | <b>95</b>                  | <b>18</b>               |
| <b>PUNTA CANA</b>                     | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 0          | 0        | 33                         | 17               | 0           | 17                     | 17                     | 17                      | 247                        | 100                      | 1                          | 9                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0        | 22                         | 0                | 22          | 33                     | 0                      | 22                      | 235                        | 70                       | 127                        | 10                      |
| <b>TOTAL PUNTA CANA</b>               |                             |                   | <b>15</b>         | <b>0</b>   | <b>0</b> | <b>27</b>                  | <b>7</b>         | <b>13</b>   | <b>27</b>              | <b>7</b>               | <b>20</b>               | <b>240</b>                 | <b>84</b>                | <b>67</b>                  | <b>19</b>               |
| <b>TOTAL DOMINICAN REPUBLIC</b>       |                             |                   | <b>41</b>         | <b>1</b>   | <b>0</b> | <b>27</b>                  | <b>5</b>         | <b>10</b>   | <b>29</b>              | <b>20</b>              | <b>10</b>               | <b>188</b>                 | <b>64</b>                | <b>80</b>                  | <b>44</b>               |
| <b>EGYPT</b>                          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>HURGHADA</b>                       | JET2.COM LTD                | S                 | 9                 | 0          | 1        | 11                         | 11               | 56          | 0                      | 22                     | 0                       | 87                         | 0                        | 0                          | 0                       |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 19                | 0          | 0        | 32                         | 32               | 21          | 16                     | 0                      | 0                       | 32                         | 72                       | 14                         | 18                      |
|                                       | THOMSON AIRWAYS LTD         | S                 | 10                | 0          | 0        | 30                         | 40               | 20          | 10                     | 0                      | 0                       | 27                         | 75                       | 10                         | 8                       |
| <b>TOTAL HURGHADA</b>                 |                             |                   | <b>38</b>         | <b>0</b>   | <b>1</b> | <b>26</b>                  | <b>29</b>        | <b>29</b>   | <b>11</b>              | <b>5</b>               | <b>0</b>                | <b>44</b>                  | <b>65</b>                | <b>28</b>                  | <b>34</b>               |
| <b>LUXOR</b>                          | MONARCH AIRLINES            | C                 | 8                 | 0          | 0        | 0                          | 25               | 50          | 25                     | 0                      | 0                       | 46                         | 63                       | 48                         | 8                       |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 10                | 0          | 0        | 30                         | 10               | 30          | 20                     | 10                     | 0                       | 64                         | 100                      | 3                          | 9                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 10                | 0          | 0        | 30                         | 20               | 30          | 20                     | 0                      | 0                       | 29                         | 0                        | 0                          | 0                       |
| <b>TOTAL LUXOR</b>                    |                             |                   | <b>28</b>         | <b>0</b>   | <b>0</b> | <b>21</b>                  | <b>18</b>        | <b>36</b>   | <b>21</b>              | <b>4</b>               | <b>0</b>                | <b>46</b>                  | <b>81</b>                | <b>19</b>                  | <b>26</b>               |
| <b>MARSA ALAM</b>                     | THOMSON AIRWAYS LTD         | C                 | 10                | 0          | 0        | 80                         | 0                | 0           | 20                     | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| <b>TOTAL MARSA ALAM</b>               |                             |                   | <b>10</b>         | <b>0</b>   | <b>0</b> | <b>80</b>                  | <b>0</b>         | <b>0</b>    | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>50</b>                | <b>29</b>                  | <b>10</b>               |
| <b>SHARM EL SHEIKH (OPHIRA)</b>       | EASYJET AIRLINE COMPANY LTD | S                 | 33                | 1          | 1        | 39                         | 27               | 21          | 12                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
|                                       | JET2.COM LTD                | S                 | 10                | 1          | 0        | 50                         | 0                | 40          | 10                     | 0                      | 0                       | 31                         | 75                       | 10                         | 4                       |
|                                       | MONARCH AIRLINES            | C                 | 26                | 0          | 0        | 31                         | 12               | 15          | 38                     | 0                      | 4                       | 69                         | 42                       | 58                         | 26                      |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 24                | 0          | 0        | 29                         | 17               | 13          | 33                     | 0                      | 8                       | 88                         | 36                       | 70                         | 22                      |
|                                       | THOMSON AIRWAYS LTD         | S                 | 55                | 0          | 0        | 58                         | 9                | 16          | 7                      | 9                      | 0                       | 40                         | 51                       | 32                         | 57                      |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                             |                   | <b>148</b>        | <b>2</b>   | <b>1</b> | <b>44</b>                  | <b>14</b>        | <b>18</b>   | <b>18</b>              | <b>3</b>               | <b>2</b>                | <b>49</b>                  | <b>47</b>                | <b>46</b>                  | <b>113</b>              |
| <b>TABA</b>                           | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0        | 25                         | 13               | 38          | 25                     | 0                      | 0                       | 40                         | 0                        | 0                          | 0                       |
| <b>TOTAL TABA</b>                     |                             |                   | <b>8</b>          | <b>1</b>   | <b>0</b> | <b>25</b>                  | <b>13</b>        | <b>38</b>   | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>40</b>                  | <b>90</b>                | <b>4</b>                   | <b>10</b>               |
| <b>TOTAL EGYPT</b>                    |                             |                   | <b>232</b>        | <b>3</b>   | <b>2</b> | <b>39</b>                  | <b>16</b>        | <b>22</b>   | <b>18</b>              | <b>3</b>               | <b>1</b>                | <b>47</b>                  | <b>57</b>                | <b>36</b>                  | <b>193</b>              |
| <b>FINLAND</b>                        |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ENONTEKIO</b>                      | ASTRAEUS LTD                | C                 | 12                | 0          | 0        | 8                          | 8                | 17          | 33                     | 17                     | 17                      | 152                        | 0                        | 0                          | 0                       |
|                                       | SMALL PLANET AIRLINES       | C                 | 8                 | 0          | 0        | 0                          | 25               | 13          | 50                     | 13                     | 0                       | 102                        | 0                        | 0                          | 0                       |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0        | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 45                         | 0                        | 63                         | 2                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 2                 | 0          | 0        | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 22                         | 50                       | 35                         | 4                       |
| <b>TOTAL ENONTEKIO</b>                |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b> | <b>13</b>                  | <b>13</b>        | <b>17</b>   | <b>38</b>              | <b>13</b>              | <b>8</b>                | <b>115</b>                 | <b>31</b>                | <b>30</b>                  | <b>16</b>               |
| <b>HELSINKI</b>                       | EASYJET AIRLINE COMPANY LTD | S                 | 36                | 0          | 0        | 25                         | 8                | 17          | 42                     | 8                      | 0                       | 78                         | 0                        | 0                          | 0                       |
|                                       | FINNAIR                     | S                 | 72                | 0          | 0        | 63                         | 22               | 14          | 1                      | 0                      | 0                       | 17                         | 55                       | 36                         | 71                      |
| <b>TOTAL HELSINKI</b>                 |                             |                   | <b>109</b>        | <b>5</b>   | <b>0</b> | <b>50</b>                  | <b>17</b>        | <b>15</b>   | <b>16</b>              | <b>3</b>               | <b>0</b>                | <b>38</b>                  | <b>55</b>                | <b>36</b>                  | <b>71</b>               |
| <b>IVALO</b>                          | EASYJET AIRLINE COMPANY LTD | C                 | 21                | 0          | 0        | 67                         | 5                | 24          | 5                      | 0                      | 0                       | 23                         | 65                       | 22                         | 20                      |
| <b>TOTAL IVALO</b>                    |                             |                   | <b>21</b>         | <b>0</b>   | <b>0</b> | <b>67</b>                  | <b>5</b>         | <b>24</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>65</b>                | <b>22</b>                  | <b>20</b>               |
| <b>KITTILA</b>                        | JET2.COM LTD                | C                 | 11                | 0          | 0        | 0                          | 27               | 45          | 18                     | 9                      | 0                       | 60                         | 78                       | 40                         | 9                       |
|                                       | MONARCH AIRLINES            | C                 | 20                | 0          | 0        | 35                         | 25               | 15          | 15                     | 5                      | 5                       | 100                        | 41                       | 36                         | 22                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION                      | AIRLINE                    | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---|----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                            |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                            |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KITTLA                                    | THOMAS COOK AIRLINES LTD   | C                 | 2                 | 0          | 0         | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 15                         | 25                       | 50                         | 8                       |
|   | THOMSON AIRWAYS LTD        | C                 | 20                | 0          | 0         | 20                         | 30               | 15          | 35                     | 0                      | 0                       | 55                         | 45                       | 38                         | 20                      |
| <b>TOTAL KITTLA</b>                       |                            |                   | <b>53</b>         | <b>0</b>   | <b>0</b>  | <b>23</b>                  | <b>28</b>        | <b>21</b>   | <b>23</b>              | <b>4</b>               | <b>2</b>                | <b>71</b>                  | <b>46</b>                | <b>39</b>                  | <b>59</b>               |
| ROVANIEMI                                 | MONARCH AIRLINES           | C                 | 2                 | 0          | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 41                         | 100                      | 3                          | 2                       |
|   | THOMAS COOK AIRLINES LTD   | C                 | 19                | 0          | 0         | 37                         | 16               | 16          | 26                     | 5                      | 0                       | 46                         | 33                       | 48                         | 6                       |
|   | THOMSON AIRWAYS LTD        | C                 | 19                | 0          | 0         | 58                         | 26               | 5           | 11                     | 0                      | 0                       | 20                         | 71                       | 22                         | 21                      |
| <b>TOTAL ROVANIEMI</b>                    |                            |                   | <b>40</b>         | <b>0</b>   | <b>0</b>  | <b>45</b>                  | <b>20</b>        | <b>15</b>   | <b>18</b>              | <b>3</b>               | <b>0</b>                | <b>33</b>                  | <b>71</b>                | <b>22</b>                  | <b>34</b>               |
| <b>TOTAL FINLAND</b>                      |                            |                   | <b>247</b>        | <b>5</b>   | <b>0</b>  | <b>41</b>                  | <b>19</b>        | <b>17</b>   | <b>19</b>              | <b>4</b>               | <b>1</b>                | <b>51</b>                  | <b>54</b>                | <b>33</b>                  | <b>200</b>              |
| <b>FRANCE</b>                             |                            |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRIVE-LA-GAILLARDE                        | VLM (BELGIUM)              | C                 | 2                 | 0          | 0         | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 93                         | 0                        | 0                          | 0                       |
| <b>TOTAL BRIVE-LA-GAILLARDE</b>           |                            |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>93</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| CHAMBERY                                  | JET2.COM LTD               | S                 | 7                 | 0          | 1         | 14                         | 29               | 14          | 0                      | 43                     | 0                       | 107                        | 33                       | 42                         | 6                       |
|   | JET2.COM LTD               | C                 | 3                 | 0          | 0         | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 24                         | 20                       | 262                        | 5                       |
|   | THOMSON AIRWAYS LTD        | C                 | 9                 | 0          | 0         | 44                         | 0                | 56          | 0                      | 0                      | 0                       | 27                         | 25                       | 44                         | 4                       |
| <b>TOTAL CHAMBERY</b>                     |                            |                   | <b>19</b>         | <b>0</b>   | <b>1</b>  | <b>37</b>                  | <b>11</b>        | <b>32</b>   | <b>5</b>               | <b>16</b>              | <b>0</b>                | <b>56</b>                  | <b>27</b>                | <b>116</b>                 | <b>15</b>               |
| GRENOBLE                                  | MONARCH AIRLINES           | C                 | 14                | 0          | 0         | 7                          | 21               | 29          | 29                     | 14                     | 0                       | 70                         | 25                       | 59                         | 8                       |
|   | THOMAS COOK AIRLINES LTD   | C                 | 3                 | 0          | 0         | 0                          | 33               | 67          | 0                      | 0                      | 0                       | 43                         | 33                       | 17                         | 3                       |
|   | THOMSON AIRWAYS LTD        | C                 | 3                 | 0          | 0         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 13                         | 44                       | 25                         | 9                       |
| <b>TOTAL GRENOBLE</b>                     |                            |                   | <b>20</b>         | <b>0</b>   | <b>0</b>  | <b>15</b>                  | <b>25</b>        | <b>30</b>   | <b>20</b>              | <b>10</b>              | <b>0</b>                | <b>57</b>                  | <b>30</b>                | <b>51</b>                  | <b>23</b>               |
| LYON                                      | BMI REGIONAL               | S                 | 25                | 0          | 0         | 80                         | 8                | 4           | 8                      | 0                      | 0                       | 14                         | 84                       | 18                         | 25                      |
| <b>TOTAL LYON</b>                         |                            |                   | <b>25</b>         | <b>1</b>   | <b>1</b>  | <b>80</b>                  | <b>8</b>         | <b>4</b>    | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>78</b>                | <b>26</b>                  | <b>27</b>               |
| NANTES                                    | FLYBE LTD                  | S                 | 30                | 0          | 0         | 27                         | 30               | 33          | 7                      | 3                      | 0                       | 39                         | 0                        | 0                          | 0                       |
| <b>TOTAL NANTES</b>                       |                            |                   | <b>30</b>         | <b>0</b>   | <b>0</b>  | <b>27</b>                  | <b>30</b>        | <b>33</b>   | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>39</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| PARIS (CHARLES DE GAULLE)                 | AIR FRANCE                 | S                 | 157               | 0          | 0         | 28                         | 20               | 20          | 27                     | 4                      | 1                       | 57                         | 67                       | 22                         | 227                     |
|   | FLYBE LTD                  | S                 | 177               | 0          | 18        | 42                         | 19               | 13          | 21                     | 5                      | 1                       | 51                         | 58                       | 42                         | 135                     |
|   | REGIONAL COMPAGNIE AERIENN | S                 | 8                 | 0          | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 30                         | 72                       | 21                         | 54                      |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b>    |                            |                   | <b>343</b>        | <b>3</b>   | <b>21</b> | <b>36</b>                  | <b>19</b>        | <b>17</b>   | <b>23</b>              | <b>4</b>               | <b>1</b>                | <b>55</b>                  | <b>64</b>                | <b>29</b>                  | <b>416</b>              |
| TARBES-LOURDES INTERNATIONAL              | BMIBABY LTD                | C                 | 2                 | 0          | 0         | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 14                         | 0                        | 0                          | 0                       |
|   | THOMAS COOK AIRLINES LTD   | C                 | 2                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL TARBES-LOURDES INTERNATIONAL</b> |                            |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>75</b>                  | <b>25</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>100</b>               | <b>0</b>                   | <b>2</b>                |
| TOULOUSE (BLAGNAC)                        | BMIBABY LTD                | S                 | 4                 | 0          | 0         | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 9                          | 38                       | 42                         | 8                       |
|   | THOMAS COOK AIRLINES LTD   | C                 | 3                 | 0          | 0         | 67                         | 0                | 0           | 0                      | 0                      | 33                      | 173                        | 33                       | 24                         | 3                       |
|   | THOMSON AIRWAYS LTD        | C                 | 3                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 5                          | 100                      | 3                          | 2                       |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>           |                            |                   | <b>10</b>         | <b>0</b>   | <b>0</b>  | <b>70</b>                  | <b>20</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>10</b>               | <b>57</b>                  | <b>46</b>                | <b>32</b>                  | <b>13</b>               |
| <b>TOTAL FRANCE</b>                       |                            |                   | <b>453</b>        | <b>4</b>   | <b>23</b> | <b>38</b>                  | <b>19</b>        | <b>18</b>   | <b>20</b>              | <b>5</b>               | <b>1</b>                | <b>51</b>                  | <b>62</b>                | <b>32</b>                  | <b>496</b>              |
| <b>GAMBIA</b>                             |                            |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BANJUL                                    | THOMAS COOK AIRLINES LTD   | C                 | 19                | 0          | 0         | 32                         | 16               | 26          | 11                     | 0                      | 16                      | 129                        | 30                       | 50                         | 23                      |
| <b>TOTAL BANJUL</b>                       |                            |                   | <b>19</b>         | <b>0</b>   | <b>0</b>  | <b>32</b>                  | <b>16</b>        | <b>26</b>   | <b>11</b>              | <b>0</b>               | <b>16</b>               | <b>129</b>                 | <b>27</b>                | <b>52</b>                  | <b>26</b>               |
| <b>TOTAL GAMBIA</b>                       |                            |                   | <b>19</b>         | <b>0</b>   | <b>0</b>  | <b>32</b>                  | <b>16</b>        | <b>26</b>   | <b>11</b>              | <b>0</b>               | <b>16</b>               | <b>129</b>                 | <b>27</b>                | <b>52</b>                  | <b>26</b>               |
| <b>GERMANY</b>                            |                            |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERLIN (SCHONEFELD)              | MONARCH AIRLINES            | C                 | 2                 | 0          | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 108                        | 0                        | 0                          | 0                       |
| <b>TOTAL BERLIN (SCHONEFELD)</b> |                             |                   | <b>2</b>          | <b>2</b>   | <b>2</b>  | <b>0</b>                   | <b>0</b>         | <b>50</b>   | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>108</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| COLOGNE BONN                     | GERMANWINGS                 | S                 | 40                | 0          | 0         | 28                         | 25               | 13          | 23                     | 8                      | 5                       | 74                         | 68                       | 48                         | 44                      |
| <b>TOTAL COLOGNE BONN</b>        |                             |                   | <b>40</b>         | <b>0</b>   | <b>0</b>  | <b>28</b>                  | <b>25</b>        | <b>13</b>   | <b>23</b>              | <b>8</b>               | <b>5</b>                | <b>74</b>                  | <b>70</b>                | <b>46</b>                  | <b>46</b>               |
| DUSSELDORF                       | FLYBE LTD                   | S                 | 102               | 1          | 16        | 50                         | 16               | 15          | 15                     | 5                      | 0                       | 41                         | 80                       | 17                         | 100                     |
|                                  | LUFTHANSA CITY LINE         | S                 | 137               | 0          | 0         | 43                         | 17               | 20          | 19                     | 1                      | 0                       | 37                         | 68                       | 15                         | 152                     |
| <b>TOTAL DUSSELDORF</b>          |                             |                   | <b>239</b>        | <b>1</b>   | <b>16</b> | <b>46</b>                  | <b>16</b>        | <b>18</b>   | <b>17</b>              | <b>3</b>               | <b>0</b>                | <b>39</b>                  | <b>73</b>                | <b>16</b>                  | <b>252</b>              |
| FRANKFURT MAIN                   | FLYBE LTD                   | S                 | 70                | 0          | 12        | 39                         | 14               | 14          | 24                     | 6                      | 3                       | 93                         | 62                       | 42                         | 99                      |
|                                  | LUFTHANSA                   | S                 | 204               | 1          | 0         | 25                         | 25               | 26          | 21                     | 3                      | 0                       | 47                         | 66                       | 25                         | 228                     |
| <b>TOTAL FRANKFURT MAIN</b>      |                             |                   | <b>274</b>        | <b>2</b>   | <b>14</b> | <b>28</b>                  | <b>23</b>        | <b>23</b>   | <b>22</b>              | <b>4</b>               | <b>1</b>                | <b>59</b>                  | <b>65</b>                | <b>30</b>                  | <b>327</b>              |
| HAMBURG                          | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0          | 0         | 50                         | 4                | 18          | 28                     | 0                      | 0                       | 38                         | 0                        | 0                          | 0                       |
|                                  | LUFTHANSA CITY LINE         | S                 | 111               | 0          | 0         | 48                         | 19               | 17          | 16                     | 0                      | 0                       | 28                         | 77                       | 11                         | 119                     |
| <b>TOTAL HAMBURG</b>             |                             |                   | <b>161</b>        | <b>0</b>   | <b>0</b>  | <b>48</b>                  | <b>14</b>        | <b>17</b>   | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>77</b>                | <b>11</b>                  | <b>119</b>              |
| HANOVER                          | FLYBE LTD                   | S                 | 46                | 0          | 4         | 24                         | 20               | 17          | 39                     | 0                      | 0                       | 53                         | 65                       | 41                         | 52                      |
| <b>TOTAL HANOVER</b>             |                             |                   | <b>46</b>         | <b>0</b>   | <b>4</b>  | <b>24</b>                  | <b>20</b>        | <b>17</b>   | <b>39</b>              | <b>0</b>               | <b>0</b>                | <b>53</b>                  | <b>64</b>                | <b>40</b>                  | <b>56</b>               |
| MUNICH                           | EASYJET AIRLINE COMPANY LTD | S                 | 50                | 0          | 2         | 34                         | 10               | 44          | 12                     | 0                      | 0                       | 39                         | 46                       | 38                         | 28                      |
|                                  | LUFTHANSA                   | S                 | 160               | 2          | 1         | 40                         | 17               | 19          | 23                     | 1                      | 1                       | 41                         | 72                       | 18                         | 151                     |
| <b>TOTAL MUNICH</b>              |                             |                   | <b>210</b>        | <b>2</b>   | <b>3</b>  | <b>39</b>                  | <b>15</b>        | <b>25</b>   | <b>20</b>              | <b>1</b>               | <b>0</b>                | <b>41</b>                  | <b>68</b>                | <b>21</b>                  | <b>179</b>              |
| PADERBORN                        | AIR BERLIN                  | S                 | 28                | 0          | 0         | 46                         | 21               | 11          | 7                      | 14                     | 0                       | 57                         | 81                       | 17                         | 26                      |
| <b>TOTAL PADERBORN</b>           |                             |                   | <b>28</b>         | <b>0</b>   | <b>0</b>  | <b>46</b>                  | <b>21</b>        | <b>11</b>   | <b>7</b>               | <b>14</b>              | <b>0</b>                | <b>57</b>                  | <b>81</b>                | <b>17</b>                  | <b>26</b>               |
| STUTTGART                        | LUFTHANSA CITY LINE         | S                 | 34                | 0          | 0         | 56                         | 12               | 15          | 18                     | 0                      | 0                       | 35                         | 0                        | 0                          | 0                       |
| <b>TOTAL STUTTGART</b>           |                             |                   | <b>34</b>         | <b>0</b>   | <b>0</b>  | <b>56</b>                  | <b>12</b>        | <b>15</b>   | <b>18</b>              | <b>0</b>               | <b>0</b>                | <b>35</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL GERMANY</b>             |                             |                   | <b>1034</b>       | <b>7</b>   | <b>39</b> | <b>39</b>                  | <b>18</b>        | <b>20</b>   | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>46</b>                  | <b>69</b>                | <b>24</b>                  | <b>1007</b>             |
| GIBRALTAR                        | MONARCH AIRLINES            | S                 | 28                | 0          | 0         | 29                         | 21               | 25          | 21                     | 0                      | 4                       | 55                         | 50                       | 75                         | 20                      |
| <b>TOTAL GIBRALTAR</b>           |                             |                   | <b>28</b>         | <b>0</b>   | <b>0</b>  | <b>29</b>                  | <b>21</b>        | <b>25</b>   | <b>21</b>              | <b>0</b>               | <b>4</b>                | <b>55</b>                  | <b>50</b>                | <b>75</b>                  | <b>20</b>               |
| <b>TOTAL GIBRALTAR</b>           |                             |                   | <b>28</b>         | <b>0</b>   | <b>0</b>  | <b>29</b>                  | <b>21</b>        | <b>25</b>   | <b>21</b>              | <b>0</b>               | <b>4</b>                | <b>55</b>                  | <b>50</b>                | <b>75</b>                  | <b>20</b>               |
| GREECE                           | EASYJET AIRLINE COMPANY LTD | S                 | 26                | 0          | 0         | 58                         | 23               | 8           | 12                     | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
|                                  | VIKING HELLAS               | S                 | 18                | 0          | 0         | 28                         | 28               | 28          | 17                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
| <b>TOTAL ATHENS</b>              |                             |                   | <b>44</b>         | <b>0</b>   | <b>0</b>  | <b>45</b>                  | <b>25</b>        | <b>16</b>   | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL GREECE</b>              |                             |                   | <b>44</b>         | <b>0</b>   | <b>0</b>  | <b>45</b>                  | <b>25</b>        | <b>16</b>   | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| HUNGARY                          | JET2.COM LTD                | S                 | 42                | 0          | 0         | 26                         | 19               | 21          | 33                     | 0                      | 0                       | 49                         | 76                       | 15                         | 29                      |
| <b>TOTAL BUDAPEST</b>            |                             |                   | <b>42</b>         | <b>0</b>   | <b>0</b>  | <b>26</b>                  | <b>19</b>        | <b>21</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>49</b>                  | <b>76</b>                | <b>15</b>                  | <b>29</b>               |
| <b>TOTAL HUNGARY</b>             |                             |                   | <b>42</b>         | <b>0</b>   | <b>0</b>  | <b>26</b>                  | <b>19</b>        | <b>21</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>49</b>                  | <b>76</b>                | <b>15</b>                  | <b>29</b>               |
| ICELAND                          | ICELANDAIR                  | S                 | 30                | 0          | 0         | 67                         | 20               | 7           | 7                      | 0                      | 0                       | 15                         | 40                       | 26                         | 30                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                          |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL KEFLAVIK                   |                          |                   | 30                | 0        | 0         | 67                         | 20               | 7           | 7                      | 0                      | 0                       | 15                         | 40                       | 26                         | 30                      |
| TOTAL ICELAND                    |                          |                   | 30                | 0        | 0         | 67                         | 20               | 7           | 7                      | 0                      | 0                       | 15                         | 40                       | 26                         | 30                      |
| INDIA                            |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GOA                              | MONARCH AIRLINES         | C                 | 9                 | 0        | 0         | 22                         | 0                | 11          | 33                     | 33                     | 0                       | 123                        | 25                       | 28                         | 8                       |
|                                  | THOMAS COOK AIRLINES LTD | C                 | 17                | 1        | 0         | 29                         | 12               | 12          | 24                     | 24                     | 0                       | 107                        | 50                       | 152                        | 18                      |
|                                  | THOMSON AIRWAYS LTD      | C                 | 9                 | 0        | 0         | 33                         | 0                | 11          | 33                     | 0                      | 22                      | 172                        | 44                       | 34                         | 9                       |
| TOTAL GOA                        |                          |                   | 35                | 1        | 0         | 29                         | 6                | 11          | 29                     | 20                     | 6                       | 128                        | 43                       | 93                         | 35                      |
| TOTAL INDIA                      |                          |                   | 35                | 1        | 0         | 29                         | 6                | 11          | 29                     | 20                     | 6                       | 128                        | 43                       | 93                         | 35                      |
| IRISH REPUBLIC                   |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                             | AER ARANN                | S                 | 117               | 0        | 0         | 56                         | 14               | 11          | 15                     | 4                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| TOTAL CORK                       |                          |                   | 117               | 0        | 4         | 56                         | 14               | 11          | 15                     | 4                      | 0                       | 32                         | 76                       | 24                         | 90                      |
| DUBLIN                           | AER ARANN                | C                 | 4                 | 0        | 0         | 75                         | 0                | 0           | 25                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
|                                  | AER LINGUS               | S                 | 173               | 1        | 3         | 49                         | 13               | 14          | 14                     | 8                      | 1                       | 51                         | 73                       | 22                         | 204                     |
|                                  | CITY JET                 | C                 | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 45                         | 50                       | 10                         | 2                       |
|                                  | RYANAIR                  | S                 | 196               | 0        | 20        | 57                         | 15               | 13          | 12                     | 3                      | 0                       | 31                         | 66                       | 22                         | 199                     |
| TOTAL DUBLIN                     |                          |                   | 377               | 2        | 25        | 53                         | 14               | 13          | 14                     | 5                      | 1                       | 40                         | 70                       | 22                         | 409                     |
| GALWAY                           | AER ARANN                | S                 | 59                | 0        | 1         | 49                         | 12               | 10          | 20                     | 8                      | 0                       | 53                         | 74                       | 26                         | 68                      |
| TOTAL GALWAY                     |                          |                   | 59                | 0        | 1         | 49                         | 12               | 10          | 20                     | 8                      | 0                       | 53                         | 74                       | 26                         | 68                      |
| IRELAND WEST AIRPORT KNOCK       | BMIBABY LTD              | S                 | 40                | 0        | 3         | 60                         | 5                | 18          | 13                     | 5                      | 0                       | 39                         | 64                       | 29                         | 42                      |
| TOTAL IRELAND WEST AIRPORT KNOCK |                          |                   | 40                | 1        | 4         | 60                         | 5                | 18          | 13                     | 5                      | 0                       | 39                         | 64                       | 29                         | 42                      |
| KERRY COUNTY                     | AER ARANN                | S                 | 36                | 0        | 0         | 61                         | 8                | 6           | 25                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| TOTAL KERRY COUNTY               |                          |                   | 36                | 0        | 0         | 61                         | 8                | 6           | 25                     | 0                      | 0                       | 27                         | 0                        | 0                          | 0                       |
| SHANNON                          | AER ARANN                | S                 | 93                | 1        | 0         | 48                         | 5                | 19          | 23                     | 4                      | 0                       | 46                         | 0                        | 0                          | 0                       |
| TOTAL SHANNON                    |                          |                   | 94                | 2        | 1         | 48                         | 5                | 20          | 22                     | 4                      | 0                       | 46                         | 0                        | 0                          | 0                       |
| WATERFORD                        | AER ARANN                | S                 | 34                | 0        | 2         | 50                         | 9                | 0           | 24                     | 9                      | 9                       | 81                         | 55                       | 43                         | 44                      |
| TOTAL WATERFORD                  |                          |                   | 34                | 0        | 2         | 50                         | 9                | 0           | 24                     | 9                      | 9                       | 81                         | 55                       | 43                         | 44                      |
| TOTAL IRISH REPUBLIC             |                          |                   | 757               | 5        | 37        | 53                         | 12               | 13          | 17                     | 5                      | 1                       | 42                         | 70                       | 24                         | 653                     |
| ISRAEL                           |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| OVDA                             | THOMSON AIRWAYS LTD      | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| TOTAL OVDA                       |                          |                   | 3                 | 0        | 0         | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| TEL AVIV                         | JET2.COM LTD             | S                 | 18                | 0        | 0         | 0                          | 11               | 33          | 56                     | 0                      | 0                       | 72                         | 14                       | 53                         | 14                      |
| TOTAL TEL AVIV                   |                          |                   | 18                | 0        | 0         | 0                          | 11               | 33          | 56                     | 0                      | 0                       | 72                         | 14                       | 53                         | 14                      |
| TOTAL ISRAEL                     |                          |                   | 21                | 0        | 0         | 10                         | 10               | 29          | 52                     | 0                      | 0                       | 66                         | 14                       | 53                         | 14                      |
| ITALY                            |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MILAN (MALPENSA)                 | FLYBE LTD                | S                 | 57                | 0        | 3         | 49                         | 21               | 12          | 14                     | 4                      | 0                       | 41                         | 50                       | 59                         | 54                      |
| TOTAL MILAN (MALPENSA)           |                          |                   | 57                | 0        | 3         | 49                         | 21               | 12          | 14                     | 4                      | 0                       | 41                         | 50                       | 59                         | 54                      |
| ROME (FIUMICINO)                 | JET2.COM LTD             | S                 | 46                | 0        | 0         | 48                         | 26               | 13          | 13                     | 0                      | 0                       | 27                         | 44                       | 23                         | 18                      |
| TOTAL ROME (FIUMICINO)           |                          |                   | 46                | 0        | 0         | 48                         | 26               | 13          | 13                     | 0                      | 0                       | 27                         | 44                       | 23                         | 18                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TURIN                           | JET2.COM LTD                | C                 | 4                 | 0          | 0        | 50                         | 25               | 25          | 0                      | 0                      | 0                       | 15                         | 0                        | 0                          | 0                       |
|                                 | THOMAS COOK AIRLINES LTD    | C                 | 5                 | 0          | 0        | 0                          | 20               | 40          | 20                     | 20                     | 0                       | 85                         | 0                        | 131                        | 3                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0        | 38                         | 13               | 38          | 13                     | 0                      | 0                       | 31                         | 29                       | 60                         | 7                       |
|                                 | TITAN AIRWAYS LTD           | C                 | 2                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 13                         | 0                        | 0                          | 0                       |
| <b>TOTAL TURIN</b>              |                             |                   | <b>19</b>         | <b>0</b>   | <b>0</b> | <b>37</b>                  | <b>16</b>        | <b>32</b>   | <b>11</b>              | <b>5</b>               | <b>0</b>                | <b>40</b>                  | <b>20</b>                | <b>81</b>                  | <b>10</b>               |
| VERONA VILAFRANCA               | FLYBE LTD                   | C                 | 3                 | 0          | 0        | 0                          | 0                | 33          | 67                     | 0                      | 0                       | 82                         | 0                        | 0                          | 0                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 3                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 2                          | 67                       | 50                         | 3                       |
| <b>TOTAL VERONA VILAFRANCA</b>  |                             |                   | <b>6</b>          | <b>0</b>   | <b>0</b> | <b>50</b>                  | <b>0</b>         | <b>17</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>67</b>                | <b>50</b>                  | <b>3</b>                |
| <b>TOTAL ITALY</b>              |                             |                   | <b>129</b>        | <b>0</b>   | <b>4</b> | <b>47</b>                  | <b>22</b>        | <b>16</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>36</b>                  | <b>45</b>                | <b>55</b>                  | <b>88</b>               |
| <b>JAMAICA</b>                  |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONTEGO BAY                     | THOMAS COOK AIRLINES LTD    | C                 | 7                 | 0          | 0        | 29                         | 57               | 14          | 0                      | 0                      | 0                       | 23                         | 46                       | 32                         | 13                      |
|                                 | THOMSON AIRWAYS LTD         | C                 | 10                | 0          | 0        | 10                         | 30               | 20          | 30                     | 10                     | 0                       | 69                         | 11                       | 177                        | 9                       |
| <b>TOTAL MONTEGO BAY</b>        |                             |                   | <b>17</b>         | <b>0</b>   | <b>0</b> | <b>18</b>                  | <b>41</b>        | <b>18</b>   | <b>18</b>              | <b>6</b>               | <b>0</b>                | <b>50</b>                  | <b>32</b>                | <b>91</b>                  | <b>22</b>               |
| <b>TOTAL JAMAICA</b>            |                             |                   | <b>17</b>         | <b>0</b>   | <b>0</b> | <b>18</b>                  | <b>41</b>        | <b>18</b>   | <b>18</b>              | <b>6</b>               | <b>0</b>                | <b>50</b>                  | <b>32</b>                | <b>91</b>                  | <b>22</b>               |
| <b>KENYA</b>                    |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MOMBASA                         | MONARCH AIRLINES            | C                 | 8                 | 0          | 0        | 0                          | 0                | 25          | 75                     | 0                      | 0                       | 85                         | 29                       | 89                         | 7                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 10                | 0          | 0        | 50                         | 0                | 10          | 10                     | 20                     | 10                      | 150                        | 0                        | 0                          | 0                       |
| <b>TOTAL MOMBASA</b>            |                             |                   | <b>18</b>         | <b>0</b>   | <b>0</b> | <b>28</b>                  | <b>0</b>         | <b>17</b>   | <b>39</b>              | <b>11</b>              | <b>6</b>                | <b>121</b>                 | <b>29</b>                | <b>89</b>                  | <b>7</b>                |
| <b>TOTAL KENYA</b>              |                             |                   | <b>18</b>         | <b>0</b>   | <b>0</b> | <b>28</b>                  | <b>0</b>         | <b>17</b>   | <b>39</b>              | <b>11</b>              | <b>6</b>                | <b>121</b>                 | <b>29</b>                | <b>89</b>                  | <b>7</b>                |
| <b>LIBYA</b>                    |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TRIPOLI                         | LIBYAN ARAB AIRLINES        | S                 | 43                | 1          | 0        | 35                         | 12               | 28          | 19                     | 7                      | 0                       | 52                         | 37                       | 47                         | 38                      |
| <b>TOTAL TRIPOLI</b>            |                             |                   | <b>43</b>         | <b>1</b>   | <b>0</b> | <b>35</b>                  | <b>12</b>        | <b>28</b>   | <b>19</b>              | <b>7</b>               | <b>0</b>                | <b>52</b>                  | <b>37</b>                | <b>47</b>                  | <b>38</b>               |
| <b>TOTAL LIBYA</b>              |                             |                   | <b>43</b>         | <b>1</b>   | <b>0</b> | <b>35</b>                  | <b>12</b>        | <b>28</b>   | <b>19</b>              | <b>7</b>               | <b>0</b>                | <b>52</b>                  | <b>37</b>                | <b>47</b>                  | <b>38</b>               |
| <b>MALDIVE ISLANDS</b>          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALE INTERNATIONAL              | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0        | 33                         | 11               | 11          | 0                      | 44                     | 0                       | 117                        | 40                       | 41                         | 10                      |
| <b>TOTAL MALE INTERNATIONAL</b> |                             |                   | <b>9</b>          | <b>0</b>   | <b>0</b> | <b>33</b>                  | <b>11</b>        | <b>11</b>   | <b>0</b>               | <b>44</b>              | <b>0</b>                | <b>117</b>                 | <b>40</b>                | <b>41</b>                  | <b>10</b>               |
| <b>TOTAL MALDIVE ISLANDS</b>    |                             |                   | <b>9</b>          | <b>0</b>   | <b>0</b> | <b>33</b>                  | <b>11</b>        | <b>11</b>   | <b>0</b>               | <b>44</b>              | <b>0</b>                | <b>117</b>                 | <b>40</b>                | <b>41</b>                  | <b>10</b>               |
| <b>MALTA</b>                    |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALTA                           | AIR MALTA                   | S                 | 32                | 0          | 0        | 44                         | 31               | 19          | 6                      | 0                      | 0                       | 23                         | 63                       | 23                         | 40                      |
|                                 | EASYJET AIRLINE COMPANY LTD | S                 | 22                | 0          | 2        | 41                         | 27               | 23          | 9                      | 0                      | 0                       | 29                         | 63                       | 30                         | 24                      |
|                                 | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 1                          | 75                       | 6                          | 4                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0        | 89                         | 0                | 0           | 0                      | 11                     | 0                       | 26                         | 70                       | 15                         | 10                      |
| <b>TOTAL MALTA</b>              |                             |                   | <b>67</b>         | <b>0</b>   | <b>2</b> | <b>52</b>                  | <b>24</b>        | <b>16</b>   | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>24</b>                  | <b>64</b>                | <b>23</b>                  | <b>78</b>               |
| <b>TOTAL MALTA</b>              |                             |                   | <b>67</b>         | <b>0</b>   | <b>2</b> | <b>52</b>                  | <b>24</b>        | <b>16</b>   | <b>6</b>               | <b>1</b>               | <b>0</b>                | <b>24</b>                  | <b>64</b>                | <b>23</b>                  | <b>78</b>               |
| <b>MEXICO</b>                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ACAPULCO                        | THOMSON AIRWAYS LTD         | C                 | 4                 | 0          | 0        | 0                          | 0                | 0           | 75                     | 25                     | 0                       | 193                        | 0                        | 0                          | 0                       |
| <b>TOTAL ACAPULCO</b>           |                             |                   | <b>5</b>          | <b>0</b>   | <b>0</b> | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>60</b>              | <b>20</b>              | <b>20</b>               | <b>285</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| CANCUN                          | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0        | 63                         | 0                | 13          | 25                     | 0                      | 0                       | 42                         | 44                       | 127                        | 9                       |
|                                 | THOMSON AIRWAYS LTD         | C                 | 18                | 3          | 0        | 22                         | 17               | 11          | 33                     | 17                     | 0                       | 83                         | 39                       | 105                        | 18                      |



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|------------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL CANCUN                       |                             |                   | 26                | 3          | 0        | 35                         | 12               | 12          | 31                     | 12                     | 0                       | 71                         | 41                       | 112                        | 27                      |
| TOTAL MEXICO                       |                             |                   | 31                | 3          | 0        | 29                         | 10               | 10          | 35                     | 13                     | 3                       | 105                        | 41                       | 112                        | 27                      |
| <b>MOROCCO</b>                     |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AGADIR                             | THOMSON AIRWAYS LTD         | S                 | 18                | 0          | 0        | 83                         | 17               | 0           | 0                      | 0                      | 0                       | 8                          | 50                       | 196                        | 8                       |
| TOTAL AGADIR                       |                             |                   | 18                | 0          | 0        | 83                         | 17               | 0           | 0                      | 0                      | 0                       | 8                          | 50                       | 196                        | 8                       |
| MARRAKESH                          | EASYJET AIRLINE COMPANY LTD | S                 | 22                | 0          | 0        | 59                         | 14               | 14          | 14                     | 0                      | 0                       | 33                         | 58                       | 26                         | 26                      |
|                                    | THOMSON AIRWAYS LTD         | S                 | 18                | 0          | 0        | 44                         | 17               | 17          | 22                     | 0                      | 0                       | 32                         | 81                       | 43                         | 16                      |
| TOTAL MARRAKESH                    |                             |                   | 40                | 0          | 0        | 53                         | 15               | 15          | 18                     | 0                      | 0                       | 32                         | 67                       | 33                         | 42                      |
| TOTAL MOROCCO                      |                             |                   | 58                | 0          | 0        | 62                         | 16               | 10          | 12                     | 0                      | 0                       | 25                         | 64                       | 59                         | 50                      |
| <b>NETHERLANDS</b>                 |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                          | EASYJET AIRLINE COMPANY LTD | S                 | 101               | 2          | 9        | 49                         | 10               | 15          | 20                     | 5                      | 2                       | 56                         | 0                        | 0                          | 0                       |
|                                    | KLM                         | S                 | 257               | 0          | 21       | 60                         | 12               | 12          | 14                     | 2                      | 0                       | 29                         | 79                       | 13                         | 256                     |
|                                    | KLM CITYHOPPER              | S                 | 2                 | 3          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 0                          | 0                        | 0                          | 0                       |
| TOTAL AMSTERDAM                    |                             |                   | 360               | 5          | 30       | 57                         | 11               | 13          | 16                     | 3                      | 1                       | 37                         | 81                       | 12                         | 308                     |
| TOTAL NETHERLANDS                  |                             |                   | 360               | 5          | 30       | 57                         | 11               | 13          | 16                     | 3                      | 1                       | 37                         | 82                       | 11                         | 356                     |
| <b>NORWAY</b>                      |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| OSLO (GARDERMOEN)                  | SAS                         | S                 | 33                | 1          | 1        | 64                         | 6                | 27          | 3                      | 0                      | 0                       | 17                         | 71                       | 33                         | 28                      |
| TOTAL OSLO (GARDERMOEN)            |                             |                   | 33                | 2          | 2        | 64                         | 6                | 27          | 3                      | 0                      | 0                       | 17                         | 71                       | 33                         | 28                      |
| TOTAL NORWAY                       |                             |                   | 33                | 2          | 2        | 64                         | 6                | 27          | 3                      | 0                      | 0                       | 17                         | 71                       | 33                         | 28                      |
| <b>PAKISTAN</b>                    |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ISLAMABAD                          | AIR BLUE                    | S                 | 23                | 0          | 3        | 13                         | 26               | 22          | 22                     | 17                     | 0                       | 77                         | 28                       | 39                         | 36                      |
|                                    | PAKISTAN INTL AIRLINES      | S                 | 45                | 1          | 2        | 22                         | 16               | 29          | 24                     | 4                      | 4                       | 84                         | 6                        | 107                        | 36                      |
| TOTAL ISLAMABAD                    |                             |                   | 68                | 1          | 5        | 19                         | 19               | 26          | 24                     | 9                      | 3                       | 81                         | 17                       | 73                         | 72                      |
| KARACHI                            | PAKISTAN INTL AIRLINES      | S                 | 8                 | 0          | 0        | 25                         | 38               | 38          | 0                      | 0                      | 0                       | 25                         | 56                       | 29                         | 9                       |
| TOTAL KARACHI                      |                             |                   | 8                 | 0          | 0        | 25                         | 38               | 38          | 0                      | 0                      | 0                       | 25                         | 56                       | 29                         | 9                       |
| LAHORE                             | PAKISTAN INTL AIRLINES      | S                 | 25                | 0          | 0        | 12                         | 4                | 28          | 32                     | 16                     | 8                       | 121                        | 56                       | 50                         | 18                      |
| TOTAL LAHORE                       |                             |                   | 25                | 0          | 0        | 12                         | 4                | 28          | 32                     | 16                     | 8                       | 121                        | 56                       | 50                         | 18                      |
| TOTAL PAKISTAN                     |                             |                   | 101               | 1          | 5        | 18                         | 17               | 28          | 24                     | 10                     | 4                       | 87                         | 27                       | 65                         | 99                      |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                               | MONARCH AIRLINES            | S                 | 44                | 0          | 2        | 68                         | 14               | 14          | 5                      | 0                      | 0                       | 14                         | 73                       | 15                         | 48                      |
| TOTAL FARO                         |                             |                   | 44                | 0          | 2        | 68                         | 14               | 14          | 5                      | 0                      | 0                       | 14                         | 72                       | 17                         | 50                      |
| TOTAL PORTUGAL(EXCLUDING MADEIRA)  |                             |                   | 44                | 0          | 2        | 68                         | 14               | 14          | 5                      | 0                      | 0                       | 14                         | 73                       | 17                         | 52                      |
| <b>PORTUGAL(MADEIRA)</b>           |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                            | JET2.COM LTD                | S                 | 8                 | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 10                         | 0                        | 0                          | 0                       |
|                                    | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0          | 0        | 25                         | 0                | 13          | 63                     | 0                      | 0                       | 51                         | 50                       | 92                         | 8                       |
|                                    | THOMSON AIRWAYS LTD         | C                 | 18                | 0          | 0        | 56                         | 11               | 11          | 11                     | 0                      | 11                      | 70                         | 56                       | 48                         | 16                      |
| TOTAL FUNCHAL                      |                             |                   | 34                | 0          | 0        | 47                         | 18               | 9           | 21                     | 0                      | 6                       | 51                         | 54                       | 63                         | 24                      |
| TOTAL PORTUGAL(MADEIRA)            |                             |                   | 34                | 0          | 0        | 47                         | 18               | 9           | 21                     | 0                      | 6                       | 51                         | 54                       | 63                         | 24                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION         | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                              |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                              |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>QATAR</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DOHA                         | QATAR AIRWAYS               | S                 | 65                | 4        | 6         | 43                         | 35               | 9           | 11                     | 0                      | 2                       | 30                         | 52                       | 35                         | 62                      |
| TOTAL DOHA                   |                             |                   | <b>65</b>         | <b>4</b> | <b>6</b>  | <b>43</b>                  | <b>35</b>        | <b>9</b>    | <b>11</b>              | <b>0</b>               | <b>2</b>                | <b>30</b>                  | <b>52</b>                | <b>35</b>                  | <b>62</b>               |
| TOTAL QATAR                  |                             |                   | <b>65</b>         | <b>4</b> | <b>6</b>  | <b>43</b>                  | <b>35</b>        | <b>9</b>    | <b>11</b>              | <b>0</b>               | <b>2</b>                | <b>30</b>                  | <b>52</b>                | <b>35</b>                  | <b>62</b>               |
| <b>SAUDI ARABIA</b>          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| JEDDAH                       | BMI BRITISH MIDLAND         | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 30                         | 0                        | 36                         | 1                       |
| TOTAL JEDDAH                 |                             |                   | <b>3</b>          | <b>1</b> | <b>0</b>  | <b>33</b>                  | <b>33</b>        | <b>33</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>30</b>                | <b>56</b>                  | <b>10</b>               |
| TOTAL SAUDI ARABIA           |                             |                   | <b>3</b>          | <b>1</b> | <b>0</b>  | <b>33</b>                  | <b>33</b>        | <b>33</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>30</b>                | <b>61</b>                  | <b>20</b>               |
| <b>SINGAPORE</b>             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SINGAPORE                    | SINGAPORE AIRLINES          | S                 | 63                | 2        | 1         | 30                         | 16               | 25          | 21                     | 8                      | 0                       | 50                         | 45                       | 25                         | 38                      |
| TOTAL SINGAPORE              |                             |                   | <b>63</b>         | <b>2</b> | <b>1</b>  | <b>30</b>                  | <b>16</b>        | <b>25</b>   | <b>21</b>              | <b>8</b>               | <b>0</b>                | <b>50</b>                  | <b>45</b>                | <b>25</b>                  | <b>38</b>               |
| TOTAL SINGAPORE              |                             |                   | <b>63</b>         | <b>2</b> | <b>1</b>  | <b>30</b>                  | <b>16</b>        | <b>25</b>   | <b>21</b>              | <b>8</b>               | <b>0</b>                | <b>50</b>                  | <b>45</b>                | <b>25</b>                  | <b>38</b>               |
| <b>SPAIN</b>                 |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                     | EASYJET AIRLINE COMPANY LTD | S                 | 35                | 0        | 1         | 69                         | 9                | 11          | 11                     | 0                      | 0                       | 23                         | 79                       | 10                         | 33                      |
|                              | MONARCH AIRLINES            | S                 | 98                | 1        | 3         | 54                         | 14               | 16          | 11                     | 3                      | 1                       | 37                         | 61                       | 27                         | 76                      |
|                              | THOMAS COOK AIRLINES LTD    | C                 | 16                | 0        | 0         | 75                         | 0                | 0           | 25                     | 0                      | 0                       | 21                         | 65                       | 11                         | 20                      |
|                              | THOMSON AIRWAYS LTD         | C                 | 26                | 0        | 0         | 58                         | 4                | 8           | 8                      | 8                      | 15                      | 141                        | 83                       | 9                          | 40                      |
| TOTAL ALICANTE               |                             |                   | <b>175</b>        | <b>1</b> | <b>4</b>  | <b>59</b>                  | <b>10</b>        | <b>13</b>   | <b>12</b>              | <b>3</b>               | <b>3</b>                | <b>48</b>                  | <b>70</b>                | <b>18</b>                  | <b>169</b>              |
| BARCELONA                    | MONARCH AIRLINES            | S                 | 30                | 0        | 0         | 60                         | 17               | 17          | 7                      | 0                      | 0                       | 18                         | 44                       | 55                         | 16                      |
| TOTAL BARCELONA              |                             |                   | <b>30</b>         | <b>3</b> | <b>3</b>  | <b>60</b>                  | <b>17</b>        | <b>17</b>   | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>18</b>                  | <b>44</b>                | <b>55</b>                  | <b>16</b>               |
| MALAGA                       | EASYJET AIRLINE COMPANY LTD | S                 | 31                | 2        | 3         | 58                         | 19               | 6           | 13                     | 3                      | 0                       | 31                         | 76                       | 14                         | 33                      |
|                              | MONARCH AIRLINES            | S                 | 84                | 0        | 2         | 58                         | 20               | 15          | 5                      | 1                      | 0                       | 19                         | 64                       | 34                         | 69                      |
|                              | THOMAS COOK AIRLINES LTD    | C                 | 8                 | 0        | 0         | 63                         | 0                | 25          | 13                     | 0                      | 0                       | 22                         | 100                      | 4                          | 7                       |
|                              | THOMSON AIRWAYS LTD         | C                 | 27                | 0        | 0         | 67                         | 7                | 19          | 4                      | 0                      | 4                       | 33                         | 71                       | 62                         | 21                      |
| TOTAL MALAGA                 |                             |                   | <b>150</b>        | <b>3</b> | <b>5</b>  | <b>60</b>                  | <b>17</b>        | <b>15</b>   | <b>7</b>               | <b>1</b>               | <b>1</b>                | <b>24</b>                  | <b>70</b>                | <b>32</b>                  | <b>130</b>              |
| MURCIA SAN JAVIER            | JET2.COM LTD                | S                 | 28                | 0        | 0         | 43                         | 29               | 7           | 14                     | 0                      | 7                       | 65                         | 0                        | 0                          | 0                       |
| TOTAL MURCIA SAN JAVIER      |                             |                   | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>29</b>        | <b>7</b>    | <b>14</b>              | <b>0</b>               | <b>7</b>                | <b>65</b>                  | <b>71</b>                | <b>21</b>                  | <b>35</b>               |
| PALMA DE MALLORCA            | BMIBABY LTD                 | S                 | 18                | 0        | 0         | 67                         | 22               | 11          | 0                      | 0                      | 0                       | 11                         | 71                       | 37                         | 14                      |
|                              | MONARCH AIRLINES            | S                 | 18                | 0        | 0         | 50                         | 22               | 6           | 22                     | 0                      | 0                       | 33                         | 0                        | 0                          | 0                       |
| TOTAL PALMA DE MALLORCA      |                             |                   | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>58</b>                  | <b>22</b>        | <b>8</b>    | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>22</b>                  | <b>71</b>                | <b>37</b>                  | <b>14</b>               |
| VALENCIA                     | THOMSON AIRWAYS LTD         | C                 | 2                 | 0        | 0         | 0                          | 50               | 0           | 50                     | 0                      | 0                       | 44                         | 0                        | 0                          | 0                       |
| TOTAL VALENCIA               |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>50</b>        | <b>0</b>    | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>44</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| TOTAL SPAIN                  |                             |                   | <b>421</b>        | <b>7</b> | <b>12</b> | <b>58</b>                  | <b>15</b>        | <b>13</b>   | <b>10</b>              | <b>2</b>               | <b>2</b>                | <b>36</b>                  | <b>69</b>                | <b>25</b>                  | <b>364</b>              |
| <b>SPAIN(CANARY ISLANDS)</b> |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                     | JET2.COM LTD                | S                 | 12                | 0        | 0         | 25                         | 8                | 42          | 25                     | 0                      | 0                       | 49                         | 43                       | 63                         | 14                      |
|                              | MONARCH AIRLINES            | S                 | 32                | 1        | 3         | 66                         | 19               | 9           | 6                      | 0                      | 0                       | 15                         | 56                       | 30                         | 39                      |
|                              | THOMAS COOK AIRLINES LTD    | C                 | 32                | 0        | 0         | 31                         | 19               | 28          | 13                     | 9                      | 0                       | 55                         | 45                       | 44                         | 31                      |
|                              | THOMSON AIRWAYS LTD         | C                 | 26                | 0        | 0         | 27                         | 15               | 19          | 27                     | 8                      | 4                       | 110                        | 45                       | 54                         | 31                      |
| TOTAL ARRECIFE               |                             |                   | <b>102</b>        | <b>2</b> | <b>4</b>  | <b>40</b>                  | <b>17</b>        | <b>22</b>   | <b>16</b>              | <b>5</b>               | <b>1</b>                | <b>56</b>                  | <b>46</b>                | <b>44</b>                  | <b>127</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         | DEC 2009                   |                          |                            |                         |
|--|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FUERTEVENTURA                          | MONARCH AIRLINES            | S                 | 14                | 0          | 2         | 64                         | 0                | 36          | 0                      | 0                      | 0                       | 16                         | 50                       | 28                         | 14                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 29                | 0          | 0         | 62                         | 7                | 21          | 3                      | 0                      | 7                       | 47                         | 33                       | 50                         | 24                      |
|  | THOMSON AIRWAYS LTD         | C                 | 19                | 0          | 0         | 68                         | 5                | 5           | 11                     | 0                      | 11                      | 76                         | 62                       | 16                         | 21                      |
| <b>TOTAL FUERTEVENTURA</b>             |                             |                   | <b>62</b>         | <b>1</b>   | <b>3</b>  | <b>65</b>                  | <b>5</b>         | <b>19</b>   | <b>5</b>               | <b>0</b>               | <b>6</b>                | <b>49</b>                  | <b>45</b>                | <b>33</b>                  | <b>62</b>               |
| LAS PALMAS                             | MONARCH AIRLINES            | S                 | 12                | 0          | 2         | 42                         | 8                | 17          | 33                     | 0                      | 0                       | 39                         | 25                       | 69                         | 12                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 27                | 0          | 0         | 56                         | 7                | 19          | 7                      | 11                     | 0                       | 43                         | 42                       | 79                         | 24                      |
|  | THOMSON AIRWAYS LTD         | C                 | 26                | 0          | 0         | 50                         | 19               | 4           | 15                     | 4                      | 8                       | 63                         | 44                       | 69                         | 32                      |
| <b>TOTAL LAS PALMAS</b>                |                             |                   | <b>65</b>         | <b>2</b>   | <b>2</b>  | <b>51</b>                  | <b>12</b>        | <b>12</b>   | <b>15</b>              | <b>6</b>               | <b>3</b>                | <b>50</b>                  | <b>38</b>                | <b>81</b>                  | <b>71</b>               |
| SANTA CRUZ DE LA PALMA                 | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 2                          | 38                       | 48                         | 8                       |
| <b>TOTAL SANTA CRUZ DE LA PALMA</b>    |                             |                   | <b>8</b>          | <b>0</b>   | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>38</b>                | <b>48</b>                  | <b>8</b>                |
| TENERIFE (SURREINA SOFIA)              | EASYJET AIRLINE COMPANY LTD | S                 | 40                | 0          | 0         | 58                         | 18               | 13          | 8                      | 5                      | 0                       | 32                         | 54                       | 48                         | 39                      |
|  | JET2.COM LTD                | S                 | 22                | 0          | 0         | 27                         | 14               | 23          | 27                     | 0                      | 9                       | 94                         | 8                        | 56                         | 12                      |
|  | MONARCH AIRLINES            | S                 | 82                | 1          | 5         | 37                         | 17               | 21          | 22                     | 0                      | 4                       | 54                         | 53                       | 49                         | 81                      |
|  | THOMAS COOK AIRLINES LTD    | C                 | 50                | 0          | 0         | 46                         | 10               | 14          | 20                     | 4                      | 6                       | 64                         | 46                       | 31                         | 54                      |
|  | THOMSON AIRWAYS LTD         | C                 | 68                | 0          | 0         | 53                         | 9                | 16          | 12                     | 1                      | 9                       | 71                         | 39                       | 57                         | 56                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>262</b>        | <b>1</b>   | <b>5</b>  | <b>45</b>                  | <b>13</b>        | <b>17</b>   | <b>17</b>              | <b>2</b>               | <b>5</b>                | <b>60</b>                  | <b>45</b>                | <b>52</b>                  | <b>262</b>              |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>499</b>        | <b>6</b>   | <b>14</b> | <b>48</b>                  | <b>13</b>        | <b>17</b>   | <b>15</b>              | <b>3</b>               | <b>4</b>                | <b>56</b>                  | <b>44</b>                | <b>51</b>                  | <b>530</b>              |
| <b>SWEDEN</b>                          |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG                               | CITY AIRLINE                | S                 | 80                | 0          | 0         | 61                         | 11               | 18          | 10                     | 0                      | 0                       | 23                         | 74                       | 20                         | 80                      |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 24                | 0          | 0         | 42                         | 21               | 13          | 25                     | 0                      | 0                       | 38                         | 0                        | 0                          | 0                       |
| <b>TOTAL GOTEBORG</b>                  |                             |                   | <b>104</b>        | <b>0</b>   | <b>0</b>  | <b>57</b>                  | <b>13</b>        | <b>16</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>74</b>                | <b>20</b>                  | <b>80</b>               |
| OSTERSUND / FROSON                     | FLYBE LTD                   | C                 | 4                 | 0          | 0         | 0                          | 0                | 25          | 75                     | 0                      | 0                       | 84                         | 0                        | 0                          | 0                       |
| <b>TOTAL OSTERSUND / FROSON</b>        |                             |                   | <b>4</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>25</b>   | <b>75</b>              | <b>0</b>               | <b>0</b>                | <b>84</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| STOCKHOLM (ARLANDA)                    | SAS                         | S                 | 76                | 0          | 0         | 57                         | 14               | 13          | 16                     | 0                      | 0                       | 26                         | 91                       | 10                         | 54                      |
| <b>TOTAL STOCKHOLM (ARLANDA)</b>       |                             |                   | <b>77</b>         | <b>0</b>   | <b>0</b>  | <b>56</b>                  | <b>14</b>        | <b>13</b>   | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>91</b>                | <b>10</b>                  | <b>55</b>               |
| <b>TOTAL SWEDEN</b>                    |                             |                   | <b>186</b>        | <b>0</b>   | <b>0</b>  | <b>55</b>                  | <b>13</b>        | <b>16</b>   | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>81</b>                | <b>16</b>                  | <b>135</b>              |
| <b>SWITZERLAND</b>                     |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BASLE MULHOUSE                         | SWISS AIRLINES              | S                 | 31                | 0          | 0         | 48                         | 16               | 3           | 32                     | 0                      | 0                       | 37                         | 42                       | 70                         | 24                      |
| <b>TOTAL BASLE MULHOUSE</b>            |                             |                   | <b>31</b>         | <b>0</b>   | <b>0</b>  | <b>48</b>                  | <b>16</b>        | <b>3</b>    | <b>32</b>              | <b>0</b>               | <b>0</b>                | <b>37</b>                  | <b>42</b>                | <b>70</b>                  | <b>24</b>               |
| <b>GENEVA</b>                          |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL GENEVA                           | BMI BRITISH MIDLAND         | C                 | 4                 | 0          | 0         | 0                          | 0                | 25          | 75                     | 0                      | 0                       | 93                         | 25                       | 85                         | 4                       |
|  | BMIBABY LTD                 | S                 | 6                 | 0          | 0         | 0                          | 17               | 50          | 0                      | 33                     | 0                       | 104                        | 63                       | 12                         | 8                       |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 47                | 4          | 12        | 30                         | 4                | 15          | 43                     | 9                      | 0                       | 71                         | 65                       | 36                         | 66                      |
|  | JET2.COM LTD                | S                 | 6                 | 0          | 0         | 33                         | 17               | 50          | 0                      | 0                      | 0                       | 31                         | 63                       | 30                         | 8                       |
|  | MONARCH AIRLINES            | C                 | 6                 | 0          | 0         | 0                          | 0                | 33          | 67                     | 0                      | 0                       | 74                         | 60                       | 40                         | 5                       |
|  | SWISS AIRLINES              | S                 | 6                 | 0          | 0         | 17                         | 33               | 50          | 0                      | 0                      | 0                       | 33                         | 50                       | 9                          | 4                       |
|  | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0         | 0                          | 0                | 33          | 67                     | 0                      | 0                       | 89                         | 67                       | 7                          | 3                       |
|  | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0         | 78                         | 0                | 22          | 0                      | 0                      | 0                       | 13                         | 88                       | 11                         | 8                       |
| <b>TOTAL GENEVA</b>                    |                             |                   | <b>88</b>         | <b>4</b>   | <b>12</b> | <b>27</b>                  | <b>7</b>         | <b>26</b>   | <b>33</b>              | <b>7</b>               | <b>0</b>                | <b>64</b>                  | <b>63</b>                | <b>32</b>                  | <b>108</b>              |
| ZURICH                                 | EASYJET AIRLINE COMPANY LTD | S                 | 41                | 0          | 7         | 32                         | 7                | 12          | 41                     | 7                      | 0                       | 70                         | 0                        | 0                          | 0                       |
|  | HELVETIC AIRWAYS            | S                 | 12                | 0          | 0         | 42                         | 58               | 0           | 0                      | 0                      | 0                       | 17                         | 58                       | 11                         | 12                      |
|  | SWISS AIRLINES              | S                 | 168               | 0          | 1         | 43                         | 24               | 26          | 6                      | 1                      | 0                       | 28                         | 51                       | 25                         | 166                     |
| <b>TOTAL ZURICH</b>                    |                             |                   | <b>221</b>        | <b>0</b>   | <b>8</b>  | <b>41</b>                  | <b>23</b>        | <b>22</b>   | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>35</b>                  | <b>52</b>                | <b>24</b>                  | <b>178</b>              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|------------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                              |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                              |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL SWITZERLAND                |                              |                   | 340               | 4          | 20       | 38                         | 18               | 21          | 19                     | 3                      | 0                       | 43                         | 55                       | 30                         | 310                     |
| TUNISIA                          |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                         | THOMAS COOK AIRLINES LTD     | C                 | 24                | 0          | 0        | 58                         | 29               | 0           | 8                      | 0                      | 4                       | 34                         | 76                       | 46                         | 21                      |
|                                  | THOMSON AIRWAYS LTD          | C                 | 18                | 0          | 0        | 83                         | 6                | 6           | 6                      | 0                      | 0                       | 11                         | 72                       | 86                         | 18                      |
| TOTAL MONASTIR                   |                              |                   | 42                | 0          | 0        | 69                         | 19               | 2           | 7                      | 0                      | 2                       | 24                         | 74                       | 64                         | 39                      |
| TOTAL TUNISIA                    |                              |                   | 42                | 0          | 0        | 69                         | 19               | 2           | 7                      | 0                      | 2                       | 24                         | 74                       | 64                         | 39                      |
| TURKEY                           |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                          | THOMAS COOK AIRLINES LTD     | C                 | 16                | 1          | 0        | 38                         | 25               | 6           | 13                     | 19                     | 0                       | 67                         | 50                       | 129                        | 12                      |
|                                  | THOMSON AIRWAYS LTD          | C                 | 8                 | 0          | 0        | 63                         | 25               | 0           | 13                     | 0                      | 0                       | 17                         | 0                        | 0                          | 0                       |
| TOTAL ANTALYA                    |                              |                   | 24                | 1          | 0        | 46                         | 25               | 4           | 13                     | 13                     | 0                       | 50                         | 43                       | 146                        | 14                      |
| DALAMAN                          | ONUR AIR                     | C                 | 6                 | 0          | 0        | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 2                          | 0                        | 0                          | 0                       |
|                                  | THOMAS COOK AIRLINES LTD     | C                 | 4                 | 0          | 0        | 50                         | 0                | 0           | 0                      | 0                      | 50                      | 277                        | 0                        | 192                        | 4                       |
| TOTAL DALAMAN                    |                              |                   | 10                | 0          | 0        | 80                         | 0                | 0           | 0                      | 0                      | 20                      | 112                        | 13                       | 94                         | 16                      |
| ISTANBUL                         | THY TURK HAVA YOLLARI TURKIS | S                 | 62                | 1          | 0        | 34                         | 23               | 31          | 13                     | 0                      | 0                       | 34                         | 13                       | 70                         | 62                      |
| TOTAL ISTANBUL                   |                              |                   | 62                | 1          | 0        | 34                         | 23               | 31          | 13                     | 0                      | 0                       | 34                         | 13                       | 70                         | 62                      |
| TOTAL TURKEY                     |                              |                   | 96                | 2          | 0        | 42                         | 21               | 21          | 11                     | 3                      | 2                       | 46                         | 17                       | 87                         | 99                      |
| UNITED ARAB EMIRATES             |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABU DHABI INTERNATIONAL          | ETIHAD AIRWAYS               | S                 | 66                | 2          | 1        | 68                         | 9                | 12          | 9                      | 2                      | 0                       | 24                         | 73                       | 18                         | 62                      |
| TOTAL ABU DHABI INTERNATIONAL    |                              |                   | 66                | 2          | 1        | 68                         | 9                | 12          | 9                      | 2                      | 0                       | 24                         | 73                       | 18                         | 62                      |
| DUBAI                            | EMIRATES                     | S                 | 125               | 1          | 0        | 37                         | 18               | 25          | 20                     | 1                      | 0                       | 36                         | 40                       | 30                         | 124                     |
| TOTAL DUBAI                      |                              |                   | 125               | 1          | 0        | 37                         | 18               | 25          | 20                     | 1                      | 0                       | 36                         | 40                       | 30                         | 124                     |
| TOTAL UNITED ARAB EMIRATES       |                              |                   | 191               | 3          | 1        | 48                         | 15               | 20          | 16                     | 1                      | 0                       | 32                         | 51                       | 26                         | 186                     |
| UNITED KINGDOM                   |                              |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                         | BMI REGIONAL                 | S                 | 225               | 0          | 0        | 69                         | 7                | 10          | 12                     | 2                      | 0                       | 25                         | 84                       | 13                         | 256                     |
|                                  | EASTERN AIRWAYS              | C                 | 6                 | 0          | 0        | 83                         | 0                | 17          | 0                      | 0                      | 0                       | 12                         | 75                       | 9                          | 4                       |
|                                  | FLYBE LTD                    | S                 | 94                | 0          | 7        | 51                         | 13               | 12          | 18                     | 6                      | 0                       | 49                         | 100                      | 6                          | 1                       |
| TOTAL ABERDEEN                   |                              |                   | 325               | 0          | 7        | 64                         | 9                | 10          | 14                     | 3                      | 0                       | 32                         | 84                       | 13                         | 261                     |
| BELFAST CITY (GEORGE BEST)       | FLYBE LTD                    | S                 | 279               | 1          | 20       | 54                         | 15               | 15          | 12                     | 4                      | 0                       | 32                         | 64                       | 26                         | 256                     |
| TOTAL BELFAST CITY (GEORGE BEST) |                              |                   | 279               | 1          | 20       | 54                         | 15               | 15          | 12                     | 4                      | 0                       | 32                         | 64                       | 26                         | 256                     |
| BELFAST INTERNATIONAL            | BMIBABY LTD                  | S                 | 111               | 1          | 1        | 68                         | 7                | 20          | 4                      | 2                      | 0                       | 21                         | 79                       | 19                         | 104                     |
|                                  | JET2.COM LTD                 | C                 | 2                 | 0          | 0        | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 59                         | 50                       | 15                         | 2                       |
| TOTAL BELFAST INTERNATIONAL      |                              |                   | 113               | 3          | 1        | 67                         | 7                | 19          | 4                      | 2                      | 0                       | 21                         | 78                       | 19                         | 106                     |
| BRISTOL                          | EASYJET AIRLINE COMPANY LTD  | S                 | 2                 | 0          | 0        | 0                          | 50               | 50          | 0                      | 0                      | 0                       | 37                         | 0                        | 0                          | 0                       |
| TOTAL BRISTOL                    |                              |                   | 2                 | 2          | 0        | 0                          | 50               | 50          | 0                      | 0                      | 0                       | 37                         | 0                        | 56                         | 1                       |
| EDINBURGH                        | BMI REGIONAL                 | S                 | 124               | 0          | 0        | 73                         | 10               | 6           | 8                      | 3                      | 0                       | 21                         | 86                       | 13                         | 167                     |
|                                  | FLYBE LTD                    | S                 | 105               | 1          | 17       | 62                         | 13               | 10          | 11                     | 3                      | 0                       | 26                         | 63                       | 30                         | 144                     |
| TOTAL EDINBURGH                  |                              |                   | 229               | 2          | 17       | 68                         | 12               | 8           | 10                     | 3                      | 0                       | 23                         | 75                       | 20                         | 312                     |
| EXETER                           | FLYBE LTD                    | S                 | 62                | 0          | 6        | 37                         | 11               | 19          | 31                     | 2                      | 0                       | 49                         | 73                       | 30                         | 80                      |
| TOTAL EXETER                     |                              |                   | 62                | 0          | 6        | 37                         | 11               | 19          | 31                     | 2                      | 0                       | 49                         | 73                       | 30                         | 80                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION            | AIRLINE                | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |            | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------|------------------------|-------------------|-------------------|------------|------------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                 |                        |                   | MATCHED           | UNMATCHED  |            | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                 |                        |                   |                   | Actual (7) | Plan (8)   |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GATWICK                         | BRITISH AIRWAYS PLC    | S                 | 200               | 1          | 3          | 62                         | 13               | 15          | 11                     | 1                      | 0                       | 24                         | 78                       | 13                         | 282                     |
| <b>TOTAL GATWICK</b>            |                        |                   | <b>200</b>        | <b>5</b>   | <b>3</b>   | <b>62</b>                  | <b>13</b>        | <b>15</b>   | <b>11</b>              | <b>1</b>               | <b>0</b>                | <b>24</b>                  | <b>77</b>                | <b>19</b>                  | <b>285</b>              |
| GLASGOW                         | FLYBE LTD              | S                 | 113               | 1          | 6          | 50                         | 9                | 23          | 12                     | 6                      | 1                       | 42                         | 77                       | 20                         | 142                     |
| <b>TOTAL GLASGOW</b>            |                        |                   | <b>113</b>        | <b>8</b>   | <b>8</b>   | <b>50</b>                  | <b>9</b>         | <b>23</b>   | <b>12</b>              | <b>6</b>               | <b>1</b>                | <b>42</b>                  | <b>77</b>                | <b>20</b>                  | <b>142</b>              |
| GUERNSEY                        | AURIGNY AIR SERVICES   | S                 | 96                | 0          | 8          | 59                         | 9                | 18          | 13                     | 1                      | 0                       | 30                         | 75                       | 17                         | 112                     |
| <b>TOTAL GUERNSEY</b>           |                        |                   | <b>96</b>         | <b>0</b>   | <b>8</b>   | <b>59</b>                  | <b>9</b>         | <b>18</b>   | <b>13</b>              | <b>1</b>               | <b>0</b>                | <b>30</b>                  | <b>76</b>                | <b>16</b>                  | <b>136</b>              |
| HEATHROW                        | BMI BRITISH MIDLAND    | S                 | 248               | 0          | 22         | 62                         | 17               | 9           | 10                     | 1                      | 0                       | 23                         | 74                       | 19                         | 509                     |
|                                 | BRITISH AIRWAYS PLC    | S                 | 392               | 1          | 0          | 49                         | 18               | 16          | 14                     | 3                      | 1                       | 35                         | 70                       | 35                         | 374                     |
| <b>TOTAL HEATHROW</b>           |                        |                   | <b>640</b>        | <b>2</b>   | <b>23</b>  | <b>54</b>                  | <b>18</b>        | <b>13</b>   | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>72</b>                | <b>26</b>                  | <b>883</b>              |
| INVERNESS                       | FLYBE LTD              | S                 | 89                | 0          | 8          | 48                         | 15               | 13          | 21                     | 1                      | 1                       | 40                         | 66                       | 41                         | 90                      |
| <b>TOTAL INVERNESS</b>          |                        |                   | <b>89</b>         | <b>1</b>   | <b>9</b>   | <b>48</b>                  | <b>15</b>        | <b>13</b>   | <b>21</b>              | <b>1</b>               | <b>1</b>                | <b>40</b>                  | <b>66</b>                | <b>41</b>                  | <b>90</b>               |
| ISLE OF MAN                     | FLYBE LTD              | S                 | 222               | 2          | 11         | 68                         | 12               | 8           | 9                      | 3                      | 0                       | 24                         | 76                       | 17                         | 235                     |
| <b>TOTAL ISLE OF MAN</b>        |                        |                   | <b>222</b>        | <b>3</b>   | <b>12</b>  | <b>68</b>                  | <b>12</b>        | <b>8</b>    | <b>9</b>               | <b>3</b>               | <b>0</b>                | <b>24</b>                  | <b>76</b>                | <b>17</b>                  | <b>235</b>              |
| JERSEY                          | BMIBABY LTD            | S                 | 30                | 0          | 0          | 40                         | 7                | 33          | 13                     | 7                      | 0                       | 44                         | 74                       | 22                         | 23                      |
|                                 | FLYBE LTD              | S                 | 57                | 0          | 1          | 58                         | 9                | 11          | 21                     | 2                      | 0                       | 34                         | 71                       | 28                         | 59                      |
| <b>TOTAL JERSEY</b>             |                        |                   | <b>87</b>         | <b>2</b>   | <b>2</b>   | <b>52</b>                  | <b>8</b>         | <b>18</b>   | <b>18</b>              | <b>3</b>               | <b>0</b>                | <b>38</b>                  | <b>72</b>                | <b>26</b>                  | <b>82</b>               |
| MANSTON (KENT INT)              | FLYBE LTD              | S                 | 30                | 0          | 10         | 53                         | 10               | 13          | 17                     | 7                      | 0                       | 40                         | 0                        | 0                          | 0                       |
| <b>TOTAL MANSTON (KENT INT)</b> |                        |                   | <b>30</b>         | <b>0</b>   | <b>10</b>  | <b>53</b>                  | <b>10</b>        | <b>13</b>   | <b>17</b>              | <b>7</b>               | <b>0</b>                | <b>40</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| NEWQUAY                         | AIR SOUTHWEST          | S                 | 26                | 0          | 1          | 46                         | 15               | 23          | 15                     | 0                      | 0                       | 32                         | 68                       | 22                         | 25                      |
| <b>TOTAL NEWQUAY</b>            |                        |                   | <b>26</b>         | <b>0</b>   | <b>1</b>   | <b>46</b>                  | <b>15</b>        | <b>23</b>   | <b>15</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>68</b>                | <b>22</b>                  | <b>25</b>               |
| NORWICH                         | FLYBE LTD              | S                 | 72                | 0          | 13         | 35                         | 11               | 8           | 36                     | 10                     | 0                       | 70                         | 59                       | 35                         | 73                      |
| <b>TOTAL NORWICH</b>            |                        |                   | <b>72</b>         | <b>0</b>   | <b>13</b>  | <b>35</b>                  | <b>11</b>        | <b>8</b>    | <b>36</b>              | <b>10</b>              | <b>0</b>                | <b>70</b>                  | <b>59</b>                | <b>35</b>                  | <b>73</b>               |
| PLYMOUTH                        | AIR SOUTHWEST          | S                 | 65                | 0          | 2          | 43                         | 11               | 26          | 18                     | 2                      | 0                       | 38                         | 63                       | 18                         | 67                      |
| <b>TOTAL PLYMOUTH</b>           |                        |                   | <b>65</b>         | <b>0</b>   | <b>2</b>   | <b>43</b>                  | <b>11</b>        | <b>26</b>   | <b>18</b>              | <b>2</b>               | <b>0</b>                | <b>38</b>                  | <b>63</b>                | <b>18</b>                  | <b>67</b>               |
| SOUTHAMPTON                     | FLYBE LTD              | S                 | 145               | 2          | 30         | 43                         | 18               | 17          | 20                     | 3                      | 0                       | 41                         | 68                       | 28                         | 193                     |
| <b>TOTAL SOUTHAMPTON</b>        |                        |                   | <b>145</b>        | <b>2</b>   | <b>30</b>  | <b>43</b>                  | <b>18</b>        | <b>17</b>   | <b>20</b>              | <b>3</b>               | <b>0</b>                | <b>41</b>                  | <b>68</b>                | <b>28</b>                  | <b>193</b>              |
| <b>TOTAL UNITED KINGDOM</b>     |                        |                   | <b>2798</b>       | <b>41</b>  | <b>175</b> | <b>57</b>                  | <b>13</b>        | <b>14</b>   | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>32</b>                  | <b>73</b>                | <b>23</b>                  | <b>3229</b>             |
| <b>USA</b>                      |                        |                   |                   |            |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ATLANTA                         | DELTA AIRLINES         | S                 | 60                | 0          | 2          | 52                         | 27               | 13          | 7                      | 2                      | 0                       | 27                         | 60                       | 26                         | 62                      |
| <b>TOTAL ATLANTA</b>            |                        |                   | <b>61</b>         | <b>0</b>   | <b>2</b>   | <b>51</b>                  | <b>28</b>        | <b>13</b>   | <b>7</b>               | <b>2</b>               | <b>0</b>                | <b>27</b>                  | <b>60</b>                | <b>26</b>                  | <b>62</b>               |
| CHICAGO (O'HARE)                | AMERICAN AIRLINES      | S                 | 50                | 0          | 0          | 48                         | 12               | 16          | 12                     | 12                     | 0                       | 54                         | 54                       | 33                         | 50                      |
| <b>TOTAL CHICAGO (O'HARE)</b>   |                        |                   | <b>50</b>         | <b>0</b>   | <b>0</b>   | <b>48</b>                  | <b>12</b>        | <b>16</b>   | <b>12</b>              | <b>12</b>              | <b>0</b>                | <b>54</b>                  | <b>54</b>                | <b>33</b>                  | <b>50</b>               |
| DETROIT                         | DELTA AIRLINES         | S                 | 2                 | 0          | 0          | 0                          | 50               | 0           | 50                     | 0                      | 0                       | 51                         | 0                        | 0                          | 0                       |
| <b>TOTAL DETROIT</b>            |                        |                   | <b>2</b>          | <b>0</b>   | <b>0</b>   | <b>0</b>                   | <b>50</b>        | <b>0</b>    | <b>50</b>              | <b>0</b>               | <b>0</b>                | <b>51</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| NEW ORLEANS                     | THOMSON AIRWAYS LTD    | C                 | 2                 | 0          | 0          | 0                          | 0                | 0           | 0                      | 100                    | 0                       | 255                        | 0                        | 0                          | 0                       |
| <b>TOTAL NEW ORLEANS</b>        |                        |                   | <b>2</b>          | <b>0</b>   | <b>0</b>   | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>100</b>             | <b>0</b>                | <b>255</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| NEW YORK (JF KENNEDY)           | DELTA AIRLINES         | S                 | 43                | 1          | 3          | 42                         | 14               | 16          | 26                     | 2                      | 0                       | 44                         | 80                       | 21                         | 60                      |
|                                 | PAKISTAN INTL AIRLINES | S                 | 13                | 0          | 0          | 15                         | 15               | 31          | 23                     | 8                      | 8                       | 92                         | 56                       | 65                         | 9                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: MANCHESTER (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL NEW YORK (JF KENNEDY)      |                             |                   | 56                | 1          | 3        | 36                         | 14               | 20          | 25                     | 4                      | 2                       | 55                         | 77                       | 27                         | 69                      |
| NEW YORK (NEWARK)                | CONTINENTAL AIRLINES        | S                 | 88                | 0          | 7        | 35                         | 19               | 26          | 19                     | 0                      | 0                       | 37                         | 59                       | 33                         | 94                      |
| TOTAL NEW YORK (NEWARK)          |                             |                   | 88                | 1          | 8        | 35                         | 19               | 26          | 19                     | 0                      | 0                       | 37                         | 59                       | 33                         | 94                      |
| ORLANDO                          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | 73                | 0          | 0        | 42                         | 19               | 12          | 25                     | 1                      | 0                       | 36                         | 49                       | 68                         | 74                      |
| TOTAL ORLANDO                    |                             |                   | 73                | 1          | 1        | 42                         | 19               | 12          | 25                     | 1                      | 0                       | 36                         | 49                       | 68                         | 74                      |
| PHILADELPHIA INTERNATIONAL       | US AIRWAYS                  | S                 | 60                | 1          | 3        | 40                         | 20               | 13          | 17                     | 10                     | 0                       | 54                         | 62                       | 29                         | 60                      |
| TOTAL PHILADELPHIA INTERNATIONAL |                             |                   | 60                | 1          | 3        | 40                         | 20               | 13          | 17                     | 10                     | 0                       | 54                         | 62                       | 29                         | 60                      |
| SANFORD                          | THOMSON AIRWAYS LTD         | C                 | 9                 | 0          | 0        | 44                         | 0                | 22          | 0                      | 33                     | 0                       | 117                        | 22                       | 72                         | 9                       |
| TOTAL SANFORD                    |                             |                   | 9                 | 0          | 0        | 44                         | 0                | 22          | 0                      | 33                     | 0                       | 117                        | 22                       | 72                         | 9                       |
| TOTAL USA                        |                             |                   | 401               | 6          | 19       | 41                         | 19               | 17          | 17                     | 5                      | 0                       | 45                         | 59                       | 37                         | 419                     |
| TOTAL MANCHESTER                 |                             |                   | 9985              | 128        | 412      | 48                         | 15               | 16          | 16                     | 3                      | 1                       | 43                         | 65                       | 30                         | 9930                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                          |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>AUSTRIA</b>                        |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| INNSBRUCK                             | THOMSON AIRWAYS LTD      | C                 | 3                 | 0        | 0         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 8                          | 67                       | 12                         | 3                       |
| <b>TOTAL INNSBRUCK</b>                |                          |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>33</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>8</b>                   | <b>67</b>                | <b>12</b>                  | <b>3</b>                |
| SALZBURG                              | THOMSON AIRWAYS LTD      | C                 | 3                 | 0        | 0         | 67                         | 0                | 0           | 33                     | 0                      | 0                       | 44                         | 0                        | 20                         | 1                       |
| <b>TOTAL SALZBURG</b>                 |                          |                   | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>0</b>         | <b>0</b>    | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>44</b>                  | <b>0</b>                 | <b>20</b>                  | <b>1</b>                |
| <b>TOTAL AUSTRIA</b>                  |                          |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>17</b>        | <b>0</b>    | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>50</b>                | <b>14</b>                  | <b>4</b>                |
| <b>BELGIUM</b>                        |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRUSSELS                              | BRUSSELS AIRLINES        | S                 | 122               | 0        | 0         | 48                         | 12               | 16          | 24                     | 1                      | 0                       | 36                         | 89                       | 17                         | 44                      |
| <b>TOTAL BRUSSELS</b>                 |                          |                   | <b>122</b>        | <b>0</b> | <b>0</b>  | <b>48</b>                  | <b>12</b>        | <b>16</b>   | <b>24</b>              | <b>1</b>               | <b>0</b>                | <b>36</b>                  | <b>89</b>                | <b>17</b>                  | <b>44</b>               |
| <b>TOTAL BELGIUM</b>                  |                          |                   | <b>122</b>        | <b>0</b> | <b>0</b>  | <b>48</b>                  | <b>12</b>        | <b>16</b>   | <b>24</b>              | <b>1</b>               | <b>0</b>                | <b>36</b>                  | <b>89</b>                | <b>17</b>                  | <b>44</b>               |
| <b>CYPRUS</b>                         |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PAPHOS                                | THOMSON AIRWAYS LTD      | C                 | 4                 | 0        | 0         | 25                         | 25               | 0           | 25                     | 25                     | 0                       | 98                         | 100                      | 6                          | 4                       |
| <b>TOTAL PAPHOS</b>                   |                          |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>0</b>    | <b>25</b>              | <b>25</b>              | <b>0</b>                | <b>98</b>                  | <b>100</b>               | <b>6</b>                   | <b>4</b>                |
| <b>TOTAL CYPRUS</b>                   |                          |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>0</b>    | <b>25</b>              | <b>25</b>              | <b>0</b>                | <b>98</b>                  | <b>100</b>               | <b>6</b>                   | <b>4</b>                |
| <b>CZECH REPUBLIC</b>                 |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                                | JET2.COM LTD             | S                 | 18                | 0        | 0         | 28                         | 22               | 39          | 11                     | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| <b>TOTAL PRAGUE</b>                   |                          |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>28</b>                  | <b>22</b>        | <b>39</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>100</b>               | <b>11</b>                  | <b>2</b>                |
| <b>TOTAL CZECH REPUBLIC</b>           |                          |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>28</b>                  | <b>22</b>        | <b>39</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>100</b>               | <b>11</b>                  | <b>2</b>                |
| <b>DENMARK</b>                        |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| COPENHAGEN                            | CIMBER AIR A/S           | S                 | 50                | 1        | 0         | 32                         | 6                | 26          | 28                     | 8                      | 0                       | 65                         | 42                       | 44                         | 48                      |
| <b>TOTAL COPENHAGEN</b>               |                          |                   | <b>50</b>         | <b>1</b> | <b>0</b>  | <b>32</b>                  | <b>6</b>         | <b>26</b>   | <b>28</b>              | <b>8</b>               | <b>0</b>                | <b>65</b>                  | <b>42</b>                | <b>44</b>                  | <b>48</b>               |
| <b>TOTAL DENMARK</b>                  |                          |                   | <b>50</b>         | <b>1</b> | <b>0</b>  | <b>32</b>                  | <b>6</b>         | <b>26</b>   | <b>28</b>              | <b>8</b>               | <b>0</b>                | <b>65</b>                  | <b>42</b>                | <b>44</b>                  | <b>48</b>               |
| <b>EGYPT</b>                          |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SHARM EL SHEIKH (OPHIRA)              | JET2.COM LTD             | S                 | 10                | 0        | 0         | 20                         | 20               | 20          | 40                     | 0                      | 0                       | 70                         | 25                       | 19                         | 4                       |
|                                       | THOMAS COOK AIRLINES LTD | C                 | 10                | 0        | 0         | 60                         | 10               | 10          | 20                     | 0                      | 0                       | 22                         | 90                       | 6                          | 10                      |
|                                       | THOMSON AIRWAYS LTD      | S                 | 18                | 0        | 0         | 28                         | 0                | 39          | 22                     | 11                     | 0                       | 65                         | 56                       | 15                         | 18                      |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                          |                   | <b>38</b>         | <b>0</b> | <b>0</b>  | <b>34</b>                  | <b>8</b>         | <b>26</b>   | <b>26</b>              | <b>5</b>               | <b>0</b>                | <b>55</b>                  | <b>63</b>                | <b>13</b>                  | <b>32</b>               |
| <b>TOTAL EGYPT</b>                    |                          |                   | <b>39</b>         | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>8</b>         | <b>26</b>   | <b>26</b>              | <b>5</b>               | <b>0</b>                | <b>54</b>                  | <b>63</b>                | <b>13</b>                  | <b>32</b>               |
| <b>FINLAND</b>                        |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENONTEKIO                             | SMALL PLANET AIRLINES    | C                 | 2                 | 0        | 0         | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 84                         | 0                        | 0                          | 0                       |
| <b>TOTAL ENONTEKIO</b>                |                          |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>84</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| KITTILA                               | THOMSON AIRWAYS LTD      | C                 | 2                 | 1        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 4                          | 0                        | 0                          | 0                       |
| <b>TOTAL KITTILA</b>                  |                          |                   | <b>2</b>          | <b>2</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>4</b>                   | <b>0</b>                 | <b>30</b>                  | <b>2</b>                |
| ROVANIEMI                             | THOMAS COOK AIRLINES LTD | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 0                          | 100                      | 1                          | 2                       |
|                                       | THOMSON AIRWAYS LTD      | C                 | 2                 | 0        | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 7                          | 100                      | 3                          | 2                       |
| <b>TOTAL ROVANIEMI</b>                |                          |                   | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>3</b>                   | <b>100</b>               | <b>2</b>                   | <b>4</b>                |
| <b>TOTAL FINLAND</b>                  |                          |                   | <b>8</b>          | <b>3</b> | <b>0</b>  | <b>75</b>                  | <b>0</b>         | <b>0</b>    | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>67</b>                | <b>11</b>                  | <b>6</b>                |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

## Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION                     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>FRANCE</b>                            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CHAMBERY                                 | JET2.COM LTD                | S                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 24                         | 33                       | 62                         | 3                       |
| <b>TOTAL CHAMBERY</b>                    |                             |                   | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>33</b>                | <b>62</b>                  | <b>3</b>                |
| PARIS (CHARLES DE GAULLE)                | BRIT AIR                    | S                 | 130               | 0        | 0         | 39                         | 18               | 22          | 16                     | 5                      | 0                       | 43                         | 78                       | 15                         | 149                     |
|  | EASYJET AIRLINE COMPANY LTD | S                 | 42                | 0        | 0         | 43                         | 12               | 17          | 24                     | 5                      | 0                       | 51                         | 40                       | 50                         | 40                      |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b>   |                             |                   | <b>172</b>        | <b>0</b> | <b>0</b>  | <b>40</b>                  | <b>16</b>        | <b>21</b>   | <b>18</b>              | <b>5</b>               | <b>0</b>                | <b>45</b>                  | <b>70</b>                | <b>23</b>                  | <b>189</b>              |
| <b>TOTAL FRANCE</b>                      |                             |                   | <b>174</b>        | <b>1</b> | <b>0</b>  | <b>40</b>                  | <b>16</b>        | <b>21</b>   | <b>18</b>              | <b>5</b>               | <b>0</b>                | <b>45</b>                  | <b>69</b>                | <b>23</b>                  | <b>192</b>              |
| <b>GERMANY</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUSSELDORF                               | EUROWINGS LUFTVERKEHRS      | S                 | 84                | 0        | 0         | 32                         | 23               | 26          | 17                     | 2                      | 0                       | 41                         | 75                       | 15                         | 84                      |
| <b>TOTAL DUSSELDORF</b>                  |                             |                   | <b>84</b>         | <b>0</b> | <b>0</b>  | <b>32</b>                  | <b>23</b>        | <b>26</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>41</b>                  | <b>75</b>                | <b>15</b>                  | <b>84</b>               |
| <b>TOTAL GERMANY</b>                     |                             |                   | <b>84</b>         | <b>1</b> | <b>0</b>  | <b>32</b>                  | <b>23</b>        | <b>26</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>41</b>                  | <b>75</b>                | <b>15</b>                  | <b>84</b>               |
| <b>IRISH REPUBLIC</b>                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                                     | JET2.COM LTD                | S                 | 18                | 0        | 0         | 33                         | 28               | 28          | 11                     | 0                      | 0                       | 39                         | 89                       | 6                          | 18                      |
| <b>TOTAL CORK</b>                        |                             |                   | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>33</b>                  | <b>28</b>        | <b>28</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>39</b>                  | <b>89</b>                | <b>6</b>                   | <b>18</b>               |
| DUBLIN                                   | RYANAIR                     | S                 | 69                | 1        | 11        | 48                         | 14               | 13          | 17                     | 7                      | 0                       | 44                         | 61                       | 17                         | 74                      |
| <b>TOTAL DUBLIN</b>                      |                             |                   | <b>69</b>         | <b>1</b> | <b>11</b> | <b>48</b>                  | <b>14</b>        | <b>13</b>   | <b>17</b>              | <b>7</b>               | <b>0</b>                | <b>44</b>                  | <b>61</b>                | <b>17</b>                  | <b>74</b>               |
| <b>TOTAL IRISH REPUBLIC</b>              |                             |                   | <b>87</b>         | <b>1</b> | <b>11</b> | <b>45</b>                  | <b>17</b>        | <b>16</b>   | <b>16</b>              | <b>6</b>               | <b>0</b>                | <b>43</b>                  | <b>66</b>                | <b>15</b>                  | <b>92</b>               |
| <b>MALTA</b>                             |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALTA                                    | EASYJET AIRLINE COMPANY LTD | S                 | 14                | 0        | 0         | 57                         | 14               | 7           | 21                     | 0                      | 0                       | 42                         | 50                       | 46                         | 12                      |
| <b>TOTAL MALTA</b>                       |                             |                   | <b>14</b>         | <b>0</b> | <b>0</b>  | <b>57</b>                  | <b>14</b>        | <b>7</b>    | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>50</b>                | <b>46</b>                  | <b>12</b>               |
| <b>TOTAL MALTA</b>                       |                             |                   | <b>14</b>         | <b>0</b> | <b>0</b>  | <b>57</b>                  | <b>14</b>        | <b>7</b>    | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>42</b>                  | <b>50</b>                | <b>46</b>                  | <b>12</b>               |
| <b>NETHERLANDS</b>                       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                                | KLM                         | S                 | 159               | 0        | 20        | 55                         | 18               | 11          | 13                     | 3                      | 1                       | 34                         | 77                       | 16                         | 173                     |
| <b>TOTAL AMSTERDAM</b>                   |                             |                   | <b>159</b>        | <b>3</b> | <b>20</b> | <b>55</b>                  | <b>18</b>        | <b>11</b>   | <b>13</b>              | <b>3</b>               | <b>1</b>                | <b>34</b>                  | <b>77</b>                | <b>16</b>                  | <b>173</b>              |
| <b>TOTAL NETHERLANDS</b>                 |                             |                   | <b>159</b>        | <b>3</b> | <b>20</b> | <b>55</b>                  | <b>18</b>        | <b>11</b>   | <b>13</b>              | <b>3</b>               | <b>1</b>                | <b>34</b>                  | <b>77</b>                | <b>16</b>                  | <b>173</b>              |
| <b>NORWAY</b>                            |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| RYGGE                                    | RYANAIR                     | S                 | 20                | 2        | 8         | 65                         | 20               | 5           | 10                     | 0                      | 0                       | 20                         | 0                        | 0                          | 0                       |
| <b>TOTAL RYGGE</b>                       |                             |                   | <b>20</b>         | <b>2</b> | <b>8</b>  | <b>65</b>                  | <b>20</b>        | <b>5</b>    | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| STAVANGER                                | EASTERN AIRWAYS             | S                 | 38                | 0        | 2         | 68                         | 11               | 5           | 5                      | 11                     | 0                       | 40                         | 84                       | 33                         | 44                      |
|  | WIDEROE FLYVESELSKAP A/S    | S                 | 22                | 0        | 0         | 68                         | 9                | 18          | 5                      | 0                      | 0                       | 14                         | 86                       | 4                          | 22                      |
| <b>TOTAL STAVANGER</b>                   |                             |                   | <b>60</b>         | <b>0</b> | <b>2</b>  | <b>68</b>                  | <b>10</b>        | <b>10</b>   | <b>5</b>               | <b>7</b>               | <b>0</b>                | <b>30</b>                  | <b>85</b>                | <b>24</b>                  | <b>66</b>               |
| <b>TOTAL NORWAY</b>                      |                             |                   | <b>80</b>         | <b>2</b> | <b>10</b> | <b>68</b>                  | <b>13</b>        | <b>9</b>    | <b>6</b>               | <b>5</b>               | <b>0</b>                | <b>28</b>                  | <b>86</b>                | <b>18</b>                  | <b>102</b>              |
| <b>PORTUGAL(EXCLUDING MADEIRA)</b>       |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                                     | EASYJET AIRLINE COMPANY LTD | S                 | 26                | 0        | 2         | 65                         | 8                | 19          | 8                      | 0                      | 0                       | 19                         | 62                       | 23                         | 26                      |
| <b>TOTAL FARO</b>                        |                             |                   | <b>26</b>         | <b>0</b> | <b>2</b>  | <b>65</b>                  | <b>8</b>         | <b>19</b>   | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>62</b>                | <b>23</b>                  | <b>26</b>               |
| <b>TOTAL PORTUGAL(EXCLUDING MADEIRA)</b> |                             |                   | <b>26</b>         | <b>0</b> | <b>2</b>  | <b>65</b>                  | <b>8</b>         | <b>19</b>   | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>62</b>                | <b>23</b>                  | <b>26</b>               |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION                   | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|  |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|  |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>SPAIN</b>                           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                               | EASYJET AIRLINE COMPANY LTD | S                 | 42                | 0        | 2         | 55                         | 12               | 7           | 26                     | 0                      | 0                       | 31                         | 67                       | 22                         | 60                      |
|  | THOMSON AIRWAYS LTD         | C                 | 16                | 3        | 0         | 75                         | 6                | 13          | 6                      | 0                      | 0                       | 15                         | 50                       | 30                         | 10                      |
| <b>TOTAL ALICANTE</b>                  |                             |                   | <b>58</b>         | <b>3</b> | <b>2</b>  | <b>60</b>                  | <b>10</b>        | <b>9</b>    | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>64</b>                | <b>23</b>                  | <b>70</b>               |
| BARCELONA                              | EASYJET AIRLINE COMPANY LTD | S                 | 46                | 0        | 0         | 50                         | 9                | 22          | 20                     | 0                      | 0                       | 29                         | 62                       | 11                         | 42                      |
| <b>TOTAL BARCELONA</b>                 |                             |                   | <b>46</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>9</b>         | <b>22</b>   | <b>20</b>              | <b>0</b>               | <b>0</b>                | <b>29</b>                  | <b>62</b>                | <b>11</b>                  | <b>42</b>               |
| MALAGA                                 | EASYJET AIRLINE COMPANY LTD | S                 | 42                | 0        | 0         | 45                         | 19               | 17          | 17                     | 0                      | 2                       | 41                         | 66                       | 23                         | 58                      |
|  | THOMSON AIRWAYS LTD         | C                 | 4                 | 0        | 0         | 75                         | 25               | 0           | 0                      | 0                      | 0                       | 10                         | 25                       | 30                         | 4                       |
| <b>TOTAL MALAGA</b>                    |                             |                   | <b>46</b>         | <b>0</b> | <b>0</b>  | <b>48</b>                  | <b>20</b>        | <b>15</b>   | <b>15</b>              | <b>0</b>               | <b>2</b>                | <b>38</b>                  | <b>63</b>                | <b>23</b>                  | <b>62</b>               |
| MURCIA SAN JAVIER                      | JET2.COM LTD                | S                 | 10                | 0        | 0         | 30                         | 20               | 50          | 0                      | 0                      | 0                       | 33                         | 0                        | 0                          | 0                       |
| <b>TOTAL MURCIA SAN JAVIER</b>         |                             |                   | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>30</b>                  | <b>20</b>        | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>78</b>                | <b>7</b>                   | <b>18</b>               |
| <b>TOTAL SPAIN</b>                     |                             |                   | <b>160</b>        | <b>4</b> | <b>2</b>  | <b>52</b>                  | <b>13</b>        | <b>17</b>   | <b>18</b>              | <b>0</b>               | <b>1</b>                | <b>31</b>                  | <b>62</b>                | <b>22</b>                  | <b>202</b>              |
| <b>SPAIN(CANARY ISLANDS)</b>           |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                               | JET2.COM LTD                | S                 | 8                 | 0        | 0         | 50                         | 13               | 38          | 0                      | 0                      | 0                       | 23                         | 50                       | 27                         | 8                       |
|  | THOMAS COOK AIRLINES LTD    | C                 | 10                | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 22                         | 60                       | 10                         | 10                      |
|  | THOMSON AIRWAYS LTD         | C                 | 10                | 0        | 0         | 40                         | 20               | 30          | 0                      | 10                     | 0                       | 48                         | 50                       | 16                         | 10                      |
| <b>TOTAL ARRECIFE</b>                  |                             |                   | <b>28</b>         | <b>1</b> | <b>0</b>  | <b>46</b>                  | <b>11</b>        | <b>39</b>   | <b>0</b>               | <b>4</b>               | <b>0</b>                | <b>32</b>                  | <b>54</b>                | <b>17</b>                  | <b>28</b>               |
| FUERTEVENTURA                          | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 0        | 0         | 50                         | 17               | 17          | 17                     | 0                      | 0                       | 21                         | 60                       | 12                         | 10                      |
| <b>TOTAL FUERTEVENTURA</b>             |                             |                   | <b>6</b>          | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>17</b>        | <b>17</b>   | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>60</b>                | <b>12</b>                  | <b>10</b>               |
| LAS PALMAS                             | THOMAS COOK AIRLINES LTD    | C                 | 9                 | 0        | 0         | 22                         | 33               | 22          | 11                     | 0                      | 11                      | 100                        | 13                       | 41                         | 8                       |
|  | THOMSON AIRWAYS LTD         | C                 | 8                 | 0        | 0         | 38                         | 13               | 0           | 50                     | 0                      | 0                       | 50                         | 25                       | 31                         | 8                       |
| <b>TOTAL LAS PALMAS</b>                |                             |                   | <b>17</b>         | <b>0</b> | <b>0</b>  | <b>29</b>                  | <b>24</b>        | <b>12</b>   | <b>29</b>              | <b>0</b>               | <b>6</b>                | <b>76</b>                  | <b>19</b>                | <b>36</b>                  | <b>16</b>               |
| TENERIFE (SURREINA SOFIA)              | JET2.COM LTD                | S                 | 13                | 0        | 1         | 23                         | 15               | 23          | 31                     | 0                      | 8                       | 169                        | 13                       | 75                         | 8                       |
|  | THOMAS COOK AIRLINES LTD    | C                 | 21                | 0        | 0         | 62                         | 5                | 5           | 10                     | 0                      | 19                      | 140                        | 59                       | 20                         | 27                      |
|  | THOMSON AIRWAYS LTD         | C                 | 26                | 0        | 0         | 65                         | 8                | 8           | 8                      | 8                      | 4                       | 66                         | 37                       | 50                         | 19                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                             |                   | <b>60</b>         | <b>0</b> | <b>1</b>  | <b>55</b>                  | <b>8</b>         | <b>10</b>   | <b>13</b>              | <b>3</b>               | <b>10</b>               | <b>114</b>                 | <b>44</b>                | <b>39</b>                  | <b>54</b>               |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>     |                             |                   | <b>111</b>        | <b>1</b> | <b>1</b>  | <b>49</b>                  | <b>12</b>        | <b>18</b>   | <b>13</b>              | <b>3</b>               | <b>6</b>                | <b>83</b>                  | <b>44</b>                | <b>30</b>                  | <b>108</b>              |
| <b>SWITZERLAND</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                                 | EASYJET AIRLINE COMPANY LTD | S                 | 39                | 2        | 3         | 49                         | 13               | 21          | 13                     | 5                      | 0                       | 43                         | 43                       | 37                         | 44                      |
|  | JET2.COM LTD                | S                 | 2                 | 0        | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 60                         | 0                        | 0                          | 0                       |
| <b>TOTAL GENEVA</b>                    |                             |                   | <b>42</b>         | <b>2</b> | <b>3</b>  | <b>45</b>                  | <b>14</b>        | <b>21</b>   | <b>14</b>              | <b>5</b>               | <b>0</b>                | <b>43</b>                  | <b>42</b>                | <b>37</b>                  | <b>45</b>               |
| <b>TOTAL SWITZERLAND</b>               |                             |                   | <b>42</b>         | <b>2</b> | <b>3</b>  | <b>45</b>                  | <b>14</b>        | <b>21</b>   | <b>14</b>              | <b>5</b>               | <b>0</b>                | <b>43</b>                  | <b>42</b>                | <b>37</b>                  | <b>45</b>               |
| <b>TUNISIA</b>                         |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                               | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 0        | 0         | 83                         | 17               | 0           | 0                      | 0                      | 0                       | 7                          | 100                      | 8                          | 1                       |
|  | THOMSON AIRWAYS LTD         | C                 | 3                 | 0        | 0         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 7                          | 0                        | 0                          | 0                       |
| <b>TOTAL MONASTIR</b>                  |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>22</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>100</b>               | <b>8</b>                   | <b>1</b>                |
| <b>TOTAL TUNISIA</b>                   |                             |                   | <b>9</b>          | <b>0</b> | <b>0</b>  | <b>78</b>                  | <b>22</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>7</b>                   | <b>100</b>               | <b>8</b>                   | <b>1</b>                |
| <b>TURKEY</b>                          |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                                | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |

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Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ANTALYA                     |                             |                   | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| TOTAL TURKEY                      |                             |                   | 3                 | 0        | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| UNITED ARAB EMIRATES              |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                             | EMIRATES                    | S                 | 62                | 1        | 1         | 21                         | 19               | 35          | 21                     | 3                      | 0                       | 48                         | 66                       | 15                         | 62                      |
| TOTAL DUBAI                       |                             |                   | 62                | 1        | 1         | 21                         | 19               | 35          | 21                     | 3                      | 0                       | 48                         | 66                       | 15                         | 62                      |
| TOTAL UNITED ARAB EMIRATES        |                             |                   | 62                | 1        | 1         | 21                         | 19               | 35          | 21                     | 3                      | 0                       | 48                         | 66                       | 15                         | 62                      |
| UNITED KINGDOM                    |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ABERDEEN                          | EASTERN AIRWAYS             | S                 | 139               | 2        | 22        | 63                         | 11               | 12          | 12                     | 2                      | 0                       | 27                         | 71                       | 36                         | 133                     |
| TOTAL ABERDEEN                    |                             |                   | 139               | 2        | 22        | 63                         | 11               | 12          | 12                     | 2                      | 0                       | 27                         | 71                       | 36                         | 133                     |
| BELFAST CITY (GEORGE BEST)        | FLYBE LTD                   | S                 | 80                | 0        | 6         | 51                         | 14               | 8           | 25                     | 3                      | 0                       | 40                         | 83                       | 12                         | 84                      |
| TOTAL BELFAST CITY (GEORGE BEST)  |                             |                   | 80                | 0        | 6         | 51                         | 14               | 8           | 25                     | 3                      | 0                       | 40                         | 83                       | 12                         | 84                      |
| BELFAST INTERNATIONAL             | EASYJET AIRLINE COMPANY LTD | S                 | 132               | 0        | 10        | 50                         | 15               | 12          | 21                     | 2                      | 0                       | 33                         | 64                       | 16                         | 138                     |
| TOTAL BELFAST INTERNATIONAL       |                             |                   | 132               | 0        | 10        | 50                         | 15               | 12          | 21                     | 2                      | 0                       | 33                         | 65                       | 16                         | 139                     |
| BIRMINGHAM                        | EASTERN AIRWAYS             | S                 | 68                | 0        | 28        | 59                         | 12               | 16          | 10                     | 3                      | 0                       | 28                         | 92                       | 5                          | 78                      |
| TOTAL BIRMINGHAM                  |                             |                   | 68                | 1        | 28        | 59                         | 12               | 16          | 10                     | 3                      | 0                       | 28                         | 92                       | 5                          | 78                      |
| BRISTOL                           | EASYJET AIRLINE COMPANY LTD | S                 | 134               | 0        | 7         | 60                         | 12               | 12          | 14                     | 1                      | 0                       | 27                         | 73                       | 16                         | 132                     |
| TOTAL BRISTOL                     |                             |                   | 134               | 0        | 7         | 60                         | 12               | 12          | 14                     | 1                      | 0                       | 27                         | 73                       | 16                         | 132                     |
| CARDIFF WALES                     | EASTERN AIRWAYS             | S                 | 54                | 2        | 30        | 69                         | 9                | 7           | 15                     | 0                      | 0                       | 25                         | 95                       | 3                          | 60                      |
| TOTAL CARDIFF WALES               |                             |                   | 54                | 2        | 30        | 69                         | 9                | 7           | 15                     | 0                      | 0                       | 25                         | 86                       | 7                          | 84                      |
| EAST MIDLANDS INTERNATIONAL       | JET2.COM LTD                | S                 | 2                 | 0        | 0         | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 112                        | 0                        | 0                          | 0                       |
| TOTAL EAST MIDLANDS INTERNATIONAL |                             |                   | 2                 | 0        | 0         | 0                          | 0                | 0           | 100                    | 0                      | 0                       | 112                        | 0                        | 0                          | 0                       |
| EXETER                            | FLYBE LTD                   | S                 | 47                | 0        | 5         | 51                         | 11               | 9           | 15                     | 13                     | 2                       | 60                         | 59                       | 42                         | 58                      |
| TOTAL EXETER                      |                             |                   | 47                | 0        | 5         | 51                         | 11               | 9           | 15                     | 13                     | 2                       | 60                         | 59                       | 42                         | 58                      |
| GATWICK                           | FLYBE LTD                   | S                 | 142               | 0        | 22        | 42                         | 18               | 18          | 18                     | 4                      | 1                       | 52                         | 61                       | 39                         | 184                     |
| TOTAL GATWICK                     |                             |                   | 142               | 1        | 22        | 42                         | 18               | 18          | 18                     | 4                      | 1                       | 52                         | 61                       | 39                         | 184                     |
| GLASGOW                           | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 28                         | 100                      | 1                          | 2                       |
| TOTAL GLASGOW                     |                             |                   | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 28                         | 100                      | 1                          | 2                       |
| HEATHROW                          | BRITISH AIRWAYS PLC         | S                 | 247               | 7        | 3         | 57                         | 11               | 17          | 14                     | 1                      | 0                       | 27                         | 69                       | 27                         | 297                     |
| TOTAL HEATHROW                    |                             |                   | 247               | 8        | 3         | 57                         | 11               | 17          | 14                     | 1                      | 0                       | 27                         | 69                       | 27                         | 297                     |
| ISLE OF MAN                       | FLM AVIATION                | S                 | 18                | 0        | 4         | 83                         | 17               | 0           | 0                      | 0                      | 0                       | 5                          | 100                      | 3                          | 44                      |
|                                   | VANAIR EUROPE AS            | S                 | 32                | 2        | 0         | 72                         | 3                | 6           | 19                     | 0                      | 0                       | 20                         | 17                       | 29                         | 6                       |
| TOTAL ISLE OF MAN                 |                             |                   | 50                | 2        | 4         | 76                         | 8                | 4           | 12                     | 0                      | 0                       | 14                         | 90                       | 6                          | 50                      |
| PLYMOUTH                          | AIR SOUTHWEST               | S                 | 29                | 1        | 2         | 48                         | 10               | 17          | 14                     | 10                     | 0                       | 51                         | 83                       | 10                         | 30                      |
| TOTAL PLYMOUTH                    |                             |                   | 29                | 1        | 2         | 48                         | 10               | 17          | 14                     | 10                     | 0                       | 51                         | 83                       | 10                         | 30                      |
| SOUTHAMPTON                       | FLYBE LTD                   | S                 | 110               | 0        | 32        | 50                         | 9                | 19          | 17                     | 4                      | 1                       | 44                         | 62                       | 41                         | 167                     |
| TOTAL SOUTHAMPTON                 |                             |                   | 110               | 0        | 32        | 50                         | 9                | 19          | 17                     | 4                      | 1                       | 44                         | 60                       | 42                         | 243                     |
| STANSTED                          | EASYJET AIRLINE COMPANY LTD | S                 | 112               | 1        | 2         | 62                         | 12               | 13          | 13                     | 0                      | 0                       | 23                         | 65                       | 27                         | 110                     |

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Reporting Airport: NEWCASTLE (Full Analysis)

| ORIGIN / DESTINATION    | AIRLINE      | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |          |
|-------------------------|--------------|-------------------|-----------|------------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|----------|
|                         |              | CHARTER/<br>SCHED | UNMATCHED |            | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |          |
|                         |              |                   | MATCHED   | Actual (7) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         | Plan (8) |
| TOTAL STANSTED          |              |                   | 112       | 1          | 2                          | 62               | 12          | 13                     | 13                     | 0                       | 0                          | 23                       | 65                         | 27                      | 110      |
| TOTAL UNITED KINGDOM    |              |                   | 1349      | 21         | 173                        | 56               | 12          | 14                     | 16                     | 2                       | 0                          | 33                       | 70                         | 26                      | 1627     |
| USA                     |              |                   |           |            |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |          |
| NEW YORK (NEWARK)       | JET2.COM LTD | C                 | 4         | 0          | 0                          | 25               | 25          | 25                     | 25                     | 0                       | 0                          | 46                       | 0                          | 0                       | 0        |
| TOTAL NEW YORK (NEWARK) |              |                   | 4         | 0          | 0                          | 25               | 25          | 25                     | 25                     | 0                       | 0                          | 46                       | 0                          | 0                       | 0        |
| TOTAL USA               |              |                   | 4         | 1          | 0                          | 25               | 25          | 25                     | 25                     | 0                       | 0                          | 46                       | 0                          | 0                       | 0        |
| TOTAL NEWCASTLE         |              |                   | 2614      | 49         | 223                        | 51               | 13          | 16                     | 16                     | 3                       | 1                          | 38                       | 68                         | 24                      | 2872     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION  | AIRLINE                  | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------|--------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                       |                          |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                       |                          |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>ALBANIA</b>        |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TIRANA                | ALBANIAN AIRLINES        | S                 | 12                | 0        | 2         | 0                          | 17               | 17          | 67                     | 0                      | 0                       | 72                         | 63                       | 29                         | 30                      |
| TOTAL TIRANA          |                          |                   | 12                | 0        | 2         | 0                          | 17               | 17          | 67                     | 0                      | 0                       | 72                         | 61                       | 29                         | 31                      |
| TOTAL ALBANIA         |                          |                   | 12                | 0        | 2         | 0                          | 17               | 17          | 67                     | 0                      | 0                       | 72                         | 61                       | 29                         | 31                      |
| <b>AUSTRIA</b>        |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GRAZ                  | RYANAIR                  | S                 | 36                | 0        | 0         | 39                         | 22               | 22          | 14                     | 3                      | 0                       | 38                         | 41                       | 24                         | 34                      |
| TOTAL GRAZ            |                          |                   | 36                | 0        | 0         | 39                         | 22               | 22          | 14                     | 3                      | 0                       | 38                         | 41                       | 24                         | 34                      |
| INNSBRUCK             | THOMSON AIRWAYS LTD      | C                 | 3                 | 0        | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 18                         | 100                      | 8                          | 3                       |
| TOTAL INNSBRUCK       |                          |                   | 3                 | 0        | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 18                         | 100                      | 8                          | 3                       |
| KLAGENFURT            | RYANAIR                  | S                 | 22                | 0        | 2         | 32                         | 36               | 9           | 23                     | 0                      | 0                       | 39                         | 50                       | 33                         | 30                      |
| TOTAL KLAGENFURT      |                          |                   | 22                | 0        | 2         | 32                         | 36               | 9           | 23                     | 0                      | 0                       | 39                         | 50                       | 33                         | 30                      |
| LINZ                  | RYANAIR                  | S                 | 27                | 0        | 1         | 15                         | 33               | 37          | 15                     | 0                      | 0                       | 35                         | 75                       | 16                         | 36                      |
| TOTAL LINZ            |                          |                   | 27                | 0        | 1         | 15                         | 33               | 37          | 15                     | 0                      | 0                       | 35                         | 75                       | 16                         | 36                      |
| SALZBURG              | AIR BERLIN               | S                 | 34                | 0        | 2         | 62                         | 15               | 15          | 9                      | 0                      | 0                       | 22                         | 0                        | 0                          | 0                       |
|                       | RYANAIR                  | S                 | 46                | 0        | 6         | 52                         | 24               | 15          | 2                      | 7                      | 0                       | 36                         | 53                       | 22                         | 75                      |
|                       | THOMSON AIRWAYS LTD      | C                 | 3                 | 0        | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 21                         | 100                      | 0                          | 3                       |
| TOTAL SALZBURG        |                          |                   | 83                | 0        | 8         | 55                         | 20               | 16          | 5                      | 4                      | 0                       | 30                         | 55                       | 21                         | 78                      |
| TOTAL AUSTRIA         |                          |                   | 171               | 1        | 11        | 42                         | 25               | 20          | 11                     | 2                      | 0                       | 33                         | 56                       | 22                         | 181                     |
| <b>BARBADOS</b>       |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRIDGETOWN            | THOMAS COOK AIRLINES LTD | C                 | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| TOTAL BRIDGETOWN      |                          |                   | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| TOTAL BARBADOS        |                          |                   | 2                 | 0        | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 36                         | 0                        | 0                          | 0                       |
| <b>BULGARIA</b>       |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PLOVDIV               | RYANAIR                  | S                 | 19                | 0        | 1         | 47                         | 26               | 21          | 5                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
| TOTAL PLOVDIV         |                          |                   | 19                | 0        | 1         | 47                         | 26               | 21          | 5                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
| SOFIA                 | THOMAS COOK AIRLINES LTD | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| TOTAL SOFIA           |                          |                   | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 28                         | 0                        | 0                          | 0                       |
| TOTAL BULGARIA        |                          |                   | 21                | 0        | 1         | 48                         | 24               | 24          | 5                      | 0                      | 0                       | 24                         | 0                        | 0                          | 0                       |
| <b>CYPRUS</b>         |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LARNACA               | CYPRUS AIRWAYS           | S                 | 16                | 0        | 3         | 50                         | 19               | 13          | 6                      | 13                     | 0                       | 53                         | 33                       | 49                         | 18                      |
| TOTAL LARNACA         |                          |                   | 16                | 0        | 3         | 50                         | 19               | 13          | 6                      | 13                     | 0                       | 53                         | 30                       | 52                         | 20                      |
| PAPHOS                | THOMSON AIRWAYS LTD      | C                 | 4                 | 0        | 0         | 25                         | 25               | 50          | 0                      | 0                      | 0                       | 36                         | 67                       | 17                         | 3                       |
| TOTAL PAPHOS          |                          |                   | 4                 | 2        | 0         | 25                         | 25               | 50          | 0                      | 0                      | 0                       | 36                         | 67                       | 17                         | 3                       |
| TOTAL CYPRUS          |                          |                   | 20                | 2        | 3         | 45                         | 20               | 20          | 5                      | 10                     | 0                       | 50                         | 35                       | 47                         | 23                      |
| <b>CZECH REPUBLIC</b> |                          |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRNO (TURANY)         | RYANAIR                  | S                 | 58                | 0        | 2         | 55                         | 14               | 14          | 16                     | 2                      | 0                       | 31                         | 57                       | 19                         | 35                      |
| TOTAL BRNO (TURANY)   |                          |                   | 58                | 0        | 2         | 55                         | 14               | 14          | 16                     | 2                      | 0                       | 31                         | 57                       | 19                         | 35                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PRAGUE                                | EASYJET AIRLINE COMPANY LTD | S                 | 84                | 0          | 2         | 40                         | 20               | 13          | 24                     | 2                      | 0                       | 44                         | 68                       | 15                         | 99                      |
| <b>TOTAL PRAGUE</b>                   |                             |                   | <b>84</b>         | <b>1</b>   | <b>2</b>  | <b>40</b>                  | <b>20</b>        | <b>13</b>   | <b>24</b>              | <b>2</b>               | <b>0</b>                | <b>44</b>                  | <b>68</b>                | <b>15</b>                  | <b>99</b>               |
| <b>TOTAL CZECH REPUBLIC</b>           |                             |                   | <b>142</b>        | <b>1</b>   | <b>4</b>  | <b>46</b>                  | <b>18</b>        | <b>13</b>   | <b>20</b>              | <b>2</b>               | <b>0</b>                | <b>38</b>                  | <b>65</b>                | <b>16</b>                  | <b>134</b>              |
| <b>DENMARK</b>                        |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AARHUS (TIRSTRUP)                     | RYANAIR                     | S                 | 38                | 0          | 2         | 45                         | 32               | 18          | 5                      | 0                      | 0                       | 23                         | 62                       | 20                         | 53                      |
| <b>TOTAL AARHUS (TIRSTRUP)</b>        |                             |                   | <b>38</b>         | <b>0</b>   | <b>2</b>  | <b>45</b>                  | <b>32</b>        | <b>18</b>   | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>62</b>                | <b>20</b>                  | <b>53</b>               |
| BILLUND                               | RYANAIR                     | S                 | 111               | 0          | 5         | 59                         | 17               | 18          | 5                      | 1                      | 0                       | 21                         | 66                       | 19                         | 152                     |
| <b>TOTAL BILLUND</b>                  |                             |                   | <b>111</b>        | <b>3</b>   | <b>5</b>  | <b>59</b>                  | <b>17</b>        | <b>18</b>   | <b>5</b>               | <b>1</b>               | <b>0</b>                | <b>21</b>                  | <b>66</b>                | <b>19</b>                  | <b>152</b>              |
| COPENHAGEN                            | EASYJET AIRLINE COMPANY LTD | S                 | 154               | 0          | 10        | 37                         | 20               | 16          | 23                     | 3                      | 0                       | 42                         | 59                       | 27                         | 156                     |
| <b>TOTAL COPENHAGEN</b>               |                             |                   | <b>154</b>        | <b>10</b>  | <b>20</b> | <b>37</b>                  | <b>20</b>        | <b>16</b>   | <b>23</b>              | <b>3</b>               | <b>0</b>                | <b>42</b>                  | <b>59</b>                | <b>27</b>                  | <b>156</b>              |
| <b>TOTAL DENMARK</b>                  |                             |                   | <b>303</b>        | <b>15</b>  | <b>29</b> | <b>46</b>                  | <b>20</b>        | <b>17</b>   | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>32</b>                  | <b>63</b>                | <b>23</b>                  | <b>361</b>              |
| <b>DOMINICAN REPUBLIC</b>             |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| PUNTA CANA                            | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 30                         | 0                        | 0                          | 0                       |
| <b>TOTAL PUNTA CANA</b>               |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL DOMINICAN REPUBLIC</b>       |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>0</b>         | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>EGYPT</b>                          |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| SHARM EL SHEIKH (OPHIRA)              | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 1          | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 61                         | 25                       | 30                         | 8                       |
|                                       | THOMSON AIRWAYS LTD         | S                 | 8                 | 1          | 1         | 13                         | 38               | 25          | 25                     | 0                      | 0                       | 48                         | 38                       | 27                         | 8                       |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                             |                   | <b>11</b>         | <b>3</b>   | <b>1</b>  | <b>9</b>                   | <b>27</b>        | <b>27</b>   | <b>36</b>              | <b>0</b>               | <b>0</b>                | <b>54</b>                  | <b>31</b>                | <b>28</b>                  | <b>16</b>               |
| <b>TOTAL EGYPT</b>                    |                             |                   | <b>12</b>         | <b>5</b>   | <b>1</b>  | <b>8</b>                   | <b>25</b>        | <b>33</b>   | <b>33</b>              | <b>0</b>               | <b>0</b>                | <b>52</b>                  | <b>31</b>                | <b>28</b>                  | <b>16</b>               |
| <b>ESTONIA</b>                        |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TALLIN                                | EASYJET AIRLINE COMPANY LTD | S                 | 57                | 0          | 2         | 39                         | 30               | 25          | 7                      | 0                      | 0                       | 27                         | 48                       | 33                         | 60                      |
| <b>TOTAL TALLIN</b>                   |                             |                   | <b>57</b>         | <b>2</b>   | <b>2</b>  | <b>39</b>                  | <b>30</b>        | <b>25</b>   | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>48</b>                | <b>33</b>                  | <b>60</b>               |
| <b>TOTAL ESTONIA</b>                  |                             |                   | <b>57</b>         | <b>2</b>   | <b>2</b>  | <b>39</b>                  | <b>30</b>        | <b>25</b>   | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>48</b>                | <b>33</b>                  | <b>60</b>               |
| <b>FAROE ISLANDS</b>                  |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| VAGAR                                 | ATLANTIC AIRWAYS            | C                 | 2                 | 0          | 0         | 0                          | 0                | 0           | 0                      | 0                      | 100                     | 409                        | 100                      | 0                          | 2                       |
| <b>TOTAL VAGAR</b>                    |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>100</b>              | <b>409</b>                 | <b>100</b>               | <b>0</b>                   | <b>2</b>                |
| <b>TOTAL FAROE ISLANDS</b>            |                             |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>100</b>              | <b>409</b>                 | <b>100</b>               | <b>0</b>                   | <b>2</b>                |
| <b>FINLAND</b>                        |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ENONTEKIO                             | ASTRAEUS LTD                | C                 | 2                 | 0          | 0         | 0                          | 50               | 0           | 50                     | 0                      | 0                       | 56                         | 0                        | 0                          | 0                       |
|                                       | JET2.COM LTD                | C                 | 2                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 1                          | 0                        | 49                         | 1                       |
|                                       | SMALL PLANET AIRLINES       | C                 | 2                 | 0          | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| <b>TOTAL ENONTEKIO</b>                |                             |                   | <b>6</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>17</b>        | <b>17</b>   | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>0</b>                 | <b>62</b>                  | <b>4</b>                |
| KITTILA                               | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0         | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 18                         | 25                       | 41                         | 4                       |
|                                       | THOMSON AIRWAYS LTD         | C                 | 2                 | 0          | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 16                         | 50                       | 25                         | 2                       |
| <b>TOTAL KITTILA</b>                  |                             |                   | <b>6</b>          | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>17</b>        | <b>33</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>16</b>                  | <b>29</b>                | <b>40</b>                  | <b>7</b>                |
| ROVANIEMI                             | JET2.COM LTD                | C                 | 2                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 8                          | 0                        | 56                         | 2                       |
|                                       | THOMAS COOK AIRLINES LTD    | C                 | 9                 | 0          | 0         | 44                         | 11               | 22          | 22                     | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                      |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                      |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ROVANIEMI      |                             |                   | 11                | 0        | 0         | 55                         | 9                | 18          | 18                     | 0                      | 0                       | 28                         | 20                       | 38                         | 5                       |
| TAMPERE              | RYANAIR                     | S                 | 30                | 0        | 2         | 47                         | 23               | 17          | 13                     | 0                      | 0                       | 25                         | 49                       | 32                         | 35                      |
| TOTAL TAMPERE        |                             |                   | 30                | 0        | 2         | 47                         | 23               | 17          | 13                     | 0                      | 0                       | 25                         | 49                       | 32                         | 35                      |
| TOTAL FINLAND        |                             |                   | 54                | 0        | 2         | 48                         | 19               | 19          | 15                     | 0                      | 0                       | 27                         | 39                       | 36                         | 51                      |
| FRANCE               |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BERGERAC             | RYANAIR                     | S                 | 24                | 0        | 0         | 63                         | 8                | 13          | 17                     | 0                      | 0                       | 26                         | 52                       | 38                         | 27                      |
| TOTAL BERGERAC       |                             |                   | 24                | 0        | 0         | 63                         | 8                | 13          | 17                     | 0                      | 0                       | 26                         | 52                       | 38                         | 27                      |
| BIARRITZ             | RYANAIR                     | S                 | 22                | 0        | 2         | 50                         | 27               | 5           | 14                     | 5                      | 0                       | 37                         | 78                       | 8                          | 32                      |
| TOTAL BIARRITZ       |                             |                   | 22                | 0        | 2         | 50                         | 27               | 5           | 14                     | 5                      | 0                       | 37                         | 78                       | 8                          | 32                      |
| CARCASSONNE          | RYANAIR                     | S                 | 24                | 0        | 2         | 83                         | 8                | 0           | 8                      | 0                      | 0                       | 11                         | 58                       | 38                         | 24                      |
| TOTAL CARCASSONNE    |                             |                   | 24                | 0        | 2         | 83                         | 8                | 0           | 8                      | 0                      | 0                       | 11                         | 58                       | 38                         | 24                      |
| CHAMBERY             | TITAN AIRWAYS LTD           | C                 | 14                | 0        | 0         | 43                         | 7                | 29          | 21                     | 0                      | 0                       | 39                         | 47                       | 39                         | 15                      |
| TOTAL CHAMBERY       |                             |                   | 14                | 0        | 0         | 43                         | 7                | 29          | 21                     | 0                      | 0                       | 39                         | 47                       | 39                         | 15                      |
| DINARD               | RYANAIR                     | S                 | 22                | 0        | 2         | 59                         | 27               | 14          | 0                      | 0                      | 0                       | 14                         | 54                       | 43                         | 24                      |
| TOTAL DINARD         |                             |                   | 22                | 0        | 2         | 59                         | 27               | 14          | 0                      | 0                      | 0                       | 14                         | 54                       | 43                         | 24                      |
| GRENOBLE             | EASYJET AIRLINE COMPANY LTD | S                 | 10                | 0        | 0         | 50                         | 0                | 10          | 40                     | 0                      | 0                       | 40                         | 0                        | 0                          | 0                       |
|                      | RYANAIR                     | S                 | 12                | 0        | 4         | 42                         | 25               | 17          | 17                     | 0                      | 0                       | 34                         | 53                       | 23                         | 19                      |
|                      | THOMSON AIRWAYS LTD         | C                 | 3                 | 0        | 0         | 67                         | 0                | 0           | 0                      | 33                     | 0                       | 76                         | 33                       | 18                         | 3                       |
| TOTAL GRENOBLE       |                             |                   | 25                | 0        | 4         | 48                         | 12               | 12          | 24                     | 4                      | 0                       | 41                         | 50                       | 22                         | 22                      |
| LA ROCHELLE          | RYANAIR                     | S                 | 26                | 0        | 0         | 81                         | 8                | 0           | 12                     | 0                      | 0                       | 20                         | 83                       | 9                          | 24                      |
| TOTAL LA ROCHELLE    |                             |                   | 26                | 0        | 0         | 81                         | 8                | 0           | 12                     | 0                      | 0                       | 20                         | 83                       | 9                          | 24                      |
| LIMOGES              | RYANAIR                     | S                 | 32                | 0        | 0         | 53                         | 25               | 16          | 0                      | 6                      | 0                       | 29                         | 77                       | 10                         | 26                      |
| TOTAL LIMOGES        |                             |                   | 32                | 0        | 0         | 53                         | 25               | 16          | 0                      | 6                      | 0                       | 29                         | 77                       | 10                         | 26                      |
| LYON                 | EASYJET AIRLINE COMPANY LTD | S                 | 60                | 0        | 3         | 32                         | 12               | 18          | 33                     | 5                      | 0                       | 61                         | 54                       | 33                         | 70                      |
| TOTAL LYON           |                             |                   | 60                | 0        | 3         | 32                         | 12               | 18          | 33                     | 5                      | 0                       | 61                         | 54                       | 33                         | 70                      |
| MARSEILLE            | RYANAIR                     | S                 | 58                | 0        | 4         | 59                         | 17               | 17          | 0                      | 5                      | 2                       | 42                         | 77                       | 12                         | 98                      |
| TOTAL MARSEILLE      |                             |                   | 58                | 1        | 4         | 59                         | 17               | 17          | 0                      | 5                      | 2                       | 42                         | 77                       | 12                         | 98                      |
| NICE                 | EASYJET AIRLINE COMPANY LTD | S                 | 26                | 0        | 0         | 46                         | 23               | 15          | 8                      | 8                      | 0                       | 40                         | 50                       | 58                         | 36                      |
| TOTAL NICE           |                             |                   | 26                | 2        | 0         | 46                         | 23               | 15          | 8                      | 8                      | 0                       | 40                         | 50                       | 58                         | 36                      |
| PAU                  | RYANAIR                     | S                 | 24                | 0        | 0         | 38                         | 25               | 29          | 4                      | 4                      | 0                       | 37                         | 61                       | 16                         | 28                      |
| TOTAL PAU            |                             |                   | 24                | 0        | 0         | 38                         | 25               | 29          | 4                      | 4                      | 0                       | 37                         | 61                       | 16                         | 28                      |
| POITIERS             | RYANAIR                     | S                 | 22                | 0        | 2         | 77                         | 14               | 9           | 0                      | 0                      | 0                       | 9                          | 81                       | 12                         | 26                      |
| TOTAL POITIERS       |                             |                   | 22                | 0        | 2         | 77                         | 14               | 9           | 0                      | 0                      | 0                       | 9                          | 81                       | 12                         | 26                      |
| RODEZ                | RYANAIR                     | S                 | 14                | 0        | 0         | 43                         | 14               | 29          | 14                     | 0                      | 0                       | 30                         | 71                       | 23                         | 14                      |
| TOTAL RODEZ          |                             |                   | 14                | 0        | 0         | 43                         | 14               | 29          | 14                     | 0                      | 0                       | 30                         | 71                       | 23                         | 14                      |
| TOURS                | RYANAIR                     | S                 | 12                | 0        | 2         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 9                          | 78                       | 33                         | 18                      |
| TOTAL TOURS          |                             |                   | 12                | 0        | 2         | 67                         | 33               | 0           | 0                      | 0                      | 0                       | 9                          | 78                       | 33                         | 18                      |
| TOTAL FRANCE         |                             |                   | 405               | 6        | 21        | 54                         | 17               | 14          | 11                     | 3                      | 0                       | 34                         | 65                       | 25                         | 498                     |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION               | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|------------------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                    |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                    |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>GERMANY</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALTENBURG - WALLBURG               | RYANAIR                     | S                 | 17                | 0        | 3         | 29                         | 18               | 29          | 18                     | 6                      | 0                       | 49                         | 47                       | 29                         | 32                      |
| <b>TOTAL ALTENBURG - WALLBURG</b>  |                             |                   | <b>17</b>         | <b>0</b> | <b>3</b>  | <b>29</b>                  | <b>18</b>        | <b>29</b>   | <b>18</b>              | <b>6</b>               | <b>0</b>                | <b>49</b>                  | <b>47</b>                | <b>29</b>                  | <b>32</b>               |
| BERLIN (SCHONEFELD)                | RYANAIR                     | S                 | 161               | 0        | 7         | 40                         | 16               | 24          | 17                     | 2                      | 0                       | 39                         | 57                       | 25                         | 164                     |
| <b>TOTAL BERLIN (SCHONEFELD)</b>   |                             |                   | <b>161</b>        | <b>0</b> | <b>7</b>  | <b>40</b>                  | <b>16</b>        | <b>24</b>   | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>39</b>                  | <b>57</b>                | <b>25</b>                  | <b>164</b>              |
| BREMEN                             | RYANAIR                     | S                 | 110               | 0        | 4         | 42                         | 14               | 18          | 21                     | 4                      | 2                       | 48                         | 65                       | 22                         | 132                     |
| <b>TOTAL BREMEN</b>                |                             |                   | <b>110</b>        | <b>0</b> | <b>4</b>  | <b>42</b>                  | <b>14</b>        | <b>18</b>   | <b>21</b>              | <b>4</b>               | <b>2</b>                | <b>48</b>                  | <b>65</b>                | <b>22</b>                  | <b>132</b>              |
| COLOGNE BONN                       | GERMANWINGS                 | S                 | 140               | 0        | 0         | 32                         | 16               | 23          | 23                     | 5                      | 1                       | 63                         | 57                       | 22                         | 152                     |
| <b>TOTAL COLOGNE BONN</b>          |                             |                   | <b>140</b>        | <b>0</b> | <b>0</b>  | <b>32</b>                  | <b>16</b>        | <b>23</b>   | <b>23</b>              | <b>5</b>               | <b>1</b>                | <b>63</b>                  | <b>57</b>                | <b>22</b>                  | <b>152</b>              |
| DUSSELDORF                         | AIR BERLIN                  | S                 | 98                | 0        | 8         | 50                         | 15               | 17          | 16                     | 1                      | 0                       | 35                         | 81                       | 18                         | 166                     |
| <b>TOTAL DUSSELDORF</b>            |                             |                   | <b>98</b>         | <b>0</b> | <b>8</b>  | <b>50</b>                  | <b>15</b>        | <b>17</b>   | <b>16</b>              | <b>1</b>               | <b>0</b>                | <b>35</b>                  | <b>81</b>                | <b>18</b>                  | <b>166</b>              |
| HAHN                               | RYANAIR                     | S                 | 158               | 0        | 4         | 16                         | 23               | 35          | 22                     | 4                      | 1                       | 58                         | 55                       | 27                         | 157                     |
| <b>TOTAL HAHN</b>                  |                             |                   | <b>158</b>        | <b>0</b> | <b>4</b>  | <b>16</b>                  | <b>23</b>        | <b>35</b>   | <b>22</b>              | <b>4</b>               | <b>1</b>                | <b>58</b>                  | <b>55</b>                | <b>27</b>                  | <b>157</b>              |
| HANOVER                            | AIR BERLIN                  | S                 | 110               | 0        | 0         | 43                         | 22               | 22          | 14                     | 0                      | 0                       | 30                         | 70                       | 21                         | 110                     |
|                                    | GERMANWINGS                 | S                 | 106               | 0        | 0         | 28                         | 13               | 31          | 23                     | 3                      | 2                       | 67                         | 0                        | 0                          | 0                       |
| <b>TOTAL HANOVER</b>               |                             |                   | <b>216</b>        | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>18</b>        | <b>26</b>   | <b>18</b>              | <b>1</b>               | <b>1</b>                | <b>48</b>                  | <b>70</b>                | <b>21</b>                  | <b>110</b>              |
| KARLSRUHE/BADEN BADEN              | RYANAIR                     | S                 | 54                | 0        | 2         | 50                         | 17               | 22          | 11                     | 0                      | 0                       | 27                         | 59                       | 21                         | 54                      |
| <b>TOTAL KARLSRUHE/BADEN BADEN</b> |                             |                   | <b>54</b>         | <b>0</b> | <b>2</b>  | <b>50</b>                  | <b>17</b>        | <b>22</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>59</b>                | <b>21</b>                  | <b>54</b>               |
| LUBECK                             | RYANAIR                     | S                 | 56                | 0        | 2         | 57                         | 25               | 13          | 2                      | 4                      | 0                       | 26                         | 64                       | 18                         | 88                      |
| <b>TOTAL LUBECK</b>                |                             |                   | <b>56</b>         | <b>0</b> | <b>2</b>  | <b>57</b>                  | <b>25</b>        | <b>13</b>   | <b>2</b>               | <b>4</b>               | <b>0</b>                | <b>26</b>                  | <b>64</b>                | <b>18</b>                  | <b>88</b>               |
| MEMMINGEN ALLGAU                   | RYANAIR                     | S                 | 58                | 0        | 2         | 34                         | 31               | 19          | 16                     | 0                      | 0                       | 33                         | 33                       | 33                         | 60                      |
| <b>TOTAL MEMMINGEN ALLGAU</b>      |                             |                   | <b>58</b>         | <b>0</b> | <b>2</b>  | <b>34</b>                  | <b>31</b>        | <b>19</b>   | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>33</b>                | <b>33</b>                  | <b>60</b>               |
| MUNICH                             | EASYJET AIRLINE COMPANY LTD | S                 | 106               | 0        | 6         | 34                         | 23               | 12          | 29                     | 2                      | 0                       | 47                         | 55                       | 24                         | 105                     |
| <b>TOTAL MUNICH</b>                |                             |                   | <b>107</b>        | <b>1</b> | <b>6</b>  | <b>34</b>                  | <b>22</b>        | <b>12</b>   | <b>30</b>              | <b>2</b>               | <b>0</b>                | <b>48</b>                  | <b>55</b>                | <b>24</b>                  | <b>105</b>              |
| MUNSTER-OSNABRUCK                  | AIR BERLIN                  | S                 | 104               | 0        | 6         | 47                         | 17               | 19          | 16                     | 0                      | 0                       | 28                         | 80                       | 18                         | 106                     |
| <b>TOTAL MUNSTER-OSNABRUCK</b>     |                             |                   | <b>104</b>        | <b>2</b> | <b>6</b>  | <b>47</b>                  | <b>17</b>        | <b>19</b>   | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>80</b>                | <b>18</b>                  | <b>106</b>              |
| NIEDERRHEIN                        | RYANAIR                     | S                 | 106               | 0        | 10        | 58                         | 18               | 16          | 5                      | 3                      | 1                       | 29                         | 65                       | 21                         | 153                     |
| <b>TOTAL NIEDERRHEIN</b>           |                             |                   | <b>106</b>        | <b>0</b> | <b>10</b> | <b>58</b>                  | <b>18</b>        | <b>16</b>   | <b>5</b>               | <b>3</b>               | <b>1</b>                | <b>29</b>                  | <b>65</b>                | <b>21</b>                  | <b>153</b>              |
| NUREMBERG                          | AIR BERLIN                  | S                 | 93                | 0        | 0         | 35                         | 33               | 18          | 12                     | 1                      | 0                       | 30                         | 81                       | 15                         | 88                      |
| <b>TOTAL NUREMBERG</b>             |                             |                   | <b>93</b>         | <b>0</b> | <b>0</b>  | <b>35</b>                  | <b>33</b>        | <b>18</b>   | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>30</b>                  | <b>81</b>                | <b>15</b>                  | <b>88</b>               |
| PADERBORN                          | AIR BERLIN                  | S                 | 55                | 0        | 5         | 58                         | 7                | 20          | 9                      | 4                      | 2                       | 39                         | 76                       | 16                         | 58                      |
| <b>TOTAL PADERBORN</b>             |                             |                   | <b>55</b>         | <b>0</b> | <b>5</b>  | <b>58</b>                  | <b>7</b>         | <b>20</b>   | <b>9</b>               | <b>4</b>               | <b>2</b>                | <b>39</b>                  | <b>76</b>                | <b>16</b>                  | <b>58</b>               |
| STUTTGART                          | GERMANWINGS                 | S                 | 101               | 0        | 1         | 49                         | 21               | 18          | 13                     | 0                      | 0                       | 27                         | 81                       | 13                         | 100                     |
| <b>TOTAL STUTTGART</b>             |                             |                   | <b>101</b>        | <b>0</b> | <b>1</b>  | <b>49</b>                  | <b>21</b>        | <b>18</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>81</b>                | <b>13</b>                  | <b>100</b>              |
| <b>TOTAL GERMANY</b>               |                             |                   | <b>1636</b>       | <b>7</b> | <b>60</b> | <b>40</b>                  | <b>19</b>        | <b>21</b>   | <b>17</b>              | <b>2</b>               | <b>1</b>                | <b>41</b>                  | <b>65</b>                | <b>21</b>                  | <b>1763</b>             |
| <b>ICELAND</b>                     |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KEFLAVIK                           | ASTRAEUS LTD                | S                 | 2                 | 1        | 0         | 0                          | 50               | 50          | 0                      | 0                      | 0                       | 29                         | 60                       | 80                         | 10                      |
| <b>TOTAL KEFLAVIK</b>              |                             |                   | <b>2</b>          | <b>1</b> | <b>0</b>  | <b>0</b>                   | <b>50</b>        | <b>50</b>   | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>29</b>                  | <b>60</b>                | <b>80</b>                  | <b>10</b>               |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION             | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                  |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                  |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL ICELAND                    |                             |                   | 2                 | 1          | 0        | 0                          | 50               | 50          | 0                      | 0                      | 0                       | 29                         | 60                       | 80                         | 10                      |
| IRISH REPUBLIC                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| CORK                             | RYANAIR                     | S                 | 123               | 2          | 5        | 64                         | 17               | 7           | 11                     | 1                      | 1                       | 27                         | 66                       | 19                         | 125                     |
| TOTAL CORK                       |                             |                   | 123               | 2          | 5        | 64                         | 17               | 7           | 11                     | 1                      | 1                       | 27                         | 66                       | 19                         | 125                     |
| DUBLIN                           | RYANAIR                     | S                 | 356               | 1          | 60       | 51                         | 18               | 17          | 13                     | 1                      | 1                       | 33                         | 61                       | 25                         | 443                     |
| TOTAL DUBLIN                     |                             |                   | 356               | 5          | 60       | 51                         | 18               | 17          | 13                     | 1                      | 1                       | 33                         | 61                       | 25                         | 443                     |
| IRELAND WEST AIRPORT KNOCK       | RYANAIR                     | S                 | 58                | 0          | 4        | 57                         | 14               | 19          | 7                      | 3                      | 0                       | 27                         | 68                       | 13                         | 76                      |
| TOTAL IRELAND WEST AIRPORT KNOCK |                             |                   | 58                | 0          | 4        | 57                         | 14               | 19          | 7                      | 3                      | 0                       | 27                         | 68                       | 13                         | 76                      |
| KERRY COUNTY                     | RYANAIR                     | S                 | 29                | 1          | 3        | 83                         | 10               | 0           | 3                      | 3                      | 0                       | 16                         | 71                       | 16                         | 35                      |
| TOTAL KERRY COUNTY               |                             |                   | 29                | 1          | 3        | 83                         | 10               | 0           | 3                      | 3                      | 0                       | 16                         | 71                       | 16                         | 35                      |
| SHANNON                          | RYANAIR                     | S                 | 92                | 0          | 2        | 62                         | 15               | 11          | 9                      | 3                      | 0                       | 27                         | 67                       | 23                         | 117                     |
| TOTAL SHANNON                    |                             |                   | 92                | 2          | 2        | 62                         | 15               | 11          | 9                      | 3                      | 0                       | 27                         | 67                       | 23                         | 117                     |
| TOTAL IRISH REPUBLIC             |                             |                   | 658               | 10         | 74       | 57                         | 17               | 14          | 11                     | 2                      | 1                       | 30                         | 64                       | 22                         | 796                     |
| ITALY                            |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALGHERO/SASSARI                  | RYANAIR                     | S                 | 26                | 0          | 2        | 62                         | 23               | 15          | 0                      | 0                      | 0                       | 15                         | 50                       | 28                         | 32                      |
| TOTAL ALGHERO/SASSARI            |                             |                   | 26                | 0          | 2        | 62                         | 23               | 15          | 0                      | 0                      | 0                       | 15                         | 50                       | 28                         | 32                      |
| ANCONA                           | RYANAIR                     | S                 | 34                | 0          | 2        | 32                         | 15               | 32          | 21                     | 0                      | 0                       | 38                         | 42                       | 25                         | 36                      |
| TOTAL ANCONA                     |                             |                   | 34                | 0          | 2        | 32                         | 15               | 32          | 21                     | 0                      | 0                       | 38                         | 42                       | 25                         | 36                      |
| BARI (PALESE)                    | RYANAIR                     | S                 | 30                | 0          | 0        | 20                         | 27               | 47          | 7                      | 0                      | 0                       | 32                         | 46                       | 29                         | 28                      |
| TOTAL BARI (PALESE)              |                             |                   | 30                | 0          | 0        | 20                         | 27               | 47          | 7                      | 0                      | 0                       | 32                         | 46                       | 29                         | 28                      |
| BERGAMO                          | RYANAIR                     | S                 | 173               | 2          | 6        | 37                         | 21               | 25          | 16                     | 1                      | 0                       | 33                         | 62                       | 22                         | 173                     |
| TOTAL BERGAMO                    |                             |                   | 173               | 2          | 6        | 37                         | 21               | 25          | 16                     | 1                      | 0                       | 33                         | 62                       | 22                         | 173                     |
| BOLOGNA                          | RYANAIR                     | S                 | 86                | 0          | 2        | 48                         | 26               | 13          | 13                     | 0                      | 1                       | 28                         | 62                       | 28                         | 89                      |
| TOTAL BOLOGNA                    |                             |                   | 86                | 0          | 2        | 48                         | 26               | 13          | 13                     | 0                      | 1                       | 28                         | 62                       | 28                         | 89                      |
| BRINDISI                         | RYANAIR                     | S                 | 28                | 0          | 0        | 36                         | 32               | 21          | 11                     | 0                      | 0                       | 29                         | 59                       | 16                         | 22                      |
| TOTAL BRINDISI                   |                             |                   | 28                | 0          | 0        | 36                         | 32               | 21          | 11                     | 0                      | 0                       | 29                         | 59                       | 16                         | 22                      |
| CAGLIARI (ELMAS)                 | EASYJET AIRLINE COMPANY LTD | S                 | 26                | 0          | 0        | 23                         | 35               | 23          | 12                     | 8                      | 0                       | 51                         | 0                        | 0                          | 0                       |
| TOTAL CAGLIARI (ELMAS)           |                             |                   | 26                | 0          | 0        | 23                         | 35               | 23          | 12                     | 8                      | 0                       | 51                         | 0                        | 0                          | 0                       |
| CUNEO                            | RYANAIR                     | S                 | 2                 | 0          | 0        | 0                          | 100              | 0           | 0                      | 0                      | 0                       | 21                         | 83                       | 7                          | 6                       |
| TOTAL CUNEO                      |                             |                   | 2                 | 0          | 0        | 0                          | 100              | 0           | 0                      | 0                      | 0                       | 21                         | 83                       | 7                          | 6                       |
| GENOA                            | RYANAIR                     | S                 | 20                | 0          | 4        | 40                         | 30               | 30          | 0                      | 0                      | 0                       | 23                         | 52                       | 39                         | 25                      |
| TOTAL GENOA                      |                             |                   | 20                | 0          | 4        | 40                         | 30               | 30          | 0                      | 0                      | 0                       | 23                         | 52                       | 39                         | 25                      |
| NAPLES                           | EASYJET AIRLINE COMPANY LTD | S                 | 64                | 1          | 3        | 33                         | 23               | 31          | 11                     | 2                      | 0                       | 35                         | 48                       | 24                         | 54                      |
| TOTAL NAPLES                     |                             |                   | 64                | 1          | 3        | 33                         | 23               | 31          | 11                     | 2                      | 0                       | 35                         | 48                       | 24                         | 54                      |
| PARMA                            | RYANAIR                     | S                 | 28                | 0          | 0        | 25                         | 32               | 36          | 7                      | 0                      | 0                       | 34                         | 39                       | 29                         | 31                      |
| TOTAL PARMA                      |                             |                   | 28                | 0          | 0        | 25                         | 32               | 36          | 7                      | 0                      | 0                       | 34                         | 39                       | 29                         | 31                      |
| PERUGIA                          | RYANAIR                     | S                 | 24                | 0          | 0        | 17                         | 25               | 50          | 8                      | 0                      | 0                       | 36                         | 58                       | 20                         | 24                      |



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| ORIGIN / DESTINATION                 | AIRLINE             | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------------------|---------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                      |                     |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                      |                     |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL PERUGIA                        |                     |                   | 24                | 0        | 0         | 17                         | 25               | 50          | 8                      | 0                      | 0                       | 36                         | 58                       | 20                         | 24                      |
| PESCARA                              | RYANAIR             | S                 | 36                | 0        | 0         | 81                         | 17               | 0           | 3                      | 0                      | 0                       | 9                          | 72                       | 9                          | 32                      |
| TOTAL PESCARA                        |                     |                   | 36                | 0        | 0         | 81                         | 17               | 0           | 3                      | 0                      | 0                       | 9                          | 72                       | 9                          | 32                      |
| PISA                                 | RYANAIR             | S                 | 92                | 0        | 4         | 51                         | 26               | 17          | 5                      | 0                      | 0                       | 22                         | 65                       | 21                         | 110                     |
| TOTAL PISA                           |                     |                   | 92                | 0        | 4         | 51                         | 26               | 17          | 5                      | 0                      | 0                       | 22                         | 65                       | 21                         | 110                     |
| RIMINI                               | RYANAIR             | S                 | 25                | 0        | 1         | 24                         | 40               | 28          | 4                      | 0                      | 4                       | 46                         | 63                       | 20                         | 24                      |
| TOTAL RIMINI                         |                     |                   | 25                | 0        | 1         | 24                         | 40               | 28          | 4                      | 0                      | 4                       | 46                         | 63                       | 20                         | 24                      |
| ROME (CIAMPINO)                      | RYANAIR             | S                 | 169               | 0        | 2         | 50                         | 30               | 14          | 5                      | 1                      | 1                       | 31                         | 55                       | 26                         | 171                     |
| TOTAL ROME (CIAMPINO)                |                     |                   | 169               | 0        | 2         | 50                         | 30               | 14          | 5                      | 1                      | 1                       | 31                         | 55                       | 26                         | 171                     |
| ROME (FIUMICINO)                     | MONARCH AIRLINES    | C                 | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| TOTAL ROME (FIUMICINO)               |                     |                   | 2                 | 0        | 0         | 50                         | 0                | 50          | 0                      | 0                      | 0                       | 21                         | 0                        | 0                          | 0                       |
| TRAPANI                              | RYANAIR             | S                 | 38                | 0        | 2         | 42                         | 29               | 21          | 8                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| TOTAL TRAPANI                        |                     |                   | 38                | 0        | 2         | 42                         | 29               | 21          | 8                      | 0                      | 0                       | 25                         | 0                        | 0                          | 0                       |
| TREVISO                              | RYANAIR             | S                 | 95                | 0        | 3         | 31                         | 14               | 26          | 28                     | 0                      | 1                       | 44                         | 51                       | 24                         | 95                      |
| TOTAL TREVISO                        |                     |                   | 95                | 0        | 3         | 31                         | 14               | 26          | 28                     | 0                      | 1                       | 44                         | 51                       | 24                         | 95                      |
| TRIESTE (RONCHI DEI LEGIONARI)       | RYANAIR             | S                 | 40                | 0        | 0         | 35                         | 15               | 28          | 23                     | 0                      | 0                       | 38                         | 39                       | 30                         | 31                      |
| TOTAL TRIESTE (RONCHI DEI LEGIONARI) |                     |                   | 40                | 0        | 0         | 35                         | 15               | 28          | 23                     | 0                      | 0                       | 38                         | 39                       | 30                         | 31                      |
| TURIN                                | RYANAIR             | S                 | 62                | 0        | 4         | 60                         | 18               | 11          | 11                     | 0                      | 0                       | 21                         | 69                       | 27                         | 72                      |
|                                      | THOMSON AIRWAYS LTD | C                 | 3                 | 0        | 0         | 0                          | 67               | 33          | 0                      | 0                      | 0                       | 29                         | 0                        | 52                         | 2                       |
| TOTAL TURIN                          |                     |                   | 65                | 0        | 4         | 57                         | 20               | 12          | 11                     | 0                      | 0                       | 21                         | 68                       | 28                         | 74                      |
| VERONA VILLAFRANCA                   | RYANAIR             | S                 | 25                | 0        | 1         | 32                         | 16               | 48          | 4                      | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| TOTAL VERONA VILLAFRANCA             |                     |                   | 25                | 0        | 1         | 32                         | 16               | 48          | 4                      | 0                      | 0                       | 32                         | 0                        | 0                          | 0                       |
| TOTAL ITALY                          |                     |                   | 1129              | 5        | 36        | 41                         | 24               | 23          | 11                     | 1                      | 0                       | 31                         | 57                       | 25                         | 1115                    |
| LATVIA                               |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| RIGA                                 | RYANAIR             | S                 | 114               | 0        | 5         | 50                         | 24               | 20          | 5                      | 0                      | 1                       | 25                         | 61                       | 19                         | 119                     |
| TOTAL RIGA                           |                     |                   | 114               | 0        | 5         | 50                         | 24               | 20          | 5                      | 0                      | 1                       | 25                         | 61                       | 19                         | 119                     |
| TOTAL LATVIA                         |                     |                   | 114               | 0        | 5         | 50                         | 24               | 20          | 5                      | 0                      | 1                       | 25                         | 61                       | 19                         | 119                     |
| LITHUANIA                            |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KAUNAS                               | RYANAIR             | S                 | 61                | 1        | 2         | 39                         | 36               | 11          | 11                     | 2                      | 0                       | 29                         | 64                       | 27                         | 98                      |
| TOTAL KAUNAS                         |                     |                   | 61                | 1        | 2         | 39                         | 36               | 11          | 11                     | 2                      | 0                       | 29                         | 64                       | 27                         | 98                      |
| TOTAL LITHUANIA                      |                     |                   | 61                | 1        | 2         | 39                         | 36               | 11          | 11                     | 2                      | 0                       | 29                         | 65                       | 31                         | 142                     |
| MALAYSIA                             |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| KUALA LUMPUR (SEPANG)                | AIR ASIA            | S                 | 69                | 0        | 2         | 58                         | 12               | 9           | 9                      | 6                      | 7                       | 70                         | 53                       | 87                         | 62                      |
| TOTAL KUALA LUMPUR (SEPANG)          |                     |                   | 69                | 2        | 3         | 58                         | 12               | 9           | 9                      | 6                      | 7                       | 70                         | 53                       | 87                         | 62                      |
| TOTAL MALAYSIA                       |                     |                   | 69                | 2        | 3         | 58                         | 12               | 9           | 9                      | 6                      | 7                       | 70                         | 53                       | 87                         | 62                      |
| MOROCCO                              |                     |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AGADIR                               | RYANAIR             | S                 | 16                | 0        | 2         | 69                         | 13               | 6           | 13                     | 0                      | 0                       | 21                         | 44                       | 50                         | 18                      |

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| ORIGIN / DESTINATION     | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------|-----------------------------|-------------------|-------------------|----------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                          |                             |                   | MATCHED           |          | UNMATCHED | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                          |                             |                   | Actual (7)        | Plan (8) |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL AGADIR             |                             |                   | 16                | 0        | 2         | 69                         | 13               | 6           | 13                     | 0                      | 0                       | 21                         | 44                       | 50                         | 18                      |
| FEZ                      | RYANAIR                     | S                 | 18                | 0        | 0         | 28                         | 33               | 28          | 11                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
| TOTAL FEZ                |                             |                   | 18                | 0        | 0         | 28                         | 33               | 28          | 11                     | 0                      | 0                       | 31                         | 0                        | 0                          | 0                       |
| TOTAL MOROCCO            |                             |                   | 34                | 1        | 2         | 47                         | 24               | 18          | 12                     | 0                      | 0                       | 26                         | 44                       | 50                         | 18                      |
| NETHERLANDS              |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| AMSTERDAM                | ARKEFLY                     | C                 | 2                 | 0        | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
|                          | EASYJET AIRLINE COMPANY LTD | S                 | 202               | 0        | 4         | 46                         | 17               | 22          | 13                     | 2                      | 0                       | 34                         | 55                       | 35                         | 157                     |
| TOTAL AMSTERDAM          |                             |                   | 204               | 7        | 4         | 45                         | 17               | 23          | 13                     | 2                      | 0                       | 34                         | 55                       | 35                         | 158                     |
| EINDHOVEN                | RYANAIR                     | S                 | 112               | 0        | 4         | 59                         | 18               | 15          | 7                      | 1                      | 0                       | 22                         | 72                       | 16                         | 97                      |
| TOTAL EINDHOVEN          |                             |                   | 112               | 1        | 4         | 59                         | 18               | 15          | 7                      | 1                      | 0                       | 22                         | 72                       | 16                         | 97                      |
| TOTAL NETHERLANDS        |                             |                   | 316               | 9        | 8         | 50                         | 17               | 20          | 11                     | 2                      | 0                       | 30                         | 62                       | 28                         | 255                     |
| NORWAY                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| HAUGESUND                | RYANAIR                     | S                 | 21                | 0        | 1         | 67                         | 24               | 10          | 0                      | 0                      | 0                       | 12                         | 75                       | 21                         | 32                      |
| TOTAL HAUGESUND          |                             |                   | 21                | 0        | 1         | 67                         | 24               | 10          | 0                      | 0                      | 0                       | 12                         | 75                       | 21                         | 32                      |
| RYGGE                    | RYANAIR                     | S                 | 108               | 1        | 6         | 65                         | 14               | 17          | 5                      | 0                      | 0                       | 18                         | 77                       | 11                         | 111                     |
| TOTAL RYGGE              |                             |                   | 108               | 2        | 7         | 65                         | 14               | 17          | 5                      | 0                      | 0                       | 18                         | 77                       | 11                         | 111                     |
| SANDEFJORD(TORP)         | RYANAIR                     | S                 | 59                | 0        | 1         | 34                         | 19               | 31          | 15                     | 2                      | 0                       | 37                         | 61                       | 26                         | 173                     |
| TOTAL SANDEFJORD(TORP)   |                             |                   | 59                | 0        | 1         | 34                         | 19               | 31          | 15                     | 2                      | 0                       | 37                         | 61                       | 26                         | 173                     |
| TOTAL NORWAY             |                             |                   | 188               | 24       | 31        | 55                         | 16               | 20          | 7                      | 1                      | 0                       | 23                         | 68                       | 20                         | 346                     |
| POLAND                   |                             |                   |                   |          |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BYDGOSZCZ                | RYANAIR                     | S                 | 43                | 0        | 1         | 53                         | 21               | 7           | 19                     | 0                      | 0                       | 34                         | 64                       | 17                         | 36                      |
| TOTAL BYDGOSZCZ          |                             |                   | 43                | 0        | 1         | 53                         | 21               | 7           | 19                     | 0                      | 0                       | 34                         | 64                       | 17                         | 36                      |
| GDANSK                   | RYANAIR                     | S                 | 66                | 0        | 4         | 64                         | 17               | 14          | 5                      | 0                      | 2                       | 22                         | 74                       | 19                         | 65                      |
| TOTAL GDANSK             |                             |                   | 66                | 0        | 4         | 64                         | 17               | 14          | 5                      | 0                      | 2                       | 22                         | 74                       | 19                         | 65                      |
| KATOWICE                 | RYANAIR                     | S                 | 66                | 0        | 4         | 56                         | 15               | 21          | 5                      | 3                      | 0                       | 27                         | 62                       | 23                         | 68                      |
| TOTAL KATOWICE           |                             |                   | 66                | 1        | 4         | 56                         | 15               | 21          | 5                      | 3                      | 0                       | 27                         | 62                       | 23                         | 68                      |
| KRAKOW                   | RYANAIR                     | S                 | 99                | 0        | 3         | 60                         | 17               | 13          | 10                     | 0                      | 0                       | 22                         | 75                       | 19                         | 126                     |
| TOTAL KRAKOW             |                             |                   | 99                | 1        | 3         | 60                         | 17               | 13          | 10                     | 0                      | 0                       | 22                         | 75                       | 19                         | 126                     |
| LODZ LUBLINEK            | RYANAIR                     | S                 | 50                | 0        | 2         | 70                         | 14               | 6           | 10                     | 0                      | 0                       | 18                         | 64                       | 27                         | 50                      |
| TOTAL LODZ LUBLINEK      |                             |                   | 50                | 0        | 2         | 70                         | 14               | 6           | 10                     | 0                      | 0                       | 18                         | 64                       | 27                         | 50                      |
| POZNAN                   | RYANAIR                     | S                 | 66                | 0        | 2         | 48                         | 26               | 20          | 6                      | 0                      | 0                       | 23                         | 54                       | 32                         | 69                      |
| TOTAL POZNAN             |                             |                   | 66                | 1        | 2         | 48                         | 26               | 20          | 6                      | 0                      | 0                       | 23                         | 54                       | 32                         | 69                      |
| RZESZOW                  | RYANAIR                     | S                 | 44                | 0        | 0         | 41                         | 32               | 18          | 9                      | 0                      | 0                       | 25                         | 44                       | 41                         | 39                      |
| TOTAL RZESZOW            |                             |                   | 44                | 0        | 0         | 41                         | 32               | 18          | 9                      | 0                      | 0                       | 25                         | 44                       | 41                         | 39                      |
| SZCZECIN (GOLENOW)       | RYANAIR                     | S                 | 28                | 0        | 0         | 57                         | 14               | 25          | 0                      | 4                      | 0                       | 26                         | 74                       | 15                         | 34                      |
| TOTAL SZCZECIN (GOLENOW) |                             |                   | 28                | 0        | 0         | 57                         | 14               | 25          | 0                      | 4                      | 0                       | 26                         | 74                       | 15                         | 34                      |
| WROCLAW                  | RYANAIR                     | S                 | 61                | 0        | 1         | 38                         | 8                | 36          | 11                     | 7                      | 0                       | 49                         | 70                       | 15                         | 66                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION              | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|-----------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                   |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                   |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL WROCLAW                     |                             |                   | 61                | 0          | 1        | 38                         | 8                | 36          | 11                     | 7                      | 0                       | 49                         | 70                       | 15                         | 66                      |
| TOTAL POLAND                      |                             |                   | 523               | 4          | 17       | 54                         | 18               | 18          | 8                      | 1                      | 0                       | 27                         | 66                       | 23                         | 553                     |
| PORTUGAL(EXCLUDING MADEIRA)       |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FARO                              | EASYJET AIRLINE COMPANY LTD | S                 | 58                | 1          | 2        | 64                         | 24               | 5           | 7                      | 0                      | 0                       | 14                         | 53                       | 23                         | 40                      |
|                                   | RYANAIR                     | S                 | 56                | 0          | 4        | 61                         | 23               | 16          | 0                      | 0                      | 0                       | 13                         | 48                       | 49                         | 58                      |
| TOTAL FARO                        |                             |                   | 114               | 2          | 6        | 62                         | 24               | 11          | 4                      | 0                      | 0                       | 14                         | 50                       | 38                         | 98                      |
| OPORTO (PORTUGAL)                 | RYANAIR                     | S                 | 104               | 1          | 6        | 50                         | 29               | 13          | 8                      | 0                      | 1                       | 26                         | 66                       | 22                         | 102                     |
| TOTAL OPORTO (PORTUGAL)           |                             |                   | 104               | 1          | 6        | 50                         | 29               | 13          | 8                      | 0                      | 1                       | 26                         | 66                       | 22                         | 102                     |
| TOTAL PORTUGAL(EXCLUDING MADEIRA) |                             |                   | 218               | 5          | 13       | 56                         | 26               | 11          | 6                      | 0                      | 0                       | 20                         | 58                       | 30                         | 200                     |
| PORTUGAL(MADEIRA)                 |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| FUNCHAL                           | EASYJET AIRLINE COMPANY LTD | S                 | 44                | 0          | 1        | 48                         | 18               | 25          | 9                      | 0                      | 0                       | 27                         | 59                       | 28                         | 46                      |
| TOTAL FUNCHAL                     |                             |                   | 44                | 0          | 1        | 48                         | 18               | 25          | 9                      | 0                      | 0                       | 27                         | 59                       | 28                         | 46                      |
| TOTAL PORTUGAL(MADEIRA)           |                             |                   | 44                | 0          | 1        | 48                         | 18               | 25          | 9                      | 0                      | 0                       | 27                         | 59                       | 28                         | 46                      |
| SLOVAK REPUBLIC                   |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BRATISLAVA                        | RYANAIR                     | S                 | 115               | 1          | 2        | 50                         | 15               | 16          | 19                     | 0                      | 0                       | 28                         | 68                       | 16                         | 161                     |
| TOTAL BRATISLAVA                  |                             |                   | 115               | 1          | 2        | 50                         | 15               | 16          | 19                     | 0                      | 0                       | 28                         | 68                       | 16                         | 161                     |
| TOTAL SLOVAK REPUBLIC             |                             |                   | 115               | 1          | 2        | 50                         | 15               | 16          | 19                     | 0                      | 0                       | 28                         | 68                       | 16                         | 161                     |
| SLOVENIA                          |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| LJUBLJANA                         | EASYJET AIRLINE COMPANY LTD | S                 | 58                | 0          | 0        | 26                         | 24               | 12          | 33                     | 5                      | 0                       | 58                         | 50                       | 32                         | 44                      |
| TOTAL LJUBLJANA                   |                             |                   | 58                | 0          | 0        | 26                         | 24               | 12          | 33                     | 5                      | 0                       | 58                         | 50                       | 32                         | 44                      |
| TOTAL SLOVENIA                    |                             |                   | 58                | 0          | 0        | 26                         | 24               | 12          | 33                     | 5                      | 0                       | 58                         | 50                       | 32                         | 44                      |
| SPAIN                             |                             |                   |                   |            |          |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ALICANTE                          | EASYJET AIRLINE COMPANY LTD | S                 | 59                | 0          | 5        | 59                         | 19               | 12          | 8                      | 2                      | 0                       | 24                         | 62                       | 28                         | 78                      |
|                                   | RYANAIR                     | S                 | 56                | 2          | 4        | 66                         | 18               | 14          | 2                      | 0                      | 0                       | 15                         | 49                       | 27                         | 63                      |
| TOTAL ALICANTE                    |                             |                   | 115               | 3          | 9        | 63                         | 18               | 13          | 5                      | 1                      | 0                       | 20                         | 56                       | 27                         | 141                     |
| ASTURIAS                          | EASYJET AIRLINE COMPANY LTD | S                 | 38                | 0          | 4        | 66                         | 3                | 13          | 13                     | 5                      | 0                       | 38                         | 52                       | 22                         | 33                      |
| TOTAL ASTURIAS                    |                             |                   | 38                | 0          | 4        | 66                         | 3                | 13          | 13                     | 5                      | 0                       | 38                         | 52                       | 22                         | 33                      |
| BARCELONA                         | EASYJET AIRLINE COMPANY LTD | S                 | 57                | 1          | 4        | 47                         | 28               | 9           | 16                     | 0                      | 0                       | 24                         | 53                       | 22                         | 59                      |
| TOTAL BARCELONA                   |                             |                   | 58                | 2          | 4        | 47                         | 28               | 10          | 16                     | 0                      | 0                       | 25                         | 53                       | 22                         | 59                      |
| BILBAO                            | EASYJET AIRLINE COMPANY LTD | S                 | 54                | 0          | 6        | 54                         | 22               | 17          | 7                      | 0                      | 0                       | 21                         | 48                       | 29                         | 56                      |
| TOTAL BILBAO                      |                             |                   | 54                | 0          | 6        | 54                         | 22               | 17          | 7                      | 0                      | 0                       | 21                         | 48                       | 29                         | 56                      |
| GERONA                            | RYANAIR                     | S                 | 67                | 0          | 5        | 54                         | 22               | 19          | 4                      | 0                      | 0                       | 19                         | 63                       | 26                         | 71                      |
| TOTAL GERONA                      |                             |                   | 67                | 0          | 5        | 54                         | 22               | 19          | 4                      | 0                      | 0                       | 19                         | 63                       | 26                         | 71                      |
| IBIZA                             | RYANAIR                     | S                 | 12                | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 17                         | 58                       | 18                         | 24                      |
| TOTAL IBIZA                       |                             |                   | 12                | 0          | 0        | 50                         | 50               | 0           | 0                      | 0                      | 0                       | 17                         | 58                       | 18                         | 24                      |
| MADRID                            | RYANAIR                     | S                 | 107               | 1          | 12       | 32                         | 17               | 25          | 25                     | 1                      | 0                       | 44                         | 38                       | 47                         | 122                     |
| TOTAL MADRID                      |                             |                   | 108               | 5          | 12       | 31                         | 17               | 25          | 26                     | 1                      | 0                       | 45                         | 38                       | 46                         | 123                     |

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ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION                        | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---|-----------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|   |                             |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|   |                             |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MALAGA                                      | EASYJET AIRLINE COMPANY LTD | S                 | 60                | 0          | 4         | 43                         | 25               | 23          | 8                      | 0                      | 0                       | 25                         | 60                       | 25                         | 63                      |
|   | RYANAIR                     | S                 | 55                | 0          | 5         | 42                         | 25               | 11          | 20                     | 2                      | 0                       | 38                         | 57                       | 31                         | 63                      |
| <b>TOTAL MALAGA</b>                         |                             |                   | <b>115</b>        | <b>0</b>   | <b>9</b>  | <b>43</b>                  | <b>25</b>        | <b>17</b>   | <b>14</b>              | <b>1</b>               | <b>0</b>                | <b>31</b>                  | <b>59</b>                | <b>28</b>                  | 126                     |
| MURCIA SAN JAVIER                           | RYANAIR                     | S                 | 20                | 0          | 4         | 80                         | 10               | 0           | 10                     | 0                      | 0                       | 12                         | 69                       | 27                         | 32                      |
| <b>TOTAL MURCIA SAN JAVIER</b>              |                             |                   | <b>20</b>         | <b>0</b>   | <b>4</b>  | <b>80</b>                  | <b>10</b>        | <b>0</b>    | <b>10</b>              | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>69</b>                | <b>27</b>                  | 32                      |
| PALMA DE MALLORCA                           | EASYJET AIRLINE COMPANY LTD | S                 | 35                | 0          | 2         | 40                         | 14               | 14          | 20                     | 11                     | 0                       | 55                         | 37                       | 37                         | 46                      |
|   | RYANAIR                     | S                 | 18                | 0          | 0         | 39                         | 17               | 33          | 11                     | 0                      | 0                       | 34                         | 74                       | 13                         | 31                      |
| <b>TOTAL PALMA DE MALLORCA</b>              |                             |                   | <b>53</b>         | <b>0</b>   | <b>2</b>  | <b>40</b>                  | <b>15</b>        | <b>21</b>   | <b>17</b>              | <b>8</b>               | <b>0</b>                | <b>48</b>                  | <b>52</b>                | <b>27</b>                  | 77                      |
| SANTANDER                                   | RYANAIR                     | S                 | 38                | 0          | 2         | 53                         | 18               | 18          | 11                     | 0                      | 0                       | 26                         | 49                       | 29                         | 35                      |
| <b>TOTAL SANTANDER</b>                      |                             |                   | <b>38</b>         | <b>0</b>   | <b>2</b>  | <b>53</b>                  | <b>18</b>        | <b>18</b>   | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>49</b>                | <b>29</b>                  | 35                      |
| SANTIAGO DE COMPOSTELA (SPAIN)              | RYANAIR                     | S                 | 24                | 0          | 4         | 58                         | 25               | 8           | 8                      | 0                      | 0                       | 17                         | 54                       | 22                         | 28                      |
| <b>TOTAL SANTIAGO DE COMPOSTELA (SPAIN)</b> |                             |                   | <b>24</b>         | <b>0</b>   | <b>4</b>  | <b>58</b>                  | <b>25</b>        | <b>8</b>    | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>54</b>                | <b>22</b>                  | 28                      |
| SEVILLE                                     | RYANAIR                     | S                 | 50                | 0          | 6         | 58                         | 16               | 22          | 4                      | 0                      | 0                       | 21                         | 50                       | 26                         | 34                      |
| <b>TOTAL SEVILLE</b>                        |                             |                   | <b>50</b>         | <b>0</b>   | <b>6</b>  | <b>58</b>                  | <b>16</b>        | <b>22</b>   | <b>4</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>50</b>                | <b>26</b>                  | 34                      |
| VALENCIA                                    | RYANAIR                     | S                 | 22                | 0          | 2         | 77                         | 18               | 0           | 0                      | 5                      | 0                       | 22                         | 75                       | 9                          | 28                      |
| <b>TOTAL VALENCIA</b>                       |                             |                   | <b>22</b>         | <b>2</b>   | <b>3</b>  | <b>77</b>                  | <b>18</b>        | <b>0</b>    | <b>0</b>               | <b>5</b>               | <b>0</b>                | <b>22</b>                  | <b>75</b>                | <b>9</b>                   | 28                      |
| VALLADOLID                                  | RYANAIR                     | S                 | 24                | 0          | 0         | 50                         | 13               | 29          | 8                      | 0                      | 0                       | 24                         | 61                       | 23                         | 28                      |
| <b>TOTAL VALLADOLID</b>                     |                             |                   | <b>24</b>         | <b>0</b>   | <b>0</b>  | <b>50</b>                  | <b>13</b>        | <b>29</b>   | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>61</b>                | <b>23</b>                  | 28                      |
| ZARAGOZA                                    | RYANAIR                     | S                 | 32                | 0          | 0         | 34                         | 34               | 19          | 13                     | 0                      | 0                       | 31                         | 39                       | 32                         | 31                      |
| <b>TOTAL ZARAGOZA</b>                       |                             |                   | <b>32</b>         | <b>0</b>   | <b>0</b>  | <b>34</b>                  | <b>34</b>        | <b>19</b>   | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>39</b>                | <b>32</b>                  | 31                      |
| <b>TOTAL SPAIN</b>                          |                             |                   | <b>830</b>        | <b>12</b>  | <b>70</b> | <b>50</b>                  | <b>20</b>        | <b>17</b>   | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>28</b>                  | <b>54</b>                | <b>29</b>                  | 1001                    |
| <b>SPAIN(CANARY ISLANDS)</b>                |                             |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ARRECIFE                                    | RYANAIR                     | S                 | 22                | 0          | 3         | 59                         | 23               | 9           | 9                      | 0                      | 0                       | 24                         | 64                       | 27                         | 28                      |
|   | THOMAS COOK AIRLINES LTD    | C                 | 4                 | 0          | 0         | 50                         | 0                | 0           | 50                     | 0                      | 0                       | 85                         | 88                       | 7                          | 8                       |
|   | THOMSON AIRWAYS LTD         | C                 | 10                | 0          | 0         | 40                         | 20               | 30          | 10                     | 0                      | 0                       | 26                         | 67                       | 26                         | 6                       |
| <b>TOTAL ARRECIFE</b>                       |                             |                   | <b>36</b>         | <b>0</b>   | <b>3</b>  | <b>53</b>                  | <b>19</b>        | <b>14</b>   | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>69</b>                | <b>23</b>                  | 42                      |
| FUERTEVENTURA                               | EASYJET AIRLINE COMPANY LTD | S                 | 14                | 0          | 2         | 57                         | 14               | 21          | 7                      | 0                      | 0                       | 22                         | 44                       | 33                         | 16                      |
|   | RYANAIR                     | S                 | 16                | 0          | 2         | 75                         | 19               | 6           | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
|   | THOMAS COOK AIRLINES LTD    | C                 | 3                 | 0          | 0         | 33                         | 33               | 0           | 33                     | 0                      | 0                       | 51                         | 50                       | 67                         | 4                       |
| <b>TOTAL FUERTEVENTURA</b>                  |                             |                   | <b>33</b>         | <b>0</b>   | <b>4</b>  | <b>64</b>                  | <b>18</b>        | <b>12</b>   | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>45</b>                | <b>40</b>                  | 20                      |
| LAS PALMAS                                  | RYANAIR                     | S                 | 20                | 1          | 4         | 70                         | 20               | 10          | 0                      | 0                      | 0                       | 11                         | 32                       | 60                         | 25                      |
|   | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0         | 0                          | 0                | 50          | 50                     | 0                      | 0                       | 63                         | 78                       | 15                         | 9                       |
|   | THOMSON AIRWAYS LTD         | C                 | 8                 | 0          | 0         | 63                         | 13               | 0           | 0                      | 25                     | 0                       | 50                         | 25                       | 56                         | 8                       |
| <b>TOTAL LAS PALMAS</b>                     |                             |                   | <b>30</b>         | <b>1</b>   | <b>4</b>  | <b>63</b>                  | <b>17</b>        | <b>10</b>   | <b>3</b>               | <b>7</b>               | <b>0</b>                | <b>25</b>                  | <b>40</b>                | <b>50</b>                  | 42                      |
| TENERIFE (SURREINA SOFIA)                   | RYANAIR                     | S                 | 28                | 0          | 4         | 71                         | 11               | 11          | 0                      | 7                      | 0                       | 26                         | 45                       | 45                         | 38                      |
|   | THOMAS COOK AIRLINES LTD    | C                 | 5                 | 0          | 0         | 40                         | 0                | 40          | 20                     | 0                      | 0                       | 41                         | 57                       | 24                         | 14                      |
|   | THOMSON AIRWAYS LTD         | C                 | 18                | 0          | 0         | 72                         | 11               | 17          | 0                      | 0                      | 0                       | 12                         | 44                       | 33                         | 18                      |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b>      |                             |                   | <b>51</b>         | <b>0</b>   | <b>4</b>  | <b>69</b>                  | <b>10</b>        | <b>16</b>   | <b>2</b>               | <b>4</b>               | <b>0</b>                | <b>23</b>                  | <b>47</b>                | <b>38</b>                  | 70                      |
| <b>TOTAL SPAIN(CANARY ISLANDS)</b>          |                             |                   | <b>150</b>        | <b>1</b>   | <b>15</b> | <b>63</b>                  | <b>15</b>        | <b>13</b>   | <b>6</b>               | <b>3</b>               | <b>0</b>                | <b>24</b>                  | <b>51</b>                | <b>37</b>                  | 174                     |

## CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

## Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION                  | AIRLINE                      | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|---------------------------------------|------------------------------|-------------------|-------------------|------------|-----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                       |                              |                   | MATCHED           | UNMATCHED  |           | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                       |                              |                   |                   | Actual (7) | Plan (8)  |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| <b>SWEDEN</b>                         |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GOTEBORG (SAVE)                       | RYANAIR                      | S                 | 108               | 0          | 6         | 56                         | 18               | 19          | 6                      | 0                      | 0                       | 21                         | 69                       | 22                         | 134                     |
| <b>TOTAL GOTEBORG (SAVE)</b>          |                              |                   | <b>108</b>        | <b>0</b>   | <b>6</b>  | <b>56</b>                  | <b>18</b>        | <b>19</b>   | <b>6</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>69</b>                | <b>22</b>                  | <b>134</b>              |
| STOCKHOLM (SKAVSTA)                   | RYANAIR                      | S                 | 124               | 0          | 4         | 27                         | 24               | 23          | 24                     | 1                      | 1                       | 47                         | 57                       | 27                         | 157                     |
| <b>TOTAL STOCKHOLM (SKAVSTA)</b>      |                              |                   | <b>124</b>        | <b>0</b>   | <b>4</b>  | <b>27</b>                  | <b>24</b>        | <b>23</b>   | <b>24</b>              | <b>1</b>               | <b>1</b>                | <b>47</b>                  | <b>57</b>                | <b>27</b>                  | <b>157</b>              |
| VASTERAS                              | RYANAIR                      | S                 | 30                | 0          | 0         | 77                         | 13               | 7           | 3                      | 0                      | 0                       | 14                         | 53                       | 23                         | 53                      |
| <b>TOTAL VASTERAS</b>                 |                              |                   | <b>30</b>         | <b>0</b>   | <b>0</b>  | <b>77</b>                  | <b>13</b>        | <b>7</b>    | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>53</b>                | <b>23</b>                  | <b>53</b>               |
| <b>TOTAL SWEDEN</b>                   |                              |                   | <b>262</b>        | <b>8</b>   | <b>18</b> | <b>45</b>                  | <b>20</b>        | <b>19</b>   | <b>15</b>              | <b>0</b>               | <b>0</b>                | <b>33</b>                  | <b>61</b>                | <b>24</b>                  | <b>344</b>              |
| <b>SWITZERLAND</b>                    |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| GENEVA                                | EASYJET AIRLINE COMPANY LTD  | S                 | 86                | 0          | 5         | 36                         | 24               | 17          | 15                     | 7                      | 0                       | 47                         | 42                       | 47                         | 81                      |
|                                       | MONARCH AIRLINES             | C                 | 2                 | 0          | 0         | 100                        | 0                | 0           | 0                      | 0                      | 0                       | 0                          | 0                        | 20                         | 1                       |
|                                       | TITAN AIRWAYS LTD            | C                 | 2                 | 0          | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 47                         | 0                        | 0                          | 0                       |
| <b>TOTAL GENEVA</b>                   |                              |                   | <b>90</b>         | <b>2</b>   | <b>7</b>  | <b>37</b>                  | <b>23</b>        | <b>19</b>   | <b>14</b>              | <b>7</b>               | <b>0</b>                | <b>46</b>                  | <b>40</b>                | <b>45</b>                  | <b>87</b>               |
| SION                                  | TITAN AIRWAYS LTD            | C                 | 6                 | 0          | 0         | 33                         | 67               | 0           | 0                      | 0                      | 0                       | 15                         | 100                      | 6                          | 7                       |
| <b>TOTAL SION</b>                     |                              |                   | <b>6</b>          | <b>0</b>   | <b>0</b>  | <b>33</b>                  | <b>67</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>100</b>               | <b>6</b>                   | <b>7</b>                |
| <b>TOTAL SWITZERLAND</b>              |                              |                   | <b>96</b>         | <b>14</b>  | <b>11</b> | <b>36</b>                  | <b>26</b>        | <b>18</b>   | <b>14</b>              | <b>6</b>               | <b>0</b>                | <b>44</b>                  | <b>46</b>                | <b>42</b>                  | <b>96</b>               |
| <b>TUNISIA</b>                        |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| MONASTIR                              | THOMAS COOK AIRLINES LTD     | C                 | 2                 | 0          | 0         | 0                          | 100              | 0           | 0                      | 0                      | 0                       | 26                         | 50                       | 13                         | 2                       |
| <b>TOTAL MONASTIR</b>                 |                              |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>100</b>       | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>50</b>                | <b>13</b>                  | <b>2</b>                |
| <b>TOTAL TUNISIA</b>                  |                              |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>100</b>       | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>50</b>                | <b>13</b>                  | <b>2</b>                |
| <b>TURKEY</b>                         |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| ANTALYA                               | THOMAS COOK AIRLINES LTD     | C                 | 5                 | 0          | 0         | 80                         | 20               | 0           | 0                      | 0                      | 0                       | 9                          | 0                        | 0                          | 0                       |
| <b>TOTAL ANTALYA</b>                  |                              |                   | <b>5</b>          | <b>0</b>   | <b>0</b>  | <b>80</b>                  | <b>20</b>        | <b>0</b>    | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>27</b>                | <b>30</b>                  | <b>26</b>               |
| ISTANBUL                              | THY TURK HAVA YOLLARI TURKIS | C                 | 6                 | 0          | 0         | 0                          | 17               | 17          | 33                     | 33                     | 0                       | 134                        | 0                        | 0                          | 0                       |
| <b>TOTAL ISTANBUL</b>                 |                              |                   | <b>7</b>          | <b>0</b>   | <b>0</b>  | <b>14</b>                  | <b>14</b>        | <b>14</b>   | <b>29</b>              | <b>29</b>              | <b>0</b>                | <b>117</b>                 | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| ISTANBUL (SABIHA GOKCEN)              | PEGASUS AIRLINES             | S                 | 72                | 0          | 0         | 17                         | 32               | 38          | 13                     | 0                      | 1                       | 39                         | 6                        | 45                         | 62                      |
|                                       | THY TURK HAVA YOLLARI TURKIS | S                 | 54                | 0          | 1         | 63                         | 22               | 9           | 6                      | 0                      | 0                       | 17                         | 37                       | 39                         | 62                      |
| <b>TOTAL ISTANBUL (SABIHA GOKCEN)</b> |                              |                   | <b>127</b>        | <b>0</b>   | <b>1</b>  | <b>36</b>                  | <b>28</b>        | <b>25</b>   | <b>9</b>               | <b>0</b>               | <b>1</b>                | <b>29</b>                  | <b>22</b>                | <b>42</b>                  | <b>124</b>              |
| <b>TOTAL TURKEY</b>                   |                              |                   | <b>139</b>        | <b>0</b>   | <b>1</b>  | <b>37</b>                  | <b>27</b>        | <b>24</b>   | <b>10</b>              | <b>1</b>               | <b>1</b>                | <b>33</b>                  | <b>24</b>                | <b>39</b>                  | <b>168</b>              |
| <b>UNITED ARAB EMIRATES</b>           |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| DUBAI                                 | TITAN AIRWAYS LTD            | C                 | 2                 | 0          | 0         | 0                          | 0                | 100         | 0                      | 0                      | 0                       | 38                         | 0                        | 0                          | 0                       |
| <b>TOTAL DUBAI</b>                    |                              |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>100</b>  | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>38</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>TOTAL UNITED ARAB EMIRATES</b>     |                              |                   | <b>2</b>          | <b>0</b>   | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>100</b>  | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>38</b>                  | <b>0</b>                 | <b>0</b>                   | <b>0</b>                |
| <b>UNITED KINGDOM</b>                 |                              |                   |                   |            |           |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| BELFAST INTERNATIONAL                 | EASYJET AIRLINE COMPANY LTD  | S                 | 198               | 0          | 14        | 56                         | 12               | 11          | 13                     | 8                      | 0                       | 43                         | 73                       | 21                         | 213                     |
| <b>TOTAL BELFAST INTERNATIONAL</b>    |                              |                   | <b>198</b>        | <b>2</b>   | <b>14</b> | <b>56</b>                  | <b>12</b>        | <b>11</b>   | <b>13</b>              | <b>8</b>               | <b>0</b>                | <b>43</b>                  | <b>73</b>                | <b>21</b>                  | <b>213</b>              |
| CITY OF DERRY (EGLINTON)              | RYANAIR                      | S                 | 52                | 0          | 6         | 54                         | 15               | 15          | 12                     | 0                      | 4                       | 43                         | 69                       | 25                         | 36                      |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - FULL FOR DECEMBER 2010

Reporting Airport: STANSTED (Full Analysis)

| ORIGIN / DESTINATION           | AIRLINE                     | CHARTER/<br>SCHED | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |                  |             |                        |                        |                         |                            | DEC 2009                 |                            |                         |
|--------------------------------|-----------------------------|-------------------|-------------------|------------|----------|----------------------------|------------------|-------------|------------------------|------------------------|-------------------------|----------------------------|--------------------------|----------------------------|-------------------------|
|                                |                             |                   | MATCHED           | UNMATCHED  |          | Early<br>to 15             | 16 to<br>30 mins | 31 to<br>60 | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | % Early<br>to 15<br>mins | Average<br>Delay<br>(mins) | Number<br>of<br>Flights |
|                                |                             |                   |                   | Actual (7) | Plan (8) |                            |                  |             |                        |                        |                         |                            |                          |                            |                         |
| TOTAL CITY OF DERRY (EGLINTON) |                             |                   | 52                | 0          | 6        | 54                         | 15               | 15          | 12                     | 0                      | 4                       | 43                         | 69                       | 25                         | 36                      |
| EDINBURGH                      | EASYJET AIRLINE COMPANY LTD | S                 | 259               | 2          | 19       | 50                         | 14               | 20          | 15                     | 1                      | 0                       | 33                         | 64                       | 30                         | 214                     |
| TOTAL EDINBURGH                |                             |                   | 259               | 13         | 19       | 50                         | 14               | 20          | 15                     | 1                      | 0                       | 33                         | 64                       | 30                         | 215                     |
| TOTAL GATWICK                  |                             |                   | 3                 | 1          | 2        | 0                          | 0                | 33          | 33                     | 33                     | 0                       | 137                        | 0                        | 0                          | 0                       |
| GLASGOW                        | EASYJET AIRLINE COMPANY LTD | S                 | 244               | 0          | 16       | 52                         | 19               | 16          | 11                     | 1                      | 0                       | 30                         | 72                       | 21                         | 204                     |
|                                | THOMAS COOK AIRLINES LTD    | C                 | 2                 | 0          | 0        | 0                          | 50               | 0           | 0                      | 50                     | 0                       | 172                        | 0                        | 0                          | 0                       |
| TOTAL GLASGOW                  |                             |                   | 246               | 4          | 16       | 51                         | 20               | 16          | 11                     | 2                      | 0                       | 31                         | 72                       | 21                         | 204                     |
| GUERNSEY                       | AURIGNY AIR SERVICES        | S                 | 27                | 1          | 7        | 41                         | 22               | 7           | 30                     | 0                      | 0                       | 36                         | 59                       | 50                         | 46                      |
| TOTAL GUERNSEY                 |                             |                   | 27                | 1          | 7        | 41                         | 22               | 7           | 30                     | 0                      | 0                       | 36                         | 59                       | 50                         | 46                      |
| HEATHROW                       | BRITISH AIRWAYS PLC         | S                 | 3                 | 0          | 1        | 33                         | 0                | 33          | 33                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
| TOTAL HEATHROW                 |                             |                   | 3                 | 1          | 1        | 33                         | 0                | 33          | 33                     | 0                      | 0                       | 42                         | 0                        | 0                          | 0                       |
| JERSEY                         | AURIGNY AIR SERVICES        | S                 | 19                | 0          | 3        | 26                         | 5                | 26          | 42                     | 0                      | 0                       | 51                         | 63                       | 31                         | 46                      |
| TOTAL JERSEY                   |                             |                   | 19                | 0          | 3        | 26                         | 5                | 26          | 42                     | 0                      | 0                       | 51                         | 63                       | 31                         | 46                      |
| LUTON                          | EASYJET AIRLINE COMPANY LTD | S                 | 3                 | 0          | 0        | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 28                         | 50                       | 37                         | 2                       |
| TOTAL LUTON                    |                             |                   | 3                 | 0          | 0        | 33                         | 33               | 33          | 0                      | 0                      | 0                       | 28                         | 50                       | 37                         | 2                       |
| MANCHESTER                     | THOMAS COOK AIRLINES LTD    | C                 | 6                 | 2          | 0        | 17                         | 33               | 33          | 17                     | 0                      | 0                       | 39                         | 67                       | 24                         | 3                       |
| TOTAL MANCHESTER               |                             |                   | 6                 | 2          | 0        | 17                         | 33               | 33          | 17                     | 0                      | 0                       | 39                         | 40                       | 68                         | 5                       |
| NEWCASTLE                      | EASYJET AIRLINE COMPANY LTD | S                 | 112               | 0          | 2        | 59                         | 17               | 13          | 11                     | 0                      | 0                       | 22                         | 69                       | 25                         | 109                     |
| TOTAL NEWCASTLE                |                             |                   | 112               | 0          | 2        | 59                         | 17               | 13          | 11                     | 0                      | 0                       | 22                         | 69                       | 25                         | 109                     |
| PRESTWICK                      | RYANAIR                     | S                 | 72                | 0          | 0        | 64                         | 13               | 14          | 6                      | 3                      | 1                       | 31                         | 70                       | 18                         | 164                     |
| TOTAL PRESTWICK                |                             |                   | 72                | 0          | 0        | 64                         | 13               | 14          | 6                      | 3                      | 1                       | 31                         | 70                       | 18                         | 164                     |
| TOTAL UNITED KINGDOM           |                             |                   | 1000              | 25         | 71       | 53                         | 15               | 16          | 13                     | 3                      | 1                       | 35                         | 70                       | 23                         | 1274                    |
| TOTAL STANSTED                 |                             |                   | 8851              | 237        | 568      | 47                         | 20               | 18          | 13                     | 2                      | 0                       | 33                         | 61                       | 25                         | 10115                   |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION                 | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|--------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                      |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| AALBORG                              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                      | GATWICK           | NORWEGIAN AIR SHUTTLE       | S                 | A           | 12                | 0        | 0         | 25                         | 17               | 17               | 33                     | 8                      | 0                       | 75                         | 50                  | 67                         | 12                       |  |
|                                      | GATWICK           | NORWEGIAN AIR SHUTTLE       | S                 | D           | 12                | 0        | 1         | 25                         | 17               | 17               | 17                     | 25                     | 0                       | 85                         | 42                  | 80                         | 12                       |  |
| <b>TOTAL AALBORG</b>                 |                   |                             |                   |             | <b>24</b>         | <b>2</b> | <b>3</b>  | <b>25</b>                  | <b>17</b>        | <b>17</b>        | <b>25</b>              | <b>17</b>              | <b>0</b>                | <b>80</b>                  | <b>46</b>           | <b>73</b>                  | <b>73</b>                |  |
| AARHUS (TIRSTRUP)                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                      | STANSTED          | RYANAIR                     | S                 | A           | 19                | 0        | 1         | 32                         | 37               | 21               | 11                     | 0                      | 0                       | 27                         | 65                  | 20                         | 26                       |  |
|                                      | STANSTED          | RYANAIR                     | S                 | D           | 19                | 0        | 1         | 58                         | 26               | 16               | 0                      | 0                      | 0                       | 18                         | 59                  | 20                         | 27                       |  |
| <b>TOTAL AARHUS (TIRSTRUP)</b>       |                   |                             |                   |             | <b>38</b>         | <b>0</b> | <b>2</b>  | <b>45</b>                  | <b>32</b>        | <b>18</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>62</b>           | <b>20</b>                  | <b>20</b>                |  |
| ABERDEEN                             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                      | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 128               | 0        | 6         | 54                         | 20               | 9                | 13                     | 4                      | 0                       | 32                         | 77                  | 21                         | 154                      |  |
|                                      | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 131               | 0        | 7         | 69                         | 12               | 9                | 8                      | 2                      | 0                       | 19                         | 76                  | 21                         | 161                      |  |
|                                      | MANCHESTER        | BMI REGIONAL                | S                 | A           | 114               | 0        | 0         | 65                         | 7                | 13               | 12                     | 2                      | 1                       | 29                         | 84                  | 13                         | 129                      |  |
|                                      | MANCHESTER        | BMI REGIONAL                | S                 | D           | 111               | 0        | 0         | 73                         | 7                | 6                | 12                     | 2                      | 0                       | 21                         | 83                  | 12                         | 127                      |  |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 136               | 1        | 3         | 60                         | 10               | 12               | 13                     | 5                      | 0                       | 33                         | 71                  | 25                         | 150                      |  |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 139               | 0        | 0         | 68                         | 9                | 11               | 9                      | 2                      | 0                       | 26                         | 75                  | 17                         | 153                      |  |
|                                      | MANCHESTER        | EASTERN AIRWAYS             | C                 | A           | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 6                          | 50                  | 19                         | 2                        |  |
|                                      | MANCHESTER        | EASTERN AIRWAYS             | C                 | D           | 3                 | 0        | 0         | 67                         | 0                | 33               | 0                      | 0                      | 0                       | 18                         | 100                 | 0                          | 2                        |  |
|                                      | NEWCASTLE         | EASTERN AIRWAYS             | S                 | A           | 70                | 2        | 11        | 70                         | 7                | 11               | 9                      | 3                      | 0                       | 21                         | 71                  | 24                         | 69                       |  |
|                                      | NEWCASTLE         | EASTERN AIRWAYS             | S                 | D           | 69                | 0        | 11        | 57                         | 14               | 13               | 14                     | 1                      | 0                       | 33                         | 70                  | 49                         | 64                       |  |
|                                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 48                | 0        | 4         | 44                         | 13               | 19               | 19                     | 6                      | 0                       | 46                         | 63                  | 38                         | 27                       |  |
|                                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 50                | 0        | 2         | 38                         | 22               | 20               | 16                     | 4                      | 0                       | 39                         | 59                  | 30                         | 27                       |  |
|                                      | BIRMINGHAM        | FLYBE LTD                   | S                 | A           | 60                | 1        | 8         | 50                         | 7                | 7                | 28                     | 8                      | 0                       | 62                         | 63                  | 26                         | 54                       |  |
|                                      | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 61                | 0        | 7         | 48                         | 7                | 16               | 28                     | 2                      | 0                       | 47                         | 67                  | 18                         | 55                       |  |
|                                      | GATWICK           | FLYBE LTD                   | S                 | A           | 53                | 0        | 5         | 51                         | 11               | 23               | 15                     | 0                      | 0                       | 33                         | 62                  | 28                         | 71                       |  |
|                                      | GATWICK           | FLYBE LTD                   | S                 | D           | 54                | 0        | 6         | 37                         | 9                | 22               | 22                     | 7                      | 2                       | 65                         | 44                  | 47                         | 70                       |  |
|                                      | MANCHESTER        | FLYBE LTD                   | S                 | A           | 45                | 0        | 4         | 47                         | 13               | 13               | 18                     | 9                      | 0                       | 56                         | 0                   | 0                          | 0                        |  |
|                                      | MANCHESTER        | FLYBE LTD                   | S                 | D           | 49                | 0        | 3         | 55                         | 12               | 10               | 18                     | 4                      | 0                       | 43                         | 100                 | 6                          | 1                        |  |
| <b>TOTAL ABERDEEN</b>                |                   |                             |                   |             | <b>1324</b>       | <b>8</b> | <b>77</b> | <b>59</b>                  | <b>11</b>        | <b>12</b>        | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>34</b>                  | <b>73</b>           | <b>22</b>                  | <b>22</b>                |  |
| ABU DHABI INTERNATIONAL              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                      | HEATHROW          | ETIHAD AIRWAYS              | S                 | A           | 88                | 0        | 4         | 93                         | 3                | 0                | 1                      | 0                      | 2                       | 23                         | 96                  | 4                          | 93                       |  |
|                                      | HEATHROW          | ETIHAD AIRWAYS              | S                 | D           | 88                | 0        | 5         | 57                         | 20               | 13               | 7                      | 2                      | 1                       | 29                         | 66                  | 15                         | 93                       |  |
|                                      | MANCHESTER        | ETIHAD AIRWAYS              | S                 | A           | 33                | 2        | 1         | 85                         | 9                | 6                | 0                      | 0                      | 0                       | 6                          | 77                  | 7                          | 31                       |  |
|                                      | MANCHESTER        | ETIHAD AIRWAYS              | S                 | D           | 33                | 0        | 0         | 52                         | 9                | 18               | 18                     | 3                      | 0                       | 42                         | 68                  | 29                         | 31                       |  |
| <b>TOTAL ABU DHABI INTERNATIONAL</b> |                   |                             |                   |             | <b>242</b>        | <b>3</b> | <b>10</b> | <b>73</b>                  | <b>11</b>        | <b>8</b>         | <b>5</b>               | <b>1</b>               | <b>1</b>                | <b>25</b>                  | <b>79</b>           | <b>12</b>                  | <b>12</b>                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|--------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                          |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                          |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| ABUJA                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | HEATHROW          | ARIK AIR                    | S                 | A           | 18                | 0        | 1         | 0                          | 0                | 50               | 33                     | 17                     | 0                       | 102                        | 37                  | 23                         | 19                       |  |
|                          | HEATHROW          | ARIK AIR                    | S                 | D           | 17                | 0        | 1         | 41                         | 29               | 18               | 12                     | 0                      | 0                       | 31                         | 79                  | 8                          | 19                       |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 29                | 0        | 0         | 34                         | 34               | 14               | 14                     | 3                      | 0                       | 40                         | 55                  | 29                         | 31                       |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 30                | 0        | 0         | 33                         | 20               | 20               | 23                     | 3                      | 0                       | 52                         | 77                  | 28                         | 31                       |  |
| <b>TOTAL ABUJA</b>       |                   |                             |                   |             | <b>94</b>         | <b>3</b> | <b>2</b>  | <b>29</b>                  | <b>22</b>        | <b>23</b>        | <b>20</b>              | <b>5</b>               | <b>0</b>                | <b>54</b>                  | <b>63</b>           | <b>23</b>                  | <b>23</b>                |  |
| ACAPULCO                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 2                 | 0        | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 151                        | 0                   | 0                          | 0                        |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0         | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 235                        | 0                   | 0                          | 0                        |  |
| <b>TOTAL ACAPULCO</b>    |                   |                             |                   |             | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>10</b>                  | <b>0</b>         | <b>0</b>         | <b>30</b>              | <b>20</b>              | <b>40</b>               | <b>411</b>                 | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| ACCRA                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 27                | 0        | 1         | 63                         | 26               | 4                | 7                      | 0                      | 0                       | 17                         | 52                  | 40                         | 31                       |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 28                | 0        | 0         | 0                          | 11               | 39               | 43                     | 4                      | 4                       | 73                         | 32                  | 47                         | 31                       |  |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 12                | 0        | 3         | 67                         | 17               | 0                | 8                      | 8                      | 0                       | 37                         | 0                   | 0                          | 0                        |  |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 14                | 0        | 2         | 43                         | 0                | 29               | 29                     | 0                      | 0                       | 43                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL ACCRA</b>       |                   |                             |                   |             | <b>81</b>         | <b>1</b> | <b>7</b>  | <b>38</b>                  | <b>15</b>        | <b>20</b>        | <b>23</b>              | <b>2</b>               | <b>1</b>                | <b>44</b>                  | <b>38</b>           | <b>91</b>                  | <b>91</b>                |  |
| ADDIS ABABA              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 11                | 0        | 0         | 64                         | 18               | 9                | 9                      | 0                      | 0                       | 20                         | 93                  | 5                          | 14                       |  |
|                          | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 11                | 0        | 1         | 9                          | 36               | 0                | 55                     | 0                      | 0                       | 65                         | 23                  | 32                         | 13                       |  |
|                          | HEATHROW          | ETHIOPIAN AIRLINES          | S                 | A           | 26                | 0        | 2         | 54                         | 4                | 23               | 15                     | 0                      | 4                       | 43                         | 27                  | 140                        | 26                       |  |
|                          | HEATHROW          | ETHIOPIAN AIRLINES          | S                 | D           | 26                | 0        | 3         | 12                         | 23               | 38               | 27                     | 0                      | 0                       | 48                         | 27                  | 132                        | 26                       |  |
| <b>TOTAL ADDIS ABABA</b> |                   |                             |                   |             | <b>74</b>         | <b>0</b> | <b>6</b>  | <b>34</b>                  | <b>18</b>        | <b>23</b>        | <b>24</b>              | <b>0</b>               | <b>1</b>                | <b>45</b>                  | <b>38</b>           | <b>96</b>                  | <b>96</b>                |  |
| AGADIR                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 8                 | 0        | 1         | 50                         | 13               | 0                | 38                     | 0                      | 0                       | 54                         | 78                  | 9                          | 9                        |  |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 8                 | 0        | 1         | 38                         | 25               | 0                | 38                     | 0                      | 0                       | 49                         | 78                  | 13                         | 9                        |  |
|                          | STANSTED          | RYANAIR                     | S                 | A           | 8                 | 0        | 1         | 50                         | 25               | 13               | 13                     | 0                      | 0                       | 25                         | 33                  | 60                         | 9                        |  |
|                          | STANSTED          | RYANAIR                     | S                 | D           | 8                 | 0        | 1         | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 18                         | 56                  | 40                         | 9                        |  |
|                          | GATWICK           | THOMSON AIRWAYS LTD         | S                 | A           | 9                 | 0        | 2         | 78                         | 0                | 0                | 11                     | 11                     | 0                       | 37                         | 75                  | 61                         | 4                        |  |
|                          | GATWICK           | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 0         | 56                         | 22               | 11               | 11                     | 0                      | 0                       | 24                         | 25                  | 19                         | 4                        |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | A           | 9                 | 0        | 0         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 7                          | 75                  | 194                        | 4                        |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 0         | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 8                          | 25                  | 198                        | 4                        |  |
| <b>TOTAL AGADIR</b>      |                   |                             |                   |             | <b>68</b>         | <b>0</b> | <b>6</b>  | <b>66</b>                  | <b>15</b>        | <b>3</b>         | <b>15</b>              | <b>1</b>               | <b>0</b>                | <b>27</b>                  | <b>58</b>           | <b>57</b>                  | <b>57</b>                |  |
| ALEPPO                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |                  | PERCENTAGE OF FLIGHTS LATE |               |                  |                  |                   |                      | DEC 2009      |                      |                    |           |
|------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|------------------|----------------------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                              |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins | 16 to 30 mins              | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                              |                   |                             |                |          |                   |          |                  |                            |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| ALGHERO/SASSARI              | STANSTED          | RYANAIR                     | S              | A        | 13                | 0        | 1                | 62                         | 23            | 15               | 0                | 0                 | 0                    | 15            | 56                   | 31                 | 16        |
|                              | STANSTED          | RYANAIR                     | S              | D        | 13                | 0        | 1                | 62                         | 23            | 15               | 0                | 0                 | 0                    | 16            | 44                   | 26                 | 16        |
| <b>TOTAL ALGHERO/SASSARI</b> |                   |                             |                |          | <b>26</b>         | <b>0</b> | <b>2</b>         | <b>62</b>                  | <b>23</b>     | <b>15</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>15</b>     | <b>50</b>            | <b>28</b>          | <b>28</b> |
| ALGIERS                      | HEATHROW          | AIR ALGERIE                 | S              | A        | 15                | 0        | 1                | 13                         | 20            | 20               | 47               | 0                 | 0                    | 61            | 12                   | 69                 | 17        |
|                              | HEATHROW          | AIR ALGERIE                 | S              | D        | 16                | 0        | 0                | 31                         | 13            | 25               | 25               | 6                 | 0                    | 50            | 47                   | 42                 | 17        |
|                              | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 24                | 0        | 0                | 67                         | 21            | 0                | 13               | 0                 | 0                    | 15            | 85                   | 12                 | 26        |
|                              | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 25                | 0        | 2                | 72                         | 16            | 4                | 8                | 0                 | 0                    | 16            | 81                   | 11                 | 26        |
| <b>TOTAL ALGIERS</b>         |                   |                             |                |          | <b>80</b>         | <b>0</b> | <b>3</b>         | <b>51</b>                  | <b>18</b>     | <b>10</b>        | <b>20</b>        | <b>1</b>          | <b>0</b>             | <b>31</b>     | <b>62</b>            | <b>29</b>          | <b>29</b> |
| ALICANTE                     | BIRMINGHAM        | BMIBABY LTD                 | S              | A        | 9                 | 0        | 0                | 67                         | 11            | 11               | 11               | 0                 | 0                    | 16            | 83                   | 6                  | 12        |
|                              | BIRMINGHAM        | BMIBABY LTD                 | S              | D        | 9                 | 0        | 0                | 67                         | 11            | 11               | 11               | 0                 | 0                    | 18            | 92                   | 11                 | 12        |
|                              | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 44                | 0        | 4                | 66                         | 0             | 20               | 14               | 0                 | 0                    | 28            | 56                   | 30                 | 45        |
|                              | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 43                | 0        | 5                | 58                         | 12            | 19               | 12               | 0                 | 0                    | 25            | 57                   | 32                 | 46        |
|                              | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | A        | 15                | 0        | 1                | 60                         | 0             | 13               | 20               | 7                 | 0                    | 46            | 63                   | 30                 | 16        |
|                              | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | D        | 15                | 0        | 2                | 40                         | 20            | 7                | 27               | 7                 | 0                    | 53            | 69                   | 30                 | 16        |
|                              | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | A        | 17                | 0        | 1                | 53                         | 12            | 24               | 12               | 0                 | 0                    | 29            | 81                   | 6                  | 16        |
|                              | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | D        | 18                | 0        | 0                | 83                         | 6             | 0                | 11               | 0                 | 0                    | 17            | 76                   | 14                 | 17        |
|                              | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | A        | 21                | 0        | 1                | 57                         | 14            | 5                | 24               | 0                 | 0                    | 30            | 67                   | 27                 | 30        |
|                              | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | D        | 21                | 0        | 1                | 52                         | 10            | 10               | 29               | 0                 | 0                    | 33            | 67                   | 17                 | 30        |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 29                | 0        | 3                | 55                         | 17            | 14               | 10               | 3                 | 0                    | 30            | 55                   | 32                 | 38        |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 30                | 0        | 2                | 63                         | 20            | 10               | 7                | 0                 | 0                    | 19            | 68                   | 24                 | 40        |
|                              | BIRMINGHAM        | MONARCH AIRLINES            | S              | A        | 21                | 0        | 2                | 71                         | 5             | 0                | 14               | 0                 | 10                   | 57            | 94                   | 2                  | 16        |
|                              | BIRMINGHAM        | MONARCH AIRLINES            | S              | D        | 21                | 0        | 1                | 71                         | 0             | 19               | 10               | 0                 | 0                    | 21            | 69                   | 10                 | 16        |
|                              | GATWICK           | MONARCH AIRLINES            | S              | A        | 28                | 0        | 7                | 29                         | 25            | 4                | 25               | 7                 | 11                   | 103           | 48                   | 46                 | 31        |
|                              | GATWICK           | MONARCH AIRLINES            | S              | D        | 29                | 0        | 4                | 41                         | 17            | 10               | 17               | 7                 | 7                    | 81            | 63                   | 38                 | 32        |
|                              | LUTON             | MONARCH AIRLINES            | S              | A        | 11                | 0        | 2                | 36                         | 18            | 18               | 27               | 0                 | 0                    | 37            | 0                    | 0                  | 0         |
|                              | LUTON             | MONARCH AIRLINES            | S              | D        | 11                | 0        | 1                | 45                         | 18            | 18               | 18               | 0                 | 0                    | 35            | 0                    | 0                  | 0         |
|                              | MANCHESTER        | MONARCH AIRLINES            | S              | A        | 49                | 1        | 2                | 47                         | 20            | 14               | 14               | 2                 | 2                    | 44            | 55                   | 31                 | 38        |
|                              | MANCHESTER        | MONARCH AIRLINES            | S              | D        | 49                | 0        | 1                | 61                         | 8             | 18               | 8                | 4                 | 0                    | 30            | 66                   | 23                 | 38        |
|                              | BIRMINGHAM        | RYANAIR                     | S              | A        | 11                | 0        | 1                | 73                         | 18            | 9                | 0                | 0                 | 0                    | 13            | 63                   | 15                 | 16        |
|                              | BIRMINGHAM        | RYANAIR                     | S              | D        | 11                | 0        | 1                | 55                         | 45            | 0                | 0                | 0                 | 0                    | 12            | 94                   | 4                  | 16        |
|                              | EDINBURGH         | RYANAIR                     | S              | A        | 10                | 0        | 2                | 60                         | 10            | 20               | 10               | 0                 | 0                    | 27            | 63                   | 10                 | 8         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|-----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                   |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| ALICANTE                          | EDINBURGH         | RYANAIR                     | S                 | D           | 9                 | 1        | 2         | 56                         | 11               | 33               | 0                      | 0                      | 0                       | 23                         | 63                  | 13                         | 8                        |
|                                   | GATWICK           | RYANAIR                     | S                 | A           | 24                | 0        | 5         | 75                         | 21               | 4                | 0                      | 0                      | 0                       | 9                          | 43                  | 45                         | 30                       |
|                                   | GATWICK           | RYANAIR                     | S                 | D           | 25                | 0        | 4         | 68                         | 8                | 12               | 8                      | 4                      | 0                       | 27                         | 27                  | 54                         | 30                       |
|                                   | STANSTED          | RYANAIR                     | S                 | A           | 28                | 2        | 2         | 75                         | 21               | 4                | 0                      | 0                      | 0                       | 9                          | 42                  | 32                         | 31                       |
|                                   | STANSTED          | RYANAIR                     | S                 | D           | 28                | 0        | 2         | 57                         | 14               | 25               | 4                      | 0                      | 0                       | 21                         | 56                  | 22                         | 32                       |
|                                   | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 44                         | 75                  | 6                          | 4                        |
|                                   | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0         | 25                         | 25               | 25               | 25                     | 0                      | 0                       | 42                         | 50                  | 19                         | 4                        |
|                                   | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 8                 | 0        | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 20                         | 60                  | 13                         | 10                       |
|                                   | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 8                 | 0        | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 21                         | 70                  | 8                          | 10                       |
|                                   | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 8                 | 0        | 0         | 50                         | 13               | 0                | 13                     | 13                     | 13                      | 168                        | 89                  | 7                          | 9                        |
|                                   | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 8                 | 0        | 0         | 63                         | 13               | 13               | 0                      | 0                      | 13                      | 124                        | 78                  | 11                         | 9                        |
|                                   | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0         | 78                         | 0                | 0                | 11                     | 0                      | 11                      | 177                        | 90                  | 8                          | 10                       |
|                                   | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 0        | 0         | 67                         | 11               | 0                | 11                     | 0                      | 11                      | 188                        | 90                  | 5                          | 10                       |
|                                   | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 97                         | 60                  | 12                         | 5                        |
|                                   | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 25                         | 50               | 0                | 0                      | 25                     | 0                       | 70                         | 100                 | 2                          | 5                        |
|                                   | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 13                | 0        | 0         | 54                         | 0                | 15               | 8                      | 8                      | 15                      | 142                        | 75                  | 12                         | 20                       |
|                                   | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 13                | 0        | 0         | 62                         | 8                | 0                | 8                      | 8                      | 15                      | 139                        | 90                  | 7                          | 20                       |
|                                   | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | A           | 8                 | 2        | 0         | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 18                         | 40                  | 19                         | 5                        |
|                                   | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | D           | 8                 | 1        | 0         | 88                         | 0                | 13               | 0                      | 0                      | 0                       | 12                         | 60                  | 41                         | 5                        |
| <b>TOTAL ALICANTE</b>             |                   |                             |                   |             | <b>744</b>        | <b>9</b> | <b>59</b> | <b>59</b>                  | <b>13</b>        | <b>12</b>        | <b>12</b>              | <b>2</b>               | <b>2</b>                | <b>43</b>                  | <b>64</b>           | <b>24</b>                  | <b>24</b>                |
| ALMATY                            | HEATHROW          | AIR ASTANA                  | S                 | A           | 7                 | 0        | 1         | 57                         | 14               | 0                | 14                     | 14                     | 0                       | 51                         | 56                  | 19                         | 9                        |
|                                   | HEATHROW          | AIR ASTANA                  | S                 | D           | 7                 | 0        | 0         | 43                         | 0                | 14               | 29                     | 14                     | 0                       | 72                         | 44                  | 32                         | 9                        |
|                                   | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 0                      | 50                     | 0                       | 145                        | 0                   | 0                          | 0                        |
| <b>TOTAL ALMATY</b>               |                   |                             |                   |             | <b>16</b>         | <b>3</b> | <b>2</b>  | <b>50</b>                  | <b>6</b>         | <b>6</b>         | <b>19</b>              | <b>19</b>              | <b>0</b>                | <b>72</b>                  | <b>50</b>           | <b>26</b>                  | <b>26</b>                |
| ALMERIA                           | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 18                | 0        | 0         | 61                         | 11               | 0                | 28                     | 0                      | 0                       | 30                         | 89                  | 5                          | 18                       |
|                                   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 18                | 0        | 0         | 72                         | 0                | 6                | 22                     | 0                      | 0                       | 23                         | 83                  | 9                          | 18                       |
| <b>TOTAL ALMERIA</b>              |                   |                             |                   |             | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>6</b>         | <b>3</b>         | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>86</b>           | <b>7</b>                   | <b>7</b>                 |
| ALTENBURG - WALLBURG              | STANSTED          | RYANAIR                     | S                 | A           | 7                 | 0        | 3         | 29                         | 14               | 14               | 29                     | 14                     | 0                       | 72                         | 44                  | 34                         | 16                       |
|                                   | STANSTED          | RYANAIR                     | S                 | D           | 10                | 0        | 0         | 30                         | 20               | 40               | 10                     | 0                      | 0                       | 34                         | 50                  | 23                         | 16                       |
| <b>TOTAL ALTENBURG - WALLBURG</b> |                   |                             |                   |             | <b>17</b>         | <b>0</b> | <b>3</b>  | <b>29</b>                  | <b>18</b>        | <b>29</b>        | <b>18</b>              | <b>6</b>               | <b>0</b>                | <b>49</b>                  | <b>47</b>           | <b>29</b>                  | <b>29</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                       |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                       |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| AMMAN                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 16                | 0        | 1         | 88                         | 6                | 0                | 6                      | 0                      | 0                       | 10                         | 94                  | 1                          | 16                       |  |
|                       | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 17                | 0        | 0         | 29                         | 29               | 24               | 12                     | 6                      | 0                       | 41                         | 53                  | 18                         | 17                       |  |
|                       | HEATHROW          | ROYAL JORDANIAN             | S                 | A           | 29                | 0        | 3         | 55                         | 31               | 14               | 0                      | 0                      | 15                      | 23                         | 28                  | 31                         |                          |  |
|                       | HEATHROW          | ROYAL JORDANIAN             | S                 | D           | 30                | 0        | 2         | 33                         | 23               | 33               | 10                     | 0                      | 29                      | 29                         | 39                  | 31                         |                          |  |
| <b>TOTAL AMMAN</b>    |                   |                             |                   |             | <b>92</b>         | <b>1</b> | <b>6</b>  | <b>49</b>                  | <b>24</b>        | <b>20</b>        | <b>7</b>               | <b>1</b>               | <b>0</b>                | <b>24</b>                  | <b>42</b>           | <b>25</b>                  | <b>25</b>                |  |
| AMRITSAR              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | HEATHROW          | AIR INDIA                   | S                 | A           | 28                | 0        | 3         | 21                         | 21               | 21               | 36                     | 0                      | 0                       | 48                         | 47                  | 33                         | 17                       |  |
|                       | HEATHROW          | AIR INDIA                   | S                 | D           | 29                | 0        | 2         | 52                         | 17               | 10               | 21                     | 0                      | 0                       | 29                         | 11                  | 64                         | 18                       |  |
| <b>TOTAL AMRITSAR</b> |                   |                             |                   |             | <b>57</b>         | <b>0</b> | <b>5</b>  | <b>37</b>                  | <b>19</b>        | <b>16</b>        | <b>28</b>              | <b>0</b>               | <b>0</b>                | <b>38</b>                  | <b>29</b>           | <b>49</b>                  | <b>49</b>                |  |
| AMSTERDAM             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | LONDON CITY       | BA CITYFLYER LTD            | S                 | A           | 63                | 1        | 0         | 57                         | 11               | 16               | 10                     | 6                      | 0                       | 36                         | 77                  | 15                         | 73                       |  |
|                       | LONDON CITY       | BA CITYFLYER LTD            | S                 | D           | 67                | 1        | 0         | 48                         | 10               | 19               | 19                     | 3                      | 0                       | 40                         | 62                  | 20                         | 74                       |  |
|                       | BIRMINGHAM        | BMIBABY LTD                 | S                 | A           | 42                | 0        | 5         | 62                         | 12               | 7                | 17                     | 2                      | 0                       | 33                         | 85                  | 12                         | 47                       |  |
|                       | BIRMINGHAM        | BMIBABY LTD                 | S                 | D           | 43                | 0        | 4         | 44                         | 19               | 23               | 12                     | 2                      | 0                       | 36                         | 74                  | 14                         | 47                       |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 87                | 0        | 0         | 46                         | 24               | 8                | 16                     | 3                      | 2                       | 45                         | 72                  | 26                         | 109                      |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 87                | 0        | 0         | 63                         | 11               | 14               | 10                     | 1                      | 0                       | 24                         | 79                  | 17                         | 109                      |  |
|                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 161               | 0        | 2         | 50                         | 15               | 11               | 18                     | 4                      | 2                       | 48                         | 79                  | 25                         | 160                      |  |
|                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 161               | 1        | 0         | 60                         | 11               | 12               | 15                     | 2                      | 1                       | 33                         | 75                  | 20                         | 160                      |  |
|                       | LONDON CITY       | CITY JET                    | S                 | A           | 125               | 1        | 0         | 54                         | 16               | 14               | 14                     | 2                      | 0                       | 31                         | 0                   | 0                          | 0                        |  |
|                       | LONDON CITY       | CITY JET                    | S                 | D           | 128               | 1        | 0         | 51                         | 16               | 13               | 20                     | 1                      | 0                       | 33                         | 0                   | 0                          | 0                        |  |
|                       | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 43                | 0        | 3         | 37                         | 28               | 12               | 16                     | 7                      | 0                       | 43                         | 54                  | 36                         | 28                       |  |
|                       | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 43                | 0        | 2         | 47                         | 21               | 19               | 12                     | 2                      | 0                       | 32                         | 57                  | 25                         | 28                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 103               | 0        | 9         | 36                         | 22               | 19               | 17                     | 5                      | 0                       | 43                         | 69                  | 23                         | 96                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 103               | 0        | 8         | 51                         | 20               | 11               | 16                     | 2                      | 0                       | 29                         | 71                  | 21                         | 97                       |  |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 85                | 0        | 3         | 33                         | 14               | 25               | 21                     | 7                      | 0                       | 55                         | 73                  | 24                         | 71                       |  |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 86                | 0        | 1         | 41                         | 17               | 19               | 22                     | 1                      | 0                       | 37                         | 76                  | 25                         | 72                       |  |
|                       | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 50                | 2        | 6         | 48                         | 6                | 16               | 20                     | 8                      | 2                       | 62                         | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 51                | 0        | 3         | 49                         | 14               | 14               | 20                     | 2                      | 2                       | 49                         | 0                   | 0                          | 0                        |  |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 101               | 0        | 2         | 34                         | 17               | 29               | 18                     | 3                      | 0                       | 44                         | 46                  | 40                         | 78                       |  |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 101               | 0        | 2         | 57                         | 17               | 16               | 9                      | 1                      | 0                       | 25                         | 65                  | 30                         | 79                       |  |
|                       | BIRMINGHAM        | KLM                         | S                 | A           | 76                | 0        | 11        | 72                         | 4                | 9                | 11                     | 4                      | 0                       | 25                         | 88                  | 11                         | 96                       |  |
|                       | BIRMINGHAM        | KLM                         | S                 | D           | 76                | 0        | 13        | 54                         | 24               | 9                | 8                      | 4                      | 1                       | 38                         | 93                  | 8                          | 96                       |  |
|                       | EDINBURGH         | KLM                         | S                 | A           | 70                | 3        | 26        | 67                         | 11               | 14               | 7                      | 0                      | 0                       | 20                         | 79                  | 20                         | 82                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|-----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                        |                   |                          |                   |             | MATCHED           |           | UNMATCHED  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                        |                   |                          |                   |             | Actual<br>(7)     | Plan (8)  |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| AMSTERDAM              | EDINBURGH         | KLM                      | S                 | D           | 71                | 1         | 27         | 68                         | 11               | 11               | 7                      | 1                      | 1                       | 33                         | 72                  | 21                         | 83                       |
|                        | GLASGOW           | KLM                      | S                 | A           | 77                | 2         | 8          | 68                         | 12               | 13               | 5                      | 3                      | 0                       | 24                         | 83                  | 15                         | 100                      |
|                        | GLASGOW           | KLM                      | S                 | D           | 78                | 1         | 8          | 51                         | 22               | 14               | 9                      | 4                      | 0                       | 32                         | 76                  | 14                         | 101                      |
|                        | HEATHROW          | KLM                      | S                 | A           | 163               | 0         | 48         | 71                         | 6                | 9                | 13                     | 1                      | 0                       | 21                         | 83                  | 14                         | 223                      |
|                        | HEATHROW          | KLM                      | S                 | D           | 161               | 0         | 50         | 59                         | 12               | 15               | 12                     | 2                      | 0                       | 28                         | 73                  | 18                         | 222                      |
|                        | MANCHESTER        | KLM                      | S                 | A           | 128               | 0         | 11         | 51                         | 14               | 17               | 17                     | 1                      | 0                       | 31                         | 79                  | 14                         | 127                      |
|                        | MANCHESTER        | KLM                      | S                 | D           | 129               | 0         | 10         | 68                         | 9                | 8                | 11                     | 4                      | 0                       | 28                         | 78                  | 13                         | 129                      |
|                        | NEWCASTLE         | KLM                      | S                 | A           | 79                | 0         | 10         | 47                         | 23               | 9                | 19                     | 1                      | 1                       | 37                         | 78                  | 16                         | 86                       |
|                        | NEWCASTLE         | KLM                      | S                 | D           | 80                | 0         | 10         | 63                         | 14               | 13               | 8                      | 4                      | 0                       | 30                         | 77                  | 15                         | 87                       |
|                        | BIRMINGHAM        | KLM CITYHOPPER           | S                 | A           | 55                | 1         | 0          | 69                         | 2                | 15               | 15                     | 0                      | 0                       | 22                         | 65                  | 13                         | 31                       |
|                        | BIRMINGHAM        | KLM CITYHOPPER           | S                 | D           | 53                | 0         | 0          | 58                         | 17               | 11               | 13                     | 0                      | 0                       | 26                         | 45                  | 31                         | 31                       |
|                        | EDINBURGH         | KLM CITYHOPPER           | S                 | A           | 40                | 0         | 0          | 70                         | 5                | 8                | 18                     | 0                      | 0                       | 23                         | 81                  | 7                          | 48                       |
|                        | EDINBURGH         | KLM CITYHOPPER           | S                 | D           | 40                | 0         | 0          | 60                         | 13               | 10               | 13                     | 5                      | 0                       | 35                         | 80                  | 10                         | 46                       |
|                        | GLASGOW           | KLM CITYHOPPER           | S                 | A           | 3                 | 0         | 0          | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 52                         | 0                   | 0                          | 0                        |
|                        | GLASGOW           | KLM CITYHOPPER           | S                 | D           | 3                 | 0         | 0          | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 44                         | 0                   | 0                          | 0                        |
|                        | HEATHROW          | KLM CITYHOPPER           | S                 | A           | 82                | 0         | 0          | 73                         | 6                | 9                | 12                     | 0                      | 0                       | 17                         | 85                  | 12                         | 72                       |
|                        | HEATHROW          | KLM CITYHOPPER           | S                 | D           | 82                | 0         | 0          | 70                         | 13               | 9                | 9                      | 0                      | 0                       | 17                         | 79                  | 11                         | 71                       |
| <b>TOTAL AMSTERDAM</b> |                   |                          |                   |             | <b>3282</b>       | <b>29</b> | <b>292</b> | <b>56</b>                  | <b>14</b>        | <b>14</b>        | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>33</b>                  | <b>75</b>           | <b>19</b>                  | <b>19</b>                |
| ANCONA                 | STANSTED          | RYANAIR                  | S                 | A           | 17                | 0         | 1          | 18                         | 18               | 41               | 24                     | 0                      | 0                       | 48                         | 22                  | 31                         | 18                       |
|                        | STANSTED          | RYANAIR                  | S                 | D           | 17                | 0         | 1          | 47                         | 12               | 24               | 18                     | 0                      | 0                       | 29                         | 61                  | 19                         | 18                       |
| <b>TOTAL ANCONA</b>    |                   |                          |                   |             | <b>34</b>         | <b>0</b>  | <b>2</b>   | <b>32</b>                  | <b>15</b>        | <b>32</b>        | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>38</b>                  | <b>42</b>           | <b>25</b>                  | <b>25</b>                |
| ANTALYA                | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0         | 0          | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 21                         | 0                   | 0                          | 0                        |
|                        | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0         | 0          | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 33                         | 0                   | 0                          | 0                        |
|                        | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 8                 | 0         | 0          | 25                         | 13               | 13               | 38                     | 0                      | 13                      | 185                        | 67                  | 41                         | 6                        |
|                        | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 9                 | 0         | 0          | 33                         | 33               | 11               | 0                      | 0                      | 22                      | 163                        | 67                  | 44                         | 6                        |
|                        | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | A           | 3                 | 0         | 0          | 33                         | 0                | 67               | 0                      | 0                      | 0                       | 28                         | 0                   | 80                         | 2                        |
|                        | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | D           | 3                 | 0         | 0          | 67                         | 0                | 33               | 0                      | 0                      | 0                       | 24                         | 0                   | 98                         | 2                        |
|                        | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 8                 | 1         | 0          | 38                         | 13               | 13               | 13                     | 25                     | 0                       | 84                         | 17                  | 199                        | 6                        |
|                        | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 8                 | 0         | 0          | 38                         | 38               | 0                | 13                     | 13                     | 0                       | 51                         | 83                  | 58                         | 6                        |
|                        | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | A           | 3                 | 0         | 0          | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |
|                        | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0         | 0          | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 2                          | 0                   | 0                          | 0                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                      |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| ANTALYA              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 25                         | 50               | 25               | 0                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 25                         | 50               | 0                | 25                     | 0                      | 0                       | 29                         | 0                   | 0                          | 0                        |  |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL ANTALYA</b> |                   |                             |                   |             | <b>66</b>         | <b>1</b> | <b>0</b>  | <b>45</b>                  | <b>20</b>        | <b>15</b>        | <b>11</b>              | <b>5</b>               | <b>5</b>                | <b>70</b>                  | <b>51</b>           | <b>51</b>                  | <b>51</b>                |  |
| ANTIGUA              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 5                 | 0        | 0         | 40                         | 20               | 40               | 0                      | 0                      | 0                       | 25                         | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 4                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 0                   | 0                          | 0                        |  |
|                      | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 8                 | 0        | 0         | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 28                         | 33                  | 59                         | 9                        |  |
|                      | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 9                 | 0        | 0         | 11                         | 33               | 44               | 0                      | 11                     | 0                       | 52                         | 22                  | 78                         | 9                        |  |
| <b>TOTAL ANTIGUA</b> |                   |                             |                   |             | <b>26</b>         | <b>2</b> | <b>1</b>  | <b>46</b>                  | <b>19</b>        | <b>27</b>        | <b>4</b>               | <b>4</b>               | <b>0</b>                | <b>32</b>                  | <b>28</b>           | <b>69</b>                  | <b>69</b>                |  |
| ANTWERP              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | LONDON CITY       | VLM (BELGIUM)               | S                 | A           | 90                | 0        | 0         | 61                         | 11               | 7                | 19                     | 2                      | 0                       | 33                         | 86                  | 10                         | 97                       |  |
|                      | LONDON CITY       | VLM (BELGIUM)               | S                 | D           | 88                | 1        | 0         | 59                         | 10               | 10               | 17                     | 3                      | 0                       | 33                         | 69                  | 17                         | 97                       |  |
|                      | MANCHESTER        | VLM (BELGIUM)               | S                 | A           | 39                | 0        | 0         | 64                         | 13               | 5                | 15                     | 0                      | 3                       | 33                         | 78                  | 14                         | 37                       |  |
|                      | MANCHESTER        | VLM (BELGIUM)               | S                 | D           | 39                | 0        | 0         | 67                         | 5                | 8                | 15                     | 3                      | 3                       | 36                         | 81                  | 15                         | 37                       |  |
| <b>TOTAL ANTWERP</b> |                   |                             |                   |             | <b>256</b>        | <b>2</b> | <b>0</b>  | <b>62</b>                  | <b>10</b>        | <b>8</b>         | <b>17</b>              | <b>2</b>               | <b>1</b>                | <b>34</b>                  | <b>78</b>           | <b>14</b>                  | <b>14</b>                |  |
| AQABA                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| <b>TOTAL AQABA</b>   |                   |                             |                   |             | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>100</b>              | <b>488</b>                 | <b>50</b>           | <b>27</b>                  | <b>27</b>                |  |
| ARRECIFE             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 21                | 0        | 3         | 38                         | 24               | 19               | 19                     | 0                      | 0                       | 36                         | 54                  | 104                        | 24                       |  |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 21                | 0        | 2         | 52                         | 38               | 5                | 5                      | 0                      | 0                       | 19                         | 48                  | 30                         | 25                       |  |
|                      | MANCHESTER        | JET2.COM LTD                | S                 | A           | 6                 | 0        | 0         | 33                         | 0                | 33               | 33                     | 0                      | 0                       | 46                         | 43                  | 41                         | 7                        |  |
|                      | MANCHESTER        | JET2.COM LTD                | S                 | D           | 6                 | 0        | 0         | 17                         | 17               | 50               | 17                     | 0                      | 0                       | 52                         | 43                  | 86                         | 7                        |  |
|                      | NEWCASTLE         | JET2.COM LTD                | S                 | A           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 15                         | 50                  | 27                         | 4                        |  |
|                      | NEWCASTLE         | JET2.COM LTD                | S                 | D           | 4                 | 0        | 0         | 25                         | 25               | 50               | 0                      | 0                      | 0                       | 31                         | 50                  | 27                         | 4                        |  |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | A           | 15                | 0        | 1         | 73                         | 7                | 0                | 13                     | 7                      | 0                       | 35                         | 92                  | 5                          | 12                       |  |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | D           | 15                | 0        | 0         | 73                         | 13               | 7                | 7                      | 0                      | 0                       | 13                         | 33                  | 23                         | 12                       |  |
|                      | GATWICK           | MONARCH AIRLINES            | S                 | A           | 14                | 0        | 3         | 64                         | 7                | 0                | 14                     | 14                     | 0                       | 68                         | 58                  | 33                         | 19                       |  |
|                      | GATWICK           | MONARCH AIRLINES            | S                 | D           | 16                | 0        | 1         | 69                         | 6                | 6                | 6                      | 13                     | 0                       | 51                         | 55                  | 65                         | 20                       |  |
|                      | LUTON             | MONARCH AIRLINES            | S                 | A           | 9                 | 1        | 3         | 33                         | 22               | 11               | 33                     | 0                      | 0                       | 46                         | 57                  | 36                         | 7                        |  |
|                      | LUTON             | MONARCH AIRLINES            | S                 | D           | 8                 | 0        | 2         | 25                         | 0                | 50               | 25                     | 0                      | 0                       | 49                         | 56                  | 38                         | 9                        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|----------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                      |                   |                          |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                      |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| ARRECIFE             |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                      | MANCHESTER        | MONARCH AIRLINES         | S                 | A           | 15                | 1        | 2         | 60                         | 13               | 13               | 13                     | 0                      | 0                       | 22                         | 47                  | 39                         | 19                       |  |
|                      | MANCHESTER        | MONARCH AIRLINES         | S                 | D           | 17                | 0        | 1         | 71                         | 24               | 6                | 0                      | 0                      | 0                       | 10                         | 65                  | 20                         | 20                       |  |
|                      | BIRMINGHAM        | RYANAIR                  | S                 | A           | 9                 | 0        | 0         | 78                         | 0                | 11               | 11                     | 0                      | 0                       | 24                         | 86                  | 10                         | 7                        |  |
|                      | BIRMINGHAM        | RYANAIR                  | S                 | D           | 9                 | 0        | 0         | 44                         | 33               | 11               | 0                      | 11                     | 0                       | 35                         | 100                 | 3                          | 7                        |  |
|                      | EDINBURGH         | RYANAIR                  | S                 | A           | 10                | 0        | 2         | 50                         | 20               | 20               | 10                     | 0                      | 0                       | 24                         | 29                  | 69                         | 7                        |  |
|                      | EDINBURGH         | RYANAIR                  | S                 | D           | 12                | 0        | 2         | 83                         | 8                | 8                | 0                      | 0                      | 0                       | 10                         | 57                  | 51                         | 7                        |  |
|                      | LUTON             | RYANAIR                  | S                 | A           | 9                 | 0        | 0         | 44                         | 0                | 22               | 22                     | 11                     | 0                       | 59                         | 63                  | 37                         | 8                        |  |
|                      | LUTON             | RYANAIR                  | S                 | D           | 9                 | 0        | 0         | 56                         | 11               | 11               | 11                     | 11                     | 0                       | 53                         | 56                  | 29                         | 9                        |  |
|                      | STANSTED          | RYANAIR                  | S                 | A           | 11                | 0        | 2         | 55                         | 9                | 18               | 18                     | 0                      | 0                       | 36                         | 50                  | 38                         | 14                       |  |
|                      | STANSTED          | RYANAIR                  | S                 | D           | 11                | 0        | 1         | 64                         | 36               | 0                | 0                      | 0                      | 0                       | 13                         | 79                  | 17                         | 14                       |  |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | A           | 9                 | 0        | 0         | 44                         | 0                | 22               | 11                     | 22                     | 0                       | 70                         | 78                  | 11                         | 9                        |  |
|                      | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | D           | 10                | 0        | 0         | 60                         | 20               | 0                | 10                     | 10                     | 0                       | 41                         | 89                  | 11                         | 9                        |  |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 9                 | 0        | 0         | 44                         | 0                | 33               | 22                     | 0                      | 0                       | 34                         | 58                  | 34                         | 12                       |  |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 11                | 0        | 0         | 45                         | 27               | 9                | 0                      | 0                      | 18                      | 92                         | 50                  | 31                         | 12                       |  |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | A           | 9                 | 0        | 0         | 33                         | 33               | 11               | 22                     | 0                      | 0                       | 34                         | 56                  | 26                         | 9                        |  |
|                      | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | D           | 10                | 0        | 0         | 50                         | 10               | 20               | 20                     | 0                      | 0                       | 27                         | 64                  | 15                         | 11                       |  |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 13                | 0        | 0         | 31                         | 15               | 31               | 8                      | 15                     | 0                       | 66                         | 50                  | 35                         | 14                       |  |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 19                | 0        | 0         | 32                         | 21               | 26               | 16                     | 5                      | 0                       | 47                         | 41                  | 52                         | 17                       |  |
|                      | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | A           | 5                 | 0        | 0         | 40                         | 0                | 60               | 0                      | 0                      | 0                       | 22                         | 80                  | 5                          | 5                        |  |
|                      | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | D           | 5                 | 0        | 0         | 60                         | 0                | 40               | 0                      | 0                      | 0                       | 22                         | 40                  | 15                         | 5                        |  |
|                      | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 82                         | 100                 | 2                          | 4                        |  |
|                      | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 88                         | 75                  | 12                         | 4                        |  |
|                      | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | A           | 9                 | 0        | 0         | 33                         | 0                | 11               | 22                     | 11                     | 22                      | 355                        | 57                  | 59                         | 7                        |  |
|                      | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | D           | 9                 | 0        | 0         | 44                         | 11               | 0                | 33                     | 11                     | 0                       | 85                         | 57                  | 45                         | 7                        |  |
|                      | GATWICK           | THOMSON AIRWAYS LTD      | C                 | A           | 14                | 0        | 0         | 50                         | 14               | 7                | 21                     | 0                      | 7                       | 74                         | 31                  | 75                         | 13                       |  |
|                      | GATWICK           | THOMSON AIRWAYS LTD      | C                 | D           | 15                | 0        | 0         | 47                         | 13               | 20               | 20                     | 0                      | 0                       | 32                         | 43                  | 59                         | 14                       |  |
|                      | GLASGOW           | THOMSON AIRWAYS LTD      | C                 | A           | 4                 | 0        | 0         | 25                         | 50               | 0                | 0                      | 25                     | 0                       | 83                         | 60                  | 46                         | 5                        |  |
|                      | GLASGOW           | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0        | 0         | 60                         | 20               | 0                | 0                      | 20                     | 0                       | 69                         | 40                  | 43                         | 5                        |  |
|                      | LUTON             | THOMSON AIRWAYS LTD      | C                 | A           | 4                 | 0        | 0         | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 120                        | 25                  | 56                         | 4                        |  |
|                      | LUTON             | THOMSON AIRWAYS LTD      | C                 | D           | 4                 | 0        | 0         | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 108                        | 0                   | 34                         | 4                        |  |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | A           | 13                | 0        | 0         | 15                         | 23               | 23               | 23                     | 8                      | 8                       | 157                        | 40                  | 60                         | 15                       |  |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | D           | 13                | 0        | 0         | 38                         | 8                | 15               | 31                     | 8                      | 0                       | 63                         | 50                  | 48                         | 16                       |  |
|                      | NEWCASTLE         | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0         | 40                         | 20               | 20               | 0                      | 20                     | 0                       | 74                         | 40                  | 15                         | 5                        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                        |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                        |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ARRECIFE               |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | NEWCASTLE         | THOMSON AIRWAYS LTD         | C              | D        | 5                 | 0        | 0         | 40                         | 20            | 40            | 0                | 0                | 0                 | 23                   | 60            | 16                   | 5                  |  |
|                        | STANSTED          | THOMSON AIRWAYS LTD         | C              | A        | 5                 | 0        | 0         | 20                         | 20            | 40            | 20               | 0                | 0                 | 37                   | 67            | 27                   | 3                  |  |
|                        | STANSTED          | THOMSON AIRWAYS LTD         | C              | D        | 5                 | 0        | 0         | 60                         | 20            | 20            | 0                | 0                | 0                 | 15                   | 67            | 25                   | 3                  |  |
| <b>TOTAL ARRECIFE</b>  |                   |                             |                |          | <b>466</b>        | <b>4</b> | <b>26</b> | <b>49</b>                  | <b>15</b>     | <b>15</b>     | <b>14</b>        | <b>5</b>         | <b>1</b>          | <b>52</b>            | <b>53</b>     | <b>40</b>            | <b>40</b>          |  |
| ARUBA                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ASHKHABAD              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | BIRMINGHAM        | TURKMENISTAN AIRLINES       | S              | A        | 20                | 1        | 13        | 45                         | 5             | 10            | 15               | 10               | 15                | 161                  | 41            | 62                   | 17                 |  |
|                        | BIRMINGHAM        | TURKMENISTAN AIRLINES       | S              | D        | 22                | 0        | 11        | 23                         | 5             | 18            | 14               | 14               | 27                | 263                  | 18            | 74                   | 17                 |  |
|                        | HEATHROW          | TURKMENISTAN AIRLINES       | S              | A        | 7                 | 1        | 1         | 43                         | 14            | 14            | 29               | 0                | 0                 | 49                   | 22            | 109                  | 9                  |  |
|                        | HEATHROW          | TURKMENISTAN AIRLINES       | S              | D        | 6                 | 1        | 2         | 50                         | 0             | 33            | 17               | 0                | 0                 | 28                   | 11            | 79                   | 9                  |  |
| <b>TOTAL ASHKHABAD</b> |                   |                             |                |          | <b>55</b>         | <b>4</b> | <b>27</b> | <b>36</b>                  | <b>5</b>      | <b>16</b>     | <b>16</b>        | <b>9</b>         | <b>16</b>         | <b>173</b>           | <b>25</b>     | <b>77</b>            | <b>77</b>          |  |
| ASTANA                 |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ASTURIAS               |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 19                | 0        | 2         | 58                         | 5             | 16            | 16               | 5                | 0                 | 43                   | 63            | 28                   | 16                 |  |
|                        | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 19                | 0        | 2         | 74                         | 0             | 11            | 11               | 5                | 0                 | 33                   | 41            | 17                   | 17                 |  |
| <b>TOTAL ASTURIAS</b>  |                   |                             |                |          | <b>38</b>         | <b>0</b> | <b>4</b>  | <b>66</b>                  | <b>3</b>      | <b>13</b>     | <b>13</b>        | <b>5</b>         | <b>0</b>          | <b>38</b>            | <b>52</b>     | <b>22</b>            | <b>22</b>          |  |
| ASWAN                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | GATWICK           | THOMSON AIRWAYS LTD         | C              | A        | 4                 | 0        | 0         | 75                         | 0             | 0             | 0                | 0                | 25                | 92                   | 0             | 0                    | 0                  |  |
|                        | GATWICK           | THOMSON AIRWAYS LTD         | C              | D        | 4                 | 0        | 0         | 50                         | 25            | 0             | 0                | 0                | 25                | 107                  | 0             | 0                    | 0                  |  |
| <b>TOTAL ASWAN</b>     |                   |                             |                |          | <b>8</b>          | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>13</b>     | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>25</b>         | <b>99</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| ATHENS                 |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | HEATHROW          | AEGEAN AIRLINES             | S              | A        | 58                | 0        | 0         | 48                         | 29            | 17            | 5                | 0                | 0                 | 21                   | 76            | 15                   | 62                 |  |
|                        | HEATHROW          | AEGEAN AIRLINES             | S              | D        | 57                | 1        | 0         | 32                         | 30            | 21            | 14               | 4                | 0                 | 38                   | 45            | 27                   | 62                 |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 74                | 0        | 2         | 50                         | 20            | 16            | 12               | 1                | 0                 | 30                   | 66            | 19                   | 89                 |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 74                | 0        | 0         | 55                         | 19            | 8             | 18               | 0                | 0                 | 29                   | 62            | 22                   | 89                 |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 46                | 0        | 2         | 46                         | 17            | 13            | 20               | 4                | 0                 | 38                   | 35            | 30                   | 48                 |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 46                | 0        | 1         | 30                         | 17            | 20            | 28               | 4                | 0                 | 50                   | 51            | 30                   | 51                 |  |
|                        | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | A        | 13                | 0        | 0         | 54                         | 23            | 8             | 15               | 0                | 0                 | 27                   | 0             | 0                    | 0                  |  |
|                        | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | D        | 13                | 0        | 0         | 62                         | 23            | 8             | 8                | 0                | 0                 | 16                   | 0             | 0                    | 0                  |  |
|                        | HEATHROW          | OLYMPIC AIR                 | S              | A        | 65                | 0        | 3         | 68                         | 17            | 8             | 5                | 3                | 0                 | 18                   | 72            | 11                   | 74                 |  |
|                        | HEATHROW          | OLYMPIC AIR                 | S              | D        | 64                | 0        | 4         | 53                         | 9             | 22            | 16               | 0                | 0                 | 28                   | 46            | 23                   | 74                 |  |
|                        | MANCHESTER        | VIKING HELLAS               | S              | A        | 9                 | 0        | 0         | 33                         | 22            | 33            | 11               | 0                | 0                 | 37                   | 0             | 0                    | 0                  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: A

| ORIGIN / DESTINATION                | REPORTING AIRPORT | AIRLINE             | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |
|-------------------------------------|-------------------|---------------------|-------------------|-------------|-------------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                                     |                   |                     |                   |             | MATCHED           |           | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                                     |                   |                     |                   |             | Actual<br>(7)     | Plan (8)  |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| ATHENS                              | MANCHESTER        | VIKING HELLAS       |                   | S D         | 9                 | 0         | 0                          | 22               | 33               | 22                     | 22                     | 0                       | 0                          | 46                  | 0                          | 0                        | 0         |
| <b>TOTAL ATHENS</b>                 |                   |                     |                   |             | <b>528</b>        | <b>19</b> | <b>24</b>                  | <b>49</b>        | <b>20</b>        | <b>15</b>              | <b>14</b>              | <b>2</b>                | <b>0</b>                   | <b>30</b>           | <b>58</b>                  | <b>22</b>                | <b>22</b> |
| ATLANTA                             | HEATHROW          | BRITISH AIRWAYS PLC |                   | S A         | 25                | 0         | 0                          | 48               | 28               | 12                     | 12                     | 0                       | 0                          | 25                  | 45                         | 43                       | 29        |
|                                     | HEATHROW          | BRITISH AIRWAYS PLC |                   | S D         | 25                | 0         | 1                          | 40               | 28               | 24                     | 8                      | 0                       | 0                          | 26                  | 55                         | 37                       | 29        |
|                                     | GATWICK           | DELTA AIRLINES      |                   | S A         | 27                | 0         | 2                          | 63               | 7                | 19                     | 11                     | 0                       | 0                          | 22                  | 68                         | 12                       | 31        |
|                                     | GATWICK           | DELTA AIRLINES      |                   | S D         | 27                | 0         | 3                          | 33               | 15               | 33                     | 19                     | 0                       | 0                          | 35                  | 68                         | 26                       | 31        |
|                                     | HEATHROW          | DELTA AIRLINES      |                   | S A         | 45                | 2         | 4                          | 22               | 27               | 38                     | 11                     | 2                       | 0                          | 41                  | 65                         | 13                       | 31        |
|                                     | HEATHROW          | DELTA AIRLINES      |                   | S D         | 45                | 0         | 5                          | 31               | 18               | 24                     | 24                     | 2                       | 0                          | 48                  | 45                         | 27                       | 31        |
|                                     | MANCHESTER        | DELTA AIRLINES      |                   | S A         | 29                | 0         | 1                          | 31               | 45               | 21                     | 3                      | 0                       | 0                          | 24                  | 55                         | 21                       | 31        |
|                                     | MANCHESTER        | DELTA AIRLINES      |                   | S D         | 31                | 0         | 1                          | 71               | 10               | 6                      | 10                     | 3                       | 0                          | 29                  | 65                         | 31                       | 31        |
| <b>TOTAL ATLANTA</b>                |                   |                     |                   |             | <b>255</b>        | <b>2</b>  | <b>17</b>                  | <b>40</b>        | <b>22</b>        | <b>23</b>              | <b>13</b>              | <b>1</b>                | <b>0</b>                   | <b>33</b>           | <b>58</b>                  | <b>26</b>                | <b>26</b> |
| AUCKLAND INTERNATIONAL              | HEATHROW          | AIR NEW ZEALAND LTD |                   | S A         | 56                | 0         | 2                          | 52               | 25               | 16                     | 4                      | 4                       | 0                          | 25                  | 64                         | 19                       | 53        |
|                                     | HEATHROW          | AIR NEW ZEALAND LTD |                   | S D         | 57                | 0         | 4                          | 54               | 12               | 26                     | 4                      | 4                       | 0                          | 29                  | 58                         | 22                       | 53        |
| <b>TOTAL AUCKLAND INTERNATIONAL</b> |                   |                     |                   |             | <b>113</b>        | <b>1</b>  | <b>6</b>                   | <b>53</b>        | <b>19</b>        | <b>21</b>              | <b>4</b>               | <b>4</b>                | <b>0</b>                   | <b>27</b>           | <b>61</b>                  | <b>20</b>                | <b>20</b> |
| AZORES LAJES TERCEIRA IS            |                   |                     |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| AZORES SANTA MARIA                  |                   |                     |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION                      | REPORTING AIRPORT | AIRLINE                    | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |
|---|-------------------|----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|   |                   |                            |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|   |                   |                            |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| BACAU                                     | LUTON             | BLUE AIR TRANSPORT AERIAN  | S              | A        | 11                | 0        | 0         | 27                         | 36            | 18            | 9                | 0                | 9                 | 62                   | 17            | 104                  | 6                  |
|   | LUTON             | BLUE AIR TRANSPORT AERIAN  | S              | D        | 11                | 1        | 0         | 0                          | 18            | 45            | 27               | 0                | 9                 | 90                   | 0             | 152                  | 7                  |
| <b>TOTAL BACAU</b>                        |                   |                            |                |          | <b>22</b>         | <b>3</b> | <b>0</b>  | <b>14</b>                  | <b>27</b>     | <b>32</b>     | <b>18</b>        | <b>0</b>         | <b>9</b>          | <b>76</b>            | <b>8</b>      | <b>130</b>           | <b>130</b>         |
| BAHRAIN                                   | HEATHROW          | GULF AIR                   | S              | A        | 60                | 0        | 3         | 85                         | 3             | 10            | 2                | 0                | 0                 | 7                    | 91            | 4                    | 93                 |
|   | HEATHROW          | GULF AIR                   | S              | D        | 60                | 0        | 3         | 58                         | 13            | 20            | 3                | 3                | 2                 | 43                   | 78            | 10                   | 93                 |
| <b>TOTAL BAHRAIN</b>                      |                   |                            |                |          | <b>120</b>        | <b>0</b> | <b>6</b>  | <b>72</b>                  | <b>8</b>      | <b>15</b>     | <b>3</b>         | <b>2</b>         | <b>1</b>          | <b>25</b>            | <b>85</b>     | <b>7</b>             | <b>7</b>           |
| BAKU (HEYDER ALIYEV INT'L)                | HEATHROW          | AZERBAIJAN AIRLINES (AZAL) | S              | A        | 12                | 0        | 1         | 83                         | 0             | 17            | 0                | 0                | 0                 | 8                    | 92            | 3                    | 13                 |
|   | HEATHROW          | AZERBAIJAN AIRLINES (AZAL) | S              | D        | 12                | 0        | 1         | 58                         | 8             | 25            | 8                | 0                | 0                 | 23                   | 54            | 23                   | 13                 |
|   | HEATHROW          | BMI BRITISH MIDLAND        | S              | A        | 11                | 1        | 1         | 73                         | 9             | 9             | 9                | 0                | 0                 | 22                   | 88            | 5                    | 24                 |
|   | HEATHROW          | BMI BRITISH MIDLAND        | S              | D        | 11                | 0        | 1         | 45                         | 9             | 18            | 27               | 0                | 0                 | 40                   | 70            | 11                   | 27                 |
| <b>TOTAL BAKU (HEYDER ALIYEV INT'L)</b>   |                   |                            |                |          | <b>46</b>         | <b>1</b> | <b>4</b>  | <b>65</b>                  | <b>7</b>      | <b>17</b>     | <b>11</b>        | <b>0</b>         | <b>0</b>          | <b>23</b>            | <b>77</b>     | <b>10</b>            | <b>10</b>          |
| BALTIMORE                                 | HEATHROW          | BRITISH AIRWAYS PLC        | S              | A        | 26                | 0        | 0         | 38                         | 31            | 23            | 4                | 4                | 0                 | 28                   | 73            | 11                   | 30                 |
|   | HEATHROW          | BRITISH AIRWAYS PLC        | S              | D        | 27                | 0        | 0         | 56                         | 19            | 15            | 4                | 7                | 0                 | 40                   | 61            | 27                   | 31                 |
| <b>TOTAL BALTIMORE</b>                    |                   |                            |                |          | <b>53</b>         | <b>1</b> | <b>0</b>  | <b>47</b>                  | <b>25</b>     | <b>19</b>     | <b>4</b>         | <b>6</b>         | <b>0</b>          | <b>34</b>            | <b>67</b>     | <b>19</b>            | <b>19</b>          |
| BANDAR SERI BEGAWAN                       | HEATHROW          | ROYAL BRUNEI AIRLINES      | S              | A        | 31                | 0        | 0         | 68                         | 13            | 10            | 10               | 0                | 0                 | 18                   | 87            | 9                    | 30                 |
|   | HEATHROW          | ROYAL BRUNEI AIRLINES      | S              | D        | 31                | 0        | 0         | 52                         | 23            | 16            | 0                | 10               | 0                 | 39                   | 73            | 10                   | 30                 |
| <b>TOTAL BANDAR SERI BEGAWAN</b>          |                   |                            |                |          | <b>62</b>         | <b>0</b> | <b>0</b>  | <b>60</b>                  | <b>18</b>     | <b>13</b>     | <b>5</b>         | <b>5</b>         | <b>0</b>          | <b>28</b>            | <b>80</b>     | <b>10</b>            | <b>10</b>          |
| BANGALORE (BENGALURU)                     | HEATHROW          | BRITISH AIRWAYS PLC        | S              | A        | 28                | 0        | 1         | 71                         | 4             | 4             | 21               | 0                | 0                 | 30                   | 97            | 5                    | 31                 |
|   | HEATHROW          | BRITISH AIRWAYS PLC        | S              | D        | 29                | 0        | 0         | 28                         | 21            | 31            | 10               | 10               | 0                 | 53                   | 52            | 19                   | 31                 |
| <b>TOTAL BANGALORE (BENGALURU)</b>        |                   |                            |                |          | <b>57</b>         | <b>1</b> | <b>1</b>  | <b>49</b>                  | <b>12</b>     | <b>18</b>     | <b>16</b>        | <b>5</b>         | <b>0</b>          | <b>42</b>            | <b>74</b>     | <b>12</b>            | <b>12</b>          |
| BANGKOK SUVARNABHUMI A                    | HEATHROW          | QANTAS                     | S              | A        | 3                 | 0        | 0         | 33                         | 33            | 33            | 0                | 0                | 0                 | 18                   | 0             | 0                    | 0                  |
|   | HEATHROW          | THAI AIRWAYS INTERNATIONAL | S              | A        | 55                | 0        | 6         | 87                         | 5             | 0             | 5                | 0                | 2                 | 22                   | 79            | 8                    | 62                 |
|   | HEATHROW          | THAI AIRWAYS INTERNATIONAL | S              | D        | 58                | 0        | 3         | 53                         | 24            | 10            | 10               | 0                | 2                 | 35                   | 52            | 19                   | 62                 |
| <b>TOTAL BANGKOK SUVARNABHUMI AIRPORT</b> |                   |                            |                |          | <b>117</b>        | <b>0</b> | <b>9</b>  | <b>69</b>                  | <b>15</b>     | <b>6</b>      | <b>8</b>         | <b>0</b>         | <b>2</b>          | <b>28</b>            | <b>65</b>     | <b>14</b>            | <b>14</b>          |
| BANJUL                                    | GATWICK           | MONARCH AIRLINES           | C              | A        | 9                 | 0        | 0         | 67                         | 11            | 0             | 0                | 11               | 11                | 79                   | 44            | 217                  | 9                  |

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| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                            |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                            |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BANJUL                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                            | GATWICK           | MONARCH AIRLINES            | C                 | D           | 10                | 0        | 0         | 30                         | 20               | 20               | 10                     | 10                     | 10                      | 159                        | 56                  | 53                         | 9                        |
|                            | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 25                         | 25               | 0                | 25                     | 25                     | 0                       | 86                         | 80                  | 8                          | 5                        |
|                            | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0         | 0                          | 25               | 0                | 50                     | 25                     | 0                       | 116                        | 40                  | 15                         | 5                        |
|                            | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 10                | 0        | 0         | 50                         | 20               | 0                | 0                      | 0                      | 30                      | 180                        | 67                  | 45                         | 9                        |
|                            | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 9                 | 0        | 0         | 22                         | 33               | 22               | 0                      | 0                      | 22                      | 158                        | 44                  | 43                         | 9                        |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 9                 | 0        | 0         | 44                         | 11               | 22               | 11                     | 0                      | 11                      | 115                        | 18                  | 68                         | 11                       |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 10                | 0        | 0         | 20                         | 20               | 30               | 10                     | 0                      | 20                      | 142                        | 42                  | 33                         | 12                       |
| <b>TOTAL BANJUL</b>        |                   |                             |                   |             | <b>66</b>         | <b>0</b> | <b>0</b>  | <b>35</b>                  | <b>20</b>        | <b>14</b>        | <b>11</b>              | <b>6</b>               | <b>15</b>               | <b>135</b>                 | <b>45</b>           | <b>64</b>                  | <b>64</b>                |
| BARCELONA                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                            | LONDON CITY       | BA CITYFLYER LTD            | S                 | A           | 10                | 0        | 0         | 60                         | 20               | 0                | 20                     | 0                      | 0                       | 23                         | 0                   | 0                          | 0                        |
|                            | LONDON CITY       | BA CITYFLYER LTD            | S                 | D           | 12                | 0        | 0         | 58                         | 17               | 8                | 17                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 174               | 0        | 1         | 66                         | 14               | 7                | 11                     | 1                      | 1                       | 28                         | 71                  | 16                         | 182                      |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 174               | 0        | 2         | 63                         | 13               | 13               | 10                     | 1                      | 0                       | 22                         | 62                  | 22                         | 185                      |
|                            | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 91                | 0        | 8         | 52                         | 11               | 18               | 14                     | 5                      | 0                       | 39                         | 50                  | 31                         | 82                       |
|                            | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 91                | 0        | 9         | 47                         | 16               | 18               | 14                     | 4                      | 0                       | 38                         | 59                  | 28                         | 82                       |
|                            | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 54                | 0        | 3         | 54                         | 11               | 13               | 20                     | 2                      | 0                       | 32                         | 62                  | 21                         | 50                       |
|                            | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 56                | 0        | 2         | 50                         | 16               | 20               | 9                      | 5                      | 0                       | 38                         | 57                  | 24                         | 51                       |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 23                | 0        | 0         | 52                         | 9                | 22               | 17                     | 0                      | 0                       | 26                         | 62                  | 9                          | 21                       |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 23                | 0        | 0         | 48                         | 9                | 22               | 22                     | 0                      | 0                       | 32                         | 62                  | 14                         | 21                       |
|                            | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 29                | 1        | 2         | 55                         | 24               | 3                | 17                     | 0                      | 0                       | 22                         | 45                  | 28                         | 29                       |
|                            | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 28                | 0        | 2         | 39                         | 32               | 14               | 14                     | 0                      | 0                       | 27                         | 60                  | 15                         | 30                       |
|                            | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 15                | 0        | 0         | 53                         | 20               | 20               | 7                      | 0                      | 0                       | 20                         | 25                  | 64                         | 8                        |
|                            | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 15                | 0        | 0         | 67                         | 13               | 13               | 7                      | 0                      | 0                       | 17                         | 63                  | 47                         | 8                        |
|                            | EDINBURGH         | RYANAIR                     | S                 | A           | 12                | 0        | 3         | 8                          | 33               | 25               | 33                     | 0                      | 0                       | 55                         | 0                   | 0                          | 0                        |
|                            | EDINBURGH         | RYANAIR                     | S                 | D           | 12                | 0        | 3         | 42                         | 17               | 17               | 17                     | 0                      | 8                       | 66                         | 0                   | 0                          | 0                        |
| <b>TOTAL BARCELONA</b>     |                   |                             |                   |             | <b>820</b>        | <b>5</b> | <b>38</b> | <b>56</b>                  | <b>15</b>        | <b>14</b>        | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>61</b>           | <b>22</b>                  | <b>22</b>                |
| BARI (PALESE)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                            | STANSTED          | RYANAIR                     | S                 | A           | 15                | 0        | 0         | 27                         | 27               | 47               | 0                      | 0                      | 0                       | 28                         | 43                  | 30                         | 14                       |
|                            | STANSTED          | RYANAIR                     | S                 | D           | 15                | 0        | 0         | 13                         | 27               | 47               | 13                     | 0                      | 0                       | 36                         | 50                  | 28                         | 14                       |
| <b>TOTAL BARI (PALESE)</b> |                   |                             |                   |             | <b>30</b>         | <b>0</b> | <b>0</b>  | <b>20</b>                  | <b>27</b>        | <b>47</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>46</b>           | <b>29</b>                  | <b>29</b>                |
| BARRA                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                            | GLASGOW           | LOGANAIR                    | S                 | A           | 22                | 1        | 0         | 77                         | 0                | 0                | 18                     | 5                      | 0                       | 30                         | 81                  | 15                         | 27                       |
|                            | GLASGOW           | LOGANAIR                    | S                 | D           | 26                | 0        | 0         | 50                         | 12               | 12               | 19                     | 8                      | 0                       | 48                         | 67                  | 29                         | 30                       |

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|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BARRA                       |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL BARRA</b>          |                   |                             |                   |             | <b>48</b>         | <b>1</b> | <b>0</b>  | <b>63</b>                  | <b>6</b>         | <b>6</b>         | <b>19</b>              | <b>6</b>               | <b>0</b>                | <b>39</b>                  | <b>74</b>           | <b>22</b>                  | <b>22</b>                |
| BASLE MULHOUSE              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 60                | 0        | 0         | 62                         | 10               | 10               | 12                     | 7                      | 0                       | 36                         | 78                  | 17                         | 72                       |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 59                | 0        | 0         | 61                         | 7                | 14               | 14                     | 5                      | 0                       | 35                         | 78                  | 15                         | 72                       |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 22                | 0        | 3         | 36                         | 23               | 9                | 27                     | 5                      | 0                       | 48                         | 52                  | 24                         | 25                       |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 22                | 0        | 3         | 32                         | 32               | 5                | 32                     | 0                      | 0                       | 44                         | 52                  | 34                         | 25                       |
|                             | EDINBURGH         | EASYJET SWITZERLAND         | S                 | A           | 15                | 0        | 1         | 67                         | 13               | 13               | 7                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |
|                             | EDINBURGH         | EASYJET SWITZERLAND         | S                 | D           | 15                | 0        | 1         | 33                         | 27               | 27               | 7                      | 7                      | 0                       | 43                         | 0                   | 0                          | 0                        |
|                             | GATWICK           | EASYJET SWITZERLAND         | S                 | A           | 22                | 0        | 1         | 64                         | 5                | 5                | 9                      | 18                     | 0                       | 69                         | 78                  | 15                         | 23                       |
|                             | GATWICK           | EASYJET SWITZERLAND         | S                 | D           | 22                | 0        | 1         | 55                         | 18               | 14               | 14                     | 0                      | 0                       | 27                         | 70                  | 18                         | 23                       |
|                             | LONDON CITY       | SWISS AIRLINES              | S                 | A           | 38                | 0        | 0         | 55                         | 21               | 18               | 5                      | 0                      | 0                       | 20                         | 82                  | 12                         | 44                       |
|                             | LONDON CITY       | SWISS AIRLINES              | S                 | D           | 37                | 0        | 1         | 51                         | 27               | 14               | 8                      | 0                      | 0                       | 21                         | 79                  | 14                         | 43                       |
|                             | MANCHESTER        | SWISS AIRLINES              | S                 | A           | 16                | 0        | 0         | 50                         | 13               | 6                | 31                     | 0                      | 0                       | 34                         | 42                  | 66                         | 12                       |
|                             | MANCHESTER        | SWISS AIRLINES              | S                 | D           | 15                | 0        | 0         | 47                         | 20               | 0                | 33                     | 0                      | 0                       | 41                         | 42                  | 74                         | 12                       |
| <b>TOTAL BASLE MULHOUSE</b> |                   |                             |                   |             | <b>343</b>        | <b>2</b> | <b>12</b> | <b>54</b>                  | <b>16</b>        | <b>12</b>        | <b>15</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>72</b>           | <b>21</b>                  | <b>21</b>                |
| BEAUVAIS                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                             | EDINBURGH         | RYANAIR                     | S                 | A           | 11                | 0        | 2         | 55                         | 9                | 18               | 9                      | 0                      | 9                       | 58                         | 0                   | 0                          | 0                        |
|                             | EDINBURGH         | RYANAIR                     | S                 | D           | 12                | 0        | 4         | 58                         | 25               | 8                | 0                      | 0                      | 8                       | 51                         | 0                   | 0                          | 0                        |
| <b>TOTAL BEAUVAIS</b>       |                   |                             |                   |             | <b>23</b>         | <b>1</b> | <b>6</b>  | <b>57</b>                  | <b>17</b>        | <b>13</b>        | <b>4</b>               | <b>0</b>               | <b>9</b>                | <b>54</b>                  | <b>50</b>           | <b>30</b>                  | <b>30</b>                |
| BEDFORD HANSCOM FIELD       |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BEIJING                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                             | HEATHROW          | AIR CHINA                   | S                 | A           | 30                | 0        | 1         | 60                         | 10               | 23               | 3                      | 0                      | 3                       | 54                         | 74                  | 10                         | 31                       |
|                             | HEATHROW          | AIR CHINA                   | S                 | D           | 30                | 0        | 3         | 63                         | 17               | 13               | 3                      | 3                      | 0                       | 25                         | 74                  | 12                         | 31                       |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 22                | 0        | 1         | 50                         | 14               | 27               | 5                      | 5                      | 0                       | 31                         | 88                  | 9                          | 25                       |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 21                | 0        | 0         | 71                         | 5                | 10               | 14                     | 0                      | 0                       | 22                         | 72                  | 14                         | 25                       |
| <b>TOTAL BEIJING</b>        |                   |                             |                   |             | <b>103</b>        | <b>0</b> | <b>5</b>  | <b>61</b>                  | <b>12</b>        | <b>18</b>        | <b>6</b>               | <b>2</b>               | <b>1</b>                | <b>34</b>                  | <b>77</b>           | <b>11</b>                  | <b>11</b>                |
| BEIRUT                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                             | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 16                | 0        | 0         | 94                         | 0                | 0                | 6                      | 0                      | 0                       | 7                          | 76                  | 8                          | 17                       |
|                             | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 16                | 0        | 1         | 50                         | 6                | 38               | 6                      | 0                      | 0                       | 27                         | 53                  | 26                         | 17                       |
|                             | HEATHROW          | MEA                         | S                 | A           | 28                | 1        | 4         | 54                         | 25               | 11               | 11                     | 0                      | 0                       | 28                         | 48                  | 24                         | 31                       |
|                             | HEATHROW          | MEA                         | S                 | D           | 31                | 0        | 3         | 32                         | 16               | 23               | 23                     | 0                      | 6                       | 63                         | 61                  | 23                         | 31                       |
| <b>TOTAL BEIRUT</b>         |                   |                             |                   |             | <b>91</b>         | <b>3</b> | <b>8</b>  | <b>53</b>                  | <b>14</b>        | <b>18</b>        | <b>13</b>              | <b>0</b>               | <b>2</b>                | <b>36</b>                  | <b>58</b>           | <b>21</b>                  | <b>21</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION                    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|---|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|   |                   |                             |                   |             | MATCHED           |          | UNMATCHED  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BELFAST CITY (GEORGE BES)               |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 149               | 0        | 5          | 60                         | 12               | 15               | 10                     | 2                      | 0                       | 27                         | 70                  | 16                         | 199                      |  |
|   | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 149               | 0        | 3          | 60                         | 14               | 12               | 12                     | 1                      | 0                       | 26                         | 75                  | 12                         | 200                      |  |
|   | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 72                | 0        | 5          | 46                         | 15               | 18               | 18                     | 3                      | 0                       | 36                         | 0                   | 0                          | 0                        |  |
|   | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 73                | 0        | 5          | 49                         | 21               | 12               | 16                     | 1                      | 0                       | 30                         | 0                   | 0                          | 0                        |  |
|   | BIRMINGHAM        | FLYBE LTD                   | S                 | A           | 113               | 1        | 13         | 56                         | 11               | 11               | 18                     | 5                      | 0                       | 41                         | 75                  | 15                         | 126                      |  |
|   | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 113               | 1        | 13         | 46                         | 17               | 13               | 16                     | 8                      | 0                       | 47                         | 67                  | 22                         | 125                      |  |
|   | EDINBURGH         | FLYBE LTD                   | S                 | A           | 72                | 1        | 22         | 58                         | 14               | 10               | 17                     | 1                      | 0                       | 29                         | 69                  | 22                         | 88                       |  |
|   | EDINBURGH         | FLYBE LTD                   | S                 | D           | 75                | 0        | 19         | 56                         | 17               | 11               | 13                     | 3                      | 0                       | 32                         | 66                  | 24                         | 89                       |  |
|   | GATWICK           | FLYBE LTD                   | S                 | A           | 93                | 0        | 8          | 60                         | 9                | 13               | 15                     | 3                      | 0                       | 35                         | 79                  | 14                         | 108                      |  |
|   | GATWICK           | FLYBE LTD                   | S                 | D           | 93                | 0        | 8          | 51                         | 9                | 14               | 24                     | 2                      | 1                       | 43                         | 65                  | 32                         | 108                      |  |
|   | GLASGOW           | FLYBE LTD                   | S                 | A           | 81                | 0        | 18         | 78                         | 10               | 7                | 4                      | 1                      | 0                       | 13                         | 74                  | 19                         | 81                       |  |
|   | GLASGOW           | FLYBE LTD                   | S                 | D           | 82                | 0        | 17         | 67                         | 15               | 7                | 9                      | 1                      | 1                       | 26                         | 70                  | 21                         | 82                       |  |
|   | MANCHESTER        | FLYBE LTD                   | S                 | A           | 139               | 1        | 10         | 55                         | 17               | 12               | 12                     | 4                      | 0                       | 31                         | 69                  | 24                         | 128                      |  |
|   | MANCHESTER        | FLYBE LTD                   | S                 | D           | 140               | 0        | 10         | 54                         | 12               | 19               | 11                     | 4                      | 0                       | 34                         | 59                  | 29                         | 128                      |  |
|   | NEWCASTLE         | FLYBE LTD                   | S                 | A           | 40                | 0        | 3          | 60                         | 8                | 8                | 23                     | 3                      | 0                       | 34                         | 86                  | 11                         | 42                       |  |
|   | NEWCASTLE         | FLYBE LTD                   | S                 | D           | 40                | 0        | 3          | 43                         | 20               | 8                | 28                     | 3                      | 0                       | 46                         | 81                  | 13                         | 42                       |  |
| <b>TOTAL BELFAST CITY (GEORGE BEST)</b> |                   |                             |                   |             | <b>1524</b>       | <b>4</b> | <b>162</b> | <b>57</b>                  | <b>14</b>        | <b>13</b>        | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>33</b>                  | <b>72</b>           | <b>19</b>                  | <b>19</b>                |  |
| BELFAST INTERNATIONAL                   |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | EDINBURGH         | AER LINGUS                  | S                 | D           | 2                 | 0        | 0          | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 42                         | 0                   | 0                          | 0                        |  |
|   | HEATHROW          | AER LINGUS                  | S                 | A           | 72                | 0        | 3          | 72                         | 11               | 8                | 8                      | 0                      | 0                       | 16                         | 82                  | 22                         | 87                       |  |
|   | HEATHROW          | AER LINGUS                  | S                 | D           | 71                | 0        | 3          | 69                         | 8                | 15               | 7                      | 0                      | 0                       | 19                         | 83                  | 16                         | 87                       |  |
|   | BIRMINGHAM        | BMIBABY LTD                 | S                 | A           | 46                | 2        | 6          | 61                         | 9                | 7                | 15                     | 4                      | 4                       | 49                         | 84                  | 15                         | 56                       |  |
|   | BIRMINGHAM        | BMIBABY LTD                 | S                 | D           | 47                | 0        | 5          | 53                         | 13               | 13               | 11                     | 11                     | 0                       | 47                         | 75                  | 17                         | 57                       |  |
|   | MANCHESTER        | BMIBABY LTD                 | S                 | A           | 55                | 1        | 0          | 56                         | 9                | 29               | 4                      | 2                      | 0                       | 25                         | 79                  | 21                         | 52                       |  |
|   | MANCHESTER        | BMIBABY LTD                 | S                 | D           | 56                | 0        | 1          | 79                         | 5                | 11               | 4                      | 2                      | 0                       | 16                         | 79                  | 17                         | 52                       |  |
|   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 68                | 0        | 11         | 57                         | 7                | 15               | 18                     | 3                      | 0                       | 36                         | 73                  | 17                         | 71                       |  |
|   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 68                | 0        | 9          | 46                         | 13               | 15               | 21                     | 4                      | 1                       | 51                         | 66                  | 23                         | 71                       |  |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 89                | 1        | 13         | 42                         | 22               | 9                | 19                     | 8                      | 0                       | 50                         | 68                  | 25                         | 106                      |  |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 89                | 0        | 14         | 48                         | 17               | 9                | 19                     | 7                      | 0                       | 45                         | 65                  | 24                         | 106                      |  |
|   | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 81                | 0        | 8          | 70                         | 5                | 14               | 7                      | 4                      | 0                       | 26                         | 73                  | 19                         | 73                       |  |
|   | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 82                | 0        | 7          | 71                         | 12               | 7                | 5                      | 4                      | 1                       | 27                         | 68                  | 21                         | 73                       |  |
|   | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 66                | 0        | 5          | 48                         | 9                | 15               | 24                     | 3                      | 0                       | 41                         | 67                  | 15                         | 69                       |  |
|   | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 66                | 0        | 5          | 52                         | 21               | 9                | 18                     | 0                      | 0                       | 26                         | 62                  | 17                         | 69                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |             |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-------------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                    |                   |                             |                   |             | MATCHED           |             | UNMATCHED  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                    |                   |                             |                   |             | Actual<br>(7)     | Plan<br>(8) |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BELFAST INTERNATIONAL              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 99                | 0           | 7          | 64                         | 9                | 7                | 12                     | 8                      | 0                       | 40                         | 75                  | 19                         | 105                      |
|                                    | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 99                | 0           | 7          | 48                         | 14               | 15               | 14                     | 8                      | 0                       | 46                         | 70                  | 23                         | 108                      |
| <b>TOTAL BELFAST INTERNATIONAL</b> |                   |                             |                   |             | <b>1158</b>       | <b>10</b>   | <b>105</b> | <b>58</b>                  | <b>12</b>        | <b>12</b>        | <b>13</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>73</b>           | <b>20</b>                  | <b>20</b>                |
| BELGRADE                           | HEATHROW          | JATAIRWAYS                  | S                 | A           | 29                | 0           | 2          | 52                         | 14               | 14               | 21                     | 0                      | 0                       | 32                         | 61                  | 30                         | 31                       |
|                                    | HEATHROW          | JATAIRWAYS                  | S                 | D           | 29                | 0           | 2          | 28                         | 21               | 28               | 24                     | 0                      | 0                       | 50                         | 42                  | 43                         | 31                       |
|                                    | LUTON             | WIZZ AIR                    | S                 | A           | 14                | 0           | 1          | 50                         | 7                | 29               | 14                     | 0                      | 0                       | 31                         | 0                   | 0                          | 0                        |
|                                    | LUTON             | WIZZ AIR                    | S                 | D           | 14                | 0           | 1          | 29                         | 29               | 14               | 29                     | 0                      | 0                       | 35                         | 0                   | 0                          | 0                        |
| <b>TOTAL BELGRADE</b>              |                   |                             |                   |             | <b>88</b>         | <b>0</b>    | <b>6</b>   | <b>39</b>                  | <b>17</b>        | <b>22</b>        | <b>23</b>              | <b>0</b>               | <b>0</b>                | <b>39</b>                  | <b>67</b>           | <b>24</b>                  | <b>24</b>                |
| BENBECULA                          | GLASGOW           | LOGANAIR                    | S                 | A           | 43                | 2           | 0          | 53                         | 7                | 14               | 19                     | 7                      | 0                       | 49                         | 75                  | 18                         | 52                       |
|                                    | GLASGOW           | LOGANAIR                    | S                 | D           | 45                | 1           | 0          | 44                         | 16               | 11               | 24                     | 4                      | 0                       | 50                         | 65                  | 23                         | 54                       |
| <b>TOTAL BENBECULA</b>             |                   |                             |                   |             | <b>88</b>         | <b>3</b>    | <b>0</b>   | <b>49</b>                  | <b>11</b>        | <b>13</b>        | <b>22</b>              | <b>6</b>               | <b>0</b>                | <b>50</b>                  | <b>70</b>           | <b>21</b>                  | <b>21</b>                |
| BERGAMO                            | GATWICK           | RYANAIR                     | S                 | A           | 23                | 0           | 4          | 52                         | 13               | 9                | 26                     | 0                      | 0                       | 34                         | 0                   | 0                          | 0                        |
|                                    | GATWICK           | RYANAIR                     | S                 | D           | 23                | 0           | 5          | 52                         | 4                | 0                | 35                     | 9                      | 0                       | 57                         | 0                   | 0                          | 0                        |
|                                    | STANSTED          | RYANAIR                     | S                 | A           | 86                | 2           | 3          | 22                         | 22               | 30               | 24                     | 1                      | 0                       | 43                         | 53                  | 27                         | 86                       |
|                                    | STANSTED          | RYANAIR                     | S                 | D           | 87                | 0           | 3          | 52                         | 20               | 21               | 8                      | 0                      | 0                       | 23                         | 70                  | 18                         | 87                       |
| <b>TOTAL BERGAMO</b>               |                   |                             |                   |             | <b>219</b>        | <b>2</b>    | <b>15</b>  | <b>40</b>                  | <b>18</b>        | <b>21</b>        | <b>19</b>              | <b>1</b>               | <b>0</b>                | <b>36</b>                  | <b>62</b>           | <b>22</b>                  | <b>22</b>                |
| BERGEN                             | GATWICK           | NORWEGIAN AIR SHUTTLE       | S                 | A           | 38                | 0           | 1          | 39                         | 18               | 13               | 29                     | 0                      | 0                       | 41                         | 65                  | 35                         | 37                       |
|                                    | GATWICK           | NORWEGIAN AIR SHUTTLE       | S                 | D           | 38                | 0           | 2          | 29                         | 21               | 13               | 32                     | 5                      | 0                       | 60                         | 51                  | 49                         | 37                       |
|                                    | GATWICK           | SAS BRAATHENS               | S                 | A           | 5                 | 0           | 0          | 20                         | 20               | 20               | 40                     | 0                      | 0                       | 58                         | 64                  | 23                         | 14                       |
|                                    | GATWICK           | SAS BRAATHENS               | S                 | D           | 5                 | 0           | 0          | 20                         | 20               | 20               | 40                     | 0                      | 0                       | 61                         | 57                  | 25                         | 14                       |
| <b>TOTAL BERGEN</b>                |                   |                             |                   |             | <b>86</b>         | <b>7</b>    | <b>9</b>   | <b>33</b>                  | <b>20</b>        | <b>14</b>        | <b>31</b>              | <b>2</b>               | <b>0</b>                | <b>51</b>                  | <b>67</b>           | <b>29</b>                  | <b>29</b>                |
| BERGERAC                           | STANSTED          | RYANAIR                     | S                 | A           | 12                | 0           | 0          | 58                         | 8                | 17               | 17                     | 0                      | 0                       | 29                         | 50                  | 39                         | 14                       |
|                                    | STANSTED          | RYANAIR                     | S                 | D           | 12                | 0           | 0          | 67                         | 8                | 8                | 17                     | 0                      | 0                       | 24                         | 54                  | 36                         | 13                       |
| <b>TOTAL BERGERAC</b>              |                   |                             |                   |             | <b>24</b>         | <b>1</b>    | <b>0</b>   | <b>63</b>                  | <b>8</b>         | <b>13</b>        | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>26</b>                  | <b>52</b>           | <b>38</b>                  | <b>38</b>                |
| BERLIN (SCHONEFELD)                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 62                | 0           | 12         | 31                         | 19               | 15               | 31                     | 5                      | 0                       | 60                         | 62                  | 21                         | 71                       |
|                                    | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 63                | 0           | 13         | 41                         | 17               | 11               | 30                     | 0                      | 0                       | 39                         | 66                  | 15                         | 71                       |

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Origin / Destinations: B

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                  |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                  |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BERLIN (SCHONEFELD)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 23                | 0        | 1         | 9                          | 13               | 35               | 39                     | 4                      | 0                       | 71                         | 70                  | 16                         | 23                       |  |
|                                  | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 24                | 0        | 1         | 21                         | 4                | 33               | 38                     | 0                      | 4                       | 66                         | 52                  | 21                         | 23                       |  |
|                                  | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 60                | 1        | 3         | 20                         | 18               | 27               | 27                     | 8                      | 0                       | 58                         | 65                  | 31                         | 46                       |  |
|                                  | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 61                | 0        | 4         | 46                         | 15               | 25               | 8                      | 5                      | 2                       | 44                         | 65                  | 24                         | 46                       |  |
|                                  | EDINBURGH         | RYANAIR                     | S                 | A           | 11                | 0        | 2         | 9                          | 9                | 27               | 36                     | 9                      | 9                       | 131                        | 13                  | 76                         | 16                       |  |
|                                  | EDINBURGH         | RYANAIR                     | S                 | D           | 12                | 0        | 1         | 50                         | 8                | 0                | 33                     | 0                      | 8                       | 80                         | 56                  | 42                         | 16                       |  |
|                                  | STANSTED          | RYANAIR                     | S                 | A           | 81                | 0        | 4         | 27                         | 17               | 28               | 23                     | 4                      | 0                       | 50                         | 58                  | 27                         | 81                       |  |
|                                  | STANSTED          | RYANAIR                     | S                 | D           | 80                | 0        | 3         | 54                         | 14               | 20               | 11                     | 1                      | 0                       | 28                         | 55                  | 23                         | 83                       |  |
| <b>TOTAL BERLIN (SCHONEFELD)</b> |                   |                             |                   |             | <b>483</b>        | <b>6</b> | <b>46</b> | <b>34</b>                  | <b>15</b>        | <b>22</b>        | <b>24</b>              | <b>4</b>               | <b>1</b>                | <b>52</b>                  | <b>59</b>           | <b>25</b>                  | <b>25</b>                |  |
| BERLIN (TEGEL)                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 110               | 0        | 4         | 33                         | 21               | 16               | 25                     | 4                      | 1                       | 50                         | 0                   | 0                          | 0                        |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 112               | 0        | 2         | 54                         | 13               | 20               | 13                     | 1                      | 0                       | 29                         | 0                   | 0                          | 0                        |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 109               | 0        | 3         | 41                         | 19               | 17               | 16                     | 6                      | 0                       | 46                         | 72                  | 23                         | 127                      |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 109               | 0        | 0         | 59                         | 16               | 11               | 11                     | 4                      | 0                       | 27                         | 81                  | 13                         | 126                      |  |
| <b>TOTAL BERLIN (TEGEL)</b>      |                   |                             |                   |             | <b>440</b>        | <b>0</b> | <b>9</b>  | <b>47</b>                  | <b>17</b>        | <b>16</b>        | <b>16</b>              | <b>4</b>               | <b>0</b>                | <b>38</b>                  | <b>71</b>           | <b>23</b>                  | <b>23</b>                |  |
| BERMUDA                          |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 20                | 0        | 0         | 65                         | 5                | 5                | 25                     | 0                      | 0                       | 38                         | 80                  | 27                         | 25                       |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 21                | 0        | 0         | 81                         | 0                | 0                | 19                     | 0                      | 0                       | 27                         | 92                  | 15                         | 26                       |  |
| <b>TOTAL BERMUDA</b>             |                   |                             |                   |             | <b>41</b>         | <b>1</b> | <b>1</b>  | <b>73</b>                  | <b>2</b>         | <b>2</b>         | <b>22</b>              | <b>0</b>               | <b>0</b>                | <b>32</b>                  | <b>86</b>           | <b>21</b>                  | <b>21</b>                |  |
| BERNE                            |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BEZIERS                          |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | LUTON             | RYANAIR                     | S                 | A           | 6                 | 0        | 1         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 24                         | 78                  | 12                         | 9                        |  |
|                                  | LUTON             | RYANAIR                     | S                 | D           | 6                 | 0        | 1         | 33                         | 17               | 50               | 0                      | 0                      | 0                       | 29                         | 67                  | 16                         | 9                        |  |
| <b>TOTAL BEZIERS</b>             |                   |                             |                   |             | <b>12</b>         | <b>0</b> | <b>2</b>  | <b>42</b>                  | <b>8</b>         | <b>50</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>72</b>           | <b>14</b>                  | <b>14</b>                |  |
| BIARRITZ                         |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | STANSTED          | RYANAIR                     | S                 | A           | 11                | 0        | 1         | 36                         | 36               | 0                | 18                     | 9                      | 0                       | 47                         | 75                  | 9                          | 16                       |  |
|                                  | STANSTED          | RYANAIR                     | S                 | D           | 11                | 0        | 1         | 64                         | 18               | 9                | 9                      | 0                      | 0                       | 26                         | 81                  | 7                          | 16                       |  |
| <b>TOTAL BIARRITZ</b>            |                   |                             |                   |             | <b>22</b>         | <b>0</b> | <b>2</b>  | <b>50</b>                  | <b>27</b>        | <b>5</b>         | <b>14</b>              | <b>5</b>               | <b>0</b>                | <b>37</b>                  | <b>83</b>           | <b>7</b>                   | <b>7</b>                 |  |
| BILBAO                           |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 27                | 0        | 3         | 59                         | 15               | 19               | 7                      | 0                      | 0                       | 20                         | 44                  | 30                         | 27                       |  |
|                                  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 27                | 0        | 3         | 48                         | 30               | 15               | 7                      | 0                      | 0                       | 22                         | 52                  | 28                         | 29                       |  |
|                                  | HEATHROW          | VUELING AIRLINES            | S                 | A           | 28                | 0        | 3         | 75                         | 11               | 14               | 0                      | 0                      | 0                       | 11                         | 94                  | 4                          | 31                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |  |
|--------------------------------|-------------------|------------------------|----------------|----------|-------------------|----------|------------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|
|                                |                   |                        |                |          | MATCHED           |          | UNMATCHED  | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |
|                                |                   |                        |                |          | Actual (7)        | Plan (8) |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| BILBAO                         |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | HEATHROW          | VUELING AIRLINES       |                | S D      | 27                | 0        | 4          | 59                         | 15            | 15            | 11               | 0                | 0                 | 19                   | 61            | 18                   | 31                 |  |  |
| <b>TOTAL BILBAO</b>            |                   |                        |                |          | <b>109</b>        | <b>1</b> | <b>13</b>  | <b>61</b>                  | <b>17</b>     | <b>16</b>     | <b>6</b>         | <b>0</b>         | <b>0</b>          | <b>18</b>            | <b>64</b>     | <b>19</b>            | <b>19</b>          |  |  |
| BILLUND                        |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | GATWICK           | CIMBER AIR A/S         |                | S A      | 51                | 1        | 2          | 51                         | 20            | 12            | 18               | 0                | 0                 | 28                   | 78            | 18                   | 37                 |  |  |
|                                | GATWICK           | CIMBER AIR A/S         |                | S D      | 50                | 1        | 4          | 52                         | 12            | 10            | 18               | 8                | 0                 | 43                   | 76            | 38                   | 37                 |  |  |
|                                | STANSTED          | RYANAIR                |                | S A      | 55                | 0        | 3          | 47                         | 20            | 25            | 5                | 2                | 0                 | 26                   | 64            | 24                   | 76                 |  |  |
|                                | STANSTED          | RYANAIR                |                | S D      | 56                | 0        | 2          | 71                         | 14            | 11            | 4                | 0                | 0                 | 15                   | 68            | 15                   | 76                 |  |  |
|                                | LONDON CITY       | SUN AIR OF SCANDINAVIA |                | S A      | 18                | 0        | 0          | 67                         | 11            | 17            | 6                | 0                | 0                 | 17                   | 73            | 11                   | 22                 |  |  |
|                                | LONDON CITY       | SUN AIR OF SCANDINAVIA |                | S D      | 18                | 0        | 0          | 61                         | 17            | 22            | 0                | 0                | 0                 | 12                   | 76            | 9                    | 21                 |  |  |
|                                | MANCHESTER        | SUN AIR OF SCANDINAVIA |                | S A      | 41                | 0        | 0          | 68                         | 7             | 12            | 10               | 2                | 0                 | 24                   | 66            | 17                   | 38                 |  |  |
|                                | MANCHESTER        | SUN AIR OF SCANDINAVIA |                | S D      | 41                | 0        | 0          | 73                         | 10            | 5             | 10               | 2                | 0                 | 21                   | 82            | 17                   | 38                 |  |  |
| <b>TOTAL BILLUND</b>           |                   |                        |                |          | <b>330</b>        | <b>5</b> | <b>11</b>  | <b>60</b>                  | <b>14</b>     | <b>14</b>     | <b>10</b>        | <b>2</b>         | <b>0</b>          | <b>25</b>            | <b>69</b>     | <b>22</b>            | <b>22</b>          |  |  |
| BIRMINGHAM                     |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | NEWCASTLE         | EASTERN AIRWAYS        |                | S A      | 34                | 0        | 14         | 50                         | 15            | 12            | 18               | 6                | 0                 | 37                   | 95            | 4                    | 39                 |  |  |
|                                | NEWCASTLE         | EASTERN AIRWAYS        |                | S D      | 34                | 0        | 14         | 68                         | 9             | 21            | 3                | 0                | 0                 | 18                   | 90            | 6                    | 39                 |  |  |
|                                | EDINBURGH         | FLYBE LTD              |                | S A      | 108               | 2        | 28         | 52                         | 17            | 10            | 15               | 5                | 2                 | 46                   | 69            | 19                   | 130                |  |  |
|                                | EDINBURGH         | FLYBE LTD              |                | S D      | 107               | 1        | 29         | 49                         | 16            | 15            | 16               | 5                | 0                 | 46                   | 68            | 22                   | 131                |  |  |
|                                | GLASGOW           | FLYBE LTD              |                | S A      | 126               | 0        | 17         | 48                         | 16            | 13            | 21               | 3                | 0                 | 41                   | 68            | 24                   | 110                |  |  |
|                                | GLASGOW           | FLYBE LTD              |                | S D      | 127               | 0        | 16         | 46                         | 14            | 17            | 19               | 4                | 1                 | 48                   | 68            | 26                   | 111                |  |  |
| <b>TOTAL BIRMINGHAM</b>        |                   |                        |                |          | <b>539</b>        | <b>8</b> | <b>118</b> | <b>50</b>                  | <b>15</b>     | <b>14</b>     | <b>17</b>        | <b>4</b>         | <b>1</b>          | <b>43</b>            | <b>72</b>     | <b>21</b>            | <b>21</b>          |  |  |
| BISHKEK (FRUNZE)               |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | HEATHROW          | BMI BRITISH MIDLAND    |                | S A      | 10                | 0        | 2          | 30                         | 20            | 10            | 40               | 0                | 0                 | 61                   | 77            | 9                    | 13                 |  |  |
|                                | HEATHROW          | BMI BRITISH MIDLAND    |                | S D      | 9                 | 0        | 1          | 0                          | 33            | 44            | 11               | 0                | 11                | 93                   | 25            | 26                   | 12                 |  |  |
| <b>TOTAL BISHKEK (FRUNZE)</b>  |                   |                        |                |          | <b>19</b>         | <b>0</b> | <b>3</b>   | <b>16</b>                  | <b>26</b>     | <b>26</b>     | <b>26</b>        | <b>0</b>         | <b>5</b>          | <b>76</b>            | <b>52</b>     | <b>17</b>            | <b>17</b>          |  |  |
| BLACKPOOL                      |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| BOA VISTA (RABIL)              |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                                | GATWICK           | THOMSON AIRWAYS LTD    |                | S A      | 5                 | 0        | 0          | 20                         | 0             | 60            | 0                | 20               | 0                 | 79                   | 50            | 11                   | 4                  |  |  |
|                                | GATWICK           | THOMSON AIRWAYS LTD    |                | S D      | 5                 | 0        | 0          | 20                         | 20            | 20            | 40               | 0                | 0                 | 51                   | 60            | 17                   | 5                  |  |  |
|                                | MANCHESTER        | THOMSON AIRWAYS LTD    |                | S A      | 5                 | 0        | 1          | 60                         | 0             | 40            | 0                | 0                | 0                 | 21                   | 25            | 33                   | 4                  |  |  |
|                                | MANCHESTER        | THOMSON AIRWAYS LTD    |                | S D      | 5                 | 0        | 2          | 60                         | 20            | 20            | 0                | 0                | 0                 | 15                   | 50            | 19                   | 4                  |  |  |
| <b>TOTAL BOA VISTA (RABIL)</b> |                   |                        |                |          | <b>20</b>         | <b>0</b> | <b>3</b>   | <b>40</b>                  | <b>10</b>     | <b>35</b>     | <b>10</b>        | <b>5</b>         | <b>0</b>          | <b>42</b>            | <b>47</b>     | <b>20</b>            | <b>20</b>          |  |  |
| BODRUM (MILAS)                 |                   |                        |                |          |                   |          |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |

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| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BODRUM (MILAS)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | ONUR AIR                    | C                 | A           | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 34                         | 100                 | 0                          | 1                        |  |
|                             | GATWICK           | ONUR AIR                    | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 38                         | 100                 | 0                          | 1                        |  |
| <b>TOTAL BODRUM (MILAS)</b> |                   |                             |                   |             | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>25</b>        | <b>25</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>36</b>                  | <b>31</b>           | <b>102</b>                 | <b>102</b>               |  |
| BOLOGNA                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 73                | 0        | 0         | 51                         | 25               | 12               | 8                      | 3                      | 1                       | 31                         | 61                  | 25                         | 75                       |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 73                | 0        | 0         | 60                         | 14               | 15               | 10                     | 1                      | 0                       | 25                         | 80                  | 13                         | 76                       |  |
|                             | EDINBURGH         | RYANAIR                     | S                 | A           | 8                 | 0        | 1         | 25                         | 13               | 38               | 25                     | 0                      | 0                       | 60                         | 0                   | 0                          | 0                        |  |
|                             | EDINBURGH         | RYANAIR                     | S                 | D           | 9                 | 0        | 0         | 56                         | 22               | 0                | 22                     | 0                      | 0                       | 38                         | 0                   | 0                          | 0                        |  |
|                             | GATWICK           | RYANAIR                     | S                 | A           | 14                | 0        | 2         | 71                         | 14               | 0                | 14                     | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |  |
|                             | GATWICK           | RYANAIR                     | S                 | D           | 14                | 0        | 2         | 57                         | 14               | 7                | 14                     | 7                      | 0                       | 44                         | 0                   | 0                          | 0                        |  |
|                             | STANSTED          | RYANAIR                     | S                 | A           | 43                | 0        | 1         | 35                         | 35               | 12               | 16                     | 0                      | 2                       | 35                         | 59                  | 34                         | 44                       |  |
|                             | STANSTED          | RYANAIR                     | S                 | D           | 43                | 0        | 1         | 60                         | 16               | 14               | 9                      | 0                      | 0                       | 21                         | 64                  | 23                         | 45                       |  |
| <b>TOTAL BOLOGNA</b>        |                   |                             |                   |             | <b>277</b>        | <b>0</b> | <b>7</b>  | <b>53</b>                  | <b>21</b>        | <b>13</b>        | <b>12</b>              | <b>1</b>               | <b>1</b>                | <b>30</b>                  | <b>68</b>           | <b>22</b>                  | <b>22</b>                |  |
| BORDEAUX                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 51                | 0        | 0         | 67                         | 8                | 10               | 12                     | 2                      | 2                       | 36                         | 76                  | 15                         | 54                       |  |
|                             | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 52                | 0        | 0         | 77                         | 4                | 12               | 6                      | 2                      | 0                       | 19                         | 85                  | 8                          | 54                       |  |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 23                | 0        | 1         | 48                         | 9                | 17               | 17                     | 4                      | 4                       | 60                         | 0                   | 0                          | 0                        |  |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 22                | 0        | 1         | 27                         | 18               | 27               | 18                     | 5                      | 5                       | 70                         | 0                   | 0                          | 0                        |  |
|                             | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 20                | 0        | 1         | 55                         | 10               | 15               | 10                     | 10                     | 0                       | 49                         | 53                  | 28                         | 15                       |  |
|                             | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 20                | 0        | 1         | 40                         | 20               | 20               | 10                     | 10                     | 0                       | 52                         | 53                  | 19                         | 15                       |  |
| <b>TOTAL BORDEAUX</b>       |                   |                             |                   |             | <b>188</b>        | <b>0</b> | <b>4</b>  | <b>59</b>                  | <b>10</b>        | <b>15</b>        | <b>11</b>              | <b>4</b>               | <b>2</b>                | <b>41</b>                  | <b>74</b>           | <b>14</b>                  | <b>14</b>                |  |
| BOSTON                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | HEATHROW          | AMERICAN AIRLINES           | S                 | A           | 47                | 1        | 2         | 30                         | 26               | 38               | 6                      | 0                      | 0                       | 29                         | 55                  | 33                         | 51                       |  |
|                             | HEATHROW          | AMERICAN AIRLINES           | S                 | D           | 48                | 1        | 5         | 56                         | 19               | 17               | 6                      | 2                      | 0                       | 22                         | 51                  | 24                         | 51                       |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 75                | 1        | 2         | 33                         | 25               | 29               | 9                      | 3                      | 0                       | 33                         | 57                  | 52                         | 82                       |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 76                | 0        | 1         | 43                         | 17               | 21               | 12                     | 7                      | 0                       | 40                         | 52                  | 39                         | 81                       |  |
|                             | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 24                | 0        | 1         | 38                         | 29               | 13               | 21                     | 0                      | 0                       | 33                         | 57                  | 31                         | 30                       |  |
|                             | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 24                | 0        | 2         | 54                         | 8                | 29               | 8                      | 0                      | 0                       | 24                         | 63                  | 25                         | 30                       |  |
| <b>TOTAL BOSTON</b>         |                   |                             |                   |             | <b>295</b>        | <b>5</b> | <b>13</b> | <b>41</b>                  | <b>21</b>        | <b>25</b>        | <b>10</b>              | <b>3</b>               | <b>0</b>                | <b>32</b>                  | <b>55</b>           | <b>37</b>                  | <b>37</b>                |  |
| BOURNEMOUTH                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BRATISLAVA                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | BIRMINGHAM        | RYANAIR                     | S                 | A           | 13                | 0        | 1         | 62                         | 8                | 8                | 15                     | 0                      | 8                       | 61                         | 86                  | 4                          | 14                       |  |



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|-------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                         |                   |                          |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                         |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BRATISLAVA              |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | BIRMINGHAM        | RYANAIR                  | S                 | D           | 12                | 2        | 0         | 67                         | 17               | 8                | 8                      | 0                      | 0                       | 20                         | 79                  | 7                          | 14                       |  |
|                         | EDINBURGH         | RYANAIR                  | S                 | A           | 7                 | 0        | 1         | 86                         | 0                | 14               | 0                      | 0                      | 9                       | 71                         | 23                  | 7                          |                          |  |
|                         | EDINBURGH         | RYANAIR                  | S                 | D           | 7                 | 0        | 1         | 14                         | 57               | 29               | 0                      | 0                      | 23                      | 57                         | 33                  | 7                          |                          |  |
|                         | LUTON             | RYANAIR                  | S                 | A           | 30                | 0        | 2         | 13                         | 27               | 27               | 33                     | 0                      | 0                       | 47                         | 0                   | 0                          | 0                        |  |
|                         | LUTON             | RYANAIR                  | S                 | D           | 31                | 0        | 1         | 45                         | 29               | 23               | 3                      | 0                      | 0                       | 24                         | 0                   | 0                          | 0                        |  |
|                         | STANSTED          | RYANAIR                  | S                 | A           | 57                | 1        | 1         | 42                         | 16               | 16               | 26                     | 0                      | 0                       | 35                         | 64                  | 18                         | 80                       |  |
|                         | STANSTED          | RYANAIR                  | S                 | D           | 58                | 0        | 1         | 59                         | 14               | 16               | 12                     | 0                      | 0                       | 22                         | 72                  | 15                         | 81                       |  |
| <b>TOTAL BRATISLAVA</b> |                   |                          |                   |             | <b>215</b>        | <b>3</b> | <b>8</b>  | <b>46</b>                  | <b>19</b>        | <b>18</b>        | <b>17</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>69</b>           | <b>16</b>                  | <b>16</b>                |  |
| BRAUNSCHWEIG            |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BREMEN                  |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | EDINBURGH         | RYANAIR                  | S                 | A           | 14                | 0        | 2         | 71                         | 14               | 0                | 7                      | 7                      | 0                       | 32                         | 56                  | 59                         | 16                       |  |
|                         | EDINBURGH         | RYANAIR                  | S                 | D           | 14                | 0        | 2         | 43                         | 29               | 7                | 0                      | 21                     | 0                       | 61                         | 63                  | 44                         | 16                       |  |
|                         | STANSTED          | RYANAIR                  | S                 | A           | 55                | 0        | 2         | 51                         | 9                | 15               | 18                     | 5                      | 2                       | 46                         | 65                  | 23                         | 66                       |  |
|                         | STANSTED          | RYANAIR                  | S                 | D           | 55                | 0        | 2         | 33                         | 18               | 22               | 24                     | 2                      | 2                       | 50                         | 65                  | 20                         | 66                       |  |
| <b>TOTAL BREMEN</b>     |                   |                          |                   |             | <b>138</b>        | <b>0</b> | <b>8</b>  | <b>45</b>                  | <b>15</b>        | <b>15</b>        | <b>17</b>              | <b>6</b>               | <b>1</b>                | <b>48</b>                  | <b>64</b>           | <b>28</b>                  | <b>28</b>                |  |
| BRESCIA/MONTICHIARI     |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| BREST                   |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | LUTON             | RYANAIR                  | S                 | A           | 11                | 0        | 1         | 45                         | 18               | 18               | 18                     | 0                      | 0                       | 25                         | 43                  | 75                         | 14                       |  |
|                         | LUTON             | RYANAIR                  | S                 | D           | 11                | 0        | 1         | 73                         | 9                | 18               | 0                      | 0                      | 0                       | 17                         | 57                  | 20                         | 14                       |  |
| <b>TOTAL BREST</b>      |                   |                          |                   |             | <b>22</b>         | <b>0</b> | <b>2</b>  | <b>59</b>                  | <b>14</b>        | <b>18</b>        | <b>9</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>50</b>           | <b>47</b>                  | <b>47</b>                |  |
| BRIDGETOWN              |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | GATWICK           | BRITISH AIRWAYS PLC      | S                 | A           | 32                | 0        | 0         | 75                         | 13               | 6                | 6                      | 0                      | 0                       | 16                         | 75                  | 31                         | 44                       |  |
|                         | GATWICK           | BRITISH AIRWAYS PLC      | S                 | D           | 32                | 0        | 0         | 72                         | 13               | 9                | 6                      | 0                      | 0                       | 17                         | 80                  | 19                         | 44                       |  |
|                         | GATWICK           | MONARCH AIRLINES         | C                 | D           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                   | 209                        | 2                        |  |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 10                | 0        | 0         | 40                         | 20               | 0                | 20                     | 20                     | 0                       | 87                         | 29                  | 45                         | 7                        |  |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 9                 | 0        | 0         | 33                         | 22               | 22               | 11                     | 0                      | 11                      | 104                        | 29                  | 57                         | 7                        |  |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 10                | 0        | 0         | 10                         | 20               | 20               | 40                     | 0                      | 10                      | 124                        | 90                  | 8                          | 10                       |  |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 10                | 0        | 0         | 40                         | 10               | 20               | 20                     | 10                     | 0                       | 65                         | 40                  | 49                         | 10                       |  |
|                         | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0         | 60                         | 0                | 20               | 20                     | 0                      | 0                       | 34                         | 63                  | 30                         | 8                        |  |
|                         | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | D           | 9                 | 0        | 0         | 33                         | 33               | 0                | 22                     | 0                      | 11                      | 95                         | 73                  | 26                         | 11                       |  |
|                         | GATWICK           | THOMSON AIRWAYS LTD      | C                 | A           | 9                 | 1        | 0         | 56                         | 11               | 22               | 11                     | 0                      | 0                       | 25                         | 42                  | 63                         | 12                       |  |
|                         | GATWICK           | THOMSON AIRWAYS LTD      | C                 | D           | 11                | 0        | 0         | 36                         | 0                | 55               | 0                      | 0                      | 9                       | 59                         | 38                  | 88                         | 13                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                            |                   |                             |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                            |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BRIDGETOWN                 | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | A           | 3                 | 0         | 0         | 0                          | 0                | 33               | 67                     | 0                      | 0                       | 95                         | 100                 | 15                         | 1                        |
|                            | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0         | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 116                        | 0                   | 0                          | 0                        |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 11                | 1         | 0         | 18                         | 9                | 18               | 36                     | 0                      | 18                      | 177                        | 20                  | 32                         | 10                       |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 13                | 1         | 0         | 23                         | 15               | 0                | 23                     | 23                     | 15                      | 190                        | 36                  | 27                         | 11                       |
|                            | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 29                | 0         | 0         | 41                         | 17               | 10               | 14                     | 17                     | 0                       | 75                         | 52                  | 36                         | 29                       |
|                            | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 29                | 0         | 0         | 17                         | 31               | 24               | 10                     | 17                     | 0                       | 77                         | 45                  | 30                         | 29                       |
|                            | MANCHESTER        | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 4                 | 0         | 0         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 25                         | 0                   | 109                        | 4                        |
|                            | MANCHESTER        | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 4                 | 0         | 0         | 75                         | 25               | 0                | 0                      | 0                      | 0                       | 12                         | 25                  | 119                        | 4                        |
| <b>TOTAL BRIDGETOWN</b>    |                   |                             |                   |             | <b>237</b>        | <b>14</b> | <b>3</b>  | <b>44</b>                  | <b>16</b>        | <b>14</b>        | <b>16</b>              | <b>7</b>               | <b>3</b>                | <b>68</b>                  | <b>56</b>           | <b>39</b>                  | <b>39</b>                |
| BRINDISI                   | STANSTED          | RYANAIR                     | S                 | A           | 14                | 0         | 0         | 50                         | 29               | 14               | 7                      | 0                      | 0                       | 22                         | 36                  | 23                         | 11                       |
|                            | STANSTED          | RYANAIR                     | S                 | D           | 14                | 0         | 0         | 21                         | 36               | 29               | 14                     | 0                      | 0                       | 35                         | 82                  | 9                          | 11                       |
| <b>TOTAL BRINDISI</b>      |                   |                             |                   |             | <b>28</b>         | <b>0</b>  | <b>0</b>  | <b>36</b>                  | <b>32</b>        | <b>21</b>        | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>29</b>                  | <b>59</b>           | <b>16</b>                  | <b>16</b>                |
| BRISTOL                    | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 92                | 0         | 8         | 63                         | 13               | 5                | 15                     | 3                      | 0                       | 30                         | 62                  | 29                         | 71                       |
|                            | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 92                | 0         | 6         | 53                         | 20               | 4                | 18                     | 4                      | 0                       | 39                         | 66                  | 34                         | 71                       |
|                            | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 74                | 0         | 2         | 72                         | 8                | 9                | 11                     | 0                      | 0                       | 18                         | 76                  | 14                         | 71                       |
|                            | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 74                | 0         | 3         | 54                         | 12               | 18               | 14                     | 3                      | 0                       | 32                         | 66                  | 20                         | 71                       |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 67                | 0         | 4         | 61                         | 10               | 12               | 15                     | 1                      | 0                       | 26                         | 76                  | 15                         | 66                       |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 67                | 0         | 3         | 60                         | 13               | 12               | 13                     | 1                      | 0                       | 27                         | 71                  | 17                         | 66                       |
| <b>TOTAL BRISTOL</b>       |                   |                             |                   |             | <b>468</b>        | <b>2</b>  | <b>26</b> | <b>60</b>                  | <b>13</b>        | <b>10</b>        | <b>15</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>69</b>           | <b>22</b>                  | <b>22</b>                |
| BRIVE-LA-GAILLARDE         |                   |                             |                   |             | <b>2</b>          | <b>0</b>  | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>         | <b>100</b>             | <b>0</b>               | <b>0</b>                | <b>93</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| BRNO (TURANY)              | STANSTED          | RYANAIR                     | S                 | A           | 29                | 0         | 1         | 48                         | 14               | 21               | 14                     | 3                      | 0                       | 38                         | 47                  | 21                         | 17                       |
|                            | STANSTED          | RYANAIR                     | S                 | D           | 29                | 0         | 1         | 62                         | 14               | 7                | 17                     | 0                      | 0                       | 23                         | 67                  | 17                         | 18                       |
|                            | LUTON             | WIZZ AIR                    | S                 | A           | 5                 | 0         | 1         | 60                         | 20               | 0                | 20                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |
|                            | LUTON             | WIZZ AIR                    | S                 | D           | 5                 | 0         | 1         | 40                         | 40               | 0                | 20                     | 0                      | 0                       | 36                         | 0                   | 0                          | 0                        |
| <b>TOTAL BRNO (TURANY)</b> |                   |                             |                   |             | <b>68</b>         | <b>0</b>  | <b>4</b>  | <b>54</b>                  | <b>16</b>        | <b>12</b>        | <b>16</b>              | <b>1</b>               | <b>0</b>                | <b>31</b>                  | <b>57</b>           | <b>19</b>                  | <b>19</b>                |
| BRUSSELS                   | EDINBURGH         | BMI REGIONAL                | S                 | A           | 52                | 0         | 0         | 50                         | 17               | 15               | 12                     | 4                      | 2                       | 40                         | 75                  | 30                         | 57                       |
|                            | EDINBURGH         | BMI REGIONAL                | S                 | D           | 52                | 0         | 0         | 52                         | 13               | 15               | 17                     | 0                      | 2                       | 34                         | 66                  | 31                         | 58                       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|----------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                  |                   |                             |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                  |                   |                             |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| BRUSSELS                         |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 126               | 2         | 3         | 62                         | 15            | 8             | 10               | 6                | 0                 | 32                   | 77            | 24                   | 151                |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 129               | 1         | 0         | 55                         | 19            | 16            | 8                | 2                | 1                 | 28                   | 76            | 19                   | 152                |  |
|                                  | BIRMINGHAM        | BRUSSELS AIRLINES           | S              | A        | 97                | 3         | 1         | 56                         | 13            | 16            | 12               | 2                | 0                 | 28                   | 83            | 13                   | 90                 |  |
|                                  | BIRMINGHAM        | BRUSSELS AIRLINES           | S              | D        | 95                | 0         | 0         | 48                         | 14            | 14            | 22               | 2                | 0                 | 37                   | 80            | 15                   | 91                 |  |
|                                  | HEATHROW          | BRUSSELS AIRLINES           | S              | A        | 96                | 0         | 1         | 40                         | 19            | 15            | 27               | 0                | 0                 | 40                   | 0             | 0                    | 0                  |  |
|                                  | HEATHROW          | BRUSSELS AIRLINES           | S              | D        | 96                | 0         | 1         | 46                         | 11            | 18            | 21               | 4                | 0                 | 48                   | 0             | 0                    | 0                  |  |
|                                  | MANCHESTER        | BRUSSELS AIRLINES           | S              | A        | 90                | 0         | 3         | 46                         | 16            | 14            | 21               | 3                | 0                 | 41                   | 77            | 20                   | 78                 |  |
|                                  | MANCHESTER        | BRUSSELS AIRLINES           | S              | D        | 86                | 0         | 3         | 38                         | 17            | 17            | 22               | 5                | 0                 | 46                   | 72            | 18                   | 79                 |  |
|                                  | NEWCASTLE         | BRUSSELS AIRLINES           | S              | A        | 61                | 0         | 0         | 49                         | 11            | 13            | 25               | 2                | 0                 | 38                   | 91            | 13                   | 22                 |  |
|                                  | NEWCASTLE         | BRUSSELS AIRLINES           | S              | D        | 61                | 0         | 0         | 46                         | 13            | 18            | 23               | 0                | 0                 | 34                   | 86            | 21                   | 22                 |  |
|                                  | MANCHESTER        | FLYBE LTD                   | S              | A        | 38                | 0         | 2         | 16                         | 16            | 32            | 21               | 13               | 3                 | 86                   | 77            | 17                   | 35                 |  |
|                                  | MANCHESTER        | FLYBE LTD                   | S              | D        | 38                | 0         | 1         | 26                         | 16            | 29            | 21               | 5                | 3                 | 62                   | 81            | 17                   | 36                 |  |
| <b>TOTAL BRUSSELS</b>            |                   |                             |                |          | <b>1118</b>       | <b>12</b> | <b>20</b> | <b>48</b>                  | <b>15</b>     | <b>16</b>     | <b>18</b>        | <b>3</b>         | <b>0</b>          | <b>39</b>            | <b>75</b>     | <b>20</b>            | <b>20</b>          |  |
| BUCHAREST (BANEASA)              |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | LUTON             | BLUE AIR TRANSPORT AERIAN   | S              | A        | 23                | 2         | 0         | 13                         | 9             | 30            | 39               | 4                | 4                 | 84                   | 0             | 0                    | 0                  |  |
|                                  | LUTON             | BLUE AIR TRANSPORT AERIAN   | S              | D        | 22                | 1         | 0         | 5                          | 9             | 23            | 50               | 9                | 5                 | 111                  | 0             | 0                    | 0                  |  |
|                                  | LUTON             | WIZZ AIR                    | S              | A        | 50                | 0         | 1         | 72                         | 6             | 10            | 12               | 0                | 0                 | 17                   | 69            | 26                   | 29                 |  |
|                                  | LUTON             | WIZZ AIR                    | S              | D        | 50                | 0         | 1         | 46                         | 20            | 20            | 12               | 2                | 0                 | 29                   | 45            | 51                   | 29                 |  |
| <b>TOTAL BUCHAREST (BANEASA)</b> |                   |                             |                |          | <b>146</b>        | <b>3</b>  | <b>2</b>  | <b>43</b>                  | <b>12</b>     | <b>18</b>     | <b>22</b>        | <b>3</b>         | <b>1</b>          | <b>46</b>            | <b>53</b>     | <b>45</b>            | <b>45</b>          |  |
| BUCHAREST (OTOPENI)              |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 49                | 0         | 2         | 71                         | 4             | 8             | 14               | 0                | 2                 | 30                   | 62            | 30                   | 58                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 48                | 0         | 1         | 52                         | 17            | 15            | 17               | 0                | 0                 | 30                   | 75            | 15                   | 57                 |  |
|                                  | HEATHROW          | TAROM                       | S              | A        | 26                | 0         | 2         | 50                         | 19            | 8             | 23               | 0                | 0                 | 29                   | 55            | 42                   | 29                 |  |
|                                  | HEATHROW          | TAROM                       | S              | D        | 26                | 0         | 1         | 54                         | 4             | 12            | 31               | 0                | 0                 | 40                   | 45            | 54                   | 29                 |  |
| <b>TOTAL BUCHAREST (OTOPENI)</b> |                   |                             |                |          | <b>149</b>        | <b>0</b>  | <b>6</b>  | <b>58</b>                  | <b>11</b>     | <b>11</b>     | <b>19</b>        | <b>0</b>         | <b>1</b>          | <b>32</b>            | <b>61</b>     | <b>32</b>            | <b>32</b>          |  |
| BUDAPEST                         |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 65                | 1         | 1         | 54                         | 15            | 8             | 18               | 5                | 0                 | 38                   | 71            | 21                   | 87                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 66                | 0         | 4         | 50                         | 18            | 14            | 14               | 5                | 0                 | 34                   | 74            | 17                   | 86                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 27                | 0         | 0         | 26                         | 26            | 19            | 22               | 7                | 0                 | 65                   | 52            | 24                   | 23                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 27                | 0         | 0         | 48                         | 22            | 4             | 19               | 7                | 0                 | 50                   | 74            | 15                   | 23                 |  |
|                                  | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 29                | 0         | 1         | 34                         | 17            | 17            | 31               | 0                | 0                 | 47                   | 56            | 53                   | 27                 |  |
|                                  | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 29                | 0         | 1         | 59                         | 7             | 17            | 17               | 0                | 0                 | 34                   | 52            | 33                   | 27                 |  |
|                                  | MANCHESTER        | JET2.COM LTD                | S              | A        | 21                | 0         | 0         | 24                         | 10            | 29            | 38               | 0                | 0                 | 53                   | 67            | 17                   | 15                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: B

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                    | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | DEC 2009               |                         |                            |                     |                            |                          |
|------------------------------|-------------------|----------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                              |                   |                            |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                              |                   |                            |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| BUDAPEST                     |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                              | MANCHESTER        | JET2.COM LTD               | S                 | D           | 21                | 0        | 0                          | 29        | 29                     | 14               | 29               | 0                      | 0                      | 44                      | 86                         | 13                  | 14                         |                          |
|                              | GATWICK           | MALEV (HUNGARIAN AIRLINES) | S                 | A           | 53                | 0        | 0                          | 28        | 36                     | 23               | 13               | 0                      | 0                      | 33                      | 66                         | 27                  | 61                         |                          |
|                              | GATWICK           | MALEV (HUNGARIAN AIRLINES) | S                 | D           | 53                | 0        | 0                          | 11        | 23                     | 19               | 42               | 4                      | 2                      | 72                      | 51                         | 45                  | 61                         |                          |
|                              | LUTON             | WIZZ AIR                   | S                 | A           | 80                | 0        | 3                          | 43        | 15                     | 21               | 18               | 4                      | 0                      | 39                      | 67                         | 33                  | 55                         |                          |
|                              | LUTON             | WIZZ AIR                   | S                 | D           | 79                | 0        | 3                          | 25        | 16                     | 22               | 30               | 6                      | 0                      | 60                      | 42                         | 65                  | 55                         |                          |
| <b>TOTAL BUDAPEST</b>        |                   |                            |                   |             | <b>550</b>        | <b>3</b> | <b>13</b>                  | <b>37</b> | <b>19</b>              | <b>17</b>        | <b>23</b>        | <b>4</b>               | <b>0</b>               | <b>47</b>               | <b>63</b>                  | <b>31</b>           | <b>31</b>                  |                          |
| BUENOS AIRES                 |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                              | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | A           | 29                | 1        | 1                          | 62        | 3                      | 17               | 14               | 3                      | 0                      | 34                      | 55                         | 57                  | 31                         |                          |
|                              | HEATHROW          | BRITISH AIRWAYS PLC        | S                 | D           | 30                | 1        | 0                          | 43        | 13                     | 10               | 30               | 3                      | 0                      | 53                      | 48                         | 45                  | 31                         |                          |
| <b>TOTAL BUENOS AIRES</b>    |                   |                            |                   |             | <b>59</b>         | <b>2</b> | <b>1</b>                   | <b>53</b> | <b>8</b>               | <b>14</b>        | <b>22</b>        | <b>3</b>               | <b>0</b>               | <b>44</b>               | <b>52</b>                  | <b>51</b>           | <b>51</b>                  |                          |
| BURGAS                       |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                              | LUTON             | WIZZ AIR                   | S                 | A           | 6                 | 0        | 1                          | 17        | 50                     | 0                | 33               | 0                      | 0                      | 39                      | 40                         | 34                  | 5                          |                          |
|                              | LUTON             | WIZZ AIR                   | S                 | D           | 7                 | 0        | 0                          | 14        | 14                     | 57               | 14               | 0                      | 0                      | 43                      | 80                         | 6                   | 5                          |                          |
| <b>TOTAL BURGAS</b>          |                   |                            |                   |             | <b>13</b>         | <b>0</b> | <b>1</b>                   | <b>15</b> | <b>31</b>              | <b>31</b>        | <b>23</b>        | <b>0</b>               | <b>0</b>               | <b>41</b>               | <b>60</b>                  | <b>20</b>           | <b>20</b>                  |                          |
| BURSA/YENISEHIR              |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL BURSA/YENISEHIR</b> |                   |                            |                   |             | <b>3</b>          | <b>0</b> | <b>0</b>                   | <b>67</b> | <b>33</b>              | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>12</b>               | <b>0</b>                   | <b>0</b>            | <b>0</b>                   |                          |
| BYDGOSZCZ                    |                   |                            |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                              | BIRMINGHAM        | RYANAIR                    | S                 | A           | 13                | 0        | 1                          | 15        | 31                     | 23               | 15               | 15                     | 0                      | 61                      | 0                          | 0                   | 0                          |                          |
|                              | BIRMINGHAM        | RYANAIR                    | S                 | D           | 12                | 0        | 2                          | 58        | 25                     | 0                | 17               | 0                      | 0                      | 29                      | 0                          | 0                   | 0                          |                          |
|                              | STANSTED          | RYANAIR                    | S                 | A           | 21                | 0        | 1                          | 38        | 33                     | 5                | 24               | 0                      | 0                      | 39                      | 61                         | 19                  | 18                         |                          |
|                              | STANSTED          | RYANAIR                    | S                 | D           | 22                | 0        | 0                          | 68        | 9                      | 9                | 14               | 0                      | 0                      | 30                      | 67                         | 16                  | 18                         |                          |
| <b>TOTAL BYDGOSZCZ</b>       |                   |                            |                   |             | <b>68</b>         | <b>0</b> | <b>4</b>                   | <b>47</b> | <b>24</b>              | <b>9</b>         | <b>18</b>        | <b>3</b>               | <b>0</b>               | <b>38</b>               | <b>64</b>                  | <b>17</b>           | <b>17</b>                  |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: C

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |   |
|-------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|---|
|                               |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |   |
|                               |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
| CAGLIARI (ELMAS)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                               | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 13                | 0        | 0         | 23                         | 23               | 31               | 15                     | 8                      | 0                       | 56                         | 0                   | 0                          | 0                        | 0 |
|                               | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 13                | 0        | 0         | 23                         | 46               | 15               | 8                      | 8                      | 0                       | 47                         | 0                   | 0                          | 0                        | 0 |
| <b>TOTAL CAGLIARI (ELMAS)</b> |                   |                             |                   |             | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>23</b>                  | <b>35</b>        | <b>23</b>        | <b>12</b>              | <b>8</b>               | <b>0</b>                | <b>51</b>                  | <b>58</b>           | <b>28</b>                  | <b>28</b>                |   |
| CAIRO                         |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                               | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 29                | 0        | 0         | 62                         | 17               | 17               | 3                      | 0                      | 0                       | 18                         | 32                  | 60                         | 31                       |   |
|                               | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 29                | 0        | 2         | 66                         | 17               | 10               | 7                      | 0                      | 0                       | 18                         | 55                  | 48                         | 31                       |   |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 27                | 0        | 1         | 89                         | 4                | 4                | 4                      | 0                      | 0                       | 8                          | 74                  | 9                          | 31                       |   |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 28                | 0        | 0         | 29                         | 11               | 43               | 14                     | 4                      | 0                       | 49                         | 32                  | 32                         | 31                       |   |
|                               | HEATHROW          | EGYPT AIR                   | S                 | A           | 45                | 0        | 4         | 47                         | 24               | 20               | 7                      | 2                      | 0                       | 28                         | 17                  | 42                         | 35                       |   |
|                               | HEATHROW          | EGYPT AIR                   | S                 | D           | 45                | 0        | 4         | 44                         | 9                | 33               | 11                     | 2                      | 0                       | 36                         | 31                  | 43                         | 35                       |   |
| <b>TOTAL CAIRO</b>            |                   |                             |                   |             | <b>204</b>        | <b>2</b> | <b>11</b> | <b>54</b>                  | <b>14</b>        | <b>22</b>        | <b>8</b>               | <b>1</b>               | <b>0</b>                | <b>27</b>                  | <b>40</b>           | <b>39</b>                  | <b>39</b>                |   |
| CALGARY                       |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                               | HEATHROW          | AIR CANADA                  | S                 | A           | 28                | 0        | 2         | 39                         | 21               | 18               | 21                     | 0                      | 0                       | 32                         | 10                  | 86                         | 30                       |   |
|                               | HEATHROW          | AIR CANADA                  | S                 | D           | 29                | 0        | 2         | 55                         | 28               | 7                | 10                     | 0                      | 0                       | 25                         | 70                  | 11                         | 30                       |   |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 26                | 0        | 1         | 73                         | 12               | 12               | 4                      | 0                      | 0                       | 13                         | 50                  | 32                         | 30                       |   |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 27                | 0        | 0         | 52                         | 11               | 30               | 4                      | 4                      | 0                       | 29                         | 71                  | 13                         | 31                       |   |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | S                 | A           | 5                 | 0        | 1         | 40                         | 20               | 0                | 20                     | 20                     | 0                       | 65                         | 17                  | 65                         | 6                        |   |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | S                 | D           | 5                 | 0        | 2         | 60                         | 0                | 20               | 0                      | 20                     | 0                       | 64                         | 17                  | 56                         | 6                        |   |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | S                 | A           | 4                 | 0        | 0         | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 48                         | 17                  | 132                        | 6                        |   |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | S                 | D           | 4                 | 0        | 0         | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 54                         | 17                  | 144                        | 6                        |   |
| <b>TOTAL CALGARY</b>          |                   |                             |                   |             | <b>128</b>        | <b>2</b> | <b>10</b> | <b>54</b>                  | <b>16</b>        | <b>16</b>        | <b>11</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>42</b>           | <b>56</b>                  | <b>56</b>                |   |
| CAMPBELTOWN                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                               | GLASGOW           | LOGANAIR                    | S                 | A           | 23                | 0        | 0         | 87                         | 9                | 4                | 0                      | 0                      | 0                       | 7                          | 93                  | 7                          | 28                       |   |
|                               | GLASGOW           | LOGANAIR                    | S                 | D           | 23                | 0        | 0         | 74                         | 22               | 0                | 4                      | 0                      | 0                       | 11                         | 89                  | 7                          | 28                       |   |
| <b>TOTAL CAMPBELTOWN</b>      |                   |                             |                   |             | <b>46</b>         | <b>0</b> | <b>0</b>  | <b>80</b>                  | <b>15</b>        | <b>2</b>         | <b>2</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>91</b>           | <b>7</b>                   | <b>7</b>                 |   |
| CANCUN                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |   |
|                               | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 7                 | 0        | 0         | 57                         | 29               | 14               | 0                      | 0                      | 0                       | 17                         | 0                   | 0                          | 0                        |   |
|                               | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 7                 | 0        | 0         | 71                         | 29               | 0                | 0                      | 0                      | 0                       | 8                          | 0                   | 0                          | 0                        |   |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 42                         | 75                  | 12                         | 4                        |   |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 25                     | 0                       | 59                         | 50                  | 30                         | 4                        |   |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 34                         | 60                  | 193                        | 5                        |   |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0         | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 51                         | 25                  | 46                         | 4                        |   |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: C

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                            |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                            |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| CANCUN                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0         | 20                         | 40               | 20               | 0                      | 0                      | 20                      | 113                        | 80                  | 38                         | 5                        |  |
|                            | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 0                      | 25                      | 128                        | 50                  | 31                         | 4                        |  |
|                            | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 11                | 1        | 0         | 36                         | 9                | 18               | 18                     | 18                     | 0                       | 83                         | 75                  | 25                         | 16                       |  |
|                            | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 13                | 0        | 0         | 38                         | 15               | 8                | 23                     | 15                     | 0                       | 87                         | 61                  | 29                         | 18                       |  |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0         | 33                         | 0                | 11               | 44                     | 11                     | 0                       | 82                         | 44                  | 99                         | 9                        |  |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 3        | 0         | 11                         | 33               | 11               | 22                     | 22                     | 0                       | 85                         | 33                  | 110                        | 9                        |  |
| <b>TOTAL CANCUN</b>        |                   |                             |                   |             | <b>81</b>         | <b>4</b> | <b>0</b>  | <b>42</b>                  | <b>19</b>        | <b>10</b>        | <b>17</b>              | <b>10</b>              | <b>2</b>                | <b>68</b>                  | <b>58</b>           | <b>57</b>                  | <b>57</b>                |  |
| CAPE TOWN                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 51                | 3        | 2         | 82                         | 10               | 6                | 0                      | 0                      | 2                       | 37                         | 77                  | 12                         | 56                       |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 55                | 0        | 0         | 47                         | 18               | 15               | 18                     | 2                      | 0                       | 35                         | 51                  | 67                         | 59                       |  |
|                            | HEATHROW          | SOUTH AFRICAN AIRWAYS       | S                 | A           | 28                | 0        | 2         | 86                         | 7                | 0                | 7                      | 0                      | 0                       | 8                          | 90                  | 4                          | 31                       |  |
|                            | HEATHROW          | SOUTH AFRICAN AIRWAYS       | S                 | D           | 28                | 0        | 2         | 57                         | 11               | 18               | 7                      | 4                      | 4                       | 40                         | 68                  | 19                         | 31                       |  |
|                            | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 26                | 0        | 3         | 88                         | 4                | 4                | 4                      | 0                      | 0                       | 8                          | 97                  | 2                          | 30                       |  |
|                            | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 26                | 0        | 3         | 50                         | 23               | 23               | 4                      | 0                      | 0                       | 20                         | 67                  | 17                         | 30                       |  |
| <b>TOTAL CAPE TOWN</b>     |                   |                             |                   |             | <b>214</b>        | <b>3</b> | <b>12</b> | <b>67</b>                  | <b>13</b>        | <b>11</b>        | <b>7</b>               | <b>1</b>               | <b>1</b>                | <b>28</b>                  | <b>72</b>           | <b>25</b>                  | <b>25</b>                |  |
| CARCASSONNE                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | STANSTED          | RYANAIR                     | S                 | A           | 12                | 0        | 1         | 83                         | 8                | 0                | 8                      | 0                      | 0                       | 12                         | 50                  | 48                         | 12                       |  |
|                            | STANSTED          | RYANAIR                     | S                 | D           | 12                | 0        | 1         | 83                         | 8                | 0                | 8                      | 0                      | 0                       | 10                         | 67                  | 27                         | 12                       |  |
| <b>TOTAL CARCASSONNE</b>   |                   |                             |                   |             | <b>24</b>         | <b>0</b> | <b>2</b>  | <b>83</b>                  | <b>8</b>         | <b>0</b>         | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>11</b>                  | <b>58</b>           | <b>38</b>                  | <b>38</b>                |  |
| CARDIFF WALES              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | EDINBURGH         | BMIBABY LTD                 | S                 | A           | 19                | 0        | 3         | 74                         | 5                | 16               | 0                      | 5                      | 0                       | 19                         | 91                  | 12                         | 46                       |  |
|                            | EDINBURGH         | BMIBABY LTD                 | S                 | D           | 18                | 0        | 4         | 72                         | 0                | 17               | 6                      | 6                      | 0                       | 27                         | 83                  | 18                         | 46                       |  |
|                            | NEWCASTLE         | EASTERN AIRWAYS             | S                 | A           | 27                | 1        | 15        | 70                         | 4                | 0                | 26                     | 0                      | 0                       | 34                         | 97                  | 2                          | 30                       |  |
|                            | NEWCASTLE         | EASTERN AIRWAYS             | S                 | D           | 27                | 1        | 15        | 67                         | 15               | 15               | 4                      | 0                      | 0                       | 17                         | 93                  | 4                          | 30                       |  |
|                            | EDINBURGH         | FLYBE LTD                   | S                 | A           | 43                | 0        | 10        | 63                         | 7                | 7                | 16                     | 5                      | 2                       | 45                         | 65                  | 23                         | 51                       |  |
|                            | EDINBURGH         | FLYBE LTD                   | S                 | D           | 43                | 0        | 10        | 53                         | 21               | 12               | 7                      | 7                      | 0                       | 40                         | 56                  | 27                         | 50                       |  |
|                            | GLASGOW           | FLYBE LTD                   | S                 | A           | 13                | 1        | 4         | 46                         | 15               | 8                | 15                     | 15                     | 0                       | 53                         | 88                  | 18                         | 17                       |  |
|                            | GLASGOW           | FLYBE LTD                   | S                 | D           | 15                | 0        | 3         | 40                         | 20               | 13               | 7                      | 20                     | 0                       | 66                         | 71                  | 21                         | 17                       |  |
| <b>TOTAL CARDIFF WALES</b> |                   |                             |                   |             | <b>205</b>        | <b>4</b> | <b>64</b> | <b>61</b>                  | <b>11</b>        | <b>10</b>        | <b>11</b>              | <b>6</b>               | <b>0</b>                | <b>37</b>                  | <b>77</b>           | <b>17</b>                  | <b>17</b>                |  |
| CASABLANCA MOHAMED V       |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                            | GATWICK           | ROYAL AIR MAROC             | S                 | A           | 11                | 1        | 0         | 55                         | 18               | 9                | 9                      | 9                      | 0                       | 40                         | 62                  | 26                         | 13                       |  |
|                            | GATWICK           | ROYAL AIR MAROC             | S                 | D           | 12                | 0        | 0         | 25                         | 25               | 17               | 8                      | 17                     | 8                       | 145                        | 62                  | 52                         | 13                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: C

| ORIGIN / DESTINATION                | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |
|-------------------------------------|-------------------|---------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                     |                   |                     |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                     |                   |                     |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| CASABLANCA MOHAMED V                | HEATHROW          | ROYAL AIR MAROC     | S              | A        | 2                 | 0        | 0         | 0                          | 50            | 0             | 50               | 0                | 0                 | 78                   | 0             | 0                    | 0                  |
| <b>TOTAL CASABLANCA MOHAMED V</b>   |                   |                     |                |          | <b>26</b>         | <b>2</b> | <b>0</b>  | <b>35</b>                  | <b>23</b>     | <b>15</b>     | <b>12</b>        | <b>12</b>        | <b>4</b>          | <b>92</b>            | <b>57</b>     | <b>40</b>            | <b>40</b>          |
| CATANIA (FONTANAROSSA)              | GATWICK           | BRITISH AIRWAYS PLC | S              | A        | 10                | 0        | 0         | 30                         | 20            | 30            | 10               | 0                | 10                | 75                   | 50            | 54                   | 8                  |
|                                     | GATWICK           | BRITISH AIRWAYS PLC | S              | D        | 10                | 0        | 0         | 50                         | 10            | 30            | 10               | 0                | 0                 | 31                   | 63            | 27                   | 8                  |
| <b>TOTAL CATANIA (FONTANAROSSA)</b> |                   |                     |                |          | <b>20</b>         | <b>0</b> | <b>0</b>  | <b>40</b>                  | <b>15</b>     | <b>30</b>     | <b>10</b>        | <b>0</b>         | <b>5</b>          | <b>53</b>            | <b>57</b>     | <b>30</b>            | <b>30</b>          |
| CHAMBERY                            | LONDON CITY       | BA CITYFLYER LTD    | S              | A        | 9                 | 0        | 0         | 56                         | 11            | 11            | 11               | 11               | 0                 | 39                   | 0             | 0                    | 0                  |
|                                     | LONDON CITY       | BA CITYFLYER LTD    | S              | D        | 9                 | 0        | 0         | 78                         | 0             | 11            | 11               | 0                | 0                 | 25                   | 0             | 0                    | 0                  |
|                                     | BIRMINGHAM        | FLYBE LTD           | S              | A        | 4                 | 0        | 2         | 0                          | 0             | 50            | 25               | 0                | 25                | 162                  | 50            | 47                   | 6                  |
|                                     | BIRMINGHAM        | FLYBE LTD           | S              | D        | 4                 | 0        | 1         | 25                         | 0             | 0             | 50               | 25               | 0                 | 115                  | 17            | 55                   | 6                  |
|                                     | BIRMINGHAM        | FLYBE LTD           | C              | D        | 4                 | 0        | 0         | 0                          | 0             | 0             | 25               | 25               | 50                | 577                  | 0             | 112                  | 2                  |
|                                     | GATWICK           | FLYBE LTD           | C              | A        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 44                   | 0             | 97                   | 2                  |
|                                     | GATWICK           | FLYBE LTD           | C              | D        | 3                 | 0        | 0         | 33                         | 33            | 0             | 0                | 33               | 0                 | 85                   | 50            | 45                   | 4                  |
|                                     | EDINBURGH         | JET2.COM LTD        | S              | A        | 3                 | 0        | 0         | 0                          | 33            | 33            | 0                | 33               | 0                 | 108                  | 0             | 88                   | 2                  |
|                                     | EDINBURGH         | JET2.COM LTD        | C              | D        | 2                 | 0        | 0         | 50                         | 0             | 50            | 0                | 0                | 0                 | 23                   | 0             | 126                  | 2                  |
|                                     | EDINBURGH         | JET2.COM LTD        | S              | D        | 3                 | 0        | 0         | 33                         | 33            | 0             | 0                | 33               | 0                 | 93                   | 33            | 78                   | 3                  |
|                                     | GATWICK           | JET2.COM LTD        | C              | A        | 4                 | 0        | 0         | 25                         | 0             | 25            | 50               | 0                | 0                 | 47                   | 0             | 169                  | 4                  |
|                                     | GATWICK           | JET2.COM LTD        | C              | D        | 6                 | 0        | 0         | 17                         | 33            | 17            | 17               | 0                | 17                | 108                  | 33            | 53                   | 6                  |
|                                     | MANCHESTER        | JET2.COM LTD        | S              | A        | 3                 | 0        | 1         | 33                         | 0             | 33            | 0                | 33               | 0                 | 80                   | 50            | 44                   | 2                  |
|                                     | MANCHESTER        | JET2.COM LTD        | C              | D        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 34                   | 33            | 205                  | 3                  |
|                                     | MANCHESTER        | JET2.COM LTD        | S              | D        | 4                 | 0        | 0         | 0                          | 50            | 0             | 0                | 50               | 0                 | 128                  | 25            | 41                   | 4                  |
|                                     | GATWICK           | THOMSON AIRWAYS LTD | C              | A        | 8                 | 0        | 0         | 25                         | 0             | 25            | 38               | 13               | 0                 | 80                   | 25            | 83                   | 8                  |
|                                     | GATWICK           | THOMSON AIRWAYS LTD | C              | D        | 10                | 0        | 0         | 20                         | 10            | 20            | 40               | 10               | 0                 | 86                   | 9             | 69                   | 11                 |
|                                     | MANCHESTER        | THOMSON AIRWAYS LTD | C              | A        | 4                 | 0        | 0         | 50                         | 0             | 50            | 0                | 0                | 0                 | 23                   | 0             | 75                   | 1                  |
|                                     | MANCHESTER        | THOMSON AIRWAYS LTD | C              | D        | 5                 | 0        | 0         | 40                         | 0             | 60            | 0                | 0                | 0                 | 31                   | 33            | 33                   | 3                  |
|                                     | GATWICK           | TITAN AIRWAYS LTD   | C              | D        | 2                 | 0        | 0         | 50                         | 0             | 50            | 0                | 0                | 0                 | 29                   | 60            | 30                   | 5                  |
|                                     | STANSTED          | TITAN AIRWAYS LTD   | C              | A        | 6                 | 0        | 0         | 50                         | 17            | 0             | 33               | 0                | 0                 | 38                   | 33            | 41                   | 6                  |
|                                     | STANSTED          | TITAN AIRWAYS LTD   | C              | D        | 8                 | 0        | 0         | 38                         | 0             | 50            | 13               | 0                | 0                 | 39                   | 56            | 37                   | 9                  |
| <b>TOTAL CHAMBERY</b>               |                   |                     |                |          | <b>115</b>        | <b>1</b> | <b>4</b>  | <b>34</b>                  | <b>10</b>     | <b>22</b>     | <b>20</b>        | <b>10</b>        | <b>5</b>          | <b>91</b>            | <b>33</b>     | <b>76</b>            | <b>76</b>          |
| CHANIA                              |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| CHARLEROI                           |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: C

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                   | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |  |
|---------------------------------------|-------------------|---------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|--|
|                                       |                   |                           |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |  |
|                                       |                   |                           |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| CHARLEROI                             |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                       | EDINBURGH         | RYANAIR                   | S                 | A           | 14                | 0        | 4         | 64                         | 7                | 21               | 7                      | 0                      | 0                       | 23                         | 77                  | 10                         | 13                       |  |  |
|                                       | EDINBURGH         | RYANAIR                   | S                 | D           | 14                | 0        | 5         | 64                         | 21               | 0                | 7                      | 7                      | 0                       | 38                         | 54                  | 23                         | 13                       |  |  |
| <b>TOTAL CHARLEROI</b>                |                   |                           |                   |             | <b>28</b>         | <b>0</b> | <b>9</b>  | <b>64</b>                  | <b>14</b>        | <b>11</b>        | <b>7</b>               | <b>4</b>               | <b>0</b>                | <b>30</b>                  | <b>65</b>           | <b>17</b>                  | <b>17</b>                |  |  |
| CHARLOTTE                             |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                       | GATWICK           | US AIRWAYS                | S                 | A           | 28                | 0        | 3         | 68                         | 21               | 4                | 4                      | 4                      | 0                       | 23                         | 58                  | 37                         | 31                       |  |  |
|                                       | GATWICK           | US AIRWAYS                | S                 | D           | 28                | 0        | 4         | 71                         | 14               | 4                | 7                      | 4                      | 0                       | 21                         | 61                  | 24                         | 31                       |  |  |
| <b>TOTAL CHARLOTTE</b>                |                   |                           |                   |             | <b>56</b>         | <b>3</b> | <b>9</b>  | <b>70</b>                  | <b>18</b>        | <b>4</b>         | <b>5</b>               | <b>4</b>               | <b>0</b>                | <b>22</b>                  | <b>59</b>           | <b>30</b>                  | <b>30</b>                |  |  |
| CHENNAI                               |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC       | S                 | A           | 19                | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 95                  | 4                          | 21                       |  |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC       | S                 | D           | 19                | 0        | 2         | 32                         | 11               | 42               | 16                     | 0                      | 0                       | 37                         | 20                  | 40                         | 20                       |  |  |
| <b>TOTAL CHENNAI</b>                  |                   |                           |                   |             | <b>38</b>         | <b>0</b> | <b>2</b>  | <b>66</b>                  | <b>5</b>         | <b>21</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>19</b>                  | <b>59</b>           | <b>22</b>                  | <b>22</b>                |  |  |
| CHICAGO (O'HARE)                      |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                       | HEATHROW          | AMERICAN AIRLINES         | S                 | A           | 80                | 1        | 3         | 34                         | 20               | 30               | 14                     | 1                      | 1                       | 56                         | 38                  | 52                         | 89                       |  |  |
|                                       | HEATHROW          | AMERICAN AIRLINES         | S                 | D           | 81                | 0        | 5         | 46                         | 21               | 22               | 10                     | 1                      | 0                       | 29                         | 55                  | 22                         | 89                       |  |  |
|                                       | MANCHESTER        | AMERICAN AIRLINES         | S                 | A           | 25                | 0        | 0         | 20                         | 24               | 32               | 8                      | 16                     | 0                       | 62                         | 44                  | 36                         | 25                       |  |  |
|                                       | MANCHESTER        | AMERICAN AIRLINES         | S                 | D           | 25                | 0        | 0         | 76                         | 0                | 0                | 16                     | 8                      | 0                       | 45                         | 64                  | 30                         | 25                       |  |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC       | S                 | A           | 54                | 2        | 3         | 28                         | 31               | 31               | 7                      | 2                      | 0                       | 37                         | 37                  | 40                         | 62                       |  |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC       | S                 | D           | 55                | 0        | 3         | 33                         | 22               | 33               | 9                      | 4                      | 0                       | 41                         | 34                  | 42                         | 62                       |  |  |
|                                       | HEATHROW          | UNITED AIRLINES           | S                 | A           | 80                | 0        | 1         | 58                         | 19               | 14               | 10                     | 0                      | 0                       | 20                         | 48                  | 26                         | 91                       |  |  |
|                                       | HEATHROW          | UNITED AIRLINES           | S                 | D           | 79                | 0        | 1         | 61                         | 22               | 10               | 8                      | 0                      | 0                       | 17                         | 78                  | 17                         | 90                       |  |  |
| <b>TOTAL CHICAGO (O'HARE)</b>         |                   |                           |                   |             | <b>479</b>        | <b>4</b> | <b>16</b> | <b>45</b>                  | <b>21</b>        | <b>22</b>        | <b>10</b>              | <b>2</b>               | <b>0</b>                | <b>35</b>                  | <b>50</b>           | <b>32</b>                  | <b>32</b>                |  |  |
| CHISINAU (KISHINEV)                   |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                       | GATWICK           | AIR MOLDOVA INTERNATIONAL | S                 | A           | 5                 | 0        | 0         | 20                         | 0                | 0                | 60                     | 0                      | 20                      | 404                        | 60                  | 23                         | 5                        |  |  |
|                                       | GATWICK           | AIR MOLDOVA INTERNATIONAL | S                 | D           | 5                 | 0        | 0         | 20                         | 0                | 0                | 20                     | 40                     | 20                      | 460                        | 60                  | 8                          | 5                        |  |  |
| <b>TOTAL CHISINAU (KISHINEV)</b>      |                   |                           |                   |             | <b>10</b>         | <b>0</b> | <b>0</b>  | <b>20</b>                  | <b>0</b>         | <b>0</b>         | <b>40</b>              | <b>20</b>              | <b>20</b>               | <b>432</b>                 | <b>60</b>           | <b>15</b>                  | <b>15</b>                |  |  |
| CITY OF DERRY (EGLINTON)              |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                       | BIRMINGHAM        | RYANAIR                   | S                 | A           | 16                | 0        | 2         | 56                         | 25               | 6                | 0                      | 13                     | 0                       | 48                         | 56                  | 23                         | 16                       |  |  |
|                                       | BIRMINGHAM        | RYANAIR                   | S                 | D           | 17                | 0        | 1         | 29                         | 29               | 29               | 6                      | 6                      | 0                       | 37                         | 38                  | 26                         | 16                       |  |  |
|                                       | STANSTED          | RYANAIR                   | S                 | A           | 26                | 0        | 3         | 46                         | 19               | 19               | 12                     | 0                      | 4                       | 46                         | 61                  | 41                         | 18                       |  |  |
|                                       | STANSTED          | RYANAIR                   | S                 | D           | 26                | 0        | 3         | 62                         | 12               | 12               | 12                     | 0                      | 4                       | 40                         | 78                  | 9                          | 18                       |  |  |
| <b>TOTAL CITY OF DERRY (EGLINTON)</b> |                   |                           |                   |             | <b>85</b>         | <b>0</b> | <b>9</b>  | <b>49</b>                  | <b>20</b>        | <b>16</b>        | <b>8</b>               | <b>4</b>               | <b>2</b>                | <b>43</b>                  | <b>64</b>           | <b>26</b>                  | <b>26</b>                |  |  |
| CLUJ NAPOCA                           |                   |                           |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |



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Origin / Destinations: C

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|---------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                           |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                           |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| CLUJ NAPOCA               |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                           | LUTON             | WIZZ AIR                    | S              | A        | 24                | 0        | 1         | 63                         | 25            | 4             | 8                | 0                | 0                 | 19                   | 70            | 25                   | 20                 |  |
|                           | LUTON             | WIZZ AIR                    | S              | D        | 24                | 0        | 1         | 21                         | 13            | 29            | 33               | 4                | 0                 | 66                   | 20            | 49                   | 20                 |  |
| <b>TOTAL CLUJ NAPOCA</b>  |                   |                             |                |          | <b>48</b>         | <b>1</b> | <b>2</b>  | <b>42</b>                  | <b>19</b>     | <b>17</b>     | <b>21</b>        | <b>2</b>         | <b>0</b>          | <b>43</b>            | <b>45</b>     | <b>37</b>            | <b>37</b>          |  |
| COLOGNE BONN              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                           | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | A        | 11                | 0        | 4         | 9                          | 9             | 45            | 9                | 27               | 0                 | 99                   | 0             | 0                    | 0                  |  |
|                           | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | D        | 12                | 0        | 4         | 25                         | 17            | 25            | 25               | 8                | 0                 | 75                   | 0             | 0                    | 0                  |  |
|                           | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 40                | 0        | 7         | 15                         | 25            | 33            | 20               | 5                | 3                 | 69                   | 42            | 35                   | 45                 |  |
|                           | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 41                | 0        | 5         | 34                         | 32            | 15            | 15               | 5                | 0                 | 45                   | 57            | 29                   | 46                 |  |
|                           | MANCHESTER        | GERMANWINGS                 | S              | A        | 20                | 0        | 0         | 35                         | 20            | 10            | 25               | 5                | 5                 | 69                   | 68            | 68                   | 22                 |  |
|                           | MANCHESTER        | GERMANWINGS                 | S              | D        | 20                | 0        | 0         | 20                         | 30            | 15            | 20               | 10               | 5                 | 79                   | 68            | 27                   | 22                 |  |
|                           | STANSTED          | GERMANWINGS                 | S              | A        | 70                | 0        | 0         | 40                         | 13            | 20            | 21               | 4                | 1                 | 58                   | 63            | 16                   | 76                 |  |
|                           | STANSTED          | GERMANWINGS                 | S              | D        | 70                | 0        | 0         | 24                         | 19            | 26            | 24               | 6                | 1                 | 68                   | 51            | 28                   | 76                 |  |
|                           | HEATHROW          | LUFTHANSA                   | S              | A        | 56                | 0        | 13        | 41                         | 5             | 30            | 20               | 4                | 0                 | 43                   | 75            | 16                   | 75                 |  |
|                           | HEATHROW          | LUFTHANSA                   | S              | D        | 56                | 0        | 13        | 29                         | 13            | 27            | 30               | 2                | 0                 | 50                   | 64            | 24                   | 75                 |  |
| <b>TOTAL COLOGNE BONN</b> |                   |                             |                |          | <b>398</b>        | <b>1</b> | <b>46</b> | <b>30</b>                  | <b>17</b>     | <b>24</b>     | <b>22</b>        | <b>6</b>         | <b>1</b>          | <b>60</b>            | <b>61</b>     | <b>26</b>            | <b>26</b>          |  |
| COLOMBO                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                           | HEATHROW          | SRILANKAN AIRLINES          | S              | A        | 47                | 0        | 4         | 55                         | 11            | 11            | 19               | 2                | 2                 | 47                   | 48            | 36                   | 48                 |  |
|                           | HEATHROW          | SRILANKAN AIRLINES          | S              | D        | 47                | 0        | 5         | 45                         | 13            | 11            | 23               | 4                | 4                 | 65                   | 29            | 57                   | 49                 |  |
| <b>TOTAL COLOMBO</b>      |                   |                             |                |          | <b>94</b>         | <b>0</b> | <b>9</b>  | <b>50</b>                  | <b>12</b>     | <b>11</b>     | <b>21</b>        | <b>3</b>         | <b>3</b>          | <b>56</b>            | <b>38</b>     | <b>46</b>            | <b>46</b>          |  |
| COPENHAGEN                |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                           | LONDON CITY       | BA CITYFLYER LTD            | S              | A        | 30                | 0        | 0         | 50                         | 13            | 17            | 13               | 7                | 0                 | 41                   | 0             | 0                    | 0                  |  |
|                           | LONDON CITY       | BA CITYFLYER LTD            | S              | D        | 30                | 1        | 0         | 37                         | 10            | 17            | 17               | 13               | 7                 | 88                   | 0             | 0                    | 0                  |  |
|                           | EDINBURGH         | BMI REGIONAL                | S              | A        | 34                | 0        | 0         | 44                         | 24            | 15            | 15               | 3                | 0                 | 35                   | 78            | 24                   | 37                 |  |
|                           | EDINBURGH         | BMI REGIONAL                | S              | D        | 34                | 0        | 0         | 56                         | 15            | 18            | 6                | 6                | 0                 | 30                   | 82            | 22                   | 38                 |  |
|                           | GLASGOW           | BMI REGIONAL                | S              | A        | 18                | 0        | 0         | 56                         | 17            | 11            | 11               | 6                | 0                 | 44                   | 91            | 6                    | 23                 |  |
|                           | GLASGOW           | BMI REGIONAL                | S              | D        | 18                | 0        | 0         | 56                         | 6             | 17            | 11               | 6                | 6                 | 52                   | 87            | 6                    | 23                 |  |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 133               | 1        | 5         | 56                         | 11            | 14            | 16               | 3                | 0                 | 34                   | 78            | 23                   | 149                |  |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 134               | 0        | 4         | 68                         | 13            | 8             | 10               | 1                | 1                 | 24                   | 79            | 19                   | 148                |  |
|                           | NEWCASTLE         | CIMBER AIR A/S              | S              | A        | 25                | 1        | 0         | 32                         | 12            | 28            | 20               | 8                | 0                 | 60                   | 42            | 44                   | 24                 |  |
|                           | NEWCASTLE         | CIMBER AIR A/S              | S              | D        | 25                | 0        | 0         | 32                         | 0             | 24            | 36               | 8                | 0                 | 70                   | 42            | 43                   | 24                 |  |
|                           | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 45                | 0        | 3         | 38                         | 20            | 13            | 24               | 4                | 0                 | 49                   | 48            | 27                   | 46                 |  |
|                           | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 46                | 0        | 3         | 63                         | 7             | 11            | 15               | 4                | 0                 | 37                   | 66            | 15                   | 47                 |  |
|                           | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | A        | 23                | 0        | 0         | 35                         | 9             | 0             | 48               | 4                | 4                 | 84                   | 60            | 42                   | 15                 |  |

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| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |           |
|-------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|
|                         |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |
|                         |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |
| COPENHAGEN              |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                         | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 23                | 0         | 0                          | 48               | 0                | 4                      | 39                     | 9                       | 0                          | 62                  | 71                         | 15                       | 14        |           |
|                         | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 77                | 0         | 5                          | 25               | 22               | 21                     | 29                     | 4                       | 0                          | 50                  | 48                         | 34                       | 77        |           |
|                         | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 77                | 0         | 5                          | 49               | 18               | 12                     | 18                     | 3                       | 0                          | 33                  | 70                         | 19                       | 79        |           |
|                         | EDINBURGH         | NORWEGIAN AIR SHUTTLE       | S                 | A           | 6                 | 0         | 0                          | 17               | 17               | 33                     | 33                     | 0                       | 0                          | 50                  | 50                         | 18                       | 6         |           |
|                         | EDINBURGH         | NORWEGIAN AIR SHUTTLE       | S                 | D           | 6                 | 0         | 0                          | 0                | 17               | 33                     | 50                     | 0                       | 0                          | 67                  | 33                         | 29                       | 6         |           |
|                         | GATWICK           | NORWEGIAN AIR SHUTTLE       | S                 | A           | 44                | 0         | 3                          | 32               | 25               | 11                     | 25                     | 7                       | 0                          | 51                  | 60                         | 31                       | 50        |           |
|                         | GATWICK           | NORWEGIAN AIR SHUTTLE       | S                 | D           | 44                | 0         | 3                          | 25               | 14               | 16                     | 27                     | 14                      | 5                          | 93                  | 50                         | 38                       | 50        |           |
|                         | BIRMINGHAM        | SAS                         | S                 | A           | 34                | 2         | 2                          | 47               | 15               | 26                     | 12                     | 0                       | 0                          | 28                  | 86                         | 12                       | 36        |           |
|                         | BIRMINGHAM        | SAS                         | S                 | D           | 35                | 0         | 1                          | 49               | 9                | 17                     | 26                     | 0                       | 0                          | 36                  | 78                         | 14                       | 36        |           |
|                         | HEATHROW          | SAS                         | S                 | A           | 135               | 0         | 0                          | 44               | 19               | 21                     | 16                     | 1                       | 1                          | 36                  | 76                         | 15                       | 139       |           |
|                         | HEATHROW          | SAS                         | S                 | D           | 136               | 0         | 0                          | 60               | 15               | 10                     | 13                     | 1                       | 1                          | 29                  | 81                         | 12                       | 140       |           |
|                         | MANCHESTER        | SAS                         | S                 | A           | 53                | 0         | 0                          | 49               | 21               | 13                     | 17                     | 0                       | 0                          | 28                  | 75                         | 16                       | 52        |           |
|                         | MANCHESTER        | SAS                         | S                 | D           | 53                | 1         | 0                          | 49               | 19               | 15                     | 17                     | 0                       | 0                          | 30                  | 73                         | 22                       | 51        |           |
| <b>TOTAL COPENHAGEN</b> |                   |                             |                   |             | <b>1320</b>       | <b>20</b> | <b>46</b>                  | <b>48</b>        | <b>15</b>        | <b>15</b>              | <b>18</b>              | <b>3</b>                | <b>1</b>                   | <b>41</b>           | <b>71</b>                  | <b>21</b>                | <b>21</b> |           |
| CORK                    |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                         | BIRMINGHAM        | AER ARANN                   | S                 | A           | 56                | 2         | 1                          | 88               | 9                | 4                      | 0                      | 0                       | 0                          | 6                   | 0                          | 0                        | 0         |           |
|                         | BIRMINGHAM        | AER ARANN                   | S                 | D           | 56                | 0         | 0                          | 68               | 13               | 13                     | 7                      | 0                       | 0                          | 18                  | 0                          | 0                        | 0         |           |
|                         | EDINBURGH         | AER ARANN                   | S                 | A           | 26                | 0         | 0                          | 50               | 19               | 12                     | 19                     | 0                       | 0                          | 34                  | 68                         | 24                       | 25        |           |
|                         | EDINBURGH         | AER ARANN                   | S                 | D           | 26                | 0         | 0                          | 38               | 19               | 19                     | 23                     | 0                       | 0                          | 42                  | 64                         | 26                       | 25        |           |
|                         | GLASGOW           | AER ARANN                   | S                 | A           | 27                | 0         | 0                          | 56               | 15               | 7                      | 15                     | 7                       | 0                          | 37                  | 0                          | 0                        | 0         |           |
|                         | GLASGOW           | AER ARANN                   | S                 | D           | 27                | 0         | 0                          | 44               | 19               | 4                      | 22                     | 11                      | 0                          | 54                  | 0                          | 0                        | 0         |           |
|                         | MANCHESTER        | AER ARANN                   | S                 | A           | 59                | 0         | 0                          | 63               | 14               | 10                     | 10                     | 3                       | 0                          | 28                  | 0                          | 0                        | 0         |           |
|                         | MANCHESTER        | AER ARANN                   | S                 | D           | 58                | 0         | 0                          | 50               | 14               | 12                     | 19                     | 5                       | 0                          | 37                  | 0                          | 0                        | 0         |           |
|                         | GATWICK           | AER LINGUS                  | S                 | A           | 24                | 0         | 0                          | 58               | 17               | 8                      | 13                     | 4                       | 0                          | 34                  | 0                          | 0                        | 0         |           |
|                         | GATWICK           | AER LINGUS                  | S                 | D           | 24                | 0         | 0                          | 54               | 17               | 8                      | 17                     | 4                       | 0                          | 38                  | 0                          | 0                        | 0         |           |
|                         | HEATHROW          | AER LINGUS                  | S                 | A           | 102               | 0         | 2                          | 53               | 19               | 12                     | 14                     | 3                       | 0                          | 34                  | 43                         | 38                       | 117       |           |
|                         | HEATHROW          | AER LINGUS                  | S                 | D           | 103               | 0         | 0                          | 54               | 13               | 13                     | 17                     | 2                       | 2                          | 51                  | 58                         | 30                       | 117       |           |
|                         | NEWCASTLE         | JET2.COM LTD                | S                 | A           | 9                 | 0         | 0                          | 44               | 11               | 33                     | 11                     | 0                       | 0                          | 40                  | 89                         | 7                        | 9         |           |
|                         | NEWCASTLE         | JET2.COM LTD                | S                 | D           | 9                 | 0         | 0                          | 22               | 44               | 22                     | 11                     | 0                       | 0                          | 39                  | 89                         | 6                        | 9         |           |
|                         | GATWICK           | RYANAIR                     | S                 | A           | 25                | 0         | 3                          | 64               | 16               | 8                      | 12                     | 0                       | 0                          | 21                  | 97                         | 1                        | 30        |           |
|                         | GATWICK           | RYANAIR                     | S                 | D           | 25                | 0         | 3                          | 56               | 20               | 12                     | 8                      | 4                       | 0                          | 31                  | 87                         | 7                        | 30        |           |
|                         | STANSTED          | RYANAIR                     | S                 | A           | 61                | 1         | 3                          | 61               | 16               | 8                      | 13                     | 0                       | 2                          | 32                  | 60                         | 23                       | 62        |           |
|                         | STANSTED          | RYANAIR                     | S                 | D           | 62                | 1         | 2                          | 68               | 18               | 5                      | 8                      | 2                       | 0                          | 22                  | 71                         | 15                       | 63        |           |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: C

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |            |
|----------------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|------------|
|                                  |                   |                          |                |          | UNMATCHED         |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |            |
|                                  |                   |                          |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |            |
| <b>CORK</b>                      |                   |                          |                |          | <b>779</b>        | <b>5</b> | <b>20</b>                  | <b>58</b>     | <b>16</b>     | <b>10</b>        | <b>13</b>        | <b>2</b>          | <b>0</b>             | <b>32</b>     | <b>67</b>            | <b>24</b>          | <b>24</b>  |
| CUNAGUA (CAYO COCO)              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |            |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 40                   | 57                 | 5          |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 2                 | 0        | 0                          | 50            | 0             | 50               | 0                | 0                 | 0                    | 22            | 40                   | 87                 | 5          |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 5                 | 0        | 0                          | 20            | 20            | 0                | 40               | 0                 | 20                   | 123           | 25                   | 177                | 4          |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 4                 | 0        | 0                          | 0             | 0             | 25               | 50               | 0                 | 25                   | 169           | 50                   | 114                | 4          |
| <b>TOTAL CUNAGUA (CAYO COCO)</b> |                   |                          |                |          | <b>13</b>         | <b>0</b> | <b>0</b>                   | <b>31</b>     | <b>8</b>      | <b>15</b>        | <b>31</b>        | <b>0</b>          | <b>15</b>            | <b>103</b>    | <b>39</b>            | <b>105</b>         | <b>105</b> |
| CUNEO                            |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |            |
| <b>TOTAL CUNEO</b>               |                   |                          |                |          | <b>2</b>          | <b>0</b> | <b>0</b>                   | <b>0</b>      | <b>100</b>    | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>21</b>     | <b>83</b>            | <b>7</b>           | <b>7</b>   |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: D

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  | DEC 2009               |                        |                         |                            |                     |                            |                          |
|--------------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                |                   |                          |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| DALAMAN                        |                   |                          |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | MANCHESTER        | ONUR AIR                 | C                 | A           | 3                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 3                       | 0                          | 0                   | 0                          |                          |
|                                | MANCHESTER        | ONUR AIR                 | C                 | D           | 3                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                   | 0                          |                          |
|                                | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0        | 0                          | 0         | 50                     | 50               | 0                | 0                      | 0                      | 41                      | 0                          | 72                  | 2                          |                          |
|                                | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0        | 0                          | 50        | 0                      | 50               | 0                | 0                      | 0                      | 33                      | 0                          | 65                  | 2                          |                          |
|                                | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0        | 0                          | 50        | 0                      | 0                | 0                | 0                      | 50                     | 272                     | 0                          | 193                 | 2                          |                          |
|                                | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0        | 0                          | 50        | 0                      | 0                | 0                | 0                      | 50                     | 282                     | 0                          | 191                 | 2                          |                          |
| <b>TOTAL DALAMAN</b>           |                   |                          |                   |             | <b>14</b>         | <b>0</b> | <b>0</b>                   | <b>64</b> | <b>7</b>               | <b>14</b>        | <b>0</b>         | <b>0</b>               | <b>14</b>              | <b>90</b>               | <b>10</b>                  | <b>88</b>           | <b>88</b>                  |                          |
| DALLAS/FORT WORTH              |                   |                          |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | HEATHROW          | AMERICAN AIRLINES        | S                 | A           | 52                | 1        | 3                          | 10        | 17                     | 46               | 25               | 2                      | 0                      | 51                      | 31                         | 42                  | 61                         |                          |
|                                | HEATHROW          | AMERICAN AIRLINES        | S                 | D           | 54                | 0        | 5                          | 48        | 20                     | 19               | 9                | 4                      | 0                      | 34                      | 41                         | 32                  | 61                         |                          |
|                                | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | A           | 26                | 0        | 0                          | 8         | 15                     | 54               | 23               | 0                      | 0                      | 49                      | 31                         | 53                  | 29                         |                          |
|                                | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | D           | 26                | 0        | 3                          | 23        | 19                     | 42               | 15               | 0                      | 0                      | 36                      | 38                         | 41                  | 29                         |                          |
| <b>TOTAL DALLAS/FORT WORTH</b> |                   |                          |                   |             | <b>158</b>        | <b>1</b> | <b>11</b>                  | <b>25</b> | <b>18</b>              | <b>37</b>        | <b>18</b>        | <b>2</b>               | <b>0</b>               | <b>42</b>               | <b>36</b>                  | <b>41</b>           | <b>41</b>                  |                          |
| DAMASCUS                       |                   |                          |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | HEATHROW          | BMI BRITISH MIDLAND      | S                 | A           | 27                | 0        | 1                          | 96        | 0                      | 4                | 0                | 0                      | 0                      | 2                       | 83                         | 7                   | 18                         |                          |
|                                | HEATHROW          | BMI BRITISH MIDLAND      | S                 | D           | 28                | 0        | 1                          | 39        | 18                     | 25               | 14               | 4                      | 0                      | 39                      | 53                         | 22                  | 19                         |                          |
|                                | HEATHROW          | SYRIANAIR                | S                 | A           | 11                | 0        | 1                          | 82        | 9                      | 9                | 0                | 0                      | 0                      | 12                      | 20                         | 64                  | 10                         |                          |
|                                | HEATHROW          | SYRIANAIR                | S                 | D           | 11                | 0        | 1                          | 27        | 0                      | 64               | 9                | 0                      | 0                      | 36                      | 30                         | 69                  | 10                         |                          |
| <b>TOTAL DAMASCUS</b>          |                   |                          |                   |             | <b>77</b>         | <b>0</b> | <b>4</b>                   | <b>64</b> | <b>8</b>               | <b>21</b>        | <b>6</b>         | <b>1</b>               | <b>0</b>               | <b>22</b>               | <b>53</b>                  | <b>33</b>           | <b>33</b>                  |                          |
| DAMMAM                         |                   |                          |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | HEATHROW          | BMI BRITISH MIDLAND      | S                 | A           | 11                | 0        | 0                          | 55        | 9                      | 27               | 9                | 0                      | 0                      | 18                      | 43                         | 124                 | 14                         |                          |
|                                | HEATHROW          | BMI BRITISH MIDLAND      | S                 | D           | 11                | 0        | 1                          | 27        | 27                     | 27               | 18               | 0                      | 0                      | 37                      | 38                         | 29                  | 13                         |                          |
|                                | HEATHROW          | SAUDI ARABIAN AIRLINES   | S                 | A           | 5                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 0                       | 40                         | 46                  | 5                          |                          |
|                                | HEATHROW          | SAUDI ARABIAN AIRLINES   | S                 | D           | 4                 | 0        | 0                          | 0         | 50                     | 50               | 0                | 0                      | 0                      | 37                      | 60                         | 25                  | 5                          |                          |
| <b>TOTAL DAMMAM</b>            |                   |                          |                   |             | <b>31</b>         | <b>0</b> | <b>1</b>                   | <b>45</b> | <b>19</b>              | <b>26</b>        | <b>10</b>        | <b>0</b>               | <b>0</b>               | <b>24</b>               | <b>43</b>                  | <b>67</b>           | <b>67</b>                  |                          |
| DAR-ES-SALAAM                  |                   |                          |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | A           | 10                | 0        | 0                          | 50        | 10                     | 20               | 20               | 0                      | 0                      | 36                      | 69                         | 34                  | 13                         |                          |
|                                | HEATHROW          | BRITISH AIRWAYS PLC      | S                 | D           | 10                | 0        | 0                          | 60        | 0                      | 30               | 10               | 0                      | 0                      | 28                      | 62                         | 36                  | 13                         |                          |
| <b>TOTAL DAR-ES-SALAAM</b>     |                   |                          |                   |             | <b>20</b>         | <b>1</b> | <b>0</b>                   | <b>55</b> | <b>5</b>               | <b>25</b>        | <b>15</b>        | <b>0</b>               | <b>0</b>               | <b>32</b>               | <b>65</b>                  | <b>35</b>           | <b>35</b>                  |                          |
| DEAUVILLE                      |                   |                          |                   |             |                   |          |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | LONDON CITY       | VLM (BELGIUM)            | S                 | A           | 3                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                   | 0                          |                          |
|                                | LONDON CITY       | VLM (BELGIUM)            | S                 | D           | 3                 | 0        | 0                          | 100       | 0                      | 0                | 0                | 0                      | 0                      | 1                       | 0                          | 0                   | 0                          |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: D

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|-----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                   |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| DEAUVILLE                         |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL DEAUVILLE</b>            |                   |                             |                   |             | <b>6</b>          | <b>1</b> | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>1</b>                   | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| DELHI                             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                   | HEATHROW          | AIR INDIA                   | S                 | A           | 28                | 0        | 0         | 39                         | 11               | 29               | 18                     | 0                      | 4                       | 46                         | 68                  | 19                         | 44                       |
|                                   | HEATHROW          | AIR INDIA                   | S                 | D           | 28                | 0        | 0         | 61                         | 14               | 4                | 18                     | 0                      | 4                       | 38                         | 50                  | 33                         | 44                       |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 55                | 1        | 3         | 47                         | 11               | 11               | 22                     | 7                      | 2                       | 78                         | 50                  | 35                         | 58                       |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 57                | 0        | 0         | 18                         | 23               | 35               | 14                     | 9                      | 2                       | 85                         | 32                  | 44                         | 59                       |
|                                   | HEATHROW          | JET AIRWAYS                 | S                 | A           | 29                | 0        | 1         | 24                         | 14               | 14               | 45                     | 0                      | 3                       | 99                         | 32                  | 45                         | 31                       |
|                                   | HEATHROW          | JET AIRWAYS                 | S                 | D           | 30                | 0        | 2         | 40                         | 23               | 17               | 17                     | 0                      | 3                       | 48                         | 55                  | 21                         | 31                       |
|                                   | HEATHROW          | KINGFISHER AIRLINES         | S                 | A           | 28                | 0        | 2         | 75                         | 7                | 14               | 0                      | 0                      | 4                       | 66                         | 0                   | 0                          | 0                        |
|                                   | HEATHROW          | KINGFISHER AIRLINES         | S                 | D           | 28                | 0        | 2         | 86                         | 11               | 4                | 0                      | 0                      | 0                       | 5                          | 0                   | 0                          | 0                        |
|                                   | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 27                | 1        | 3         | 30                         | 7                | 26               | 30                     | 7                      | 0                       | 57                         | 61                  | 18                         | 31                       |
|                                   | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 28                | 0        | 2         | 39                         | 21               | 25               | 14                     | 0                      | 0                       | 34                         | 58                  | 17                         | 31                       |
| <b>TOTAL DELHI</b>                |                   |                             |                   |             | <b>338</b>        | <b>3</b> | <b>15</b> | <b>43</b>                  | <b>15</b>        | <b>19</b>        | <b>18</b>              | <b>3</b>               | <b>2</b>                | <b>60</b>                  | <b>50</b>           | <b>30</b>                  | <b>30</b>                |
| DENVER INTERNATIONAL              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 28                | 1        | 1         | 25                         | 25               | 25               | 21                     | 4                      | 0                       | 47                         | 42                  | 64                         | 31                       |
|                                   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 29                | 0        | 0         | 41                         | 31               | 10               | 14                     | 3                      | 0                       | 36                         | 52                  | 43                         | 31                       |
| <b>TOTAL DENVER INTERNATIONAL</b> |                   |                             |                   |             | <b>57</b>         | <b>1</b> | <b>1</b>  | <b>33</b>                  | <b>28</b>        | <b>18</b>        | <b>18</b>              | <b>4</b>               | <b>0</b>                | <b>42</b>                  | <b>47</b>           | <b>54</b>                  | <b>54</b>                |
| DETROIT                           |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                   | HEATHROW          | DELTA AIRLINES              | S                 | A           | 39                | 0        | 3         | 67                         | 8                | 10               | 8                      | 8                      | 0                       | 31                         | 0                   | 0                          | 0                        |
|                                   | HEATHROW          | DELTA AIRLINES              | S                 | D           | 41                | 0        | 2         | 51                         | 17               | 17               | 5                      | 10                     | 0                       | 41                         | 0                   | 0                          | 0                        |
| <b>TOTAL DETROIT</b>              |                   |                             |                   |             | <b>82</b>         | <b>0</b> | <b>5</b>  | <b>57</b>                  | <b>13</b>        | <b>13</b>        | <b>7</b>               | <b>9</b>               | <b>0</b>                | <b>37</b>                  | <b>69</b>           | <b>23</b>                  | <b>23</b>                |
| DHAKHA                            |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                   | HEATHROW          | BIMAN BANGLADESH AIRLINES   | S                 | A           | 19                | 0        | 2         | 63                         | 0                | 5                | 11                     | 11                     | 11                      | 88                         | 78                  | 68                         | 18                       |
|                                   | HEATHROW          | BIMAN BANGLADESH AIRLINES   | S                 | D           | 20                | 1        | 2         | 10                         | 20               | 20               | 25                     | 15                     | 10                      | 121                        | 33                  | 76                         | 18                       |
|                                   | GATWICK           | UNITED AIRWAYS BANGLADESH   | S                 | A           | 2                 | 0        | 1         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 92                         | 0                   | 98                         | 8                        |
|                                   | GATWICK           | UNITED AIRWAYS BANGLADESH   | S                 | D           | 2                 | 0        | 1         | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 219                        | 13                  | 78                         | 8                        |
| <b>TOTAL DHAKHA</b>               |                   |                             |                   |             | <b>43</b>         | <b>1</b> | <b>6</b>  | <b>33</b>                  | <b>9</b>         | <b>12</b>        | <b>23</b>              | <b>14</b>              | <b>9</b>                | <b>109</b>                 | <b>40</b>           | <b>77</b>                  | <b>77</b>                |
| DINARD                            |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                   | STANSTED          | RYANAIR                     | S                 | A           | 10                | 0        | 2         | 40                         | 40               | 20               | 0                      | 0                      | 0                       | 17                         | 42                  | 48                         | 12                       |
|                                   | STANSTED          | RYANAIR                     | S                 | D           | 12                | 0        | 0         | 75                         | 17               | 8                | 0                      | 0                      | 0                       | 11                         | 67                  | 39                         | 12                       |
| <b>TOTAL DINARD</b>               |                   |                             |                   |             | <b>22</b>         | <b>0</b> | <b>2</b>  | <b>59</b>                  | <b>27</b>        | <b>14</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>14</b>                  | <b>54</b>           | <b>43</b>                  | <b>43</b>                |
| DOHA                              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: D

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |
|-----------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                       |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                       |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   |
| DOHA                  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 27                | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 0             | 87                   | 6                  | 30        |
|                       | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 27                | 0        | 2                          | 26            | 30            | 26               | 19               | 0                 | 0                    | 37            | 39                   | 24                 | 31        |
|                       | GATWICK           | QATAR AIRWAYS               | S              | A        | 28                | 0        | 3                          | 57            | 14            | 18               | 7                | 0                 | 4                    | 37            | 84                   | 11                 | 31        |
|                       | GATWICK           | QATAR AIRWAYS               | S              | D        | 28                | 0        | 2                          | 29            | 29            | 25               | 7                | 4                 | 7                    | 73            | 65                   | 28                 | 31        |
|                       | HEATHROW          | QATAR AIRWAYS               | S              | A        | 116               | 1        | 4                          | 86            | 6             | 3                | 4                | 0                 | 0                    | 9             | 77                   | 9                  | 124       |
|                       | HEATHROW          | QATAR AIRWAYS               | S              | D        | 117               | 0        | 5                          | 63            | 18            | 8                | 9                | 3                 | 0                    | 25            | 75                   | 12                 | 124       |
|                       | MANCHESTER        | QATAR AIRWAYS               | S              | A        | 31                | 4        | 5                          | 65            | 26            | 3                | 6                | 0                 | 0                    | 14            | 55                   | 31                 | 31        |
|                       | MANCHESTER        | QATAR AIRWAYS               | S              | D        | 34                | 0        | 1                          | 24            | 44            | 15               | 15               | 0                 | 3                    | 44            | 48                   | 39                 | 31        |
| <b>TOTAL DOHA</b>     |                   |                             |                |          | <b>408</b>        | <b>5</b> | <b>22</b>                  | <b>64</b>     | <b>17</b>     | <b>9</b>         | <b>8</b>         | <b>1</b>          | <b>1</b>             | <b>24</b>     | <b>70</b>            | <b>16</b>          | <b>16</b> |
| DONEGAL               | GLASGOW           | AER ARANN                   | S              | A        | 9                 | 0        | 3                          | 56            | 11            | 0                | 22               | 11                | 0                    | 51            | 0                    | 0                  | 0         |
|                       | GLASGOW           | AER ARANN                   | S              | D        | 9                 | 0        | 3                          | 44            | 22            | 0                | 22               | 11                | 0                    | 51            | 0                    | 0                  | 0         |
| <b>TOTAL DONEGAL</b>  |                   |                             |                |          | <b>18</b>         | <b>0</b> | <b>6</b>                   | <b>50</b>     | <b>17</b>     | <b>0</b>         | <b>22</b>        | <b>11</b>         | <b>0</b>             | <b>51</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>  |
| DONETSK               |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |
| DORTMUND              | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 49                | 0        | 7                          | 43            | 18            | 8                | 14               | 12                | 4                    | 77            | 69                   | 16                 | 52        |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 52                | 0        | 4                          | 42            | 21            | 17               | 13               | 4                 | 2                    | 47            | 64                   | 17                 | 56        |
| <b>TOTAL DORTMUND</b> |                   |                             |                |          | <b>102</b>        | <b>0</b> | <b>11</b>                  | <b>43</b>     | <b>20</b>     | <b>13</b>        | <b>14</b>        | <b>8</b>          | <b>3</b>             | <b>61</b>     | <b>67</b>            | <b>17</b>          | <b>17</b> |
| DRESDEN               | HEATHROW          | LUFTHANSA                   | S              | A        | 26                | 0        | 2                          | 4             | 23            | 23               | 46               | 4                 | 0                    | 81            | 0                    | 0                  | 0         |
|                       | HEATHROW          | LUFTHANSA                   | S              | D        | 26                | 0        | 2                          | 38            | 19            | 8                | 31               | 4                 | 0                    | 43            | 0                    | 0                  | 0         |
| <b>TOTAL DRESDEN</b>  |                   |                             |                |          | <b>52</b>         | <b>0</b> | <b>4</b>                   | <b>21</b>     | <b>21</b>     | <b>15</b>        | <b>38</b>        | <b>4</b>          | <b>0</b>             | <b>62</b>     | <b>0</b>             | <b>0</b>           | <b>0</b>  |
| DUBAI                 | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 81                | 1        | 4                          | 84            | 1             | 4                | 5                | 5                 | 1                    | 28            | 72                   | 30                 | 85        |
|                       | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 83                | 2        | 3                          | 55            | 11            | 14               | 14               | 2                 | 2                    | 43            | 63                   | 42                 | 86        |
|                       | BIRMINGHAM        | EMIRATES                    | S              | A        | 61                | 2        | 3                          | 54            | 23            | 16               | 7                | 0                 | 0                    | 20            | 37                   | 27                 | 62        |
|                       | BIRMINGHAM        | EMIRATES                    | S              | D        | 63                | 1        | 1                          | 27            | 16            | 35               | 16               | 6                 | 0                    | 52            | 13                   | 40                 | 62        |
|                       | GATWICK           | EMIRATES                    | S              | A        | 87                | 0        | 1                          | 51            | 18            | 22               | 7                | 1                 | 1                    | 39            | 48                   | 21                 | 92        |
|                       | GATWICK           | EMIRATES                    | S              | D        | 86                | 2        | 3                          | 31            | 22            | 24               | 16               | 3                 | 2                    | 53            | 66                   | 20                 | 92        |
|                       | GLASGOW           | EMIRATES                    | S              | A        | 31                | 1        | 0                          | 65            | 13            | 16               | 3                | 0                 | 3                    | 36            | 65                   | 28                 | 31        |
|                       | GLASGOW           | EMIRATES                    | S              | D        | 32                | 0        | 0                          | 28            | 22            | 22               | 22               | 3                 | 3                    | 92            | 45                   | 38                 | 31        |
|                       | HEATHROW          | EMIRATES                    | S              | A        | 147               | 3        | 8                          | 66            | 17            | 14               | 3                | 0                 | 0                    | 14            | 55                   | 16                 | 155       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: D

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                      |                   |                             |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                      |                   |                             |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| DUBAI                |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | HEATHROW          | EMIRATES                    | S              | D        | 150               | 0         | 9         | 34                         | 13            | 34            | 19               | 0                | 0                 | 39                   | 51            | 23                   | 154                |  |
|                      | MANCHESTER        | EMIRATES                    | S              | A        | 62                | 1         | 0         | 53                         | 18            | 21            | 8                | 0                | 0                 | 24                   | 45            | 22                   | 62                 |  |
|                      | MANCHESTER        | EMIRATES                    | S              | D        | 63                | 0         | 0         | 21                         | 17            | 29            | 32               | 2                | 0                 | 49                   | 35            | 39                   | 62                 |  |
|                      | NEWCASTLE         | EMIRATES                    | S              | A        | 31                | 1         | 0         | 35                         | 19            | 39            | 6                | 0                | 0                 | 29                   | 74            | 10                   | 31                 |  |
|                      | NEWCASTLE         | EMIRATES                    | S              | D        | 31                | 0         | 1         | 6                          | 19            | 32            | 35               | 6                | 0                 | 68                   | 58            | 19                   | 31                 |  |
|                      | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 27                | 0         | 3         | 67                         | 15            | 7             | 7                | 4                | 0                 | 23                   | 77            | 9                    | 30                 |  |
|                      | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 27                | 0         | 2         | 41                         | 30            | 19            | 7                | 4                | 0                 | 34                   | 67            | 12                   | 30                 |  |
| <b>TOTAL DUBAI</b>   |                   |                             |                |          | <b>1064</b>       | <b>16</b> | <b>38</b> | <b>47</b>                  | <b>16</b>     | <b>22</b>     | <b>13</b>        | <b>2</b>         | <b>1</b>          | <b>37</b>            | <b>53</b>     | <b>26</b>            | <b>26</b>          |  |
| DUBLIN               |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | EDINBURGH         | AER ARANN                   | S              | A        | 51                | 0         | 0         | 65                         | 12            | 10            | 12               | 2                | 0                 | 29                   | 0             | 0                    | 0                  |  |
|                      | EDINBURGH         | AER ARANN                   | S              | D        | 53                | 1         | 0         | 51                         | 17            | 11            | 11               | 9                | 0                 | 46                   | 0             | 0                    | 0                  |  |
|                      | GLASGOW           | AER ARANN                   | S              | A        | 89                | 0         | 1         | 73                         | 11            | 3             | 7                | 4                | 1                 | 28                   | 0             | 0                    | 0                  |  |
|                      | GLASGOW           | AER ARANN                   | S              | D        | 88                | 1         | 1         | 64                         | 13            | 8             | 9                | 6                | 1                 | 38                   | 0             | 0                    | 0                  |  |
|                      | MANCHESTER        | AER ARANN                   | C              | A        | 2                 | 0         | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 55                   | 0             | 0                    | 0                  |  |
|                      | MANCHESTER        | AER ARANN                   | C              | D        | 2                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 8                    | 0             | 0                    | 0                  |  |
|                      | BIRMINGHAM        | AER LINGUS                  | S              | A        | 77                | 1         | 2         | 57                         | 9             | 17            | 9                | 8                | 0                 | 40                   | 81            | 8                    | 90                 |  |
|                      | BIRMINGHAM        | AER LINGUS                  | S              | D        | 79                | 0         | 2         | 44                         | 8             | 20            | 19               | 6                | 3                 | 59                   | 81            | 12                   | 90                 |  |
|                      | EDINBURGH         | AER LINGUS                  | S              | A        | 17                | 0         | 10        | 53                         | 6             | 18            | 24               | 0                | 0                 | 29                   | 61            | 25                   | 31                 |  |
|                      | EDINBURGH         | AER LINGUS                  | S              | D        | 17                | 0         | 9         | 53                         | 6             | 18            | 18               | 0                | 6                 | 60                   | 44            | 83                   | 32                 |  |
|                      | GATWICK           | AER LINGUS                  | S              | A        | 89                | 0         | 1         | 49                         | 7             | 13            | 21               | 6                | 3                 | 60                   | 64            | 19                   | 110                |  |
|                      | GATWICK           | AER LINGUS                  | S              | D        | 92                | 0         | 2         | 48                         | 11            | 12            | 18               | 9                | 2                 | 57                   | 48            | 30                   | 110                |  |
|                      | HEATHROW          | AER LINGUS                  | S              | A        | 272               | 0         | 7         | 49                         | 16            | 13            | 17               | 6                | 0                 | 43                   | 66            | 18                   | 366                |  |
|                      | HEATHROW          | AER LINGUS                  | S              | D        | 277               | 0         | 12        | 52                         | 11            | 13            | 16               | 8                | 0                 | 45                   | 72            | 17                   | 366                |  |
|                      | MANCHESTER        | AER LINGUS                  | S              | A        | 86                | 1         | 0         | 51                         | 15            | 15            | 12               | 6                | 1                 | 43                   | 75            | 19                   | 102                |  |
|                      | MANCHESTER        | AER LINGUS                  | S              | D        | 87                | 0         | 3         | 47                         | 10            | 14            | 17               | 10               | 1                 | 58                   | 72            | 25                   | 102                |  |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 99                | 0         | 5         | 44                         | 12            | 18            | 21               | 3                | 1                 | 50                   | 75            | 15                   | 201                |  |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 100               | 0         | 5         | 49                         | 20            | 12            | 18               | 1                | 0                 | 30                   | 68            | 17                   | 202                |  |
|                      | LONDON CITY       | CITY JET                    | S              | A        | 83                | 0         | 0         | 61                         | 5             | 13            | 13               | 6                | 1                 | 42                   | 90            | 10                   | 128                |  |
|                      | LONDON CITY       | CITY JET                    | S              | D        | 90                | 0         | 0         | 60                         | 12            | 11            | 11               | 4                | 1                 | 35                   | 65            | 26                   | 128                |  |
|                      | BIRMINGHAM        | RYANAIR                     | S              | A        | 71                | 1         | 11        | 61                         | 17            | 10            | 10               | 0                | 3                 | 31                   | 83            | 11                   | 87                 |  |
|                      | BIRMINGHAM        | RYANAIR                     | S              | D        | 74                | 0         | 8         | 58                         | 18            | 12            | 11               | 0                | 1                 | 25                   | 69            | 18                   | 88                 |  |
|                      | EDINBURGH         | RYANAIR                     | S              | A        | 79                | 1         | 16        | 70                         | 10            | 4             | 15               | 1                | 0                 | 24                   | 71            | 17                   | 69                 |  |
|                      | EDINBURGH         | RYANAIR                     | S              | D        | 82                | 0         | 13        | 50                         | 15            | 17            | 13               | 4                | 1                 | 41                   | 46            | 28                   | 69                 |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: D

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|------------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|------------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                        |                   |                             |                |          | MATCHED           |           | UNMATCHED  | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                        |                   |                             |                |          | Actual (7)        | Plan (8)  |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| DUBLIN                 |                   |                             |                |          |                   |           |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | GATWICK           | RYANAIR                     | S              | A        | 123               | 0         | 19         | 70                         | 11            | 7             | 11               | 1                | 0                 | 20                   | 83            | 16                   | 142                |  |
|                        | GATWICK           | RYANAIR                     | S              | D        | 123               | 0         | 19         | 61                         | 8             | 13            | 11               | 6                | 1                 | 38                   | 76            | 20                   | 142                |  |
|                        | LUTON             | RYANAIR                     | S              | A        | 73                | 0         | 14         | 41                         | 21            | 21            | 12               | 4                | 1                 | 46                   | 65            | 20                   | 82                 |  |
|                        | LUTON             | RYANAIR                     | S              | D        | 76                | 0         | 11         | 57                         | 20            | 13            | 7                | 1                | 3                 | 32                   | 71            | 27                   | 82                 |  |
|                        | MANCHESTER        | RYANAIR                     | S              | A        | 98                | 0         | 10         | 60                         | 15            | 13            | 9                | 2                | 0                 | 25                   | 70            | 15                   | 99                 |  |
|                        | MANCHESTER        | RYANAIR                     | S              | D        | 98                | 0         | 10         | 53                         | 15            | 12            | 15               | 4                | 0                 | 36                   | 63            | 30                   | 100                |  |
|                        | NEWCASTLE         | RYANAIR                     | S              | A        | 34                | 1         | 6          | 59                         | 12            | 15            | 9                | 6                | 0                 | 34                   | 65            | 15                   | 37                 |  |
|                        | NEWCASTLE         | RYANAIR                     | S              | D        | 35                | 0         | 5          | 37                         | 17            | 11            | 26               | 9                | 0                 | 54                   | 57            | 20                   | 37                 |  |
|                        | STANSTED          | RYANAIR                     | S              | A        | 174               | 1         | 32         | 45                         | 17            | 21            | 13               | 2                | 1                 | 37                   | 61            | 23                   | 220                |  |
|                        | STANSTED          | RYANAIR                     | S              | D        | 182               | 0         | 28         | 55                         | 18            | 13            | 12               | 1                | 1                 | 30                   | 61            | 27                   | 223                |  |
| <b>TOTAL DUBLIN</b>    |                   |                             |                |          | <b>3077</b>       | <b>18</b> | <b>305</b> | <b>54</b>                  | <b>13</b>     | <b>13</b>     | <b>14</b>        | <b>4</b>         | <b>1</b>          | <b>39</b>            | <b>69</b>     | <b>20</b>            | <b>20</b>          |  |
| DUBROVNIK              |                   |                             |                |          |                   |           |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 14                | 0         | 0          | 71                         | 7             | 14            | 7                | 0                | 0                 | 18                   | 78            | 14                   | 9                  |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 14                | 0         | 0          | 86                         | 0             | 0             | 14               | 0                | 0                 | 16                   | 67            | 11                   | 9                  |  |
| <b>TOTAL DUBROVNIK</b> |                   |                             |                |          | <b>28</b>         | <b>0</b>  | <b>0</b>   | <b>79</b>                  | <b>4</b>      | <b>7</b>      | <b>11</b>        | <b>0</b>         | <b>0</b>          | <b>17</b>            | <b>72</b>     | <b>13</b>            | <b>13</b>          |  |
| DUNDEE                 |                   |                             |                |          |                   |           |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | LONDON CITY       | CITY JET                    | S              | A        | 54                | 0         | 0          | 70                         | 7             | 11            | 7                | 4                | 0                 | 24                   | 78            | 20                   | 85                 |  |
|                        | LONDON CITY       | CITY JET                    | S              | D        | 54                | 0         | 0          | 70                         | 6             | 11            | 11               | 2                | 0                 | 22                   | 72            | 17                   | 86                 |  |
|                        | BIRMINGHAM        | LOGANAIR                    | S              | A        | 35                | 0         | 0          | 80                         | 11            | 6             | 3                | 0                | 0                 | 9                    | 78            | 16                   | 40                 |  |
|                        | BIRMINGHAM        | LOGANAIR                    | S              | D        | 35                | 0         | 0          | 71                         | 17            | 6             | 6                | 0                | 0                 | 13                   | 79            | 17                   | 39                 |  |
| <b>TOTAL DUNDEE</b>    |                   |                             |                |          | <b>178</b>        | <b>0</b>  | <b>0</b>   | <b>72</b>                  | <b>10</b>     | <b>9</b>      | <b>7</b>         | <b>2</b>         | <b>0</b>          | <b>18</b>            | <b>76</b>     | <b>18</b>            | <b>18</b>          |  |
| DURHAM TEES VALLEY     |                   |                             |                |          |                   |           |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| DUSSELDORF             |                   |                             |                |          |                   |           |            |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                        | STANSTED          | AIR BERLIN                  | S              | A        | 49                | 0         | 4          | 59                         | 18            | 8             | 14               | 0                | 0                 | 29                   | 80            | 13                   | 83                 |  |
|                        | STANSTED          | AIR BERLIN                  | S              | D        | 49                | 0         | 4          | 41                         | 12            | 27            | 18               | 2                | 0                 | 41                   | 82            | 22                   | 83                 |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 107               | 0         | 4          | 56                         | 9             | 15            | 17               | 2                | 1                 | 37                   | 75            | 13                   | 122                |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 110               | 0         | 0          | 62                         | 13            | 10            | 12               | 3                | 1                 | 30                   | 79            | 12                   | 121                |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 18                | 0         | 5          | 50                         | 6             | 11            | 33               | 0                | 0                 | 40                   | 0             | 0                    | 0                  |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 20                | 0         | 4          | 50                         | 0             | 25            | 25               | 0                | 0                 | 39                   | 0             | 0                    | 0                  |  |
|                        | BIRMINGHAM        | EUROWINGS LUFTVERKEHRS      | S              | A        | 51                | 0         | 0          | 57                         | 14            | 22            | 8                | 0                | 0                 | 22                   | 84            | 7                    | 74                 |  |
|                        | BIRMINGHAM        | EUROWINGS LUFTVERKEHRS      | S              | D        | 51                | 0         | 0          | 45                         | 14            | 20            | 22               | 0                | 0                 | 37                   | 74            | 10                   | 74                 |  |
|                        | NEWCASTLE         | EUROWINGS LUFTVERKEHRS      | S              | A        | 42                | 0         | 0          | 40                         | 24            | 24            | 10               | 2                | 0                 | 32                   | 83            | 13                   | 42                 |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: D

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | DEC 2009               |                         |                            |                     |                            |                          |
|-------------------------|-------------------|------------------------|-------------------|-------------|-------------------|----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                        |                   |             | MATCHED           |          | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                        |                   |             | Actual<br>(7)     | Plan (8) |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| DUSSELDORF              | NEWCASTLE         | EUROWINGS LUFTVERKEHRS | S                 | D           | 42                | 0        | 0                          | 24        | 21                     | 29               | 24               | 2                      | 0                      | 50                      | 67                         | 17                  | 42                         |                          |
|                         | BIRMINGHAM        | FLYBE LTD              | S                 | A           | 69                | 4        | 9                          | 54        | 6                      | 12               | 16               | 10                     | 3                      | 64                      | 74                         | 41                  | 76                         |                          |
|                         | BIRMINGHAM        | FLYBE LTD              | S                 | D           | 70                | 0        | 5                          | 43        | 20                     | 13               | 21               | 3                      | 0                      | 42                      | 75                         | 24                  | 76                         |                          |
|                         | GATWICK           | FLYBE LTD              | S                 | A           | 50                | 0        | 10                         | 46        | 10                     | 10               | 22               | 12                     | 0                      | 62                      | 70                         | 19                  | 57                         |                          |
|                         | GATWICK           | FLYBE LTD              | S                 | D           | 54                | 0        | 12                         | 43        | 24                     | 11               | 15               | 7                      | 0                      | 43                      | 79                         | 18                  | 57                         |                          |
|                         | MANCHESTER        | FLYBE LTD              | S                 | A           | 50                | 0        | 9                          | 48        | 14                     | 18               | 12               | 8                      | 0                      | 47                      | 82                         | 19                  | 49                         |                          |
|                         | MANCHESTER        | FLYBE LTD              | S                 | D           | 52                | 1        | 7                          | 52        | 17                     | 12               | 17               | 2                      | 0                      | 35                      | 78                         | 16                  | 51                         |                          |
|                         | HEATHROW          | LUFTHANSA              | S                 | A           | 101               | 0        | 0                          | 47        | 17                     | 16               | 19               | 2                      | 0                      | 36                      | 84                         | 9                   | 99                         |                          |
|                         | HEATHROW          | LUFTHANSA              | S                 | D           | 102               | 1        | 0                          | 54        | 14                     | 10               | 18               | 5                      | 0                      | 37                      | 63                         | 18                  | 98                         |                          |
|                         | MANCHESTER        | LUFTHANSA CITY LINE    | S                 | A           | 68                | 0        | 0                          | 41        | 25                     | 13               | 21               | 0                      | 0                      | 35                      | 70                         | 15                  | 76                         |                          |
|                         | MANCHESTER        | LUFTHANSA CITY LINE    | S                 | D           | 69                | 0        | 0                          | 45        | 9                      | 26               | 17               | 3                      | 0                      | 39                      | 67                         | 16                  | 76                         |                          |
| <b>TOTAL DUSSELDORF</b> |                   |                        |                   |             | <b>1224</b>       | <b>6</b> | <b>73</b>                  | <b>49</b> | <b>15</b>              | <b>16</b>        | <b>17</b>        | <b>3</b>               | <b>0</b>               | <b>39</b>               | <b>77</b>                  | <b>16</b>           | <b>16</b>                  |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: E

| ORIGIN / DESTINATION                     | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|--|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|  |                   |                             |                   |             | MATCHED           |           | UNMATCHED  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|  |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| EAST MIDLANDS INTERNATIONAL              |                   |                             |                   |             |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|  | EDINBURGH         | BMIBABY LTD                 | S                 | A           | 45                | 0         | 8          | 80                         | 11               | 2                | 7                      | 0                      | 0                       | 11                         | 83                  | 11                         | 53                       |  |
|  | EDINBURGH         | BMIBABY LTD                 | S                 | D           | 45                | 0         | 8          | 73                         | 7                | 13               | 7                      | 0                      | 0                       | 15                         | 75                  | 16                         | 52                       |  |
|  | GLASGOW           | BMIBABY LTD                 | S                 | A           | 46                | 0         | 0          | 74                         | 9                | 11               | 7                      | 0                      | 0                       | 16                         | 87                  | 6                          | 45                       |  |
|  | GLASGOW           | BMIBABY LTD                 | S                 | D           | 46                | 0         | 0          | 54                         | 20               | 9                | 13                     | 2                      | 2                       | 37                         | 71                  | 13                         | 45                       |  |
| <b>TOTAL EAST MIDLANDS INTERNATIONAL</b> |                   |                             |                   |             | <b>184</b>        | <b>1</b>  | <b>16</b>  | <b>70</b>                  | <b>11</b>        | <b>9</b>         | <b>9</b>               | <b>1</b>               | <b>1</b>                | <b>21</b>                  | <b>79</b>           | <b>12</b>                  | <b>12</b>                |  |
| EDINBURGH                                |                   |                             |                   |             |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|  | LONDON CITY       | BA CITYFLYER LTD            | S                 | A           | 104               | 1         | 0          | 60                         | 8                | 19               | 8                      | 5                      | 1                       | 37                         | 73                  | 18                         | 127                      |  |
|  | LONDON CITY       | BA CITYFLYER LTD            | S                 | D           | 111               | 0         | 0          | 65                         | 17               | 10               | 7                      | 1                      | 0                       | 21                         | 67                  | 17                         | 130                      |  |
|  | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 128               | 0         | 2          | 55                         | 12               | 19               | 13                     | 2                      | 0                       | 30                         | 73                  | 21                         | 180                      |  |
|  | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 127               | 0         | 1          | 72                         | 12               | 9                | 7                      | 0                      | 0                       | 14                         | 82                  | 13                         | 185                      |  |
|  | MANCHESTER        | BMI REGIONAL                | S                 | A           | 61                | 0         | 0          | 72                         | 11               | 8                | 5                      | 3                      | 0                       | 19                         | 83                  | 17                         | 83                       |  |
|  | MANCHESTER        | BMI REGIONAL                | S                 | D           | 63                | 0         | 0          | 73                         | 10               | 3                | 11                     | 3                      | 0                       | 22                         | 88                  | 8                          | 84                       |  |
|  | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 92                | 0         | 0          | 57                         | 16               | 12               | 12                     | 2                      | 1                       | 31                         | 67                  | 18                         | 107                      |  |
|  | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 94                | 0         | 0          | 69                         | 10               | 13               | 9                      | 0                      | 0                       | 19                         | 76                  | 11                         | 108                      |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 172               | 2         | 4          | 52                         | 15               | 17               | 10                     | 5                      | 1                       | 38                         | 66                  | 27                         | 231                      |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 173               | 0         | 1          | 60                         | 12               | 13               | 13                     | 1                      | 1                       | 31                         | 77                  | 17                         | 233                      |  |
|  | LONDON CITY       | CITY JET                    | S                 | A           | 83                | 0         | 0          | 66                         | 13               | 5                | 10                     | 6                      | 0                       | 30                         | 74                  | 17                         | 139                      |  |
|  | LONDON CITY       | CITY JET                    | S                 | D           | 81                | 0         | 0          | 67                         | 7                | 16               | 9                      | 1                      | 0                       | 22                         | 80                  | 12                         | 140                      |  |
|  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 86                | 0         | 15         | 42                         | 13               | 22               | 21                     | 2                      | 0                       | 42                         | 56                  | 32                         | 100                      |  |
|  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 87                | 0         | 15         | 46                         | 16               | 18               | 16                     | 2                      | 1                       | 43                         | 65                  | 23                         | 100                      |  |
|  | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 72                | 0         | 8          | 54                         | 14               | 8                | 17                     | 7                      | 0                       | 42                         | 75                  | 19                         | 89                       |  |
|  | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 71                | 0         | 9          | 49                         | 13               | 17               | 15                     | 6                      | 0                       | 43                         | 71                  | 20                         | 89                       |  |
|  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 129               | 2         | 9          | 44                         | 16               | 21               | 19                     | 1                      | 0                       | 35                         | 64                  | 32                         | 107                      |  |
|  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 130               | 0         | 10         | 55                         | 12               | 18               | 12                     | 2                      | 1                       | 31                         | 64                  | 27                         | 107                      |  |
|  | BIRMINGHAM        | FLYBE LTD                   | S                 | A           | 105               | 3         | 31         | 58                         | 14               | 9                | 13                     | 5                      | 1                       | 39                         | 74                  | 17                         | 129                      |  |
|  | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 108               | 0         | 27         | 53                         | 13               | 11               | 16                     | 6                      | 2                       | 48                         | 67                  | 21                         | 131                      |  |
|  | MANCHESTER        | FLYBE LTD                   | S                 | A           | 53                | 1         | 9          | 68                         | 9                | 11               | 9                      | 2                      | 0                       | 22                         | 62                  | 28                         | 73                       |  |
|  | MANCHESTER        | FLYBE LTD                   | S                 | D           | 52                | 0         | 8          | 56                         | 17               | 10               | 13                     | 4                      | 0                       | 30                         | 65                  | 31                         | 71                       |  |
| <b>TOTAL EDINBURGH</b>                   |                   |                             |                   |             | <b>2182</b>       | <b>27</b> | <b>149</b> | <b>58</b>                  | <b>13</b>        | <b>14</b>        | <b>12</b>              | <b>3</b>               | <b>0</b>                | <b>32</b>                  | <b>72</b>           | <b>20</b>                  | <b>20</b>                |  |
| EDMONTON                                 |                   |                             |                   |             |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|  | HEATHROW          | AIR CANADA                  | S                 | A           | 13                | 0         | 0          | 23                         | 8                | 46               | 23                     | 0                      | 0                       | 41                         | 24                  | 93                         | 17                       |  |
|  | HEATHROW          | AIR CANADA                  | S                 | D           | 14                | 0         | 2          | 43                         | 43               | 7                | 7                      | 0                      | 0                       | 21                         | 50                  | 18                         | 16                       |  |
| <b>TOTAL EDMONTON</b>                    |                   |                             |                   |             | <b>27</b>         | <b>0</b>  | <b>2</b>   | <b>33</b>                  | <b>26</b>        | <b>26</b>        | <b>15</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>36</b>           | <b>57</b>                  | <b>57</b>                |  |

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Origin / Destinations: E

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE               | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |  |
|------------------------|-------------------|-----------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|
|                        |                   |                       |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |
|                        |                   |                       |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| EINDHOVEN              |                   |                       |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                        | STANSTED          | RYANAIR               | S              | A        | 56                | 0        | 2         | 50                         | 16            | 21            | 11               | 2                | 0                 | 29                   | 67            | 16                   | 48                 |  |  |
|                        | STANSTED          | RYANAIR               | S              | D        | 56                | 0        | 2         | 68                         | 20            | 9             | 4                | 0                | 0                 | 16                   | 78            | 16                   | 49                 |  |  |
|                        | LONDON CITY       | VLM (BELGIUM)         | S              | A        | 30                | 0        | 4         | 60                         | 17            | 10            | 10               | 3                | 0                 | 28                   | 82            | 19                   | 45                 |  |  |
|                        | LONDON CITY       | VLM (BELGIUM)         | S              | D        | 30                | 0        | 4         | 57                         | 13            | 7             | 13               | 10               | 0                 | 45                   | 80            | 20                   | 45                 |  |  |
| <b>TOTAL EINDHOVEN</b> |                   |                       |                |          | <b>174</b>        | <b>1</b> | <b>12</b> | <b>59</b>                  | <b>17</b>     | <b>13</b>     | <b>9</b>         | <b>3</b>         | <b>0</b>          | <b>28</b>            | <b>77</b>     | <b>22</b>            | <b>22</b>          |  |  |
| ELAT                   |                   |                       |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| ENONTEKIO              |                   |                       |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                        | BIRMINGHAM        | ASTRAEUS LTD          | C              | A        | 2                 | 0        | 0         | 50                         | 0             | 0             | 0                | 50               | 0                 | 93                   | 0             | 0                    | 0                  |  |  |
|                        | BIRMINGHAM        | ASTRAEUS LTD          | C              | D        | 3                 | 0        | 0         | 0                          | 0             | 33            | 33               | 0                | 33                | 217                  | 0             | 0                    | 0                  |  |  |
|                        | GATWICK           | ASTRAEUS LTD          | C              | A        | 3                 | 0        | 0         | 0                          | 0             | 33            | 67               | 0                | 0                 | 70                   | 0             | 0                    | 0                  |  |  |
|                        | GATWICK           | ASTRAEUS LTD          | C              | D        | 3                 | 0        | 0         | 0                          | 0             | 67            | 33               | 0                | 0                 | 53                   | 0             | 0                    | 0                  |  |  |
|                        | MANCHESTER        | ASTRAEUS LTD          | C              | A        | 6                 | 0        | 0         | 17                         | 0             | 33            | 33               | 0                | 17                | 110                  | 0             | 0                    | 0                  |  |  |
|                        | MANCHESTER        | ASTRAEUS LTD          | C              | D        | 6                 | 0        | 0         | 0                          | 17            | 0             | 33               | 33               | 17                | 194                  | 0             | 0                    | 0                  |  |  |
|                        | GATWICK           | SMALL PLANET AIRLINES | C              | A        | 2                 | 0        | 0         | 0                          | 0             | 0             | 100              | 0                | 0                 | 76                   | 0             | 0                    | 0                  |  |  |
|                        | GATWICK           | SMALL PLANET AIRLINES | C              | D        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 56                   | 0             | 0                    | 0                  |  |  |
|                        | MANCHESTER        | SMALL PLANET AIRLINES | C              | A        | 4                 | 0        | 0         | 0                          | 0             | 25            | 50               | 25               | 0                 | 120                  | 0             | 0                    | 0                  |  |  |
|                        | MANCHESTER        | SMALL PLANET AIRLINES | C              | D        | 4                 | 0        | 0         | 0                          | 50            | 0             | 50               | 0                | 0                 | 84                   | 0             | 0                    | 0                  |  |  |
|                        | GATWICK           | THOMSON AIRWAYS LTD   | C              | A        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 35                   | 0             | 50                   | 2                  |  |  |
|                        | GATWICK           | THOMSON AIRWAYS LTD   | C              | D        | 3                 | 0        | 0         | 33                         | 33            | 33            | 0                | 0                | 0                 | 23                   | 100           | 14                   | 2                  |  |  |
| <b>TOTAL ENONTEKIO</b> |                   |                       |                |          | <b>65</b>         | <b>1</b> | <b>0</b>  | <b>25</b>                  | <b>11</b>     | <b>17</b>     | <b>37</b>        | <b>6</b>         | <b>5</b>          | <b>80</b>            | <b>42</b>     | <b>28</b>            | <b>28</b>          |  |  |
| ENTEBBE                |                   |                       |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC   | S              | A        | 19                | 0        | 0         | 53                         | 21            | 21            | 5                | 0                | 0                 | 20                   | 71            | 9                    | 21                 |  |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC   | S              | D        | 19                | 0        | 0         | 5                          | 26            | 37            | 32               | 0                | 0                 | 46                   | 64            | 26                   | 22                 |  |  |
| <b>TOTAL ENTEBBE</b>   |                   |                       |                |          | <b>38</b>         | <b>0</b> | <b>0</b>  | <b>29</b>                  | <b>24</b>     | <b>29</b>     | <b>18</b>        | <b>0</b>         | <b>0</b>          | <b>33</b>            | <b>67</b>     | <b>18</b>            | <b>18</b>          |  |  |
| EXETER                 |                   |                       |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                        | EDINBURGH         | FLYBE LTD             | S              | A        | 34                | 0        | 7         | 32                         | 15            | 15            | 29               | 6                | 3                 | 69                   | 52            | 29                   | 44                 |  |  |
|                        | EDINBURGH         | FLYBE LTD             | S              | D        | 33                | 0        | 7         | 39                         | 9             | 12            | 27               | 12               | 0                 | 75                   | 39            | 39                   | 44                 |  |  |
|                        | GLASGOW           | FLYBE LTD             | S              | A        | 17                | 0        | 5         | 35                         | 12            | 24            | 24               | 6                | 0                 | 49                   | 52            | 22                   | 29                 |  |  |
|                        | GLASGOW           | FLYBE LTD             | S              | D        | 18                | 0        | 4         | 39                         | 6             | 28            | 28               | 0                | 0                 | 41                   | 59            | 26                   | 29                 |  |  |
|                        | MANCHESTER        | FLYBE LTD             | S              | A        | 31                | 0        | 3         | 42                         | 13            | 23            | 23               | 0                | 0                 | 35                   | 78            | 35                   | 40                 |  |  |
|                        | MANCHESTER        | FLYBE LTD             | S              | D        | 31                | 0        | 3         | 32                         | 10            | 16            | 39               | 3                | 0                 | 64                   | 68            | 25                   | 40                 |  |  |
|                        | NEWCASTLE         | FLYBE LTD             | S              | A        | 24                | 0        | 2         | 54                         | 13            | 4             | 13               | 13               | 4                 | 64                   | 62            | 26                   | 29                 |  |  |

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Origin / Destinations: E

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE   | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |          |                  |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |           |
|----------------------|-------------------|-----------|-------------------|----------|----------------------------|----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |           | CHARTER/ SCHED    | ARR/ DEP | UNMATCHED                  |          | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |           |                   |          | Actual (7)                 | Plan (8) |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| EXETER               | NEWCASTLE         | FLYBE LTD | S                 | D        | 23                         | 0        | 3                | 48            | 9             | 13               | 17               | 13                | 0                    | 55            | 55                   | 57                 | 29        |
| <b>TOTAL EXETER</b>  |                   |           |                   |          | <b>211</b>                 | <b>1</b> | <b>34</b>        | <b>40</b>     | <b>11</b>     | <b>16</b>        | <b>26</b>        | <b>7</b>          | <b>1</b>             | <b>58</b>     | <b>58</b>            | <b>32</b>          | <b>32</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: F

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                              |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                              |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| FAGERNES/LEIRIN              | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 0                      | 0                      | 50                      | 185                        | 0                   | 0                          | 0                        |
| <b>TOTAL FAGERNES/LEIRIN</b> |                   |                             |                   |             | <b>3</b>          | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>33</b>               | <b>124</b>                 | <b>0</b>            | <b>61</b>                  | <b>61</b>                |
| FARNBOROUGH                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| FARO                         | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 13                | 0        | 0         | 54                         | 0                | 15               | 15                     | 15                     | 0                       | 66                         | 79                  | 9                          | 29                       |
|                              | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 13                | 0        | 0         | 46                         | 15               | 15               | 15                     | 8                      | 0                       | 49                         | 79                  | 8                          | 29                       |
|                              | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 46                | 0        | 4         | 59                         | 13               | 11               | 11                     | 7                      | 0                       | 33                         | 67                  | 27                         | 52                       |
|                              | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 47                | 0        | 3         | 64                         | 6                | 13               | 15                     | 2                      | 0                       | 29                         | 64                  | 25                         | 53                       |
|                              | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 9                 | 0        | 0         | 44                         | 22               | 11               | 11                     | 0                      | 11                      | 66                         | 67                  | 20                         | 9                        |
|                              | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 9                 | 0        | 1         | 44                         | 11               | 22               | 11                     | 11                     | 0                       | 62                         | 67                  | 16                         | 9                        |
|                              | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 18                | 1        | 1         | 44                         | 28               | 11               | 11                     | 6                      | 0                       | 34                         | 68                  | 43                         | 22                       |
|                              | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 19                | 0        | 1         | 42                         | 42               | 5                | 5                      | 5                      | 0                       | 30                         | 64                  | 42                         | 22                       |
|                              | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 13                | 0        | 1         | 77                         | 0                | 23               | 0                      | 0                      | 0                       | 14                         | 69                  | 21                         | 13                       |
|                              | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 13                | 0        | 1         | 54                         | 15               | 15               | 15                     | 0                      | 0                       | 24                         | 54                  | 25                         | 13                       |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 29                | 1        | 1         | 62                         | 24               | 3                | 10                     | 0                      | 0                       | 18                         | 35                  | 29                         | 20                       |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 29                | 0        | 1         | 66                         | 24               | 7                | 3                      | 0                      | 0                       | 11                         | 70                  | 16                         | 20                       |
|                              | EDINBURGH         | JET2.COM LTD                | S                 | A           | 8                 | 0        | 0         | 25                         | 0                | 0                | 63                     | 0                      | 13                      | 108                        | 0                   | 0                          | 0                        |
|                              | EDINBURGH         | JET2.COM LTD                | S                 | D           | 8                 | 0        | 0         | 38                         | 13               | 0                | 38                     | 0                      | 13                      | 89                         | 0                   | 0                          | 0                        |
|                              | BIRMINGHAM        | MONARCH AIRLINES            | S                 | A           | 16                | 0        | 0         | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 13                         | 89                  | 3                          | 18                       |
|                              | BIRMINGHAM        | MONARCH AIRLINES            | S                 | D           | 16                | 0        | 0         | 81                         | 6                | 6                | 6                      | 0                      | 0                       | 17                         | 78                  | 10                         | 18                       |
|                              | GATWICK           | MONARCH AIRLINES            | S                 | A           | 15                | 0        | 1         | 60                         | 13               | 7                | 7                      | 7                      | 7                       | 65                         | 60                  | 19                         | 15                       |
|                              | GATWICK           | MONARCH AIRLINES            | S                 | D           | 16                | 0        | 0         | 75                         | 6                | 0                | 6                      | 0                      | 13                      | 65                         | 75                  | 18                         | 16                       |
|                              | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 22                | 0        | 1         | 68                         | 9                | 18               | 5                      | 0                      | 0                       | 14                         | 67                  | 17                         | 24                       |
|                              | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 22                | 0        | 1         | 68                         | 18               | 9                | 5                      | 0                      | 0                       | 14                         | 79                  | 13                         | 24                       |
|                              | EDINBURGH         | RYANAIR                     | S                 | A           | 8                 | 0        | 1         | 50                         | 13               | 25               | 13                     | 0                      | 0                       | 38                         | 0                   | 0                          | 0                        |
|                              | EDINBURGH         | RYANAIR                     | S                 | D           | 8                 | 0        | 1         | 0                          | 25               | 25               | 38                     | 13                     | 0                       | 72                         | 0                   | 0                          | 0                        |
|                              | GATWICK           | RYANAIR                     | S                 | A           | 14                | 0        | 0         | 71                         | 7                | 0                | 21                     | 0                      | 0                       | 24                         | 0                   | 0                          | 0                        |
|                              | GATWICK           | RYANAIR                     | S                 | D           | 13                | 0        | 1         | 54                         | 8                | 23               | 0                      | 15                     | 0                       | 59                         | 0                   | 0                          | 0                        |
|                              | STANSTED          | RYANAIR                     | S                 | A           | 28                | 0        | 2         | 79                         | 18               | 4                | 0                      | 0                      | 0                       | 6                          | 31                  | 58                         | 29                       |
|                              | STANSTED          | RYANAIR                     | S                 | D           | 28                | 0        | 2         | 43                         | 29               | 29               | 0                      | 0                      | 0                       | 21                         | 66                  | 39                         | 29                       |
| <b>TOTAL FARO</b>            |                   |                             |                   |             | <b>480</b>        | <b>3</b> | <b>24</b> | <b>60</b>                  | <b>15</b>        | <b>11</b>        | <b>10</b>              | <b>3</b>               | <b>1</b>                | <b>32</b>                  | <b>67</b>           | <b>24</b>                  | <b>24</b>                |
| FEZ                          | STANSTED          | RYANAIR                     | S                 | A           | 9                 | 0        | 0         | 22                         | 33               | 22               | 22                     | 0                      | 0                       | 36                         | 0                   | 0                          | 0                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: F

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE             | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|-----------------------|-------------------|---------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                       |                   |                     |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                       |                   |                     |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| FEZ                   | STANSTED          | RYANAIR             |                   | S D         | 9                 | 0        | 0         | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 25                         | 0                   | 0                          | 0                        |
| <b>TOTAL FEZ</b>      |                   |                     |                   |             | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>28</b>                  | <b>33</b>        | <b>28</b>        | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| FILTON                |                   |                     |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| FLORENCE              | LONDON CITY       | CITY JET            |                   | S A         | 9                 | 0        | 0         | 22                         | 22               | 11               | 33                     | 11                     | 0                       | 67                         | 0                   | 0                          | 0                        |
|                       | LONDON CITY       | CITY JET            |                   | S D         | 9                 | 0        | 0         | 44                         | 0                | 33               | 22                     | 0                      | 0                       | 45                         | 0                   | 0                          | 0                        |
|                       | GATWICK           | MERIDIANA AIR       |                   | S A         | 50                | 0        | 10        | 58                         | 20               | 10               | 8                      | 4                      | 0                       | 29                         | 59                  | 24                         | 54                       |
|                       | GATWICK           | MERIDIANA AIR       |                   | S D         | 50                | 0        | 9         | 56                         | 14               | 16               | 10                     | 2                      | 2                       | 37                         | 57                  | 26                         | 54                       |
| <b>TOTAL FLORENCE</b> |                   |                     |                   |             | <b>118</b>        | <b>1</b> | <b>19</b> | <b>53</b>                  | <b>16</b>        | <b>14</b>        | <b>12</b>              | <b>3</b>               | <b>1</b>                | <b>36</b>                  | <b>58</b>           | <b>25</b>                  | <b>25</b>                |
| FORLI                 | GATWICK           | WINDJET SPA         |                   | C A         | 8                 | 0        | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |
|                       | GATWICK           | WINDJET SPA         |                   | C D         | 8                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 15                         | 0                   | 0                          | 0                        |
| <b>TOTAL FORLI</b>    |                   |                     |                   |             | <b>16</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>13</b>        | <b>25</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>17</b>                  | <b>38</b>           | <b>44</b>                  | <b>44</b>                |
| FRANKFURT MAIN        | LONDON CITY       | BA CITYFLYER LTD    |                   | S A         | 38                | 1        | 0         | 47                         | 13               | 18               | 13                     | 8                      | 0                       | 41                         | 74                  | 17                         | 66                       |
|                       | LONDON CITY       | BA CITYFLYER LTD    |                   | S D         | 42                | 0        | 0         | 40                         | 7                | 21               | 29                     | 2                      | 0                       | 48                         | 60                  | 25                         | 67                       |
|                       | HEATHROW          | BRITISH AIRWAYS PLC |                   | S A         | 134               | 0        | 1         | 42                         | 25               | 13               | 16                     | 3                      | 1                       | 40                         | 67                  | 23                         | 139                      |
|                       | HEATHROW          | BRITISH AIRWAYS PLC |                   | S D         | 135               | 1        | 0         | 55                         | 13               | 18               | 13                     | 1                      | 0                       | 30                         | 67                  | 20                         | 138                      |
|                       | BIRMINGHAM        | FLYBE LTD           |                   | S A         | 31                | 0        | 11        | 65                         | 6                | 10               | 13                     | 6                      | 0                       | 34                         | 58                  | 37                         | 50                       |
|                       | BIRMINGHAM        | FLYBE LTD           |                   | S D         | 35                | 0        | 8         | 43                         | 23               | 9                | 20                     | 6                      | 0                       | 44                         | 47                  | 35                         | 51                       |
|                       | GLASGOW           | FLYBE LTD           |                   | S A         | 15                | 0        | 11        | 67                         | 7                | 13               | 13                     | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |
|                       | GLASGOW           | FLYBE LTD           |                   | S D         | 21                | 0        | 4         | 48                         | 5                | 24               | 24                     | 0                      | 0                       | 41                         | 0                   | 0                          | 0                        |
|                       | MANCHESTER        | FLYBE LTD           |                   | S A         | 34                | 0        | 7         | 38                         | 12               | 12               | 29                     | 6                      | 3                       | 95                         | 63                  | 53                         | 48                       |
|                       | MANCHESTER        | FLYBE LTD           |                   | S D         | 36                | 0        | 5         | 39                         | 17               | 17               | 19                     | 6                      | 3                       | 92                         | 61                  | 32                         | 51                       |
|                       | BIRMINGHAM        | LUFTHANSA           |                   | S A         | 82                | 1        | 1         | 44                         | 26               | 18               | 12                     | 0                      | 0                       | 28                         | 79                  | 15                         | 72                       |
|                       | BIRMINGHAM        | LUFTHANSA           |                   | S D         | 84                | 0        | 1         | 27                         | 24               | 29               | 15                     | 2                      | 2                       | 54                         | 68                  | 20                         | 74                       |
|                       | EDINBURGH         | LUFTHANSA           |                   | S A         | 25                | 0        | 0         | 40                         | 20               | 28               | 4                      | 8                      | 0                       | 40                         | 68                  | 25                         | 31                       |
|                       | EDINBURGH         | LUFTHANSA           |                   | S D         | 25                | 0        | 0         | 32                         | 12               | 28               | 20                     | 8                      | 0                       | 58                         | 61                  | 36                         | 31                       |
|                       | HEATHROW          | LUFTHANSA           |                   | S A         | 225               | 2        | 1         | 42                         | 19               | 22               | 15                     | 1                      | 0                       | 33                         | 70                  | 18                         | 277                      |
|                       | HEATHROW          | LUFTHANSA           |                   | S D         | 225               | 0        | 0         | 35                         | 18               | 24               | 19                     | 3                      | 1                       | 49                         | 55                  | 29                         | 278                      |
|                       | MANCHESTER        | LUFTHANSA           |                   | S A         | 102               | 1        | 0         | 20                         | 32               | 29               | 18                     | 1                      | 0                       | 42                         | 66                  | 21                         | 113                      |
|                       | MANCHESTER        | LUFTHANSA           |                   | S D         | 102               | 0        | 0         | 29                         | 19               | 24               | 24                     | 5                      | 0                       | 52                         | 65                  | 29                         | 115                      |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: F

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |           |
|------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|-----------|
|                              |                   |                             |                |          | Actual (7)        | Plan (8)  | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |           |
|                              |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED   | UNMATCHED |
| FRANKFURT MAIN               |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                              | LONDON CITY       | LUFTHANSA CITY LINE         | S              | A        | 37                | 0         | 0                          | 38            | 19            | 22               | 22               | 0                 | 0                    | 36            | 82                   | 15                 | 60        |           |
|                              | LONDON CITY       | LUFTHANSA CITY LINE         | S              | D        | 36                | 0         | 0                          | 22            | 14            | 28               | 28               | 8                 | 0                    | 64            | 63                   | 25                 | 60        |           |
| <b>TOTAL FRANKFURT MAIN</b>  |                   |                             |                |          | <b>1464</b>       | <b>11</b> | <b>52</b>                  | <b>39</b>     | <b>19</b>     | <b>21</b>        | <b>18</b>        | <b>3</b>          | <b>1</b>             | <b>44</b>     | <b>65</b>            | <b>24</b>          | <b>24</b> |           |
| FREETOWN                     |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                              | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 19                | 0         | 0                          | 68            | 11            | 5                | 11               | 5                 | 0                    | 28            | 71                   | 14                 | 21        |           |
|                              | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 23                | 0         | 1                          | 17            | 13            | 22               | 39               | 4                 | 4                    | 80            | 5                    | 76                 | 22        |           |
| <b>TOTAL FREETOWN</b>        |                   |                             |                |          | <b>42</b>         | <b>1</b>  | <b>1</b>                   | <b>40</b>     | <b>12</b>     | <b>14</b>        | <b>26</b>        | <b>5</b>          | <b>2</b>             | <b>57</b>     | <b>37</b>            | <b>46</b>          | <b>46</b> |           |
| FRIEDRICHSHAFEN              |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                              | GATWICK           | AER LINGUS                  | C              | A        | 2                 | 0         | 0                          | 50            | 0             | 0                | 50               | 0                 | 0                    | 51            | 0                    | 0                  | 0         |           |
|                              | GATWICK           | AER LINGUS                  | C              | D        | 2                 | 0         | 0                          | 0             | 0             | 50               | 50               | 0                 | 0                    | 74            | 0                    | 0                  | 0         |           |
|                              | GATWICK           | VIKING HELLAS               | C              | A        | 2                 | 0         | 0                          | 50            | 0             | 0                | 50               | 0                 | 0                    | 76            | 0                    | 0                  | 0         |           |
|                              | GATWICK           | VIKING HELLAS               | C              | D        | 3                 | 0         | 0                          | 0             | 33            | 33               | 33               | 0                 | 0                    | 78            | 0                    | 0                  | 0         |           |
| <b>TOTAL FRIEDRICHSHAFEN</b> |                   |                             |                |          | <b>10</b>         | <b>0</b>  | <b>0</b>                   | <b>20</b>     | <b>10</b>     | <b>20</b>        | <b>50</b>        | <b>0</b>          | <b>0</b>             | <b>71</b>     | <b>61</b>            | <b>32</b>          | <b>32</b> |           |
| FUERTEVENTURA                |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |           |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 7                 | 0         | 1                          | 57            | 0             | 29               | 14               | 0                 | 0                    | 27            | 38                   | 38                 | 8         |           |
|                              | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 7                 | 0         | 1                          | 57            | 29            | 14               | 0                | 0                 | 0                    | 17            | 50                   | 29                 | 8         |           |
|                              | BIRMINGHAM        | MONARCH AIRLINES            | S              | A        | 5                 | 0         | 0                          | 80            | 0             | 0                | 20               | 0                 | 0                    | 17            | 60                   | 18                 | 5         |           |
|                              | BIRMINGHAM        | MONARCH AIRLINES            | S              | D        | 5                 | 0         | 0                          | 60            | 0             | 0                | 40               | 0                 | 0                    | 40            | 60                   | 18                 | 5         |           |
|                              | GATWICK           | MONARCH AIRLINES            | S              | A        | 4                 | 0         | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 8             | 20                   | 89                 | 5         |           |
|                              | GATWICK           | MONARCH AIRLINES            | S              | D        | 4                 | 0         | 0                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 9             | 60                   | 69                 | 5         |           |
|                              | LUTON             | MONARCH AIRLINES            | S              | D        | 2                 | 0         | 0                          | 50            | 0             | 0                | 50               | 0                 | 0                    | 52            | 67                   | 33                 | 3         |           |
|                              | MANCHESTER        | MONARCH AIRLINES            | S              | A        | 7                 | 0         | 1                          | 57            | 0             | 43               | 0                | 0                 | 0                    | 17            | 43                   | 32                 | 7         |           |
|                              | MANCHESTER        | MONARCH AIRLINES            | S              | D        | 7                 | 0         | 1                          | 71            | 0             | 29               | 0                | 0                 | 0                    | 15            | 57                   | 25                 | 7         |           |
|                              | EDINBURGH         | RYANAIR                     | S              | A        | 7                 | 0         | 1                          | 43            | 14            | 29               | 14               | 0                 | 0                    | 44            | 0                    | 0                  | 0         |           |
|                              | EDINBURGH         | RYANAIR                     | S              | D        | 6                 | 0         | 1                          | 67            | 0             | 33               | 0                | 0                 | 0                    | 17            | 0                    | 0                  | 0         |           |
|                              | LUTON             | RYANAIR                     | S              | A        | 9                 | 0         | 0                          | 44            | 0             | 56               | 0                | 0                 | 0                    | 25            | 0                    | 0                  | 0         |           |
|                              | LUTON             | RYANAIR                     | S              | D        | 9                 | 0         | 0                          | 22            | 22            | 44               | 11               | 0                 | 0                    | 35            | 0                    | 0                  | 0         |           |
|                              | STANSTED          | RYANAIR                     | S              | A        | 8                 | 0         | 1                          | 75            | 13            | 13               | 0                | 0                 | 0                    | 10            | 0                    | 0                  | 0         |           |
|                              | STANSTED          | RYANAIR                     | S              | D        | 8                 | 0         | 1                          | 75            | 25            | 0                | 0                | 0                 | 0                    | 9             | 0                    | 0                  | 0         |           |
|                              | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C              | A        | 10                | 0         | 0                          | 60            | 0             | 20               | 20               | 0                 | 0                    | 23            | 67                   | 33                 | 9         |           |
|                              | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C              | D        | 10                | 0         | 0                          | 60            | 20            | 10               | 10               | 0                 | 0                    | 18            | 70                   | 34                 | 10        |           |
|                              | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | A        | 6                 | 0         | 0                          | 50            | 17            | 0                | 0                | 17                | 17                   | 103           | 33                   | 34                 | 9         |           |
|                              | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | D        | 8                 | 0         | 0                          | 50            | 0             | 13               | 13               | 13                | 13                   | 106           | 60                   | 27                 | 10        |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: F

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |                        | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |           |           |  |
|----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|------------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|--|
|                            |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |  |
|                            |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |  |
| FUERTEVENTURA              |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                            | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | A           | 7                 | 0        | 0                      | 0                          | 14               | 29                     | 43                     | 14                      | 0                          | 96                  | 50                         | 48                       | 2         |           |  |
|                            | GLASGOW           | THOMAS COOK AIRLINES LTD    | C                 | D           | 7                 | 0        | 0                      | 0                          | 29               | 29                     | 14                     | 14                      | 14                         | 139                 | 50                         | 48                       | 2         |           |  |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 13                | 0        | 0                      | 62                         | 8                | 23                     | 0                      | 0                       | 8                          | 47                  | 36                         | 46                       | 11        |           |  |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 16                | 0        | 0                      | 63                         | 6                | 19                     | 6                      | 0                       | 6                          | 47                  | 31                         | 54                       | 13        |           |  |
|                            | NEWCASTLE         | THOMAS COOK AIRLINES LTD    | C                 | A           | 3                 | 0        | 0                      | 67                         | 0                | 0                      | 33                     | 0                       | 0                          | 26                  | 80                         | 9                        | 5         |           |  |
|                            | NEWCASTLE         | THOMAS COOK AIRLINES LTD    | C                 | D           | 3                 | 0        | 0                      | 33                         | 33               | 33                     | 0                      | 0                       | 0                          | 17                  | 40                         | 16                       | 5         |           |  |
|                            | STANSTED          | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0                      | 50                         | 0                | 0                      | 50                     | 0                       | 0                          | 66                  | 50                         | 56                       | 2         |           |  |
|                            | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 7                 | 1        | 0                      | 57                         | 14               | 14                     | 0                      | 0                       | 14                         | 81                  | 67                         | 49                       | 9         |           |  |
|                            | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 8                 | 1        | 0                      | 63                         | 13               | 13                     | 0                      | 0                       | 13                         | 71                  | 56                         | 57                       | 9         |           |  |
|                            | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0                      | 40                         | 0                | 0                      | 60                     | 0                       | 0                          | 80                  | 20                         | 39                       | 5         |           |  |
|                            | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0                      | 40                         | 0                | 0                      | 60                     | 0                       | 0                          | 58                  | 40                         | 15                       | 5         |           |  |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 10                | 0        | 0                      | 70                         | 10               | 0                      | 10                     | 0                       | 10                         | 72                  | 50                         | 19                       | 10        |           |  |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 0        | 0                      | 67                         | 0                | 11                     | 11                     | 0                       | 11                         | 80                  | 73                         | 14                       | 11        |           |  |
| <b>TOTAL FUERTEVENTURA</b> |                   |                             |                   |             | <b>228</b>        | <b>3</b> | <b>9</b>               | <b>54</b>                  | <b>10</b>        | <b>18</b>              | <b>11</b>              | <b>2</b>                | <b>5</b>                   | <b>49</b>           | <b>50</b>                  | <b>36</b>                | <b>36</b> |           |  |
| FUNCHAL                    |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                            | GATWICK           | AIR PORTUGAL                | S                 | A           | 26                | 0        | 0                      | 88                         | 0                | 0                      | 12                     | 0                       | 0                          | 15                  | 81                         | 11                       | 31        |           |  |
|                            | GATWICK           | AIR PORTUGAL                | S                 | D           | 28                | 0        | 0                      | 36                         | 11               | 18                     | 29                     | 7                       | 0                          | 59                  | 58                         | 23                       | 31        |           |  |
|                            | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 11                | 1        | 2                      | 45                         | 27               | 18                     | 9                      | 0                       | 0                          | 28                  | 73                         | 20                       | 15        |           |  |
|                            | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 12                | 0        | 2                      | 42                         | 17               | 25                     | 17                     | 0                       | 0                          | 33                  | 63                         | 24                       | 16        |           |  |
|                            | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 22                | 0        | 1                      | 50                         | 14               | 23                     | 14                     | 0                       | 0                          | 29                  | 43                         | 41                       | 23        |           |  |
|                            | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 22                | 0        | 0                      | 45                         | 23               | 27                     | 5                      | 0                       | 0                          | 26                  | 74                         | 14                       | 23        |           |  |
|                            | MANCHESTER        | JET2.COM LTD                | S                 | A           | 4                 | 0        | 0                      | 50                         | 50               | 0                      | 0                      | 0                       | 0                          | 13                  | 0                          | 0                        | 0         |           |  |
|                            | MANCHESTER        | JET2.COM LTD                | S                 | D           | 4                 | 0        | 0                      | 50                         | 50               | 0                      | 0                      | 0                       | 0                          | 8                   | 0                          | 0                        | 0         |           |  |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0                      | 25                         | 0                | 0                      | 75                     | 0                       | 0                          | 52                  | 75                         | 84                       | 4         |           |  |
|                            | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0                      | 25                         | 0                | 25                     | 50                     | 0                       | 0                          | 50                  | 25                         | 100                      | 4         |           |  |
|                            | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0                      | 50                         | 25               | 0                      | 25                     | 0                       | 0                          | 42                  | 75                         | 11                       | 4         |           |  |
|                            | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0                      | 25                         | 25               | 0                      | 25                     | 0                       | 25                         | 204                 | 50                         | 22                       | 4         |           |  |
|                            | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0                      | 44                         | 22               | 0                      | 22                     | 11                      | 0                          | 62                  | 43                         | 36                       | 7         |           |  |
|                            | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 0        | 0                      | 56                         | 0                | 11                     | 22                     | 11                      | 0                          | 58                  | 50                         | 34                       | 8         |           |  |
|                            | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0                      | 50                         | 0                | 0                      | 0                      | 0                       | 50                         | 590                 | 50                         | 14                       | 4         |           |  |
|                            | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0                      | 25                         | 25               | 0                      | 0                      | 0                       | 50                         | 613                 | 75                         | 11                       | 4         |           |  |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0                      | 67                         | 0                | 11                     | 11                     | 0                       | 11                         | 66                  | 50                         | 52                       | 8         |           |  |
|                            | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 0        | 0                      | 44                         | 22               | 11                     | 11                     | 0                       | 11                         | 74                  | 63                         | 45                       | 8         |           |  |



ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: F

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |   |                  |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |
|----------------------|-------------------|---------|-------------------|----------|------------|----------------------------|---|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |         | CHARTER/ SCHED    | ARR/ DEP | MATCHED    | UNMATCHED                  |   | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |         |                   |          | Actual (7) | Plan (8)                   |   |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| FUNCHAL              |                   |         |                   |          |            |                            |   |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| <b>TOTAL FUNCHAL</b> |                   |         |                   |          | 189        | 1                          | 5 | 50               | 14            | 13            | 16               | 2                | 4                 | 66                   | 62            | 27                   | 27                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                      |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                      |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| GALWAY               |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | EDINBURGH         | AER ARANN                   | S              | A        | 17                | 0        | 3         | 18                         | 24            | 12            | 35               | 12               | 0                 | 77                   | 76            | 24                   | 17                 |  |
|                      | EDINBURGH         | AER ARANN                   | S              | D        | 16                | 0        | 4         | 19                         | 25            | 13            | 38               | 6                | 0                 | 69                   | 39            | 33                   | 18                 |  |
|                      | LUTON             | AER ARANN                   | S              | A        | 50                | 0        | 5         | 54                         | 18            | 12            | 14               | 2                | 0                 | 35                   | 73            | 15                   | 49                 |  |
|                      | LUTON             | AER ARANN                   | S              | D        | 50                | 0        | 5         | 42                         | 10            | 24            | 22               | 2                | 0                 | 44                   | 53            | 38                   | 49                 |  |
|                      | MANCHESTER        | AER ARANN                   | S              | A        | 29                | 0        | 1         | 45                         | 14            | 14            | 21               | 7                | 0                 | 53                   | 76            | 18                   | 34                 |  |
|                      | MANCHESTER        | AER ARANN                   | S              | D        | 30                | 0        | 0         | 53                         | 10            | 7             | 20               | 10               | 0                 | 54                   | 71            | 33                   | 34                 |  |
| <b>TOTAL GALWAY</b>  |                   |                             |                |          | <b>192</b>        | <b>0</b> | <b>18</b> | <b>43</b>                  | <b>15</b>     | <b>15</b>     | <b>22</b>        | <b>5</b>         | <b>0</b>          | <b>50</b>            | <b>66</b>     | <b>27</b>            | <b>27</b>          |  |
| GATWICK              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | EDINBURGH         | BRITISH AIRWAYS PLC         | S              | A        | 94                | 0        | 0         | 65                         | 13            | 14            | 9                | 0                | 0                 | 21                   | 72            | 16                   | 108                |  |
|                      | EDINBURGH         | BRITISH AIRWAYS PLC         | S              | D        | 92                | 0        | 0         | 59                         | 16            | 11            | 11               | 2                | 1                 | 30                   | 68            | 19                   | 108                |  |
|                      | GLASGOW           | BRITISH AIRWAYS PLC         | S              | A        | 95                | 0        | 0         | 61                         | 13            | 16            | 11               | 0                | 0                 | 23                   | 75            | 17                   | 116                |  |
|                      | GLASGOW           | BRITISH AIRWAYS PLC         | S              | D        | 96                | 0        | 0         | 52                         | 17            | 13            | 17               | 2                | 0                 | 35                   | 66            | 22                   | 116                |  |
|                      | MANCHESTER        | BRITISH AIRWAYS PLC         | S              | A        | 101               | 0        | 1         | 59                         | 13            | 17            | 10               | 1                | 0                 | 24                   | 75            | 14                   | 141                |  |
|                      | MANCHESTER        | BRITISH AIRWAYS PLC         | S              | D        | 99                | 1        | 2         | 65                         | 12            | 12            | 11               | 0                | 0                 | 23                   | 81            | 13                   | 141                |  |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | A        | 86                | 1        | 16        | 43                         | 19            | 17            | 17               | 2                | 1                 | 45                   | 58            | 25                   | 99                 |  |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | D        | 88                | 0        | 12        | 44                         | 10            | 22            | 20               | 3                | 0                 | 44                   | 56            | 36                   | 100                |  |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | A        | 69                | 0        | 12        | 41                         | 20            | 19            | 17               | 1                | 1                 | 40                   | 73            | 20                   | 77                 |  |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | D        | 69                | 0        | 13        | 28                         | 13            | 23            | 28               | 7                | 1                 | 67                   | 55            | 29                   | 77                 |  |
|                      | NEWCASTLE         | FLYBE LTD                   | S              | A        | 71                | 0        | 11        | 45                         | 13            | 14            | 20               | 6                | 3                 | 67                   | 65            | 40                   | 92                 |  |
|                      | NEWCASTLE         | FLYBE LTD                   | S              | D        | 71                | 0        | 11        | 38                         | 24            | 21            | 15               | 1                | 0                 | 36                   | 58            | 38                   | 92                 |  |
| <b>TOTAL GATWICK</b> |                   |                             |                |          | <b>1037</b>       | <b>9</b> | <b>80</b> | <b>51</b>                  | <b>15</b>     | <b>16</b>     | <b>15</b>        | <b>2</b>         | <b>1</b>          | <b>37</b>            | <b>68</b>     | <b>24</b>            | <b>24</b>          |  |
| GAZIANTEP            |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| GDANSK               |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                      | BIRMINGHAM        | RYANAIR                     | S              | A        | 8                 | 0        | 1         | 25                         | 38            | 0             | 25               | 13               | 0                 | 51                   | 75            | 10                   | 8                  |  |
|                      | BIRMINGHAM        | RYANAIR                     | S              | D        | 8                 | 0        | 1         | 25                         | 50            | 13            | 13               | 0                | 0                 | 41                   | 89            | 9                    | 9                  |  |
|                      | EDINBURGH         | RYANAIR                     | S              | A        | 8                 | 0        | 1         | 100                        | 0             | 0             | 0                | 0                | 0                 | 92                   | 30            | 13                   | 13                 |  |
|                      | EDINBURGH         | RYANAIR                     | S              | D        | 8                 | 1        | 0         | 75                         | 13            | 13            | 0                | 0                | 0                 | 11                   | 71            | 14                   | 14                 |  |
|                      | STANSTED          | RYANAIR                     | S              | A        | 32                | 0        | 3         | 56                         | 16            | 16            | 9                | 0                | 3                 | 32                   | 75            | 17                   | 32                 |  |
|                      | STANSTED          | RYANAIR                     | S              | D        | 34                | 0        | 1         | 71                         | 18            | 12            | 0                | 0                | 0                 | 13                   | 73            | 20                   | 33                 |  |
|                      | LUTON             | WIZZ AIR                    | S              | A        | 50                | 0        | 1         | 60                         | 12            | 14            | 12               | 2                | 0                 | 31                   | 73            | 20                   | 49                 |  |
|                      | LUTON             | WIZZ AIR                    | S              | D        | 50                | 0        | 1         | 24                         | 22            | 18            | 28               | 6                | 2                 | 74                   | 47            | 37                   | 49                 |  |
| <b>TOTAL GDANSK</b>  |                   |                             |                |          | <b>198</b>        | <b>1</b> | <b>9</b>  | <b>52</b>                  | <b>18</b>     | <b>14</b>     | <b>13</b>        | <b>3</b>         | <b>1</b>          | <b>38</b>            | <b>69</b>     | <b>23</b>            | <b>23</b>          |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |         |           |
|----------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|---------|-----------|
|                      |                   |                             |                |          | Actual (7)        | Plan (8) | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |         |           |
|                      |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    | MATCHED | UNMATCHED |
| GENEVA               |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |         |           |
|                      | LONDON CITY       | BA CITYFLYER LTD            | S              | A        | 13                | 0        | 0                          | 54            | 0             | 15               | 23               | 8                 | 0                    | 42            | 50                   | 55                 | 16      |           |
|                      | LONDON CITY       | BA CITYFLYER LTD            | S              | D        | 13                | 0        | 0                          | 31            | 15            | 15               | 31               | 8                 | 0                    | 58            | 38                   | 53                 | 16      |           |
|                      | GATWICK           | BMI BRITISH MIDLAND         | C              | A        | 3                 | 0        | 0                          | 0             | 0             | 0                | 67               | 0                 | 33                   | 200           | 25                   | 74                 | 4       |           |
|                      | GATWICK           | BMI BRITISH MIDLAND         | C              | D        | 4                 | 0        | 0                          | 0             | 0             | 0                | 50               | 25                | 25                   | 271           | 50                   | 39                 | 4       |           |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | C              | A        | 3                 | 0        | 0                          | 33            | 33            | 0                | 33               | 0                 | 0                    | 45            | 0                    | 58                 | 2       |           |
|                      | HEATHROW          | BMI BRITISH MIDLAND         | C              | D        | 3                 | 0        | 0                          | 33            | 33            | 0                | 33               | 0                 | 0                    | 56            | 67                   | 6                  | 3       |           |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | C              | A        | 2                 | 0        | 0                          | 0             | 0             | 0                | 100              | 0                 | 0                    | 105           | 50                   | 22                 | 2       |           |
|                      | MANCHESTER        | BMI BRITISH MIDLAND         | C              | D        | 2                 | 0        | 0                          | 0             | 0             | 50               | 50               | 0                 | 0                    | 82            | 0                    | 148                | 2       |           |
|                      | BIRMINGHAM        | BMIBABY LTD                 | S              | A        | 5                 | 0        | 1                          | 20            | 0             | 40               | 20               | 20                | 0                    | 100           | 100                  | 3                  | 7       |           |
|                      | BIRMINGHAM        | BMIBABY LTD                 | S              | D        | 6                 | 0        | 0                          | 17            | 17            | 33               | 17               | 17                | 0                    | 93            | 86                   | 12                 | 7       |           |
|                      | MANCHESTER        | BMIBABY LTD                 | S              | A        | 3                 | 0        | 0                          | 0             | 0             | 67               | 0                | 33                | 0                    | 105           | 50                   | 18                 | 4       |           |
|                      | MANCHESTER        | BMIBABY LTD                 | S              | D        | 3                 | 0        | 0                          | 0             | 33            | 33               | 0                | 33                | 0                    | 103           | 75                   | 7                  | 4       |           |
|                      | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 63                | 0        | 0                          | 43            | 16            | 16               | 24               | 2                 | 0                    | 39            | 65                   | 25                 | 66      |           |
|                      | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 64                | 0        | 0                          | 63            | 13            | 14               | 9                | 2                 | 0                    | 24            | 79                   | 14                 | 66      |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 184               | 0        | 7                          | 55            | 13            | 12               | 17               | 2                 | 1                    | 36            | 72                   | 23                 | 217     |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 187               | 0        | 2                          | 52            | 17            | 16               | 13               | 2                 | 0                    | 32            | 74                   | 15                 | 216     |           |
|                      | BIRMINGHAM        | EASYJET AIRLINE COMPANY LTD | S              | A        | 11                | 1        | 3                          | 18            | 18            | 27               | 27               | 9                 | 0                    | 58            | 0                    | 0                  | 0       |           |
|                      | BIRMINGHAM        | EASYJET AIRLINE COMPANY LTD | S              | D        | 11                | 0        | 3                          | 9             | 9             | 0                | 64               | 18                | 0                    | 111           | 0                    | 0                  | 0       |           |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | A        | 25                | 0        | 2                          | 48            | 8             | 16               | 16               | 4                 | 8                    | 64            | 39                   | 34                 | 23      |           |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S              | D        | 25                | 0        | 1                          | 40            | 12            | 20               | 20               | 4                 | 4                    | 61            | 39                   | 33                 | 23      |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 82                | 0        | 11                         | 37            | 13            | 23               | 23               | 4                 | 0                    | 49            | 58                   | 30                 | 62      |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 83                | 0        | 8                          | 47            | 11            | 16               | 20               | 4                 | 2                    | 48            | 65                   | 23                 | 62      |           |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | A        | 9                 | 0        | 0                          | 89            | 0             | 0                | 11               | 0                 | 0                    | 15            | 14                   | 74                 | 7       |           |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S              | D        | 9                 | 0        | 0                          | 67            | 22            | 0                | 11               | 0                 | 0                    | 18            | 29                   | 72                 | 7       |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 85                | 0        | 17                         | 39            | 19            | 13               | 18               | 12                | 0                    | 56            | 69                   | 22                 | 111     |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 85                | 0        | 14                         | 47            | 18            | 15               | 9                | 9                 | 1                    | 50            | 66                   | 22                 | 114     |           |
|                      | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | A        | 24                | 2        | 7                          | 29            | 4             | 21               | 46               | 0                 | 0                    | 55            | 64                   | 34                 | 33      |           |
|                      | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | D        | 23                | 2        | 5                          | 30            | 4             | 9                | 39               | 17                | 0                    | 88            | 67                   | 38                 | 33      |           |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | A        | 19                | 2        | 2                          | 47            | 21            | 16               | 11               | 5                 | 0                    | 42            | 33                   | 42                 | 21      |           |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | D        | 20                | 0        | 1                          | 50            | 5             | 25               | 15               | 5                 | 0                    | 44            | 52                   | 33                 | 23      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 43                | 0        | 3                          | 26            | 23            | 21               | 21               | 9                 | 0                    | 57            | 28                   | 59                 | 39      |           |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 43                | 0        | 2                          | 47            | 26            | 14               | 9                | 5                 | 0                    | 38            | 55                   | 36                 | 42      |           |
|                      | EDINBURGH         | EASYJET SWITZERLAND         | S              | A        | 3                 | 0        | 1                          | 0             | 0             | 0                | 100              | 0                 | 0                    | 93            | 0                    | 0                  | 0       |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|----------------------|-------------------|--------------------------|-------------------|-------------|-------------------|-----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                      |                   |                          |                   |             | MATCHED           |           | UNMATCHED  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                      |                   |                          |                   |             | Actual<br>(7)     | Plan (8)  |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| GENEVA               | EDINBURGH         | EASYJET SWITZERLAND      | S                 | D           | 3                 | 0         | 1          | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 102                        | 0                   | 0                          | 0                        |
|                      | GATWICK           | EASYJET SWITZERLAND      | S                 | A           | 71                | 0         | 9          | 39                         | 14               | 11               | 21                     | 8                      | 6                       | 93                         | 54                  | 44                         | 97                       |
|                      | GATWICK           | EASYJET SWITZERLAND      | S                 | D           | 71                | 0         | 8          | 35                         | 11               | 25               | 21                     | 3                      | 4                       | 79                         | 43                  | 42                         | 97                       |
|                      | BIRMINGHAM        | FLYBE LTD                | C                 | A           | 2                 | 0         | 0          | 0                          | 0                | 50               | 0                      | 50                     | 0                       | 149                        | 0                   | 53                         | 2                        |
|                      | BIRMINGHAM        | FLYBE LTD                | C                 | D           | 3                 | 0         | 0          | 33                         | 0                | 33               | 0                      | 33                     | 0                       | 91                         | 33                  | 68                         | 3                        |
|                      | GATWICK           | FLYBE LTD                | C                 | A           | 5                 | 0         | 0          | 0                          | 0                | 0                | 80                     | 20                     | 0                       | 153                        | 0                   | 210                        | 3                        |
|                      | GATWICK           | FLYBE LTD                | C                 | D           | 7                 | 0         | 0          | 0                          | 14               | 0                | 57                     | 29                     | 0                       | 133                        | 0                   | 82                         | 5                        |
|                      | EDINBURGH         | JET2.COM LTD             | C                 | A           | 2                 | 0         | 0          | 0                          | 0                | 50               | 0                      | 0                      | 50                      | 287                        | 0                   | 25                         | 1                        |
|                      | EDINBURGH         | JET2.COM LTD             | C                 | D           | 2                 | 0         | 0          | 0                          | 0                | 50               | 0                      | 0                      | 50                      | 313                        | 0                   | 136                        | 2                        |
|                      | MANCHESTER        | JET2.COM LTD             | S                 | A           | 3                 | 0         | 0          | 33                         | 0                | 67               | 0                      | 0                      | 0                       | 33                         | 67                  | 8                          | 3                        |
|                      | MANCHESTER        | JET2.COM LTD             | S                 | D           | 3                 | 0         | 0          | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 28                         | 60                  | 43                         | 5                        |
|                      | BIRMINGHAM        | MONARCH AIRLINES         | C                 | D           | 2                 | 0         | 0          | 50                         | 0                | 0                | 0                      | 0                      | 50                      | 263                        | 50                  | 26                         | 2                        |
|                      | GATWICK           | MONARCH AIRLINES         | C                 | A           | 9                 | 0         | 0          | 22                         | 11               | 0                | 56                     | 11                     | 0                       | 93                         | 0                   | 60                         | 5                        |
|                      | GATWICK           | MONARCH AIRLINES         | C                 | D           | 13                | 0         | 0          | 38                         | 15               | 15               | 15                     | 15                     | 0                       | 67                         | 29                  | 34                         | 7                        |
|                      | MANCHESTER        | MONARCH AIRLINES         | C                 | A           | 3                 | 0         | 0          | 0                          | 0                | 33               | 67                     | 0                      | 0                       | 93                         | 0                   | 90                         | 2                        |
|                      | MANCHESTER        | MONARCH AIRLINES         | C                 | D           | 3                 | 0         | 0          | 0                          | 0                | 33               | 67                     | 0                      | 0                       | 54                         | 100                 | 6                          | 3                        |
|                      | HEATHROW          | SWISS AIRLINES           | S                 | A           | 146               | 0         | 5          | 46                         | 15               | 14               | 24                     | 0                      | 1                       | 40                         | 0                   | 0                          | 0                        |
|                      | HEATHROW          | SWISS AIRLINES           | S                 | D           | 147               | 0         | 4          | 46                         | 13               | 15               | 25                     | 1                      | 1                       | 39                         | 0                   | 0                          | 0                        |
|                      | LONDON CITY       | SWISS AIRLINES           | S                 | A           | 81                | 0         | 4          | 60                         | 12               | 19               | 9                      | 0                      | 0                       | 20                         | 78                  | 11                         | 145                      |
|                      | LONDON CITY       | SWISS AIRLINES           | S                 | D           | 80                | 0         | 3          | 58                         | 10               | 19               | 14                     | 0                      | 0                       | 25                         | 74                  | 14                         | 147                      |
|                      | MANCHESTER        | SWISS AIRLINES           | S                 | A           | 3                 | 0         | 0          | 0                          | 67               | 33               | 0                      | 0                      | 0                       | 27                         | 100                 | 0                          | 2                        |
|                      | MANCHESTER        | SWISS AIRLINES           | S                 | D           | 3                 | 0         | 0          | 33                         | 0                | 67               | 0                      | 0                      | 0                       | 38                         | 0                   | 19                         | 2                        |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0         | 0          | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 58                         | 0                   | 25                         | 2                        |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0         | 0          | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 76                         | 50                  | 11                         | 2                        |
|                      | GATWICK           | THOMSON AIRWAYS LTD      | C                 | A           | 8                 | 0         | 0          | 38                         | 0                | 13               | 50                     | 0                      | 0                       | 65                         | 50                  | 49                         | 10                       |
|                      | GATWICK           | THOMSON AIRWAYS LTD      | C                 | D           | 11                | 0         | 0          | 36                         | 18               | 9                | 36                     | 0                      | 0                       | 46                         | 10                  | 65                         | 10                       |
|                      | GLASGOW           | THOMSON AIRWAYS LTD      | C                 | D           | 2                 | 0         | 0          | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 15                         | 0                   | 42                         | 1                        |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | A           | 4                 | 0         | 0          | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 67                  | 15                         | 3                        |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0         | 0          | 60                         | 0                | 40               | 0                      | 0                      | 0                       | 17                         | 100                 | 8                          | 5                        |
|                      | GATWICK           | VIKING HELLAS            | C                 | A           | 3                 | 0         | 0          | 0                          | 33               | 33               | 33                     | 0                      | 0                       | 58                         | 0                   | 0                          | 0                        |
|                      | GATWICK           | VIKING HELLAS            | C                 | D           | 4                 | 0         | 0          | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 20                         | 0                   | 0                          | 0                        |
| <b>TOTAL GENEVA</b>  |                   |                          |                   |             | <b>1877</b>       | <b>23</b> | <b>130</b> | <b>45</b>                  | <b>14</b>        | <b>16</b>        | <b>20</b>              | <b>4</b>               | <b>1</b>                | <b>48</b>                  | <b>62</b>           | <b>27</b>                  | <b>27</b>                |
| GENOA                |                   |                          |                   |             |                   |           |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |  |
|------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                        |                   |                             |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                        |                   |                             |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| GENOA                  |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 26                | 0        | 0                          | 35            | 19            | 27               | 19               | 0                 | 0                    | 39            | 76                   | 41                 | 29        |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 26                | 0        | 0                          | 54            | 12            | 15               | 19               | 0                 | 0                    | 33            | 83                   | 12                 | 30        |  |
|                        | STANSTED          | RYANAIR                     | S              | A        | 9                 | 0        | 3                          | 22            | 44            | 33               | 0                | 0                 | 0                    | 26            | 38                   | 52                 | 13        |  |
|                        | STANSTED          | RYANAIR                     | S              | D        | 11                | 0        | 1                          | 55            | 18            | 27               | 0                | 0                 | 0                    | 20            | 67                   | 26                 | 12        |  |
| <b>TOTAL GENOA</b>     |                   |                             |                |          | <b>72</b>         | <b>0</b> | <b>4</b>                   | <b>43</b>     | <b>19</b>     | <b>24</b>        | <b>14</b>        | <b>0</b>          | <b>0</b>             | <b>32</b>     | <b>71</b>            | <b>30</b>          | <b>30</b> |  |
| GERONA                 |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | BIRMINGHAM        | RYANAIR                     | S              | A        | 12                | 0        | 0                          | 67            | 17            | 0                | 17               | 0                 | 0                    | 19            | 69                   | 14                 | 16        |  |
|                        | BIRMINGHAM        | RYANAIR                     | S              | D        | 12                | 0        | 0                          | 67            | 0             | 17               | 17               | 0                 | 0                    | 23            | 44                   | 25                 | 16        |  |
|                        | GATWICK           | RYANAIR                     | S              | A        | 25                | 0        | 3                          | 72            | 12            | 8                | 8                | 0                 | 0                    | 17            | 93                   | 5                  | 28        |  |
|                        | GATWICK           | RYANAIR                     | S              | D        | 25                | 0        | 3                          | 64            | 12            | 16               | 8                | 0                 | 0                    | 23            | 75                   | 22                 | 28        |  |
|                        | LUTON             | RYANAIR                     | S              | A        | 10                | 0        | 3                          | 60            | 0             | 30               | 10               | 0                 | 0                    | 22            | 57                   | 23                 | 14        |  |
|                        | LUTON             | RYANAIR                     | S              | D        | 10                | 0        | 3                          | 50            | 10            | 20               | 20               | 0                 | 0                    | 30            | 80                   | 14                 | 15        |  |
|                        | STANSTED          | RYANAIR                     | S              | A        | 33                | 0        | 3                          | 45            | 27            | 21               | 6                | 0                 | 0                    | 21            | 63                   | 30                 | 35        |  |
|                        | STANSTED          | RYANAIR                     | S              | D        | 34                | 0        | 2                          | 62            | 18            | 18               | 3                | 0                 | 0                    | 18            | 64                   | 23                 | 36        |  |
| <b>TOTAL GERONA</b>    |                   |                             |                |          | <b>161</b>        | <b>0</b> | <b>17</b>                  | <b>60</b>     | <b>15</b>     | <b>16</b>        | <b>9</b>         | <b>0</b>          | <b>0</b>             | <b>20</b>     | <b>70</b>            | <b>20</b>          | <b>20</b> |  |
| GIBRALTAR              |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 20                | 0        | 0                          | 50            | 20            | 20               | 10               | 0                 | 0                    | 27            | 46                   | 50                 | 28        |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 21                | 0        | 0                          | 90            | 5             | 5                | 0                | 0                 | 0                    | 5             | 55                   | 33                 | 29        |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 23                | 0        | 3                          | 39            | 35            | 9                | 9                | 9                 | 0                    | 40            | 54                   | 75                 | 26        |  |
|                        | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 25                | 0        | 3                          | 60            | 8             | 16               | 12               | 4                 | 0                    | 32            | 69                   | 24                 | 29        |  |
|                        | LUTON             | MONARCH AIRLINES            | S              | A        | 25                | 0        | 2                          | 36            | 36            | 16               | 12               | 0                 | 0                    | 31            | 59                   | 65                 | 17        |  |
|                        | LUTON             | MONARCH AIRLINES            | S              | D        | 27                | 0        | 0                          | 48            | 33            | 11               | 7                | 0                 | 0                    | 24            | 72                   | 12                 | 18        |  |
|                        | MANCHESTER        | MONARCH AIRLINES            | S              | A        | 14                | 0        | 0                          | 7             | 21            | 36               | 29               | 0                 | 7                    | 81            | 50                   | 132                | 10        |  |
|                        | MANCHESTER        | MONARCH AIRLINES            | S              | D        | 14                | 0        | 0                          | 50            | 21            | 14               | 14               | 0                 | 0                    | 29            | 50                   | 18                 | 10        |  |
| <b>TOTAL GIBRALTAR</b> |                   |                             |                |          | <b>169</b>        | <b>1</b> | <b>8</b>                   | <b>49</b>     | <b>23</b>     | <b>15</b>        | <b>11</b>        | <b>2</b>          | <b>1</b>             | <b>32</b>     | <b>57</b>            | <b>47</b>          | <b>47</b> |  |
| GLASGOW                |                   |                             |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                        | LONDON CITY       | BA CITYFLYER LTD            | S              | A        | 61                | 2        | 0                          | 44            | 13            | 11               | 20               | 11                | 0                    | 55            | 74                   | 15                 | 73        |  |
|                        | LONDON CITY       | BA CITYFLYER LTD            | S              | D        | 63                | 1        | 0                          | 48            | 13            | 17               | 21               | 2                 | 0                    | 35            | 71                   | 16                 | 75        |  |
|                        | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 123               | 0        | 6                          | 41            | 22            | 20               | 15               | 2                 | 0                    | 33            | 76                   | 15                 | 190       |  |
|                        | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 123               | 0        | 7                          | 62            | 14            | 14               | 8                | 2                 | 0                    | 23            | 80                   | 12                 | 188       |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 95                | 0        | 0                          | 48            | 19            | 15               | 16               | 2                 | 0                    | 36            | 67                   | 25                 | 116       |  |
|                        | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 95                | 0        | 0                          | 65            | 13            | 12               | 11               | 0                 | 0                    | 21            | 75                   | 15                 | 116       |  |
|                        | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 165               | 1        | 2                          | 46            | 15            | 19               | 19               | 2                 | 0                    | 38            | 72                   | 25                 | 205       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                      |                   |                             |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| GLASGOW              | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 168               | 0         | 0         | 62                         | 14               | 11               | 11                     | 2                      | 0                       | 26                         | 77                  | 20                         | 207                      |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 68                | 1         | 11        | 32                         | 13               | 21               | 26                     | 6                      | 1                       | 59                         | 61                  | 27                         | 77                       |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 70                | 0         | 9         | 49                         | 17               | 14               | 17                     | 1                      | 1                       | 38                         | 74                  | 21                         | 78                       |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 98                | 0         | 5         | 55                         | 10               | 15               | 13                     | 5                      | 1                       | 44                         | 72                  | 17                         | 112                      |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 100               | 0         | 3         | 48                         | 22               | 11               | 16                     | 2                      | 1                       | 36                         | 69                  | 27                         | 113                      |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 122               | 0         | 8         | 48                         | 20               | 18               | 11                     | 2                      | 0                       | 31                         | 72                  | 19                         | 102                      |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 122               | 0         | 8         | 55                         | 18               | 15               | 11                     | 1                      | 1                       | 29                         | 72                  | 23                         | 102                      |
|                      | BIRMINGHAM        | FLYBE LTD                   | S                 | A           | 126               | 2         | 17        | 55                         | 11               | 13               | 18                     | 2                      | 1                       | 40                         | 77                  | 19                         | 109                      |
|                      | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 131               | 1         | 13        | 46                         | 15               | 18               | 20                     | 2                      | 0                       | 40                         | 67                  | 22                         | 111                      |
|                      | MANCHESTER        | FLYBE LTD                   | S                 | A           | 56                | 1         | 4         | 50                         | 11               | 21               | 13                     | 5                      | 0                       | 37                         | 76                  | 20                         | 71                       |
|                      | MANCHESTER        | FLYBE LTD                   | S                 | D           | 57                | 0         | 2         | 49                         | 7                | 25               | 11                     | 7                      | 2                       | 48                         | 77                  | 19                         | 71                       |
| <b>TOTAL GLASGOW</b> |                   |                             |                   |             | <b>1847</b>       | <b>21</b> | <b>97</b> | <b>51</b>                  | <b>15</b>        | <b>16</b>        | <b>15</b>              | <b>3</b>               | <b>0</b>                | <b>36</b>                  | <b>73</b>           | <b>20</b>                  | <b>20</b>                |
| GOA                  | GATWICK           | MONARCH AIRLINES            | C                 | A           | 9                 | 0         | 0         | 22                         | 22               | 22               | 22                     | 0                      | 11                      | 177                        | 50                  | 84                         | 8                        |
|                      | GATWICK           | MONARCH AIRLINES            | C                 | D           | 9                 | 0         | 0         | 44                         | 11               | 11               | 22                     | 0                      | 11                      | 167                        | 44                  | 87                         | 9                        |
|                      | MANCHESTER        | MONARCH AIRLINES            | C                 | A           | 4                 | 0         | 0         | 0                          | 0                | 25               | 25                     | 50                     | 0                       | 156                        | 0                   | 35                         | 4                        |
|                      | MANCHESTER        | MONARCH AIRLINES            | C                 | D           | 5                 | 0         | 0         | 40                         | 0                | 0                | 40                     | 20                     | 0                       | 96                         | 50                  | 20                         | 4                        |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 3                 | 0         | 0         | 67                         | 0                | 0                | 0                      | 0                      | 33                      | 169                        | 0                   | 0                          | 0                        |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0         | 0         | 60                         | 0                | 0                | 0                      | 20                     | 20                      | 181                        | 0                   | 0                          | 0                        |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 9                 | 1         | 0         | 44                         | 11               | 0                | 33                     | 11                     | 0                       | 88                         | 56                  | 176                        | 9                        |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 8                 | 0         | 0         | 13                         | 13               | 25               | 13                     | 38                     | 0                       | 128                        | 44                  | 128                        | 9                        |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 8                 | 0         | 0         | 13                         | 25               | 25               | 13                     | 0                      | 25                      | 188                        | 25                  | 74                         | 4                        |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 8                 | 0         | 0         | 38                         | 0                | 13               | 25                     | 13                     | 13                      | 156                        | 50                  | 34                         | 4                        |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0         | 0         | 40                         | 0                | 20               | 20                     | 0                      | 20                      | 153                        | 60                  | 21                         | 5                        |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0         | 0         | 25                         | 0                | 0                | 50                     | 0                      | 25                      | 195                        | 25                  | 50                         | 4                        |
| <b>TOTAL GOA</b>     |                   |                             |                   |             | <b>77</b>         | <b>3</b>  | <b>0</b>  | <b>32</b>                  | <b>9</b>         | <b>13</b>        | <b>22</b>              | <b>12</b>              | <b>12</b>               | <b>152</b>                 | <b>43</b>           | <b>86</b>                  | <b>86</b>                |
| GOTEBORG             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 48                | 0         | 3         | 52                         | 25               | 4                | 19                     | 0                      | 0                       | 27                         | 0                   | 0                          | 0                        |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 48                | 0         | 0         | 77                         | 10               | 6                | 4                      | 2                      | 0                       | 17                         | 0                   | 0                          | 0                        |
|                      | BIRMINGHAM        | CITY AIRLINE                | S                 | A           | 34                | 0         | 3         | 65                         | 15               | 9                | 9                      | 3                      | 0                       | 27                         | 96                  | 6                          | 23                       |
|                      | BIRMINGHAM        | CITY AIRLINE                | S                 | D           | 34                | 1         | 2         | 53                         | 15               | 9                | 18                     | 6                      | 0                       | 43                         | 96                  | 8                          | 23                       |
|                      | MANCHESTER        | CITY AIRLINE                | S                 | A           | 40                | 0         | 0         | 55                         | 20               | 18               | 8                      | 0                      | 0                       | 24                         | 70                  | 19                         | 40                       |
|                      | MANCHESTER        | CITY AIRLINE                | S                 | D           | 40                | 0         | 0         | 68                         | 3                | 18               | 13                     | 0                      | 0                       | 23                         | 78                  | 22                         | 40                       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                              |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                              |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| GOTEBORG                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 27                | 0        | 0         | 37                         | 11               | 22               | 22                     | 7                      | 0                       | 61                         | 0                   | 0                          | 0                        |  |
|                              | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 27                | 0        | 0         | 33                         | 15               | 26               | 22                     | 4                      | 0                       | 49                         | 0                   | 0                          | 0                        |  |
|                              | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 12                | 0        | 0         | 33                         | 25               | 17               | 25                     | 0                      | 0                       | 43                         | 0                   | 0                          | 0                        |  |
|                              | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 12                | 0        | 0         | 50                         | 17               | 8                | 25                     | 0                      | 0                       | 34                         | 0                   | 0                          | 0                        |  |
|                              | HEATHROW          | SAS                         | S                 | A           | 45                | 0        | 0         | 64                         | 16               | 16               | 2                      | 2                      | 0                       | 20                         | 73                  | 14                         | 52                       |  |
|                              | HEATHROW          | SAS                         | S                 | D           | 45                | 0        | 0         | 73                         | 7                | 13               | 4                      | 2                      | 0                       | 17                         | 81                  | 15                         | 52                       |  |
| <b>TOTAL GOTEBORG</b>        |                   |                             |                   |             | <b>412</b>        | <b>2</b> | <b>8</b>  | <b>59</b>                  | <b>14</b>        | <b>13</b>        | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>29</b>                  | <b>80</b>           | <b>15</b>                  | <b>15</b>                |  |
| GOTEBORG (SAVE)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | EDINBURGH         | RYANAIR                     | S                 | A           | 8                 | 0        | 3         | 88                         | 0                | 0                | 13                     | 0                      | 0                       | 16                         | 0                   | 0                          | 0                        |  |
|                              | EDINBURGH         | RYANAIR                     | S                 | D           | 9                 | 0        | 2         | 67                         | 11               | 11               | 11                     | 0                      | 0                       | 29                         | 0                   | 0                          | 0                        |  |
|                              | STANSTED          | RYANAIR                     | S                 | A           | 53                | 0        | 4         | 45                         | 21               | 25               | 9                      | 0                      | 0                       | 26                         | 64                  | 27                         | 67                       |  |
|                              | STANSTED          | RYANAIR                     | S                 | D           | 55                | 0        | 2         | 67                         | 15               | 15               | 4                      | 0                      | 0                       | 16                         | 75                  | 16                         | 67                       |  |
| <b>TOTAL GOTEBORG (SAVE)</b> |                   |                             |                   |             | <b>125</b>        | <b>0</b> | <b>11</b> | <b>59</b>                  | <b>16</b>        | <b>18</b>        | <b>7</b>               | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>69</b>           | <b>22</b>                  | <b>22</b>                |  |
| GRANADA                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| GRAND CAYMAN                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 16                | 0        | 1         | 75                         | 13               | 13               | 0                      | 0                      | 0                       | 9                          | 78                  | 18                         | 18                       |  |
|                              | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 17                | 0        | 1         | 41                         | 41               | 12               | 6                      | 0                      | 0                       | 20                         | 44                  | 39                         | 18                       |  |
| <b>TOTAL GRAND CAYMAN</b>    |                   |                             |                   |             | <b>33</b>         | <b>0</b> | <b>2</b>  | <b>58</b>                  | <b>27</b>        | <b>12</b>        | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>15</b>                  | <b>61</b>           | <b>28</b>                  | <b>28</b>                |  |
| GRAZ                         |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | STANSTED          | RYANAIR                     | S                 | A           | 18                | 0        | 0         | 33                         | 17               | 28               | 17                     | 6                      | 0                       | 51                         | 35                  | 28                         | 17                       |  |
|                              | STANSTED          | RYANAIR                     | S                 | D           | 18                | 0        | 0         | 44                         | 28               | 17               | 11                     | 0                      | 0                       | 24                         | 47                  | 20                         | 17                       |  |
| <b>TOTAL GRAZ</b>            |                   |                             |                   |             | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>39</b>                  | <b>22</b>        | <b>22</b>        | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>38</b>                  | <b>41</b>           | <b>24</b>                  | <b>24</b>                |  |
| GRENADA                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 7                 | 0        | 0         | 71                         | 0                | 14               | 0                      | 14                     | 0                       | 49                         | 56                  | 17                         | 9                        |  |
|                              | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 7                 | 0        | 0         | 57                         | 0                | 29               | 0                      | 14                     | 0                       | 66                         | 67                  | 16                         | 9                        |  |
|                              | GATWICK           | MONARCH AIRLINES            | C                 | A           | 5                 | 0        | 0         | 20                         | 20               | 40               | 20                     | 0                      | 0                       | 43                         | 0                   | 123                        | 5                        |  |
|                              | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 5                 | 0        | 0         | 40                         | 0                | 0                | 40                     | 20                     | 0                       | 90                         | 50                  | 29                         | 4                        |  |
|                              | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 4                 | 0        | 0         | 0                          | 25               | 75               | 0                      | 0                      | 0                       | 45                         | 20                  | 24                         | 5                        |  |
| <b>TOTAL GRENADA</b>         |                   |                             |                   |             | <b>28</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>7</b>         | <b>29</b>        | <b>11</b>              | <b>11</b>              | <b>0</b>                | <b>59</b>                  | <b>44</b>           | <b>36</b>                  | <b>36</b>                |  |
| GRENOBLE                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                              | GATWICK           | BMI BRITISH MIDLAND         | C                 | D           | 2                 | 0        | 0         | 0                          | 0                | 0                | 0                      | 50                     | 50                      | 303                        | 50                  | 94                         | 2                        |  |
|                              | BIRMINGHAM        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 4                 | 0        | 1         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 68                         | 50                  | 40                         | 4                        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |               |             | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|-----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|---------------|-------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                       |                   |                             |                   |             | 3                 | MATCHED       |             | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                       |                   |                             |                   |             |                   | Actual<br>(7) | Plan<br>(8) |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| GRENOBLE              | BIRMINGHAM        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 3                 | 0             | 2           | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 61                         | 0                   | 67                         | 4                        |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 21                | 0             | 2           | 81                         | 0                | 5                | 10                     | 5                      | 0                       | 20                         | 61                  | 22                         | 18                       |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 22                | 0             | 2           | 82                         | 0                | 0                | 18                     | 0                      | 0                       | 17                         | 89                  | 9                          | 18                       |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 10                | 0             | 1           | 60                         | 20               | 0                | 10                     | 10                     | 0                       | 36                         | 60                  | 22                         | 5                        |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 10                | 0             | 1           | 60                         | 20               | 10               | 0                      | 10                     | 0                       | 34                         | 60                  | 14                         | 5                        |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 5                 | 0             | 0           | 60                         | 0                | 0                | 40                     | 0                      | 0                       | 41                         | 0                   | 0                          | 0                        |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 5                 | 0             | 0           | 40                         | 0                | 20               | 40                     | 0                      | 0                       | 39                         | 0                   | 0                          | 0                        |
|                       | BIRMINGHAM        | FLYBE LTD                   | C                 | A           | 2                 | 0             | 0           | 0                          | 0                | 0                | 0                      | 50                     | 50                      | 399                        | 100                 | 8                          | 1                        |
|                       | GATWICK           | MONARCH AIRLINES            | C                 | A           | 14                | 0             | 0           | 7                          | 14               | 36               | 14                     | 21                     | 7                       | 118                        | 7                   | 130                        | 14                       |
|                       | GATWICK           | MONARCH AIRLINES            | C                 | D           | 16                | 0             | 0           | 38                         | 25               | 6                | 13                     | 19                     | 0                       | 77                         | 33                  | 64                         | 18                       |
|                       | MANCHESTER        | MONARCH AIRLINES            | C                 | A           | 7                 | 0             | 0           | 0                          | 14               | 43               | 29                     | 14                     | 0                       | 78                         | 0                   | 88                         | 4                        |
|                       | MANCHESTER        | MONARCH AIRLINES            | C                 | D           | 7                 | 0             | 0           | 14                         | 29               | 14               | 29                     | 14                     | 0                       | 62                         | 50                  | 31                         | 4                        |
|                       | STANSTED          | RYANAIR                     | S                 | A           | 6                 | 0             | 2           | 50                         | 17               | 17               | 17                     | 0                      | 0                       | 34                         | 56                  | 17                         | 9                        |
|                       | STANSTED          | RYANAIR                     | S                 | D           | 6                 | 0             | 2           | 33                         | 33               | 17               | 17                     | 0                      | 0                       | 34                         | 50                  | 27                         | 10                       |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 2                 | 0             | 0           | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 40                         | 50                  | 58                         | 2                        |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0             | 0           | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 30                         | 50                  | 24                         | 4                        |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0             | 0           | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 38                         | 0                   | 25                         | 2                        |
|                       | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 7                 | 0             | 0           | 43                         | 14               | 0                | 14                     | 29                     | 0                       | 95                         | 44                  | 43                         | 9                        |
|                       | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 0             | 0           | 56                         | 0                | 11               | 22                     | 11                     | 0                       | 70                         | 64                  | 29                         | 11                       |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0             | 0           | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 19                         | 50                  | 27                         | 6                        |
|                       | STANSTED          | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0             | 0           | 50                         | 0                | 0                | 0                      | 50                     | 0                       | 114                        | 50                  | 11                         | 2                        |
| <b>TOTAL GRENOBLE</b> |                   |                             |                   |             | <b>174</b>        | <b>1</b>      | <b>13</b>   | <b>49</b>                  | <b>11</b>        | <b>10</b>        | <b>17</b>              | <b>10</b>              | <b>2</b>                | <b>59</b>                  | <b>47</b>           | <b>42</b>                  | <b>42</b>                |
| GUERNSEY              | GATWICK           | AURIGNY AIR SERVICES        | S                 | A           | 102               | 0             | 4           | 72                         | 9                | 3                | 15                     | 2                      | 0                       | 24                         | 80                  | 12                         | 124                      |
|                       | GATWICK           | AURIGNY AIR SERVICES        | S                 | D           | 102               | 0             | 6           | 57                         | 12               | 8                | 17                     | 6                      | 1                       | 45                         | 67                  | 21                         | 123                      |
|                       | MANCHESTER        | AURIGNY AIR SERVICES        | S                 | A           | 48                | 0             | 4           | 60                         | 10               | 17               | 13                     | 0                      | 0                       | 28                         | 75                  | 15                         | 56                       |
|                       | MANCHESTER        | AURIGNY AIR SERVICES        | S                 | D           | 48                | 0             | 4           | 58                         | 8                | 19               | 13                     | 2                      | 0                       | 33                         | 75                  | 20                         | 56                       |
|                       | STANSTED          | AURIGNY AIR SERVICES        | S                 | A           | 14                | 1             | 4           | 43                         | 21               | 7                | 29                     | 0                      | 0                       | 36                         | 68                  | 49                         | 22                       |
|                       | STANSTED          | AURIGNY AIR SERVICES        | S                 | D           | 13                | 0             | 3           | 38                         | 23               | 8                | 31                     | 0                      | 0                       | 37                         | 50                  | 50                         | 24                       |
|                       | BIRMINGHAM        | FLYBE LTD                   | S                 | A           | 20                | 0             | 1           | 60                         | 25               | 5                | 0                      | 10                     | 0                       | 37                         | 43                  | 58                         | 23                       |
|                       | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 22                | 0             | 2           | 36                         | 23               | 23               | 9                      | 9                      | 0                       | 52                         | 69                  | 16                         | 26                       |
|                       | GATWICK           | FLYBE LTD                   | S                 | A           | 107               | 0             | 5           | 75                         | 15               | 2                | 7                      | 1                      | 0                       | 16                         | 88                  | 12                         | 129                      |
|                       | GATWICK           | FLYBE LTD                   | S                 | D           | 122               | 0             | 10          | 59                         | 14               | 8                | 14                     | 2                      | 2                       | 37                         | 79                  | 17                         | 130                      |



ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: G

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |                  |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |
|-----------------------|-------------------|---------|-------------------|----------|------------|----------------------------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                       |                   |         | CHARTER/ SCHED    | ARR/ DEP | MATCHED    | UNMATCHED                  | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                       |                   |         |                   |          | Actual (7) | Plan (8)                   |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| GUERNSEY              |                   |         |                   |          |            |                            |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| <b>TOTAL GUERNSEY</b> |                   |         |                   |          | <b>600</b> | <b>1</b>                   | <b>43</b>        | <b>62</b>     | <b>13</b>     | <b>8</b>         | <b>13</b>        | <b>3</b>          | <b>1</b>             | <b>32</b>     | <b>75</b>            | <b>19</b>          | <b>19</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: H

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE    | CHARTER/ SCHED              | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |
|--------------------------|-------------------|------------|-----------------------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                          |                   |            |                             |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                          |                   |            |                             |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| HAHN                     |                   | EDINBURGH  | RYANAIR                     | S A      | 15                | 0        | 1         | 7                          | 60            | 20            | 7                | 0                | 7                 | 116                  | 39            | 30                   | 18                 |
|                          |                   | EDINBURGH  | RYANAIR                     | S D      | 13                | 1        | 2         | 54                         | 31            | 15            | 0                | 0                | 0                 | 17                   | 50            | 25                   | 18                 |
|                          |                   | STANSTED   | RYANAIR                     | S A      | 79                | 0        | 2         | 22                         | 28            | 27            | 19               | 4                | 1                 | 56                   | 61            | 30                   | 79                 |
|                          |                   | STANSTED   | RYANAIR                     | S D      | 79                | 0        | 2         | 10                         | 18            | 43            | 25               | 4                | 0                 | 60                   | 50            | 24                   | 78                 |
| <b>TOTAL HAHN</b>        |                   |            |                             |          | <b>186</b>        | <b>1</b> | <b>7</b>  | <b>18</b>                  | <b>26</b>     | <b>32</b>     | <b>19</b>        | <b>3</b>         | <b>1</b>          | <b>60</b>            | <b>53</b>     | <b>27</b>            | <b>27</b>          |
| HALIFAX INT              |                   | HEATHROW   | AIR CANADA                  | S A      | 14                | 0        | 2         | 29                         | 14            | 36            | 21               | 0                | 0                 | 41                   | 41            | 31                   | 17                 |
|                          |                   | HEATHROW   | AIR CANADA                  | S D      | 14                | 0        | 1         | 36                         | 14            | 21            | 29               | 0                | 0                 | 41                   | 76            | 9                    | 17                 |
| <b>TOTAL HALIFAX INT</b> |                   |            |                             |          | <b>28</b>         | <b>1</b> | <b>3</b>  | <b>32</b>                  | <b>14</b>     | <b>29</b>     | <b>25</b>        | <b>0</b>         | <b>0</b>          | <b>41</b>            | <b>59</b>     | <b>20</b>            | <b>20</b>          |
| HAMBURG                  |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S A      | 95                | 1        | 3         | 62                         | 13            | 12            | 13               | 1                | 0                 | 25                   | 75            | 15                   | 116                |
|                          |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S D      | 97                | 0        | 0         | 66                         | 7             | 11            | 13               | 1                | 1                 | 28                   | 76            | 17                   | 115                |
|                          |                   | GATWICK    | EASYJET AIRLINE COMPANY LTD | S A      | 42                | 0        | 3         | 26                         | 31            | 24            | 19               | 0                | 0                 | 38                   | 0             | 0                    | 0                  |
|                          |                   | GATWICK    | EASYJET AIRLINE COMPANY LTD | S D      | 42                | 0        | 2         | 36                         | 33            | 17            | 14               | 0                | 0                 | 30                   | 0             | 0                    | 0                  |
|                          |                   | LUTON      | EASYJET AIRLINE COMPANY LTD | S A      | 30                | 0        | 1         | 30                         | 30            | 17            | 23               | 0                | 0                 | 37                   | 58            | 26                   | 24                 |
|                          |                   | LUTON      | EASYJET AIRLINE COMPANY LTD | S D      | 30                | 0        | 1         | 50                         | 20            | 27            | 3                | 0                | 0                 | 23                   | 44            | 31                   | 25                 |
|                          |                   | MANCHESTER | EASYJET AIRLINE COMPANY LTD | S A      | 25                | 0        | 0         | 48                         | 0             | 12            | 40               | 0                | 0                 | 48                   | 0             | 0                    | 0                  |
|                          |                   | MANCHESTER | EASYJET AIRLINE COMPANY LTD | S D      | 25                | 0        | 0         | 52                         | 8             | 24            | 16               | 0                | 0                 | 28                   | 0             | 0                    | 0                  |
|                          |                   | BIRMINGHAM | FLYBE LTD                   | S A      | 23                | 0        | 1         | 61                         | 0             | 17            | 13               | 9                | 0                 | 43                   | 57            | 24                   | 21                 |
|                          |                   | BIRMINGHAM | FLYBE LTD                   | S D      | 24                | 0        | 0         | 54                         | 8             | 21            | 8                | 8                | 0                 | 43                   | 43            | 27                   | 21                 |
|                          |                   | HEATHROW   | LUFTHANSA                   | S A      | 90                | 1        | 2         | 57                         | 13            | 16            | 14               | 0                | 0                 | 24                   | 85            | 9                    | 74                 |
|                          |                   | HEATHROW   | LUFTHANSA                   | S D      | 91                | 1        | 1         | 59                         | 12            | 14            | 14               | 0                | 0                 | 23                   | 69            | 18                   | 74                 |
|                          |                   | MANCHESTER | LUFTHANSA CITY LINE         | S A      | 56                | 0        | 0         | 50                         | 21            | 13            | 16               | 0                | 0                 | 25                   | 75            | 12                   | 60                 |
|                          |                   | MANCHESTER | LUFTHANSA CITY LINE         | S D      | 55                | 0        | 0         | 45                         | 16            | 22            | 16               | 0                | 0                 | 30                   | 80            | 11                   | 59                 |
| <b>TOTAL HAMBURG</b>     |                   |            |                             |          | <b>725</b>        | <b>3</b> | <b>14</b> | <b>53</b>                  | <b>15</b>     | <b>16</b>     | <b>15</b>        | <b>1</b>         | <b>0</b>          | <b>29</b>            | <b>72</b>     | <b>16</b>            | <b>16</b>          |
| HANOVER                  |                   | BIRMINGHAM | AIR BERLIN                  | C A      | 6                 | 0        | 0         | 67                         | 17            | 0             | 0                | 0                | 17                | 250                  | 75            | 9                    | 8                  |
|                          |                   | BIRMINGHAM | AIR BERLIN                  | C D      | 6                 | 0        | 0         | 67                         | 17            | 0             | 0                | 0                | 17                | 297                  | 75            | 9                    | 8                  |
|                          |                   | STANSTED   | AIR BERLIN                  | S A      | 55                | 0        | 0         | 44                         | 20            | 24            | 13               | 0                | 0                 | 30                   | 73            | 19                   | 55                 |
|                          |                   | STANSTED   | AIR BERLIN                  | S D      | 55                | 0        | 0         | 42                         | 24            | 20            | 15               | 0                | 0                 | 31                   | 67            | 22                   | 55                 |
|                          |                   | HEATHROW   | BMI BRITISH MIDLAND         | S A      | 56                | 0        | 5         | 46                         | 16            | 16            | 18               | 4                | 0                 | 35                   | 79            | 16                   | 68                 |
|                          |                   | HEATHROW   | BMI BRITISH MIDLAND         | S D      | 58                | 0        | 6         | 76                         | 9             | 9             | 7                | 0                | 0                 | 14                   | 81            | 13                   | 68                 |
|                          |                   | BIRMINGHAM | FLYBE LTD                   | S A      | 32                | 0        | 2         | 38                         | 22            | 9             | 19               | 13               | 0                 | 62                   | 63            | 22                   | 30                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: H

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| HANOVER                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 34                | 0        | 1         | 41                         | 9                | 21               | 21                     | 9                      | 0                       | 62                         | 53                  | 26                         | 32                       |  |
|                             | MANCHESTER        | FLYBE LTD                   | S                 | A           | 22                | 0        | 2         | 23                         | 23               | 14               | 41                     | 0                      | 0                       | 54                         | 58                  | 56                         | 26                       |  |
|                             | MANCHESTER        | FLYBE LTD                   | S                 | D           | 24                | 0        | 2         | 25                         | 17               | 21               | 38                     | 0                      | 0                       | 52                         | 73                  | 26                         | 26                       |  |
|                             | STANSTED          | GERMANWINGS                 | S                 | A           | 53                | 0        | 0         | 30                         | 15               | 30               | 21                     | 2                      | 2                       | 64                         | 0                   | 0                          | 0                        |  |
|                             | STANSTED          | GERMANWINGS                 | S                 | D           | 53                | 0        | 0         | 26                         | 11               | 32               | 25                     | 4                      | 2                       | 70                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL HANOVER</b>        |                   |                             |                   |             | <b>454</b>        | <b>0</b> | <b>18</b> | <b>42</b>                  | <b>16</b>        | <b>20</b>        | <b>19</b>              | <b>3</b>               | <b>1</b>                | <b>51</b>                  | <b>71</b>           | <b>21</b>                  | <b>21</b>                |  |
| HARARE                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | AIR ZIMBABWE                | S                 | A           | 9                 | 0        | 5         | 22                         | 11               | 11               | 44                     | 11                     | 0                       | 94                         | 40                  | 72                         | 10                       |  |
|                             | GATWICK           | AIR ZIMBABWE                | S                 | D           | 10                | 0        | 5         | 10                         | 30               | 0                | 20                     | 30                     | 10                      | 175                        | 20                  | 59                         | 10                       |  |
| <b>TOTAL HARARE</b>         |                   |                             |                   |             | <b>19</b>         | <b>1</b> | <b>11</b> | <b>16</b>                  | <b>21</b>        | <b>5</b>         | <b>32</b>              | <b>21</b>              | <b>5</b>                | <b>137</b>                 | <b>30</b>           | <b>66</b>                  | <b>66</b>                |  |
| HASSI MESSAOUD              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | MONARCH AIRLINES            | C                 | A           | 12                | 0        | 0         | 42                         | 0                | 42               | 17                     | 0                      | 0                       | 38                         | 31                  | 46                         | 13                       |  |
|                             | GATWICK           | MONARCH AIRLINES            | C                 | D           | 12                | 0        | 0         | 67                         | 17               | 8                | 8                      | 0                      | 0                       | 18                         | 50                  | 28                         | 14                       |  |
| <b>TOTAL HASSI MESSAOUD</b> |                   |                             |                   |             | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>54</b>                  | <b>8</b>         | <b>25</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>28</b>                  | <b>41</b>           | <b>36</b>                  | <b>36</b>                |  |
| HAUGESUND                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | STANSTED          | RYANAIR                     | S                 | A           | 10                | 0        | 1         | 40                         | 40               | 20               | 0                      | 0                      | 0                       | 19                         | 69                  | 32                         | 16                       |  |
|                             | STANSTED          | RYANAIR                     | S                 | D           | 11                | 0        | 0         | 91                         | 9                | 0                | 0                      | 0                      | 0                       | 6                          | 81                  | 9                          | 16                       |  |
| <b>TOTAL HAUGESUND</b>      |                   |                             |                   |             | <b>21</b>         | <b>0</b> | <b>1</b>  | <b>67</b>                  | <b>24</b>        | <b>10</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>12</b>                  | <b>75</b>           | <b>21</b>                  | <b>21</b>                |  |
| HAVANA                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | CUBANA                      | S                 | A           | 4                 | 0        | 1         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 14                         | 40                  | 25                         | 5                        |  |
|                             | GATWICK           | CUBANA                      | S                 | D           | 4                 | 0        | 1         | 0                          | 25               | 75               | 0                      | 0                      | 0                       | 46                         | 20                  | 46                         | 5                        |  |
|                             | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 8                 | 0        | 0         | 13                         | 38               | 25               | 13                     | 13                     | 0                       | 74                         | 11                  | 159                        | 9                        |  |
|                             | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 8                 | 0        | 0         | 13                         | 50               | 13               | 13                     | 13                     | 0                       | 72                         | 11                  | 149                        | 9                        |  |
| <b>TOTAL HAVANA</b>         |                   |                             |                   |             | <b>24</b>         | <b>5</b> | <b>4</b>  | <b>21</b>                  | <b>33</b>        | <b>29</b>        | <b>8</b>               | <b>8</b>               | <b>0</b>                | <b>59</b>                  | <b>18</b>           | <b>112</b>                 | <b>112</b>               |  |
| HEATHROW                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | EDINBURGH         | BMI BRITISH MIDLAND         | S                 | A           | 126               | 1        | 26        | 60                         | 19               | 10               | 11                     | 0                      | 0                       | 19                         | 73                  | 17                         | 184                      |  |
|                             | EDINBURGH         | BMI BRITISH MIDLAND         | S                 | D           | 128               | 0        | 23        | 46                         | 20               | 19               | 13                     | 2                      | 0                       | 30                         | 69                  | 24                         | 180                      |  |
|                             | GLASGOW           | BMI BRITISH MIDLAND         | S                 | A           | 120               | 3        | 18        | 53                         | 18               | 17               | 9                      | 3                      | 0                       | 27                         | 72                  | 15                         | 188                      |  |
|                             | GLASGOW           | BMI BRITISH MIDLAND         | S                 | D           | 120               | 3        | 17        | 45                         | 18               | 19               | 18                     | 1                      | 0                       | 33                         | 73                  | 16                         | 190                      |  |
|                             | MANCHESTER        | BMI BRITISH MIDLAND         | S                 | A           | 122               | 0        | 12        | 58                         | 19               | 13               | 8                      | 2                      | 0                       | 24                         | 73                  | 20                         | 254                      |  |
|                             | MANCHESTER        | BMI BRITISH MIDLAND         | S                 | D           | 126               | 0        | 10        | 66                         | 15               | 6                | 13                     | 1                      | 0                       | 22                         | 75                  | 19                         | 255                      |  |
|                             | EDINBURGH         | BRITISH AIRWAYS PLC         | S                 | A           | 171               | 1        | 0         | 51                         | 13               | 16               | 16                     | 2                      | 1                       | 37                         | 71                  | 22                         | 231                      |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: H

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE    | CHARTER/<br>SCHED           | ARR/<br>DEP | NUMBER OF FLIGHTS |             |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |
|-----------------------------------|-------------------|------------|-----------------------------|-------------|-------------------|-------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                                   |                   |            |                             |             | MATCHED           |             | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                                   |                   |            |                             |             | Actual<br>(7)     | Plan (8)    |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| HEATHROW                          |                   | EDINBURGH  | BRITISH AIRWAYS PLC         | S           | D                 | 171         | 2         | 2                          | 53               | 13               | 19                     | 10                     | 5                       | 1                          | 39                  | 65                         | 26                       | 230       |
|                                   |                   | GLASGOW    | BRITISH AIRWAYS PLC         | S           | A                 | 167         | 2         | 1                          | 53               | 18               | 14                     | 13                     | 2                       | 0                          | 28                  | 70                         | 24                       | 207       |
|                                   |                   | GLASGOW    | BRITISH AIRWAYS PLC         | S           | D                 | 165         | 3         | 0                          | 44               | 13               | 22                     | 19                     | 2                       | 0                          | 40                  | 64                         | 32                       | 205       |
|                                   |                   | MANCHESTER | BRITISH AIRWAYS PLC         | S           | A                 | 196         | 0         | 0                          | 48               | 20               | 14                     | 16                     | 2                       | 0                          | 32                  | 68                         | 29                       | 188       |
|                                   |                   | MANCHESTER | BRITISH AIRWAYS PLC         | S           | D                 | 196         | 1         | 0                          | 49               | 16               | 18                     | 11                     | 4                       | 1                          | 38                  | 72                         | 41                       | 186       |
|                                   |                   | NEWCASTLE  | BRITISH AIRWAYS PLC         | S           | A                 | 125         | 3         | 2                          | 60               | 12               | 18                     | 10                     | 0                       | 0                          | 23                  | 72                         | 24                       | 149       |
|                                   |                   | NEWCASTLE  | BRITISH AIRWAYS PLC         | S           | D                 | 122         | 4         | 1                          | 55               | 9                | 16                     | 18                     | 2                       | 0                          | 31                  | 66                         | 31                       | 148       |
|                                   |                   | STANSTED   | BRITISH AIRWAYS PLC         | S           | D                 | 3           | 0         | 1                          | 33               | 0                | 33                     | 33                     | 0                       | 0                          | 42                  | 0                          | 0                        | 0         |
| <b>TOTAL HEATHROW</b>             |                   |            |                             |             |                   | <b>2058</b> | <b>26</b> | <b>114</b>                 | <b>53</b>        | <b>16</b>        | <b>16</b>              | <b>13</b>              | <b>2</b>                | <b>0</b>                   | <b>31</b>           | <b>70</b>                  | <b>24</b>                | <b>24</b> |
| HELSINKI                          |                   | HEATHROW   | BLUE 1                      | S           | A                 | 48          | 0         | 0                          | 33               | 17               | 21                     | 25                     | 2                       | 2                          | 51                  | 45                         | 32                       | 29        |
|                                   |                   | HEATHROW   | BLUE 1                      | S           | D                 | 48          | 0         | 0                          | 65               | 10               | 4                      | 19                     | 2                       | 0                          | 33                  | 90                         | 10                       | 29        |
|                                   |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S           | A                 | 49          | 0         | 0                          | 45               | 12               | 24                     | 16                     | 2                       | 0                          | 34                  | 45                         | 33                       | 58        |
|                                   |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S           | D                 | 49          | 0         | 2                          | 57               | 22               | 12                     | 6                      | 2                       | 0                          | 22                  | 84                         | 9                        | 58        |
|                                   |                   | GATWICK    | EASYJET AIRLINE COMPANY LTD | S           | A                 | 24          | 0         | 0                          | 33               | 17               | 13                     | 29                     | 4                       | 4                          | 63                  | 38                         | 49                       | 29        |
|                                   |                   | GATWICK    | EASYJET AIRLINE COMPANY LTD | S           | D                 | 24          | 0         | 0                          | 54               | 21               | 4                      | 13                     | 8                       | 0                          | 41                  | 72                         | 35                       | 29        |
|                                   |                   | MANCHESTER | EASYJET AIRLINE COMPANY LTD | S           | A                 | 18          | 0         | 0                          | 0                | 11               | 28                     | 50                     | 11                      | 0                          | 99                  | 0                          | 0                        | 0         |
|                                   |                   | MANCHESTER | EASYJET AIRLINE COMPANY LTD | S           | D                 | 18          | 0         | 0                          | 50               | 6                | 6                      | 33                     | 6                       | 0                          | 57                  | 0                          | 0                        | 0         |
|                                   |                   | HEATHROW   | FINNAIR                     | S           | A                 | 87          | 0         | 3                          | 51               | 10               | 13                     | 20                     | 5                       | 2                          | 46                  | 49                         | 37                       | 111       |
|                                   |                   | HEATHROW   | FINNAIR                     | S           | D                 | 87          | 1         | 1                          | 43               | 9                | 20                     | 22                     | 5                       | 2                          | 67                  | 56                         | 30                       | 112       |
|                                   |                   | MANCHESTER | FINNAIR                     | S           | A                 | 36          | 0         | 0                          | 67               | 28               | 6                      | 0                      | 0                       | 0                          | 14                  | 51                         | 35                       | 35        |
|                                   |                   | MANCHESTER | FINNAIR                     | S           | D                 | 36          | 0         | 0                          | 58               | 17               | 22                     | 3                      | 0                       | 0                          | 20                  | 58                         | 38                       | 36        |
| <b>TOTAL HELSINKI</b>             |                   |            |                             |             |                   | <b>526</b>  | <b>7</b>  | <b>6</b>                   | <b>48</b>        | <b>14</b>        | <b>15</b>              | <b>18</b>              | <b>3</b>                | <b>1</b>                   | <b>44</b>           | <b>57</b>                  | <b>31</b>                | <b>31</b> |
| HOLGUIN (FRANK PAIS)              |                   | GATWICK    | THOMAS COOK AIRLINES LTD    | C           | A                 | 2           | 0         | 0                          | 50               | 0                | 0                      | 50                     | 0                       | 0                          | 56                  | 80                         | 13                       | 5         |
|                                   |                   | GATWICK    | THOMAS COOK AIRLINES LTD    | C           | D                 | 2           | 0         | 0                          | 50               | 0                | 0                      | 50                     | 0                       | 0                          | 87                  | 0                          | 0                        | 0         |
|                                   |                   | MANCHESTER | THOMAS COOK AIRLINES LTD    | C           | A                 | 2           | 0         | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 3                   | 75                         | 20                       | 4         |
|                                   |                   | MANCHESTER | THOMAS COOK AIRLINES LTD    | C           | D                 | 2           | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 14                  | 0                          | 0                        | 0         |
|                                   |                   | GATWICK    | THOMSON AIRWAYS LTD         | C           | A                 | 3           | 0         | 0                          | 67               | 0                | 0                      | 0                      | 33                      | 0                          | 93                  | 80                         | 6                        | 5         |
|                                   |                   | GATWICK    | THOMSON AIRWAYS LTD         | C           | D                 | 4           | 0         | 0                          | 0                | 25               | 25                     | 25                     | 0                       | 25                         | 460                 | 50                         | 40                       | 4         |
| <b>TOTAL HOLGUIN (FRANK PAIS)</b> |                   |            |                             |             |                   | <b>15</b>   | <b>2</b>  | <b>0</b>                   | <b>47</b>        | <b>13</b>        | <b>7</b>               | <b>20</b>              | <b>7</b>                | <b>7</b>                   | <b>162</b>          | <b>72</b>                  | <b>19</b>                | <b>19</b> |
| HONG KONG (CHEP LAP KOK)          |                   | HEATHROW   | BRITISH AIRWAYS PLC         | S           | A                 | 56          | 1         | 2                          | 89               | 7                | 4                      | 0                      | 0                       | 0                          | 4                   | 95                         | 2                        | 62        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: H

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|---------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                       |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                       |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| HONG KONG (CHEP LAP KOK)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 58                | 0        | 0         | 60                         | 5                | 16               | 14                     | 5                      | 0                       | 36                         | 71                  | 39                         | 62                       |  |
|                                       | HEATHROW          | CATHAY PACIFIC AIRWAYS      | S                 | A           | 113               | 0        | 10        | 67                         | 14               | 14               | 3                      | 2                      | 0                       | 18                         | 71                  | 15                         | 124                      |  |
|                                       | HEATHROW          | CATHAY PACIFIC AIRWAYS      | S                 | D           | 115               | 0        | 6         | 53                         | 20               | 14               | 10                     | 2                      | 2                       | 55                         | 67                  | 19                         | 124                      |  |
|                                       | HEATHROW          | QANTAS                      | S                 | A           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 11                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL HONG KONG (CHEP LAP KOK)</b> |                   |                             |                   |             | <b>344</b>        | <b>5</b> | <b>22</b> | <b>65</b>                  | <b>14</b>        | <b>13</b>        | <b>6</b>               | <b>2</b>               | <b>1</b>                | <b>31</b>                  | <b>74</b>           | <b>18</b>                  | <b>18</b>                |  |
| HOUSTON                               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 50                | 1        | 1         | 18                         | 24               | 32               | 22                     | 4                      | 0                       | 55                         | 37                  | 42                         | 52                       |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 51                | 0        | 1         | 29                         | 25               | 22               | 20                     | 4                      | 0                       | 44                         | 41                  | 31                         | 51                       |  |
|                                       | HEATHROW          | CONTINENTAL AIRLINES        | S                 | A           | 56                | 0        | 2         | 38                         | 29               | 18               | 11                     | 5                      | 0                       | 38                         | 47                  | 55                         | 57                       |  |
|                                       | HEATHROW          | CONTINENTAL AIRLINES        | S                 | D           | 57                | 0        | 3         | 33                         | 19               | 19               | 23                     | 5                      | 0                       | 49                         | 29                  | 84                         | 56                       |  |
| <b>TOTAL HOUSTON</b>                  |                   |                             |                   |             | <b>214</b>        | <b>1</b> | <b>7</b>  | <b>30</b>                  | <b>24</b>        | <b>22</b>        | <b>19</b>              | <b>5</b>               | <b>0</b>                | <b>46</b>                  | <b>38</b>           | <b>54</b>                  | <b>54</b>                |  |
| HURGHADA                              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 11                | 0        | 1         | 45                         | 27               | 0                | 18                     | 9                      | 0                       | 44                         | 83                  | 22                         | 6                        |  |
|                                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 11                | 0        | 1         | 45                         | 9                | 18               | 18                     | 9                      | 0                       | 49                         | 83                  | 32                         | 6                        |  |
|                                       | MANCHESTER        | JET2.COM LTD                | S                 | A           | 4                 | 0        | 1         | 0                          | 25               | 50               | 0                      | 25                     | 0                       | 104                        | 0                   | 0                          | 0                        |  |
|                                       | MANCHESTER        | JET2.COM LTD                | S                 | D           | 5                 | 0        | 0         | 20                         | 0                | 60               | 0                      | 20                     | 0                       | 74                         | 0                   | 0                          | 0                        |  |
|                                       | GATWICK           | MONARCH AIRLINES            | C                 | D           | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 5                          | 100                 | 12                         | 1                        |  |
|                                       | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 1        | 0         | 80                         | 20               | 0                | 0                      | 0                      | 0                       | 8                          | 100                 | 2                          | 4                        |  |
|                                       | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0         | 80                         | 0                | 20               | 0                      | 0                      | 0                       | 12                         | 75                  | 8                          | 4                        |  |
|                                       | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 9                 | 0        | 0         | 67                         | 11               | 0                | 0                      | 22                     | 0                       | 59                         | 67                  | 24                         | 9                        |  |
|                                       | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 9                 | 0        | 0         | 67                         | 0                | 11               | 0                      | 22                     | 0                       | 66                         | 67                  | 27                         | 9                        |  |
|                                       | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 9                 | 0        | 0         | 56                         | 22               | 0                | 22                     | 0                      | 0                       | 27                         | 78                  | 11                         | 9                        |  |
|                                       | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 10                | 0        | 0         | 10                         | 40               | 40               | 10                     | 0                      | 0                       | 36                         | 67                  | 17                         | 9                        |  |
|                                       | GATWICK           | THOMSON AIRWAYS LTD         | S                 | A           | 5                 | 0        | 0         | 60                         | 0                | 20               | 0                      | 0                      | 20                      | 314                        | 50                  | 37                         | 4                        |  |
|                                       | GATWICK           | THOMSON AIRWAYS LTD         | S                 | D           | 5                 | 0        | 0         | 40                         | 40               | 0                | 0                      | 0                      | 20                      | 309                        | 50                  | 43                         | 4                        |  |
|                                       | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | A           | 5                 | 0        | 0         | 40                         | 40               | 20               | 0                      | 0                      | 0                       | 19                         | 75                  | 13                         | 4                        |  |
|                                       | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | D           | 5                 | 0        | 0         | 20                         | 40               | 20               | 20                     | 0                      | 0                       | 34                         | 75                  | 8                          | 4                        |  |
|                                       | GATWICK           | VIKING HELLAS               | C                 | A           | 5                 | 0        | 0         | 80                         | 0                | 0                | 0                      | 20                     | 0                       | 42                         | 0                   | 0                          | 0                        |  |
|                                       | GATWICK           | VIKING HELLAS               | C                 | D           | 5                 | 0        | 0         | 60                         | 20               | 0                | 0                      | 20                     | 0                       | 50                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL HURGHADA</b>                 |                   |                             |                   |             | <b>111</b>        | <b>1</b> | <b>3</b>  | <b>50</b>                  | <b>18</b>        | <b>14</b>        | <b>7</b>               | <b>9</b>               | <b>2</b>                | <b>67</b>                  | <b>71</b>           | <b>25</b>                  | <b>25</b>                |  |
| HYDERABAD ( RAJIV GHANDI)             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 19                | 1        | 1         | 84                         | 0                | 5                | 5                      | 5                      | 0                       | 21                         | 100                 | 1                          | 23                       |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 20                | 0        | 0         | 25                         | 10               | 50               | 0                      | 15                     | 0                       | 70                         | 59                  | 20                         | 22                       |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: H

| ORIGIN / DESTINATION                    | REPORTING AIRPORT | AIRLINE | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |                  |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |
|---|-------------------|---------|-------------------|----------|------------|----------------------------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|   |                   |         | CHARTER/ SCHED    | ARR/ DEP | MATCHED    | UNMATCHED                  | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|   |                   |         |                   |          | Actual (7) | Plan (8)                   |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| HYDERABAD ( RAJIV GHANDI )              |                   |         |                   |          | 39         | 1                          | 1                | 54            | 5             | 28               | 3                | 10                | 0                    | 46            | 80                   | 11                 | 11        |
| <b>TOTAL HYDERABAD ( RAJIV GHANDI )</b> |                   |         |                   |          | <b>39</b>  | <b>1</b>                   | <b>1</b>         | <b>54</b>     | <b>5</b>      | <b>28</b>        | <b>3</b>         | <b>10</b>         | <b>0</b>             | <b>46</b>     | <b>80</b>            | <b>11</b>          | <b>11</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: I

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | DEC 2009      |                      |                    |  |
|----------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                  |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                  |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| IBIZA                            |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | STANSTED          | RYANAIR                     |                | S A      | 6                 | 0        | 0         | 33                         | 67            | 0             | 0                | 0                | 0                 | 20                   | 42            | 24                   | 12                 |  |
|                                  | STANSTED          | RYANAIR                     |                | S D      | 6                 | 0        | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 14                   | 75            | 13                   | 12                 |  |
| <b>TOTAL IBIZA</b>               |                   |                             |                |          | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>50</b>     | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>17</b>            | <b>58</b>     | <b>18</b>            | <b>18</b>          |  |
| ILHA DO SAL C.VERDE              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                | S A      | 4                 | 0        | 0         | 0                          | 25            | 50            | 0                | 25               | 0                 | 88                   | 60            | 21                   | 5                  |  |
|                                  | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                | S D      | 4                 | 0        | 0         | 25                         | 0             | 50            | 0                | 25               | 0                 | 80                   | 60            | 31                   | 5                  |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD         |                | S A      | 4                 | 0        | 0         | 25                         | 0             | 25            | 50               | 0                | 0                 | 54                   | 0             | 60                   | 4                  |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD         |                | S D      | 4                 | 0        | 0         | 25                         | 0             | 50            | 25               | 0                | 0                 | 45                   | 25            | 25                   | 4                  |  |
|                                  | MANCHESTER        | THOMSON AIRWAYS LTD         |                | S A      | 5                 | 0        | 0         | 20                         | 40            | 20            | 20               | 0                | 0                 | 36                   | 25            | 24                   | 4                  |  |
|                                  | MANCHESTER        | THOMSON AIRWAYS LTD         |                | S D      | 5                 | 0        | 0         | 60                         | 20            | 20            | 0                | 0                | 0                 | 20                   | 80            | 11                   | 5                  |  |
| <b>TOTAL ILHA DO SAL C.VERDE</b> |                   |                             |                |          | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>27</b>                  | <b>15</b>     | <b>35</b>     | <b>15</b>        | <b>8</b>         | <b>0</b>          | <b>52</b>            | <b>44</b>     | <b>28</b>            | <b>28</b>          |  |
| IMAM KHOMIENI                    |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         |                | S A      | 28                | 0        | 1         | 61                         | 4             | 4             | 25               | 4                | 4                 | 49                   | 97            | 7                    | 30                 |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         |                | S D      | 28                | 0        | 0         | 32                         | 36            | 18            | 11               | 0                | 4                 | 41                   | 53            | 22                   | 30                 |  |
|                                  | HEATHROW          | IRAN AIR                    |                | S A      | 13                | 0        | 1         | 38                         | 8             | 46            | 0                | 0                | 8                 | 50                   | 50            | 24                   | 14                 |  |
|                                  | HEATHROW          | IRAN AIR                    |                | S D      | 13                | 0        | 1         | 46                         | 31            | 15            | 0                | 8                | 0                 | 28                   | 71            | 19                   | 14                 |  |
|                                  | BIRMINGHAM        | MAHAN AIR                   |                | S A      | 14                | 0        | 0         | 43                         | 0             | 7             | 14               | 29               | 7                 | 124                  | 36            | 26                   | 14                 |  |
|                                  | BIRMINGHAM        | MAHAN AIR                   |                | S D      | 13                | 0        | 1         | 31                         | 0             | 8             | 15               | 38               | 8                 | 186                  | 14            | 157                  | 14                 |  |
| <b>TOTAL IMAM KHOMIENI</b>       |                   |                             |                |          | <b>109</b>        | <b>0</b> | <b>4</b>  | <b>43</b>                  | <b>15</b>     | <b>15</b>     | <b>13</b>        | <b>10</b>        | <b>5</b>          | <b>70</b>            | <b>59</b>     | <b>35</b>            | <b>35</b>          |  |
| INNSBRUCK                        |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC         |                | S A      | 20                | 0        | 0         | 40                         | 20            | 10            | 30               | 0                | 0                 | 41                   | 67            | 24                   | 18                 |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC         |                | S D      | 22                | 0        | 0         | 68                         | 5             | 9             | 18               | 0                | 0                 | 23                   | 72            | 23                   | 18                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD |                | S A      | 32                | 1        | 2         | 25                         | 6             | 34            | 25               | 6                | 3                 | 69                   | 67            | 32                   | 30                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD |                | S D      | 34                | 0        | 1         | 32                         | 15            | 26            | 24               | 3                | 0                 | 49                   | 71            | 30                   | 31                 |  |
|                                  | MANCHESTER        | FLYBE LTD                   |                | C A      | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 11                   | 100           | 3                    | 1                  |  |
|                                  | MANCHESTER        | FLYBE LTD                   |                | C D      | 3                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 8                    | 50            | 107                  | 2                  |  |
|                                  | GATWICK           | MONARCH AIRLINES            |                | C A      | 8                 | 0        | 0         | 38                         | 0             | 13            | 38               | 13               | 0                 | 67                   | 22            | 47                   | 9                  |  |
|                                  | GATWICK           | MONARCH AIRLINES            |                | C D      | 11                | 0        | 0         | 45                         | 9             | 9             | 27               | 0                | 9                 | 72                   | 20            | 54                   | 10                 |  |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD    |                | C D      | 3                 | 0        | 0         | 33                         | 0             | 33            | 33               | 0                | 0                 | 71                   | 25            | 29                   | 4                  |  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD    |                | C D      | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 12                   | 50            | 17                   | 2                  |  |
|                                  | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                | C D      | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 91                   | 100           | 5                    | 2                  |  |
|                                  | EDINBURGH         | THOMSON AIRWAYS LTD         |                | C D      | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 20                   | 0             | 33                   | 2                  |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD         |                | C A      | 5                 | 0        | 0         | 40                         | 0             | 60            | 0                | 0                | 0                 | 27                   | 67            | 19                   | 3                  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: I

| ORIGIN / DESTINATION                    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|---|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|   |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| INNSBRUCK                               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 6                 | 0        | 0         | 50                         | 33               | 17               | 0                      | 0                      | 0                       | 16                         | 20                  | 29                         | 5                        |  |
|   | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 0                      | 25                      | 113                        | 50                  | 61                         | 2                        |  |
|   | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0         | 80                         | 0                | 0                | 0                      | 0                      | 20                      | 95                         | 25                  | 44                         | 4                        |  |
|   | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 9                       | 100                        | 8                   | 2                          |                          |  |
|   | STANSTED          | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 10                      | 100                        | 12                  | 2                          |                          |  |
| <b>TOTAL INNSBRUCK</b>                  |                   |                             |                   |             | <b>171</b>        | <b>1</b> | <b>3</b>  | <b>43</b>                  | <b>13</b>        | <b>20</b>        | <b>20</b>              | <b>2</b>               | <b>2</b>                | <b>49</b>                  | <b>58</b>           | <b>31</b>                  | <b>31</b>                |  |
| INVERNESS                               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 25                | 0        | 2         | 44                         | 8                | 16               | 32                     | 0                      | 0                       | 45                         | 56                  | 45                         | 27                       |  |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 26                | 0        | 2         | 50                         | 8                | 23               | 19                     | 0                      | 0                       | 31                         | 63                  | 21                         | 27                       |  |
|   | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 29                | 0        | 1         | 34                         | 14               | 28               | 17                     | 7                      | 0                       | 55                         | 68                  | 44                         | 25                       |  |
|   | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 29                | 0        | 1         | 45                         | 10               | 24               | 14                     | 7                      | 0                       | 41                         | 73                  | 28                         | 26                       |  |
|   | BIRMINGHAM        | FLYBE LTD                   | S                 | A           | 26                | 1        | 1         | 81                         | 4                | 4                | 12                     | 0                      | 0                       | 18                         | 67                  | 30                         | 24                       |  |
|   | BIRMINGHAM        | FLYBE LTD                   | S                 | D           | 26                | 0        | 1         | 54                         | 19               | 8                | 8                      | 12                     | 0                       | 47                         | 52                  | 30                         | 25                       |  |
|   | GATWICK           | FLYBE LTD                   | S                 | A           | 63                | 0        | 5         | 68                         | 13               | 13               | 3                      | 3                      | 0                       | 23                         | 67                  | 38                         | 67                       |  |
|   | GATWICK           | FLYBE LTD                   | S                 | D           | 64                | 0        | 7         | 52                         | 14               | 16               | 16                     | 3                      | 0                       | 34                         | 60                  | 53                         | 67                       |  |
|   | MANCHESTER        | FLYBE LTD                   | S                 | A           | 45                | 0        | 3         | 51                         | 16               | 16               | 13                     | 2                      | 2                       | 41                         | 69                  | 56                         | 45                       |  |
|   | MANCHESTER        | FLYBE LTD                   | S                 | D           | 44                | 0        | 5         | 45                         | 14               | 11               | 30                     | 0                      | 0                       | 40                         | 62                  | 26                         | 45                       |  |
| <b>TOTAL INVERNESS</b>                  |                   |                             |                   |             | <b>377</b>        | <b>3</b> | <b>29</b> | <b>53</b>                  | <b>12</b>        | <b>15</b>        | <b>15</b>              | <b>3</b>               | <b>0</b>                | <b>36</b>                  | <b>64</b>           | <b>40</b>                  | <b>40</b>                |  |
| IQALUIT                                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| IRELAND WEST AIRPORT KN                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|   | GATWICK           | AER LINGUS                  | S                 | A           | 15                | 1        | 0         | 53                         | 7                | 13               | 27                     | 0                      | 0                       | 47                         | 74                  | 19                         | 27                       |  |
|   | GATWICK           | AER LINGUS                  | S                 | D           | 17                | 0        | 0         | 41                         | 6                | 18               | 35                     | 0                      | 0                       | 45                         | 69                  | 28                         | 29                       |  |
|   | BIRMINGHAM        | BMIBABY LTD                 | S                 | A           | 18                | 0        | 2         | 50                         | 22               | 6                | 11                     | 11                     | 0                       | 44                         | 53                  | 33                         | 17                       |  |
|   | BIRMINGHAM        | BMIBABY LTD                 | S                 | D           | 20                | 0        | 0         | 40                         | 15               | 20               | 15                     | 10                     | 0                       | 50                         | 56                  | 31                         | 18                       |  |
|   | MANCHESTER        | BMIBABY LTD                 | S                 | A           | 20                | 0        | 1         | 55                         | 5                | 20               | 10                     | 10                     | 0                       | 46                         | 57                  | 39                         | 21                       |  |
|   | MANCHESTER        | BMIBABY LTD                 | S                 | D           | 20                | 0        | 2         | 65                         | 5                | 15               | 15                     | 0                      | 0                       | 32                         | 71                  | 20                         | 21                       |  |
|   | LUTON             | RYANAIR                     | S                 | A           | 25                | 0        | 4         | 44                         | 16               | 20               | 16                     | 4                      | 0                       | 47                         | 64                  | 22                         | 28                       |  |
|   | LUTON             | RYANAIR                     | S                 | D           | 28                | 0        | 1         | 29                         | 18               | 29               | 21                     | 0                      | 4                       | 51                         | 64                  | 21                         | 28                       |  |
|   | STANSTED          | RYANAIR                     | S                 | A           | 27                | 0        | 4         | 52                         | 15               | 19               | 7                      | 7                      | 0                       | 39                         | 66                  | 15                         | 38                       |  |
|   | STANSTED          | RYANAIR                     | S                 | D           | 31                | 0        | 0         | 61                         | 13               | 19               | 6                      | 0                      | 0                       | 17                         | 71                  | 11                         | 38                       |  |
| <b>TOTAL IRELAND WEST AIRPORT KNOCK</b> |                   |                             |                   |             | <b>221</b>        | <b>2</b> | <b>15</b> | <b>49</b>                  | <b>13</b>        | <b>19</b>        | <b>15</b>              | <b>4</b>               | <b>0</b>                | <b>41</b>                  | <b>66</b>           | <b>22</b>                  | <b>22</b>                |  |
| ISLAMABAD                               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: I

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |  |
|--------------------------|-------------------|------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|--|
|                          |                   |                        |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |  |
|                          |                   |                        |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| ISLAMABAD                |                   |                        |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | MANCHESTER        | AIR BLUE               | S                 | A           | 11                | 0         | 2         | 9                          | 36               | 18               | 27                     | 9                      | 0                       | 60                         | 39                  | 28                         | 18                       |  |  |
|                          | MANCHESTER        | AIR BLUE               | S                 | D           | 12                | 0         | 1         | 17                         | 17               | 25               | 17                     | 25                     | 0                       | 93                         | 17                  | 50                         | 18                       |  |  |
|                          | BIRMINGHAM        | PAKISTAN INTL AIRLINES | S                 | A           | 14                | 0         | 0         | 43                         | 29               | 14               | 0                      | 7                      | 7                       | 65                         | 64                  | 12                         | 14                       |  |  |
|                          | BIRMINGHAM        | PAKISTAN INTL AIRLINES | S                 | D           | 14                | 0         | 0         | 29                         | 29               | 21               | 7                      | 7                      | 7                       | 142                        | 86                  | 5                          | 14                       |  |  |
|                          | HEATHROW          | PAKISTAN INTL AIRLINES | S                 | A           | 15                | 0         | 2         | 7                          | 27               | 53               | 7                      | 7                      | 0                       | 61                         | 53                  | 20                         | 17                       |  |  |
|                          | HEATHROW          | PAKISTAN INTL AIRLINES | S                 | D           | 15                | 0         | 2         | 40                         | 20               | 27               | 13                     | 0                      | 0                       | 35                         | 53                  | 22                         | 17                       |  |  |
|                          | MANCHESTER        | PAKISTAN INTL AIRLINES | S                 | A           | 22                | 1         | 1         | 14                         | 9                | 36               | 32                     | 5                      | 5                       | 99                         | 0                   | 99                         | 18                       |  |  |
|                          | MANCHESTER        | PAKISTAN INTL AIRLINES | S                 | D           | 23                | 0         | 1         | 30                         | 22               | 22               | 17                     | 4                      | 4                       | 68                         | 11                  | 115                        | 18                       |  |  |
| <b>TOTAL ISLAMABAD</b>   |                   |                        |                   |             | <b>126</b>        | <b>2</b>  | <b>9</b>  | <b>24</b>                  | <b>22</b>        | <b>28</b>        | <b>16</b>              | <b>7</b>               | <b>3</b>                | <b>78</b>                  | <b>38</b>           | <b>46</b>                  | <b>46</b>                |  |  |
| ISLAY                    |                   |                        |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | GLASGOW           | LOGANAIR               | S                 | A           | 39                | 0         | 0         | 59                         | 15               | 10               | 10                     | 5                      | 0                       | 37                         | 79                  | 16                         | 42                       |  |  |
|                          | GLASGOW           | LOGANAIR               | S                 | D           | 40                | 1         | 0         | 53                         | 18               | 18               | 10                     | 3                      | 0                       | 34                         | 69                  | 17                         | 42                       |  |  |
| <b>TOTAL ISLAY</b>       |                   |                        |                   |             | <b>79</b>         | <b>2</b>  | <b>0</b>  | <b>56</b>                  | <b>16</b>        | <b>14</b>        | <b>10</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>74</b>           | <b>17</b>                  | <b>17</b>                |  |  |
| ISLE OF MAN              |                   |                        |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | LONDON CITY       | AER ARANN              | S                 | A           | 68                | 0         | 11        | 65                         | 6                | 13               | 13                     | 3                      | 0                       | 30                         | 88                  | 12                         | 73                       |  |  |
|                          | LONDON CITY       | AER ARANN              | S                 | D           | 68                | 0         | 11        | 57                         | 7                | 13               | 18                     | 4                      | 0                       | 37                         | 82                  | 13                         | 72                       |  |  |
|                          | NEWCASTLE         | FLM AVIATION           | S                 | A           | 9                 | 0         | 1         | 89                         | 11               | 0                | 0                      | 0                      | 0                       | 5                          | 100                 | 2                          | 22                       |  |  |
|                          | NEWCASTLE         | FLM AVIATION           | S                 | D           | 9                 | 0         | 3         | 78                         | 22               | 0                | 0                      | 0                      | 0                       | 5                          | 100                 | 3                          | 22                       |  |  |
|                          | BIRMINGHAM        | FLYBE LTD              | S                 | A           | 41                | 0         | 5         | 51                         | 17               | 15               | 15                     | 2                      | 0                       | 33                         | 80                  | 11                         | 50                       |  |  |
|                          | BIRMINGHAM        | FLYBE LTD              | S                 | D           | 42                | 0         | 5         | 40                         | 17               | 12               | 31                     | 0                      | 0                       | 43                         | 68                  | 18                         | 50                       |  |  |
|                          | GATWICK           | FLYBE LTD              | S                 | A           | 91                | 0         | 7         | 75                         | 9                | 11               | 4                      | 0                      | 1                       | 18                         | 91                  | 5                          | 105                      |  |  |
|                          | GATWICK           | FLYBE LTD              | S                 | D           | 92                | 0         | 8         | 61                         | 14               | 12               | 11                     | 2                      | 0                       | 27                         | 84                  | 10                         | 105                      |  |  |
|                          | LUTON             | FLYBE LTD              | S                 | A           | 22                | 0         | 2         | 64                         | 27               | 0                | 5                      | 5                      | 0                       | 21                         | 76                  | 26                         | 25                       |  |  |
|                          | LUTON             | FLYBE LTD              | S                 | D           | 23                | 0         | 2         | 43                         | 26               | 13               | 17                     | 0                      | 0                       | 36                         | 64                  | 34                         | 25                       |  |  |
|                          | MANCHESTER        | FLYBE LTD              | S                 | A           | 111               | 2         | 4         | 69                         | 13               | 6                | 9                      | 3                      | 0                       | 22                         | 80                  | 15                         | 117                      |  |  |
|                          | MANCHESTER        | FLYBE LTD              | S                 | D           | 111               | 0         | 7         | 68                         | 12               | 9                | 8                      | 4                      | 0                       | 25                         | 71                  | 19                         | 118                      |  |  |
|                          | EDINBURGH         | LOGANAIR               | S                 | A           | 16                | 0         | 0         | 81                         | 6                | 6                | 6                      | 0                      | 0                       | 14                         | 70                  | 19                         | 23                       |  |  |
|                          | EDINBURGH         | LOGANAIR               | S                 | D           | 16                | 0         | 0         | 81                         | 6                | 6                | 6                      | 0                      | 0                       | 14                         | 61                  | 20                         | 23                       |  |  |
|                          | GLASGOW           | LOGANAIR               | S                 | A           | 15                | 2         | 0         | 53                         | 27               | 0                | 20                     | 0                      | 0                       | 32                         | 73                  | 38                         | 26                       |  |  |
|                          | GLASGOW           | LOGANAIR               | S                 | D           | 15                | 2         | 0         | 40                         | 33               | 13               | 13                     | 0                      | 0                       | 31                         | 67                  | 37                         | 27                       |  |  |
|                          | NEWCASTLE         | VANAIR EUROPE AS       | S                 | A           | 17                | 0         | 0         | 71                         | 0                | 6                | 24                     | 0                      | 0                       | 23                         | 33                  | 19                         | 3                        |  |  |
|                          | NEWCASTLE         | VANAIR EUROPE AS       | S                 | D           | 15                | 2         | 0         | 73                         | 7                | 7                | 13                     | 0                      | 0                       | 17                         | 0                   | 39                         | 3                        |  |  |
| <b>TOTAL ISLE OF MAN</b> |                   |                        |                   |             | <b>781</b>        | <b>13</b> | <b>68</b> | <b>64</b>                  | <b>13</b>        | <b>10</b>        | <b>12</b>              | <b>2</b>               | <b>0</b>                | <b>26</b>                  | <b>79</b>           | <b>15</b>                  | <b>15</b>                |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: I

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                          | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|---------------------------------------|-------------------|----------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                       |                   |                                  |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                       |                   |                                  |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| ISTANBUL                              | HEATHROW          | BRITISH AIRWAYS PLC              | S                 | A           | 71                | 0        | 2         | 55                         | 24               | 11               | 10                     | 0                      | 0                       | 22                         | 70                  | 16                         | 86                       |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC              | S                 | D           | 72                | 0        | 0         | 49                         | 21               | 17               | 11                     | 1                      | 1                       | 33                         | 59                  | 24                         | 85                       |
|                                       | BIRMINGHAM        | THY TURK HAVA YOLLARI<br>TURKISH | S                 | A           | 21                | 0        | 0         | 57                         | 14               | 14               | 14                     | 0                      | 0                       | 25                         | 43                  | 32                         | 21                       |
|                                       | BIRMINGHAM        | THY TURK HAVA YOLLARI<br>TURKISH | S                 | D           | 21                | 0        | 0         | 52                         | 5                | 24               | 19                     | 0                      | 0                       | 35                         | 33                  | 40                         | 21                       |
|                                       | HEATHROW          | THY TURK HAVA YOLLARI<br>TURKISH | S                 | A           | 117               | 0        | 2         | 42                         | 23               | 21               | 13                     | 2                      | 0                       | 29                         | 26                  | 45                         | 93                       |
|                                       | HEATHROW          | THY TURK HAVA YOLLARI<br>TURKISH | S                 | D           | 117               | 0        | 4         | 45                         | 12               | 15               | 24                     | 3                      | 0                       | 41                         | 34                  | 51                         | 93                       |
|                                       | MANCHESTER        | THY TURK HAVA YOLLARI<br>TURKISH | S                 | A           | 31                | 1        | 0         | 39                         | 16               | 39               | 6                      | 0                      | 0                       | 28                         | 19                  | 61                         | 31                       |
|                                       | MANCHESTER        | THY TURK HAVA YOLLARI<br>TURKISH | S                 | D           | 31                | 0        | 0         | 29                         | 29               | 23               | 19                     | 0                      | 0                       | 40                         | 6                   | 79                         | 31                       |
|                                       | STANSTED          | THY TURK HAVA YOLLARI<br>TURKISH | C                 | A           | 3                 | 0        | 0         | 0                          | 33               | 33               | 33                     | 0                      | 0                       | 43                         | 0                   | 0                          | 0                        |
|                                       | STANSTED          | THY TURK HAVA YOLLARI<br>TURKISH | C                 | D           | 3                 | 0        | 0         | 0                          | 0                | 0                | 33                     | 67                     | 0                       | 225                        | 0                   | 0                          | 0                        |
| <b>TOTAL ISTANBUL</b>                 |                   |                                  |                   |             | <b>489</b>        | <b>1</b> | <b>8</b>  | <b>45</b>                  | <b>19</b>        | <b>18</b>        | <b>15</b>              | <b>2</b>               | <b>0</b>                | <b>34</b>                  | <b>41</b>           | <b>39</b>                  | <b>39</b>                |
| ISTANBUL (SABIHA GOKCEN)              | GATWICK           | EASYJET AIRLINE COMPANY LTD      | S                 | A           | 14                | 1        | 2         | 50                         | 7                | 29               | 7                      | 7                      | 0                       | 39                         | 48                  | 31                         | 23                       |
|                                       | GATWICK           | EASYJET AIRLINE COMPANY LTD      | S                 | D           | 15                | 0        | 1         | 60                         | 0                | 20               | 7                      | 13                     | 0                       | 52                         | 46                  | 31                         | 24                       |
|                                       | LUTON             | EASYJET AIRLINE COMPANY LTD      | S                 | A           | 17                | 0        | 1         | 18                         | 29               | 29               | 18                     | 6                      | 0                       | 58                         | 57                  | 26                         | 23                       |
|                                       | LUTON             | EASYJET AIRLINE COMPANY LTD      | S                 | D           | 17                | 0        | 1         | 35                         | 24               | 24               | 18                     | 0                      | 0                       | 43                         | 63                  | 20                         | 24                       |
|                                       | STANSTED          | PEGASUS AIRLINES                 | S                 | A           | 36                | 0        | 0         | 25                         | 44               | 28               | 3                      | 0                      | 0                       | 25                         | 3                   | 42                         | 31                       |
|                                       | STANSTED          | PEGASUS AIRLINES                 | S                 | D           | 36                | 0        | 0         | 8                          | 19               | 47               | 22                     | 0                      | 3                       | 53                         | 10                  | 49                         | 31                       |
|                                       | STANSTED          | THY TURK HAVA YOLLARI<br>TURKISH | S                 | A           | 27                | 0        | 0         | 63                         | 26               | 11               | 0                      | 0                      | 0                       | 13                         | 32                  | 40                         | 31                       |
|                                       | STANSTED          | THY TURK HAVA YOLLARI<br>TURKISH | S                 | D           | 27                | 0        | 1         | 63                         | 19               | 7                | 11                     | 0                      | 0                       | 21                         | 42                  | 38                         | 31                       |
| <b>TOTAL ISTANBUL (SABIHA GOKCEN)</b> |                   |                                  |                   |             | <b>190</b>        | <b>1</b> | <b>6</b>  | <b>37</b>                  | <b>24</b>        | <b>25</b>        | <b>11</b>              | <b>2</b>               | <b>1</b>                | <b>36</b>                  | <b>35</b>           | <b>36</b>                  | <b>36</b>                |
| IVALO                                 | GATWICK           | EASYJET AIRLINE COMPANY LTD      | C                 | A           | 19                | 0        | 0         | 42                         | 26               | 16               | 16                     | 0                      | 0                       | 32                         | 67                  | 31                         | 9                        |
|                                       | GATWICK           | EASYJET AIRLINE COMPANY LTD      | C                 | D           | 18                | 0        | 0         | 67                         | 17               | 0                | 17                     | 0                      | 0                       | 17                         | 60                  | 47                         | 10                       |
|                                       | LUTON             | EASYJET AIRLINE COMPANY LTD      | C                 | D           | 2                 | 0        | 0         | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 161                        | 0                   | 0                          | 0                        |
|                                       | MANCHESTER        | EASYJET AIRLINE COMPANY LTD      | C                 | A           | 10                | 0        | 0         | 70                         | 10               | 10               | 10                     | 0                      | 0                       | 23                         | 60                  | 22                         | 10                       |
|                                       | MANCHESTER        | EASYJET AIRLINE COMPANY LTD      | C                 | D           | 11                | 0        | 0         | 64                         | 0                | 36               | 0                      | 0                      | 0                       | 22                         | 70                  | 21                         | 10                       |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: I

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |                  |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |    |
|------------------------|-------------------|---------|-------------------|----------|------------|----------------------------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----|
|                        |                   |         | CHARTER/ SCHED    | ARR/ DEP | MATCHED    | UNMATCHED                  | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |    |
|                        |                   |         |                   |          | Actual (7) | Plan (8)                   |                  |               |               |                  |                  |                   |                      |               |                      |                    |    |
| IVALO                  |                   |         |                   |          |            |                            |                  |               |               |                  |                  |                   |                      |               |                      |                    |    |
| <b>TOTAL IVALO</b>     |                   |         |                   |          | 61         | 1                          | 0                | 56            | 15            | 13               | 15               | 2                 | 0                    | 30            | 64                   | 30                 | 30 |
| IZMIR (ADNAM MENDERES) |                   |         |                   |          |            |                            |                  |               |               |                  |                  |                   |                      |               |                      |                    |    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: J

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |
|----------------------|-------------------|------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                        |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                        |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| JEDDAH               | HEATHROW          | BMI BRITISH MIDLAND    | S              | A        | 13                | 0        | 0         | 69                         | 8             | 15            | 8                | 0                | 0                 | 17                   | 15            | 49                   | 13                 |
|                      | HEATHROW          | BMI BRITISH MIDLAND    | C              | A        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 46            | 54                   | 13                 |
|                      | HEATHROW          | BMI BRITISH MIDLAND    | S              | D        | 12                | 0        | 0         | 25                         | 17            | 50            | 0                | 8                | 0                 | 54                   | 57            | 33                   | 14                 |
|                      | MANCHESTER        | BMI BRITISH MIDLAND    | C              | A        | 2                 | 0        | 0         | 50                         | 0             | 50            | 0                | 0                | 0                 | 30                   | 0             | 36                   | 1                  |
|                      | HEATHROW          | BRITISH AIRWAYS PLC    | S              | A        | 16                | 0        | 0         | 88                         | 6             | 0             | 0                | 0                | 6                 | 68                   | 64            | 21                   | 22                 |
|                      | HEATHROW          | BRITISH AIRWAYS PLC    | S              | D        | 16                | 0        | 0         | 63                         | 6             | 13            | 19               | 0                | 0                 | 25                   | 61            | 26                   | 23                 |
|                      | HEATHROW          | SAUDI ARABIAN AIRLINES | S              | A        | 28                | 0        | 2         | 82                         | 18            | 0             | 0                | 0                | 0                 | 5                    | 35            | 29                   | 31                 |
|                      | HEATHROW          | SAUDI ARABIAN AIRLINES | S              | D        | 29                | 0        | 2         | 45                         | 21            | 17            | 17               | 0                | 0                 | 33                   | 52            | 15                   | 31                 |
| <b>TOTAL JEDDAH</b>  |                   |                        |                |          | <b>120</b>        | <b>3</b> | <b>4</b>  | <b>63</b>                  | <b>14</b>     | <b>13</b>     | <b>8</b>         | <b>2</b>         | <b>1</b>          | <b>32</b>            | <b>47</b>     | <b>32</b>            | <b>32</b>          |
| JERBA                | GATWICK           | TUNISAIR               | S              | A        | 6                 | 0        | 0         | 50                         | 33            | 0             | 17               | 0                | 0                 | 22                   | 0             | 0                    | 0                  |
|                      | GATWICK           | TUNISAIR               | S              | D        | 6                 | 0        | 0         | 50                         | 33            | 17            | 0                | 0                | 0                 | 23                   | 0             | 0                    | 0                  |
| <b>TOTAL JERBA</b>   |                   |                        |                |          | <b>12</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>33</b>     | <b>8</b>      | <b>8</b>         | <b>0</b>         | <b>0</b>          | <b>23</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |
| JEREZ                |                   |                        |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| JERSEY               | STANSTED          | AURIGNY AIR SERVICES   | S              | A        | 8                 | 0        | 1         | 25                         | 0             | 25            | 50               | 0                | 0                 | 58                   | 63            | 33                   | 24                 |
|                      | STANSTED          | AURIGNY AIR SERVICES   | S              | D        | 11                | 0        | 2         | 27                         | 9             | 27            | 36               | 0                | 0                 | 47                   | 64            | 29                   | 22                 |
|                      | MANCHESTER        | BMIBABY LTD            | S              | A        | 15                | 0        | 0         | 40                         | 13            | 27            | 13               | 7                | 0                 | 42                   | 82            | 20                   | 11                 |
|                      | MANCHESTER        | BMIBABY LTD            | S              | D        | 15                | 0        | 0         | 40                         | 0             | 40            | 13               | 7                | 0                 | 47                   | 67            | 23                   | 12                 |
|                      | GATWICK           | BRITISH AIRWAYS PLC    | S              | A        | 121               | 0        | 0         | 58                         | 16            | 14            | 10               | 2                | 1                 | 28                   | 83            | 12                   | 139                |
|                      | GATWICK           | BRITISH AIRWAYS PLC    | S              | D        | 120               | 0        | 1         | 65                         | 13            | 13            | 9                | 0                | 0                 | 20                   | 84            | 11                   | 140                |
|                      | BIRMINGHAM        | FLYBE LTD              | S              | A        | 26                | 0        | 3         | 27                         | 12            | 19            | 35               | 8                | 0                 | 67                   | 52            | 38                   | 21                 |
|                      | BIRMINGHAM        | FLYBE LTD              | S              | D        | 25                | 0        | 1         | 48                         | 20            | 8             | 16               | 8                | 0                 | 47                   | 58            | 24                   | 24                 |
|                      | EDINBURGH         | FLYBE LTD              | S              | A        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 43                   | 50            | 74                   | 6                  |
|                      | EDINBURGH         | FLYBE LTD              | S              | D        | 2                 | 0        | 0         | 0                          | 50            | 0             | 50               | 0                | 0                 | 45                   | 50            | 71                   | 6                  |
|                      | GATWICK           | FLYBE LTD              | S              | A        | 139               | 0        | 18        | 71                         | 9             | 9             | 10               | 1                | 1                 | 23                   | 82            | 16                   | 170                |
|                      | GATWICK           | FLYBE LTD              | S              | D        | 124               | 0        | 17        | 58                         | 13            | 16            | 11               | 1                | 1                 | 33                   | 77            | 19                   | 171                |
|                      | LUTON             | FLYBE LTD              | S              | A        | 12                | 0        | 3         | 50                         | 25            | 8             | 17               | 0                | 0                 | 29                   | 93            | 7                    | 14                 |
|                      | LUTON             | FLYBE LTD              | S              | D        | 12                | 0        | 3         | 50                         | 25            | 8             | 17               | 0                | 0                 | 28                   | 64            | 41                   | 14                 |
|                      | MANCHESTER        | FLYBE LTD              | S              | A        | 29                | 0        | 0         | 55                         | 10            | 10            | 21               | 3                | 0                 | 40                   | 75            | 20                   | 28                 |
|                      | MANCHESTER        | FLYBE LTD              | S              | D        | 28                | 0        | 1         | 61                         | 7             | 11            | 21               | 0                | 0                 | 29                   | 68            | 35                   | 31                 |
| <b>TOTAL JERSEY</b>  |                   |                        |                |          | <b>689</b>        | <b>2</b> | <b>51</b> | <b>58</b>                  | <b>13</b>     | <b>14</b>     | <b>14</b>        | <b>2</b>         | <b>0</b>          | <b>30</b>            | <b>78</b>     | <b>19</b>            | <b>19</b>          |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: J

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | DEC 2009         |                   |                      |               |                      |                    |
|---------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                           |                   |                             |                |          | MATCHED           |          | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                           |                   |                             |                |          | Actual (7)        | Plan (8) |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| JOHANNESBURG              | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 54                | 2        | 2                          | 76        | 11               | 9             | 2             | 2                | 0                | 12                | 80                   | 14            | 60                   |                    |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 56                | 1        | 0                          | 36        | 25               | 11            | 20            | 9                | 0                | 57                | 46                   | 45            | 61                   |                    |
|                           | HEATHROW          | SOUTH AFRICAN AIRWAYS       | S              | A        | 55                | 0        | 4                          | 65        | 13               | 11            | 7             | 0                | 4                | 40                | 58                   | 148           | 57                   |                    |
|                           | HEATHROW          | SOUTH AFRICAN AIRWAYS       | S              | D        | 55                | 0        | 5                          | 49        | 20               | 15            | 15            | 0                | 2                | 36                | 58                   | 45            | 60                   |                    |
|                           | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 26                | 1        | 1                          | 69        | 15               | 8             | 4             | 4                | 0                | 24                | 58                   | 22            | 31                   |                    |
|                           | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 27                | 0        | 2                          | 30        | 22               | 30            | 11            | 4                | 4                | 73                | 52                   | 19            | 31                   |                    |
| <b>TOTAL JOHANNESBURG</b> |                   |                             |                |          | <b>273</b>        | <b>4</b> | <b>14</b>                  | <b>55</b> | <b>18</b>        | <b>13</b>     | <b>10</b>     | <b>3</b>         | <b>1</b>         | <b>39</b>         | <b>59</b>            | <b>53</b>     | <b>53</b>            |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: K

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|------------------------------------|-------------------|------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                    |                   |                        |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                    |                   |                        |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| KARACHI                            |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | HEATHROW          | PAKISTAN INTL AIRLINES | S                 | A           | 11                | 0        | 1         | 9                          | 9                | 45               | 27                     | 9                      | 0                       | 79                         | 0                   | 98                         | 13                       |  |
|                                    | HEATHROW          | PAKISTAN INTL AIRLINES | S                 | D           | 17                | 0        | 2         | 41                         | 12               | 24               | 18                     | 6                      | 0                       | 50                         | 62                  | 36                         | 13                       |  |
|                                    | MANCHESTER        | PAKISTAN INTL AIRLINES | S                 | A           | 8                 | 0        | 0         | 25                         | 38               | 38               | 0                      | 0                      | 0                       | 25                         | 56                  | 29                         | 9                        |  |
| <b>TOTAL KARACHI</b>               |                   |                        |                   |             | <b>36</b>         | <b>0</b> | <b>3</b>  | <b>28</b>                  | <b>17</b>        | <b>33</b>        | <b>17</b>              | <b>6</b>               | <b>0</b>                | <b>53</b>                  | <b>37</b>           | <b>57</b>                  | <b>57</b>                |  |
| KARLOVY VARY                       |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| KARLSRUHE/BADEN BADEN              |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | STANSTED          | RYANAIR                | S                 | A           | 27                | 0        | 1         | 44                         | 22               | 19               | 15                     | 0                      | 0                       | 30                         | 59                  | 22                         | 27                       |  |
|                                    | STANSTED          | RYANAIR                | S                 | D           | 27                | 0        | 1         | 56                         | 11               | 26               | 7                      | 0                      | 0                       | 24                         | 59                  | 20                         | 27                       |  |
| <b>TOTAL KARLSRUHE/BADEN BADEN</b> |                   |                        |                   |             | <b>54</b>         | <b>1</b> | <b>2</b>  | <b>50</b>                  | <b>17</b>        | <b>22</b>        | <b>11</b>              | <b>0</b>               | <b>0</b>                | <b>27</b>                  | <b>59</b>           | <b>21</b>                  | <b>21</b>                |  |
| KATOWICE                           |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | BIRMINGHAM        | RYANAIR                | S                 | A           | 8                 | 1        | 2         | 25                         | 13               | 63               | 0                      | 0                      | 0                       | 31                         | 67                  | 12                         | 9                        |  |
|                                    | BIRMINGHAM        | RYANAIR                | S                 | D           | 9                 | 0        | 2         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 10                         | 78                  | 8                          | 9                        |  |
|                                    | STANSTED          | RYANAIR                | S                 | A           | 33                | 0        | 2         | 48                         | 15               | 27               | 3                      | 6                      | 0                       | 34                         | 60                  | 25                         | 35                       |  |
|                                    | STANSTED          | RYANAIR                | S                 | D           | 33                | 0        | 2         | 64                         | 15               | 15               | 6                      | 0                      | 0                       | 20                         | 64                  | 20                         | 33                       |  |
|                                    | LUTON             | WIZZ AIR               | S                 | A           | 57                | 1        | 3         | 44                         | 18               | 16               | 19                     | 4                      | 0                       | 44                         | 77                  | 28                         | 52                       |  |
|                                    | LUTON             | WIZZ AIR               | S                 | D           | 56                | 0        | 3         | 14                         | 11               | 32               | 32                     | 11                     | 0                       | 82                         | 47                  | 79                         | 51                       |  |
| <b>TOTAL KATOWICE</b>              |                   |                        |                   |             | <b>196</b>        | <b>3</b> | <b>14</b> | <b>40</b>                  | <b>15</b>        | <b>23</b>        | <b>16</b>              | <b>5</b>               | <b>0</b>                | <b>47</b>                  | <b>63</b>           | <b>38</b>                  | <b>38</b>                |  |
| KAUNAS                             |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | EDINBURGH         | RYANAIR                | S                 | A           | 7                 | 0        | 2         | 71                         | 0                | 29               | 0                      | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
|                                    | EDINBURGH         | RYANAIR                | S                 | D           | 7                 | 0        | 2         | 71                         | 0                | 29               | 0                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |  |
|                                    | GATWICK           | RYANAIR                | S                 | A           | 25                | 0        | 3         | 48                         | 20               | 20               | 8                      | 4                      | 0                       | 36                         | 0                   | 0                          | 0                        |  |
|                                    | GATWICK           | RYANAIR                | S                 | D           | 25                | 0        | 3         | 32                         | 24               | 28               | 12                     | 0                      | 4                       | 43                         | 0                   | 0                          | 0                        |  |
|                                    | LUTON             | RYANAIR                | S                 | A           | 14                | 0        | 1         | 71                         | 14               | 7                | 7                      | 0                      | 0                       | 17                         | 73                  | 9                          | 15                       |  |
|                                    | LUTON             | RYANAIR                | S                 | D           | 14                | 0        | 1         | 71                         | 21               | 0                | 7                      | 0                      | 0                       | 16                         | 67                  | 19                         | 18                       |  |
|                                    | STANSTED          | RYANAIR                | S                 | A           | 31                | 1        | 1         | 26                         | 35               | 19               | 16                     | 3                      | 0                       | 40                         | 56                  | 33                         | 48                       |  |
|                                    | STANSTED          | RYANAIR                | S                 | D           | 30                | 0        | 1         | 53                         | 37               | 3                | 7                      | 0                      | 0                       | 18                         | 72                  | 22                         | 50                       |  |
| <b>TOTAL KAUNAS</b>                |                   |                        |                   |             | <b>153</b>        | <b>1</b> | <b>14</b> | <b>48</b>                  | <b>25</b>        | <b>16</b>        | <b>9</b>               | <b>1</b>               | <b>1</b>                | <b>29</b>                  | <b>68</b>           | <b>23</b>                  | <b>23</b>                |  |
| KEFLAVIK                           |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | GATWICK           | ASTRAEUS LTD           | S                 | A           | 24                | 0        | 1         | 42                         | 17               | 8                | 17                     | 0                      | 17                      | 108                        | 81                  | 18                         | 27                       |  |
|                                    | GATWICK           | ASTRAEUS LTD           | S                 | D           | 26                | 0        | 1         | 27                         | 8                | 15               | 19                     | 19                     | 12                      | 132                        | 63                  | 28                         | 27                       |  |
|                                    | GLASGOW           | ICELANDAIR             | S                 | A           | 14                | 0        | 1         | 79                         | 7                | 0                | 14                     | 0                      | 0                       | 17                         | 47                  | 24                         | 15                       |  |
|                                    | GLASGOW           | ICELANDAIR             | S                 | D           | 14                | 0        | 1         | 36                         | 21               | 14               | 29                     | 0                      | 0                       | 37                         | 60                  | 33                         | 15                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: K

| ORIGIN / DESTINATION         | REPORTING AIRPORT | AIRLINE    | CHARTER/ SCHED                 | ARR/ DEP | NUMBER OF FLIGHTS |            |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |
|------------------------------|-------------------|------------|--------------------------------|----------|-------------------|------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                              |                   |            |                                |          | MATCHED           |            | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                              |                   |            |                                |          | Actual (7)        | Plan (8)   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |
| KEFLAVIK                     |                   | HEATHROW   | ICELANDAIR                     | S        | A                 | 53         | 0         | 3                          | 70            | 13            | 11               | 4                | 2                 | 0                    | 20            | 65                   | 14                 | 55        |
|                              |                   | HEATHROW   | ICELANDAIR                     | S        | D                 | 53         | 0         | 4                          | 49            | 15            | 23               | 9                | 4                 | 0                    | 35            | 60                   | 20                 | 55        |
|                              |                   | MANCHESTER | ICELANDAIR                     | S        | A                 | 15         | 0         | 0                          | 80            | 13            | 7                | 0                | 0                 | 0                    | 9             | 47                   | 22                 | 15        |
|                              |                   | MANCHESTER | ICELANDAIR                     | S        | D                 | 15         | 0         | 0                          | 53            | 27            | 7                | 13               | 0                 | 0                    | 22            | 33                   | 29                 | 15        |
| <b>TOTAL KEFLAVIK</b>        |                   |            |                                |          |                   | <b>216</b> | <b>4</b>  | <b>11</b>                  | <b>54</b>     | <b>15</b>     | <b>13</b>        | <b>11</b>        | <b>4</b>          | <b>3</b>             | <b>47</b>     | <b>61</b>            | <b>24</b>          | <b>24</b> |
| KERRY COUNTY                 |                   | MANCHESTER | AER ARANN                      | S        | A                 | 18         | 0         | 0                          | 61            | 11            | 6                | 22               | 0                 | 0                    | 27            | 0                    | 0                  | 0         |
|                              |                   | MANCHESTER | AER ARANN                      | S        | D                 | 18         | 0         | 0                          | 61            | 6             | 6                | 28               | 0                 | 0                    | 28            | 0                    | 0                  | 0         |
|                              |                   | LUTON      | RYANAIR                        | S        | A                 | 27         | 0         | 2                          | 63            | 4             | 19               | 11               | 4                 | 0                    | 30            | 86                   | 9                  | 28        |
|                              |                   | LUTON      | RYANAIR                        | S        | D                 | 28         | 0         | 1                          | 29            | 29            | 11               | 29               | 4                 | 0                    | 48            | 61                   | 19                 | 28        |
|                              |                   | STANSTED   | RYANAIR                        | S        | A                 | 14         | 1         | 2                          | 71            | 14            | 0                | 7                | 7                 | 0                    | 27            | 94                   | 4                  | 17        |
|                              |                   | STANSTED   | RYANAIR                        | S        | D                 | 15         | 0         | 1                          | 93            | 7             | 0                | 0                | 0                 | 0                    | 6             | 50                   | 27                 | 18        |
| <b>TOTAL KERRY COUNTY</b>    |                   |            |                                |          |                   | <b>120</b> | <b>1</b>  | <b>6</b>                   | <b>59</b>     | <b>13</b>     | <b>8</b>         | <b>18</b>        | <b>3</b>          | <b>0</b>             | <b>30</b>     | <b>73</b>            | <b>15</b>          | <b>15</b> |
| KHARTOUM                     |                   | HEATHROW   | BMI BRITISH MIDLAND            | S        | A                 | 12         | 0         | 1                          | 67            | 0             | 17               | 17               | 0                 | 0                    | 31            | 85                   | 11                 | 13        |
|                              |                   | HEATHROW   | BMI BRITISH MIDLAND            | S        | D                 | 12         | 0         | 0                          | 42            | 8             | 25               | 25               | 0                 | 0                    | 47            | 46                   | 26                 | 13        |
| <b>TOTAL KHARTOUM</b>        |                   |            |                                |          |                   | <b>24</b>  | <b>0</b>  | <b>1</b>                   | <b>54</b>     | <b>4</b>      | <b>21</b>        | <b>21</b>        | <b>0</b>          | <b>0</b>             | <b>39</b>     | <b>65</b>            | <b>18</b>          | <b>18</b> |
| KIEV (BORISPOL)              |                   | HEATHROW   | BRITISH AIRWAYS PLC            | S        | A                 | 26         | 0         | 0                          | 54            | 12            | 15               | 19               | 0                 | 0                    | 26            | 47                   | 31                 | 30        |
|                              |                   | HEATHROW   | BRITISH AIRWAYS PLC            | S        | D                 | 26         | 0         | 0                          | 73            | 12            | 15               | 0                | 0                 | 0                    | 10            | 80                   | 10                 | 30        |
|                              |                   | GATWICK    | UKRAINE INTERNATIONAL AIRLINES | S        | A                 | 28         | 1         | 1                          | 64            | 14            | 11               | 11               | 0                 | 0                    | 24            | 60                   | 62                 | 30        |
|                              |                   | GATWICK    | UKRAINE INTERNATIONAL AIRLINES | S        | D                 | 29         | 0         | 0                          | 45            | 17            | 14               | 17               | 7                 | 0                    | 45            | 60                   | 97                 | 30        |
|                              |                   | LUTON      | WIZZ AIR                       | S        | A                 | 12         | 0         | 0                          | 25            | 8             | 8                | 42               | 17                | 0                    | 97            | 0                    | 0                  | 0         |
|                              |                   | LUTON      | WIZZ AIR                       | S        | D                 | 12         | 0         | 0                          | 17            | 8             | 25               | 42               | 8                 | 0                    | 84            | 0                    | 0                  | 0         |
| <b>TOTAL KIEV (BORISPOL)</b> |                   |            |                                |          |                   | <b>133</b> | <b>3</b>  | <b>1</b>                   | <b>52</b>     | <b>13</b>     | <b>14</b>        | <b>17</b>        | <b>4</b>          | <b>0</b>             | <b>38</b>     | <b>58</b>            | <b>47</b>          | <b>47</b> |
| KINGSTON                     |                   | GATWICK    | BRITISH AIRWAYS PLC            | S        | A                 | 9          | 0         | 0                          | 67            | 11            | 11               | 11               | 0                 | 0                    | 20            | 79                   | 12                 | 14        |
|                              |                   | GATWICK    | BRITISH AIRWAYS PLC            | S        | D                 | 10         | 0         | 0                          | 20            | 30            | 30               | 20               | 0                 | 0                    | 42            | 77                   | 16                 | 13        |
|                              |                   | GATWICK    | VIRGIN ATLANTIC AIRWAYS LTD    | S        | A                 | 8          | 0         | 0                          | 25            | 0             | 25               | 50               | 0                 | 0                    | 51            | 13                   | 51                 | 8         |
|                              |                   | GATWICK    | VIRGIN ATLANTIC AIRWAYS LTD    | S        | D                 | 8          | 0         | 0                          | 0             | 0             | 38               | 63               | 0                 | 0                    | 84            | 0                    | 80                 | 8         |
| <b>TOTAL KINGSTON</b>        |                   |            |                                |          |                   | <b>35</b>  | <b>1</b>  | <b>1</b>                   | <b>29</b>     | <b>11</b>     | <b>26</b>        | <b>34</b>        | <b>0</b>          | <b>0</b>             | <b>48</b>     | <b>50</b>            | <b>33</b>          | <b>33</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: K

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|-------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                         |                   |                             |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                         |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| KIRKWALL                |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | EDINBURGH         | LOGANAIR                    | S                 | A           | 41                | 2         | 0         | 73                         | 2                | 5                | 20                     | 0                      | 0                       | 21                         | 77                  | 17                         | 56                       |  |
|                         | EDINBURGH         | LOGANAIR                    | S                 | D           | 41                | 3         | 0         | 51                         | 15               | 12               | 22                     | 0                      | 0                       | 35                         | 65                  | 35                         | 57                       |  |
|                         | GLASGOW           | LOGANAIR                    | S                 | A           | 24                | 2         | 0         | 42                         | 13               | 13               | 21                     | 13                     | 0                       | 67                         | 74                  | 38                         | 27                       |  |
|                         | GLASGOW           | LOGANAIR                    | S                 | D           | 24                | 3         | 0         | 58                         | 13               | 13               | 8                      | 8                      | 0                       | 38                         | 66                  | 21                         | 29                       |  |
| <b>TOTAL KIRKWALL</b>   |                   |                             |                   |             | <b>130</b>        | <b>10</b> | <b>0</b>  | <b>58</b>                  | <b>10</b>        | <b>10</b>        | <b>18</b>              | <b>4</b>               | <b>0</b>                | <b>37</b>                  | <b>70</b>           | <b>27</b>                  | <b>27</b>                |  |
| KIRUNA                  |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | HEATHROW          | SAS                         | C                 | A           | 3                 | 0         | 0         | 33                         | 33               | 0                | 0                      | 33                     | 0                       | 78                         | 33                  | 35                         | 3                        |  |
|                         | HEATHROW          | SAS                         | C                 | D           | 4                 | 0         | 0         | 25                         | 25               | 0                | 25                     | 0                      | 25                      | 407                        | 75                  | 86                         | 4                        |  |
| <b>TOTAL KIRUNA</b>     |                   |                             |                   |             | <b>7</b>          | <b>0</b>  | <b>0</b>  | <b>29</b>                  | <b>29</b>        | <b>0</b>         | <b>14</b>              | <b>14</b>              | <b>14</b>               | <b>266</b>                 | <b>57</b>           | <b>64</b>                  | <b>64</b>                |  |
| KITTILA                 |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | GATWICK           | JET2.COM LTD                | C                 | A           | 5                 | 0         | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 83                         | 67                  | 14                         | 3                        |  |
|                         | GATWICK           | JET2.COM LTD                | C                 | D           | 4                 | 0         | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 18                         | 25                  | 50                         | 4                        |  |
|                         | MANCHESTER        | JET2.COM LTD                | C                 | A           | 6                 | 0         | 0         | 0                          | 17               | 33               | 33                     | 17                     | 0                       | 78                         | 60                  | 70                         | 5                        |  |
|                         | MANCHESTER        | JET2.COM LTD                | C                 | D           | 5                 | 0         | 0         | 0                          | 40               | 60               | 0                      | 0                      | 0                       | 40                         | 100                 | 2                          | 4                        |  |
|                         | BIRMINGHAM        | MONARCH AIRLINES            | C                 | D           | 2                 | 0         | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 12                         | 50                  | 18                         | 2                        |  |
|                         | GATWICK           | MONARCH AIRLINES            | C                 | A           | 10                | 0         | 0         | 10                         | 0                | 30               | 50                     | 0                      | 10                      | 106                        | 23                  | 48                         | 13                       |  |
|                         | GATWICK           | MONARCH AIRLINES            | C                 | D           | 14                | 0         | 0         | 50                         | 14               | 14               | 14                     | 0                      | 7                       | 60                         | 57                  | 24                         | 14                       |  |
|                         | MANCHESTER        | MONARCH AIRLINES            | C                 | A           | 9                 | 0         | 0         | 0                          | 33               | 22               | 33                     | 0                      | 11                      | 185                        | 30                  | 43                         | 10                       |  |
|                         | MANCHESTER        | MONARCH AIRLINES            | C                 | D           | 11                | 0         | 0         | 64                         | 18               | 9                | 0                      | 9                      | 0                       | 30                         | 50                  | 30                         | 12                       |  |
|                         | STANSTED          | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0         | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 25                         | 50                  | 37                         | 2                        |  |
|                         | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 16                | 0         | 0         | 19                         | 31               | 25               | 19                     | 0                      | 6                       | 80                         | 26                  | 42                         | 19                       |  |
|                         | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 18                | 0         | 0         | 67                         | 11               | 17               | 0                      | 0                      | 6                       | 50                         | 67                  | 31                         | 18                       |  |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0         | 0         | 11                         | 22               | 11               | 56                     | 0                      | 0                       | 78                         | 11                  | 34                         | 9                        |  |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 11                | 0         | 0         | 27                         | 36               | 18               | 18                     | 0                      | 0                       | 36                         | 73                  | 40                         | 11                       |  |
| <b>TOTAL KITTILA</b>    |                   |                             |                   |             | <b>140</b>        | <b>4</b>  | <b>0</b>  | <b>32</b>                  | <b>21</b>        | <b>20</b>        | <b>21</b>              | <b>2</b>               | <b>4</b>                | <b>65</b>                  | <b>42</b>           | <b>41</b>                  | <b>41</b>                |  |
| KLAGENFURT              |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | STANSTED          | RYANAIR                     | S                 | A           | 11                | 0         | 1         | 9                          | 55               | 9                | 27                     | 0                      | 0                       | 49                         | 27                  | 46                         | 15                       |  |
|                         | STANSTED          | RYANAIR                     | S                 | D           | 11                | 0         | 1         | 55                         | 18               | 9                | 18                     | 0                      | 0                       | 29                         | 73                  | 21                         | 15                       |  |
| <b>TOTAL KLAGENFURT</b> |                   |                             |                   |             | <b>22</b>         | <b>0</b>  | <b>2</b>  | <b>32</b>                  | <b>36</b>        | <b>9</b>         | <b>23</b>              | <b>0</b>               | <b>0</b>                | <b>39</b>                  | <b>50</b>           | <b>33</b>                  | <b>33</b>                |  |
| KRAKOW                  |                   |                             |                   |             |                   |           |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 12                | 0         | 1         | 33                         | 25               | 17               | 17                     | 8                      | 0                       | 48                         | 64                  | 39                         | 11                       |  |
|                         | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 12                | 0         | 1         | 58                         | 8                | 25               | 8                      | 0                      | 0                       | 30                         | 73                  | 14                         | 11                       |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: K

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                           | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |  |  |
|------------------------------------|-------------------|-----------------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|--|
|                                    |                   |                                   |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |  |
|                                    |                   |                                   |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| KRAKOW                             |                   |                                   |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                    | GATWICK           | EASYJET AIRLINE COMPANY LTD       | S                 | A           | 25                | 0        | 1         | 36                         | 28               | 20               | 8                      | 8                      | 0                       | 38                         | 56                  | 32                         | 27                       |  |  |
|                                    | GATWICK           | EASYJET AIRLINE COMPANY LTD       | S                 | D           | 26                | 0        | 0         | 69                         | 27               | 0                | 4                      | 0                      | 0                       | 11                         | 79                  | 24                         | 28                       |  |  |
|                                    | BIRMINGHAM        | RYANAIR                           | S                 | A           | 12                | 0        | 2         | 42                         | 8                | 33               | 17                     | 0                      | 0                       | 38                         | 75                  | 23                         | 12                       |  |  |
|                                    | BIRMINGHAM        | RYANAIR                           | S                 | D           | 13                | 0        | 1         | 38                         | 31               | 15               | 15                     | 0                      | 0                       | 33                         | 75                  | 23                         | 12                       |  |  |
|                                    | EDINBURGH         | RYANAIR                           | S                 | A           | 14                | 0        | 1         | 14                         | 21               | 43               | 14                     | 7                      | 0                       | 55                         | 29                  | 72                         | 14                       |  |  |
|                                    | EDINBURGH         | RYANAIR                           | S                 | D           | 14                | 0        | 1         | 57                         | 21               | 14               | 7                      | 0                      | 0                       | 28                         | 36                  | 60                         | 14                       |  |  |
|                                    | STANSTED          | RYANAIR                           | S                 | A           | 48                | 0        | 2         | 58                         | 15               | 17               | 10                     | 0                      | 0                       | 23                         | 74                  | 20                         | 61                       |  |  |
|                                    | STANSTED          | RYANAIR                           | S                 | D           | 51                | 0        | 1         | 61                         | 20               | 10               | 10                     | 0                      | 0                       | 20                         | 75                  | 18                         | 65                       |  |  |
| <b>TOTAL KRAKOW</b>                |                   |                                   |                   |             | <b>227</b>        | <b>2</b> | <b>11</b> | <b>52</b>                  | <b>20</b>        | <b>16</b>        | <b>10</b>              | <b>2</b>               | <b>0</b>                | <b>28</b>                  | <b>67</b>           | <b>28</b>                  | <b>28</b>                |  |  |
| KUALA LUMPUR (SEPANG)              |                   |                                   |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                    | STANSTED          | AIR ASIA                          | S                 | A           | 34                | 0        | 1         | 65                         | 12               | 3                | 9                      | 6                      | 6                       | 62                         | 52                  | 37                         | 31                       |  |  |
|                                    | STANSTED          | AIR ASIA                          | S                 | D           | 35                | 0        | 1         | 51                         | 11               | 14               | 9                      | 6                      | 9                       | 78                         | 55                  | 137                        | 31                       |  |  |
|                                    | HEATHROW          | MALAYSIAN AIRLINES SYSTEM-<br>MAS | S                 | A           | 59                | 0        | 4         | 76                         | 7                | 8                | 8                      | 0                      | 0                       | 18                         | 73                  | 24                         | 62                       |  |  |
|                                    | HEATHROW          | MALAYSIAN AIRLINES SYSTEM-<br>MAS | S                 | D           | 59                | 0        | 4         | 53                         | 14               | 15               | 17                     | 2                      | 0                       | 33                         | 47                  | 28                         | 62                       |  |  |
| <b>TOTAL KUALA LUMPUR (SEPANG)</b> |                   |                                   |                   |             | <b>187</b>        | <b>3</b> | <b>11</b> | <b>62</b>                  | <b>11</b>        | <b>11</b>        | <b>11</b>              | <b>3</b>               | <b>3</b>                | <b>42</b>                  | <b>58</b>           | <b>46</b>                  | <b>46</b>                |  |  |
| KUUSAMO                            |                   |                                   |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| KUWAIT                             |                   |                                   |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC               | S                 | A           | 26                | 0        | 1         | 88                         | 4                | 0                | 8                      | 0                      | 0                       | 7                          | 87                  | 14                         | 31                       |  |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC               | S                 | D           | 28                | 0        | 0         | 50                         | 21               | 0                | 25                     | 4                      | 0                       | 41                         | 68                  | 33                         | 31                       |  |  |
|                                    | HEATHROW          | KUWAIT AIRWAYS                    | S                 | A           | 28                | 0        | 4         | 46                         | 29               | 11               | 11                     | 4                      | 0                       | 33                         | 48                  | 23                         | 31                       |  |  |
|                                    | HEATHROW          | KUWAIT AIRWAYS                    | S                 | D           | 28                | 0        | 5         | 25                         | 29               | 18               | 21                     | 4                      | 4                       | 61                         | 45                  | 31                         | 31                       |  |  |
| <b>TOTAL KUWAIT</b>                |                   |                                   |                   |             | <b>110</b>        | <b>0</b> | <b>10</b> | <b>52</b>                  | <b>21</b>        | <b>7</b>         | <b>16</b>              | <b>3</b>               | <b>1</b>                | <b>36</b>                  | <b>62</b>           | <b>25</b>                  | <b>25</b>                |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |  |
|--------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|--|
|                          |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |  |
|                          |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| LA CORUNA                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | HEATHROW          | VUELING AIRLINES            | S                 | A           | 27                | 0        | 3         | 70                         | 11               | 7                | 11                     | 0                      | 0                       | 25                         | 67                  | 18                         | 30                       |  |  |
|                          | HEATHROW          | VUELING AIRLINES            | S                 | D           | 28                | 0        | 2         | 46                         | 21               | 14               | 14                     | 0                      | 4                       | 55                         | 52                  | 26                         | 31                       |  |  |
| <b>TOTAL LA CORUNA</b>   |                   |                             |                   |             | <b>55</b>         | <b>0</b> | <b>5</b>  | <b>58</b>                  | <b>16</b>        | <b>11</b>        | <b>13</b>              | <b>0</b>               | <b>2</b>                | <b>41</b>                  | <b>59</b>           | <b>22</b>                  | <b>22</b>                |  |  |
| LA ROCHELLE              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | STANSTED          | RYANAIR                     | S                 | A           | 13                | 0        | 0         | 77                         | 8                | 0                | 15                     | 0                      | 0                       | 22                         | 83                  | 10                         | 12                       |  |  |
|                          | STANSTED          | RYANAIR                     | S                 | D           | 13                | 0        | 0         | 85                         | 8                | 0                | 8                      | 0                      | 0                       | 18                         | 83                  | 8                          | 12                       |  |  |
| <b>TOTAL LA ROCHELLE</b> |                   |                             |                   |             | <b>26</b>         | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>8</b>         | <b>0</b>         | <b>12</b>              | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>83</b>           | <b>9</b>                   | <b>9</b>                 |  |  |
| LA ROMANA                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 25               | 0                      | 0                      | 0                       | 12                         | 33                  | 142                        | 3                        |  |  |
|                          | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0         | 40                         | 0                | 20               | 0                      | 20                     | 20                      | 156                        | 0                   | 70                         | 2                        |  |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 25                         | 0                | 25               | 25                     | 25                     | 0                       | 106                        | 25                  | 60                         | 4                        |  |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 61                         | 33                  | 91                         | 3                        |  |  |
| <b>TOTAL LA ROMANA</b>   |                   |                             |                   |             | <b>20</b>         | <b>0</b> | <b>0</b>  | <b>45</b>                  | <b>0</b>         | <b>15</b>        | <b>20</b>              | <b>15</b>              | <b>5</b>                | <b>96</b>                  | <b>33</b>           | <b>71</b>                  | <b>71</b>                |  |  |
| LAGOS                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | HEATHROW          | ARIK AIR                    | S                 | A           | 25                | 0        | 2         | 36                         | 16               | 20               | 16                     | 8                      | 4                       | 64                         | 70                  | 22                         | 30                       |  |  |
|                          | HEATHROW          | ARIK AIR                    | S                 | D           | 28                | 0        | 2         | 14                         | 14               | 43               | 21                     | 4                      | 4                       | 83                         | 77                  | 12                         | 30                       |  |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 29                | 0        | 0         | 83                         | 7                | 7                | 3                      | 0                      | 0                       | 8                          | 77                  | 10                         | 31                       |  |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 28                | 1        | 0         | 4                          | 7                | 39               | 46                     | 4                      | 0                       | 73                         | 6                   | 44                         | 31                       |  |  |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 29                | 0        | 2         | 69                         | 3                | 17               | 10                     | 0                      | 0                       | 21                         | 81                  | 13                         | 31                       |  |  |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 28                | 1        | 2         | 21                         | 21               | 29               | 29                     | 0                      | 0                       | 46                         | 35                  | 34                         | 31                       |  |  |
| <b>TOTAL LAGOS</b>       |                   |                             |                   |             | <b>167</b>        | <b>4</b> | <b>8</b>  | <b>38</b>                  | <b>11</b>        | <b>26</b>        | <b>21</b>              | <b>2</b>               | <b>1</b>                | <b>48</b>                  | <b>58</b>           | <b>22</b>                  | <b>22</b>                |  |  |
| LAHORE                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | GLASGOW           | PAKISTAN INTL AIRLINES      | S                 | A           | 9                 | 0        | 0         | 11                         | 11               | 11               | 33                     | 22                     | 11                      | 191                        | 67                  | 12                         | 9                        |  |  |
|                          | GLASGOW           | PAKISTAN INTL AIRLINES      | S                 | D           | 9                 | 0        | 0         | 0                          | 0                | 11               | 56                     | 22                     | 11                      | 226                        | 22                  | 34                         | 9                        |  |  |
|                          | HEATHROW          | PAKISTAN INTL AIRLINES      | S                 | A           | 15                | 0        | 1         | 13                         | 20               | 33               | 27                     | 7                      | 0                       | 66                         | 29                  | 42                         | 14                       |  |  |
|                          | HEATHROW          | PAKISTAN INTL AIRLINES      | S                 | D           | 9                 | 0        | 0         | 67                         | 0                | 11               | 22                     | 0                      | 0                       | 31                         | 43                  | 29                         | 14                       |  |  |
|                          | MANCHESTER        | PAKISTAN INTL AIRLINES      | S                 | A           | 15                | 0        | 0         | 13                         | 7                | 33               | 33                     | 7                      | 7                       | 96                         | 56                  | 51                         | 9                        |  |  |
|                          | MANCHESTER        | PAKISTAN INTL AIRLINES      | S                 | D           | 10                | 0        | 0         | 10                         | 0                | 20               | 30                     | 30                     | 10                      | 158                        | 56                  | 49                         | 9                        |  |  |
| <b>TOTAL LAHORE</b>      |                   |                             |                   |             | <b>67</b>         | <b>2</b> | <b>2</b>  | <b>18</b>                  | <b>7</b>         | <b>22</b>        | <b>33</b>              | <b>13</b>              | <b>6</b>                | <b>120</b>                 | <b>44</b>           | <b>36</b>                  | <b>36</b>                |  |  |
| LARNACA                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 27                | 0        | 1         | 56                         | 26               | 4                | 15                     | 0                      | 0                       | 21                         | 40                  | 25                         | 30                       |  |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 28                | 0        | 1         | 61                         | 14               | 18               | 7                      | 0                      | 0                       | 23                         | 70                  | 19                         | 30                       |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |           |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| LARNACA              | BIRMINGHAM        | CYPRUS AIRWAYS              | S                 | A           | 3                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 50                         | 31                       | 4         |
|                      | BIRMINGHAM        | CYPRUS AIRWAYS              | S                 | D           | 3                 | 0        | 1                          | 67               | 33               | 0                      | 0                      | 0                       | 0                          | 6                   | 50                         | 54                       | 4         |
|                      | HEATHROW          | CYPRUS AIRWAYS              | S                 | A           | 49                | 0        | 4                          | 55               | 22               | 10                     | 6                      | 4                       | 2                          | 40                  | 37                         | 31                       | 59        |
|                      | HEATHROW          | CYPRUS AIRWAYS              | S                 | D           | 49                | 0        | 5                          | 39               | 16               | 16                     | 20                     | 6                       | 2                          | 62                  | 34                         | 36                       | 59        |
|                      | LUTON             | CYPRUS AIRWAYS              | C                 | D           | 2                 | 0        | 0                          | 0                | 0                | 0                      | 100                    | 0                       | 0                          | 109                 | 0                          | 0                        | 0         |
|                      | MANCHESTER        | CYPRUS AIRWAYS              | S                 | A           | 17                | 0        | 0                          | 53               | 24               | 12                     | 6                      | 6                       | 0                          | 32                  | 44                         | 38                       | 18        |
|                      | MANCHESTER        | CYPRUS AIRWAYS              | S                 | D           | 17                | 0        | 0                          | 29               | 24               | 29                     | 0                      | 18                      | 0                          | 55                  | 21                         | 76                       | 14        |
|                      | STANSTED          | CYPRUS AIRWAYS              | S                 | A           | 8                 | 0        | 0                          | 50               | 25               | 25                     | 0                      | 0                       | 0                          | 19                  | 33                         | 43                       | 9         |
|                      | STANSTED          | CYPRUS AIRWAYS              | S                 | D           | 8                 | 0        | 3                          | 50               | 13               | 0                      | 13                     | 25                      | 0                          | 88                  | 33                         | 56                       | 9         |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 25                | 0        | 1                          | 52               | 0                | 16                     | 32                     | 0                       | 0                          | 42                  | 31                         | 50                       | 29        |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 25                | 0        | 1                          | 40               | 20               | 12                     | 24                     | 4                       | 0                          | 43                  | 47                         | 35                       | 30        |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | A           | 9                 | 0        | 0                          | 44               | 22               | 11                     | 11                     | 0                       | 11                         | 149                 | 67                         | 43                       | 9         |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | D           | 8                 | 0        | 1                          | 38               | 13               | 25                     | 13                     | 13                      | 0                          | 66                  | 67                         | 16                       | 9         |
|                      | LUTON             | MONARCH AIRLINES            | S                 | A           | 5                 | 0        | 0                          | 20               | 20               | 20                     | 40                     | 0                       | 0                          | 44                  | 25                         | 50                       | 8         |
|                      | LUTON             | MONARCH AIRLINES            | S                 | D           | 5                 | 0        | 0                          | 20               | 40               | 20                     | 20                     | 0                       | 0                          | 33                  | 50                         | 35                       | 8         |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 13                | 0        | 0                          | 15               | 8                | 23                     | 46                     | 8                       | 0                          | 83                  | 17                         | 43                       | 12        |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 14                | 0        | 0                          | 21               | 14               | 14                     | 43                     | 7                       | 0                          | 79                  | 54                         | 19                       | 13        |
| <b>TOTAL LARNACA</b> |                   |                             |                   |             | <b>315</b>        | <b>1</b> | <b>18</b>                  | <b>45</b>        | <b>18</b>        | <b>14</b>              | <b>17</b>              | <b>5</b>                | <b>1</b>                   | <b>49</b>           | <b>41</b>                  | <b>37</b>                | <b>37</b> |
| LAS PALMAS           | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 26                | 0        | 3                          | 35               | 8                | 31                     | 27                     | 0                       | 0                          | 50                  | 38                         | 54                       | 29        |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 26                | 0        | 1                          | 42               | 15               | 23                     | 19                     | 0                       | 0                          | 39                  | 41                         | 41                       | 29        |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | A           | 4                 | 0        | 3                          | 25               | 50               | 25                     | 0                      | 0                       | 0                          | 19                  | 67                         | 55                       | 3         |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | D           | 4                 | 0        | 3                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 11                  | 100                        | 4                        | 3         |
|                      | GATWICK           | MONARCH AIRLINES            | S                 | A           | 4                 | 0        | 1                          | 75               | 0                | 0                      | 25                     | 0                       | 0                          | 44                  | 60                         | 76                       | 5         |
|                      | GATWICK           | MONARCH AIRLINES            | S                 | D           | 4                 | 0        | 1                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 8                   | 50                         | 69                       | 6         |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 6                 | 0        | 1                          | 33               | 17               | 17                     | 33                     | 0                       | 0                          | 41                  | 17                         | 79                       | 6         |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 6                 | 0        | 1                          | 50               | 0                | 17                     | 33                     | 0                       | 0                          | 36                  | 33                         | 59                       | 6         |
|                      | BIRMINGHAM        | RYANAIR                     | S                 | A           | 8                 | 0        | 1                          | 50               | 13               | 25                     | 13                     | 0                       | 0                          | 23                  | 67                         | 17                       | 9         |
|                      | BIRMINGHAM        | RYANAIR                     | S                 | D           | 8                 | 0        | 1                          | 75               | 13               | 0                      | 13                     | 0                       | 0                          | 16                  | 89                         | 7                        | 9         |
|                      | EDINBURGH         | RYANAIR                     | S                 | A           | 8                 | 0        | 1                          | 25               | 0                | 38                     | 38                     | 0                       | 0                          | 55                  | 56                         | 72                       | 9         |
|                      | EDINBURGH         | RYANAIR                     | S                 | D           | 8                 | 0        | 0                          | 50               | 25               | 0                      | 25                     | 0                       | 0                          | 27                  | 56                         | 67                       | 9         |
|                      | LUTON             | RYANAIR                     | S                 | A           | 7                 | 1        | 2                          | 43               | 29               | 0                      | 29                     | 0                       | 0                          | 56                  | 40                         | 34                       | 5         |
|                      | LUTON             | RYANAIR                     | S                 | D           | 9                 | 0        | 0                          | 22               | 44               | 0                      | 22                     | 11                      | 0                          | 62                  | 67                         | 15                       | 6         |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                         |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                         |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| LAS PALMAS              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | STANSTED          | RYANAIR                     |                   | S A         | 10                | 1        | 2         | 60                         | 20               | 20               | 0                      | 0                      | 0                       | 12                         | 33                  | 66                         | 12                       |  |
|                         | STANSTED          | RYANAIR                     |                   | S D         | 10                | 0        | 2         | 80                         | 20               | 0                | 0                      | 0                      | 9                       | 31                         | 54                  | 13                         |                          |  |
|                         | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    |                   | C A         | 4                 | 0        | 0         | 25                         | 25               | 50               | 0                      | 0                      | 35                      | 25                         | 40                  | 4                          |                          |  |
|                         | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    |                   | C D         | 4                 | 0        | 0         | 50                         | 0                | 25               | 25                     | 0                      | 39                      | 50                         | 28                  | 4                          |                          |  |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD    |                   | C A         | 8                 | 0        | 0         | 50                         | 0                | 0                | 25                     | 13                     | 176                     | 78                         | 26                  | 9                          |                          |  |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD    |                   | C D         | 9                 | 0        | 0         | 56                         | 11               | 0                | 33                     | 0                      | 40                      | 60                         | 37                  | 10                         |                          |  |
|                         | GLASGOW           | THOMAS COOK AIRLINES LTD    |                   | C A         | 3                 | 0        | 0         | 0                          | 0                | 33               | 0                      | 67                     | 208                     | 60                         | 190                 | 5                          |                          |  |
|                         | GLASGOW           | THOMAS COOK AIRLINES LTD    |                   | C D         | 6                 | 0        | 0         | 0                          | 17               | 33               | 17                     | 17                     | 362                     | 17                         | 66                  | 6                          |                          |  |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD    |                   | C A         | 12                | 0        | 0         | 50                         | 17               | 17               | 8                      | 8                      | 35                      | 33                         | 78                  | 12                         |                          |  |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD    |                   | C D         | 15                | 0        | 0         | 60                         | 0                | 20               | 7                      | 13                     | 50                      | 50                         | 81                  | 12                         |                          |  |
|                         | NEWCASTLE         | THOMAS COOK AIRLINES LTD    |                   | C A         | 4                 | 0        | 0         | 0                          | 50               | 25               | 25                     | 0                      | 40                      | 0                          | 40                  | 4                          |                          |  |
|                         | NEWCASTLE         | THOMAS COOK AIRLINES LTD    |                   | C D         | 5                 | 0        | 0         | 40                         | 20               | 20               | 0                      | 0                      | 148                     | 25                         | 42                  | 4                          |                          |  |
|                         | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                   | C A         | 3                 | 0        | 0         | 33                         | 33               | 0                | 33                     | 0                      | 52                      | 50                         | 19                  | 2                          |                          |  |
|                         | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                   | C D         | 3                 | 1        | 0         | 33                         | 0                | 33               | 33                     | 0                      | 58                      | 50                         | 14                  | 2                          |                          |  |
|                         | GATWICK           | THOMSON AIRWAYS LTD         |                   | C A         | 12                | 0        | 0         | 42                         | 8                | 17               | 25                     | 0                      | 143                     | 20                         | 46                  | 10                         |                          |  |
|                         | GATWICK           | THOMSON AIRWAYS LTD         |                   | C D         | 14                | 0        | 0         | 36                         | 14               | 21               | 14                     | 7                      | 88                      | 31                         | 56                  | 13                         |                          |  |
|                         | GLASGOW           | THOMSON AIRWAYS LTD         |                   | C A         | 4                 | 0        | 0         | 75                         | 0                | 0                | 0                      | 0                      | 25                      | 347                        | 50                  | 17                         | 4                        |  |
|                         | GLASGOW           | THOMSON AIRWAYS LTD         |                   | C D         | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 0                      | 25                      | 337                        | 25                  | 17                         | 4                        |  |
|                         | LUTON             | THOMSON AIRWAYS LTD         |                   | C A         | 3                 | 0        | 0         | 67                         | 0                | 0                | 0                      | 33                     | 0                       | 78                         | 0                   | 22                         | 3                        |  |
|                         | LUTON             | THOMSON AIRWAYS LTD         |                   | C D         | 4                 | 0        | 0         | 75                         | 0                | 0                | 25                     | 0                      | 33                      | 75                         | 11                  | 4                          |                          |  |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         |                   | C A         | 13                | 0        | 0         | 62                         | 8                | 0                | 23                     | 0                      | 62                      | 47                         | 47                  | 15                         |                          |  |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         |                   | C D         | 13                | 0        | 0         | 38                         | 31               | 8                | 8                      | 8                      | 64                      | 41                         | 88                  | 17                         |                          |  |
|                         | NEWCASTLE         | THOMSON AIRWAYS LTD         |                   | C A         | 4                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 52                      | 0                          | 44                  | 4                          |                          |  |
|                         | NEWCASTLE         | THOMSON AIRWAYS LTD         |                   | C D         | 4                 | 0        | 0         | 25                         | 25               | 0                | 50                     | 0                      | 48                      | 50                         | 19                  | 4                          |                          |  |
|                         | STANSTED          | THOMSON AIRWAYS LTD         |                   | C A         | 4                 | 0        | 0         | 75                         | 0                | 0                | 0                      | 25                     | 46                      | 0                          | 78                  | 4                          |                          |  |
|                         | STANSTED          | THOMSON AIRWAYS LTD         |                   | C D         | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 25                     | 53                      | 50                         | 34                  | 4                          |                          |  |
| <b>TOTAL LAS PALMAS</b> |                   |                             |                   |             | <b>309</b>        | <b>5</b> | <b>23</b> | <b>46</b>                  | <b>14</b>        | <b>15</b>        | <b>18</b>              | <b>4</b>               | <b>3</b>                | <b>68</b>                  | <b>44</b>           | <b>53</b>                  | <b>53</b>                |  |
| LAS VEGAS               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S A         | 27                | 0        | 0         | 22                         | 22               | 30               | 22                     | 4                      | 0                       | 52                         | 19                  | 75                         | 31                       |  |
|                         | HEATHROW          | BRITISH AIRWAYS PLC         |                   | S D         | 27                | 0        | 1         | 44                         | 26               | 11               | 19                     | 0                      | 0                       | 32                         | 45                  | 54                         | 31                       |  |
|                         | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD |                   | S A         | 23                | 0        | 4         | 39                         | 17               | 22               | 9                      | 4                      | 9                       | 74                         | 30                  | 78                         | 30                       |  |
|                         | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD |                   | S D         | 24                | 0        | 1         | 33                         | 17               | 25               | 17                     | 0                      | 8                       | 63                         | 27                  | 91                         | 30                       |  |
| <b>TOTAL LAS VEGAS</b>  |                   |                             |                   |             | <b>101</b>        | <b>3</b> | <b>6</b>  | <b>35</b>                  | <b>21</b>        | <b>22</b>        | <b>17</b>              | <b>2</b>               | <b>4</b>                | <b>54</b>                  | <b>30</b>           | <b>74</b>                  | <b>74</b>                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| LEEDS BRADFORD              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | EDINBURGH         | BMI REGIONAL                | S                 | A           | 20                | 1        | 0         | 60                         | 15               | 15               | 10                     | 0                      | 0                       | 25                         | 76                  | 18                         | 29                       |  |
|                             | EDINBURGH         | BMI REGIONAL                | S                 | D           | 20                | 0        | 0         | 60                         | 20               | 10               | 10                     | 0                      | 0                       | 18                         | 76                  | 12                         | 29                       |  |
|                             | GLASGOW           | BMI REGIONAL                | S                 | A           | 17                | 0        | 0         | 82                         | 0                | 0                | 12                     | 6                      | 0                       | 25                         | 90                  | 13                         | 29                       |  |
|                             | GLASGOW           | BMI REGIONAL                | S                 | D           | 18                | 0        | 0         | 72                         | 11               | 6                | 11                     | 0                      | 0                       | 21                         | 93                  | 9                          | 30                       |  |
|                             | GATWICK           | FLYBE LTD                   | S                 | A           | 46                | 0        | 5         | 61                         | 11               | 7                | 22                     | 0                      | 0                       | 33                         | 65                  | 51                         | 55                       |  |
|                             | GATWICK           | FLYBE LTD                   | S                 | D           | 46                | 0        | 5         | 57                         | 9                | 7                | 24                     | 4                      | 0                       | 46                         | 63                  | 53                         | 54                       |  |
| <b>TOTAL LEEDS BRADFORD</b> |                   |                             |                   |             | <b>167</b>        | <b>4</b> | <b>12</b> | <b>63</b>                  | <b>11</b>        | <b>7</b>         | <b>17</b>              | <b>2</b>               | <b>0</b>                | <b>32</b>                  | <b>74</b>           | <b>32</b>                  | <b>32</b>                |  |
| LEIPZIG                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| LIBERIA                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 50                         | 0                | 25               | 0                      | 0                      | 25                      | 359                        | 0                   | 0                          | 0                        |  |
|                             | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 50                         | 25               | 0                | 0                      | 0                      | 25                      | 356                        | 0                   | 0                          | 0                        |  |
| <b>TOTAL LIBERIA</b>        |                   |                             |                   |             | <b>8</b>          | <b>1</b> | <b>0</b>  | <b>50</b>                  | <b>13</b>        | <b>13</b>        | <b>0</b>               | <b>0</b>               | <b>25</b>               | <b>358</b>                 | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| LIMOGES                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | STANSTED          | RYANAIR                     | S                 | A           | 16                | 0        | 0         | 50                         | 25               | 13               | 0                      | 13                     | 0                       | 42                         | 69                  | 13                         | 13                       |  |
|                             | STANSTED          | RYANAIR                     | S                 | D           | 16                | 0        | 0         | 56                         | 25               | 19               | 0                      | 0                      | 0                       | 16                         | 85                  | 6                          | 13                       |  |
| <b>TOTAL LIMOGES</b>        |                   |                             |                   |             | <b>32</b>         | <b>0</b> | <b>0</b>  | <b>53</b>                  | <b>25</b>        | <b>16</b>        | <b>0</b>               | <b>6</b>               | <b>0</b>                | <b>29</b>                  | <b>75</b>           | <b>11</b>                  | <b>11</b>                |  |
| LINZ                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | STANSTED          | RYANAIR                     | S                 | A           | 13                | 0        | 1         | 23                         | 15               | 38               | 23                     | 0                      | 0                       | 42                         | 72                  | 19                         | 18                       |  |
|                             | STANSTED          | RYANAIR                     | S                 | D           | 14                | 0        | 0         | 7                          | 50               | 36               | 7                      | 0                      | 0                       | 30                         | 78                  | 12                         | 18                       |  |
| <b>TOTAL LINZ</b>           |                   |                             |                   |             | <b>27</b>         | <b>0</b> | <b>1</b>  | <b>15</b>                  | <b>33</b>        | <b>37</b>        | <b>15</b>              | <b>0</b>               | <b>0</b>                | <b>35</b>                  | <b>75</b>           | <b>16</b>                  | <b>16</b>                |  |
| LISBON                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                             | GATWICK           | AIR PORTUGAL                | S                 | A           | 45                | 0        | 1         | 89                         | 2                | 4                | 4                      | 0                      | 0                       | 8                          | 71                  | 12                         | 14                       |  |
|                             | GATWICK           | AIR PORTUGAL                | S                 | D           | 45                | 0        | 1         | 60                         | 16               | 9                | 13                     | 2                      | 0                       | 27                         | 29                  | 23                         | 14                       |  |
|                             | HEATHROW          | AIR PORTUGAL                | S                 | A           | 146               | 0        | 1         | 58                         | 15               | 15               | 10                     | 2                      | 0                       | 26                         | 78                  | 12                         | 161                      |  |
|                             | HEATHROW          | AIR PORTUGAL                | S                 | D           | 148               | 1        | 2         | 47                         | 11               | 20               | 20                     | 3                      | 0                       | 37                         | 64                  | 20                         | 162                      |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 74                | 0        | 1         | 64                         | 14               | 8                | 12                     | 1                      | 1                       | 31                         | 68                  | 31                         | 88                       |  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 74                | 0        | 0         | 69                         | 14               | 7                | 9                      | 1                      | 0                       | 21                         | 58                  | 23                         | 88                       |  |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 26                | 0        | 2         | 50                         | 23               | 4                | 15                     | 4                      | 4                       | 50                         | 59                  | 25                         | 27                       |  |
|                             | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 26                | 0        | 2         | 69                         | 12               | 0                | 15                     | 0                      | 4                       | 38                         | 74                  | 21                         | 27                       |  |
|                             | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 29                | 0        | 3         | 31                         | 28               | 10               | 17                     | 10                     | 3                       | 62                         | 52                  | 37                         | 27                       |  |
|                             | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 29                | 0        | 1         | 34                         | 31               | 14               | 14                     | 7                      | 0                       | 50                         | 54                  | 37                         | 28                       |  |
| <b>TOTAL LISBON</b>         |                   |                             |                   |             | <b>642</b>        | <b>3</b> | <b>15</b> | <b>57</b>                  | <b>14</b>        | <b>12</b>        | <b>13</b>              | <b>2</b>               | <b>1</b>                | <b>31</b>                  | <b>66</b>           | <b>21</b>                  | <b>21</b>                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION                   | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|--|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|  |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|  |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| LIVERPOOL (JOHN LENNON)                |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| LJUBLJANA                              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | GATWICK           | ADRIA AIRWAYS               | S              | A        | 15                | 0        | 1         | 53                         | 20            | 20            | 7                | 0                | 0                 | 21                   | 69            | 17                   | 26                 |  |
|  | GATWICK           | ADRIA AIRWAYS               | S              | D        | 15                | 0        | 1         | 47                         | 20            | 13            | 13               | 0                | 7                 | 62                   | 62            | 24                   | 26                 |  |
|  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 29                | 0        | 0         | 21                         | 24            | 14            | 34               | 7                | 0                 | 67                   | 45            | 36                   | 22                 |  |
|  | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 29                | 0        | 0         | 31                         | 24            | 10            | 31               | 3                | 0                 | 49                   | 55            | 28                   | 22                 |  |
| <b>TOTAL LJUBLJANA</b>                 |                   |                             |                |          | <b>88</b>         | <b>0</b> | <b>2</b>  | <b>34</b>                  | <b>23</b>     | <b>14</b>     | <b>25</b>        | <b>3</b>         | <b>1</b>          | <b>53</b>            | <b>58</b>     | <b>26</b>            | <b>26</b>          |  |
| LODZ LUBLINEK                          |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | EDINBURGH         | RYANAIR                     | S              | A        | 7                 | 0        | 2         | 14                         | 14            | 29            | 43               | 0                | 0                 | 68                   | 44            | 69                   | 9                  |  |
|  | EDINBURGH         | RYANAIR                     | S              | D        | 7                 | 0        | 1         | 29                         | 43            | 0             | 14               | 14               | 0                 | 50                   | 56            | 63                   | 9                  |  |
|  | STANSTED          | RYANAIR                     | S              | A        | 26                | 0        | 1         | 77                         | 8             | 4             | 12               | 0                | 0                 | 15                   | 64            | 26                   | 25                 |  |
|  | STANSTED          | RYANAIR                     | S              | D        | 24                | 0        | 1         | 63                         | 21            | 8             | 8                | 0                | 0                 | 20                   | 64            | 28                   | 25                 |  |
| <b>TOTAL LODZ LUBLINEK</b>             |                   |                             |                |          | <b>64</b>         | <b>1</b> | <b>5</b>  | <b>59</b>                  | <b>17</b>     | <b>8</b>      | <b>14</b>        | <b>2</b>         | <b>0</b>          | <b>27</b>            | <b>60</b>     | <b>37</b>            | <b>37</b>          |  |
| LONDON CITY                            |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | EDINBURGH         | BA CITYFLYER LTD            | S              | A        | 111               | 0        | 0         | 66                         | 14            | 10            | 9                | 1                | 0                 | 21                   | 64            | 20                   | 130                |  |
|  | EDINBURGH         | BA CITYFLYER LTD            | S              | D        | 111               | 0        | 0         | 48                         | 16            | 15            | 13               | 7                | 1                 | 46                   | 59            | 25                   | 128                |  |
|  | GLASGOW           | BA CITYFLYER LTD            | S              | A        | 65                | 0        | 0         | 52                         | 8             | 15            | 25               | 0                | 0                 | 35                   | 69            | 15                   | 74                 |  |
|  | GLASGOW           | BA CITYFLYER LTD            | S              | D        | 67                | 0        | 0         | 42                         | 9             | 18            | 19               | 12               | 0                 | 64                   | 58            | 21                   | 74                 |  |
|  | EDINBURGH         | CITY JET                    | S              | A        | 81                | 1        | 0         | 56                         | 19            | 14            | 11               | 1                | 0                 | 27                   | 70            | 17                   | 140                |  |
|  | EDINBURGH         | CITY JET                    | S              | D        | 87                | 1        | 0         | 63                         | 10            | 8             | 13               | 6                | 0                 | 34                   | 67            | 22                   | 140                |  |
| <b>TOTAL LONDON CITY</b>               |                   |                             |                |          | <b>522</b>        | <b>2</b> | <b>0</b>  | <b>55</b>                  | <b>13</b>     | <b>13</b>     | <b>14</b>        | <b>4</b>         | <b>0</b>          | <b>37</b>            | <b>65</b>     | <b>20</b>            | <b>20</b>          |  |
| LOS ANGELES INTERNATIONAL              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | HEATHROW          | AMERICAN AIRLINES           | S              | A        | 26                | 0        | 1         | 96                         | 4             | 0             | 0                | 0                | 0                 | 3                    | 40            | 97                   | 30                 |  |
|  | HEATHROW          | AMERICAN AIRLINES           | S              | D        | 27                | 0        | 4         | 33                         | 41            | 19            | 7                | 0                | 0                 | 23                   | 42            | 45                   | 31                 |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 56                | 1        | 1         | 25                         | 25            | 27            | 18               | 5                | 0                 | 51                   | 34            | 53                   | 87                 |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 58                | 0        | 1         | 33                         | 19            | 17            | 24               | 7                | 0                 | 51                   | 40            | 44                   | 88                 |  |
|  | HEATHROW          | UNITED AIRLINES             | S              | A        | 25                | 0        | 2         | 64                         | 8             | 20            | 4                | 0                | 4                 | 73                   | 83            | 9                    | 29                 |  |
|  | HEATHROW          | UNITED AIRLINES             | S              | D        | 24                | 0        | 1         | 71                         | 8             | 13            | 8                | 0                | 0                 | 20                   | 69            | 20                   | 29                 |  |
|  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 50                | 0        | 4         | 62                         | 20            | 8             | 6                | 2                | 2                 | 28                   | 37            | 40                   | 49                 |  |
|  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 51                | 0        | 4         | 22                         | 24            | 37            | 16               | 2                | 0                 | 44                   | 18            | 39                   | 50                 |  |
| <b>TOTAL LOS ANGELES INTERNATIONAL</b> |                   |                             |                |          | <b>317</b>        | <b>3</b> | <b>19</b> | <b>45</b>                  | <b>20</b>     | <b>19</b>     | <b>13</b>        | <b>3</b>         | <b>1</b>          | <b>39</b>            | <b>41</b>     | <b>45</b>            | <b>45</b>          |  |
| LUANDA                                 |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|  | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 7                 | 1        | 1         | 57                         | 43            | 0             | 0                | 0                | 0                 | 10                   | 50            | 25                   | 8                  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|-------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                             |                   |             | MATCHED           |           | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| LUANDA                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 7                 | 0         | 0         | 29                         | 43               | 0                | 0                      | 29                     | 0                       | 105                        | 50                  | 63                         | 8                        |
| <b>TOTAL LUANDA</b>     |                   |                             |                   |             | <b>14</b>         | <b>1</b>  | <b>1</b>  | <b>43</b>                  | <b>43</b>        | <b>0</b>         | <b>0</b>               | <b>14</b>              | <b>0</b>                | <b>58</b>                  | <b>50</b>           | <b>44</b>                  | <b>44</b>                |
| LUBECK                  | STANSTED          | RYANAIR                     | S                 | A           | 28                | 0         | 1         | 39                         | 32               | 18               | 4                      | 7                      | 0                       | 42                         | 55                  | 23                         | 44                       |
|                         | STANSTED          | RYANAIR                     | S                 | D           | 28                | 0         | 1         | 75                         | 18               | 7                | 0                      | 0                      | 0                       | 10                         | 73                  | 13                         | 44                       |
| <b>TOTAL LUBECK</b>     |                   |                             |                   |             | <b>56</b>         | <b>0</b>  | <b>2</b>  | <b>57</b>                  | <b>25</b>        | <b>13</b>        | <b>2</b>               | <b>4</b>               | <b>0</b>                | <b>26</b>                  | <b>64</b>           | <b>18</b>                  | <b>18</b>                |
| LULEA                   | HEATHROW          | SAS                         | S                 | A           | 2                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 4                          | 0                   | 0                          | 0                        |
|                         | HEATHROW          | SAS                         | S                 | D           | 2                 | 0         | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |
| <b>TOTAL LULEA</b>      |                   |                             |                   |             | <b>4</b>          | <b>0</b>  | <b>0</b>  | <b>100</b>                 | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>2</b>                   | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| LUSAKA                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 11                | 1         | 1         | 27                         | 18               | 36               | 0                      | 18                     | 0                       | 60                         | 82                  | 31                         | 11                       |
|                         | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 13                | 0         | 0         | 23                         | 15               | 23               | 31                     | 8                      | 0                       | 64                         | 64                  | 24                         | 11                       |
| <b>TOTAL LUSAKA</b>     |                   |                             |                   |             | <b>24</b>         | <b>1</b>  | <b>1</b>  | <b>25</b>                  | <b>17</b>        | <b>29</b>        | <b>17</b>              | <b>13</b>              | <b>0</b>                | <b>62</b>                  | <b>73</b>           | <b>28</b>                  | <b>28</b>                |
| LUTON                   | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 71                | 0         | 9         | 39                         | 20               | 18               | 17                     | 6                      | 0                       | 46                         | 67                  | 25                         | 90                       |
|                         | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 72                | 0         | 8         | 46                         | 15               | 15               | 17                     | 7                      | 0                       | 47                         | 69                  | 27                         | 90                       |
|                         | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 98                | 0         | 5         | 53                         | 16               | 13               | 14                     | 2                      | 1                       | 34                         | 69                  | 24                         | 112                      |
|                         | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 98                | 0         | 5         | 50                         | 15               | 14               | 14                     | 5                      | 1                       | 46                         | 72                  | 18                         | 112                      |
|                         | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 3                 | 0         | 0         | 33                         | 33               | 33               | 0                      | 0                      | 0                       | 28                         | 50                  | 37                         | 2                        |
| <b>TOTAL LUTON</b>      |                   |                             |                   |             | <b>342</b>        | <b>2</b>  | <b>27</b> | <b>48</b>                  | <b>17</b>        | <b>15</b>        | <b>15</b>              | <b>5</b>               | <b>1</b>                | <b>43</b>                  | <b>69</b>           | <b>23</b>                  | <b>23</b>                |
| LUXEMBOURG              | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 33                | 0         | 0         | 39                         | 21               | 21               | 15                     | 3                      | 0                       | 39                         | 78                  | 16                         | 45                       |
|                         | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 34                | 0         | 0         | 62                         | 12               | 18               | 9                      | 0                      | 0                       | 23                         | 80                  | 11                         | 45                       |
|                         | LONDON CITY       | LUXAIR                      | S                 | A           | 67                | 0         | 0         | 27                         | 22               | 21               | 28                     | 1                      | 0                       | 44                         | 75                  | 19                         | 89                       |
|                         | LONDON CITY       | LUXAIR                      | S                 | D           | 67                | 0         | 1         | 30                         | 19               | 24               | 25                     | 1                      | 0                       | 43                         | 66                  | 27                         | 90                       |
|                         | LONDON CITY       | VLM (BELGIUM)               | S                 | A           | 56                | 0         | 0         | 66                         | 13               | 4                | 16                     | 2                      | 0                       | 28                         | 76                  | 25                         | 72                       |
|                         | LONDON CITY       | VLM (BELGIUM)               | S                 | D           | 57                | 1         | 0         | 63                         | 7                | 7                | 18                     | 5                      | 0                       | 35                         | 72                  | 27                         | 71                       |
| <b>TOTAL LUXEMBOURG</b> |                   |                             |                   |             | <b>314</b>        | <b>25</b> | <b>25</b> | <b>46</b>                  | <b>16</b>        | <b>16</b>        | <b>20</b>              | <b>2</b>               | <b>0</b>                | <b>36</b>                  | <b>74</b>           | <b>22</b>                  | <b>22</b>                |
| LUXOR                   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 7                 | 0         | 1         | 71                         | 14               | 0                | 14                     | 0                      | 0                       | 23                         | 0                   | 0                          | 0                        |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 8                 | 0         | 0         | 25                         | 38               | 13               | 25                     | 0                      | 0                       | 47                         | 0                   | 0                          | 0                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |                        | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |           |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|------------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|                      |                   |                             |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   |
| LUXOR                | HEATHROW          | EGYPT AIR                   | S                 | A           | 4                 | 0        | 0                      | 50                         | 0                | 25                     | 25                     | 0                       | 0                          | 34                  | 0                          | 70                       | 4         |
|                      | HEATHROW          | EGYPT AIR                   | S                 | D           | 4                 | 0        | 0                      | 50                         | 0                | 0                      | 50                     | 0                       | 0                          | 59                  | 25                         | 64                       | 4         |
|                      | GATWICK           | MONARCH AIRLINES            | C                 | A           | 7                 | 0        | 0                      | 43                         | 0                | 29                     | 29                     | 0                       | 0                          | 43                  | 60                         | 18                       | 10        |
|                      | GATWICK           | MONARCH AIRLINES            | C                 | D           | 8                 | 0        | 0                      | 25                         | 13               | 25                     | 25                     | 13                      | 0                          | 81                  | 80                         | 10                       | 10        |
|                      | MANCHESTER        | MONARCH AIRLINES            | C                 | A           | 4                 | 0        | 0                      | 0                          | 25               | 50                     | 25                     | 0                       | 0                          | 44                  | 50                         | 18                       | 4         |
|                      | MANCHESTER        | MONARCH AIRLINES            | C                 | D           | 4                 | 0        | 0                      | 0                          | 25               | 50                     | 25                     | 0                       | 0                          | 49                  | 75                         | 79                       | 4         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0                      | 50                         | 50               | 0                      | 0                      | 0                       | 0                          | 13                  | 80                         | 11                       | 5         |
|                      | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0                      | 100                        | 0                | 0                      | 0                      | 0                       | 0                          | 6                   | 40                         | 28                       | 5         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 5                 | 0        | 0                      | 20                         | 20               | 40                     | 20                     | 0                       | 0                          | 54                  | 100                        | 3                        | 4         |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0                      | 40                         | 0                | 20                     | 20                     | 20                      | 0                          | 73                  | 100                        | 3                        | 5         |
|                      | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0                      | 80                         | 20               | 0                      | 0                      | 0                       | 0                          | 9                   | 80                         | 4                        | 5         |
|                      | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0                      | 80                         | 0                | 20                     | 0                      | 0                       | 0                          | 14                  | 100                        | 5                        | 5         |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0                      | 20                         | 20               | 40                     | 20                     | 0                       | 0                          | 44                  | 0                          | 0                        | 0         |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0                      | 25                         | 25               | 50                     | 0                      | 0                       | 0                          | 30                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0                      | 20                         | 40               | 20                     | 20                     | 0                       | 0                          | 30                  | 0                          | 0                        | 0         |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0                      | 40                         | 0                | 40                     | 20                     | 0                       | 0                          | 29                  | 0                          | 0                        | 0         |
| <b>TOTAL LUXOR</b>   |                   |                             |                   |             | <b>95</b>         | <b>3</b> | <b>1</b>               | <b>40</b>                  | <b>16</b>        | <b>24</b>              | <b>18</b>              | <b>2</b>                | <b>0</b>                   | <b>40</b>           | <b>68</b>                  | <b>21</b>                | <b>21</b> |
| LYON                 | GATWICK           | BMI BRITISH MIDLAND         | C                 | A           | 2                 | 0        | 0                      | 0                          | 0                | 0                      | 50                     | 50                      | 0                          | 246                 | 0                          | 0                        | 0         |
|                      | GATWICK           | BMI BRITISH MIDLAND         | C                 | D           | 2                 | 0        | 0                      | 0                          | 0                | 0                      | 50                     | 50                      | 0                          | 217                 | 0                          | 0                        | 0         |
|                      | MANCHESTER        | BMI REGIONAL                | S                 | A           | 12                | 0        | 0                      | 75                         | 17               | 0                      | 8                      | 0                       | 0                          | 11                  | 83                         | 20                       | 12        |
|                      | MANCHESTER        | BMI REGIONAL                | S                 | D           | 13                | 0        | 0                      | 85                         | 0                | 8                      | 8                      | 0                       | 0                          | 16                  | 85                         | 16                       | 13        |
|                      | BIRMINGHAM        | BRIT AIR                    | S                 | A           | 26                | 0        | 0                      | 73                         | 15               | 4                      | 8                      | 0                       | 0                          | 14                  | 97                         | 4                        | 32        |
|                      | BIRMINGHAM        | BRIT AIR                    | S                 | D           | 26                | 0        | 0                      | 62                         | 15               | 15                     | 4                      | 4                       | 0                          | 22                  | 94                         | 4                        | 32        |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 72                | 0        | 2                      | 64                         | 8                | 14                     | 10                     | 3                       | 1                          | 31                  | 80                         | 14                       | 84        |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 72                | 0        | 0                      | 58                         | 18               | 15                     | 4                      | 4                       | 0                          | 29                  | 76                         | 17                       | 83        |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 11                | 0        | 0                      | 64                         | 27               | 0                      | 0                      | 9                       | 0                          | 32                  | 43                         | 36                       | 7         |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 11                | 0        | 1                      | 36                         | 27               | 27                     | 0                      | 9                       | 0                          | 41                  | 43                         | 49                       | 7         |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 48                | 0        | 4                      | 48                         | 4                | 10                     | 35                     | 2                       | 0                          | 50                  | 57                         | 25                       | 54        |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 48                | 0        | 4                      | 48                         | 15               | 13                     | 25                     | 0                       | 0                          | 37                  | 59                         | 19                       | 54        |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 30                | 0        | 2                      | 27                         | 17               | 13                     | 37                     | 7                       | 0                          | 69                  | 50                         | 37                       | 34        |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 30                | 0        | 1                      | 37                         | 7                | 23                     | 30                     | 3                       | 0                          | 53                  | 58                         | 29                       | 36        |
|                      | GATWICK           | MONARCH AIRLINES            | C                 | A           | 2                 | 0        | 0                      | 0                          | 0                | 50                     | 50                     | 0                       | 0                          | 67                  | 0                          | 0                        | 0         |



ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: L

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE          | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |          |                  |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |           |
|----------------------|-------------------|------------------|-------------------|----------|----------------------------|----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |                  | CHARTER/ SCHED    | ARR/ DEP | MATCHED                    |          | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |                  |                   |          | Actual (7)                 | Plan (8) |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| LYON                 | GATWICK           | MONARCH AIRLINES | C                 | D        | 2                          | 0        | 0                | 50            | 0             | 0                | 50               | 0                 | 0                    | 41            | 0                    | 0                  | 0         |
| <b>TOTAL LYON</b>    |                   |                  |                   |          | <b>407</b>                 | <b>1</b> | <b>15</b>        | <b>54</b>     | <b>13</b>     | <b>13</b>        | <b>17</b>        | <b>3</b>          | <b>0</b>             | <b>38</b>     | <b>71</b>            | <b>20</b>          | <b>20</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |           |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |
|                      |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |
| MAASTRICHT           |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
| MADRID               |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                      | GATWICK           | AIR EUROPA                  | S                 | A           | 53                | 0         | 9                          | 55               | 13               | 15                     | 15                     | 0                       | 2                          | 34                  | 60                         | 26                       | 62        |           |
|                      | GATWICK           | AIR EUROPA                  | S                 | D           | 53                | 0         | 9                          | 42               | 13               | 17                     | 25                     | 2                       | 2                          | 53                  | 52                         | 38                       | 62        |           |
|                      | LONDON CITY       | BA CITYFLYER LTD            | S                 | A           | 31                | 0         | 0                          | 68               | 6                | 10                     | 10                     | 6                       | 0                          | 31                  | 65                         | 18                       | 37        |           |
|                      | LONDON CITY       | BA CITYFLYER LTD            | S                 | D           | 34                | 0         | 0                          | 18               | 21               | 18                     | 26                     | 15                      | 3                          | 89                  | 37                         | 34                       | 38        |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 116               | 0         | 2                          | 52               | 16               | 14                     | 19                     | 0                       | 0                          | 28                  | 54                         | 49                       | 145       |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 116               | 0         | 1                          | 52               | 16               | 20                     | 12                     | 0                       | 0                          | 26                  | 57                         | 26                       | 145       |           |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 23                | 0         | 2                          | 65               | 13               | 9                      | 13                     | 0                       | 0                          | 24                  | 38                         | 52                       | 24        |           |
|                      | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 23                | 0         | 3                          | 48               | 26               | 9                      | 13                     | 4                       | 0                          | 30                  | 22                         | 62                       | 23        |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 86                | 1         | 9                          | 35               | 13               | 21                     | 22                     | 8                       | 1                          | 59                  | 32                         | 68                       | 99        |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 87                | 0         | 9                          | 32               | 18               | 22                     | 24                     | 2                       | 1                          | 52                  | 36                         | 45                       | 98        |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 71                | 1         | 4                          | 38               | 17               | 24                     | 18                     | 3                       | 0                          | 41                  | 60                         | 29                       | 65        |           |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 72                | 0         | 3                          | 44               | 32               | 10                     | 11                     | 3                       | 0                          | 31                  | 61                         | 33                       | 67        |           |
|                      | HEATHROW          | IBERIA                      | S                 | A           | 192               | 0         | 26                         | 52               | 13               | 19                     | 14                     | 2                       | 0                          | 30                  | 55                         | 30                       | 229       |           |
|                      | HEATHROW          | IBERIA                      | S                 | D           | 193               | 0         | 26                         | 36               | 19               | 21                     | 21                     | 3                       | 0                          | 43                  | 54                         | 34                       | 229       |           |
|                      | GATWICK           | RYANAIR                     | S                 | A           | 45                | 0         | 10                         | 71               | 22               | 2                      | 4                      | 0                       | 0                          | 12                  | 44                         | 31                       | 27        |           |
|                      | GATWICK           | RYANAIR                     | S                 | D           | 45                | 0         | 11                         | 36               | 24               | 18                     | 20                     | 0                       | 2                          | 37                  | 26                         | 46                       | 27        |           |
|                      | STANSTED          | RYANAIR                     | S                 | A           | 53                | 1         | 6                          | 49               | 19               | 15                     | 17                     | 0                       | 0                          | 30                  | 44                         | 44                       | 61        |           |
|                      | STANSTED          | RYANAIR                     | S                 | D           | 54                | 0         | 6                          | 15               | 15               | 35                     | 33                     | 2                       | 0                          | 58                  | 31                         | 49                       | 61        |           |
| <b>TOTAL MADRID</b>  |                   |                             |                   |             | <b>1349</b>       | <b>11</b> | <b>136</b>                 | <b>44</b>        | <b>17</b>        | <b>18</b>              | <b>18</b>              | <b>2</b>                | <b>0</b>                   | <b>39</b>           | <b>50</b>                  | <b>38</b>                | <b>38</b> |           |
| MAHON                |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                      | LUTON             | MONARCH AIRLINES            | S                 | A           | 6                 | 0         | 1                          | 67               | 0                | 17                     | 0                      | 17                      | 0                          | 45                  | 60                         | 17                       | 5         |           |
|                      | LUTON             | MONARCH AIRLINES            | S                 | D           | 7                 | 0         | 0                          | 57               | 14               | 0                      | 14                     | 14                      | 0                          | 49                  | 40                         | 26                       | 5         |           |
| <b>TOTAL MAHON</b>   |                   |                             |                   |             | <b>13</b>         | <b>0</b>  | <b>1</b>                   | <b>62</b>        | <b>8</b>         | <b>8</b>               | <b>8</b>               | <b>15</b>               | <b>0</b>                   | <b>47</b>           | <b>50</b>                  | <b>22</b>                | <b>22</b> |           |
| MALAGA               |                   |                             |                   |             |                   |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                      | GATWICK           | AER LINGUS                  | S                 | A           | 45                | 0         | 1                          | 56               | 11               | 13                     | 18                     | 2                       | 0                          | 34                  | 71                         | 29                       | 55        |           |
|                      | GATWICK           | AER LINGUS                  | S                 | D           | 45                | 0         | 0                          | 56               | 11               | 13                     | 18                     | 2                       | 0                          | 32                  | 66                         | 35                       | 58        |           |
|                      | BIRMINGHAM        | BMIBABY LTD                 | S                 | A           | 3                 | 0         | 2                          | 67               | 33               | 0                      | 0                      | 0                       | 0                          | 11                  | 90                         | 4                        | 10        |           |
|                      | BIRMINGHAM        | BMIBABY LTD                 | S                 | D           | 3                 | 0         | 2                          | 67               | 0                | 33                     | 0                      | 0                       | 0                          | 19                  | 70                         | 10                       | 10        |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 39                | 1         | 0                          | 51               | 8                | 18                     | 23                     | 0                       | 0                          | 36                  | 69                         | 15                       | 52        |           |
|                      | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 37                | 1         | 0                          | 43               | 27               | 11                     | 19                     | 0                       | 0                          | 36                  | 71                         | 11                       | 52        |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 74                | 0         | 6                          | 54               | 18               | 14                     | 11                     | 4                       | 0                          | 33                  | 56                         | 29                       | 98        |           |
|                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 75                | 0         | 5                          | 53               | 19               | 11                     | 13                     | 1                       | 3                          | 39                  | 66                         | 21                       | 98        |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                      |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                      |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| MALAGA               | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 21                | 0        | 1         | 52                         | 19               | 19               | 10                     | 0                      | 0                       | 22                         | 47                  | 42                         | 15                       |
|                      | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 22                | 0        | 1         | 64                         | 9                | 18               | 9                      | 0                      | 0                       | 18                         | 73                  | 22                         | 15                       |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 24                | 0        | 1         | 33                         | 21               | 21               | 21                     | 4                      | 0                       | 53                         | 60                  | 21                         | 15                       |
|                      | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 25                | 0        | 1         | 20                         | 52               | 20               | 0                      | 8                      | 0                       | 40                         | 67                  | 15                         | 15                       |
|                      | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 15                | 2        | 2         | 53                         | 27               | 7                | 13                     | 0                      | 0                       | 24                         | 75                  | 11                         | 16                       |
|                      | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 16                | 0        | 1         | 63                         | 13               | 6                | 13                     | 6                      | 0                       | 38                         | 76                  | 17                         | 17                       |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 21                | 0        | 0         | 43                         | 19               | 19               | 14                     | 0                      | 5                       | 52                         | 66                  | 24                         | 29                       |
|                      | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 21                | 0        | 0         | 48                         | 19               | 14               | 19                     | 0                      | 0                       | 29                         | 66                  | 22                         | 29                       |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 30                | 0        | 2         | 37                         | 23               | 30               | 10                     | 0                      | 0                       | 29                         | 55                  | 29                         | 31                       |
|                      | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 30                | 0        | 2         | 50                         | 27               | 17               | 7                      | 0                      | 0                       | 22                         | 66                  | 21                         | 32                       |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | A           | 21                | 1        | 2         | 81                         | 10               | 5                | 0                      | 5                      | 0                       | 24                         | 84                  | 14                         | 19                       |
|                      | BIRMINGHAM        | MONARCH AIRLINES            | S                 | D           | 21                | 0        | 2         | 62                         | 19               | 19               | 0                      | 0                      | 0                       | 16                         | 95                  | 8                          | 19                       |
|                      | GATWICK           | MONARCH AIRLINES            | S                 | A           | 29                | 0        | 2         | 14                         | 31               | 28               | 17                     | 7                      | 3                       | 71                         | 27                  | 48                         | 30                       |
|                      | GATWICK           | MONARCH AIRLINES            | S                 | D           | 30                | 0        | 1         | 57                         | 13               | 17               | 10                     | 0                      | 3                       | 40                         | 60                  | 35                         | 30                       |
|                      | LUTON             | MONARCH AIRLINES            | S                 | A           | 17                | 0        | 1         | 47                         | 6                | 18               | 24                     | 6                      | 0                       | 61                         | 35                  | 54                         | 20                       |
|                      | LUTON             | MONARCH AIRLINES            | S                 | D           | 16                | 0        | 0         | 56                         | 6                | 13               | 19                     | 6                      | 0                       | 57                         | 63                  | 45                         | 19                       |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 42                | 0        | 1         | 55                         | 24               | 14               | 5                      | 2                      | 0                       | 23                         | 65                  | 37                         | 34                       |
|                      | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 42                | 0        | 1         | 62                         | 17               | 17               | 5                      | 0                      | 0                       | 15                         | 63                  | 31                         | 35                       |
|                      | BIRMINGHAM        | RYANAIR                     | S                 | A           | 10                | 0        | 2         | 70                         | 30               | 0                | 0                      | 0                      | 0                       | 10                         | 81                  | 14                         | 16                       |
|                      | BIRMINGHAM        | RYANAIR                     | S                 | D           | 11                | 0        | 1         | 55                         | 18               | 18               | 9                      | 0                      | 0                       | 26                         | 69                  | 21                         | 16                       |
|                      | EDINBURGH         | RYANAIR                     | S                 | A           | 14                | 0        | 2         | 14                         | 43               | 7                | 36                     | 0                      | 0                       | 58                         | 50                  | 29                         | 14                       |
|                      | EDINBURGH         | RYANAIR                     | S                 | D           | 14                | 0        | 3         | 21                         | 43               | 7                | 29                     | 0                      | 0                       | 49                         | 57                  | 25                         | 14                       |
|                      | STANSTED          | RYANAIR                     | S                 | A           | 27                | 0        | 3         | 19                         | 37               | 19               | 22                     | 4                      | 0                       | 48                         | 52                  | 38                         | 31                       |
|                      | STANSTED          | RYANAIR                     | S                 | D           | 28                | 0        | 2         | 64                         | 14               | 4                | 18                     | 0                      | 0                       | 29                         | 63                  | 24                         | 32                       |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 75                         | 0                | 0                | 25                     | 0                      | 0                       | 22                         | 100                 | 1                          | 3                        |
|                      | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 23                         | 100                 | 6                          | 4                        |
|                      | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 29                         | 75                  | 12                         | 4                        |
|                      | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 50                         | 25               | 25               | 0                      | 0                      | 0                       | 22                         | 25                  | 17                         | 4                        |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 13                | 0        | 0         | 85                         | 0                | 8                | 0                      | 8                      | 0                       | 19                         | 69                  | 35                         | 13                       |
|                      | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 12                | 0        | 0         | 67                         | 0                | 8                | 0                      | 8                      | 17                      | 106                        | 62                  | 40                         | 13                       |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 13                | 0        | 0         | 62                         | 8                | 23               | 0                      | 0                      | 8                       | 51                         | 70                  | 58                         | 10                       |
|                      | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 14                | 0        | 0         | 71                         | 7                | 14               | 7                      | 0                      | 0                       | 17                         | 73                  | 66                         | 11                       |
|                      | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | A           | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 7                          | 50                  | 30                         | 2                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|---------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                 |                   |                             |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                 |                   |                             |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| MALAGA                          |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | NEWCASTLE         | THOMSON AIRWAYS LTD         | C              | D        | 2                 | 0         | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 13                   | 0             | 30                   | 2                  |  |
| <b>TOTAL MALAGA</b>             |                   |                             |                |          | <b>940</b>        | <b>11</b> | <b>50</b> | <b>51</b>                  | <b>19</b>     | <b>15</b>     | <b>13</b>        | <b>2</b>         | <b>1</b>          | <b>35</b>            | <b>64</b>     | <b>27</b>            | <b>27</b>          |  |
| MALE INTERNATIONAL              |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 12                | 0         | 1         | 67                         | 8             | 8             | 17               | 0                | 0                 | 35                   | 38            | 27                   | 13                 |  |
|                                 | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 13                | 0         | 0         | 69                         | 0             | 8             | 15               | 8                | 0                 | 38                   | 77            | 9                    | 13                 |  |
|                                 | GATWICK           | THOMSON AIRWAYS LTD         | C              | A        | 8                 | 0         | 0         | 63                         | 0             | 0             | 25               | 13               | 0                 | 56                   | 17            | 80                   | 6                  |  |
|                                 | GATWICK           | THOMSON AIRWAYS LTD         | C              | D        | 8                 | 0         | 0         | 38                         | 25            | 0             | 25               | 13               | 0                 | 85                   | 33            | 67                   | 6                  |  |
|                                 | MANCHESTER        | THOMSON AIRWAYS LTD         | C              | A        | 5                 | 0         | 0         | 40                         | 0             | 20            | 0                | 40               | 0                 | 109                  | 20            | 53                   | 5                  |  |
|                                 | MANCHESTER        | THOMSON AIRWAYS LTD         | C              | D        | 4                 | 0         | 0         | 25                         | 25            | 0             | 0                | 50               | 0                 | 128                  | 60            | 29                   | 5                  |  |
| <b>TOTAL MALE INTERNATIONAL</b> |                   |                             |                |          | <b>50</b>         | <b>2</b>  | <b>1</b>  | <b>56</b>                  | <b>8</b>      | <b>6</b>      | <b>16</b>        | <b>14</b>        | <b>0</b>          | <b>62</b>            | <b>39</b>     | <b>47</b>            | <b>47</b>          |  |
| MALMO                           |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | GATWICK           | VIKING AIRLINES             | C              | A        | 5                 | 0         | 0         | 60                         | 0             | 20            | 0                | 0                | 20                | 92                   | 0             | 0                    | 0                  |  |
|                                 | GATWICK           | VIKING AIRLINES             | C              | D        | 4                 | 0         | 0         | 50                         | 25            | 0             | 0                | 25               | 0                 | 72                   | 0             | 0                    | 0                  |  |
| <b>TOTAL MALMO</b>              |                   |                             |                |          | <b>9</b>          | <b>1</b>  | <b>0</b>  | <b>56</b>                  | <b>11</b>     | <b>11</b>     | <b>0</b>         | <b>11</b>        | <b>11</b>         | <b>83</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |
| MALTA                           |                   |                             |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | BIRMINGHAM        | AIR MALTA                   | S              | A        | 9                 | 0         | 0         | 67                         | 11            | 11            | 11               | 0                | 0                 | 19                   | 56            | 20                   | 9                  |  |
|                                 | BIRMINGHAM        | AIR MALTA                   | S              | D        | 9                 | 0         | 0         | 33                         | 33            | 22            | 11               | 0                | 0                 | 38                   | 0             | 62                   | 8                  |  |
|                                 | GATWICK           | AIR MALTA                   | S              | A        | 27                | 0         | 1         | 78                         | 7             | 7             | 0                | 4                | 4                 | 32                   | 83            | 7                    | 40                 |  |
|                                 | GATWICK           | AIR MALTA                   | S              | D        | 28                | 0         | 1         | 43                         | 18            | 18            | 11               | 7                | 4                 | 59                   | 64            | 16                   | 36                 |  |
|                                 | HEATHROW          | AIR MALTA                   | S              | A        | 56                | 0         | 2         | 61                         | 16            | 11            | 11               | 2                | 0                 | 23                   | 85            | 13                   | 60                 |  |
|                                 | HEATHROW          | AIR MALTA                   | S              | D        | 56                | 0         | 3         | 34                         | 20            | 25            | 20               | 0                | 2                 | 42                   | 45            | 31                   | 60                 |  |
|                                 | MANCHESTER        | AIR MALTA                   | S              | A        | 16                | 0         | 0         | 56                         | 31            | 6             | 6                | 0                | 0                 | 18                   | 70            | 20                   | 20                 |  |
|                                 | MANCHESTER        | AIR MALTA                   | S              | D        | 16                | 0         | 0         | 31                         | 31            | 31            | 6                | 0                | 0                 | 28                   | 55            | 25                   | 20                 |  |
|                                 | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 25                | 0         | 2         | 44                         | 20            | 16            | 20               | 0                | 0                 | 36                   | 68            | 20                   | 28                 |  |
|                                 | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 25                | 0         | 2         | 44                         | 28            | 16            | 12               | 0                | 0                 | 30                   | 71            | 22                   | 28                 |  |
|                                 | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | A        | 11                | 0         | 1         | 36                         | 27            | 27            | 9                | 0                | 0                 | 29                   | 50            | 32                   | 12                 |  |
|                                 | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | D        | 11                | 0         | 1         | 45                         | 27            | 18            | 9                | 0                | 0                 | 28                   | 75            | 27                   | 12                 |  |
|                                 | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | A        | 7                 | 0         | 0         | 57                         | 0             | 14            | 29               | 0                | 0                 | 48                   | 50            | 47                   | 6                  |  |
|                                 | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD | S              | D        | 7                 | 0         | 0         | 57                         | 29            | 0             | 14               | 0                | 0                 | 35                   | 50            | 46                   | 6                  |  |
|                                 | BIRMINGHAM        | RYANAIR                     | S              | A        | 5                 | 0         | 0         | 60                         | 20            | 20            | 0                | 0                | 0                 | 17                   | 0             | 0                    | 0                  |  |
|                                 | BIRMINGHAM        | RYANAIR                     | S              | D        | 5                 | 0         | 0         | 20                         | 40            | 20            | 20               | 0                | 0                 | 37                   | 0             | 0                    | 0                  |  |
|                                 | EDINBURGH         | RYANAIR                     | S              | A        | 7                 | 0         | 1         | 29                         | 14            | 43            | 0                | 14               | 0                 | 62                   | 89            | 4                    | 9                  |  |
|                                 | EDINBURGH         | RYANAIR                     | S              | D        | 7                 | 0         | 0         | 43                         | 43            | 0             | 0                | 14               | 0                 | 53                   | 78            | 10                   | 9                  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|---------------------------------|-------------------|--------------------------|----------------|----------|-------------------|-----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                 |                   |                          |                |          | MATCHED           |           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                 |                   |                          |                |          | Actual (7)        | Plan (8)  |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| MALTA                           |                   |                          |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | LUTON             | RYANAIR                  | S              | A        | 11                | 0         | 1         | 73                         | 0             | 27            | 0                | 0                | 0                 | 14                   | 88            | 7                    | 16                 |  |
|                                 | LUTON             | RYANAIR                  | S              | D        | 12                | 0         | 0         | 58                         | 33            | 8             | 0                | 0                | 0                 | 14                   | 71            | 12                   | 17                 |  |
|                                 | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 2                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 100           | 0                    | 2                  |  |
|                                 | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 2                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 50            | 12                   | 2                  |  |
|                                 | GATWICK           | THOMSON AIRWAYS LTD      | C              | A        | 4                 | 0         | 0         | 75                         | 0             | 0             | 0                | 25               | 0                 | 88                   | 100           | 1                    | 5                  |  |
|                                 | GATWICK           | THOMSON AIRWAYS LTD      | C              | D        | 4                 | 0         | 0         | 75                         | 0             | 0             | 0                | 25               | 0                 | 85                   | 100           | 4                    | 5                  |  |
|                                 | MANCHESTER        | THOMSON AIRWAYS LTD      | C              | A        | 5                 | 0         | 0         | 80                         | 0             | 0             | 0                | 20               | 0                 | 45                   | 60            | 21                   | 5                  |  |
|                                 | MANCHESTER        | THOMSON AIRWAYS LTD      | C              | D        | 4                 | 0         | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 80            | 9                    | 5                  |  |
| <b>TOTAL MALTA</b>              |                   |                          |                |          | <b>372</b>        | <b>2</b>  | <b>15</b> | <b>51</b>                  | <b>19</b>     | <b>16</b>     | <b>10</b>        | <b>2</b>         | <b>1</b>          | <b>34</b>            | <b>68</b>     | <b>19</b>            | <b>19</b>          |  |
| MANCHESTER                      |                   |                          |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | HEATHROW          | BMI BRITISH MIDLAND      | S              | A        | 126               | 0         | 1         | 67                         | 13            | 6             | 13               | 1                | 0                 | 22                   | 78            | 17                   | 254                |  |
|                                 | HEATHROW          | BMI BRITISH MIDLAND      | S              | D        | 122               | 0         | 3         | 70                         | 12            | 10            | 7                | 1                | 0                 | 19                   | 76            | 17                   | 255                |  |
|                                 | EDINBURGH         | BMI REGIONAL             | S              | A        | 62                | 2         | 0         | 77                         | 5             | 3             | 10               | 5                | 0                 | 23                   | 88            | 14                   | 82                 |  |
|                                 | EDINBURGH         | BMI REGIONAL             | S              | D        | 61                | 0         | 0         | 72                         | 11            | 8             | 5                | 3                | 0                 | 20                   | 82            | 19                   | 83                 |  |
|                                 | GATWICK           | BRITISH AIRWAYS PLC      | S              | A        | 98                | 1         | 1         | 59                         | 15            | 11            | 13               | 1                | 0                 | 28                   | 75            | 15                   | 141                |  |
|                                 | GATWICK           | BRITISH AIRWAYS PLC      | S              | D        | 101               | 0         | 0         | 69                         | 9             | 11            | 10               | 1                | 0                 | 19                   | 79            | 10                   | 141                |  |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC      | S              | A        | 196               | 1         | 3         | 51                         | 15            | 15            | 14               | 4                | 1                 | 38                   | 72            | 35                   | 184                |  |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC      | S              | D        | 195               | 0         | 2         | 61                         | 15            | 10            | 13               | 1                | 0                 | 25                   | 75            | 24                   | 188                |  |
|                                 | EDINBURGH         | FLYBE LTD                | S              | A        | 51                | 0         | 13        | 59                         | 10            | 14            | 14               | 4                | 0                 | 32                   | 62            | 37                   | 71                 |  |
|                                 | EDINBURGH         | FLYBE LTD                | S              | D        | 52                | 0         | 12        | 63                         | 10            | 15            | 10               | 2                | 0                 | 26                   | 59            | 32                   | 73                 |  |
|                                 | GLASGOW           | FLYBE LTD                | S              | A        | 54                | 0         | 12        | 52                         | 7             | 24            | 11               | 4                | 2                 | 41                   | 73            | 20                   | 71                 |  |
|                                 | GLASGOW           | FLYBE LTD                | S              | D        | 56                | 0         | 10        | 43                         | 14            | 27            | 11               | 5                | 0                 | 40                   | 69            | 24                   | 72                 |  |
|                                 | GATWICK           | THOMAS COOK AIRLINES LTD | C              | A        | 4                 | 0         | 0         | 25                         | 0             | 25            | 50               | 0                | 0                 | 84                   | 100           | 5                    | 2                  |  |
|                                 | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 3                 | 0         | 0         | 0                          | 0             | 0             | 67               | 33               | 0                 | 128                  | 75            | 7                    | 4                  |  |
|                                 | STANSTED          | THOMAS COOK AIRLINES LTD | C              | A        | 3                 | 1         | 0         | 33                         | 33            | 33            | 0                | 0                | 0                 | 19                   | 50            | 34                   | 2                  |  |
|                                 | STANSTED          | THOMAS COOK AIRLINES LTD | C              | D        | 3                 | 1         | 0         | 0                          | 33            | 33            | 33               | 0                | 0                 | 59                   | 100           | 4                    | 1                  |  |
| <b>TOTAL MANCHESTER</b>         |                   |                          |                |          | <b>1195</b>       | <b>21</b> | <b>58</b> | <b>61</b>                  | <b>13</b>     | <b>12</b>     | <b>12</b>        | <b>2</b>         | <b>0</b>          | <b>28</b>            | <b>75</b>     | <b>21</b>            | <b>21</b>          |  |
| MANSTON (KENT INT)              |                   |                          |                |          |                   |           |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | EDINBURGH         | FLYBE LTD                | S              | A        | 19                | 0         | 9         | 47                         | 21            | 5             | 16               | 5                | 5                 | 66                   | 0             | 0                    | 0                  |  |
|                                 | EDINBURGH         | FLYBE LTD                | S              | D        | 20                | 0         | 8         | 45                         | 30            | 10            | 10               | 0                | 5                 | 48                   | 0             | 0                    | 0                  |  |
|                                 | MANCHESTER        | FLYBE LTD                | S              | A        | 15                | 0         | 5         | 47                         | 13            | 13            | 20               | 7                | 0                 | 42                   | 0             | 0                    | 0                  |  |
|                                 | MANCHESTER        | FLYBE LTD                | S              | D        | 15                | 0         | 5         | 60                         | 7             | 13            | 13               | 7                | 0                 | 37                   | 0             | 0                    | 0                  |  |
| <b>TOTAL MANSTON (KENT INT)</b> |                   |                          |                |          | <b>69</b>         | <b>0</b>  | <b>27</b> | <b>49</b>                  | <b>19</b>     | <b>10</b>     | <b>14</b>        | <b>4</b>         | <b>3</b>          | <b>50</b>            | <b>0</b>      | <b>0</b>             | <b>0</b>           |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|-------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                         |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                         |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| MARRAKESH               | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 42                | 0        | 2         | 60                         | 2                | 17               | 14                     | 7                      | 0                       | 40                         | 73                  | 24                         | 48                       |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 43                | 0        | 3         | 58                         | 12               | 12               | 16                     | 2                      | 0                       | 31                         | 69                  | 27                         | 48                       |
|                         | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 11                | 0        | 0         | 64                         | 9                | 18               | 9                      | 0                      | 0                       | 31                         | 54                  | 24                         | 13                       |
|                         | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 11                | 0        | 0         | 55                         | 18               | 9                | 18                     | 0                      | 0                       | 35                         | 62                  | 29                         | 13                       |
|                         | GATWICK           | ROYAL AIR MAROC             | S                 | A           | 16                | 0        | 1         | 50                         | 19               | 0                | 19                     | 6                      | 6                       | 68                         | 92                  | 6                          | 13                       |
|                         | GATWICK           | ROYAL AIR MAROC             | S                 | D           | 16                | 0        | 0         | 63                         | 0                | 0                | 19                     | 13                     | 6                       | 81                         | 85                  | 14                         | 13                       |
|                         | HEATHROW          | ROYAL AIR MAROC             | S                 | A           | 26                | 0        | 1         | 38                         | 19               | 19               | 23                     | 0                      | 0                       | 35                         | 58                  | 23                         | 31                       |
|                         | HEATHROW          | ROYAL AIR MAROC             | S                 | D           | 27                | 0        | 0         | 19                         | 19               | 15               | 48                     | 0                      | 0                       | 53                         | 44                  | 29                         | 27                       |
|                         | EDINBURGH         | RYANAIR                     | S                 | A           | 7                 | 0        | 0         | 86                         | 0                | 0                | 14                     | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |
|                         | EDINBURGH         | RYANAIR                     | S                 | D           | 7                 | 0        | 0         | 71                         | 0                | 14               | 14                     | 0                      | 0                       | 25                         | 0                   | 0                          | 0                        |
|                         | LUTON             | RYANAIR                     | S                 | A           | 14                | 0        | 3         | 57                         | 14               | 14               | 14                     | 0                      | 0                       | 24                         | 50                  | 42                         | 16                       |
|                         | LUTON             | RYANAIR                     | S                 | D           | 14                | 0        | 0         | 57                         | 14               | 14               | 14                     | 0                      | 0                       | 27                         | 88                  | 19                         | 16                       |
|                         | GATWICK           | THOMSON AIRWAYS LTD         | S                 | A           | 8                 | 0        | 0         | 75                         | 0                | 0                | 13                     | 0                      | 13                      | 164                        | 75                  | 35                         | 8                        |
|                         | GATWICK           | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 2         | 67                         | 0                | 11               | 11                     | 11                     | 0                       | 51                         | 75                  | 14                         | 8                        |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | A           | 9                 | 0        | 0         | 56                         | 0                | 22               | 22                     | 0                      | 0                       | 29                         | 88                  | 40                         | 8                        |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 0         | 33                         | 33               | 11               | 22                     | 0                      | 0                       | 34                         | 75                  | 47                         | 8                        |
| <b>TOTAL MARRAKESH</b>  |                   |                             |                   |             | <b>269</b>        | <b>1</b> | <b>12</b> | <b>53</b>                  | <b>11</b>        | <b>12</b>        | <b>20</b>              | <b>3</b>               | <b>1</b>                | <b>44</b>                  | <b>68</b>           | <b>26</b>                  | <b>26</b>                |
| MARSA ALAM              | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0         | 60                         | 0                | 20               | 20                     | 0                      | 0                       | 23                         | 0                   | 0                          | 0                        |
|                         | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 0                   | 0                          | 0                        |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0         | 80                         | 0                | 0                | 20                     | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0         | 80                         | 0                | 0                | 20                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |
| <b>TOTAL MARSA ALAM</b> |                   |                             |                   |             | <b>19</b>         | <b>0</b> | <b>0</b>  | <b>68</b>                  | <b>11</b>        | <b>5</b>         | <b>16</b>              | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>55</b>           | <b>23</b>                  | <b>23</b>                |
| MARSEILLE               | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 46                | 0        | 0         | 43                         | 17               | 22               | 13                     | 2                      | 2                       | 59                         | 60                  | 22                         | 45                       |
|                         | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 46                | 0        | 0         | 72                         | 7                | 13               | 9                      | 0                      | 0                       | 17                         | 87                  | 12                         | 45                       |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 26                | 0        | 1         | 42                         | 31               | 12               | 8                      | 8                      | 0                       | 44                         | 61                  | 28                         | 28                       |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 27                | 0        | 0         | 56                         | 15               | 7                | 19                     | 4                      | 0                       | 39                         | 61                  | 28                         | 28                       |
|                         | GATWICK           | MONARCH AIRLINES            | C                 | A           | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 61                         | 0                   | 0                          | 0                        |
|                         | GATWICK           | MONARCH AIRLINES            | C                 | D           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 16                         | 0                   | 0                          | 0                        |
|                         | STANSTED          | RYANAIR                     | S                 | A           | 29                | 0        | 2         | 69                         | 14               | 7                | 0                      | 7                      | 3                       | 53                         | 84                  | 10                         | 49                       |
|                         | STANSTED          | RYANAIR                     | S                 | D           | 29                | 0        | 2         | 48                         | 21               | 28               | 0                      | 3                      | 0                       | 30                         | 69                  | 15                         | 49                       |
| <b>TOTAL MARSEILLE</b>  |                   |                             |                   |             | <b>207</b>        | <b>2</b> | <b>5</b>  | <b>55</b>                  | <b>16</b>        | <b>15</b>        | <b>9</b>               | <b>3</b>               | <b>1</b>                | <b>40</b>                  | <b>72</b>           | <b>18</b>                  | <b>18</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                  |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                  |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MAURITIUS                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | AIR MAURITIUS LTD           | S                 | A           | 22                | 0        | 2         | 18                         | 9                | 23               | 41                     | 9                      | 0                       | 82                         | 42                  | 30                         | 19                       |  |
|                                  | HEATHROW          | AIR MAURITIUS LTD           | S                 | D           | 22                | 0        | 3         | 5                          | 18               | 14               | 50                     | 14                     | 0                       | 95                         | 16                  | 56                         | 19                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 11                | 0        | 0         | 64                         | 18               | 9                | 9                      | 0                      | 0                       | 18                         | 54                  | 31                         | 13                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 12                | 0        | 1         | 42                         | 25               | 17               | 17                     | 0                      | 0                       | 33                         | 46                  | 33                         | 13                       |  |
| <b>TOTAL MAURITIUS</b>           |                   |                             |                   |             | <b>67</b>         | <b>0</b> | <b>6</b>  | <b>25</b>                  | <b>16</b>        | <b>16</b>        | <b>34</b>              | <b>7</b>               | <b>0</b>                | <b>67</b>                  | <b>44</b>           | <b>33</b>                  | <b>33</b>                |  |
| MEDINA                           |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MELBOURNE                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | QANTAS                      | S                 | A           | 51                | 0        | 4         | 71                         | 8                | 16               | 4                      | 0                      | 2                       | 36                         | 77                  | 34                         | 57                       |  |
|                                  | HEATHROW          | QANTAS                      | S                 | D           | 56                | 0        | 4         | 52                         | 23               | 14               | 9                      | 2                      | 0                       | 28                         | 65                  | 20                         | 57                       |  |
| <b>TOTAL MELBOURNE</b>           |                   |                             |                   |             | <b>107</b>        | <b>0</b> | <b>8</b>  | <b>61</b>                  | <b>16</b>        | <b>15</b>        | <b>7</b>               | <b>1</b>               | <b>1</b>                | <b>32</b>                  | <b>71</b>           | <b>27</b>                  | <b>27</b>                |  |
| MEMMINGEN ALLGAU                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | EDINBURGH         | RYANAIR                     | S                 | A           | 12                | 0        | 1         | 58                         | 17               | 0                | 17                     | 8                      | 0                       | 33                         | 69                  | 51                         | 13                       |  |
|                                  | EDINBURGH         | RYANAIR                     | S                 | D           | 13                | 0        | 1         | 54                         | 31               | 0                | 8                      | 8                      | 0                       | 32                         | 54                  | 46                         | 13                       |  |
|                                  | STANSTED          | RYANAIR                     | S                 | A           | 29                | 0        | 1         | 38                         | 31               | 14               | 17                     | 0                      | 0                       | 33                         | 3                   | 50                         | 30                       |  |
|                                  | STANSTED          | RYANAIR                     | S                 | D           | 29                | 0        | 1         | 31                         | 31               | 24               | 14                     | 0                      | 0                       | 32                         | 63                  | 15                         | 30                       |  |
| <b>TOTAL MEMMINGEN ALLGAU</b>    |                   |                             |                   |             | <b>83</b>         | <b>1</b> | <b>4</b>  | <b>41</b>                  | <b>29</b>        | <b>13</b>        | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>33</b>                  | <b>42</b>           | <b>37</b>                  | <b>37</b>                |  |
| MEXICO CITY                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 12                | 1        | 1         | 33                         | 0                | 42               | 17                     | 8                      | 0                       | 53                         | 43                  | 23                         | 14                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 14                | 0        | 0         | 7                          | 36               | 29               | 14                     | 14                     | 0                       | 67                         | 46                  | 32                         | 13                       |  |
| <b>TOTAL MEXICO CITY</b>         |                   |                             |                   |             | <b>26</b>         | <b>1</b> | <b>1</b>  | <b>19</b>                  | <b>19</b>        | <b>35</b>        | <b>15</b>              | <b>12</b>              | <b>0</b>                | <b>60</b>                  | <b>59</b>           | <b>25</b>                  | <b>25</b>                |  |
| MIAMI INTERNATIONAL              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | AMERICAN AIRLINES           | S                 | A           | 38                | 2        | 2         | 45                         | 24               | 21               | 8                      | 3                      | 0                       | 27                         | 60                  | 28                         | 43                       |  |
|                                  | HEATHROW          | AMERICAN AIRLINES           | S                 | D           | 39                | 0        | 3         | 51                         | 23               | 23               | 3                      | 0                      | 0                       | 19                         | 36                  | 36                         | 44                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 57                | 1        | 1         | 61                         | 16               | 12               | 7                      | 4                      | 0                       | 27                         | 65                  | 20                         | 62                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 58                | 0        | 1         | 34                         | 21               | 22               | 14                     | 9                      | 0                       | 49                         | 45                  | 34                         | 62                       |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 27                | 0        | 2         | 70                         | 22               | 7                | 0                      | 0                      | 0                       | 10                         | 61                  | 28                         | 31                       |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 27                | 0        | 2         | 22                         | 33               | 30               | 15                     | 0                      | 0                       | 33                         | 26                  | 44                         | 31                       |  |
| <b>TOTAL MIAMI INTERNATIONAL</b> |                   |                             |                   |             | <b>246</b>        | <b>3</b> | <b>11</b> | <b>48</b>                  | <b>22</b>        | <b>19</b>        | <b>8</b>               | <b>3</b>               | <b>0</b>                | <b>30</b>                  | <b>50</b>           | <b>31</b>                  | <b>31</b>                |  |
| MILAN (LINATE)                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | ALITALIA (CAI)              | S                 | A           | 114               | 0        | 0         | 74                         | 11               | 9                | 5                      | 1                      | 0                       | 16                         | 73                  | 18                         | 116                      |  |
|                                  | HEATHROW          | ALITALIA (CAI)              | S                 | D           | 114               | 0        | 0         | 46                         | 20               | 23               | 10                     | 2                      | 0                       | 27                         | 65                  | 26                         | 117                      |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 120               | 0        | 2         | 59                         | 13               | 14               | 13                     | 0                      | 0                       | 25                         | 70                  | 21                         | 137                      |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                        | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |  |
|----------------------------------|-------------------|--------------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                  |                   |                                |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                  |                   |                                |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| MILAN (LINATE)                   |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC            | S              | D        | 121               | 0        | 2         | 60                         | 17            | 14            | 8                | 2                | 0                 | 22                   | 76            | 16                   | 138                |  |
|                                  | LONDON CITY       | CITY JET                       | S              | A        | 31                | 0        | 0         | 61                         | 3             | 23            | 10               | 3                | 0                 | 27                   | 0             | 0                    | 0                  |  |
|                                  | LONDON CITY       | CITY JET                       | S              | D        | 31                | 0        | 0         | 42                         | 13            | 16            | 23               | 6                | 0                 | 50                   | 0             | 0                    | 0                  |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD    | S              | A        | 26                | 0        | 3         | 27                         | 15            | 8             | 42               | 8                | 0                 | 68                   | 50            | 41                   | 26                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD    | S              | D        | 28                | 0        | 0         | 25                         | 21            | 11            | 36               | 4                | 4                 | 74                   | 44            | 31                   | 27                 |  |
| <b>TOTAL MILAN (LINATE)</b>      |                   |                                |                |          | <b>586</b>        | <b>6</b> | <b>8</b>  | <b>55</b>                  | <b>15</b>     | <b>15</b>     | <b>13</b>        | <b>2</b>         | <b>0</b>          | <b>29</b>            | <b>68</b>     | <b>24</b>            | <b>24</b>          |  |
| MILAN (MALPENSA)                 |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC            | S              | A        | 83                | 1        | 4         | 58                         | 12            | 20            | 10               | 0                | 0                 | 22                   | 72            | 38                   | 94                 |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC            | S              | D        | 83                | 0        | 0         | 63                         | 13            | 13            | 8                | 0                | 2                 | 28                   | 81            | 14                   | 94                 |  |
|                                  | EDINBURGH         | EASYJET AIRLINE COMPANY LTD    | S              | A        | 19                | 0        | 3         | 21                         | 32            | 21            | 16               | 11               | 0                 | 57                   | 59            | 28                   | 17                 |  |
|                                  | EDINBURGH         | EASYJET AIRLINE COMPANY LTD    | S              | D        | 19                | 0        | 2         | 11                         | 16            | 32            | 32               | 11               | 0                 | 74                   | 53            | 39                   | 17                 |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD    | S              | A        | 89                | 0        | 10        | 37                         | 18            | 17            | 24               | 4                | 0                 | 49                   | 62            | 35                   | 100                |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD    | S              | D        | 88                | 0        | 9         | 52                         | 13            | 17            | 16               | 2                | 0                 | 36                   | 59            | 30                   | 100                |  |
|                                  | LUTON             | EASYJET AIRLINE COMPANY LTD    | S              | A        | 48                | 0        | 0         | 31                         | 15            | 10            | 35               | 8                | 0                 | 61                   | 83            | 12                   | 40                 |  |
|                                  | LUTON             | EASYJET AIRLINE COMPANY LTD    | S              | D        | 47                | 0        | 0         | 45                         | 21            | 6             | 26               | 2                | 0                 | 41                   | 74            | 13                   | 43                 |  |
|                                  | BIRMINGHAM        | FLYBE LTD                      | S              | A        | 21                | 0        | 1         | 43                         | 5             | 19            | 29               | 5                | 0                 | 45                   | 67            | 27                   | 21                 |  |
|                                  | BIRMINGHAM        | FLYBE LTD                      | S              | D        | 22                | 0        | 0         | 41                         | 9             | 27            | 18               | 5                | 0                 | 48                   | 71            | 12                   | 21                 |  |
|                                  | MANCHESTER        | FLYBE LTD                      | S              | A        | 28                | 0        | 2         | 39                         | 25            | 14            | 18               | 4                | 0                 | 47                   | 42            | 81                   | 26                 |  |
|                                  | MANCHESTER        | FLYBE LTD                      | S              | D        | 29                | 0        | 1         | 59                         | 17            | 10            | 10               | 3                | 0                 | 35                   | 57            | 39                   | 28                 |  |
|                                  | HEATHROW          | LUFTHANSA                      | S              | A        | 106               | 1        | 10        | 26                         | 17            | 21            | 32               | 3                | 1                 | 58                   | 48            | 39                   | 141                |  |
|                                  | HEATHROW          | LUFTHANSA                      | S              | D        | 106               | 1        | 9         | 38                         | 13            | 22            | 25               | 2                | 0                 | 42                   | 58            | 31                   | 142                |  |
| <b>TOTAL MILAN (MALPENSA)</b>    |                   |                                |                |          | <b>790</b>        | <b>6</b> | <b>51</b> | <b>42</b>                  | <b>15</b>     | <b>18</b>     | <b>21</b>        | <b>3</b>         | <b>0</b>          | <b>43</b>            | <b>63</b>     | <b>31</b>            | <b>31</b>          |  |
| MINNEAPOLIS-ST PAUL              |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | HEATHROW          | DELTA AIRLINES                 | S              | A        | 27                | 0        | 3         | 48                         | 26            | 19            | 7                | 0                | 0                 | 20                   | 0             | 0                    | 0                  |  |
|                                  | HEATHROW          | DELTA AIRLINES                 | S              | D        | 28                | 0        | 3         | 43                         | 25            | 21            | 11               | 0                | 0                 | 26                   | 0             | 0                    | 0                  |  |
| <b>TOTAL MINNEAPOLIS-ST PAUL</b> |                   |                                |                |          | <b>55</b>         | <b>0</b> | <b>6</b>  | <b>45</b>                  | <b>25</b>     | <b>20</b>     | <b>9</b>         | <b>0</b>         | <b>0</b>          | <b>23</b>            | <b>56</b>     | <b>24</b>            | <b>24</b>          |  |
| MINSK INT'L                      |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                  | GATWICK           | BELAVIA (BELARUSSIAN AIRLINES) | S              | A        | 12                | 0        | 0         | 25                         | 17            | 42            | 8                | 0                | 8                 | 78                   | 58            | 27                   | 12                 |  |
|                                  | GATWICK           | BELAVIA (BELARUSSIAN AIRLINES) | S              | D        | 12                | 0        | 0         | 33                         | 25            | 17            | 17               | 0                | 8                 | 80                   | 58            | 34                   | 12                 |  |
| <b>TOTAL MINSK INT'L</b>         |                   |                                |                |          | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>29</b>                  | <b>21</b>     | <b>29</b>     | <b>13</b>        | <b>0</b>         | <b>8</b>          | <b>79</b>            | <b>58</b>     | <b>31</b>            | <b>31</b>          |  |
| MOLDE                            |                   |                                |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |           |
|-----------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|
|                       |                   |                          |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |
|                       |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |
| MOMBASA               |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                       | GATWICK           | MONARCH AIRLINES         | C                 | A           | 8                 | 0        | 0                          | 25               | 0                | 0                      | 75                     | 0                       | 0                          | 70                  | 40                         | 137                      | 5         |           |
|                       | GATWICK           | MONARCH AIRLINES         | C                 | D           | 8                 | 0        | 0                          | 0                | 0                | 13                     | 88                     | 0                       | 0                          | 90                  | 25                         | 96                       | 4         |           |
|                       | MANCHESTER        | MONARCH AIRLINES         | C                 | A           | 4                 | 0        | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 0                          | 67                  | 0                          | 86                       | 3         |           |
|                       | MANCHESTER        | MONARCH AIRLINES         | C                 | D           | 4                 | 0        | 0                          | 0                | 0                | 0                      | 100                    | 0                       | 0                          | 104                 | 50                         | 91                       | 4         |           |
|                       | GATWICK           | THOMSON AIRWAYS LTD      | C                 | A           | 4                 | 0        | 0                          | 25               | 0                | 0                      | 50                     | 25                      | 0                          | 106                 | 20                         | 96                       | 5         |           |
|                       | GATWICK           | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0        | 0                          | 40               | 0                | 0                      | 40                     | 20                      | 0                          | 96                  | 25                         | 56                       | 4         |           |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0                          | 40               | 0                | 20                     | 0                      | 20                      | 20                         | 222                 | 0                          | 0                        | 0         |           |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0        | 0                          | 60               | 0                | 0                      | 20                     | 20                      | 0                          | 77                  | 0                          | 0                        | 0         |           |
| <b>TOTAL MOMBASA</b>  |                   |                          |                   |             | <b>43</b>         | <b>0</b> | <b>0</b>                   | <b>23</b>        | <b>0</b>         | <b>9</b>               | <b>56</b>              | <b>9</b>                | <b>2</b>                   | <b>102</b>          | <b>28</b>                  | <b>96</b>                | <b>96</b> |           |
| MONASTIR              |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                       | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 31                  | 50                         | 10                       | 2         |           |
|                       | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0        | 0                          | 50               | 0                | 0                      | 0                      | 50                      | 0                          | 183                 | 100                        | 11                       | 2         |           |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 7                 | 0        | 0                          | 57               | 29               | 0                      | 0                      | 0                       | 14                         | 79                  | 100                        | 0                        | 6         |           |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 7                 | 0        | 0                          | 43               | 29               | 14                     | 0                      | 0                       | 14                         | 86                  | 100                        | 2                        | 6         |           |
|                       | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0        | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 0                          | 31                  | 50                         | 15                       | 2         |           |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 12                | 0        | 0                          | 75               | 17               | 0                      | 8                      | 0                       | 0                          | 11                  | 80                         | 16                       | 10        |           |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 12                | 0        | 0                          | 42               | 42               | 0                      | 8                      | 0                       | 8                          | 57                  | 73                         | 72                       | 11        |           |
|                       | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | A           | 3                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 2                   | 0                          | 0                        | 0         |           |
|                       | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | D           | 3                 | 0        | 0                          | 67               | 33               | 0                      | 0                      | 0                       | 0                          | 11                  | 100                        | 8                        | 1         |           |
|                       | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0                          | 100              | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 25                         | 27                       | 4         |           |
|                       | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0        | 0                          | 80               | 0                | 20                     | 0                      | 0                       | 0                          | 11                  | 75                         | 16                       | 4         |           |
|                       | GATWICK           | THOMSON AIRWAYS LTD      | C                 | A           | 8                 | 0        | 0                          | 50               | 0                | 25                     | 0                      | 25                      | 0                          | 69                  | 60                         | 37                       | 10        |           |
|                       | GATWICK           | THOMSON AIRWAYS LTD      | C                 | D           | 8                 | 0        | 0                          | 50               | 0                | 0                      | 25                     | 25                      | 0                          | 83                  | 36                         | 51                       | 11        |           |
|                       | GLASGOW           | THOMSON AIRWAYS LTD      | C                 | A           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 13                  | 25                         | 17                       | 4         |           |
|                       | GLASGOW           | THOMSON AIRWAYS LTD      | C                 | D           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 8                   | 75                         | 11                       | 4         |           |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | A           | 9                 | 0        | 0                          | 89               | 0                | 11                     | 0                      | 0                       | 0                          | 9                   | 70                         | 92                       | 10        |           |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | D           | 9                 | 0        | 0                          | 78               | 11               | 0                      | 11                     | 0                       | 0                          | 14                  | 75                         | 78                       | 8         |           |
|                       | NEWCASTLE         | THOMSON AIRWAYS LTD      | C                 | D           | 2                 | 0        | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 0                          | 10                  | 0                          | 0                        | 0         |           |
| <b>TOTAL MONASTIR</b> |                   |                          |                   |             | <b>109</b>        | <b>0</b> | <b>0</b>                   | <b>62</b>        | <b>17</b>        | <b>7</b>               | <b>6</b>               | <b>5</b>                | <b>3</b>                   | <b>40</b>           | <b>66</b>                  | <b>54</b>                | <b>54</b> |           |
| MONTEGO BAY           |                   |                          |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                       | GATWICK           | BRITISH AIRWAYS PLC      | S                 | A           | 8                 | 0        | 0                          | 75               | 0                | 13                     | 0                      | 13                      | 0                          | 51                  | 63                         | 26                       | 8         |           |
|                       | GATWICK           | BRITISH AIRWAYS PLC      | S                 | D           | 8                 | 0        | 0                          | 38               | 25               | 25                     | 0                      | 13                      | 0                          | 61                  | 78                         | 16                       | 9         |           |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 3                 | 0        | 0                          | 67               | 0                | 0                      | 0                      | 33                      | 0                          | 115                 | 50                         | 40                       | 6         |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                  |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                  |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MONTEGO BAY                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 3                 | 0        | 0         | 0                          | 67               | 0                | 0                      | 33                     | 0                       | 95                         | 17                  | 58                         | 6                        |  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 25                         | 50               | 25               | 0                      | 0                      | 0                       | 26                         | 57                  | 22                         | 7                        |  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 3                 | 0        | 0         | 33                         | 67               | 0                | 0                      | 0                      | 0                       | 19                         | 33                  | 43                         | 6                        |  |
|                                  | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 2                 | 1        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 25                         | 50                  | 13                         | 2                        |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 10                | 0        | 0         | 50                         | 10               | 10               | 10                     | 10                     | 10                      | 84                         | 40                  | 82                         | 5                        |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 10                | 0        | 0         | 30                         | 10               | 20               | 0                      | 20                     | 20                      | 176                        | 67                  | 52                         | 6                        |  |
|                                  | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0         | 0                          | 40               | 20               | 20                     | 20                     | 0                       | 83                         | 20                  | 154                        | 5                        |  |
|                                  | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0         | 20                         | 20               | 20               | 40                     | 0                      | 0                       | 55                         | 0                   | 205                        | 4                        |  |
|                                  | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 7                 | 0        | 1         | 29                         | 29               | 29               | 14                     | 0                      | 0                       | 41                         | 33                  | 83                         | 12                       |  |
|                                  | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 7                 | 0        | 1         | 0                          | 14               | 57               | 29                     | 0                      | 0                       | 64                         | 0                   | 115                        | 12                       |  |
| <b>TOTAL MONTEGO BAY</b>         |                   |                             |                   |             | <b>76</b>         | <b>2</b> | <b>2</b>  | <b>33</b>                  | <b>21</b>        | <b>21</b>        | <b>11</b>              | <b>11</b>              | <b>4</b>                | <b>77</b>                  | <b>41</b>           | <b>66</b>                  | <b>66</b>                |  |
| MONTPELLIER                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 17                | 0        | 1         | 59                         | 6                | 6                | 18                     | 12                     | 0                       | 55                         | 39                  | 66                         | 23                       |  |
|                                  | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 18                | 0        | 1         | 67                         | 6                | 11               | 11                     | 6                      | 0                       | 33                         | 35                  | 49                         | 23                       |  |
| <b>TOTAL MONTPELLIER</b>         |                   |                             |                   |             | <b>35</b>         | <b>0</b> | <b>2</b>  | <b>63</b>                  | <b>6</b>         | <b>9</b>         | <b>14</b>              | <b>9</b>               | <b>0</b>                | <b>44</b>                  | <b>37</b>           | <b>58</b>                  | <b>58</b>                |  |
| MONTREAL (DORVAL)                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | AIR CANADA                  | S                 | A           | 28                | 1        | 1         | 25                         | 18               | 36               | 21                     | 0                      | 0                       | 40                         | 32                  | 39                         | 31                       |  |
|                                  | HEATHROW          | AIR CANADA                  | S                 | D           | 27                | 0        | 3         | 48                         | 30               | 15               | 7                      | 0                      | 0                       | 23                         | 61                  | 39                         | 31                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 27                | 0        | 1         | 26                         | 15               | 15               | 33                     | 7                      | 4                       | 129                        | 42                  | 33                         | 31                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 28                | 0        | 0         | 43                         | 25               | 7                | 18                     | 7                      | 0                       | 49                         | 58                  | 26                         | 31                       |  |
| <b>TOTAL MONTREAL (DORVAL)</b>   |                   |                             |                   |             | <b>110</b>        | <b>2</b> | <b>5</b>  | <b>35</b>                  | <b>22</b>        | <b>18</b>        | <b>20</b>              | <b>4</b>               | <b>1</b>                | <b>60</b>                  | <b>48</b>           | <b>35</b>                  | <b>35</b>                |  |
| MOSCOW (DOMODEDOVO)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         | S                 | A           | 53                | 0        | 2         | 57                         | 23               | 6                | 11                     | 4                      | 0                       | 29                         | 80                  | 12                         | 56                       |  |
|                                  | HEATHROW          | BMI BRITISH MIDLAND         | S                 | D           | 53                | 1        | 1         | 42                         | 13               | 26               | 19                     | 0                      | 0                       | 36                         | 74                  | 16                         | 57                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 63                | 0        | 4         | 51                         | 19               | 14               | 13                     | 3                      | 0                       | 28                         | 71                  | 18                         | 58                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 64                | 0        | 0         | 58                         | 20               | 9                | 9                      | 3                      | 0                       | 25                         | 75                  | 17                         | 57                       |  |
|                                  | HEATHROW          | TRANSAERO AIRLINES          | S                 | A           | 51                | 0        | 8         | 39                         | 10               | 35               | 10                     | 4                      | 2                       | 50                         | 54                  | 36                         | 56                       |  |
|                                  | HEATHROW          | TRANSAERO AIRLINES          | S                 | D           | 51                | 0        | 9         | 49                         | 8                | 20               | 18                     | 2                      | 4                       | 57                         | 63                  | 34                         | 56                       |  |
| <b>TOTAL MOSCOW (DOMODEDOVO)</b> |                   |                             |                   |             | <b>335</b>        | <b>2</b> | <b>24</b> | <b>50</b>                  | <b>16</b>        | <b>18</b>        | <b>13</b>              | <b>3</b>               | <b>1</b>                | <b>37</b>                  | <b>69</b>           | <b>22</b>                  | <b>22</b>                |  |
| MOSCOW (SHEREMETYEVO)            |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | AEROFLOT                    | S                 | A           | 66                | 1        | 8         | 39                         | 20               | 23               | 9                      | 5                      | 5                       | 63                         | 51                  | 28                         | 73                       |  |
|                                  | HEATHROW          | AEROFLOT                    | S                 | D           | 66                | 0        | 8         | 44                         | 24               | 14               | 9                      | 3                      | 6                       | 65                         | 51                  | 27                         | 73                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                    |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                    |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MOSCOW (SHEREMETYEVO)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| <b>TOTAL MOSCOW (SHEREMETYEVO)</b> |                   |                             |                   |             | <b>132</b>        | <b>9</b> | <b>24</b> | <b>42</b>                  | <b>22</b>        | <b>18</b>        | <b>9</b>               | <b>4</b>               | <b>5</b>                | <b>64</b>                  | <b>51</b>           | <b>27</b>                  | <b>27</b>                |  |
| MOSCOW (VNUKOVO)                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MULHOUSE HABSHEIM                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| MUMBAI                             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | HEATHROW          | AIR INDIA                   | S                 | A           | 29                | 0        | 1         | 90                         | 7                | 3                | 0                      | 0                      | 5                       | 35                         | 35                  | 31                         |                          |  |
|                                    | HEATHROW          | AIR INDIA                   | S                 | D           | 29                | 0        | 1         | 62                         | 14               | 17               | 7                      | 0                      | 17                      | 23                         | 42                  | 31                         |                          |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 48                | 0        | 1         | 71                         | 8                | 6                | 8                      | 6                      | 31                      | 62                         | 25                  | 53                         |                          |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 47                | 1        | 2         | 34                         | 23               | 23               | 13                     | 6                      | 47                      | 50                         | 25                  | 52                         |                          |  |
|                                    | HEATHROW          | JET AIRWAYS                 | S                 | A           | 59                | 0        | 3         | 68                         | 10               | 14               | 7                      | 2                      | 23                      | 71                         | 13                  | 62                         |                          |  |
|                                    | HEATHROW          | JET AIRWAYS                 | S                 | D           | 58                | 0        | 4         | 38                         | 29               | 21               | 10                     | 2                      | 34                      | 63                         | 16                  | 62                         |                          |  |
|                                    | HEATHROW          | KINGFISHER AIRLINES         | S                 | A           | 28                | 0        | 3         | 93                         | 4                | 0                | 4                      | 0                      | 6                       | 45                         | 22                  | 31                         |                          |  |
|                                    | HEATHROW          | KINGFISHER AIRLINES         | S                 | D           | 29                | 0        | 2         | 79                         | 10               | 3                | 7                      | 0                      | 14                      | 68                         | 14                  | 31                         |                          |  |
| <b>TOTAL MUMBAI</b>                |                   |                             |                   |             | <b>327</b>        | <b>1</b> | <b>17</b> | <b>63</b>                  | <b>15</b>        | <b>13</b>        | <b>8</b>               | <b>2</b>               | <b>0</b>                | <b>25</b>                  | <b>55</b>           | <b>22</b>                  | <b>22</b>                |  |
| MUNICH                             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 121               | 0        | 4         | 47                         | 15               | 17               | 18                     | 2                      | 0                       | 37                         | 74                  | 14                         | 170                      |  |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 121               | 0        | 2         | 59                         | 12               | 15               | 13                     | 0                      | 1                       | 27                         | 73                  | 18                         | 170                      |  |
|                                    | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 23                | 0        | 2         | 26                         | 17               | 35               | 22                     | 0                      | 0                       | 40                         | 41                  | 34                         | 22                       |  |
|                                    | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 23                | 0        | 2         | 35                         | 13               | 30               | 22                     | 0                      | 0                       | 34                         | 50                  | 34                         | 22                       |  |
|                                    | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 66                | 0        | 6         | 32                         | 21               | 12               | 30                     | 2                      | 3                       | 59                         | 67                  | 25                         | 76                       |  |
|                                    | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 67                | 0        | 5         | 39                         | 24               | 9                | 25                     | 1                      | 1                       | 44                         | 77                  | 23                         | 77                       |  |
|                                    | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 24                | 0        | 2         | 33                         | 8                | 46               | 13                     | 0                      | 0                       | 42                         | 36                  | 49                         | 14                       |  |
|                                    | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 26                | 0        | 0         | 35                         | 12               | 42               | 12                     | 0                      | 0                       | 36                         | 57                  | 27                         | 14                       |  |
|                                    | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 53                | 0        | 3         | 32                         | 21               | 13               | 32                     | 2                      | 0                       | 51                         | 52                  | 23                         | 52                       |  |
|                                    | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 53                | 0        | 3         | 36                         | 25               | 11               | 26                     | 2                      | 0                       | 44                         | 58                  | 24                         | 53                       |  |
|                                    | HEATHROW          | LUFTHANSA                   | S                 | A           | 164               | 3        | 2         | 44                         | 15               | 18               | 21                     | 3                      | 0                       | 38                         | 82                  | 12                         | 226                      |  |
|                                    | HEATHROW          | LUFTHANSA                   | S                 | D           | 165               | 2        | 0         | 40                         | 19               | 14               | 24                     | 3                      | 0                       | 44                         | 70                  | 18                         | 228                      |  |
|                                    | MANCHESTER        | LUFTHANSA                   | S                 | A           | 79                | 2        | 1         | 41                         | 19               | 20               | 19                     | 1                      | 0                       | 40                         | 77                  | 18                         | 75                       |  |
|                                    | MANCHESTER        | LUFTHANSA                   | S                 | D           | 81                | 0        | 0         | 40                         | 15               | 17               | 26                     | 1                      | 1                       | 43                         | 66                  | 18                         | 76                       |  |
|                                    | BIRMINGHAM        | LUFTHANSA CITY LINE         | S                 | A           | 70                | 0        | 0         | 50                         | 19               | 14               | 17                     | 0                      | 0                       | 28                         | 79                  | 12                         | 75                       |  |
|                                    | BIRMINGHAM        | LUFTHANSA CITY LINE         | S                 | D           | 71                | 0        | 0         | 34                         | 14               | 23               | 24                     | 4                      | 1                       | 54                         | 64                  | 17                         | 75                       |  |
|                                    | LONDON CITY       | LUFTHANSA CITY LINE         | S                 | A           | 19                | 0        | 0         | 53                         | 11               | 21               | 16                     | 0                      | 0                       | 28                         | 77                  | 12                         | 30                       |  |
|                                    | LONDON CITY       | LUFTHANSA CITY LINE         | S                 | D           | 19                | 0        | 0         | 32                         | 11               | 26               | 32                     | 0                      | 0                       | 41                         | 67                  | 18                         | 30                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: M

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |           |                        |                  |                  |                        | DEC 2009               |                         |                            |                     |                            |                          |
|--------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|----------------------------|-----------|------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                |                   |                             |                   |             | MATCHED           |           | UNMATCHED                  |           | Early<br>to 15<br>mins | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| MUNICH                         |                   |                             |                   |             |                   |           |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL MUNICH</b>            |                   |                             |                   |             | <b>1246</b>       | <b>15</b> | <b>32</b>                  | <b>42</b> | <b>17</b>              | <b>18</b>        | <b>22</b>        | <b>2</b>               | <b>0</b>               | <b>41</b>               | <b>71</b>                  | <b>18</b>           | <b>18</b>                  |                          |
| MUNSTER-OSNABRUCK              |                   |                             |                   |             |                   |           |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | STANSTED          | AIR BERLIN                  | S                 | A           | 52                | 0         | 3                          | 56        | 15                     | 13               | 15               | 0                      | 0                      | 22                      | 83                         | 16                  | 52                         |                          |
|                                | STANSTED          | AIR BERLIN                  | S                 | D           | 52                | 0         | 3                          | 38        | 19                     | 25               | 17               | 0                      | 0                      | 33                      | 78                         | 20                  | 54                         |                          |
| <b>TOTAL MUNSTER-OSNABRUCK</b> |                   |                             |                   |             | <b>106</b>        | <b>2</b>  | <b>6</b>                   | <b>47</b> | <b>17</b>              | <b>20</b>        | <b>16</b>        | <b>0</b>               | <b>0</b>               | <b>28</b>               | <b>80</b>                  | <b>18</b>           | <b>18</b>                  |                          |
| MURCIA SAN JAVIER              |                   |                             |                   |             |                   |           |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 17                | 0         | 1                          | 47        | 6                      | 29               | 18               | 0                      | 0                      | 34                      | 67                         | 27                  | 24                         |                          |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 17                | 0         | 1                          | 41        | 29                     | 12               | 18               | 0                      | 0                      | 29                      | 63                         | 21                  | 24                         |                          |
|                                | MANCHESTER        | JET2.COM LTD                | S                 | A           | 14                | 0         | 0                          | 29        | 43                     | 7                | 14               | 0                      | 7                      | 71                      | 0                          | 0                   | 0                          |                          |
|                                | MANCHESTER        | JET2.COM LTD                | S                 | D           | 14                | 0         | 0                          | 57        | 14                     | 7                | 14               | 0                      | 7                      | 58                      | 0                          | 0                   | 0                          |                          |
|                                | NEWCASTLE         | JET2.COM LTD                | S                 | A           | 5                 | 0         | 0                          | 20        | 20                     | 60               | 0                | 0                      | 0                      | 37                      | 0                          | 0                   | 0                          |                          |
|                                | NEWCASTLE         | JET2.COM LTD                | S                 | D           | 5                 | 0         | 0                          | 40        | 20                     | 40               | 0                | 0                      | 0                      | 30                      | 0                          | 0                   | 0                          |                          |
|                                | STANSTED          | RYANAIR                     | S                 | A           | 10                | 0         | 2                          | 90        | 0                      | 0                | 10               | 0                      | 0                      | 8                       | 69                         | 35                  | 16                         |                          |
|                                | STANSTED          | RYANAIR                     | S                 | D           | 10                | 0         | 2                          | 70        | 20                     | 0                | 10               | 0                      | 0                      | 17                      | 69                         | 19                  | 16                         |                          |
| <b>TOTAL MURCIA SAN JAVIER</b> |                   |                             |                   |             | <b>92</b>         | <b>0</b>  | <b>6</b>                   | <b>50</b> | <b>20</b>              | <b>15</b>        | <b>13</b>        | <b>0</b>               | <b>2</b>               | <b>38</b>               | <b>69</b>                  | <b>19</b>           | <b>19</b>                  |                          |
| MUSCAT                         |                   |                             |                   |             |                   |           |                            |           |                        |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 29                | 0         | 0                          | 97        | 0                      | 3                | 0                | 0                      | 0                      | 1                       | 100                        | 0                   | 31                         |                          |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 29                | 0         | 1                          | 52        | 21                     | 10               | 17               | 0                      | 0                      | 26                      | 71                         | 13                  | 31                         |                          |
|                                | HEATHROW          | OMAN AIR                    | S                 | A           | 29                | 0         | 2                          | 97        | 3                      | 0                | 0                | 0                      | 0                      | 1                       | 90                         | 5                   | 31                         |                          |
|                                | HEATHROW          | OMAN AIR                    | S                 | D           | 29                | 0         | 2                          | 72        | 10                     | 3                | 14               | 0                      | 0                      | 16                      | 68                         | 12                  | 31                         |                          |
| <b>TOTAL MUSCAT</b>            |                   |                             |                   |             | <b>116</b>        | <b>0</b>  | <b>5</b>                   | <b>79</b> | <b>9</b>               | <b>4</b>         | <b>8</b>         | <b>0</b>               | <b>0</b>               | <b>11</b>               | <b>82</b>                  | <b>8</b>            | <b>8</b>                   |                          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: N

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|--------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                          |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                          |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| NAIROBI                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 29                | 0        | 0         | 59                         | 24               | 7                | 10                     | 0                      | 0                       | 19                         | 71                  | 21                         | 31                       |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 29                | 0        | 0         | 41                         | 21               | 21               | 17                     | 0                      | 0                       | 31                         | 45                  | 19                         | 31                       |  |
|                          | HEATHROW          | KENYA AIRWAYS               | S                 | A           | 35                | 1        | 3         | 63                         | 9                | 11               | 11                     | 0                      | 6                       | 58                         | 54                  | 44                         | 37                       |  |
|                          | HEATHROW          | KENYA AIRWAYS               | S                 | D           | 36                | 0        | 3         | 64                         | 8                | 22               | 3                      | 3                      | 0                       | 24                         | 51                  | 23                         | 37                       |  |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 26                | 0        | 3         | 88                         | 4                | 0                | 8                      | 0                      | 0                       | 15                         | 62                  | 17                         | 29                       |  |
|                          | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 26                | 0        | 3         | 23                         | 19               | 27               | 31                     | 0                      | 0                       | 39                         | 52                  | 23                         | 29                       |  |
| <b>TOTAL NAIROBI</b>     |                   |                             |                   |             | <b>181</b>        | <b>1</b> | <b>12</b> | <b>57</b>                  | <b>14</b>        | <b>15</b>        | <b>13</b>              | <b>1</b>               | <b>1</b>                | <b>32</b>                  | <b>56</b>           | <b>25</b>                  | <b>25</b>                |  |
| NANTES                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | GATWICK           | FLYBE LTD                   | S                 | A           | 24                | 0        | 1         | 54                         | 0                | 8                | 29                     | 8                      | 0                       | 63                         | 0                   | 0                          | 0                        |  |
|                          | GATWICK           | FLYBE LTD                   | S                 | D           | 24                | 0        | 1         | 38                         | 25               | 4                | 29                     | 4                      | 0                       | 53                         | 0                   | 0                          | 0                        |  |
|                          | MANCHESTER        | FLYBE LTD                   | S                 | A           | 15                | 0        | 0         | 13                         | 27               | 47               | 7                      | 7                      | 0                       | 46                         | 0                   | 0                          | 0                        |  |
|                          | MANCHESTER        | FLYBE LTD                   | S                 | D           | 15                | 0        | 0         | 40                         | 33               | 20               | 7                      | 0                      | 0                       | 33                         | 0                   | 0                          | 0                        |  |
|                          | LONDON CITY       | VLM (BELGIUM)               | S                 | A           | 46                | 0        | 0         | 61                         | 17               | 7                | 11                     | 4                      | 0                       | 29                         | 84                  | 19                         | 45                       |  |
|                          | LONDON CITY       | VLM (BELGIUM)               | S                 | D           | 41                | 0        | 0         | 66                         | 5                | 10               | 12                     | 7                      | 0                       | 38                         | 77                  | 24                         | 44                       |  |
| <b>TOTAL NANTES</b>      |                   |                             |                   |             | <b>165</b>        | <b>1</b> | <b>2</b>  | <b>52</b>                  | <b>15</b>        | <b>12</b>        | <b>16</b>              | <b>5</b>               | <b>0</b>                | <b>42</b>                  | <b>81</b>           | <b>22</b>                  | <b>22</b>                |  |
| NAPLES                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 52                | 0        | 1         | 52                         | 15               | 17               | 10                     | 2                      | 4                       | 50                         | 60                  | 19                         | 57                       |  |
|                          | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 52                | 0        | 0         | 63                         | 21               | 10               | 4                      | 2                      | 0                       | 21                         | 72                  | 16                         | 57                       |  |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 25                | 0        | 2         | 32                         | 20               | 32               | 8                      | 4                      | 4                       | 59                         | 55                  | 27                         | 29                       |  |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 25                | 0        | 2         | 40                         | 28               | 20               | 8                      | 4                      | 0                       | 36                         | 48                  | 26                         | 29                       |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 32                | 1        | 2         | 13                         | 34               | 34               | 16                     | 3                      | 0                       | 46                         | 41                  | 30                         | 27                       |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 32                | 0        | 1         | 53                         | 13               | 28               | 6                      | 0                      | 0                       | 24                         | 56                  | 19                         | 27                       |  |
| <b>TOTAL NAPLES</b>      |                   |                             |                   |             | <b>218</b>        | <b>1</b> | <b>8</b>  | <b>45</b>                  | <b>21</b>        | <b>22</b>        | <b>8</b>               | <b>2</b>               | <b>1</b>                | <b>38</b>                  | <b>58</b>           | <b>22</b>                  | <b>22</b>                |  |
| NEW ORLEANS              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0         | 0                          | 0                | 0                | 0                      | 100                    | 0                       | 255                        | 0                   | 0                          | 0                        |  |
| <b>TOTAL NEW ORLEANS</b> |                   |                             |                   |             | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>         | <b>25</b>              | <b>75</b>              | <b>0</b>                | <b>196</b>                 | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |  |
| NEW YORK (JF KENNEDY)    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | HEATHROW          | AMERICAN AIRLINES           | S                 | A           | 124               | 3        | 8         | 31                         | 23               | 26               | 16                     | 2                      | 1                       | 43                         | 66                  | 26                         | 116                      |  |
|                          | HEATHROW          | AMERICAN AIRLINES           | S                 | D           | 126               | 0        | 11        | 56                         | 21               | 15               | 6                      | 2                      | 0                       | 24                         | 53                  | 32                         | 115                      |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 172               | 3        | 9         | 37                         | 21               | 20               | 15                     | 3                      | 3                       | 58                         | 67                  | 41                         | 166                      |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 177               | 1        | 5         | 42                         | 23               | 18               | 13                     | 4                      | 0                       | 38                         | 48                  | 37                         | 166                      |  |
|                          | LONDON CITY       | BRITISH AIRWAYS PLC         | S                 | A           | 31                | 0        | 10        | 58                         | 23               | 16               | 3                      | 0                      | 0                       | 17                         | 85                  | 9                          | 41                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: N

| ORIGIN / DESTINATION               | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |           |                        | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |           |           |
|------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|-----------|------------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|
|                                    |                   |                             |                   |             | Actual<br>(7)     | Plan (8)  | Early<br>to 15<br>mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |
|                                    |                   |                             |                   |             |                   |           |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |
| NEW YORK (JF KENNEDY)              |                   |                             |                   |             |                   |           |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                                    | LONDON CITY       | BRITISH AIRWAYS PLC         | S                 | D           | 34                | 0         | 5                      | 85                         | 3                | 3                      | 9                      | 0                       | 0                          | 8                   | 95                         | 5                        | 42        |           |
|                                    | HEATHROW          | DELTA AIRLINES              | S                 | A           | 82                | 0         | 6                      | 38                         | 17               | 28                     | 16                     | 1                       | 0                          | 37                  | 53                         | 32                       | 60        |           |
|                                    | HEATHROW          | DELTA AIRLINES              | S                 | D           | 78                | 0         | 11                     | 46                         | 15               | 28                     | 8                      | 3                       | 0                          | 30                  | 62                         | 26                       | 60        |           |
|                                    | MANCHESTER        | DELTA AIRLINES              | S                 | A           | 21                | 1         | 2                      | 48                         | 14               | 14                     | 24                     | 0                       | 0                          | 33                  | 87                         | 10                       | 30        |           |
|                                    | MANCHESTER        | DELTA AIRLINES              | S                 | D           | 22                | 0         | 1                      | 36                         | 14               | 18                     | 27                     | 5                       | 0                          | 55                  | 73                         | 31                       | 30        |           |
|                                    | HEATHROW          | KUWAIT AIRWAYS              | S                 | A           | 13                | 0         | 1                      | 46                         | 8                | 31                     | 8                      | 0                       | 8                          | 63                  | 46                         | 27                       | 13        |           |
|                                    | HEATHROW          | KUWAIT AIRWAYS              | S                 | D           | 12                | 0         | 1                      | 0                          | 17               | 50                     | 25                     | 8                       | 0                          | 72                  | 36                         | 36                       | 14        |           |
|                                    | MANCHESTER        | PAKISTAN INTL AIRLINES      | S                 | D           | 13                | 0         | 0                      | 15                         | 15               | 31                     | 23                     | 8                       | 8                          | 92                  | 56                         | 65                       | 9         |           |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 74                | 0         | 6                      | 43                         | 18               | 20                     | 14                     | 5                       | 0                          | 40                  | 55                         | 28                       | 89        |           |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 75                | 0         | 5                      | 35                         | 21               | 24                     | 19                     | 1                       | 0                          | 38                  | 39                         | 32                       | 89        |           |
| <b>TOTAL NEW YORK (JF KENNEDY)</b> |                   |                             |                   |             | <b>1054</b>       | <b>12</b> | <b>81</b>              | <b>42</b>                  | <b>20</b>        | <b>21</b>              | <b>13</b>              | <b>3</b>                | <b>1</b>                   | <b>40</b>           | <b>60</b>                  | <b>31</b>                | <b>31</b> |           |
| NEW YORK (NEWARK)                  |                   |                             |                   |             |                   |           |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 72                | 0         | 2                      | 44                         | 17               | 25                     | 14                     | 0                       | 0                          | 29                  | 71                         | 17                       | 63        |           |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 73                | 0         | 5                      | 51                         | 18               | 19                     | 10                     | 3                       | 0                          | 31                  | 60                         | 34                       | 62        |           |
|                                    | BIRMINGHAM        | CONTINENTAL AIRLINES        | S                 | A           | 22                | 0         | 2                      | 55                         | 14               | 23                     | 9                      | 0                       | 0                          | 25                  | 57                         | 24                       | 23        |           |
|                                    | BIRMINGHAM        | CONTINENTAL AIRLINES        | S                 | D           | 22                | 0         | 2                      | 50                         | 5                | 14                     | 23                     | 0                       | 9                          | 63                  | 48                         | 84                       | 23        |           |
|                                    | EDINBURGH         | CONTINENTAL AIRLINES        | S                 | A           | 27                | 0         | 4                      | 44                         | 26               | 19                     | 7                      | 4                       | 0                          | 33                  | 59                         | 54                       | 29        |           |
|                                    | EDINBURGH         | CONTINENTAL AIRLINES        | S                 | D           | 25                | 1         | 6                      | 20                         | 16               | 24                     | 32                     | 8                       | 0                          | 73                  | 52                         | 68                       | 29        |           |
|                                    | GLASGOW           | CONTINENTAL AIRLINES        | S                 | A           | 28                | 2         | 2                      | 36                         | 29               | 14                     | 21                     | 0                       | 0                          | 37                  | 57                         | 27                       | 30        |           |
|                                    | GLASGOW           | CONTINENTAL AIRLINES        | S                 | D           | 28                | 2         | 2                      | 21                         | 7                | 32                     | 32                     | 4                       | 4                          | 78                  | 50                         | 36                       | 30        |           |
|                                    | HEATHROW          | CONTINENTAL AIRLINES        | S                 | A           | 114               | 0         | 12                     | 49                         | 18               | 18                     | 15                     | 0                       | 0                          | 28                  | 42                         | 35                       | 81        |           |
|                                    | HEATHROW          | CONTINENTAL AIRLINES        | S                 | D           | 112               | 2         | 20                     | 55                         | 18               | 20                     | 6                      | 1                       | 0                          | 23                  | 47                         | 34                       | 81        |           |
|                                    | MANCHESTER        | CONTINENTAL AIRLINES        | S                 | A           | 44                | 0         | 3                      | 39                         | 18               | 32                     | 11                     | 0                       | 0                          | 33                  | 64                         | 25                       | 47        |           |
|                                    | MANCHESTER        | CONTINENTAL AIRLINES        | S                 | D           | 44                | 0         | 4                      | 32                         | 20               | 20                     | 27                     | 0                       | 0                          | 41                  | 53                         | 41                       | 47        |           |
|                                    | NEWCASTLE         | JET2.COM LTD                | C                 | A           | 2                 | 0         | 0                      | 50                         | 0                | 50                     | 0                      | 0                       | 0                          | 22                  | 0                          | 0                        | 0         |           |
|                                    | NEWCASTLE         | JET2.COM LTD                | C                 | D           | 2                 | 0         | 0                      | 0                          | 50               | 0                      | 50                     | 0                       | 0                          | 70                  | 0                          | 0                        | 0         |           |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 48                | 0         | 3                      | 29                         | 13               | 40                     | 10                     | 2                       | 6                          | 106                 | 51                         | 43                       | 59        |           |
|                                    | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 47                | 0         | 5                      | 49                         | 9                | 28                     | 13                     | 2                       | 0                          | 36                  | 49                         | 35                       | 59        |           |
| <b>TOTAL NEW YORK (NEWARK)</b>     |                   |                             |                   |             | <b>710</b>        | <b>8</b>  | <b>73</b>              | <b>44</b>                  | <b>17</b>        | <b>23</b>              | <b>14</b>              | <b>1</b>                | <b>1</b>                   | <b>40</b>           | <b>54</b>                  | <b>37</b>                | <b>37</b> |           |
| NEWCASTLE                          |                   |                             |                   |             |                   |           |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          |           |           |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 125               | 2         | 2                      | 50                         | 14               | 18                     | 14                     | 2                       | 0                          | 32                  | 69                         | 36                       | 149       |           |
|                                    | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 125               | 0         | 1                      | 66                         | 12               | 14                     | 9                      | 0                       | 0                          | 20                  | 77                         | 19                       | 149       |           |
|                                    | BIRMINGHAM        | EASTERN AIRWAYS             | S                 | A           | 38                | 0         | 9                      | 58                         | 11               | 16                     | 16                     | 0                       | 0                          | 28                  | 95                         | 5                        | 40        |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: N

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|--------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                          |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                          |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| NEWCASTLE                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | BIRMINGHAM        | EASTERN AIRWAYS             | S                 | D           | 38                | 0        | 9         | 47                         | 13               | 13               | 21                     | 5                      | 0                       | 39                         | 92                  | 5                          | 39                       |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 56                | 0        | 1         | 52                         | 16               | 21               | 11                     | 0                      | 0                       | 26                         | 69                  | 23                         | 55                       |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 56                | 0        | 1         | 66                         | 18               | 5                | 11                     | 0                      | 0                       | 18                         | 69                  | 27                         | 54                       |  |
|                          | GATWICK           | FLYBE LTD                   | S                 | A           | 71                | 0        | 4         | 48                         | 21               | 15               | 13                     | 3                      | 0                       | 32                         | 66                  | 34                         | 92                       |  |
|                          | GATWICK           | FLYBE LTD                   | S                 | D           | 71                | 0        | 5         | 48                         | 8                | 17               | 20                     | 6                      | 1                       | 50                         | 61                  | 42                         | 92                       |  |
| <b>TOTAL NEWCASTLE</b>   |                   |                             |                   |             | <b>581</b>        | <b>4</b> | <b>32</b> | <b>55</b>                  | <b>14</b>        | <b>15</b>        | <b>14</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>72</b>           | <b>27</b>                  | <b>27</b>                |  |
| NEWQUAY                  |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | GATWICK           | AIR SOUTHWEST               | S                 | D           | 68                | 0        | 15        | 72                         | 3                | 15               | 9                      | 1                      | 0                       | 19                         | 85                  | 12                         | 81                       |  |
|                          | MANCHESTER        | AIR SOUTHWEST               | S                 | A           | 26                | 0        | 0         | 46                         | 15               | 23               | 15                     | 0                      | 0                       | 32                         | 67                  | 23                         | 24                       |  |
|                          | GATWICK           | FLYBE LTD                   | S                 | A           | 57                | 0        | 4         | 77                         | 11               | 5                | 5                      | 2                      | 0                       | 17                         | 83                  | 10                         | 69                       |  |
|                          | GATWICK           | FLYBE LTD                   | S                 | D           | 58                | 0        | 5         | 66                         | 12               | 5                | 12                     | 5                      | 0                       | 34                         | 67                  | 19                         | 69                       |  |
| <b>TOTAL NEWQUAY</b>     |                   |                             |                   |             | <b>211</b>        | <b>0</b> | <b>25</b> | <b>69</b>                  | <b>9</b>         | <b>10</b>        | <b>9</b>               | <b>2</b>               | <b>0</b>                | <b>24</b>                  | <b>76</b>           | <b>15</b>                  | <b>15</b>                |  |
| NICE                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | LONDON CITY       | BA CITYFLYER LTD            | S                 | A           | 14                | 0        | 0         | 71                         | 7                | 7                | 7                      | 7                      | 0                       | 26                         | 69                  | 10                         | 16                       |  |
|                          | LONDON CITY       | BA CITYFLYER LTD            | S                 | D           | 13                | 1        | 0         | 69                         | 8                | 8                | 8                      | 8                      | 0                       | 33                         | 76                  | 18                         | 17                       |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 120               | 0        | 2         | 62                         | 11               | 13               | 13                     | 2                      | 0                       | 26                         | 75                  | 23                         | 143                      |  |
|                          | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 121               | 0        | 0         | 51                         | 19               | 14               | 14                     | 2                      | 0                       | 29                         | 69                  | 22                         | 143                      |  |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 48                | 0        | 2         | 38                         | 15               | 15               | 27                     | 6                      | 0                       | 52                         | 37                  | 31                         | 49                       |  |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 48                | 0        | 4         | 46                         | 13               | 17               | 19                     | 6                      | 0                       | 43                         | 53                  | 23                         | 49                       |  |
|                          | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 19                | 0        | 0         | 11                         | 21               | 32               | 32                     | 5                      | 0                       | 50                         | 65                  | 23                         | 55                       |  |
|                          | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 19                | 0        | 0         | 11                         | 42               | 37               | 5                      | 5                      | 0                       | 43                         | 64                  | 22                         | 56                       |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 13                | 0        | 0         | 31                         | 38               | 8                | 15                     | 8                      | 0                       | 45                         | 39                  | 65                         | 18                       |  |
|                          | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 13                | 0        | 0         | 62                         | 8                | 23               | 0                      | 8                      | 0                       | 36                         | 61                  | 50                         | 18                       |  |
| <b>TOTAL NICE</b>        |                   |                             |                   |             | <b>429</b>        | <b>6</b> | <b>8</b>  | <b>49</b>                  | <b>16</b>        | <b>16</b>        | <b>15</b>              | <b>4</b>               | <b>0</b>                | <b>35</b>                  | <b>64</b>           | <b>25</b>                  | <b>25</b>                |  |
| NIEDERRHEIN              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                          | BIRMINGHAM        | RYANAIR                     | S                 | A           | 15                | 0        | 0         | 60                         | 20               | 0                | 13                     | 7                      | 0                       | 29                         | 81                  | 23                         | 16                       |  |
|                          | BIRMINGHAM        | RYANAIR                     | S                 | D           | 14                | 0        | 1         | 36                         | 21               | 14               | 29                     | 0                      | 0                       | 35                         | 69                  | 17                         | 16                       |  |
|                          | EDINBURGH         | RYANAIR                     | S                 | A           | 12                | 0        | 1         | 25                         | 17               | 33               | 8                      | 17                     | 0                       | 62                         | 40                  | 60                         | 15                       |  |
|                          | EDINBURGH         | RYANAIR                     | S                 | D           | 12                | 0        | 1         | 33                         | 25               | 25               | 8                      | 8                      | 0                       | 54                         | 50                  | 52                         | 16                       |  |
|                          | STANSTED          | RYANAIR                     | S                 | A           | 53                | 0        | 5         | 70                         | 13               | 11               | 2                      | 2                      | 2                       | 24                         | 67                  | 20                         | 76                       |  |
|                          | STANSTED          | RYANAIR                     | S                 | D           | 53                | 0        | 5         | 45                         | 23               | 21               | 8                      | 4                      | 0                       | 33                         | 64                  | 21                         | 77                       |  |
| <b>TOTAL NIEDERRHEIN</b> |                   |                             |                   |             | <b>159</b>        | <b>0</b> | <b>13</b> | <b>52</b>                  | <b>19</b>        | <b>16</b>        | <b>8</b>               | <b>4</b>               | <b>1</b>                | <b>34</b>                  | <b>64</b>           | <b>25</b>                  | <b>25</b>                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: N

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE    | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|------------------------|-------------------|------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                        |                   |            |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                        |                   |            |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| NIMES                  |                   |            |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | LUTON             | RYANAIR    | S                 | A           | 17                | 0        | 0         | 29                         | 18               | 24               | 24                     | 6                      | 0                       | 52                         | 69                  | 32                         | 16                       |  |
|                        | LUTON             | RYANAIR    | S                 | D           | 17                | 0        | 0         | 12                         | 24               | 29               | 29                     | 6                      | 0                       | 60                         | 50                  | 35                         | 16                       |  |
| <b>TOTAL NIMES</b>     |                   |            |                   |             | <b>34</b>         | <b>0</b> | <b>0</b>  | <b>21</b>                  | <b>21</b>        | <b>26</b>        | <b>26</b>              | <b>6</b>               | <b>0</b>                | <b>56</b>                  | <b>59</b>           | <b>33</b>                  | <b>33</b>                |  |
| NORWICH                |                   |            |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | EDINBURGH         | FLYBE LTD  | S                 | A           | 31                | 0        | 14        | 61                         | 6                | 13               | 16                     | 3                      | 0                       | 34                         | 65                  | 62                         | 46                       |  |
|                        | EDINBURGH         | FLYBE LTD  | S                 | D           | 33                | 0        | 12        | 52                         | 18               | 12               | 15                     | 3                      | 0                       | 34                         | 60                  | 43                         | 48                       |  |
|                        | MANCHESTER        | FLYBE LTD  | S                 | A           | 36                | 0        | 6         | 33                         | 11               | 11               | 36                     | 8                      | 0                       | 67                         | 61                  | 33                         | 36                       |  |
|                        | MANCHESTER        | FLYBE LTD  | S                 | D           | 36                | 0        | 7         | 36                         | 11               | 6                | 36                     | 11                     | 0                       | 73                         | 57                  | 36                         | 37                       |  |
| <b>TOTAL NORWICH</b>   |                   |            |                   |             | <b>136</b>        | <b>1</b> | <b>39</b> | <b>45</b>                  | <b>12</b>        | <b>10</b>        | <b>26</b>              | <b>7</b>               | <b>0</b>                | <b>53</b>                  | <b>60</b>           | <b>45</b>                  | <b>45</b>                |  |
| NUREMBERG              |                   |            |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                        | STANSTED          | AIR BERLIN | S                 | A           | 46                | 0        | 0         | 37                         | 39               | 13               | 9                      | 2                      | 0                       | 28                         | 82                  | 14                         | 44                       |  |
|                        | STANSTED          | AIR BERLIN | S                 | D           | 47                | 0        | 0         | 34                         | 28               | 23               | 15                     | 0                      | 0                       | 31                         | 80                  | 15                         | 44                       |  |
| <b>TOTAL NUREMBERG</b> |                   |            |                   |             | <b>93</b>         | <b>0</b> | <b>0</b>  | <b>35</b>                  | <b>33</b>        | <b>18</b>        | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>30</b>                  | <b>81</b>           | <b>15</b>                  | <b>15</b>                |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: O

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | DEC 2009      |                      |                    |           |  |
|--------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                                |                   |                             |                |          | MATCHED           |           | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                                |                   |                             |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| OPORTO (PORTUGAL)              |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                | GATWICK           | AIR PORTUGAL                | S              | A        | 28                | 0         | 0                          | 39            | 18            | 18               | 25               | 0                 | 0                    | 34            | 81                   | 11                 | 31        |  |
|                                | GATWICK           | AIR PORTUGAL                | S              | D        | 26                | 0         | 0                          | 69            | 15            | 0                | 15               | 0                 | 0                    | 29            | 74                   | 16                 | 31        |  |
|                                | HEATHROW          | AIR PORTUGAL                | S              | A        | 26                | 0         | 0                          | 62            | 4             | 15               | 15               | 4                 | 0                    | 29            | 100                  | 0                  | 28        |  |
|                                | HEATHROW          | AIR PORTUGAL                | S              | D        | 27                | 0         | 1                          | 81            | 7             | 7                | 4                | 0                 | 0                    | 9             | 80                   | 12                 | 30        |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 27                | 0         | 1                          | 44            | 7             | 11               | 30               | 4                 | 4                    | 62            | 75                   | 11                 | 28        |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 27                | 0         | 1                          | 48            | 4             | 15               | 26               | 4                 | 4                    | 65            | 66                   | 18                 | 29        |  |
|                                | GATWICK           | RYANAIR                     | S              | A        | 18                | 0         | 1                          | 50            | 22            | 11               | 11               | 6                 | 0                    | 35            | 0                    | 0                  | 0         |  |
|                                | GATWICK           | RYANAIR                     | S              | D        | 18                | 0         | 1                          | 39            | 6             | 22               | 17               | 11                | 6                    | 77            | 0                    | 0                  | 0         |  |
|                                | STANSTED          | RYANAIR                     | S              | A        | 52                | 1         | 3                          | 56            | 25            | 10               | 8                | 0                 | 2                    | 27            | 67                   | 28                 | 51        |  |
|                                | STANSTED          | RYANAIR                     | S              | D        | 52                | 0         | 3                          | 44            | 33            | 15               | 8                | 0                 | 0                    | 26            | 65                   | 15                 | 51        |  |
| <b>TOTAL OPORTO (PORTUGAL)</b> |                   |                             |                |          | <b>301</b>        | <b>3</b>  | <b>11</b>                  | <b>53</b>     | <b>17</b>     | <b>12</b>        | <b>15</b>        | <b>2</b>          | <b>1</b>             | <b>36</b>     | <b>74</b>            | <b>15</b>          | <b>15</b> |  |
| ORLANDO                        |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 28                | 0         | 0                          | 50            | 25            | 18               | 7                | 0                 | 0                    | 27            | 74                   | 13                 | 31        |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 28                | 0         | 0                          | 46            | 25            | 18               | 7                | 4                 | 0                    | 31            | 68                   | 18                 | 31        |  |
|                                | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 50                | 0         | 3                          | 32            | 26            | 10               | 10               | 16                | 6                    | 94            | 31                   | 87                 | 55        |  |
|                                | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 50                | 1         | 1                          | 16            | 28            | 22               | 18               | 10                | 6                    | 95            | 23                   | 102                | 57        |  |
|                                | MANCHESTER        | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 36                | 0         | 0                          | 61            | 17            | 6                | 17               | 0                 | 0                    | 24            | 65                   | 51                 | 37        |  |
|                                | MANCHESTER        | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 37                | 0         | 0                          | 24            | 22            | 19               | 32               | 3                 | 0                    | 48            | 32                   | 84                 | 37        |  |
| <b>TOTAL ORLANDO</b>           |                   |                             |                |          | <b>229</b>        | <b>5</b>  | <b>5</b>                   | <b>36</b>     | <b>24</b>     | <b>15</b>        | <b>16</b>        | <b>7</b>          | <b>3</b>             | <b>60</b>     | <b>44</b>            | <b>67</b>          | <b>67</b> |  |
| OSLO (GARDERMOEN)              |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 95                | 0         | 2                          | 68            | 7             | 12               | 11               | 2                 | 0                    | 26            | 69                   | 25                 | 118       |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 95                | 1         | 0                          | 62            | 17            | 11               | 8                | 2                 | 0                    | 24            | 76                   | 21                 | 118       |  |
|                                | EDINBURGH         | NORWEGIAN AIR SHUTTLE       | S              | A        | 11                | 0         | 0                          | 64            | 0             | 18               | 18               | 0                 | 0                    | 23            | 58                   | 20                 | 12        |  |
|                                | EDINBURGH         | NORWEGIAN AIR SHUTTLE       | S              | D        | 11                | 0         | 0                          | 27            | 27            | 18               | 18               | 0                 | 9                    | 72            | 55                   | 21                 | 11        |  |
|                                | GATWICK           | NORWEGIAN AIR SHUTTLE       | S              | A        | 64                | 0         | 1                          | 64            | 19            | 8                | 9                | 0                 | 0                    | 19            | 52                   | 19                 | 69        |  |
|                                | GATWICK           | NORWEGIAN AIR SHUTTLE       | S              | D        | 64                | 0         | 2                          | 39            | 22            | 16               | 17               | 6                 | 0                    | 46            | 30                   | 38                 | 69        |  |
|                                | HEATHROW          | SAS                         | S              | A        | 118               | 0         | 0                          | 77            | 7             | 8                | 8                | 0                 | 1                    | 17            | 79                   | 12                 | 126       |  |
|                                | HEATHROW          | SAS                         | S              | D        | 119               | 0         | 0                          | 73            | 8             | 8                | 8                | 2                 | 1                    | 22            | 80                   | 12                 | 127       |  |
|                                | MANCHESTER        | SAS                         | S              | A        | 16                | 1         | 1                          | 69            | 0             | 31               | 0                | 0                 | 0                    | 15            | 64                   | 31                 | 14        |  |
|                                | MANCHESTER        | SAS                         | S              | D        | 17                | 0         | 0                          | 59            | 12            | 24               | 6                | 0                 | 0                    | 19            | 79                   | 35                 | 14        |  |
| <b>TOTAL OSLO (GARDERMOEN)</b> |                   |                             |                |          | <b>610</b>        | <b>14</b> | <b>15</b>                  | <b>65</b>     | <b>12</b>     | <b>11</b>        | <b>10</b>        | <b>2</b>          | <b>0</b>             | <b>25</b>     | <b>68</b>            | <b>21</b>          | <b>21</b> |  |
| OSTERSUND / FROSON             |                   |                             |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                | HEATHROW          | BMI BRITISH MIDLAND         | C              | A        | 2                 | 0         | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 83            | 100                  | 0                  | 1         |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: O

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | DEC 2009         |                   |                      |               |                      |                    |
|-----------------------------------|-------------------|---------------------|----------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                                   |                   |                     |                |          | MATCHED           |          | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                                   |                   |                     |                |          | Actual (7)        | Plan (8) |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| OSTERSUND / FROSON                |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | HEATHROW          | BMI BRITISH MIDLAND | C              | D        | 2                 | 0        | 0                          | 0         | 0                | 100           | 0             | 0                | 0                | 46                | 100                  | 0             | 2                    |                    |
|                                   | MANCHESTER        | FLYBE LTD           | C              | A        | 2                 | 0        | 0                          | 0         | 0                | 50            | 50            | 0                | 0                | 76                | 0                    | 0             | 0                    |                    |
|                                   | MANCHESTER        | FLYBE LTD           | C              | D        | 2                 | 0        | 0                          | 0         | 0                | 0             | 100           | 0                | 0                | 93                | 0                    | 0             | 0                    |                    |
| <b>TOTAL OSTERSUND / FROSON</b>   |                   |                     |                |          | <b>8</b>          | <b>0</b> | <b>0</b>                   | <b>0</b>  | <b>13</b>        | <b>38</b>     | <b>50</b>     | <b>0</b>         | <b>0</b>         | <b>74</b>         | <b>100</b>           | <b>0</b>      | <b>0</b>             |                    |
| OTTAWA INTERNATIONAL              |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
|                                   | HEATHROW          | AIR CANADA          | S              | A        | 23                | 0        | 1                          | 30        | 22               | 39            | 9             | 0                | 0                | 32                | 35                   | 28            | 31                   |                    |
|                                   | HEATHROW          | AIR CANADA          | S              | D        | 23                | 0        | 3                          | 22        | 39               | 26            | 13            | 0                | 0                | 34                | 52                   | 16            | 31                   |                    |
| <b>TOTAL OTTAWA INTERNATIONAL</b> |                   |                     |                |          | <b>46</b>         | <b>0</b> | <b>4</b>                   | <b>26</b> | <b>30</b>        | <b>33</b>     | <b>11</b>     | <b>0</b>         | <b>0</b>         | <b>33</b>         | <b>44</b>            | <b>22</b>     | <b>22</b>            |                    |
| OVDA                              |                   |                     |                |          |                   |          |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| <b>TOTAL OVDA</b>                 |                   |                     |                |          | <b>7</b>          | <b>0</b> | <b>0</b>                   | <b>29</b> | <b>0</b>         | <b>43</b>     | <b>29</b>     | <b>0</b>         | <b>0</b>         | <b>42</b>         | <b>100</b>           | <b>8</b>      | <b>8</b>             |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|--------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| PADERBORN                      |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | BIRMINGHAM        | AIR BERLIN                  | C                 | A           | 2                 | 0        | 0         | 50                         | 0                | 0                | 0                      | 50                     | 0                       | 106                        | 100                 | 3                          | 4                        |  |
|                                | BIRMINGHAM        | AIR BERLIN                  | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 0                      | 50                     | 0                       | 125                        | 100                 | 3                          | 4                        |  |
|                                | MANCHESTER        | AIR BERLIN                  | S                 | A           | 14                | 0        | 0         | 43                         | 29               | 14               | 0                      | 14                     | 0                       | 53                         | 85                  | 12                         | 13                       |  |
|                                | MANCHESTER        | AIR BERLIN                  | S                 | D           | 14                | 0        | 0         | 50                         | 14               | 7                | 14                     | 14                     | 0                       | 62                         | 77                  | 23                         | 13                       |  |
|                                | STANSTED          | AIR BERLIN                  | S                 | A           | 27                | 0        | 3         | 52                         | 7                | 22               | 11                     | 7                      | 0                       | 42                         | 73                  | 16                         | 30                       |  |
|                                | STANSTED          | AIR BERLIN                  | S                 | D           | 28                | 0        | 2         | 64                         | 7                | 18               | 7                      | 0                      | 4                       | 36                         | 79                  | 15                         | 28                       |  |
| <b>TOTAL PADERBORN</b>         |                   |                             |                   |             | <b>87</b>         | <b>0</b> | <b>5</b>  | <b>54</b>                  | <b>11</b>        | <b>16</b>        | <b>8</b>               | <b>9</b>               | <b>1</b>                | <b>48</b>                  | <b>79</b>           | <b>15</b>                  | <b>15</b>                |  |
| PALERMO                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 10                | 0        | 1         | 20                         | 10               | 40               | 20                     | 10                     | 0                       | 62                         | 0                   | 0                          | 0                        |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 10                | 0        | 1         | 40                         | 30               | 0                | 20                     | 10                     | 0                       | 47                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL PALERMO</b>           |                   |                             |                   |             | <b>21</b>         | <b>0</b> | <b>2</b>  | <b>33</b>                  | <b>19</b>        | <b>19</b>        | <b>19</b>              | <b>10</b>              | <b>0</b>                | <b>52</b>                  | <b>52</b>           | <b>50</b>                  | <b>50</b>                |  |
| PALMA DE MALLORCA              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | MANCHESTER        | BMIBABY LTD                 | S                 | A           | 9                 | 0        | 0         | 67                         | 22               | 11               | 0                      | 0                      | 0                       | 10                         | 71                  | 36                         | 7                        |  |
|                                | MANCHESTER        | BMIBABY LTD                 | S                 | D           | 9                 | 0        | 0         | 67                         | 22               | 11               | 0                      | 0                      | 0                       | 11                         | 71                  | 39                         | 7                        |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 27                | 0        | 2         | 26                         | 15               | 19               | 33                     | 7                      | 0                       | 69                         | 48                  | 43                         | 29                       |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 27                | 0        | 1         | 33                         | 11               | 22               | 19                     | 15                     | 0                       | 76                         | 53                  | 21                         | 30                       |  |
|                                | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 17                | 0        | 1         | 41                         | 18               | 6                | 24                     | 12                     | 0                       | 56                         | 30                  | 41                         | 23                       |  |
|                                | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 18                | 0        | 1         | 39                         | 11               | 22               | 17                     | 11                     | 0                       | 54                         | 43                  | 32                         | 23                       |  |
|                                | GATWICK           | MONARCH AIRLINES            | S                 | A           | 8                 | 0        | 0         | 25                         | 25               | 25               | 25                     | 0                      | 0                       | 34                         | 0                   | 0                          | 0                        |  |
|                                | GATWICK           | MONARCH AIRLINES            | S                 | D           | 8                 | 0        | 0         | 50                         | 13               | 25               | 13                     | 0                      | 0                       | 24                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | MONARCH AIRLINES            | S                 | A           | 9                 | 0        | 0         | 33                         | 33               | 11               | 22                     | 0                      | 0                       | 39                         | 0                   | 0                          | 0                        |  |
|                                | MANCHESTER        | MONARCH AIRLINES            | S                 | D           | 9                 | 0        | 0         | 67                         | 11               | 0                | 22                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
|                                | STANSTED          | RYANAIR                     | S                 | A           | 9                 | 0        | 0         | 44                         | 11               | 33               | 11                     | 0                      | 0                       | 34                         | 73                  | 13                         | 15                       |  |
|                                | STANSTED          | RYANAIR                     | S                 | D           | 9                 | 0        | 0         | 33                         | 22               | 33               | 11                     | 0                      | 0                       | 34                         | 75                  | 13                         | 16                       |  |
| <b>TOTAL PALMA DE MALLORCA</b> |                   |                             |                   |             | <b>159</b>        | <b>1</b> | <b>5</b>  | <b>40</b>                  | <b>16</b>        | <b>18</b>        | <b>19</b>              | <b>6</b>               | <b>0</b>                | <b>48</b>                  | <b>53</b>           | <b>32</b>                  | <b>32</b>                |  |
| PAPHOS                         |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 7                 | 0        | 2         | 86                         | 0                | 0                | 14                     | 0                      | 0                       | 9                          | 0                   | 0                          | 0                        |  |
|                                | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 7                 | 0        | 1         | 29                         | 14               | 57               | 0                      | 0                      | 0                       | 31                         | 0                   | 0                          | 0                        |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 26                | 0        | 2         | 77                         | 8                | 8                | 8                      | 0                      | 0                       | 17                         | 59                  | 24                         | 27                       |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 27                | 0        | 1         | 56                         | 30               | 7                | 4                      | 4                      | 0                       | 24                         | 46                  | 27                         | 28                       |  |
|                                | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 8                 | 0        | 1         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 29                         | 64                  | 20                         | 11                       |  |
|                                | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 8                 | 0        | 2         | 25                         | 38               | 13               | 25                     | 0                      | 0                       | 46                         | 45                  | 24                         | 11                       |  |
|                                | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 23                | 0        | 0         | 30                         | 17               | 22               | 26                     | 4                      | 0                       | 62                         | 71                  | 24                         | 24                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |           |  |
|---------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|--|
|                           |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |  |
|                           |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |  |
| PAPHOS                    |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                           | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 23                | 0        | 0                          | 13               | 35               | 35                     | 13                     | 4                       | 0                          | 56                  | 58                         | 22                       | 24        |           |  |
|                           | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | A           | 6                 | 0        | 0                          | 67               | 0                | 0                      | 33                     | 0                       | 0                          | 33                  | 0                          | 26                       | 5         |           |  |
|                           | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0                          | 40               | 20               | 20                     | 20                     | 0                       | 0                          | 39                  | 40                         | 26                       | 5         |           |  |
|                           | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0                          | 22               | 11               | 0                      | 56                     | 0                       | 11                         | 212                 | 56                         | 44                       | 9         |           |  |
|                           | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 8                 | 0        | 0                          | 38               | 13               | 0                      | 38                     | 0                       | 13                         | 211                 | 44                         | 55                       | 9         |           |  |
|                           | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0                          | 50               | 0                | 25                     | 25                     | 0                       | 0                          | 36                  | 40                         | 33                       | 5         |           |  |
|                           | GLASGOW           | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0                          | 20               | 40               | 0                      | 40                     | 0                       | 0                          | 50                  | 60                         | 41                       | 5         |           |  |
|                           | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0                          | 33               | 22               | 22                     | 11                     | 0                       | 11                         | 124                 | 33                         | 46                       | 9         |           |  |
|                           | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 9                 | 0        | 0                          | 44               | 0                | 33                     | 11                     | 0                       | 11                         | 125                 | 38                         | 45                       | 8         |           |  |
|                           | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | A           | 2                 | 0        | 0                          | 50               | 0                | 0                      | 50                     | 0                       | 0                          | 88                  | 100                        | 0                        | 2         |           |  |
|                           | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0                          | 0                | 50               | 0                      | 0                      | 50                      | 0                          | 107                 | 100                        | 12                       | 2         |           |  |
|                           | STANSTED          | THOMSON AIRWAYS LTD         | C                 | A           | 2                 | 0        | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 0                          | 37                  | 0                          | 40                       | 1         |           |  |
|                           | STANSTED          | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 35                  | 100                        | 6                        | 2         |           |  |
| <b>TOTAL PAPHOS</b>       |                   |                             |                   |             | <b>192</b>        | <b>4</b> | <b>9</b>                   | <b>43</b>        | <b>19</b>        | <b>16</b>              | <b>18</b>              | <b>2</b>                | <b>2</b>                   | <b>62</b>           | <b>54</b>                  | <b>33</b>                | <b>33</b> |           |  |
| PARIS (CHARLES DE GAULLE) |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                           | BIRMINGHAM        | AIR FRANCE                  | S                 | A           | 77                | 2        | 0                          | 71               | 9                | 10                     | 8                      | 1                       | 0                          | 21                  | 0                          | 0                        | 0         |           |  |
|                           | BIRMINGHAM        | AIR FRANCE                  | S                 | D           | 75                | 0        | 0                          | 68               | 7                | 13                     | 11                     | 1                       | 0                          | 22                  | 0                          | 0                        | 0         |           |  |
|                           | HEATHROW          | AIR FRANCE                  | S                 | A           | 205               | 0        | 0                          | 29               | 21               | 27                     | 19                     | 3                       | 1                          | 48                  | 59                         | 26                       | 263       |           |  |
|                           | HEATHROW          | AIR FRANCE                  | S                 | D           | 207               | 0        | 2                          | 53               | 20               | 13                     | 11                     | 2                       | 1                          | 33                  | 64                         | 22                       | 263       |           |  |
|                           | MANCHESTER        | AIR FRANCE                  | S                 | A           | 79                | 0        | 0                          | 20               | 24               | 19                     | 32                     | 5                       | 0                          | 58                  | 67                         | 18                       | 113       |           |  |
|                           | MANCHESTER        | AIR FRANCE                  | S                 | D           | 78                | 0        | 0                          | 36               | 15               | 21                     | 23                     | 4                       | 1                          | 57                  | 66                         | 26                       | 114       |           |  |
|                           | NEWCASTLE         | BRIT AIR                    | S                 | A           | 65                | 0        | 0                          | 43               | 15               | 20                     | 15                     | 6                       | 0                          | 42                  | 83                         | 14                       | 75        |           |  |
|                           | NEWCASTLE         | BRIT AIR                    | S                 | D           | 65                | 0        | 0                          | 35               | 20               | 25                     | 17                     | 3                       | 0                          | 43                  | 73                         | 17                       | 74        |           |  |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 184               | 0        | 5                          | 48               | 17               | 14                     | 15                     | 5                       | 0                          | 41                  | 70                         | 38                       | 239       |           |  |
|                           | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 186               | 0        | 2                          | 54               | 18               | 14                     | 10                     | 4                       | 0                          | 30                  | 72                         | 21                       | 240       |           |  |
|                           | EDINBURGH         | CITY JET                    | S                 | A           | 72                | 2        | 0                          | 44               | 17               | 14                     | 21                     | 4                       | 0                          | 43                  | 64                         | 18                       | 97        |           |  |
|                           | EDINBURGH         | CITY JET                    | S                 | D           | 71                | 0        | 0                          | 28               | 17               | 23                     | 21                     | 8                       | 3                          | 72                  | 45                         | 37                       | 98        |           |  |
|                           | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | A           | 19                | 0        | 6                          | 42               | 16               | 11                     | 26                     | 5                       | 0                          | 51                  | 48                         | 47                       | 23        |           |  |
|                           | EDINBURGH         | EASYJET AIRLINE COMPANY LTD | S                 | D           | 20                | 0        | 6                          | 50               | 20               | 5                      | 25                     | 0                       | 0                          | 36                  | 48                         | 38                       | 23        |           |  |
|                           | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 18                | 0        | 2                          | 22               | 28               | 11                     | 33                     | 6                       | 0                          | 61                  | 68                         | 20                       | 22        |           |  |
|                           | GLASGOW           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 18                | 0        | 2                          | 44               | 17               | 6                      | 33                     | 0                       | 0                          | 43                  | 71                         | 31                       | 24        |           |  |
|                           | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 75                | 0        | 5                          | 21               | 19               | 29                     | 16                     | 11                      | 4                          | 81                  | 68                         | 27                       | 96        |           |  |
|                           | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 75                | 0        | 5                          | 35               | 20               | 21                     | 16                     | 5                       | 3                          | 64                  | 66                         | 23                       | 98        |           |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION                   | REPORTING AIRPORT | AIRLINE     | CHARTER/<br>SCHED                         | ARR/<br>DEP | NUMBER OF FLIGHTS |             |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |           |
|--|-------------------|-------------|---|-------------|-------------------|-------------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|
|  |                   |             |   |             | MATCHED           |             | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |
|  |                   |             |   |             | Actual<br>(7)     | Plan (8)    |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| PARIS (CHARLES DE GAULLE)              |                   | NEWCASTLE   | EASYJET AIRLINE COMPANY LTD               | S           | A                 | 21          | 0         | 0                          | 43               | 14               | 10                     | 24                     | 10                      | 0                          | 57                  | 40                         | 53                       | 20        |
|  |                   | NEWCASTLE   | EASYJET AIRLINE COMPANY LTD               | S           | D                 | 21          | 0         | 0                          | 43               | 10               | 24                     | 24                     | 0                       | 0                          | 45                  | 40                         | 48                       | 20        |
|  |                   | BIRMINGHAM  | FLYBE LTD                                 | S           | A                 | 66          | 2         | 4                          | 59               | 12               | 8                      | 15                     | 5                       | 2                          | 44                  | 63                         | 41                       | 64        |
|  |                   | BIRMINGHAM  | FLYBE LTD                                 | S           | D                 | 66          | 1         | 4                          | 53               | 20               | 15                     | 11                     | 2                       | 0                          | 31                  | 58                         | 42                       | 65        |
|  |                   | GLASGOW     | FLYBE LTD                                 | S           | A                 | 24          | 0         | 4                          | 50               | 8                | 13                     | 25                     | 0                       | 4                          | 70                  | 52                         | 31                       | 23        |
|  |                   | GLASGOW     | FLYBE LTD                                 | S           | D                 | 25          | 0         | 2                          | 40               | 36               | 8                      | 8                      | 8                       | 0                          | 47                  | 58                         | 15                       | 24        |
|  |                   | MANCHESTER  | FLYBE LTD                                 | S           | A                 | 86          | 0         | 11                         | 43               | 12               | 14                     | 23                     | 7                       | 1                          | 61                  | 58                         | 47                       | 66        |
|  |                   | MANCHESTER  | FLYBE LTD                                 | S           | D                 | 91          | 0         | 7                          | 41               | 25               | 12                     | 19                     | 2                       | 1                          | 42                  | 58                         | 38                       | 69        |
|  |                   | MANCHESTER  | REGIONAL COMPAGNIE<br>AERIENNE EUROPEENNE | S           | A                 | 4           | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 32                  | 74                         | 21                       | 27        |
|  |                   | MANCHESTER  | REGIONAL COMPAGNIE<br>AERIENNE EUROPEENNE | S           | D                 | 4           | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 0                          | 28                  | 70                         | 21                       | 27        |
| <b>TOTAL PARIS (CHARLES DE GAULLE)</b> |                   |             |   |             |                   | <b>2001</b> | <b>14</b> | <b>73</b>                  | <b>44</b>        | <b>18</b>        | <b>17</b>              | <b>17</b>              | <b>4</b>                | <b>1</b>                   | <b>45</b>           | <b>65</b>                  | <b>26</b>                | <b>26</b> |
| PARIS (LE BOURGET)                     |                   |             |   |             |                   |             |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |
| PARIS (ORLY)                           |                   | LONDON CITY | VLM (BELGIUM)                             | S           | A                 | 94          | 0         | 0                          | 59               | 10               | 13                     | 18                     | 1                       | 0                          | 30                  | 0                          | 0                        | 0         |
|  |                   | LONDON CITY | VLM (BELGIUM)                             | S           | D                 | 101         | 1         | 0                          | 50               | 14               | 17                     | 18                     | 0                       | 2                          | 36                  | 0                          | 0                        | 0         |
| <b>TOTAL PARIS (ORLY)</b>              |                   |             |   |             |                   | <b>195</b>  | <b>2</b>  | <b>0</b>                   | <b>54</b>        | <b>12</b>        | <b>15</b>              | <b>18</b>              | <b>1</b>                | <b>1</b>                   | <b>33</b>           | <b>72</b>                  | <b>21</b>                | <b>21</b> |
| PARMA                                  |                   | STANSTED    | RYANAIR                                   | S           | A                 | 14          | 0         | 0                          | 14               | 29               | 50                     | 7                      | 0                       | 0                          | 41                  | 13                         | 39                       | 15        |
|  |                   | STANSTED    | RYANAIR                                   | S           | D                 | 14          | 0         | 0                          | 36               | 36               | 21                     | 7                      | 0                       | 0                          | 27                  | 63                         | 20                       | 16        |
| <b>TOTAL PARMA</b>                     |                   |             |   |             |                   | <b>28</b>   | <b>0</b>  | <b>0</b>                   | <b>25</b>        | <b>32</b>        | <b>36</b>              | <b>7</b>               | <b>0</b>                | <b>0</b>                   | <b>34</b>           | <b>39</b>                  | <b>29</b>                | <b>29</b> |
| PAU                                    |                   | STANSTED    | RYANAIR                                   | S           | A                 | 12          | 0         | 0                          | 33               | 25               | 25                     | 8                      | 8                       | 0                          | 49                  | 57                         | 16                       | 14        |
|  |                   | STANSTED    | RYANAIR                                   | S           | D                 | 12          | 0         | 0                          | 42               | 25               | 33                     | 0                      | 0                       | 0                          | 25                  | 64                         | 15                       | 14        |
| <b>TOTAL PAU</b>                       |                   |             |   |             |                   | <b>24</b>   | <b>0</b>  | <b>0</b>                   | <b>38</b>        | <b>25</b>        | <b>29</b>              | <b>4</b>               | <b>4</b>                | <b>0</b>                   | <b>37</b>           | <b>59</b>                  | <b>22</b>                | <b>22</b> |
| PERUGIA                                |                   | STANSTED    | RYANAIR                                   | S           | A                 | 12          | 0         | 0                          | 17               | 25               | 42                     | 17                     | 0                       | 0                          | 41                  | 50                         | 26                       | 12        |
|  |                   | STANSTED    | RYANAIR                                   | S           | D                 | 12          | 0         | 0                          | 17               | 25               | 58                     | 0                      | 0                       | 0                          | 32                  | 67                         | 15                       | 12        |
| <b>TOTAL PERUGIA</b>                   |                   |             |   |             |                   | <b>24</b>   | <b>0</b>  | <b>0</b>                   | <b>17</b>        | <b>25</b>        | <b>50</b>              | <b>8</b>               | <b>0</b>                | <b>0</b>                   | <b>36</b>           | <b>58</b>                  | <b>20</b>                | <b>20</b> |
| PESCARA                                |                   | STANSTED    | RYANAIR                                   | S           | A                 | 18          | 0         | 0                          | 94               | 6                | 0                      | 0                      | 0                       | 0                          | 3                   | 81                         | 6                        | 16        |
|  |                   | STANSTED    | RYANAIR                                   | S           | D                 | 18          | 0         | 0                          | 67               | 28               | 0                      | 6                      | 0                       | 0                          | 15                  | 63                         | 11                       | 16        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION                    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|---|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|   |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| PESCARA                                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| <b>TOTAL PESCARA</b>                    |                   |                             |                   |             | <b>36</b>         | <b>0</b> | <b>0</b>  | <b>81</b>                  | <b>17</b>        | <b>0</b>         | <b>3</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>72</b>           | <b>9</b>                   | <b>9</b>                 |
| PHILADELPHIA INTERNATIONAL              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 49                | 1        | 2         | 49                         | 16               | 18               | 16                     | 0                      | 0                       | 30                         | 67                  | 17                         | 49                       |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 50                | 0        | 1         | 30                         | 32               | 22               | 12                     | 4                      | 0                       | 41                         | 49                  | 31                         | 49                       |
|   | HEATHROW          | US AIRWAYS                  | S                 | A           | 27                | 0        | 2         | 37                         | 26               | 11               | 22                     | 4                      | 0                       | 48                         | 57                  | 35                         | 30                       |
|   | HEATHROW          | US AIRWAYS                  | S                 | D           | 28                | 0        | 1         | 36                         | 14               | 25               | 25                     | 0                      | 0                       | 46                         | 47                  | 55                         | 30                       |
|   | MANCHESTER        | US AIRWAYS                  | S                 | A           | 30                | 1        | 2         | 53                         | 17               | 10               | 10                     | 10                     | 0                       | 47                         | 67                  | 24                         | 30                       |
|   | MANCHESTER        | US AIRWAYS                  | S                 | D           | 30                | 0        | 1         | 27                         | 23               | 17               | 23                     | 10                     | 0                       | 62                         | 57                  | 34                         | 30                       |
| <b>TOTAL PHILADELPHIA INTERNATIONAL</b> |                   |                             |                   |             | <b>214</b>        | <b>2</b> | <b>9</b>  | <b>39</b>                  | <b>22</b>        | <b>18</b>        | <b>17</b>              | <b>4</b>               | <b>0</b>                | <b>44</b>                  | <b>57</b>           | <b>31</b>                  | <b>31</b>                |
| PHOENIX                                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 21                | 1        | 1         | 48                         | 29               | 10               | 10                     | 5                      | 0                       | 35                         | 44                  | 64                         | 25                       |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 22                | 0        | 0         | 27                         | 32               | 23               | 14                     | 5                      | 0                       | 45                         | 36                  | 65                         | 25                       |
| <b>TOTAL PHOENIX</b>                    |                   |                             |                   |             | <b>43</b>         | <b>1</b> | <b>1</b>  | <b>37</b>                  | <b>30</b>        | <b>16</b>        | <b>12</b>              | <b>5</b>               | <b>0</b>                | <b>40</b>                  | <b>40</b>           | <b>65</b>                  | <b>65</b>                |
| PISA                                    |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 47                | 1        | 2         | 55                         | 17               | 11               | 15                     | 2                      | 0                       | 28                         | 50                  | 36                         | 34                       |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 47                | 0        | 0         | 60                         | 11               | 13               | 15                     | 2                      | 0                       | 31                         | 66                  | 25                         | 35                       |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 25                | 0        | 5         | 24                         | 16               | 16               | 32                     | 4                      | 8                       | 94                         | 35                  | 34                         | 26                       |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 26                | 0        | 3         | 27                         | 23               | 15               | 19                     | 4                      | 12                      | 91                         | 52                  | 30                         | 27                       |
|   | STANSTED          | RYANAIR                     | S                 | A           | 46                | 0        | 2         | 74                         | 17               | 4                | 4                      | 0                      | 0                       | 14                         | 68                  | 16                         | 53                       |
|   | STANSTED          | RYANAIR                     | S                 | D           | 46                | 0        | 2         | 28                         | 35               | 30               | 7                      | 0                      | 0                       | 30                         | 63                  | 25                         | 57                       |
| <b>TOTAL PISA</b>                       |                   |                             |                   |             | <b>237</b>        | <b>1</b> | <b>14</b> | <b>48</b>                  | <b>20</b>        | <b>15</b>        | <b>14</b>              | <b>2</b>               | <b>2</b>                | <b>40</b>                  | <b>59</b>           | <b>24</b>                  | <b>24</b>                |
| PLOVDIV                                 |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|   | STANSTED          | RYANAIR                     | S                 | A           | 9                 | 0        | 1         | 44                         | 33               | 11               | 11                     | 0                      | 0                       | 27                         | 0                   | 0                          | 0                        |
|   | STANSTED          | RYANAIR                     | S                 | D           | 10                | 0        | 0         | 50                         | 20               | 30               | 0                      | 0                      | 0                       | 21                         | 0                   | 0                          | 0                        |
| <b>TOTAL PLOVDIV</b>                    |                   |                             |                   |             | <b>21</b>         | <b>0</b> | <b>1</b>  | <b>48</b>                  | <b>29</b>        | <b>19</b>        | <b>5</b>               | <b>0</b>               | <b>0</b>                | <b>23</b>                  | <b>0</b>            | <b>0</b>                   | <b>0</b>                 |
| PLYMOUTH                                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
|   | GATWICK           | AIR SOUTHWEST               | S                 | A           | 92                | 0        | 21        | 58                         | 14               | 17               | 11                     | 0                      | 0                       | 22                         | 81                  | 14                         | 106                      |
|   | GATWICK           | AIR SOUTHWEST               | S                 | D           | 23                | 0        | 7         | 52                         | 13               | 30               | 4                      | 0                      | 0                       | 21                         | 69                  | 22                         | 26                       |
|   | GLASGOW           | AIR SOUTHWEST               | S                 | A           | 24                | 1        | 2         | 58                         | 21               | 17               | 4                      | 0                      | 0                       | 16                         | 60                  | 63                         | 25                       |
|   | GLASGOW           | AIR SOUTHWEST               | S                 | D           | 24                | 1        | 2         | 50                         | 13               | 17               | 21                     | 0                      | 0                       | 27                         | 44                  | 67                         | 25                       |
|   | MANCHESTER        | AIR SOUTHWEST               | S                 | A           | 21                | 0        | 0         | 33                         | 14               | 29               | 24                     | 0                      | 0                       | 45                         | 55                  | 21                         | 22                       |
|   | MANCHESTER        | AIR SOUTHWEST               | S                 | D           | 44                | 0        | 2         | 48                         | 9                | 25               | 16                     | 2                      | 0                       | 34                         | 67                  | 17                         | 45                       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |  |
|----------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|
|                            |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |
|                            |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| PLYMOUTH                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                            | NEWCASTLE         | AIR SOUTHWEST               | S              | A        | 15                | 0        | 2         | 47                         | 13            | 13            | 13               | 13               | 0                 | 55                   | 80            | 10                   | 15                 |  |  |
|                            | NEWCASTLE         | AIR SOUTHWEST               | S              | D        | 14                | 1        | 0         | 50                         | 7             | 21            | 14               | 7                | 0                 | 47                   | 87            | 10                   | 15                 |  |  |
| <b>TOTAL PLYMOUTH</b>      |                   |                             |                |          | <b>257</b>        | <b>3</b> | <b>36</b> | <b>52</b>                  | <b>13</b>     | <b>21</b>     | <b>13</b>        | <b>2</b>         | <b>0</b>          | <b>29</b>            | <b>71</b>     | <b>25</b>            | <b>25</b>          |  |  |
| PODGORICA                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                            | GATWICK           | MONTENEGRO AIRLINES         | S              | A        | 12                | 0        | 0         | 33                         | 42            | 8             | 17               | 0                | 0                 | 34                   | 56            | 13                   | 9                  |  |  |
|                            | GATWICK           | MONTENEGRO AIRLINES         | S              | D        | 12                | 0        | 0         | 50                         | 0             | 17            | 17               | 17               | 0                 | 53                   | 67            | 11                   | 9                  |  |  |
| <b>TOTAL PODGORICA</b>     |                   |                             |                |          | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>42</b>                  | <b>21</b>     | <b>13</b>     | <b>17</b>        | <b>8</b>         | <b>0</b>          | <b>44</b>            | <b>61</b>     | <b>12</b>            | <b>12</b>          |  |  |
| POITIERS                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                            | STANSTED          | RYANAIR                     | S              | A        | 11                | 0        | 1         | 82                         | 9             | 9             | 0                | 0                | 0                 | 8                    | 83            | 10                   | 12                 |  |  |
|                            | STANSTED          | RYANAIR                     | S              | D        | 11                | 0        | 1         | 73                         | 18            | 9             | 0                | 0                | 0                 | 11                   | 79            | 14                   | 14                 |  |  |
| <b>TOTAL POITIERS</b>      |                   |                             |                |          | <b>22</b>         | <b>0</b> | <b>2</b>  | <b>77</b>                  | <b>14</b>     | <b>9</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>9</b>             | <b>81</b>     | <b>12</b>            | <b>12</b>          |  |  |
| PORT OF SPAIN              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                            | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 19                | 0        | 0         | 42                         | 11            | 26            | 21               | 0                | 0                 | 36                   | 91            | 7                    | 22                 |  |  |
|                            | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 19                | 0        | 0         | 53                         | 21            | 5             | 21               | 0                | 0                 | 29                   | 74            | 16                   | 23                 |  |  |
| <b>TOTAL PORT OF SPAIN</b> |                   |                             |                |          | <b>38</b>         | <b>1</b> | <b>0</b>  | <b>47</b>                  | <b>16</b>     | <b>16</b>     | <b>21</b>        | <b>0</b>         | <b>0</b>          | <b>33</b>            | <b>82</b>     | <b>12</b>            | <b>12</b>          |  |  |
| PORTO SANTO                |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| POZNAN                     |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                            | EDINBURGH         | RYANAIR                     | S              | A        | 9                 | 0        | 2         | 33                         | 22            | 22            | 22               | 0                | 0                 | 38                   | 58            | 54                   | 12                 |  |  |
|                            | EDINBURGH         | RYANAIR                     | S              | D        | 10                | 0        | 1         | 50                         | 20            | 30            | 0                | 0                | 0                 | 20                   | 58            | 54                   | 12                 |  |  |
|                            | STANSTED          | RYANAIR                     | S              | A        | 33                | 0        | 1         | 30                         | 33            | 27            | 9                | 0                | 0                 | 31                   | 51            | 38                   | 35                 |  |  |
|                            | STANSTED          | RYANAIR                     | S              | D        | 33                | 0        | 1         | 67                         | 18            | 12            | 3                | 0                | 0                 | 16                   | 56            | 25                   | 34                 |  |  |
|                            | LUTON             | WIZZ AIR                    | S              | A        | 28                | 0        | 1         | 68                         | 14            | 7             | 7                | 4                | 0                 | 20                   | 100           | 1                    | 27                 |  |  |
|                            | LUTON             | WIZZ AIR                    | S              | D        | 28                | 0        | 1         | 25                         | 14            | 29            | 25               | 7                | 0                 | 57                   | 56            | 19                   | 27                 |  |  |
| <b>TOTAL POZNAN</b>        |                   |                             |                |          | <b>141</b>        | <b>1</b> | <b>7</b>  | <b>47</b>                  | <b>21</b>     | <b>20</b>     | <b>11</b>        | <b>2</b>         | <b>0</b>          | <b>30</b>            | <b>63</b>     | <b>27</b>            | <b>27</b>          |  |  |
| PRAGUE                     |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|                            | BIRMINGHAM        | BMIBABY LTD                 | S              | A        | 19                | 0        | 0         | 42                         | 11            | 5             | 37               | 5                | 0                 | 55                   | 74            | 12                   | 23                 |  |  |
|                            | BIRMINGHAM        | BMIBABY LTD                 | S              | D        | 19                | 0        | 0         | 37                         | 21            | 21            | 16               | 5                | 0                 | 47                   | 83            | 12                   | 23                 |  |  |
|                            | MANCHESTER        | BMIBABY LTD                 | S              | A        | 21                | 0        | 0         | 38                         | 14            | 29            | 14               | 5                | 0                 | 38                   | 55            | 24                   | 20                 |  |  |
|                            | MANCHESTER        | BMIBABY LTD                 | S              | D        | 21                | 0        | 0         | 62                         | 5             | 19            | 5                | 5                | 5                 | 45                   | 70            | 14                   | 20                 |  |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 95                | 0        | 5         | 45                         | 16            | 17            | 19               | 2                | 1                 | 44                   | 80            | 12                   | 114                |  |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 96                | 1        | 2         | 57                         | 17            | 14            | 9                | 2                | 1                 | 30                   | 77            | 17                   | 114                |  |  |
|                            | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 46                | 0        | 5         | 33                         | 9             | 24            | 28               | 7                | 0                 | 60                   | 63            | 23                   | 54                 |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |
|-----------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                             |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                             |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| PRAGUE                      | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 46                | 0        | 5         | 57                         | 4                | 9                | 26                     | 4                      | 0                       | 45                         | 75                  | 16                         | 55                       |
|                             | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | A           | 42                | 0        | 1         | 31                         | 14               | 19               | 31                     | 5                      | 0                       | 59                         | 65                  | 18                         | 49                       |
|                             | STANSTED          | EASYJET AIRLINE COMPANY LTD | S                 | D           | 42                | 0        | 1         | 50                         | 26               | 7                | 17                     | 0                      | 0                       | 28                         | 70                  | 13                         | 50                       |
|                             | EDINBURGH         | JET2.COM LTD                | S                 | A           | 16                | 0        | 1         | 19                         | 31               | 13               | 13                     | 13                     | 13                      | 186                        | 75                  | 37                         | 16                       |
|                             | EDINBURGH         | JET2.COM LTD                | S                 | D           | 15                | 0        | 2         | 33                         | 27               | 13               | 13                     | 7                      | 7                       | 75                         | 69                  | 40                         | 16                       |
|                             | MANCHESTER        | JET2.COM LTD                | S                 | A           | 17                | 0        | 0         | 6                          | 24               | 29               | 24                     | 18                     | 0                       | 84                         | 0                   | 0                          | 0                        |
|                             | MANCHESTER        | JET2.COM LTD                | S                 | D           | 17                | 0        | 0         | 41                         | 29               | 12               | 12                     | 6                      | 0                       | 43                         | 0                   | 0                          | 0                        |
|                             | NEWCASTLE         | JET2.COM LTD                | S                 | A           | 9                 | 0        | 0         | 33                         | 22               | 33               | 11                     | 0                      | 0                       | 30                         | 0                   | 0                          | 0                        |
|                             | NEWCASTLE         | JET2.COM LTD                | S                 | D           | 9                 | 0        | 0         | 22                         | 22               | 44               | 11                     | 0                      | 0                       | 34                         | 0                   | 0                          | 0                        |
|                             | LUTON             | WIZZ AIR                    | S                 | A           | 37                | 0        | 3         | 46                         | 8                | 14               | 27                     | 5                      | 0                       | 43                         | 77                  | 12                         | 26                       |
|                             | LUTON             | WIZZ AIR                    | S                 | D           | 37                | 0        | 3         | 19                         | 14               | 14               | 41                     | 11                     | 3                       | 98                         | 54                  | 22                         | 26                       |
| <b>TOTAL PRAGUE</b>         |                   |                             |                   |             | <b>605</b>        | <b>2</b> | <b>28</b> | <b>42</b>                  | <b>16</b>        | <b>16</b>        | <b>20</b>              | <b>5</b>               | <b>1</b>                | <b>52</b>                  | <b>72</b>           | <b>18</b>                  | <b>18</b>                |
| PRESTWICK                   | STANSTED          | RYANAIR                     | S                 | A           | 36                | 0        | 0         | 67                         | 11               | 11               | 6                      | 6                      | 0                       | 29                         | 72                  | 18                         | 82                       |
|                             | STANSTED          | RYANAIR                     | S                 | D           | 36                | 0        | 0         | 61                         | 14               | 17               | 6                      | 0                      | 3                       | 34                         | 68                  | 18                         | 82                       |
| <b>TOTAL PRESTWICK</b>      |                   |                             |                   |             | <b>72</b>         | <b>0</b> | <b>0</b>  | <b>64</b>                  | <b>13</b>        | <b>14</b>        | <b>6</b>               | <b>3</b>               | <b>1</b>                | <b>31</b>                  | <b>70</b>           | <b>18</b>                  | <b>18</b>                |
| PRISTINA                    | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 12                | 0        | 0         | 67                         | 8                | 17               | 8                      | 0                      | 0                       | 20                         | 50                  | 43                         | 12                       |
|                             | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 12                | 0        | 0         | 67                         | 0                | 17               | 17                     | 0                      | 0                       | 23                         | 58                  | 23                         | 12                       |
| <b>TOTAL PRISTINA</b>       |                   |                             |                   |             | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>67</b>                  | <b>4</b>         | <b>17</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>21</b>                  | <b>54</b>           | <b>33</b>                  | <b>33</b>                |
| PROVIDENCIALES              | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 4                 | 0        | 0         | 25                         | 50               | 0                | 0                      | 25                     | 0                       | 103                        | 75                  | 5                          | 4                        |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 3                 | 0        | 0         | 33                         | 33               | 0                | 33                     | 0                      | 0                       | 39                         | 50                  | 16                         | 4                        |
| <b>TOTAL PROVIDENCIALES</b> |                   |                             |                   |             | <b>7</b>          | <b>0</b> | <b>0</b>  | <b>29</b>                  | <b>43</b>        | <b>0</b>         | <b>14</b>              | <b>14</b>              | <b>0</b>                | <b>76</b>                  | <b>63</b>           | <b>11</b>                  | <b>11</b>                |
| PUERTO PLATA                | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 15                         | 80                  | 4                          | 5                        |
|                             | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 50                  | 43                         | 4                        |
|                             | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 50                         | 0                | 0                | 25                     | 25                     | 0                       | 99                         | 75                  | 7                          | 4                        |
|                             | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 4                 | 0        | 0         | 25                         | 0                | 25               | 25                     | 25                     | 0                       | 129                        | 25                  | 30                         | 4                        |
|                             | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0         | 40                         | 0                | 0                | 0                      | 20                     | 40                      | 676                        | 88                  | 7                          | 8                        |
|                             | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 25                         | 50               | 0                | 0                      | 25                     | 0                       | 86                         | 44                  | 27                         | 9                        |
|                             | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 1        | 0         | 20                         | 0                | 0                | 20                     | 40                     | 20                      | 343                        | 40                  | 153                        | 5                        |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: P

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|---------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                           |                   |                          |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                           |                   |                          |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| PUERTO PLATA              | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | D           | 4                 | 0        | 0         | 0                          | 25               | 0                | 25                     | 50                     | 0                       | 165                        | 80                  | 160                        | 5                        |
| <b>TOTAL PUERTO PLATA</b> |                   |                          |                   |             | <b>32</b>         | <b>1</b> | <b>0</b>  | <b>28</b>                  | <b>16</b>        | <b>3</b>         | <b>16</b>              | <b>25</b>              | <b>13</b>               | <b>239</b>                 | <b>61</b>           | <b>50</b>                  | <b>50</b>                |
| PUERTO VALLARTA           |                   |                          |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| PUNTA CANA                | GATWICK           | BRITISH AIRWAYS PLC      | S                 | A           | 8                 | 0        | 0         | 38                         | 0                | 13               | 50                     | 0                      | 0                       | 48                         | 67                  | 20                         | 9                        |
|                           | GATWICK           | BRITISH AIRWAYS PLC      | S                 | D           | 8                 | 0        | 0         | 63                         | 13               | 13               | 13                     | 0                      | 0                       | 23                         | 78                  | 12                         | 9                        |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 31                         | 80                  | 3                          | 5                        |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 27                         | 60                  | 12                         | 5                        |
|                           | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 3                 | 0        | 0         | 33                         | 33               | 0                | 0                      | 0                      | 33                      | 375                        | 100                 | 0                          | 4                        |
|                           | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 3                 | 0        | 0         | 33                         | 0                | 0                | 33                     | 33                     | 0                       | 120                        | 100                 | 2                          | 5                        |
|                           | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0         | 60                         | 0                | 20               | 0                      | 0                      | 20                      | 95                         | 60                  | 54                         | 5                        |
|                           | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0        | 0         | 60                         | 0                | 20               | 0                      | 0                      | 20                      | 106                        | 60                  | 53                         | 5                        |
|                           | GATWICK           | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0         | 20                         | 0                | 0                | 40                     | 40                     | 0                       | 138                        | 60                  | 26                         | 5                        |
|                           | GATWICK           | THOMSON AIRWAYS LTD      | C                 | D           | 4                 | 0        | 0         | 0                          | 25               | 0                | 25                     | 50                     | 0                       | 195                        | 40                  | 39                         | 5                        |
|                           | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | A           | 4                 | 0        | 0         | 25                         | 0                | 25               | 25                     | 0                      | 25                      | 231                        | 60                  | 131                        | 5                        |
|                           | MANCHESTER        | THOMSON AIRWAYS LTD      | C                 | D           | 5                 | 0        | 0         | 20                         | 0                | 20               | 40                     | 0                      | 20                      | 239                        | 80                  | 123                        | 5                        |
| <b>TOTAL PUNTA CANA</b>   |                   |                          |                   |             | <b>56</b>         | <b>0</b> | <b>0</b>  | <b>38</b>                  | <b>7</b>         | <b>16</b>        | <b>21</b>              | <b>9</b>               | <b>9</b>                | <b>122</b>                 | <b>70</b>           | <b>37</b>                  | <b>37</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: R

| ORIGIN / DESTINATION                 | REPORTING AIRPORT | AIRLINE                | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |
|--------------------------------------|-------------------|------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                                      |                   |                        |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                                      |                   |                        |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| RALEIGH                              | HEATHROW          | AMERICAN AIRLINES      | S                 | A           | 24                | 1        | 2         | 25                         | 33               | 25               | 13                     | 4                      | 0                       | 40                         | 53                  | 30                         | 30                       |
|                                      | HEATHROW          | AMERICAN AIRLINES      | S                 | D           | 25                | 0        | 3         | 32                         | 36               | 24               | 8                      | 0                      | 0                       | 31                         | 47                  | 22                         | 30                       |
| <b>TOTAL RALEIGH</b>                 |                   |                        |                   |             | <b>49</b>         | <b>1</b> | <b>5</b>  | <b>29</b>                  | <b>35</b>        | <b>24</b>        | <b>10</b>              | <b>2</b>               | <b>0</b>                | <b>35</b>                  | <b>50</b>           | <b>26</b>                  | <b>26</b>                |
| REUS                                 |                   |                        |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| RIGA                                 | GATWICK           | AIR BALTIC             | S                 | A           | 27                | 0        | 1         | 33                         | 26               | 33               | 7                      | 0                      | 0                       | 30                         | 71                  | 15                         | 31                       |
|                                      | GATWICK           | AIR BALTIC             | S                 | D           | 27                | 0        | 1         | 22                         | 26               | 22               | 26                     | 4                      | 0                       | 51                         | 65                  | 23                         | 31                       |
|                                      | STANSTED          | RYANAIR                | S                 | A           | 56                | 0        | 3         | 25                         | 29               | 36               | 9                      | 0                      | 2                       | 39                         | 42                  | 30                         | 59                       |
|                                      | STANSTED          | RYANAIR                | S                 | D           | 58                | 0        | 2         | 74                         | 19               | 5                | 2                      | 0                      | 0                       | 11                         | 78                  | 8                          | 60                       |
|                                      | LUTON             | WIZZ AIR               | S                 | A           | 10                | 0        | 2         | 20                         | 10               | 30               | 40                     | 0                      | 0                       | 55                         | 0                   | 0                          | 0                        |
|                                      | LUTON             | WIZZ AIR               | S                 | D           | 11                | 0        | 1         | 27                         | 27               | 9                | 36                     | 0                      | 0                       | 46                         | 0                   | 0                          | 0                        |
| <b>TOTAL RIGA</b>                    |                   |                        |                   |             | <b>189</b>        | <b>0</b> | <b>10</b> | <b>41</b>                  | <b>24</b>        | <b>22</b>        | <b>12</b>              | <b>1</b>               | <b>1</b>                | <b>32</b>                  | <b>63</b>           | <b>19</b>                  | <b>19</b>                |
| RIMINI                               | STANSTED          | RYANAIR                | S                 | A           | 12                | 0        | 1         | 17                         | 25               | 42               | 8                      | 0                      | 8                       | 72                         | 50                  | 24                         | 12                       |
|                                      | STANSTED          | RYANAIR                | S                 | D           | 13                | 0        | 0         | 31                         | 54               | 15               | 0                      | 0                      | 0                       | 22                         | 75                  | 15                         | 12                       |
| <b>TOTAL RIMINI</b>                  |                   |                        |                   |             | <b>25</b>         | <b>0</b> | <b>1</b>  | <b>24</b>                  | <b>40</b>        | <b>28</b>        | <b>4</b>               | <b>0</b>               | <b>4</b>                | <b>46</b>                  | <b>63</b>           | <b>20</b>                  | <b>20</b>                |
| RIO DE JANEIRO (GALEAO)              | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | A           | 13                | 0        | 0         | 23                         | 15               | 23               | 23                     | 8                      | 8                       | 163                        | 31                  | 39                         | 13                       |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | D           | 12                | 0        | 0         | 33                         | 8                | 33               | 8                      | 8                      | 8                       | 159                        | 64                  | 15                         | 14                       |
|                                      | HEATHROW          | TAM LINHAS AEREAS      | S                 | A           | 12                | 0        | 1         | 25                         | 17               | 33               | 25                     | 0                      | 0                       | 42                         | 0                   | 0                          | 0                        |
|                                      | HEATHROW          | TAM LINHAS AEREAS      | S                 | D           | 12                | 0        | 1         | 58                         | 17               | 17               | 8                      | 0                      | 0                       | 19                         | 0                   | 0                          | 0                        |
| <b>TOTAL RIO DE JANEIRO (GALEAO)</b> |                   |                        |                   |             | <b>49</b>         | <b>0</b> | <b>2</b>  | <b>35</b>                  | <b>14</b>        | <b>27</b>        | <b>16</b>              | <b>4</b>               | <b>4</b>                | <b>97</b>                  | <b>48</b>           | <b>27</b>                  | <b>27</b>                |
| RIYADH                               | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | A           | 21                | 0        | 0         | 86                         | 5                | 5                | 5                      | 0                      | 0                       | 9                          | 82                  | 17                         | 22                       |
|                                      | HEATHROW          | BRITISH AIRWAYS PLC    | S                 | D           | 20                | 0        | 0         | 50                         | 20               | 15               | 15                     | 0                      | 0                       | 29                         | 59                  | 47                         | 22                       |
|                                      | HEATHROW          | SAUDI ARABIAN AIRLINES | S                 | A           | 16                | 0        | 2         | 88                         | 6                | 0                | 0                      | 6                      | 0                       | 21                         | 44                  | 30                         | 16                       |
|                                      | HEATHROW          | SAUDI ARABIAN AIRLINES | S                 | D           | 16                | 0        | 2         | 69                         | 13               | 6                | 6                      | 6                      | 0                       | 28                         | 56                  | 20                         | 16                       |
| <b>TOTAL RIYADH</b>                  |                   |                        |                   |             | <b>73</b>         | <b>0</b> | <b>4</b>  | <b>73</b>                  | <b>11</b>        | <b>7</b>         | <b>7</b>               | <b>3</b>               | <b>0</b>                | <b>21</b>                  | <b>59</b>           | <b>31</b>                  | <b>31</b>                |
| RODEZ                                | STANSTED          | RYANAIR                | S                 | A           | 7                 | 0        | 0         | 43                         | 14               | 29               | 14                     | 0                      | 0                       | 32                         | 57                  | 27                         | 7                        |
|                                      | STANSTED          | RYANAIR                | S                 | D           | 7                 | 0        | 0         | 43                         | 14               | 29               | 14                     | 0                      | 0                       | 28                         | 86                  | 19                         | 7                        |
| <b>TOTAL RODEZ</b>                   |                   |                        |                   |             | <b>14</b>         | <b>0</b> | <b>0</b>  | <b>43</b>                  | <b>14</b>        | <b>29</b>        | <b>14</b>              | <b>0</b>               | <b>0</b>                | <b>30</b>                  | <b>71</b>           | <b>23</b>                  | <b>23</b>                |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: R

| ORIGIN / DESTINATION          | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                               |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                               |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| ROME (CIAMPINO)               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                               | EDINBURGH         | RYANAIR                     | S                 | A           | 12                | 0        | 0         | 8                          | 17               | 33               | 42                     | 0                      | 0                       | 59                         | 0                   | 70                         | 16                       |  |
|                               | EDINBURGH         | RYANAIR                     | S                 | D           | 12                | 0        | 1         | 50                         | 8                | 17               | 25                     | 0                      | 0                       | 34                         | 75                  | 37                         | 16                       |  |
|                               | GATWICK           | RYANAIR                     | S                 | A           | 27                | 1        | 2         | 70                         | 11               | 15               | 4                      | 0                      | 0                       | 16                         | 0                   | 0                          | 0                        |  |
|                               | GATWICK           | RYANAIR                     | S                 | D           | 27                | 0        | 2         | 52                         | 15               | 15               | 15                     | 4                      | 0                       | 39                         | 0                   | 0                          | 0                        |  |
|                               | STANSTED          | RYANAIR                     | S                 | A           | 84                | 0        | 1         | 42                         | 36               | 17               | 4                      | 1                      | 1                       | 38                         | 38                  | 38                         | 85                       |  |
|                               | STANSTED          | RYANAIR                     | S                 | D           | 85                | 0        | 1         | 58                         | 24               | 11               | 7                      | 1                      | 0                       | 23                         | 72                  | 14                         | 86                       |  |
| <b>TOTAL ROME (CIAMPINO)</b>  |                   |                             |                   |             | <b>247</b>        | <b>1</b> | <b>7</b>  | <b>50</b>                  | <b>24</b>        | <b>15</b>        | <b>9</b>               | <b>1</b>               | <b>0</b>                | <b>32</b>                  | <b>52</b>           | <b>30</b>                  | <b>30</b>                |  |
| ROME (FIUMICINO)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                               | HEATHROW          | ALITALIA (CAI)              | S                 | A           | 133               | 0        | 1         | 59                         | 20               | 12               | 8                      | 2                      | 0                       | 22                         | 52                  | 27                         | 142                      |  |
|                               | HEATHROW          | ALITALIA (CAI)              | S                 | D           | 134               | 0        | 1         | 47                         | 13               | 28               | 11                     | 1                      | 0                       | 32                         | 46                  | 36                         | 143                      |  |
|                               | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 24                | 0        | 1         | 42                         | 29               | 13               | 13                     | 4                      | 0                       | 36                         | 60                  | 31                         | 30                       |  |
|                               | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 26                | 0        | 0         | 73                         | 8                | 8                | 12                     | 0                      | 0                       | 20                         | 67                  | 13                         | 30                       |  |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 146               | 0        | 0         | 51                         | 16               | 17               | 15                     | 1                      | 0                       | 29                         | 60                  | 24                         | 153                      |  |
|                               | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 146               | 0        | 4         | 58                         | 16               | 15               | 11                     | 0                      | 0                       | 23                         | 80                  | 18                         | 153                      |  |
|                               | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 74                | 0        | 3         | 34                         | 19               | 18               | 22                     | 8                      | 0                       | 52                         | 29                  | 42                         | 72                       |  |
|                               | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 75                | 0        | 3         | 51                         | 16               | 8                | 20                     | 5                      | 0                       | 37                         | 58                  | 23                         | 74                       |  |
|                               | MANCHESTER        | JET2.COM LTD                | S                 | A           | 23                | 0        | 0         | 43                         | 26               | 17               | 13                     | 0                      | 0                       | 30                         | 33                  | 28                         | 9                        |  |
|                               | MANCHESTER        | JET2.COM LTD                | S                 | D           | 23                | 0        | 0         | 52                         | 26               | 9                | 13                     | 0                      | 0                       | 24                         | 56                  | 17                         | 9                        |  |
| <b>TOTAL ROME (FIUMICINO)</b> |                   |                             |                   |             | <b>806</b>        | <b>3</b> | <b>13</b> | <b>51</b>                  | <b>17</b>        | <b>16</b>        | <b>13</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>57</b>           | <b>27</b>                  | <b>27</b>                |  |
| ROTTERDAM                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                               | LONDON CITY       | VLM (BELGIUM)               | S                 | A           | 139               | 0        | 24        | 73                         | 7                | 9                | 9                      | 1                      | 0                       | 19                         | 87                  | 16                         | 146                      |  |
|                               | LONDON CITY       | VLM (BELGIUM)               | S                 | D           | 136               | 0        | 27        | 70                         | 7                | 8                | 13                     | 3                      | 0                       | 27                         | 83                  | 19                         | 146                      |  |
| <b>TOTAL ROTTERDAM</b>        |                   |                             |                   |             | <b>275</b>        | <b>2</b> | <b>51</b> | <b>72</b>                  | <b>7</b>         | <b>9</b>         | <b>11</b>              | <b>2</b>               | <b>0</b>                | <b>23</b>                  | <b>83</b>           | <b>16</b>                  | <b>16</b>                |  |
| ROVANIEMI                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                               | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    | C                 | A           | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 25                         | 0                   | 0                          | 0                        |  |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 7                 | 0        | 0         | 29                         | 29               | 14               | 14                     | 14                     | 0                       | 66                         | 33                  | 71                         | 3                        |  |
|                               | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 8                 | 0        | 0         | 38                         | 25               | 13               | 13                     | 13                     | 0                       | 61                         | 67                  | 20                         | 3                        |  |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 10                | 0        | 0         | 50                         | 0                | 10               | 30                     | 10                     | 0                       | 55                         | 33                  | 64                         | 3                        |  |
|                               | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 9                 | 0        | 0         | 22                         | 33               | 22               | 22                     | 0                      | 0                       | 36                         | 33                  | 31                         | 3                        |  |
|                               | STANSTED          | THOMAS COOK AIRLINES LTD    | C                 | A           | 4                 | 0        | 0         | 50                         | 25               | 0                | 25                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
|                               | STANSTED          | THOMAS COOK AIRLINES LTD    | C                 | D           | 5                 | 0        | 0         | 40                         | 0                | 40               | 20                     | 0                      | 0                       | 35                         | 0                   | 0                          | 0                        |  |
|                               | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 9                 | 0        | 0         | 22                         | 11               | 11               | 33                     | 11                     | 11                      | 155                        | 50                  | 30                         | 14                       |  |
|                               | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 10                | 0        | 0         | 30                         | 30               | 10               | 10                     | 0                      | 20                      | 127                        | 53                  | 26                         | 15                       |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: R

| ORIGIN / DESTINATION   | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |
|------------------------|-------------------|---------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                        |                   |                     |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                        |                   |                     |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| ROVANIEMI              | MANCHESTER        | THOMSON AIRWAYS LTD | C              | A        | 10                | 0        | 0         | 50                         | 20            | 10            | 20               | 0                | 0                 | 26                   | 64            | 24                   | 11                 |
|                        | MANCHESTER        | THOMSON AIRWAYS LTD | C              | D        | 9                 | 0        | 0         | 67                         | 33            | 0             | 0                | 0                | 0                 | 12                   | 80            | 20                   | 10                 |
| <b>TOTAL ROVANIEMI</b> |                   |                     |                |          | <b>103</b>        | <b>0</b> | <b>0</b>  | <b>45</b>                  | <b>19</b>     | <b>13</b>     | <b>17</b>        | <b>4</b>         | <b>3</b>          | <b>55</b>            | <b>59</b>     | <b>27</b>            | <b>27</b>          |
| RYGGE                  | GATWICK           | RYANAIR             | S              | A        | 34                | 0        | 4         | 41                         | 26            | 15            | 15               | 3                | 0                 | 34                   | 0             | 0                    | 0                  |
|                        | GATWICK           | RYANAIR             | S              | D        | 35                | 0        | 3         | 40                         | 23            | 14            | 11               | 9                | 3                 | 59                   | 0             | 0                    | 0                  |
|                        | NEWCASTLE         | RYANAIR             | S              | A        | 10                | 1        | 4         | 80                         | 10            | 0             | 10               | 0                | 0                 | 14                   | 0             | 0                    | 0                  |
|                        | NEWCASTLE         | RYANAIR             | S              | D        | 10                | 1        | 4         | 50                         | 30            | 10            | 10               | 0                | 0                 | 26                   | 0             | 0                    | 0                  |
|                        | STANSTED          | RYANAIR             | S              | A        | 53                | 1        | 4         | 79                         | 8             | 8             | 6                | 0                | 0                 | 12                   | 84            | 7                    | 55                 |
|                        | STANSTED          | RYANAIR             | S              | D        | 55                | 0        | 2         | 51                         | 20            | 25            | 4                | 0                | 0                 | 23                   | 70            | 14                   | 56                 |
| <b>TOTAL RYGGE</b>     |                   |                     |                |          | <b>197</b>        | <b>4</b> | <b>22</b> | <b>56</b>                  | <b>18</b>     | <b>15</b>     | <b>8</b>         | <b>2</b>         | <b>1</b>          | <b>28</b>            | <b>77</b>     | <b>11</b>            | <b>11</b>          |
| RZESZOW                | BIRMINGHAM        | RYANAIR             | S              | A        | 8                 | 0        | 1         | 25                         | 38            | 25            | 13               | 0                | 0                 | 40                   | 67            | 15                   | 9                  |
|                        | BIRMINGHAM        | RYANAIR             | S              | D        | 8                 | 0        | 1         | 38                         | 25            | 25            | 0                | 13               | 0                 | 41                   | 78            | 12                   | 9                  |
|                        | LUTON             | RYANAIR             | S              | A        | 10                | 0        | 1         | 40                         | 20            | 20            | 20               | 0                | 0                 | 37                   | 44            | 27                   | 9                  |
|                        | LUTON             | RYANAIR             | S              | D        | 10                | 0        | 1         | 60                         | 20            | 10            | 10               | 0                | 0                 | 27                   | 67            | 10                   | 9                  |
|                        | STANSTED          | RYANAIR             | S              | A        | 22                | 0        | 0         | 41                         | 27            | 18            | 14               | 0                | 0                 | 28                   | 35            | 59                   | 20                 |
|                        | STANSTED          | RYANAIR             | S              | D        | 22                | 0        | 0         | 41                         | 36            | 18            | 5                | 0                | 0                 | 23                   | 53            | 23                   | 19                 |
| <b>TOTAL RZESZOW</b>   |                   |                     |                |          | <b>80</b>         | <b>0</b> | <b>4</b>  | <b>41</b>                  | <b>29</b>     | <b>19</b>     | <b>10</b>        | <b>1</b>         | <b>0</b>          | <b>30</b>            | <b>53</b>     | <b>29</b>            | <b>29</b>          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|-----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                       |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                       |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| SALONIKA              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC         |                   | S A         | 10                | 0        | 0         | 70                         | 10               | 0                | 20                     | 0                      | 0                       | 28                         | 57                  | 45                         | 14                       |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC         |                   | S D         | 10                | 0        | 0         | 70                         | 10               | 0                | 20                     | 0                      | 0                       | 23                         | 79                  | 29                         | 14                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD |                   | S A         | 14                | 0        | 1         | 64                         | 7                | 0                | 21                     | 7                      | 0                       | 53                         | 50                  | 25                         | 14                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD |                   | S D         | 14                | 0        | 1         | 71                         | 0                | 7                | 21                     | 0                      | 0                       | 33                         | 60                  | 25                         | 15                       |  |
|                       | GATWICK           | OLYMPIC AIR                 |                   | S A         | 19                | 0        | 0         | 74                         | 16               | 0                | 11                     | 0                      | 0                       | 20                         | 0                   | 0                          | 0                        |  |
|                       | GATWICK           | OLYMPIC AIR                 |                   | S D         | 19                | 0        | 1         | 68                         | 11               | 5                | 11                     | 5                      | 0                       | 32                         | 0                   | 0                          | 0                        |  |
|                       | GATWICK           | THOMSON AIRWAYS LTD         |                   | C A         | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 12                         | 0                   | 0                          | 0                        |  |
|                       | GATWICK           | THOMSON AIRWAYS LTD         |                   | C D         | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 0                          | 0                   | 0                          | 0                        |  |
| <b>TOTAL SALONIKA</b> |                   |                             |                   |             | <b>90</b>         | <b>0</b> | <b>3</b>  | <b>70</b>                  | <b>10</b>        | <b>2</b>         | <b>16</b>              | <b>2</b>               | <b>0</b>                | <b>30</b>                  | <b>57</b>           | <b>38</b>                  | <b>38</b>                |  |
| SALZBURG              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | STANSTED          | AIR BERLIN                  |                   | S A         | 17                | 0        | 1         | 59                         | 18               | 12               | 12                     | 0                      | 0                       | 22                         | 0                   | 0                          | 0                        |  |
|                       | STANSTED          | AIR BERLIN                  |                   | S D         | 17                | 0        | 1         | 65                         | 12               | 18               | 6                      | 0                      | 0                       | 22                         | 0                   | 0                          | 0                        |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC         |                   | S A         | 18                | 0        | 0         | 67                         | 11               | 6                | 17                     | 0                      | 0                       | 22                         | 72                  | 12                         | 18                       |  |
|                       | GATWICK           | BRITISH AIRWAYS PLC         |                   | S D         | 18                | 0        | 0         | 56                         | 33               | 6                | 6                      | 0                      | 0                       | 16                         | 78                  | 13                         | 18                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD |                   | S A         | 4                 | 0        | 1         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 47                         | 64                  | 37                         | 14                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD |                   | S D         | 4                 | 0        | 1         | 50                         | 0                | 25               | 25                     | 0                      | 0                       | 42                         | 43                  | 46                         | 14                       |  |
|                       | BIRMINGHAM        | FLYBE LTD                   |                   | C D         | 3                 | 2        | 0         | 33                         | 0                | 33               | 33                     | 0                      | 0                       | 46                         | 50                  | 24                         | 4                        |  |
|                       | GATWICK           | FLYBE LTD                   |                   | C D         | 2                 | 0        | 0         | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 199                        | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | FLYBE LTD                   |                   | C D         | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 29                         | 0                   | 0                          | 0                        |  |
|                       | EDINBURGH         | JET2.COM LTD                |                   | S A         | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 35                         | 0                   | 0                          | 0                        |  |
|                       | EDINBURGH         | JET2.COM LTD                |                   | S D         | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 13                         | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | JET2.COM LTD                |                   | S A         | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 23                         | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | JET2.COM LTD                |                   | C A         | 2                 | 0        | 0         | 0                          | 50               | 50               | 0                      | 0                      | 0                       | 38                         | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | JET2.COM LTD                |                   | C D         | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | JET2.COM LTD                |                   | S D         | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 25                         | 0                   | 0                          | 0                        |  |
|                       | STANSTED          | RYANAIR                     |                   | S A         | 23                | 0        | 3         | 52                         | 13               | 22               | 0                      | 13                     | 0                       | 52                         | 49                  | 24                         | 37                       |  |
|                       | STANSTED          | RYANAIR                     |                   | S D         | 23                | 0        | 3         | 52                         | 35               | 9                | 4                      | 0                      | 0                       | 20                         | 58                  | 19                         | 38                       |  |
|                       | GATWICK           | THOMAS COOK AIRLINES LTD    |                   | C D         | 3                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 9                          | 50                  | 27                         | 2                        |  |
|                       | MANCHESTER        | THOMAS COOK AIRLINES LTD    |                   | C D         | 2                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 14                         | 100                 | 7                          | 2                        |  |
|                       | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                   | C D         | 2                 | 0        | 0         | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 85                         | 50                  | 15                         | 2                        |  |
|                       | GATWICK           | THOMSON AIRWAYS LTD         |                   | C A         | 5                 | 0        | 0         | 20                         | 20               | 60               | 0                      | 0                      | 0                       | 28                         | 75                  | 40                         | 4                        |  |
|                       | GATWICK           | THOMSON AIRWAYS LTD         |                   | C D         | 7                 | 0        | 0         | 57                         | 0                | 29               | 14                     | 0                      | 0                       | 21                         | 29                  | 62                         | 7                        |  |
|                       | LUTON             | THOMSON AIRWAYS LTD         |                   | C D         | 2                 | 0        | 0         | 50                         | 0                | 0                | 0                      | 50                     | 0                       | 151                        | 50                  | 28                         | 2                        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION                | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |            |           |
|-------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|------------|-----------|
|                                     |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |            |           |
|                                     |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED    | UNMATCHED |
| SALZBURG                            |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
|                                     | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 3                 | 0        | 0                          | 0                | 33               | 67                     | 0                      | 0                       | 0                          | 34                  | 50                         | 25                       | 2          |           |
|                                     | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0                          | 75               | 0                | 25                     | 0                      | 0                       | 0                          | 17                  | 50                         | 37                       | 4          |           |
|                                     | NEWCASTLE         | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0                          | 50               | 0                | 0                      | 50                     | 0                       | 0                          | 66                  | 0                          | 20                       | 1          |           |
|                                     | STANSTED          | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 0                          | 32                  | 100                        | 0                        | 2          |           |
| <b>TOTAL SALZBURG</b>               |                   |                             |                   |             | <b>186</b>        | <b>3</b> | <b>10</b>                  | <b>52</b>        | <b>19</b>        | <b>17</b>              | <b>10</b>              | <b>3</b>                | <b>0</b>                   | <b>31</b>           | <b>58</b>                  | <b>26</b>                | <b>26</b>  |           |
| SAMANA (EL CATEY)                   |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
|                                     | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0                          | 60               | 0                | 20                     | 20                     | 0                       | 0                          | 38                  | 0                          | 0                        | 0          |           |
|                                     | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0                          | 25               | 50               | 0                      | 0                      | 25                      | 0                          | 73                  | 0                          | 0                        | 0          |           |
| <b>TOTAL SAMANA (EL CATEY)</b>      |                   |                             |                   |             | <b>9</b>          | <b>0</b> | <b>0</b>                   | <b>44</b>        | <b>22</b>        | <b>11</b>              | <b>11</b>              | <b>11</b>               | <b>0</b>                   | <b>53</b>           | <b>0</b>                   | <b>0</b>                 | <b>0</b>   |           |
| SAMEDAN/ST MORITZ                   |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
| SAN FRANCISCO                       |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
|                                     | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 52                | 0        | 0                          | 58               | 15               | 15                     | 10                     | 2                       | 0                          | 28                  | 55                         | 31                       | 51         |           |
|                                     | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 52                | 0        | 2                          | 42               | 21               | 23                     | 12                     | 0                       | 2                          | 33                  | 48                         | 35                       | 50         |           |
|                                     | HEATHROW          | UNITED AIRLINES             | S                 | A           | 25                | 0        | 1                          | 84               | 12               | 0                      | 4                      | 0                       | 0                          | 9                   | 77                         | 8                        | 31         |           |
|                                     | HEATHROW          | UNITED AIRLINES             | S                 | D           | 25                | 0        | 0                          | 32               | 28               | 32                     | 8                      | 0                       | 0                          | 32                  | 71                         | 16                       | 31         |           |
|                                     | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 26                | 0        | 3                          | 85               | 4                | 12                     | 0                      | 0                       | 0                          | 6                   | 41                         | 27                       | 29         |           |
|                                     | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 27                | 0        | 2                          | 44               | 19               | 11                     | 26                     | 0                       | 0                          | 38                  | 34                         | 34                       | 29         |           |
| <b>TOTAL SAN FRANCISCO</b>          |                   |                             |                   |             | <b>207</b>        | <b>0</b> | <b>8</b>                   | <b>56</b>        | <b>17</b>        | <b>16</b>              | <b>10</b>              | <b>0</b>                | <b>0</b>                   | <b>26</b>           | <b>54</b>                  | <b>26</b>                | <b>26</b>  |           |
| SAN JUAN (PUERTO RICO)              |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
|                                     | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 4                 | 0        | 0                          | 25               | 0                | 25                     | 25                     | 0                       | 25                         | 148                 | 0                          | 143                      | 4          |           |
|                                     | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 4                 | 0        | 0                          | 0                | 0                | 50                     | 25                     | 0                       | 25                         | 137                 | 25                         | 120                      | 4          |           |
| <b>TOTAL SAN JUAN (PUERTO RICO)</b> |                   |                             |                   |             | <b>8</b>          | <b>0</b> | <b>0</b>                   | <b>13</b>        | <b>0</b>         | <b>38</b>              | <b>25</b>              | <b>0</b>                | <b>25</b>                  | <b>143</b>          | <b>13</b>                  | <b>132</b>               | <b>132</b> |           |
| SANAA                               |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
| SANDEFJORD(TORP)                    |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
|                                     | EDINBURGH         | RYANAIR                     | S                 | A           | 8                 | 0        | 3                          | 38               | 13               | 0                      | 50                     | 0                       | 0                          | 66                  | 58                         | 40                       | 12         |           |
|                                     | EDINBURGH         | RYANAIR                     | S                 | D           | 8                 | 0        | 3                          | 13               | 25               | 25                     | 25                     | 13                      | 0                          | 66                  | 50                         | 34                       | 12         |           |
|                                     | STANSTED          | RYANAIR                     | S                 | A           | 29                | 0        | 1                          | 28               | 17               | 31                     | 21                     | 3                       | 0                          | 48                  | 57                         | 31                       | 86         |           |
|                                     | STANSTED          | RYANAIR                     | S                 | D           | 30                | 0        | 0                          | 40               | 20               | 30                     | 10                     | 0                       | 0                          | 27                  | 64                         | 20                       | 87         |           |
| <b>TOTAL SANDEFJORD(TORP)</b>       |                   |                             |                   |             | <b>75</b>         | <b>0</b> | <b>7</b>                   | <b>32</b>        | <b>19</b>        | <b>27</b>              | <b>20</b>              | <b>3</b>                | <b>0</b>                   | <b>43</b>           | <b>60</b>                  | <b>27</b>                | <b>27</b>  |           |
| SANFORD                             |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |            |           |
|                                     | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 4                 | 0        | 0                          | 75               | 25               | 0                      | 0                      | 0                       | 0                          | 6                   | 50                         | 29                       | 4          |           |
|                                     | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0                          | 40               | 20               | 0                      | 20                     | 0                       | 20                         | 167                 | 25                         | 70                       | 4          |           |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION                        | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | DEC 2009      |                      |                    |  |
|---|-------------------|---------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|   |                   |                     |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|   |                   |                     |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| SANFORD                                     |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | MANCHESTER        | THOMSON AIRWAYS LTD | C              | A        | 4                 | 0        | 0         | 50                         | 0             | 25            | 0                | 25               | 0                 | 87                   | 20            | 45                   | 5                  |  |
|   | MANCHESTER        | THOMSON AIRWAYS LTD | C              | D        | 5                 | 0        | 0         | 40                         | 0             | 20            | 0                | 40               | 0                 | 141                  | 25            | 106                  | 4                  |  |
| <b>TOTAL SANFORD</b>                        |                   |                     |                |          | <b>18</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>11</b>     | <b>11</b>     | <b>6</b>         | <b>17</b>        | <b>6</b>          | <b>106</b>           | <b>29</b>     | <b>62</b>            | <b>62</b>          |  |
| SANTA CRUZ DE LA PALMA                      |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | GATWICK           | THOMSON AIRWAYS LTD | C              | A        | 4                 | 0        | 0         | 75                         | 0             | 0             | 25               | 0                | 0                 | 36                   | 75            | 396                  | 4                  |  |
|   | GATWICK           | THOMSON AIRWAYS LTD | C              | D        | 4                 | 0        | 0         | 25                         | 0             | 75            | 0                | 0                | 0                 | 37                   | 75            | 11                   | 4                  |  |
|   | MANCHESTER        | THOMSON AIRWAYS LTD | C              | A        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 1                    | 25            | 51                   | 4                  |  |
|   | MANCHESTER        | THOMSON AIRWAYS LTD | C              | D        | 4                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 2                    | 50            | 45                   | 4                  |  |
| <b>TOTAL SANTA CRUZ DE LA PALMA</b>         |                   |                     |                |          | <b>16</b>         | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>0</b>      | <b>19</b>     | <b>6</b>         | <b>0</b>         | <b>0</b>          | <b>19</b>            | <b>56</b>     | <b>125</b>           | <b>125</b>         |  |
| SANTANDER                                   |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | STANSTED          | RYANAIR             | S              | A        | 19                | 0        | 1         | 42                         | 26            | 21            | 11               | 0                | 0                 | 28                   | 41            | 27                   | 17                 |  |
|   | STANSTED          | RYANAIR             | S              | D        | 19                | 0        | 1         | 63                         | 11            | 16            | 11               | 0                | 0                 | 24                   | 56            | 30                   | 18                 |  |
| <b>TOTAL SANTANDER</b>                      |                   |                     |                |          | <b>38</b>         | <b>0</b> | <b>2</b>  | <b>53</b>                  | <b>18</b>     | <b>18</b>     | <b>11</b>        | <b>0</b>         | <b>0</b>          | <b>26</b>            | <b>49</b>     | <b>29</b>            | <b>29</b>          |  |
| SANTIAGO DE COMPOSTELA                      |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | STANSTED          | RYANAIR             | S              | A        | 12                | 0        | 2         | 50                         | 25            | 8             | 17               | 0                | 0                 | 20                   | 50            | 23                   | 14                 |  |
|   | STANSTED          | RYANAIR             | S              | D        | 12                | 0        | 2         | 67                         | 25            | 8             | 0                | 0                | 0                 | 13                   | 57            | 21                   | 14                 |  |
| <b>TOTAL SANTIAGO DE COMPOSTELA (SPAIN)</b> |                   |                     |                |          | <b>24</b>         | <b>0</b> | <b>4</b>  | <b>58</b>                  | <b>25</b>     | <b>8</b>      | <b>8</b>         | <b>0</b>         | <b>0</b>          | <b>17</b>            | <b>54</b>     | <b>22</b>            | <b>22</b>          |  |
| SAO PAULO (GUARULHOS)                       |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | HEATHROW          | TAM LINHAS AEREAS   | S              | A        | 30                | 0        | 2         | 63                         | 13            | 20            | 0                | 0                | 3                 | 32                   | 55            | 24                   | 31                 |  |
|   | HEATHROW          | TAM LINHAS AEREAS   | S              | D        | 30                | 0        | 2         | 57                         | 23            | 7             | 10               | 3                | 0                 | 29                   | 61            | 19                   | 31                 |  |
| <b>TOTAL SAO PAULO (GUARULHOS)</b>          |                   |                     |                |          | <b>60</b>         | <b>0</b> | <b>4</b>  | <b>60</b>                  | <b>18</b>     | <b>13</b>     | <b>5</b>         | <b>2</b>         | <b>2</b>          | <b>30</b>            | <b>58</b>     | <b>21</b>            | <b>21</b>          |  |
| SEATTLE (TACOMA)                            |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC | S              | A        | 27                | 0        | 0         | 70                         | 22            | 4             | 4                | 0                | 0                 | 10                   | 61            | 21                   | 31                 |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC | S              | D        | 27                | 0        | 1         | 48                         | 19            | 15            | 19               | 0                | 0                 | 28                   | 65            | 27                   | 31                 |  |
| <b>TOTAL SEATTLE (TACOMA)</b>               |                   |                     |                |          | <b>54</b>         | <b>0</b> | <b>1</b>  | <b>59</b>                  | <b>20</b>     | <b>9</b>      | <b>11</b>        | <b>0</b>         | <b>0</b>          | <b>19</b>            | <b>63</b>     | <b>24</b>            | <b>24</b>          |  |
| SEOUL (INCHEON)                             |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|   | HEATHROW          | ASIANA AIRLINES     | S              | A        | 15                | 0        | 3         | 67                         | 0             | 20            | 13               | 0                | 0                 | 17                   | 89            | 7                    | 18                 |  |
|   | HEATHROW          | ASIANA AIRLINES     | S              | D        | 16                | 0        | 2         | 56                         | 19            | 19            | 6                | 0                | 0                 | 21                   | 83            | 7                    | 18                 |  |
|   | HEATHROW          | KOREAN AIR          | S              | A        | 30                | 0        | 2         | 37                         | 17            | 30            | 13               | 3                | 0                 | 40                   | 65            | 13                   | 31                 |  |
|   | HEATHROW          | KOREAN AIR          | S              | D        | 30                | 0        | 2         | 80                         | 7             | 3             | 10               | 0                | 0                 | 14                   | 77            | 12                   | 31                 |  |
| <b>TOTAL SEOUL (INCHEON)</b>                |                   |                     |                |          | <b>91</b>         | <b>0</b> | <b>9</b>  | <b>59</b>                  | <b>11</b>     | <b>18</b>     | <b>11</b>        | <b>1</b>         | <b>0</b>          | <b>25</b>            | <b>77</b>     | <b>10</b>            | <b>10</b>          |  |
| SEVILLE                                     |                   |                     |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|---------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                 |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                 |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| SEVILLE                         |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | GATWICK           | RYANAIR                     | S              | A        | 9                 | 0        | 3         | 78                         | 22            | 0             | 0                | 0                | 0                 | 6                    | 0             | 0                    | 0                  |  |
|                                 | GATWICK           | RYANAIR                     | S              | D        | 9                 | 0        | 3         | 56                         | 22            | 22            | 0                | 0                | 0                 | 14                   | 0             | 0                    | 0                  |  |
|                                 | STANSTED          | RYANAIR                     | S              | A        | 25                | 0        | 3         | 56                         | 12            | 28            | 4                | 0                | 0                 | 22                   | 41            | 31                   | 17                 |  |
|                                 | STANSTED          | RYANAIR                     | S              | D        | 25                | 0        | 3         | 60                         | 20            | 16            | 4                | 0                | 0                 | 20                   | 59            | 20                   | 17                 |  |
|                                 | HEATHROW          | VUELING AIRLINES            | S              | A        | 26                | 0        | 3         | 54                         | 27            | 12            | 8                | 0                | 0                 | 21                   | 57            | 15                   | 30                 |  |
|                                 | HEATHROW          | VUELING AIRLINES            | S              | D        | 25                | 0        | 4         | 64                         | 24            | 12            | 0                | 0                | 0                 | 11                   | 70            | 11                   | 30                 |  |
| <b>TOTAL SEVILLE</b>            |                   |                             |                |          | <b>119</b>        | <b>0</b> | <b>19</b> | <b>60</b>                  | <b>21</b>     | <b>16</b>     | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>17</b>            | <b>61</b>     | <b>17</b>            | <b>17</b>          |  |
| SEYCHELLES                      |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | GATWICK           | AIR SEYCHELLES              | S              | A        | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 11                   | 0             | 0                    | 0                  |  |
|                                 | GATWICK           | AIR SEYCHELLES              | S              | D        | 2                 | 0        | 0         | 50                         | 0             | 0             | 50               | 0                | 0                 | 40                   | 0             | 0                    | 0                  |  |
|                                 | HEATHROW          | AIR SEYCHELLES              | S              | A        | 8                 | 0        | 1         | 38                         | 25            | 25            | 13               | 0                | 0                 | 28                   | 11            | 38                   | 9                  |  |
|                                 | HEATHROW          | AIR SEYCHELLES              | S              | D        | 8                 | 0        | 1         | 38                         | 13            | 50            | 0                | 0                | 0                 | 25                   | 63            | 14                   | 8                  |  |
| <b>TOTAL SEYCHELLES</b>         |                   |                             |                |          | <b>20</b>         | <b>0</b> | <b>2</b>  | <b>40</b>                  | <b>20</b>     | <b>30</b>     | <b>10</b>        | <b>0</b>         | <b>0</b>          | <b>26</b>            | <b>35</b>     | <b>26</b>            | <b>26</b>          |  |
| SHANGHAI (PU DONG)              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 20                | 1        | 1         | 25                         | 5             | 50            | 20               | 0                | 0                 | 46                   | 43            | 46                   | 23                 |  |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 21                | 0        | 0         | 52                         | 14            | 19            | 10               | 5                | 0                 | 33                   | 59            | 19                   | 22                 |  |
|                                 | HEATHROW          | CHINA EASTERN AIRLINES      | S              | A        | 16                | 0        | 2         | 50                         | 6             | 19            | 19               | 6                | 0                 | 38                   | 0             | 0                    | 0                  |  |
|                                 | HEATHROW          | CHINA EASTERN AIRLINES      | S              | D        | 16                | 0        | 2         | 63                         | 6             | 19            | 13               | 0                | 0                 | 22                   | 0             | 0                    | 0                  |  |
|                                 | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 26                | 0        | 2         | 54                         | 12            | 12            | 19               | 0                | 4                 | 53                   | 58            | 16                   | 24                 |  |
|                                 | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 26                | 0        | 2         | 46                         | 35            | 8             | 12               | 0                | 0                 | 28                   | 75            | 10                   | 24                 |  |
| <b>TOTAL SHANGHAI (PU DONG)</b> |                   |                             |                |          | <b>125</b>        | <b>1</b> | <b>9</b>  | <b>48</b>                  | <b>14</b>     | <b>20</b>     | <b>15</b>        | <b>2</b>         | <b>1</b>          | <b>37</b>            | <b>59</b>     | <b>23</b>            | <b>23</b>          |  |
| SHANNON                         |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                 | BIRMINGHAM        | AER ARANN                   | S              | A        | 27                | 0        | 0         | 63                         | 4             | 7             | 22               | 4                | 0                 | 39                   | 0             | 0                    | 0                  |  |
|                                 | BIRMINGHAM        | AER ARANN                   | S              | D        | 27                | 0        | 0         | 52                         | 4             | 11            | 26               | 7                | 0                 | 50                   | 0             | 0                    | 0                  |  |
|                                 | GLASGOW           | AER ARANN                   | S              | A        | 18                | 0        | 0         | 39                         | 22            | 6             | 28               | 6                | 0                 | 45                   | 0             | 0                    | 0                  |  |
|                                 | GLASGOW           | AER ARANN                   | S              | D        | 18                | 0        | 0         | 50                         | 22            | 6             | 22               | 0                | 0                 | 33                   | 0             | 0                    | 0                  |  |
|                                 | MANCHESTER        | AER ARANN                   | S              | A        | 47                | 0        | 0         | 51                         | 6             | 19            | 19               | 4                | 0                 | 43                   | 0             | 0                    | 0                  |  |
|                                 | MANCHESTER        | AER ARANN                   | S              | D        | 46                | 1        | 0         | 46                         | 4             | 20            | 26               | 4                | 0                 | 49                   | 0             | 0                    | 0                  |  |
|                                 | HEATHROW          | AER LINGUS                  | S              | A        | 77                | 0        | 2         | 47                         | 18            | 16            | 14               | 5                | 0                 | 39                   | 66            | 21                   | 88                 |  |
|                                 | HEATHROW          | AER LINGUS                  | S              | D        | 76                | 1        | 2         | 46                         | 16            | 12            | 20               | 7                | 0                 | 46                   | 72            | 24                   | 87                 |  |
|                                 | GATWICK           | RYANAIR                     | S              | A        | 22                | 0        | 1         | 64                         | 14            | 9             | 14               | 0                | 0                 | 22                   | 81            | 10                   | 57                 |  |
|                                 | GATWICK           | RYANAIR                     | S              | D        | 22                | 0        | 1         | 50                         | 9             | 14            | 27               | 0                | 0                 | 35                   | 77            | 19                   | 57                 |  |
|                                 | STANSTED          | RYANAIR                     | S              | A        | 46                | 0        | 1         | 59                         | 15            | 11            | 9                | 7                | 0                 | 33                   | 64            | 29                   | 59                 |  |



## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION     | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |
|--------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|                          |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|                          |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| SHANNON                  | STANSTED          | RYANAIR                     |                   | S D         | 46                | 0        | 1         | 65                         | 15               | 11               | 9                      | 0                      | 0                       | 20                         | 69                  | 17                         | 58                       |
| <b>TOTAL SHANNON</b>     |                   |                             |                   |             | <b>473</b>        | <b>5</b> | <b>9</b>  | <b>52</b>                  | <b>13</b>        | <b>13</b>        | <b>18</b>              | <b>4</b>               | <b>0</b>                | <b>39</b>                  | <b>72</b>           | <b>20</b>                  | <b>20</b>                |
| SHARM EL SHEIKH (OPHIRA) | GATWICK           | BRITISH AIRWAYS PLC         |                   | S A         | 11                | 0        | 0         | 45                         | 18               | 27               | 0                      | 0                      | 9                       | 61                         | 83                  | 5                          | 12                       |
|                          | GATWICK           | BRITISH AIRWAYS PLC         |                   | S D         | 11                | 0        | 1         | 91                         | 0                | 0                | 0                      | 0                      | 9                       | 71                         | 91                  | 11                         | 11                       |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD |                   | S A         | 29                | 0        | 1         | 24                         | 28               | 17               | 28                     | 3                      | 0                       | 50                         | 63                  | 18                         | 27                       |
|                          | GATWICK           | EASYJET AIRLINE COMPANY LTD |                   | S D         | 29                | 0        | 0         | 41                         | 17               | 21               | 14                     | 7                      | 0                       | 45                         | 52                  | 24                         | 27                       |
|                          | LUTON             | EASYJET AIRLINE COMPANY LTD |                   | S A         | 19                | 0        | 0         | 42                         | 26               | 11               | 5                      | 16                     | 0                       | 48                         | 75                  | 11                         | 16                       |
|                          | LUTON             | EASYJET AIRLINE COMPANY LTD |                   | S D         | 21                | 0        | 0         | 19                         | 24               | 38               | 10                     | 10                     | 0                       | 61                         | 61                  | 21                         | 18                       |
|                          | MANCHESTER        | EASYJET AIRLINE COMPANY LTD |                   | S A         | 16                | 1        | 1         | 56                         | 19               | 19               | 6                      | 0                      | 0                       | 20                         | 0                   | 0                          | 0                        |
|                          | MANCHESTER        | EASYJET AIRLINE COMPANY LTD |                   | S D         | 17                | 0        | 0         | 24                         | 35               | 24               | 18                     | 0                      | 0                       | 35                         | 0                   | 0                          | 0                        |
|                          | MANCHESTER        | JET2.COM LTD                |                   | S A         | 5                 | 1        | 0         | 40                         | 0                | 40               | 20                     | 0                      | 0                       | 42                         | 50                  | 14                         | 2                        |
|                          | MANCHESTER        | JET2.COM LTD                |                   | S D         | 5                 | 0        | 0         | 60                         | 0                | 40               | 0                      | 0                      | 0                       | 19                         | 100                 | 6                          | 2                        |
|                          | NEWCASTLE         | JET2.COM LTD                |                   | S A         | 5                 | 0        | 0         | 0                          | 20               | 40               | 40                     | 0                      | 0                       | 85                         | 0                   | 19                         | 2                        |
|                          | NEWCASTLE         | JET2.COM LTD                |                   | S D         | 5                 | 0        | 0         | 40                         | 20               | 0                | 40                     | 0                      | 0                       | 56                         | 50                  | 20                         | 2                        |
|                          | GATWICK           | MONARCH AIRLINES            |                   | C A         | 12                | 0        | 0         | 8                          | 50               | 17               | 0                      | 25                     | 0                       | 81                         | 40                  | 43                         | 20                       |
|                          | GATWICK           | MONARCH AIRLINES            |                   | C D         | 14                | 0        | 0         | 57                         | 14               | 7                | 7                      | 14                     | 0                       | 53                         | 67                  | 48                         | 21                       |
|                          | MANCHESTER        | MONARCH AIRLINES            |                   | C A         | 13                | 0        | 0         | 38                         | 8                | 8                | 46                     | 0                      | 0                       | 52                         | 54                  | 54                         | 13                       |
|                          | MANCHESTER        | MONARCH AIRLINES            |                   | C D         | 13                | 0        | 0         | 23                         | 15               | 23               | 31                     | 0                      | 8                       | 87                         | 31                  | 62                         | 13                       |
|                          | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    |                   | C A         | 5                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 1                          | 56                  | 20                         | 9                        |
|                          | BIRMINGHAM        | THOMAS COOK AIRLINES LTD    |                   | C D         | 6                 | 0        | 0         | 67                         | 17               | 0                | 17                     | 0                      | 0                       | 19                         | 78                  | 16                         | 9                        |
|                          | GATWICK           | THOMAS COOK AIRLINES LTD    |                   | C A         | 11                | 0        | 0         | 18                         | 27               | 18               | 9                      | 9                      | 18                      | 227                        | 55                  | 26                         | 11                       |
|                          | GATWICK           | THOMAS COOK AIRLINES LTD    |                   | C D         | 11                | 0        | 0         | 45                         | 0                | 9                | 18                     | 9                      | 18                      | 122                        | 36                  | 47                         | 11                       |
|                          | GLASGOW           | THOMAS COOK AIRLINES LTD    |                   | C A         | 5                 | 0        | 0         | 0                          | 40               | 0                | 60                     | 0                      | 0                       | 75                         | 56                  | 27                         | 9                        |
|                          | GLASGOW           | THOMAS COOK AIRLINES LTD    |                   | C D         | 5                 | 0        | 0         | 40                         | 40               | 0                | 20                     | 0                      | 0                       | 37                         | 33                  | 41                         | 9                        |
|                          | MANCHESTER        | THOMAS COOK AIRLINES LTD    |                   | C A         | 12                | 0        | 0         | 17                         | 17               | 17               | 42                     | 0                      | 8                       | 95                         | 27                  | 71                         | 11                       |
|                          | MANCHESTER        | THOMAS COOK AIRLINES LTD    |                   | C D         | 12                | 0        | 0         | 42                         | 17               | 8                | 25                     | 0                      | 8                       | 82                         | 45                  | 68                         | 11                       |
|                          | NEWCASTLE         | THOMAS COOK AIRLINES LTD    |                   | C A         | 5                 | 0        | 0         | 60                         | 20               | 0                | 20                     | 0                      | 0                       | 17                         | 80                  | 5                          | 5                        |
|                          | NEWCASTLE         | THOMAS COOK AIRLINES LTD    |                   | C D         | 5                 | 0        | 0         | 60                         | 0                | 20               | 20                     | 0                      | 0                       | 27                         | 100                 | 6                          | 5                        |
|                          | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                   | S A         | 18                | 1        | 1         | 56                         | 28               | 6                | 6                      | 6                      | 0                       | 31                         | 57                  | 13                         | 14                       |
|                          | BIRMINGHAM        | THOMSON AIRWAYS LTD         |                   | S D         | 19                | 0        | 0         | 58                         | 16               | 11               | 5                      | 5                      | 5                       | 61                         | 73                  | 9                          | 15                       |
|                          | EDINBURGH         | THOMSON AIRWAYS LTD         |                   | S A         | 5                 | 0        | 0         | 20                         | 0                | 20               | 40                     | 20                     | 0                       | 79                         | 0                   | 0                          | 0                        |
|                          | EDINBURGH         | THOMSON AIRWAYS LTD         |                   | S D         | 5                 | 0        | 0         | 20                         | 20               | 0                | 40                     | 20                     | 0                       | 87                         | 0                   | 0                          | 0                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION                  | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |           |           |  |
|---------------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|-----------|-----------|--|
|                                       |                   |                             |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |           |           |  |
|                                       |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED   | UNMATCHED |  |
| SHARM EL SHEIKH (OPHIRA)              |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                                       | GATWICK           | THOMSON AIRWAYS LTD         | S                 | A           | 34                | 1        | 2                          | 38               | 21               | 26                     | 12                     | 3                       | 0                          | 39                  | 45                         | 28                       | 38        |           |  |
|                                       | GATWICK           | THOMSON AIRWAYS LTD         | S                 | D           | 35                | 0        | 0                          | 46               | 14               | 20                     | 14                     | 3                       | 3                          | 84                  | 60                         | 25                       | 40        |           |  |
|                                       | GLASGOW           | THOMSON AIRWAYS LTD         | S                 | A           | 9                 | 0        | 0                          | 33               | 0                | 44                     | 22                     | 0                       | 0                          | 44                  | 22                         | 20                       | 9         |           |  |
|                                       | GLASGOW           | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 0                          | 44               | 22               | 22                     | 11                     | 0                       | 0                          | 28                  | 67                         | 12                       | 9         |           |  |
|                                       | LUTON             | THOMSON AIRWAYS LTD         | S                 | A           | 10                | 0        | 0                          | 50               | 20               | 10                     | 10                     | 10                      | 0                          | 42                  | 57                         | 15                       | 7         |           |  |
|                                       | LUTON             | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 0                          | 22               | 33               | 22                     | 0                      | 22                      | 0                          | 58                  | 63                         | 13                       | 8         |           |  |
|                                       | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | A           | 28                | 0        | 0                          | 68               | 0                | 18                     | 7                      | 7                       | 0                          | 32                  | 50                         | 40                       | 28        |           |  |
|                                       | MANCHESTER        | THOMSON AIRWAYS LTD         | S                 | D           | 27                | 0        | 0                          | 48               | 19               | 15                     | 7                      | 11                      | 0                          | 48                  | 52                         | 24                       | 29        |           |  |
|                                       | NEWCASTLE         | THOMSON AIRWAYS LTD         | S                 | A           | 9                 | 0        | 0                          | 22               | 0                | 33                     | 33                     | 11                      | 0                          | 66                  | 67                         | 14                       | 9         |           |  |
|                                       | NEWCASTLE         | THOMSON AIRWAYS LTD         | S                 | D           | 9                 | 0        | 0                          | 33               | 0                | 44                     | 11                     | 11                      | 0                          | 64                  | 44                         | 16                       | 9         |           |  |
|                                       | STANSTED          | THOMSON AIRWAYS LTD         | S                 | A           | 4                 | 1        | 1                          | 0                | 25               | 25                     | 50                     | 0                       | 0                          | 69                  | 25                         | 33                       | 4         |           |  |
|                                       | STANSTED          | THOMSON AIRWAYS LTD         | S                 | D           | 4                 | 0        | 0                          | 25               | 50               | 25                     | 0                      | 0                       | 0                          | 28                  | 50                         | 21                       | 4         |           |  |
| <b>TOTAL SHARM EL SHEIKH (OPHIRA)</b> |                   |                             |                   |             | <b>539</b>        | <b>7</b> | <b>7</b>                   | <b>40</b>        | <b>18</b>        | <b>18</b>              | <b>16</b>              | <b>6</b>                | <b>2</b>                   | <b>58</b>           | <b>55</b>                  | <b>28</b>                | <b>28</b> |           |  |
| SINGAPORE                             |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 22                | 1        | 1                          | 86               | 5                | 5                      | 0                      | 0                       | 5                          | 28                  | 86                         | 5                        | 22        |           |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 22                | 1        | 0                          | 50               | 14               | 9                      | 23                     | 5                       | 0                          | 43                  | 38                         | 44                       | 21        |           |  |
|                                       | HEATHROW          | QANTAS                      | S                 | A           | 4                 | 1        | 1                          | 75               | 0                | 0                      | 0                      | 25                      | 0                          | 74                  | 0                          | 0                        | 0         |           |  |
|                                       | HEATHROW          | SINGAPORE AIRLINES          | S                 | A           | 87                | 1        | 7                          | 83               | 7                | 6                      | 2                      | 2                       | 0                          | 13                  | 83                         | 7                        | 92        |           |  |
|                                       | HEATHROW          | SINGAPORE AIRLINES          | S                 | D           | 89                | 0        | 5                          | 53               | 21               | 8                      | 17                     | 1                       | 0                          | 29                  | 61                         | 25                       | 92        |           |  |
|                                       | MANCHESTER        | SINGAPORE AIRLINES          | S                 | A           | 31                | 2        | 1                          | 42               | 23               | 19                     | 10                     | 6                       | 0                          | 34                  | 53                         | 12                       | 19        |           |  |
|                                       | MANCHESTER        | SINGAPORE AIRLINES          | S                 | D           | 32                | 0        | 0                          | 19               | 9                | 31                     | 31                     | 9                       | 0                          | 66                  | 37                         | 38                       | 19        |           |  |
| <b>TOTAL SINGAPORE</b>                |                   |                             |                   |             | <b>287</b>        | <b>6</b> | <b>15</b>                  | <b>60</b>        | <b>14</b>        | <b>11</b>              | <b>12</b>              | <b>3</b>                | <b>0</b>                   | <b>31</b>           | <b>66</b>                  | <b>19</b>                | <b>19</b> |           |  |
| SION                                  |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                                       | STANSTED          | TITAN AIRWAYS LTD           | C                 | A           | 3                 | 0        | 0                          | 33               | 67               | 0                      | 0                      | 0                       | 0                          | 17                  | 100                        | 9                        | 3         |           |  |
|                                       | STANSTED          | TITAN AIRWAYS LTD           | C                 | D           | 3                 | 0        | 0                          | 33               | 67               | 0                      | 0                      | 0                       | 0                          | 13                  | 100                        | 4                        | 4         |           |  |
| <b>TOTAL SION</b>                     |                   |                             |                   |             | <b>6</b>          | <b>0</b> | <b>0</b>                   | <b>33</b>        | <b>67</b>        | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>0</b>                   | <b>15</b>           | <b>100</b>                 | <b>6</b>                 | <b>6</b>  |           |  |
| SOFIA                                 |                   |                             |                   |             |                   |          |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |           |           |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 24                | 0        | 0                          | 50               | 17               | 21                     | 13                     | 0                       | 0                          | 27                  | 72                         | 11                       | 29        |           |  |
|                                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 24                | 0        | 0                          | 71               | 13               | 13                     | 4                      | 0                       | 0                          | 14                  | 86                         | 6                        | 29        |           |  |
|                                       | HEATHROW          | BULGARIA AIR                | S                 | A           | 25                | 0        | 2                          | 28               | 12               | 20                     | 28                     | 8                       | 4                          | 79                  | 67                         | 21                       | 27        |           |  |
|                                       | HEATHROW          | BULGARIA AIR                | S                 | D           | 25                | 0        | 2                          | 20               | 12               | 20                     | 36                     | 8                       | 4                          | 84                  | 37                         | 29                       | 27        |           |  |
|                                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 25                | 0        | 2                          | 36               | 24               | 20                     | 12                     | 4                       | 4                          | 52                  | 49                         | 51                       | 35        |           |  |
|                                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 26                | 0        | 2                          | 81               | 4                | 4                      | 4                      | 8                       | 0                          | 30                  | 69                         | 21                       | 35        |           |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION              | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |            | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |  |  |
|-----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|------------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|--|
|                                   |                   |                             |                   |             | MATCHED           |          | UNMATCHED  | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |  |
|                                   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| SOFIA                             |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                   | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 11                | 0        | 0          | 36                         | 18               | 18               | 27                     | 0                      | 0                       | 41                         | 64                  | 22                         | 14                       |  |  |
|                                   | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 11                | 0        | 0          | 73                         | 9                | 0                | 18                     | 0                      | 0                       | 17                         | 64                  | 15                         | 14                       |  |  |
|                                   | BIRMINGHAM        | MONARCH AIRLINES            | C                 | D           | 2                 | 0        | 0          | 0                          | 50               | 0                | 0                      | 0                      | 50                      | 205                        | 0                   | 0                          | 0                        |  |  |
|                                   | GATWICK           | MONARCH AIRLINES            | C                 | D           | 2                 | 0        | 0          | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 54                         | 0                   | 129                        | 2                        |  |  |
|                                   | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0          | 50                         | 0                | 0                | 0                      | 0                      | 50                      | 355                        | 50                  | 116                        | 2                        |  |  |
|                                   | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0          | 0                          | 50               | 0                | 50                     | 0                      | 0                       | 85                         | 50                  | 10                         | 2                        |  |  |
|                                   | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0          | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 95                         | 50                  | 92                         | 2                        |  |  |
|                                   | LUTON             | WIZZ AIR                    | S                 | A           | 30                | 0        | 0          | 70                         | 17               | 7                | 3                      | 0                      | 3                       | 35                         | 93                  | 26                         | 27                       |  |  |
|                                   | LUTON             | WIZZ AIR                    | S                 | D           | 28                | 1        | 2          | 21                         | 25               | 18               | 36                     | 0                      | 0                       | 54                         | 46                  | 31                         | 28                       |  |  |
| <b>TOTAL SOFIA</b>                |                   |                             |                   |             | <b>248</b>        | <b>4</b> | <b>14</b>  | <b>46</b>                  | <b>15</b>        | <b>15</b>        | <b>18</b>              | <b>3</b>               | <b>2</b>                | <b>50</b>                  | <b>63</b>           | <b>26</b>                  | <b>26</b>                |  |  |
| SOLO CITY                         |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| SOUTHAMPTON                       |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                   | EDINBURGH         | FLYBE LTD                   | S                 | A           | 85                | 1        | 34         | 51                         | 9                | 15               | 20                     | 4                      | 1                       | 44                         | 58                  | 41                         | 119                      |  |  |
|                                   | EDINBURGH         | FLYBE LTD                   | S                 | D           | 88                | 0        | 32         | 43                         | 18               | 17               | 18                     | 2                      | 1                       | 46                         | 57                  | 41                         | 118                      |  |  |
|                                   | GLASGOW           | FLYBE LTD                   | S                 | A           | 57                | 1        | 22         | 61                         | 5                | 16               | 14                     | 4                      | 0                       | 31                         | 57                  | 36                         | 93                       |  |  |
|                                   | GLASGOW           | FLYBE LTD                   | S                 | D           | 57                | 0        | 23         | 40                         | 14               | 18               | 25                     | 4                      | 0                       | 45                         | 58                  | 39                         | 95                       |  |  |
|                                   | MANCHESTER        | FLYBE LTD                   | S                 | A           | 71                | 2        | 17         | 44                         | 20               | 17               | 17                     | 3                      | 0                       | 41                         | 71                  | 26                         | 96                       |  |  |
|                                   | MANCHESTER        | FLYBE LTD                   | S                 | D           | 74                | 0        | 13         | 42                         | 16               | 16               | 23                     | 3                      | 0                       | 42                         | 65                  | 31                         | 97                       |  |  |
|                                   | NEWCASTLE         | FLYBE LTD                   | S                 | A           | 54                | 0        | 17         | 50                         | 9                | 17               | 20                     | 4                      | 0                       | 45                         | 65                  | 40                         | 83                       |  |  |
|                                   | NEWCASTLE         | FLYBE LTD                   | S                 | D           | 56                | 0        | 15         | 50                         | 9                | 21               | 14                     | 4                      | 2                       | 42                         | 60                  | 41                         | 84                       |  |  |
| <b>TOTAL SOUTHAMPTON</b>          |                   |                             |                   |             | <b>542</b>        | <b>4</b> | <b>173</b> | <b>47</b>                  | <b>13</b>        | <b>17</b>        | <b>19</b>              | <b>3</b>               | <b>1</b>                | <b>42</b>                  | <b>61</b>           | <b>38</b>                  | <b>38</b>                |  |  |
| ST ETIENNE                        |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
| ST KITTS                          |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                   | GATWICK           | BRITISH AIRWAYS PLC         | S                 | A           | 7                 | 0        | 0          | 86                         | 0                | 0                | 0                      | 14                     | 0                       | 28                         | 50                  | 35                         | 4                        |  |  |
|                                   | GATWICK           | BRITISH AIRWAYS PLC         | S                 | D           | 7                 | 0        | 0          | 71                         | 0                | 14               | 0                      | 14                     | 0                       | 46                         | 75                  | 46                         | 4                        |  |  |
| <b>TOTAL ST KITTS</b>             |                   |                             |                   |             | <b>14</b>         | <b>0</b> | <b>0</b>   | <b>79</b>                  | <b>0</b>         | <b>7</b>         | <b>0</b>               | <b>14</b>              | <b>0</b>                | <b>37</b>                  | <b>63</b>           | <b>41</b>                  | <b>41</b>                |  |  |
| ST LUCIA (HEWANORRA)              |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |
|                                   | GATWICK           | MONARCH AIRLINES            | C                 | A           | 2                 | 0        | 0          | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 68                         | 0                   | 217                        | 2                        |  |  |
|                                   | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 12                | 0        | 0          | 58                         | 17               | 8                | 0                      | 0                      | 17                      | 173                        | 62                  | 45                         | 13                       |  |  |
|                                   | GATWICK           | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 12                | 0        | 0          | 33                         | 33               | 17               | 17                     | 0                      | 0                       | 37                         | 23                  | 68                         | 13                       |  |  |
| <b>TOTAL ST LUCIA (HEWANORRA)</b> |                   |                             |                   |             | <b>26</b>         | <b>2</b> | <b>1</b>   | <b>42</b>                  | <b>23</b>        | <b>15</b>        | <b>12</b>              | <b>0</b>               | <b>8</b>                | <b>102</b>                 | <b>39</b>           | <b>68</b>                  | <b>68</b>                |  |  |
| ST PETERSBURG                     |                   |                             |                   |             |                   |          |            |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION       | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|----------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                            |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                            |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| ST PETERSBURG              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         |                | S A      | 28                | 0        | 0         | 68                         | 14            | 0             | 14               | 4                | 0                 | 29                   | 73            | 22                   | 30                 |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         |                | S D      | 28                | 0        | 0         | 57                         | 18            | 11            | 11               | 4                | 0                 | 32                   | 77            | 8                    | 30                 |  |
| <b>TOTAL ST PETERSBURG</b> |                   |                             |                |          | <b>56</b>         | <b>2</b> | <b>0</b>  | <b>63</b>                  | <b>16</b>     | <b>5</b>      | <b>13</b>        | <b>4</b>         | <b>0</b>          | <b>31</b>            | <b>73</b>     | <b>17</b>            | <b>17</b>          |  |
| ST THOMAS ISLANDS          |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| STANSTED                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                            | EDINBURGH         | EASYJET AIRLINE COMPANY LTD |                | S A      | 129               | 0        | 11        | 45                         | 19            | 19            | 16               | 2                | 1                 | 36                   | 58            | 31                   | 107                |  |
|                            | EDINBURGH         | EASYJET AIRLINE COMPANY LTD |                | S D      | 129               | 1        | 7         | 47                         | 16            | 20            | 17               | 1                | 0                 | 33                   | 64            | 32                   | 107                |  |
|                            | GLASGOW           | EASYJET AIRLINE COMPANY LTD |                | S A      | 121               | 0        | 9         | 55                         | 17            | 18            | 10               | 1                | 0                 | 25                   | 71            | 23                   | 102                |  |
|                            | GLASGOW           | EASYJET AIRLINE COMPANY LTD |                | S D      | 122               | 0        | 8         | 53                         | 17            | 16            | 12               | 2                | 0                 | 30                   | 69            | 22                   | 103                |  |
|                            | LUTON             | EASYJET AIRLINE COMPANY LTD |                | S A      | 4                 | 0        | 0         | 0                          | 0             | 0             | 100              | 0                | 0                 | 130                  | 0             | 0                    | 0                  |  |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD |                | S A      | 56                | 1        | 1         | 73                         | 11            | 7             | 9                | 0                | 0                 | 17                   | 67            | 26                   | 54                 |  |
|                            | NEWCASTLE         | EASYJET AIRLINE COMPANY LTD |                | S D      | 56                | 0        | 1         | 50                         | 13            | 20            | 18               | 0                | 0                 | 29                   | 63            | 27                   | 56                 |  |
| <b>TOTAL STANSTED</b>      |                   |                             |                |          | <b>618</b>        | <b>4</b> | <b>37</b> | <b>51</b>                  | <b>16</b>     | <b>17</b>     | <b>14</b>        | <b>1</b>         | <b>0</b>          | <b>31</b>            | <b>64</b>     | <b>29</b>            | <b>29</b>          |  |
| STAVANGER                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                            | NEWCASTLE         | EASTERN AIRWAYS             |                | S A      | 19                | 0        | 1         | 74                         | 11            | 0             | 5                | 11               | 0                 | 34                   | 86            | 52                   | 22                 |  |
|                            | NEWCASTLE         | EASTERN AIRWAYS             |                | S D      | 19                | 0        | 1         | 63                         | 11            | 11            | 5                | 11               | 0                 | 46                   | 82            | 14                   | 22                 |  |
|                            | GATWICK           | NORWEGIAN AIR SHUTTLE       |                | S A      | 17                | 0        | 0         | 65                         | 6             | 18            | 12               | 0                | 0                 | 26                   | 63            | 30                   | 19                 |  |
|                            | GATWICK           | NORWEGIAN AIR SHUTTLE       |                | S D      | 18                | 0        | 0         | 50                         | 11            | 6             | 28               | 6                | 0                 | 51                   | 47            | 36                   | 19                 |  |
|                            | HEATHROW          | SAS                         |                | S A      | 38                | 0        | 0         | 68                         | 5             | 11            | 13               | 3                | 0                 | 26                   | 73            | 16                   | 41                 |  |
|                            | HEATHROW          | SAS                         |                | S D      | 38                | 0        | 0         | 63                         | 11            | 5             | 21               | 0                | 0                 | 28                   | 73            | 14                   | 41                 |  |
|                            | NEWCASTLE         | WIDEROE FLYVESELSKAP A/S    |                | S A      | 11                | 0        | 0         | 82                         | 0             | 18            | 0                | 0                | 0                 | 9                    | 100           | 1                    | 11                 |  |
|                            | NEWCASTLE         | WIDEROE FLYVESELSKAP A/S    |                | S D      | 11                | 0        | 0         | 55                         | 18            | 18            | 9                | 0                | 0                 | 19                   | 73            | 7                    | 11                 |  |
| <b>TOTAL STAVANGER</b>     |                   |                             |                |          | <b>171</b>        | <b>6</b> | <b>8</b>  | <b>65</b>                  | <b>9</b>      | <b>9</b>      | <b>13</b>        | <b>4</b>         | <b>0</b>          | <b>31</b>            | <b>74</b>     | <b>22</b>            | <b>22</b>          |  |
| STEPHENVILLE               |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| STOCKHOLM (ARLANDA)        |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         |                | S A      | 126               | 0        | 1         | 52                         | 15            | 15            | 16               | 2                | 0                 | 33                   | 78            | 16                   | 149                |  |
|                            | HEATHROW          | BRITISH AIRWAYS PLC         |                | S D      | 129               | 0        | 2         | 57                         | 16            | 14            | 10               | 2                | 0                 | 27                   | 75            | 20                   | 148                |  |
|                            | EDINBURGH         | NORWEGIAN AIR SHUTTLE       |                | S A      | 8                 | 0        | 0         | 38                         | 25            | 25            | 0                | 13               | 0                 | 44                   | 0             | 0                    | 0                  |  |
|                            | EDINBURGH         | NORWEGIAN AIR SHUTTLE       |                | S D      | 8                 | 0        | 0         | 25                         | 25            | 25            | 13               | 13               | 0                 | 57                   | 0             | 0                    | 0                  |  |
|                            | GATWICK           | NORWEGIAN AIR SHUTTLE       |                | S A      | 47                | 0        | 2         | 28                         | 15            | 34            | 19               | 4                | 0                 | 49                   | 0             | 0                    | 0                  |  |
|                            | GATWICK           | NORWEGIAN AIR SHUTTLE       |                | S D      | 47                | 0        | 3         | 26                         | 9             | 34            | 26               | 6                | 0                 | 60                   | 0             | 0                    | 0                  |  |
|                            | HEATHROW          | SAS                         |                | S A      | 136               | 0        | 0         | 58                         | 13            | 12            | 16               | 1                | 0                 | 28                   | 71            | 14                   | 140                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE               | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|----------------------------------|-------------------|-----------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                  |                   |                       |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                  |                   |                       |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| STOCKHOLM (ARLANDA)              |                   |                       |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | SAS                   | S                 | D           | 136               | 0        | 0         | 59                         | 8                | 13               | 18                     | 2                      | 0                       | 28                         | 75                  | 15                         | 140                      |  |
|                                  | MANCHESTER        | SAS                   | S                 | A           | 38                | 0        | 0         | 61                         | 16               | 13               | 11                     | 0                      | 0                       | 22                         | 89                  | 8                          | 27                       |  |
|                                  | MANCHESTER        | SAS                   | S                 | D           | 38                | 0        | 0         | 53                         | 13               | 13               | 21                     | 0                      | 0                       | 30                         | 93                  | 12                         | 27                       |  |
|                                  | GATWICK           | VIKING HELLAS         | C                 | A           | 12                | 0        | 0         | 25                         | 8                | 17               | 33                     | 0                      | 17                      | 119                        | 0                   | 0                          | 0                        |  |
|                                  | GATWICK           | VIKING HELLAS         | C                 | D           | 10                | 0        | 0         | 40                         | 10               | 30               | 20                     | 0                      | 0                       | 29                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL STOCKHOLM (ARLANDA)</b> |                   |                       |                   |             | <b>738</b>        | <b>9</b> | <b>16</b> | <b>51</b>                  | <b>13</b>        | <b>17</b>        | <b>16</b>              | <b>2</b>               | <b>0</b>                | <b>34</b>                  | <b>74</b>           | <b>19</b>                  | <b>19</b>                |  |
| STOCKHOLM (SKAVSTA)              |                   |                       |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | EDINBURGH         | RYANAIR               | S                 | A           | 12                | 0        | 1         | 50                         | 17               | 0                | 25                     | 8                      | 0                       | 50                         | 25                  | 59                         | 16                       |  |
|                                  | EDINBURGH         | RYANAIR               | S                 | D           | 12                | 0        | 2         | 25                         | 42               | 8                | 8                      | 8                      | 8                       | 83                         | 44                  | 41                         | 16                       |  |
|                                  | GATWICK           | RYANAIR               | S                 | A           | 24                | 0        | 3         | 54                         | 8                | 17               | 21                     | 0                      | 0                       | 33                         | 54                  | 33                         | 28                       |  |
|                                  | GATWICK           | RYANAIR               | S                 | D           | 24                | 0        | 3         | 25                         | 29               | 13               | 29                     | 4                      | 0                       | 54                         | 36                  | 77                         | 28                       |  |
|                                  | STANSTED          | RYANAIR               | S                 | A           | 62                | 0        | 2         | 32                         | 24               | 21               | 19                     | 2                      | 2                       | 48                         | 49                  | 31                         | 78                       |  |
|                                  | STANSTED          | RYANAIR               | S                 | D           | 62                | 0        | 2         | 23                         | 24               | 24               | 29                     | 0                      | 0                       | 47                         | 66                  | 23                         | 79                       |  |
| <b>TOTAL STOCKHOLM (SKAVSTA)</b> |                   |                       |                   |             | <b>196</b>        | <b>1</b> | <b>13</b> | <b>32</b>                  | <b>23</b>        | <b>18</b>        | <b>23</b>              | <b>2</b>               | <b>1</b>                | <b>49</b>                  | <b>51</b>           | <b>36</b>                  | <b>36</b>                |  |
| STORNOWAY                        |                   |                       |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | EDINBURGH         | LOGANAIR              | S                 | A           | 39                | 3        | 0         | 64                         | 8                | 8                | 13                     | 5                      | 3                       | 48                         | 55                  | 37                         | 64                       |  |
|                                  | EDINBURGH         | LOGANAIR              | S                 | D           | 40                | 0        | 0         | 55                         | 18               | 10               | 8                      | 8                      | 3                       | 47                         | 54                  | 30                         | 65                       |  |
|                                  | GLASGOW           | LOGANAIR              | S                 | A           | 67                | 1        | 0         | 58                         | 15               | 12               | 9                      | 6                      | 0                       | 33                         | 64                  | 26                         | 78                       |  |
|                                  | GLASGOW           | LOGANAIR              | S                 | D           | 72                | 0        | 0         | 58                         | 8                | 18               | 10                     | 4                      | 1                       | 37                         | 62                  | 21                         | 79                       |  |
| <b>TOTAL STORNOWAY</b>           |                   |                       |                   |             | <b>218</b>        | <b>4</b> | <b>0</b>  | <b>59</b>                  | <b>12</b>        | <b>13</b>        | <b>10</b>              | <b>6</b>               | <b>1</b>                | <b>40</b>                  | <b>59</b>           | <b>28</b>                  | <b>28</b>                |  |
| STUTTART                         |                   |                       |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC   | S                 | A           | 63                | 0        | 0         | 76                         | 5                | 8                | 11                     | 0                      | 0                       | 18                         | 74                  | 15                         | 81                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC   | S                 | D           | 64                | 0        | 0         | 61                         | 25               | 6                | 8                      | 0                      | 0                       | 17                         | 79                  | 13                         | 80                       |  |
|                                  | HEATHROW          | CONTACTAIR FLUGDIENST | S                 | A           | 61                | 0        | 0         | 51                         | 18               | 20               | 11                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
|                                  | HEATHROW          | CONTACTAIR FLUGDIENST | S                 | D           | 61                | 0        | 0         | 43                         | 16               | 20               | 21                     | 0                      | 0                       | 39                         | 0                   | 0                          | 0                        |  |
|                                  | BIRMINGHAM        | FLYBE LTD             | S                 | A           | 37                | 0        | 2         | 54                         | 16               | 8                | 16                     | 5                      | 0                       | 41                         | 62                  | 38                         | 37                       |  |
|                                  | BIRMINGHAM        | FLYBE LTD             | S                 | D           | 38                | 0        | 1         | 53                         | 16               | 8                | 18                     | 5                      | 0                       | 40                         | 53                  | 30                         | 38                       |  |
|                                  | STANSTED          | GERMANWINGS           | S                 | A           | 50                | 0        | 1         | 62                         | 16               | 14               | 8                      | 0                      | 0                       | 21                         | 88                  | 9                          | 50                       |  |
|                                  | STANSTED          | GERMANWINGS           | S                 | D           | 51                | 0        | 0         | 35                         | 25               | 22               | 18                     | 0                      | 0                       | 34                         | 74                  | 17                         | 50                       |  |
|                                  | MANCHESTER        | LUFTHANSA CITY LINE   | S                 | A           | 17                | 0        | 0         | 59                         | 18               | 6                | 18                     | 0                      | 0                       | 33                         | 0                   | 0                          | 0                        |  |
|                                  | MANCHESTER        | LUFTHANSA CITY LINE   | S                 | D           | 17                | 0        | 0         | 53                         | 6                | 24               | 18                     | 0                      | 0                       | 37                         | 0                   | 0                          | 0                        |  |
| <b>TOTAL STUTTART</b>            |                   |                       |                   |             | <b>459</b>        | <b>0</b> | <b>4</b>  | <b>55</b>                  | <b>17</b>        | <b>14</b>        | <b>14</b>              | <b>1</b>               | <b>0</b>                | <b>29</b>                  | <b>73</b>           | <b>18</b>                  | <b>18</b>                |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: S

| ORIGIN / DESTINATION            | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |           |
|---------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                                 |                   |                             |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                                 |                   |                             |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |
| SUMBURGH                        | EDINBURGH         | LOGANAIR                    | S              | A        | 47                | 0        | 0                          | 68            | 2             | 17               | 11               | 2                 | 0                    | 23            | 62                   | 24                 | 50        |
|                                 | EDINBURGH         | LOGANAIR                    | S              | D        | 45                | 1        | 0                          | 53            | 16            | 9                | 20               | 0                 | 2                    | 36            | 55                   | 39                 | 51        |
|                                 | GLASGOW           | LOGANAIR                    | S              | A        | 25                | 1        | 0                          | 56            | 16            | 0                | 24               | 4                 | 0                    | 42            | 54                   | 60                 | 28        |
|                                 | GLASGOW           | LOGANAIR                    | S              | D        | 28                | 0        | 0                          | 54            | 11            | 18               | 11               | 7                 | 0                    | 39            | 61                   | 15                 | 28        |
| <b>TOTAL SUMBURGH</b>           |                   |                             |                |          | <b>145</b>        | <b>3</b> | <b>0</b>                   | <b>59</b>     | <b>10</b>     | <b>12</b>        | <b>16</b>        | <b>3</b>          | <b>1</b>             | <b>34</b>     | <b>58</b>            | <b>34</b>          | <b>34</b> |
| SYDNEY                          | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 58                | 0        | 2                          | 72            | 12            | 9                | 5                | 0                 | 2                    | 35            | 87                   | 6                  | 60        |
|                                 | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 59                | 2        | 0                          | 53            | 10            | 12               | 19               | 7                 | 0                    | 45            | 47                   | 43                 | 62        |
|                                 | HEATHROW          | QANTAS                      | S              | A        | 56                | 0        | 2                          | 66            | 20            | 5                | 4                | 2                 | 4                    | 55            | 64                   | 15                 | 56        |
|                                 | HEATHROW          | QANTAS                      | S              | D        | 60                | 0        | 4                          | 45            | 18            | 18               | 13               | 5                 | 0                    | 39            | 50                   | 38                 | 56        |
|                                 | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 28                | 0        | 1                          | 43            | 29            | 18               | 7                | 4                 | 0                    | 30            | 58                   | 15                 | 31        |
|                                 | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 29                | 0        | 2                          | 24            | 21            | 41               | 14               | 0                 | 0                    | 41            | 45                   | 28                 | 31        |
| <b>TOTAL SYDNEY</b>             |                   |                             |                |          | <b>290</b>        | <b>3</b> | <b>11</b>                  | <b>54</b>     | <b>17</b>     | <b>15</b>        | <b>10</b>        | <b>3</b>          | <b>1</b>             | <b>42</b>     | <b>60</b>            | <b>25</b>          | <b>25</b> |
| SZCZECIN (GOLENOW)              | STANSTED          | RYANAIR                     | S              | A        | 14                | 0        | 0                          | 64            | 7             | 21               | 0                | 7                 | 0                    | 32            | 81                   | 5                  | 16        |
|                                 | STANSTED          | RYANAIR                     | S              | D        | 14                | 0        | 0                          | 50            | 21            | 29               | 0                | 0                 | 0                    | 20            | 67                   | 24                 | 18        |
| <b>TOTAL SZCZECIN (GOLENOW)</b> |                   |                             |                |          | <b>28</b>         | <b>0</b> | <b>0</b>                   | <b>57</b>     | <b>14</b>     | <b>25</b>        | <b>0</b>         | <b>4</b>          | <b>0</b>             | <b>26</b>     | <b>74</b>            | <b>15</b>          | <b>15</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |
|-----------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                       |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h to 3 hours | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                       |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |
| TABA                  |                   |                             |                |          |                   |          |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |
|                       | GATWICK           | MONARCH AIRLINES            | C              | A        | 4                 | 0        | 0         | 25                         | 0             | 50            | 25            | 0                | 0                | 42                | 67                   | 61            | 6                    |                    |
|                       | GATWICK           | MONARCH AIRLINES            | C              | D        | 5                 | 0        | 0         | 20                         | 20            | 20            | 40            | 0                | 0                | 45                | 67                   | 69            | 6                    |                    |
|                       | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C              | A        | 4                 | 1        | 0         | 50                         | 25            | 0             | 25            | 0                | 0                | 28                | 0                    | 0             | 0                    |                    |
|                       | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C              | D        | 4                 | 0        | 0         | 50                         | 0             | 0             | 25            | 25               | 0                | 107               | 0                    | 0             | 0                    |                    |
|                       | GATWICK           | THOMSON AIRWAYS LTD         | C              | A        | 4                 | 0        | 0         | 50                         | 0             | 50            | 0             | 0                | 0                | 24                | 0                    | 0             | 0                    |                    |
|                       | GATWICK           | THOMSON AIRWAYS LTD         | C              | D        | 4                 | 0        | 0         | 50                         | 25            | 0             | 25            | 0                | 0                | 30                | 0                    | 0             | 0                    |                    |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD         | C              | A        | 4                 | 0        | 0         | 25                         | 0             | 50            | 25            | 0                | 0                | 35                | 0                    | 0             | 0                    |                    |
|                       | MANCHESTER        | THOMSON AIRWAYS LTD         | C              | D        | 4                 | 0        | 0         | 25                         | 25            | 25            | 25            | 0                | 0                | 45                | 0                    | 0             | 0                    |                    |
| <b>TOTAL TABA</b>     |                   |                             |                |          | <b>33</b>         | <b>2</b> | <b>0</b>  | <b>36</b>                  | <b>12</b>     | <b>24</b>     | <b>24</b>     | <b>3</b>         | <b>0</b>         | <b>44</b>         | <b>72</b>            | <b>30</b>     | <b>30</b>            |                    |
| TAIPEI                |                   |                             |                |          |                   |          |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |
|                       | HEATHROW          | CHINA AIRLINES              | S              | A        | 12                | 0        | 4         | 83                         | 0             | 0             | 17            | 0                | 0                | 19                | 0                    | 0             | 0                    |                    |
|                       | HEATHROW          | CHINA AIRLINES              | S              | D        | 12                | 0        | 1         | 58                         | 8             | 25            | 8             | 0                | 0                | 31                | 0                    | 0             | 0                    |                    |
|                       | HEATHROW          | EVA AIR                     | S              | A        | 29                | 0        | 2         | 90                         | 3             | 3             | 3             | 0                | 0                | 7                 | 48                   | 19            | 27                   |                    |
|                       | HEATHROW          | EVA AIR                     | S              | D        | 28                | 1        | 2         | 50                         | 21            | 18            | 7             | 4                | 0                | 27                | 63                   | 15            | 27                   |                    |
| <b>TOTAL TAIPEI</b>   |                   |                             |                |          | <b>81</b>         | <b>1</b> | <b>9</b>  | <b>70</b>                  | <b>10</b>     | <b>11</b>     | <b>7</b>      | <b>1</b>         | <b>0</b>         | <b>19</b>         | <b>56</b>            | <b>17</b>     | <b>17</b>            |                    |
| TALLIN                |                   |                             |                |          |                   |          |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | A        | 28                | 0        | 1         | 25                         | 32            | 36            | 7             | 0                | 0                | 33                | 47                   | 39            | 30                   |                    |
|                       | STANSTED          | EASYJET AIRLINE COMPANY LTD | S              | D        | 29                | 0        | 1         | 52                         | 28            | 14            | 7             | 0                | 0                | 20                | 50                   | 27            | 30                   |                    |
|                       | GATWICK           | ESTONIAN AIR                | S              | A        | 8                 | 0        | 0         | 38                         | 13            | 13            | 25            | 13               | 0                | 65                | 86                   | 24            | 7                    |                    |
|                       | GATWICK           | ESTONIAN AIR                | S              | D        | 8                 | 0        | 0         | 25                         | 13            | 25            | 25            | 13               | 0                | 87                | 86                   | 24            | 7                    |                    |
| <b>TOTAL TALLIN</b>   |                   |                             |                |          | <b>73</b>         | <b>2</b> | <b>2</b>  | <b>37</b>                  | <b>26</b>     | <b>23</b>     | <b>11</b>     | <b>3</b>         | <b>0</b>         | <b>37</b>         | <b>55</b>            | <b>31</b>     | <b>31</b>            |                    |
| TAMPA                 |                   |                             |                |          |                   |          |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |
|                       | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 17                | 0        | 1         | 65                         | 12            | 12            | 0             | 6                | 6                | 50                | 64                   | 27            | 22                   |                    |
|                       | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 18                | 0        | 1         | 44                         | 28            | 6             | 11            | 6                | 6                | 56                | 68                   | 41            | 22                   |                    |
| <b>TOTAL TAMPA</b>    |                   |                             |                |          | <b>35</b>         | <b>1</b> | <b>2</b>  | <b>54</b>                  | <b>20</b>     | <b>9</b>      | <b>6</b>      | <b>6</b>         | <b>6</b>         | <b>53</b>         | <b>66</b>            | <b>34</b>     | <b>34</b>            |                    |
| TAMPERE               |                   |                             |                |          |                   |          |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |
|                       | EDINBURGH         | RYANAIR                     | S              | A        | 12                | 0        | 2         | 75                         | 0             | 0             | 25            | 0                | 0                | 20                | 0                    | 0             | 0                    |                    |
|                       | EDINBURGH         | RYANAIR                     | S              | D        | 12                | 0        | 1         | 50                         | 17            | 8             | 25            | 0                | 0                | 31                | 0                    | 0             | 0                    |                    |
|                       | STANSTED          | RYANAIR                     | S              | A        | 15                | 0        | 1         | 33                         | 27            | 27            | 13            | 0                | 0                | 32                | 29                   | 31            | 17                   |                    |
|                       | STANSTED          | RYANAIR                     | S              | D        | 15                | 0        | 1         | 60                         | 20            | 7             | 13            | 0                | 0                | 18                | 67                   | 33            | 18                   |                    |
| <b>TOTAL TAMPERE</b>  |                   |                             |                |          | <b>54</b>         | <b>0</b> | <b>5</b>  | <b>54</b>                  | <b>17</b>     | <b>11</b>     | <b>19</b>     | <b>0</b>         | <b>0</b>         | <b>25</b>         | <b>49</b>            | <b>32</b>     | <b>32</b>            |                    |
| TANGIERS (IBN BATUTA) |                   |                             |                |          |                   |          |           |                            |               |               |               |                  |                  |                   |                      |               |                      |                    |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION                      | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |  |
|---|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|
|   |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |
|   |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| TANGIERS (IBN BATUTA)                     |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|   | HEATHROW          | ROYAL AIR MAROC             | S              | A        | 7                 | 0        | 0         | 43                         | 14            | 0             | 29               | 14               | 0                 | 71                   | 67            | 22                   | 9                  |  |  |
|   | HEATHROW          | ROYAL AIR MAROC             | S              | D        | 7                 | 0        | 0         | 29                         | 14            | 14            | 14               | 29               | 0                 | 80                   | 56            | 19                   | 9                  |  |  |
| <b>TOTAL TANGIERS (IBN BATUTA)</b>        |                   |                             |                |          | <b>14</b>         | <b>0</b> | <b>0</b>  | <b>36</b>                  | <b>14</b>     | <b>7</b>      | <b>21</b>        | <b>21</b>        | <b>0</b>          | <b>76</b>            | <b>61</b>     | <b>20</b>            | <b>20</b>          |  |  |
| TARBES-LOURDES INTERNA                    |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
| <b>TOTAL TARBES-LOURDES INTERNATIONAL</b> |                   |                             |                |          | <b>4</b>          | <b>0</b> | <b>0</b>  | <b>75</b>                  | <b>25</b>     | <b>0</b>      | <b>0</b>         | <b>0</b>         | <b>0</b>          | <b>11</b>            | <b>60</b>     | <b>30</b>            | <b>30</b>          |  |  |
| TASHKENT                                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|   | HEATHROW          | UZBEKISTAN AIRLINES         | S              | A        | 8                 | 0        | 0         | 50                         | 13            | 25            | 0                | 0                | 13                | 95                   | 78            | 7                    | 9                  |  |  |
|   | HEATHROW          | UZBEKISTAN AIRLINES         | S              | D        | 8                 | 0        | 0         | 0                          | 13            | 13            | 63               | 0                | 13                | 155                  | 11            | 50                   | 9                  |  |  |
| <b>TOTAL TASHKENT</b>                     |                   |                             |                |          | <b>16</b>         | <b>0</b> | <b>0</b>  | <b>25</b>                  | <b>13</b>     | <b>19</b>     | <b>31</b>        | <b>0</b>         | <b>13</b>         | <b>125</b>           | <b>44</b>     | <b>29</b>            | <b>29</b>          |  |  |
| TBILISI                                   |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|   | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 14                | 0        | 3         | 93                         | 7             | 0             | 0                | 0                | 0                 | 1                    | 69            | 19                   | 16                 |  |  |
|   | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 15                | 0        | 0         | 33                         | 0             | 47            | 13               | 7                | 0                 | 59                   | 44            | 36                   | 16                 |  |  |
| <b>TOTAL TBILISI</b>                      |                   |                             |                |          | <b>29</b>         | <b>0</b> | <b>3</b>  | <b>62</b>                  | <b>3</b>      | <b>24</b>     | <b>7</b>         | <b>3</b>         | <b>0</b>          | <b>31</b>            | <b>56</b>     | <b>27</b>            | <b>27</b>          |  |  |
| TEL AVIV                                  |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 53                | 3        | 4         | 51                         | 17            | 19            | 11               | 2                | 0                 | 27                   | 64            | 44                   | 61                 |  |  |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 58                | 0        | 0         | 64                         | 5             | 12            | 17               | 2                | 0                 | 28                   | 68            | 40                   | 62                 |  |  |
|   | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | A        | 30                | 0        | 0         | 33                         | 17            | 17            | 30               | 3                | 0                 | 48                   | 50            | 31                   | 24                 |  |  |
|   | LUTON             | EASYJET AIRLINE COMPANY LTD | S              | D        | 30                | 0        | 0         | 33                         | 23            | 17            | 23               | 3                | 0                 | 46                   | 31            | 43                   | 26                 |  |  |
|   | HEATHROW          | EL AL                       | S              | A        | 46                | 0        | 2         | 74                         | 7             | 13            | 4                | 2                | 0                 | 22                   | 70            | 16                   | 50                 |  |  |
|   | HEATHROW          | EL AL                       | S              | D        | 45                | 0        | 3         | 40                         | 11            | 27            | 16               | 2                | 4                 | 55                   | 73            | 20                   | 51                 |  |  |
|   | LUTON             | EL AL                       | S              | A        | 14                | 0        | 0         | 79                         | 7             | 7             | 7                | 0                | 0                 | 16                   | 68            | 30                   | 25                 |  |  |
|   | LUTON             | EL AL                       | S              | D        | 15                | 0        | 0         | 47                         | 20            | 20            | 7                | 7                | 0                 | 36                   | 54            | 34                   | 26                 |  |  |
|   | MANCHESTER        | JET2.COM LTD                | S              | A        | 9                 | 0        | 0         | 0                          | 0             | 22            | 78               | 0                | 0                 | 78                   | 0             | 75                   | 7                  |  |  |
|   | MANCHESTER        | JET2.COM LTD                | S              | D        | 9                 | 0        | 0         | 0                          | 22            | 44            | 33               | 0                | 0                 | 66                   | 29            | 32                   | 7                  |  |  |
| <b>TOTAL TEL AVIV</b>                     |                   |                             |                |          | <b>309</b>        | <b>7</b> | <b>9</b>  | <b>50</b>                  | <b>12</b>     | <b>18</b>     | <b>17</b>        | <b>2</b>         | <b>1</b>          | <b>37</b>            | <b>54</b>     | <b>39</b>            | <b>39</b>          |  |  |
| TENERIFE (SURREINA SOFIA)                 |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 50                | 0        | 3         | 44                         | 12            | 20            | 16               | 8                | 0                 | 49                   | 54            | 35                   | 56                 |  |  |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 50                | 0        | 5         | 44                         | 20            | 18            | 14               | 4                | 0                 | 38                   | 38            | 37                   | 58                 |  |  |
|   | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | A        | 20                | 0        | 0         | 50                         | 25            | 15            | 5                | 5                | 0                 | 28                   | 53            | 50                   | 19                 |  |  |
|   | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S              | D        | 20                | 0        | 0         | 65                         | 10            | 10            | 10               | 5                | 0                 | 36                   | 55            | 46                   | 20                 |  |  |
|   | MANCHESTER        | JET2.COM LTD                | S              | A        | 11                | 0        | 0         | 18                         | 9             | 36            | 27               | 0                | 9                 | 99                   | 17            | 63                   | 6                  |  |  |
|   | MANCHESTER        | JET2.COM LTD                | S              | D        | 11                | 0        | 0         | 36                         | 18            | 9             | 27               | 0                | 9                 | 88                   | 0             | 50                   | 6                  |  |  |



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Origin / Destinations: T

| ORIGIN / DESTINATION      | REPORTING AIRPORT | AIRLINE                  | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |                        | PERCENTAGE OF FLIGHTS LATE |                  |                        |                        |                         |                            | DEC 2009            |                            |                          |         |
|---------------------------|-------------------|--------------------------|-------------------|-------------|-------------------|----------|------------------------|----------------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|---------|
|                           |                   |                          |                   |             | Actual<br>(7)     | Plan (8) | Early<br>to 15<br>mins | 16 to<br>30 mins           | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |         |
|                           |                   |                          |                   |             |                   |          |                        |                            |                  |                        |                        |                         |                            |                     |                            |                          | MATCHED |
| TENERIFE (SURREINA SOFIA) | NEWCASTLE         | JET2.COM LTD             | S                 | A           | 6                 | 0        | 1                      | 17                         | 0                | 50                     | 17                     | 0                       | 17                         | 303                 | 0                          | 101                      | 4       |
|                           | NEWCASTLE         | JET2.COM LTD             | S                 | D           | 7                 | 0        | 0                      | 29                         | 29               | 0                      | 43                     | 0                       | 0                          | 55                  | 25                         | 49                       | 4       |
|                           | BIRMINGHAM        | MONARCH AIRLINES         | S                 | A           | 28                | 0        | 4                      | 54                         | 14               | 14                     | 14                     | 0                       | 4                          | 56                  | 67                         | 76                       | 30      |
|                           | BIRMINGHAM        | MONARCH AIRLINES         | S                 | D           | 30                | 0        | 2                      | 50                         | 20               | 7                      | 23                     | 0                       | 0                          | 39                  | 61                         | 32                       | 33      |
|                           | GATWICK           | MONARCH AIRLINES         | S                 | A           | 26                | 0        | 3                      | 38                         | 4                | 19                     | 27                     | 8                       | 4                          | 77                  | 23                         | 71                       | 30      |
|                           | GATWICK           | MONARCH AIRLINES         | S                 | D           | 25                | 0        | 4                      | 56                         | 12               | 8                      | 12                     | 12                      | 0                          | 55                  | 42                         | 47                       | 31      |
|                           | LUTON             | MONARCH AIRLINES         | S                 | A           | 27                | 1        | 3                      | 37                         | 19               | 22                     | 22                     | 0                       | 0                          | 37                  | 43                         | 89                       | 21      |
|                           | LUTON             | MONARCH AIRLINES         | S                 | D           | 29                | 0        | 2                      | 48                         | 10               | 28                     | 14                     | 0                       | 0                          | 34                  | 33                         | 85                       | 24      |
|                           | MANCHESTER        | MONARCH AIRLINES         | S                 | A           | 40                | 1        | 4                      | 20                         | 15               | 33                     | 28                     | 0                       | 5                          | 72                  | 44                         | 55                       | 41      |
|                           | MANCHESTER        | MONARCH AIRLINES         | S                 | D           | 42                | 0        | 1                      | 52                         | 19               | 10                     | 17                     | 0                       | 2                          | 36                  | 63                         | 41                       | 40      |
|                           | BIRMINGHAM        | RYANAIR                  | S                 | A           | 11                | 0        | 2                      | 82                         | 0                | 9                      | 9                      | 0                       | 0                          | 15                  | 79                         | 6                        | 14      |
|                           | BIRMINGHAM        | RYANAIR                  | S                 | D           | 11                | 0        | 2                      | 73                         | 9                | 0                      | 18                     | 0                       | 0                          | 25                  | 86                         | 11                       | 14      |
|                           | EDINBURGH         | RYANAIR                  | S                 | A           | 12                | 0        | 2                      | 75                         | 8                | 0                      | 17                     | 0                       | 0                          | 21                  | 56                         | 29                       | 9       |
|                           | EDINBURGH         | RYANAIR                  | S                 | D           | 11                | 1        | 2                      | 64                         | 9                | 27                     | 0                      | 0                       | 0                          | 18                  | 78                         | 13                       | 9       |
|                           | LUTON             | RYANAIR                  | S                 | A           | 5                 | 1        | 3                      | 60                         | 0                | 20                     | 20                     | 0                       | 0                          | 32                  | 63                         | 40                       | 8       |
|                           | LUTON             | RYANAIR                  | S                 | D           | 5                 | 0        | 2                      | 60                         | 0                | 0                      | 40                     | 0                       | 0                          | 43                  | 33                         | 56                       | 9       |
|                           | STANSTED          | RYANAIR                  | S                 | A           | 14                | 0        | 2                      | 57                         | 14               | 14                     | 0                      | 14                      | 0                          | 43                  | 32                         | 44                       | 19      |
|                           | STANSTED          | RYANAIR                  | S                 | D           | 14                | 0        | 2                      | 86                         | 7                | 7                      | 0                      | 0                       | 0                          | 9                   | 58                         | 46                       | 19      |
|                           | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | A           | 10                | 1        | 0                      | 70                         | 10               | 0                      | 10                     | 0                       | 10                         | 57                  | 69                         | 19                       | 13      |
|                           | BIRMINGHAM        | THOMAS COOK AIRLINES LTD | C                 | D           | 11                | 0        | 0                      | 55                         | 18               | 18                     | 0                      | 0                       | 9                          | 59                  | 77                         | 15                       | 13      |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | A           | 12                | 0        | 0                      | 33                         | 17               | 25                     | 0                      | 17                      | 8                          | 88                  | 53                         | 40                       | 15      |
|                           | GATWICK           | THOMAS COOK AIRLINES LTD | C                 | D           | 11                | 0        | 0                      | 64                         | 18               | 0                      | 0                      | 9                       | 9                          | 84                  | 40                         | 41                       | 15      |
|                           | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | A           | 22                | 0        | 0                      | 36                         | 18               | 5                      | 27                     | 5                       | 9                          | 151                 | 75                         | 24                       | 20      |
|                           | GLASGOW           | THOMAS COOK AIRLINES LTD | C                 | D           | 24                | 0        | 0                      | 42                         | 13               | 4                      | 29                     | 4                       | 8                          | 100                 | 59                         | 32                       | 22      |
|                           | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | A           | 23                | 0        | 0                      | 39                         | 9                | 17                     | 26                     | 4                       | 4                          | 65                  | 44                         | 27                       | 27      |
|                           | MANCHESTER        | THOMAS COOK AIRLINES LTD | C                 | D           | 27                | 0        | 0                      | 52                         | 11               | 11                     | 15                     | 4                       | 7                          | 64                  | 48                         | 34                       | 27      |
|                           | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | A           | 11                | 0        | 0                      | 64                         | 0                | 0                      | 18                     | 0                       | 18                         | 135                 | 64                         | 20                       | 14      |
|                           | NEWCASTLE         | THOMAS COOK AIRLINES LTD | C                 | D           | 10                | 0        | 0                      | 60                         | 10               | 10                     | 0                      | 0                       | 20                         | 145                 | 54                         | 20                       | 13      |
|                           | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | A           | 2                 | 0        | 0                      | 50                         | 0                | 50                     | 0                      | 0                       | 0                          | 30                  | 43                         | 26                       | 7       |
|                           | STANSTED          | THOMAS COOK AIRLINES LTD | C                 | D           | 3                 | 0        | 0                      | 33                         | 0                | 33                     | 33                     | 0                       | 0                          | 49                  | 71                         | 22                       | 7       |
|                           | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | A           | 12                | 0        | 0                      | 75                         | 8                | 8                      | 0                      | 0                       | 8                          | 54                  | 47                         | 25                       | 15      |
|                           | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C                 | D           | 14                | 0        | 0                      | 57                         | 0                | 29                     | 7                      | 0                       | 7                          | 145                 | 63                         | 21                       | 16      |
|                           | EDINBURGH         | THOMSON AIRWAYS LTD      | C                 | A           | 5                 | 0        | 0                      | 40                         | 0                | 20                     | 20                     | 0                       | 20                         | 140                 | 0                          | 0                        | 0       |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION                   | REPORTING AIRPORT | AIRLINE             | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|--|-------------------|---------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|  |                   |                     |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|  |                   |                     |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| TENERIFE (SURREINA SOFIA)              | EDINBURGH         | THOMSON AIRWAYS LTD | C                 | D           | 3                 | 2        | 0         | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 28                         | 0                   | 0                          | 0                        |  |
|  | GATWICK           | THOMSON AIRWAYS LTD | C                 | A           | 29                | 2        | 0         | 48                         | 14               | 17               | 10                     | 7                      | 3                       | 63                         | 46                  | 60                         | 26                       |  |
|  | GATWICK           | THOMSON AIRWAYS LTD | C                 | D           | 33                | 0        | 0         | 48                         | 9                | 12               | 18                     | 6                      | 6                       | 69                         | 41                  | 58                         | 29                       |  |
|  | GLASGOW           | THOMSON AIRWAYS LTD | C                 | A           | 18                | 0        | 0         | 50                         | 22               | 6                | 6                      | 0                      | 17                      | 169                        | 46                  | 43                         | 13                       |  |
|  | GLASGOW           | THOMSON AIRWAYS LTD | C                 | D           | 19                | 0        | 0         | 53                         | 21               | 0                | 16                     | 11                     | 0                       | 51                         | 50                  | 29                         | 14                       |  |
|  | LUTON             | THOMSON AIRWAYS LTD | C                 | A           | 10                | 0        | 0         | 50                         | 30               | 0                | 0                      | 10                     | 10                      | 91                         | 75                  | 52                         | 8                        |  |
|  | LUTON             | THOMSON AIRWAYS LTD | C                 | D           | 10                | 0        | 0         | 40                         | 20               | 20               | 20                     | 0                      | 0                       | 37                         | 78                  | 55                         | 9                        |  |
|  | MANCHESTER        | THOMSON AIRWAYS LTD | C                 | A           | 33                | 0        | 0         | 55                         | 9                | 15               | 12                     | 3                      | 6                       | 64                         | 41                  | 53                         | 27                       |  |
|  | MANCHESTER        | THOMSON AIRWAYS LTD | C                 | D           | 35                | 0        | 0         | 51                         | 9                | 17               | 11                     | 0                      | 11                      | 77                         | 38                  | 61                         | 29                       |  |
|  | NEWCASTLE         | THOMSON AIRWAYS LTD | C                 | A           | 13                | 0        | 0         | 69                         | 0                | 8                | 8                      | 8                      | 8                       | 91                         | 44                  | 53                         | 9                        |  |
|  | NEWCASTLE         | THOMSON AIRWAYS LTD | C                 | D           | 13                | 0        | 0         | 62                         | 15               | 8                | 8                      | 8                      | 0                       | 41                         | 30                  | 48                         | 10                       |  |
|  | STANSTED          | THOMSON AIRWAYS LTD | C                 | A           | 9                 | 0        | 0         | 67                         | 22               | 11               | 0                      | 0                      | 0                       | 11                         | 44                  | 36                         | 9                        |  |
|  | STANSTED          | THOMSON AIRWAYS LTD | C                 | D           | 9                 | 0        | 0         | 78                         | 0                | 22               | 0                      | 0                      | 0                       | 13                         | 44                  | 31                         | 9                        |  |
| <b>TOTAL TENERIFE (SURREINA SOFIA)</b> |                   |                     |                   |             | <b>937</b>        | <b>9</b> | <b>49</b> | <b>50</b>                  | <b>13</b>        | <b>14</b>        | <b>15</b>              | <b>3</b>               | <b>4</b>                | <b>63</b>                  | <b>49</b>           | <b>46</b>                  | <b>46</b>                |  |
| TETERBORO                              |                   |                     |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| TIMISOARA                              | LUTON             | WIZZ AIR            | S                 | A           | 12                | 0        | 0         | 92                         | 8                | 0                | 0                      | 0                      | 0                       | 4                          | 93                  | 5                          | 15                       |  |
|  | LUTON             | WIZZ AIR            | S                 | D           | 12                | 0        | 0         | 33                         | 25               | 25               | 17                     | 0                      | 0                       | 35                         | 33                  | 38                         | 15                       |  |
| <b>TOTAL TIMISOARA</b>                 |                   |                     |                   |             | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>17</b>        | <b>13</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>20</b>                  | <b>63</b>           | <b>22</b>                  | <b>22</b>                |  |
| TIRANA                                 | STANSTED          | ALBANIAN AIRLINES   | S                 | A           | 6                 | 0        | 1         | 0                          | 33               | 17               | 50                     | 0                      | 0                       | 61                         | 80                  | 12                         | 15                       |  |
|  | STANSTED          | ALBANIAN AIRLINES   | S                 | D           | 6                 | 0        | 1         | 0                          | 0                | 17               | 83                     | 0                      | 0                       | 82                         | 47                  | 46                         | 15                       |  |
|  | GATWICK           | BRITISH AIRWAYS PLC | S                 | A           | 18                | 0        | 0         | 56                         | 28               | 11               | 6                      | 0                      | 0                       | 22                         | 68                  | 22                         | 22                       |  |
|  | GATWICK           | BRITISH AIRWAYS PLC | S                 | D           | 18                | 0        | 0         | 44                         | 28               | 22               | 6                      | 0                      | 0                       | 23                         | 77                  | 10                         | 22                       |  |
| <b>TOTAL TIRANA</b>                    |                   |                     |                   |             | <b>48</b>         | <b>0</b> | <b>2</b>  | <b>38</b>                  | <b>25</b>        | <b>17</b>        | <b>21</b>              | <b>0</b>               | <b>0</b>                | <b>35</b>                  | <b>68</b>           | <b>21</b>                  | <b>21</b>                |  |
| TIREE                                  | GLASGOW           | LOGANAIR            | S                 | A           | 20                | 0        | 0         | 55                         | 15               | 5                | 15                     | 10                     | 0                       | 54                         | 83                  | 72                         | 23                       |  |
|  | GLASGOW           | LOGANAIR            | S                 | D           | 20                | 1        | 0         | 50                         | 15               | 15               | 15                     | 5                      | 0                       | 46                         | 75                  | 76                         | 24                       |  |
| <b>TOTAL TIREE</b>                     |                   |                     |                   |             | <b>40</b>         | <b>1</b> | <b>0</b>  | <b>53</b>                  | <b>15</b>        | <b>10</b>        | <b>15</b>              | <b>8</b>               | <b>0</b>                | <b>50</b>                  | <b>79</b>           | <b>74</b>                  | <b>74</b>                |  |
| TOBAGO                                 | GATWICK           | BRITISH AIRWAYS PLC | S                 | A           | 8                 | 0        | 0         | 63                         | 13               | 25               | 0                      | 0                      | 0                       | 17                         | 89                  | 3                          | 9                        |  |
|  | GATWICK           | BRITISH AIRWAYS PLC | S                 | D           | 9                 | 0        | 0         | 33                         | 11               | 22               | 33                     | 0                      | 0                       | 46                         | 67                  | 12                         | 9                        |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION        | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | DEC 2009      |                      |                    |
|-----------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                             |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                             |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| TOBAGO                      | GATWICK           | MONARCH AIRLINES            | C              | D        | 5                 | 0        | 0         | 40                         | 20            | 20            | 20               | 0                | 0                 | 48                   | 0             | 127                  | 5                  |
| <b>TOTAL TOBAGO</b>         |                   |                             |                |          | <b>22</b>         | <b>0</b> | <b>0</b>  | <b>45</b>                  | <b>14</b>     | <b>23</b>     | <b>18</b>        | <b>0</b>         | <b>0</b>          | <b>36</b>            | <b>61</b>     | <b>34</b>            | <b>34</b>          |
| TOKYO (NARITA)              | HEATHROW          | ALL NIPPON AIRWAYS          | S              | A        | 29                | 1        | 4         | 93                         | 3             | 3             | 0                | 0                | 0                 | 3                    | 100           | 1                    | 30                 |
|                             | HEATHROW          | ALL NIPPON AIRWAYS          | S              | D        | 29                | 0        | 2         | 66                         | 21            | 7             | 7                | 0                | 0                 | 14                   | 84            | 6                    | 31                 |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 28                | 0        | 0         | 71                         | 7             | 11            | 7                | 4                | 0                 | 25                   | 90            | 4                    | 31                 |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 29                | 0        | 0         | 28                         | 28            | 24            | 17               | 3                | 0                 | 45                   | 65            | 17                   | 31                 |
|                             | HEATHROW          | JAPAN AIRLINES              | S              | A        | 29                | 1        | 3         | 93                         | 3             | 3             | 0                | 0                | 0                 | 2                    | 100           | 1                    | 36                 |
|                             | HEATHROW          | JAPAN AIRLINES              | S              | D        | 29                | 1        | 2         | 62                         | 28            | 7             | 3                | 0                | 0                 | 16                   | 78            | 10                   | 37                 |
|                             | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | A        | 25                | 1        | 4         | 80                         | 4             | 12            | 4                | 0                | 0                 | 12                   | 86            | 12                   | 29                 |
|                             | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S              | D        | 25                | 0        | 2         | 40                         | 24            | 28            | 8                | 0                | 0                 | 26                   | 62            | 22                   | 29                 |
| <b>TOTAL TOKYO (NARITA)</b> |                   |                             |                |          | <b>223</b>        | <b>7</b> | <b>20</b> | <b>67</b>                  | <b>15</b>     | <b>12</b>     | <b>6</b>         | <b>1</b>         | <b>0</b>          | <b>18</b>            | <b>83</b>     | <b>9</b>             | <b>9</b>           |
| TORONTO                     | HEATHROW          | AIR CANADA                  | S              | A        | 108               | 0        | 6         | 30                         | 26            | 25            | 17               | 2                | 1                 | 40                   | 38            | 27                   | 116                |
|                             | HEATHROW          | AIR CANADA                  | S              | D        | 108               | 0        | 7         | 53                         | 15            | 23            | 5                | 5                | 0                 | 31                   | 69            | 15                   | 117                |
|                             | GATWICK           | AIR TRANSAT                 | S              | A        | 4                 | 0        | 0         | 25                         | 75            | 0             | 0                | 0                | 0                 | 17                   | 57            | 17                   | 7                  |
|                             | GATWICK           | AIR TRANSAT                 | S              | D        | 4                 | 0        | 0         | 50                         | 25            | 0             | 25               | 0                | 0                 | 31                   | 86            | 11                   | 7                  |
|                             | GLASGOW           | AIR TRANSAT                 | S              | A        | 5                 | 0        | 0         | 60                         | 20            | 20            | 0                | 0                | 0                 | 13                   | 50            | 12                   | 2                  |
|                             | GLASGOW           | AIR TRANSAT                 | S              | D        | 5                 | 0        | 0         | 40                         | 0             | 40            | 0                | 20               | 0                 | 90                   | 50            | 16                   | 2                  |
|                             | MANCHESTER        | AIR TRANSAT                 | S              | A        | 4                 | 0        | 0         | 25                         | 25            | 50            | 0                | 0                | 0                 | 29                   | 100           | 0                    | 2                  |
|                             | MANCHESTER        | AIR TRANSAT                 | S              | D        | 4                 | 0        | 0         | 0                          | 0             | 25            | 50               | 25               | 0                 | 99                   | 100           | 7                    | 2                  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 54                | 0        | 1         | 22                         | 31            | 24            | 17               | 4                | 2                 | 49                   | 54            | 28                   | 56                 |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 54                | 0        | 0         | 26                         | 33            | 20            | 15               | 6                | 0                 | 46                   | 43            | 27                   | 56                 |
|                             | GATWICK           | THOMAS COOK AIRLINES LTD    | S              | A        | 10                | 0        | 0         | 30                         | 10            | 30            | 10               | 10               | 10                | 91                   | 14            | 67                   | 7                  |
|                             | GATWICK           | THOMAS COOK AIRLINES LTD    | S              | D        | 11                | 0        | 0         | 36                         | 36            | 18            | 0                | 0                | 9                 | 68                   | 38            | 48                   | 8                  |
| <b>TOTAL TORONTO</b>        |                   |                             |                |          | <b>375</b>        | <b>0</b> | <b>14</b> | <b>35</b>                  | <b>25</b>     | <b>23</b>     | <b>12</b>        | <b>4</b>         | <b>1</b>          | <b>43</b>            | <b>49</b>     | <b>29</b>            | <b>29</b>          |
| TORREJON DE ARDOZ           |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |
| TOULOUSE (BLAGNAC)          | MANCHESTER        | BMIBABY LTD                 | S              | A        | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 10                   | 25            | 41                   | 4                  |
|                             | MANCHESTER        | BMIBABY LTD                 | S              | D        | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 9                    | 50            | 42                   | 4                  |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 72                | 1        | 1         | 54                         | 24            | 10            | 10               | 3                | 0                 | 25                   | 78            | 24                   | 72                 |
|                             | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 71                | 0        | 0         | 63                         | 15            | 11            | 7                | 1                | 1                 | 27                   | 73            | 15                   | 73                 |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION                        | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |
|---|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|
|   |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |
|   |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |
| TOULOUSE (BLAGNAC)                          | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 67                | 0        | 5         | 40                         | 18               | 21               | 13                     | 7                      | 0                       | 49                         | 57                  | 24                         | 77                       |
|   | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 67                | 0        | 5         | 45                         | 19               | 13               | 16                     | 6                      | 0                       | 44                         | 61                  | 23                         | 77                       |
|   | BIRMINGHAM        | FLYBE LTD                   | C                 | D           | 2                 | 0        | 0         | 0                          | 0                | 0                | 50                     | 50                     | 0                       | 210                        | 0                   | 0                          | 0                        |
|   | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 3                 | 0        | 0         | 67                         | 0                | 0                | 33                     | 0                      | 0                       | 58                         | 50                  | 59                         | 4                        |
|   | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 0                      | 0                      | 50                      | 260                        | 50                  | 9                          | 2                        |
|   | BIRMINGHAM        | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0         | 0                          | 0                | 50               | 50                     | 0                      | 0                       | 71                         | 100                 | 2                          | 2                        |
|   | GATWICK           | THOMSON AIRWAYS LTD         | C                 | A           | 3                 | 0        | 0         | 33                         | 33               | 0                | 33                     | 0                      | 0                       | 35                         | 0                   | 42                         | 1                        |
|   | GATWICK           | THOMSON AIRWAYS LTD         | C                 | D           | 4                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 40                         | 100                 | 5                          | 2                        |
|   | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 2                 | 0        | 0         | 100                        | 0                | 0                | 0                      | 0                      | 0                       | 3                          | 100                 | 5                          | 1                        |
| <b>TOTAL TOULOUSE (BLAGNAC)</b>             |                   |                             |                   |             | <b>307</b>        | <b>1</b> | <b>11</b> | <b>51</b>                  | <b>19</b>        | <b>13</b>        | <b>13</b>              | <b>4</b>               | <b>1</b>                | <b>38</b>                  | <b>65</b>           | <b>23</b>                  | <b>23</b>                |
| TOURS                                       | STANSTED          | RYANAIR                     | S                 | A           | 6                 | 0        | 1         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 8                          | 67                  | 46                         | 9                        |
|   | STANSTED          | RYANAIR                     | S                 | D           | 6                 | 0        | 1         | 67                         | 33               | 0                | 0                      | 0                      | 0                       | 10                         | 89                  | 19                         | 9                        |
| <b>TOTAL TOURS</b>                          |                   |                             |                   |             | <b>12</b>         | <b>0</b> | <b>2</b>  | <b>67</b>                  | <b>33</b>        | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>9</b>                   | <b>78</b>           | <b>33</b>                  | <b>33</b>                |
| TRAPANI                                     | STANSTED          | RYANAIR                     | S                 | A           | 19                | 0        | 1         | 58                         | 26               | 11               | 5                      | 0                      | 0                       | 18                         | 0                   | 0                          | 0                        |
|   | STANSTED          | RYANAIR                     | S                 | D           | 19                | 0        | 1         | 26                         | 32               | 32               | 11                     | 0                      | 0                       | 32                         | 0                   | 0                          | 0                        |
| <b>TOTAL TRAPANI</b>                        |                   |                             |                   |             | <b>38</b>         | <b>0</b> | <b>2</b>  | <b>42</b>                  | <b>29</b>        | <b>21</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>25</b>                  | <b>50</b>           | <b>25</b>                  | <b>25</b>                |
| TREVISIO                                    | STANSTED          | RYANAIR                     | S                 | A           | 47                | 0        | 2         | 19                         | 15               | 30               | 34                     | 0                      | 2                       | 53                         | 41                  | 30                         | 46                       |
|   | STANSTED          | RYANAIR                     | S                 | D           | 48                | 0        | 1         | 42                         | 13               | 23               | 23                     | 0                      | 0                       | 35                         | 59                  | 19                         | 49                       |
| <b>TOTAL TREVISIO</b>                       |                   |                             |                   |             | <b>95</b>         | <b>0</b> | <b>3</b>  | <b>31</b>                  | <b>14</b>        | <b>26</b>        | <b>28</b>              | <b>0</b>               | <b>1</b>                | <b>44</b>                  | <b>51</b>           | <b>24</b>                  | <b>24</b>                |
| TRIESTE (RONCHI DEI LEGIO)                  | STANSTED          | RYANAIR                     | S                 | A           | 20                | 0        | 0         | 30                         | 10               | 30               | 30                     | 0                      | 0                       | 44                         | 40                  | 32                         | 15                       |
|   | STANSTED          | RYANAIR                     | S                 | D           | 20                | 0        | 0         | 40                         | 20               | 25               | 15                     | 0                      | 0                       | 33                         | 38                  | 29                         | 16                       |
| <b>TOTAL TRIESTE (RONCHI DEI LEGIONARI)</b> |                   |                             |                   |             | <b>40</b>         | <b>0</b> | <b>0</b>  | <b>35</b>                  | <b>15</b>        | <b>28</b>        | <b>23</b>              | <b>0</b>               | <b>0</b>                | <b>38</b>                  | <b>39</b>           | <b>30</b>                  | <b>30</b>                |
| TRIPOLI                                     | GATWICK           | AFRIQYAH AIRWAYS            | S                 | A           | 27                | 0        | 4         | 0                          | 11               | 41               | 37                     | 11                     | 0                       | 88                         | 3                   | 109                        | 32                       |
|   | GATWICK           | AFRIQYAH AIRWAYS            | S                 | D           | 28                | 0        | 4         | 4                          | 7                | 25               | 43                     | 18                     | 4                       | 124                        | 3                   | 128                        | 31                       |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 27                | 0        | 0         | 52                         | 26               | 19               | 0                      | 4                      | 0                       | 27                         | 50                  | 28                         | 44                       |
|   | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 27                | 0        | 0         | 67                         | 11               | 15               | 4                      | 4                      | 0                       | 24                         | 58                  | 37                         | 45                       |
|   | HEATHROW          | LIBYAN ARAB AIRLINES        | S                 | A           | 8                 | 1        | 1         | 63                         | 13               | 0                | 25                     | 0                      | 0                       | 31                         | 78                  | 18                         | 9                        |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                  | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |           |  |
|----------------------------------|-------------------|--------------------------|----------------|----------|-------------------|----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|--|
|                                  |                   |                          |                |          | MATCHED           |          | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |  |
|                                  |                   |                          |                |          | Actual (7)        | Plan (8) |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
| TRIPOLI                          |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | HEATHROW          | LIBYAN ARAB AIRLINES     | S              | D        | 8                 | 0        | 1                          | 50            | 13            | 13               | 13               | 13                | 0                    | 46            | 44                   | 34                 | 9         |  |
|                                  | MANCHESTER        | LIBYAN ARAB AIRLINES     | S              | A        | 21                | 1        | 0                          | 38            | 14            | 29               | 14               | 5                 | 0                    | 40            | 42                   | 36                 | 19        |  |
|                                  | MANCHESTER        | LIBYAN ARAB AIRLINES     | S              | D        | 22                | 0        | 0                          | 32            | 9             | 27               | 23               | 9                 | 0                    | 64            | 32                   | 58                 | 19        |  |
| <b>TOTAL TRIPOLI</b>             |                   |                          |                |          | <b>168</b>        | <b>2</b> | <b>10</b>                  | <b>34</b>     | <b>13</b>     | <b>24</b>        | <b>20</b>        | <b>8</b>          | <b>1</b>             | <b>60</b>     | <b>36</b>            | <b>61</b>          | <b>61</b> |  |
| TROMSOE                          |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | GATWICK           | NORWEGIAN AIR SHUTTLE    | S              | A        | 6                 | 0        | 0                          | 50            | 17            | 33               | 0                | 0                 | 0                    | 19            | 63                   | 16                 | 8         |  |
|                                  | GATWICK           | NORWEGIAN AIR SHUTTLE    | S              | D        | 6                 | 0        | 0                          | 33            | 33            | 33               | 0                | 0                 | 0                    | 24            | 63                   | 26                 | 8         |  |
| <b>TOTAL TROMSOE</b>             |                   |                          |                |          | <b>12</b>         | <b>2</b> | <b>2</b>                   | <b>42</b>     | <b>25</b>     | <b>33</b>        | <b>0</b>         | <b>0</b>          | <b>0</b>             | <b>22</b>     | <b>63</b>            | <b>21</b>          | <b>21</b> |  |
| TRONDHEIM (VAERNES)              |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | GATWICK           | NORWEGIAN AIR SHUTTLE    | S              | A        | 12                | 0        | 0                          | 58            | 33            | 8                | 0                | 0                 | 0                    | 13            | 0                    | 0                  | 0         |  |
|                                  | GATWICK           | NORWEGIAN AIR SHUTTLE    | S              | D        | 12                | 0        | 0                          | 50            | 25            | 17               | 8                | 0                 | 0                    | 18            | 0                    | 0                  | 0         |  |
| <b>TOTAL TRONDHEIM (VAERNES)</b> |                   |                          |                |          | <b>24</b>         | <b>0</b> | <b>0</b>                   | <b>54</b>     | <b>29</b>     | <b>13</b>        | <b>4</b>         | <b>0</b>          | <b>0</b>             | <b>16</b>     | <b>78</b>            | <b>16</b>          | <b>16</b> |  |
| TUNIS                            |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC      | S              | A        | 18                | 0        | 0                          | 56            | 11            | 11               | 22               | 0                 | 0                    | 32            | 65                   | 48                 | 17        |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC      | S              | D        | 18                | 0        | 0                          | 61            | 17            | 17               | 6                | 0                 | 0                    | 19            | 76                   | 32                 | 17        |  |
|                                  | HEATHROW          | TUNISAIR                 | S              | A        | 15                | 0        | 0                          | 0             | 40            | 53               | 0                | 0                 | 7                    | 58            | 24                   | 49                 | 17        |  |
|                                  | HEATHROW          | TUNISAIR                 | S              | D        | 15                | 0        | 0                          | 7             | 13            | 27               | 47               | 0                 | 7                    | 77            | 12                   | 57                 | 17        |  |
| <b>TOTAL TUNIS</b>               |                   |                          |                |          | <b>66</b>         | <b>0</b> | <b>0</b>                   | <b>33</b>     | <b>20</b>     | <b>26</b>        | <b>18</b>        | <b>0</b>          | <b>3</b>             | <b>45</b>     | <b>44</b>            | <b>46</b>          | <b>46</b> |  |
| TURIN                            |                   |                          |                |          |                   |          |                            |               |               |                  |                  |                   |                      |               |                      |                    |           |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC      | S              | A        | 35                | 0        | 0                          | 43            | 17            | 29               | 11               | 0                 | 0                    | 27            | 72                   | 22                 | 36        |  |
|                                  | GATWICK           | BRITISH AIRWAYS PLC      | S              | D        | 36                | 0        | 0                          | 69            | 14            | 11               | 6                | 0                 | 0                    | 16            | 86                   | 10                 | 37        |  |
|                                  | MANCHESTER        | JET2.COM LTD             | C              | A        | 2                 | 0        | 0                          | 0             | 50            | 50               | 0                | 0                 | 0                    | 30            | 0                    | 0                  | 0         |  |
|                                  | MANCHESTER        | JET2.COM LTD             | C              | D        | 2                 | 0        | 0                          | 100           | 0             | 0                | 0                | 0                 | 0                    | 1             | 0                    | 0                  | 0         |  |
|                                  | STANSTED          | RYANAIR                  | S              | A        | 31                | 0        | 2                          | 58            | 16            | 13               | 13               | 0                 | 0                    | 21            | 67                   | 31                 | 36        |  |
|                                  | STANSTED          | RYANAIR                  | S              | D        | 31                | 0        | 2                          | 61            | 19            | 10               | 10               | 0                 | 0                    | 20            | 72                   | 23                 | 36        |  |
|                                  | GATWICK           | THOMAS COOK AIRLINES LTD | C              | D        | 2                 | 0        | 0                          | 0             | 50            | 0                | 50               | 0                 | 0                    | 74            | 100                  | 5                  | 2         |  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | A        | 2                 | 0        | 0                          | 0             | 0             | 50               | 50               | 0                 | 0                    | 67            | 0                    | 149                | 1         |  |
|                                  | MANCHESTER        | THOMAS COOK AIRLINES LTD | C              | D        | 3                 | 0        | 0                          | 0             | 33            | 33               | 0                | 33                | 0                    | 98            | 0                    | 122                | 2         |  |
|                                  | BIRMINGHAM        | THOMSON AIRWAYS LTD      | C              | D        | 2                 | 0        | 0                          | 0             | 0             | 0                | 50               | 0                 | 50                   | 215           | 100                  | 0                  | 2         |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD      | C              | A        | 3                 | 0        | 0                          | 0             | 0             | 33               | 67               | 0                 | 0                    | 68            | 33                   | 83                 | 3         |  |
|                                  | GATWICK           | THOMSON AIRWAYS LTD      | C              | D        | 5                 | 0        | 0                          | 40            | 0             | 20               | 20               | 20                | 0                    | 94            | 80                   | 6                  | 5         |  |
|                                  | MANCHESTER        | THOMSON AIRWAYS LTD      | C              | A        | 3                 | 0        | 0                          | 33            | 0             | 33               | 33               | 0                 | 0                    | 46            | 0                    | 86                 | 2         |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: T

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE             | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |          |                  |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |           |
|----------------------|-------------------|---------------------|-------------------|----------|----------------------------|----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |                     | CHARTER/ SCHED    | ARR/ DEP | MATCHED                    |          | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |                     |                   |          | Actual (7)                 | Plan (8) |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| TURIN                | MANCHESTER        | THOMSON AIRWAYS LTD | C                 | D        | 5                          | 0        | 0                | 40            | 20            | 40               | 0                | 0                 | 0                    | 22            | 40                   | 49                 | 5         |
|                      | STANSTED          | THOMSON AIRWAYS LTD | C                 | D        | 2                          | 0        | 0                | 0             | 100           | 0                | 0                | 0                 | 0                    | 24            | 0                    | 45                 | 1         |
| <b>TOTAL TURIN</b>   |                   |                     |                   |          | <b>173</b>                 | <b>2</b> | <b>4</b>         | <b>50</b>     | <b>17</b>     | <b>18</b>        | <b>13</b>        | <b>2</b>          | <b>1</b>             | <b>32</b>     | <b>70</b>            | <b>25</b>          | <b>25</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: V

| ORIGIN / DESTINATION    | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |          |
|-------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|----------|
|                         |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |          |
|                         |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
| VAGAR                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
| <b>TOTAL VAGAR</b>      |                   |                             |                   |             | <b>2</b>          | <b>0</b> | <b>0</b>  | <b>0</b>                   | <b>0</b>         | <b>0</b>         | <b>0</b>               | <b>0</b>               | <b>0</b>                | <b>100</b>                 | <b>409</b>          | <b>100</b>                 | <b>0</b>                 | <b>0</b> |
| VALENCIA                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 25                | 0        | 2         | 24                         | 20               | 24               | 32                     | 0                      | 0                       | 60                         | 34                  | 32                         | 29                       |          |
|                         | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 25                | 0        | 2         | 44                         | 20               | 8                | 28                     | 0                      | 0                       | 47                         | 69                  | 21                         | 29                       |          |
|                         | STANSTED          | RYANAIR                     | S                 | A           | 11                | 0        | 1         | 64                         | 27               | 0                | 0                      | 9                      | 0                       | 35                         | 71                  | 9                          | 14                       |          |
|                         | STANSTED          | RYANAIR                     | S                 | D           | 11                | 0        | 1         | 91                         | 9                | 0                | 0                      | 0                      | 0                       | 8                          | 79                  | 8                          | 14                       |          |
| <b>TOTAL VALENCIA</b>   |                   |                             |                   |             | <b>75</b>         | <b>2</b> | <b>7</b>  | <b>45</b>                  | <b>21</b>        | <b>11</b>        | <b>21</b>              | <b>1</b>               | <b>0</b>                | <b>43</b>                  | <b>59</b>           | <b>21</b>                  | <b>21</b>                |          |
| VALLADOLID              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
|                         | STANSTED          | RYANAIR                     | S                 | A           | 12                | 0        | 0         | 42                         | 25               | 17               | 17                     | 0                      | 0                       | 29                         | 50                  | 35                         | 14                       |          |
|                         | STANSTED          | RYANAIR                     | S                 | D           | 12                | 0        | 0         | 58                         | 0                | 42               | 0                      | 0                      | 0                       | 20                         | 71                  | 10                         | 14                       |          |
| <b>TOTAL VALLADOLID</b> |                   |                             |                   |             | <b>24</b>         | <b>0</b> | <b>0</b>  | <b>50</b>                  | <b>13</b>        | <b>29</b>        | <b>8</b>               | <b>0</b>               | <b>0</b>                | <b>24</b>                  | <b>61</b>           | <b>23</b>                  | <b>23</b>                |          |
| VANCOUVER               |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
|                         | HEATHROW          | AIR CANADA                  | S                 | A           | 27                | 0        | 2         | 67                         | 22               | 7                | 4                      | 0                      | 0                       | 16                         | 52                  | 26                         | 31                       |          |
|                         | HEATHROW          | AIR CANADA                  | S                 | D           | 28                | 0        | 2         | 57                         | 14               | 21               | 7                      | 0                      | 0                       | 22                         | 61                  | 35                         | 31                       |          |
|                         | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 27                | 0        | 0         | 56                         | 7                | 11               | 22                     | 4                      | 0                       | 40                         | 35                  | 41                         | 31                       |          |
|                         | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 27                | 0        | 1         | 30                         | 33               | 11               | 22                     | 4                      | 0                       | 46                         | 42                  | 41                         | 31                       |          |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD    | S                 | A           | 5                 | 0        | 2         | 60                         | 0                | 0                | 40                     | 0                      | 0                       | 43                         | 50                  | 63                         | 4                        |          |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD    | S                 | D           | 5                 | 0        | 1         | 0                          | 20               | 40               | 20                     | 20                     | 0                       | 87                         | 0                   | 74                         | 5                        |          |
| <b>TOTAL VANCOUVER</b>  |                   |                             |                   |             | <b>121</b>        | <b>1</b> | <b>9</b>  | <b>50</b>                  | <b>18</b>        | <b>13</b>        | <b>16</b>              | <b>3</b>               | <b>0</b>                | <b>37</b>                  | <b>45</b>           | <b>38</b>                  | <b>38</b>                |          |
| VARADERO                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | A           | 2                 | 0        | 0         | 0                          | 0                | 0                | 100                    | 0                      | 0                       | 120                        | 0                   | 0                          | 0                        |          |
|                         | GATWICK           | THOMAS COOK AIRLINES LTD    | C                 | D           | 2                 | 0        | 0         | 50                         | 0                | 0                | 50                     | 0                      | 0                       | 88                         | 80                  | 14                         | 5                        |          |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | A           | 2                 | 0        | 0         | 0                          | 0                | 0                | 0                      | 0                      | 100                     | 693                        | 0                   | 0                          | 0                        |          |
|                         | MANCHESTER        | THOMAS COOK AIRLINES LTD    | C                 | D           | 3                 | 0        | 0         | 0                          | 33               | 0                | 67                     | 0                      | 0                       | 113                        | 50                  | 27                         | 4                        |          |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | A           | 5                 | 0        | 0         | 0                          | 20               | 20               | 0                      | 0                      | 60                      | 362                        | 100                 | 1                          | 2                        |          |
|                         | MANCHESTER        | THOMSON AIRWAYS LTD         | C                 | D           | 5                 | 0        | 0         | 40                         | 0                | 0                | 20                     | 0                      | 40                      | 300                        | 100                 | 4                          | 3                        |          |
| <b>TOTAL VARADERO</b>   |                   |                             |                   |             | <b>20</b>         | <b>0</b> | <b>0</b>  | <b>20</b>                  | <b>10</b>        | <b>5</b>         | <b>30</b>              | <b>0</b>               | <b>35</b>               | <b>273</b>                 | <b>61</b>           | <b>37</b>                  | <b>37</b>                |          |
| VARNA                   |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |
|                         | LUTON             | WIZZ AIR                    | S                 | A           | 7                 | 0        | 1         | 29                         | 14               | 29               | 29                     | 0                      | 0                       | 57                         | 67                  | 25                         | 3                        |          |
|                         | LUTON             | WIZZ AIR                    | S                 | D           | 9                 | 0        | 0         | 11                         | 11               | 56               | 22                     | 0                      | 0                       | 55                         | 50                  | 45                         | 4                        |          |
| <b>TOTAL VARNA</b>      |                   |                             |                   |             | <b>16</b>         | <b>0</b> | <b>1</b>  | <b>19</b>                  | <b>13</b>        | <b>44</b>        | <b>25</b>              | <b>0</b>               | <b>0</b>                | <b>56</b>                  | <b>40</b>           | <b>87</b>                  | <b>87</b>                |          |
| VASTERAS                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |          |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: V

| ORIGIN / DESTINATION           | REPORTING AIRPORT | AIRLINE                     | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   | DEC 2009             |               |                      |                    |  |
|--------------------------------|-------------------|-----------------------------|----------------|----------|-------------------|----------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|
|                                |                   |                             |                |          | MATCHED           |          | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |
|                                |                   |                             |                |          | Actual (7)        | Plan (8) |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
| VASTERAS                       |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                | STANSTED          | RYANAIR                     | S              | A        | 15                | 0        | 0         | 67                         | 13            | 13            | 7                | 0                | 0                 | 20                   | 50            | 20                   | 26                 |  |
|                                | STANSTED          | RYANAIR                     | S              | D        | 15                | 0        | 0         | 87                         | 13            | 0             | 0                | 0                | 0                 | 9                    | 56            | 25                   | 27                 |  |
| <b>TOTAL VASTERAS</b>          |                   |                             |                |          | <b>30</b>         | <b>0</b> | <b>0</b>  | <b>77</b>                  | <b>13</b>     | <b>7</b>      | <b>3</b>         | <b>0</b>         | <b>0</b>          | <b>14</b>            | <b>53</b>     | <b>23</b>            | <b>23</b>          |  |
| VENICE                         |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 78                | 0        | 1         | 67                         | 8             | 9             | 14               | 3                | 0                 | 26                   | 73            | 21                   | 70                 |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 78                | 0        | 0         | 72                         | 9             | 6             | 13               | 0                | 0                 | 21                   | 80            | 15                   | 70                 |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 21                | 0        | 1         | 52                         | 19            | 14            | 14               | 0                | 0                 | 25                   | 68            | 19                   | 28                 |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 21                | 0        | 0         | 71                         | 5             | 14            | 10               | 0                | 0                 | 17                   | 89            | 7                    | 28                 |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 51                | 0        | 4         | 35                         | 12            | 22            | 27               | 2                | 2                 | 57                   | 59            | 33                   | 56                 |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 52                | 0        | 3         | 48                         | 12            | 15            | 25               | 0                | 0                 | 37                   | 53            | 26                   | 58                 |  |
| <b>TOTAL VENICE</b>            |                   |                             |                |          | <b>301</b>        | <b>0</b> | <b>9</b>  | <b>59</b>                  | <b>10</b>     | <b>12</b>     | <b>18</b>        | <b>1</b>         | <b>0</b>          | <b>31</b>            | <b>70</b>     | <b>21</b>            | <b>21</b>          |  |
| VERONA VILAFRANCA              |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         | S              | A        | 26                | 0        | 0         | 46                         | 19            | 19            | 12               | 0                | 4                 | 39                   | 72            | 33                   | 25                 |  |
|                                | GATWICK           | BRITISH AIRWAYS PLC         | S              | D        | 26                | 0        | 0         | 58                         | 12            | 19            | 8                | 4                | 0                 | 29                   | 73            | 23                   | 26                 |  |
|                                | MANCHESTER        | FLYBE LTD                   | C              | D        | 2                 | 0        | 0         | 0                          | 0             | 50            | 50               | 0                | 0                 | 90                   | 0             | 0                    | 0                  |  |
|                                | STANSTED          | RYANAIR                     | S              | A        | 12                | 0        | 1         | 17                         | 8             | 67            | 8                | 0                | 0                 | 42                   | 0             | 0                    | 0                  |  |
|                                | STANSTED          | RYANAIR                     | S              | D        | 13                | 0        | 0         | 46                         | 23            | 31            | 0                | 0                | 0                 | 23                   | 0             | 0                    | 0                  |  |
|                                | GATWICK           | THOMAS COOK AIRLINES LTD    | C              | D        | 2                 | 0        | 0         | 50                         | 50            | 0             | 0                | 0                | 0                 | 12                   | 0             | 0                    | 0                  |  |
|                                | GATWICK           | THOMSON AIRWAYS LTD         | C              | D        | 2                 | 0        | 0         | 50                         | 0             | 0             | 0                | 50               | 0                 | 108                  | 50            | 54                   | 2                  |  |
|                                | MANCHESTER        | THOMSON AIRWAYS LTD         | C              | D        | 2                 | 0        | 0         | 100                        | 0             | 0             | 0                | 0                | 0                 | 3                    | 50            | 75                   | 2                  |  |
| <b>TOTAL VERONA VILAFRANCA</b> |                   |                             |                |          | <b>89</b>         | <b>0</b> | <b>1</b>  | <b>46</b>                  | <b>16</b>     | <b>26</b>     | <b>9</b>         | <b>2</b>         | <b>1</b>          | <b>35</b>            | <b>72</b>     | <b>30</b>            | <b>30</b>          |  |
| VIENNA                         |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |
|                                | HEATHROW          | AUSTRIAN AIRLINES           | S              | A        | 81                | 0        | 5         | 53                         | 16            | 21            | 10               | 0                | 0                 | 24                   | 84            | 10                   | 120                |  |
|                                | HEATHROW          | AUSTRIAN AIRLINES           | S              | D        | 81                | 0        | 5         | 32                         | 17            | 25            | 26               | 0                | 0                 | 41                   | 64            | 18                   | 121                |  |
|                                | HEATHROW          | BMI BRITISH MIDLAND         | S              | A        | 53                | 0        | 2         | 49                         | 19            | 15            | 17               | 0                | 0                 | 29                   | 0             | 0                    | 0                  |  |
|                                | HEATHROW          | BMI BRITISH MIDLAND         | S              | D        | 53                | 1        | 1         | 57                         | 21            | 15            | 8                | 0                | 0                 | 20                   | 0             | 0                    | 0                  |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S              | A        | 100               | 0        | 1         | 50                         | 18            | 13            | 19               | 0                | 0                 | 32                   | 76            | 12                   | 116                |  |
|                                | HEATHROW          | BRITISH AIRWAYS PLC         | S              | D        | 100               | 0        | 2         | 55                         | 15            | 14            | 16               | 0                | 0                 | 28                   | 72            | 14                   | 116                |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | A        | 42                | 0        | 1         | 38                         | 12            | 17            | 26               | 7                | 0                 | 57                   | 62            | 22                   | 53                 |  |
|                                | GATWICK           | EASYJET AIRLINE COMPANY LTD | S              | D        | 42                | 0        | 1         | 43                         | 19            | 17            | 21               | 0                | 0                 | 39                   | 64            | 22                   | 53                 |  |
| <b>TOTAL VIENNA</b>            |                   |                             |                |          | <b>552</b>        | <b>3</b> | <b>18</b> | <b>48</b>                  | <b>17</b>     | <b>17</b>     | <b>18</b>        | <b>1</b>         | <b>0</b>          | <b>32</b>            | <b>72</b>     | <b>16</b>            | <b>16</b>          |  |
| VILNIUS                        |                   |                             |                |          |                   |          |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |



ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: V

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | DEC 2009      |                      |                    |  |  |  |  |
|----------------------|-------------------|---------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|--|--|--|--|
|                      |                   |         |                |          | MATCHED           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |  |  |  |  |
|                      |                   |         |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |  |  |
| VISBY                |                   |         |                |          |                   |           |                            |               |               |                  |                  |                   |                      |               |                      |                    |  |  |  |  |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: W

| ORIGIN / DESTINATION             | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        |                         | DEC 2009                   |                     |                            |                          |  |
|----------------------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                                  |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                                  |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| WARSAW                           |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 71                | 1        | 2         | 54                         | 14               | 14               | 17                     | 1                      | 0                       | 28                         | 77                  | 19                         | 87                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 73                | 0        | 3         | 64                         | 10               | 15               | 11                     | 0                      | 0                       | 21                         | 74                  | 19                         | 87                       |  |
|                                  | HEATHROW          | LOT-POLISH AIRLINES         | S                 | A           | 73                | 0        | 2         | 47                         | 16               | 18               | 15                     | 3                      | 1                       | 39                         | 76                  | 19                         | 82                       |  |
|                                  | HEATHROW          | LOT-POLISH AIRLINES         | S                 | D           | 74                | 0        | 2         | 50                         | 15               | 19               | 14                     | 3                      | 0                       | 32                         | 72                  | 21                         | 83                       |  |
|                                  | LUTON             | WIZZ AIR                    | S                 | A           | 72                | 0        | 3         | 50                         | 17               | 11               | 18                     | 4                      | 0                       | 39                         | 65                  | 34                         | 69                       |  |
|                                  | LUTON             | WIZZ AIR                    | S                 | D           | 72                | 0        | 3         | 21                         | 22               | 21               | 32                     | 4                      | 0                       | 59                         | 56                  | 58                         | 68                       |  |
| <b>TOTAL WARSAW</b>              |                   |                             |                   |             | <b>435</b>        | <b>3</b> | <b>15</b> | <b>48</b>                  | <b>16</b>        | <b>16</b>        | <b>18</b>              | <b>3</b>               | <b>0</b>                | <b>36</b>                  | <b>68</b>           | <b>30</b>                  | <b>30</b>                |  |
| WASHINGTON (DULLES)              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 73                | 0        | 0         | 37                         | 15               | 29               | 18                     | 1                      | 0                       | 37                         | 48                  | 33                         | 79                       |  |
|                                  | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 73                | 0        | 2         | 38                         | 23               | 23               | 14                     | 1                      | 0                       | 32                         | 42                  | 41                         | 79                       |  |
|                                  | HEATHROW          | UNITED AIRLINES             | S                 | A           | 79                | 0        | 2         | 46                         | 19               | 30               | 5                      | 0                      | 0                       | 24                         | 56                  | 29                         | 89                       |  |
|                                  | HEATHROW          | UNITED AIRLINES             | S                 | D           | 81                | 0        | 0         | 51                         | 17               | 20               | 12                     | 0                      | 0                       | 24                         | 56                  | 29                         | 88                       |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | A           | 26                | 0        | 1         | 46                         | 23               | 23               | 8                      | 0                      | 0                       | 24                         | 43                  | 49                         | 30                       |  |
|                                  | HEATHROW          | VIRGIN ATLANTIC AIRWAYS LTD | S                 | D           | 26                | 0        | 3         | 23                         | 35               | 23               | 15                     | 4                      | 0                       | 42                         | 53                  | 36                         | 30                       |  |
| <b>TOTAL WASHINGTON (DULLES)</b> |                   |                             |                   |             | <b>359</b>        | <b>0</b> | <b>8</b>  | <b>42</b>                  | <b>20</b>        | <b>25</b>        | <b>12</b>              | <b>1</b>               | <b>0</b>                | <b>29</b>                  | <b>50</b>           | <b>34</b>                  | <b>34</b>                |  |
| WATERFORD                        |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | BIRMINGHAM        | AER ARANN                   | S                 | A           | 16                | 0        | 2         | 63                         | 0                | 6                | 13                     | 13                     | 6                       | 77                         | 72                  | 31                         | 18                       |  |
|                                  | BIRMINGHAM        | AER ARANN                   | S                 | D           | 16                | 0        | 2         | 50                         | 0                | 6                | 25                     | 13                     | 6                       | 96                         | 72                  | 24                         | 18                       |  |
|                                  | LUTON             | AER ARANN                   | S                 | A           | 43                | 0        | 3         | 49                         | 14               | 12               | 14                     | 12                     | 0                       | 51                         | 75                  | 16                         | 56                       |  |
|                                  | LUTON             | AER ARANN                   | S                 | D           | 45                | 0        | 4         | 42                         | 9                | 11               | 24                     | 13                     | 0                       | 72                         | 63                  | 35                         | 56                       |  |
|                                  | MANCHESTER        | AER ARANN                   | S                 | A           | 17                | 0        | 1         | 47                         | 12               | 0                | 24                     | 12                     | 6                       | 83                         | 50                  | 43                         | 22                       |  |
|                                  | MANCHESTER        | AER ARANN                   | S                 | D           | 17                | 0        | 1         | 53                         | 6                | 0                | 24                     | 6                      | 12                      | 80                         | 59                  | 42                         | 22                       |  |
| <b>TOTAL WATERFORD</b>           |                   |                             |                   |             | <b>154</b>        | <b>0</b> | <b>13</b> | <b>49</b>                  | <b>8</b>         | <b>8</b>         | <b>20</b>              | <b>12</b>              | <b>3</b>                | <b>71</b>                  | <b>66</b>           | <b>30</b>                  | <b>30</b>                |  |
| WHITE PLAINS                     |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| WICK                             |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | EDINBURGH         | LOGANAIR                    | S                 | A           | 17                | 0        | 0         | 65                         | 12               | 12               | 12                     | 0                      | 0                       | 23                         | 41                  | 45                         | 22                       |  |
|                                  | EDINBURGH         | LOGANAIR                    | S                 | D           | 18                | 0        | 0         | 61                         | 6                | 11               | 17                     | 6                      | 0                       | 33                         | 32                  | 52                         | 22                       |  |
| <b>TOTAL WICK</b>                |                   |                             |                   |             | <b>35</b>         | <b>0</b> | <b>0</b>  | <b>63</b>                  | <b>9</b>         | <b>11</b>        | <b>14</b>              | <b>3</b>               | <b>0</b>                | <b>28</b>                  | <b>36</b>           | <b>48</b>                  | <b>48</b>                |  |
| WROCLAW                          |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                                  | STANSTED          | RYANAIR                     | S                 | A           | 30                | 0        | 1         | 37                         | 0                | 37               | 17                     | 10                     | 0                       | 61                         | 67                  | 16                         | 33                       |  |
|                                  | STANSTED          | RYANAIR                     | S                 | D           | 31                | 0        | 0         | 39                         | 16               | 35               | 6                      | 3                      | 0                       | 38                         | 73                  | 14                         | 33                       |  |
|                                  | LUTON             | WIZZ AIR                    | S                 | A           | 18                | 0        | 1         | 44                         | 33               | 17               | 6                      | 0                      | 0                       | 24                         | 80                  | 14                         | 15                       |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: W

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE  | NUMBER OF FLIGHTS |          | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  |                  | DEC 2009          |                      |               |                      |                    |           |
|----------------------|-------------------|----------|-------------------|----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|-----------|
|                      |                   |          | CHARTER/ SCHED    | ARR/ DEP | MATCHED                    | UNMATCHED | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |           |
|                      |                   |          |                   |          | Actual (7)                 | Plan (8)  |                  |               |               |                  |                  |                   |                      |               |                      |                    |           |
| WROCLAW              | LUTON             | WIZZ AIR | S                 | D        | 19                         | 0         | 1                | 16            | 11            | 47               | 16               | 5                 | 5                    | 72            | 60                   | 24                 | 15        |
| <b>TOTAL WROCLAW</b> |                   |          |                   |          | <b>98</b>                  | <b>0</b>  | <b>3</b>         | <b>35</b>     | <b>13</b>     | <b>35</b>        | <b>11</b>        | <b>5</b>          | <b>1</b>             | <b>49</b>     | <b>70</b>            | <b>16</b>          | <b>16</b> |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: Y

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE             | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |               |               |                  |                  |                   |                      | DEC 2009      |                      |                    |          |
|----------------------|-------------------|---------------------|----------------|----------|-------------------|-----------|----------------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|----------|
|                      |                   |                     |                |          | MATCHED           | UNMATCHED | Early to 15 mins           | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |          |
|                      |                   |                     |                |          | Actual (7)        | Plan (8)  |                            |               |               |                  |                  |                   |                      |               |                      |                    |          |
| YEREVAN              | HEATHROW          | BMI BRITISH MIDLAND | S              | A        | 11                | 0         | 0                          | 55            | 18            | 9                | 18               | 0                 | 0                    | 25            | 0                    | 0                  | 0        |
|                      | HEATHROW          | BMI BRITISH MIDLAND | S              | D        | 11                | 1         | 0                          | 27            | 18            | 36               | 18               | 0                 | 0                    | 38            | 0                    | 0                  | 0        |
| <b>TOTAL YEREVAN</b> |                   |                     |                |          | <b>22</b>         | <b>1</b>  | <b>0</b>                   | <b>41</b>     | <b>18</b>     | <b>23</b>        | <b>18</b>        | <b>0</b>          | <b>0</b>             | <b>32</b>     | <b>0</b>             | <b>0</b>           | <b>0</b> |

## ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: Z

| ORIGIN / DESTINATION  | REPORTING AIRPORT | AIRLINE                     | CHARTER/<br>SCHED | ARR/<br>DEP | NUMBER OF FLIGHTS |          |           | PERCENTAGE OF FLIGHTS LATE |                  |                  |                        |                        | DEC 2009                |                            |                     |                            |                          |  |
|-----------------------|-------------------|-----------------------------|-------------------|-------------|-------------------|----------|-----------|----------------------------|------------------|------------------|------------------------|------------------------|-------------------------|----------------------------|---------------------|----------------------------|--------------------------|--|
|                       |                   |                             |                   |             | MATCHED           |          | UNMATCHED | Early<br>to 15<br>mins     | 16 to<br>30 mins | 31 to<br>60 mins | 1h 1m<br>to 3<br>hours | 3h 1m<br>to 6<br>hours | More<br>than 6<br>hours | Average<br>delay<br>(mins) | %<br>Early<br>to 15 | Average<br>Delay<br>(mins) | No<br>matched<br>records |  |
|                       |                   |                             |                   |             | Actual<br>(7)     | Plan (8) |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
| ZAGREB                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | GATWICK           | CROATIA AIRLINES            | S                 | A           | 11                | 0        | 0         | 27                         | 36               | 27               | 9                      | 0                      | 0                       | 30                         | 64                  | 31                         | 11                       |  |
|                       | GATWICK           | CROATIA AIRLINES            | S                 | D           | 11                | 0        | 0         | 18                         | 55               | 0                | 18                     | 9                      | 0                       | 55                         | 45                  | 44                         | 11                       |  |
|                       | HEATHROW          | CROATIA AIRLINES            | S                 | A           | 34                | 0        | 0         | 41                         | 29               | 18               | 12                     | 0                      | 0                       | 29                         | 72                  | 15                         | 39                       |  |
|                       | HEATHROW          | CROATIA AIRLINES            | S                 | D           | 33                | 1        | 1         | 36                         | 12               | 30               | 18                     | 3                      | 0                       | 40                         | 51                  | 26                         | 39                       |  |
|                       | LUTON             | WIZZ AIR                    | S                 | A           | 12                | 0        | 2         | 33                         | 8                | 17               | 42                     | 0                      | 0                       | 48                         | 77                  | 15                         | 13                       |  |
|                       | LUTON             | WIZZ AIR                    | S                 | D           | 12                | 0        | 2         | 33                         | 0                | 33               | 33                     | 0                      | 0                       | 50                         | 50                  | 16                         | 12                       |  |
| <b>TOTAL ZAGREB</b>   |                   |                             |                   |             | <b>114</b>        | <b>1</b> | <b>5</b>  | <b>35</b>                  | <b>22</b>        | <b>22</b>        | <b>19</b>              | <b>2</b>               | <b>0</b>                | <b>39</b>                  | <b>61</b>           | <b>23</b>                  | <b>23</b>                |  |
| ZARAGOZA              |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | STANSTED          | RYANAIR                     | S                 | A           | 16                | 0        | 0         | 31                         | 25               | 25               | 19                     | 0                      | 0                       | 39                         | 33                  | 40                         | 15                       |  |
|                       | STANSTED          | RYANAIR                     | S                 | D           | 16                | 0        | 0         | 38                         | 44               | 13               | 6                      | 0                      | 0                       | 23                         | 44                  | 25                         | 16                       |  |
| <b>TOTAL ZARAGOZA</b> |                   |                             |                   |             | <b>32</b>         | <b>0</b> | <b>0</b>  | <b>34</b>                  | <b>34</b>        | <b>19</b>        | <b>13</b>              | <b>0</b>               | <b>0</b>                | <b>31</b>                  | <b>46</b>           | <b>29</b>                  | <b>29</b>                |  |
| ZURICH                |                   |                             |                   |             |                   |          |           |                            |                  |                  |                        |                        |                         |                            |                     |                            |                          |  |
|                       | LONDON CITY       | BA CITYFLYER LTD            | S                 | A           | 62                | 1        | 0         | 56                         | 8                | 13               | 19                     | 3                      | 0                       | 37                         | 66                  | 21                         | 80                       |  |
|                       | LONDON CITY       | BA CITYFLYER LTD            | S                 | D           | 71                | 1        | 0         | 55                         | 4                | 13               | 28                     | 0                      | 0                       | 36                         | 60                  | 25                         | 82                       |  |
|                       | EDINBURGH         | BMI REGIONAL                | S                 | A           | 11                | 0        | 0         | 45                         | 9                | 9                | 18                     | 18                     | 0                       | 90                         | 56                  | 31                         | 9                        |  |
|                       | EDINBURGH         | BMI REGIONAL                | S                 | D           | 12                | 0        | 0         | 58                         | 17               | 0                | 8                      | 17                     | 0                       | 63                         | 67                  | 13                         | 9                        |  |
|                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | A           | 123               | 1        | 3         | 52                         | 18               | 14               | 13                     | 3                      | 0                       | 30                         | 75                  | 19                         | 161                      |  |
|                       | HEATHROW          | BRITISH AIRWAYS PLC         | S                 | D           | 123               | 0        | 2         | 54                         | 20               | 13               | 11                     | 2                      | 0                       | 31                         | 75                  | 12                         | 161                      |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | A           | 40                | 0        | 5         | 23                         | 20               | 28               | 30                     | 0                      | 0                       | 50                         | 69                  | 21                         | 48                       |  |
|                       | GATWICK           | EASYJET AIRLINE COMPANY LTD | S                 | D           | 40                | 0        | 5         | 43                         | 20               | 23               | 15                     | 0                      | 0                       | 31                         | 69                  | 23                         | 48                       |  |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | A           | 44                | 0        | 2         | 25                         | 23               | 27               | 23                     | 2                      | 0                       | 46                         | 76                  | 23                         | 46                       |  |
|                       | LUTON             | EASYJET AIRLINE COMPANY LTD | S                 | D           | 45                | 0        | 1         | 44                         | 22               | 18               | 16                     | 0                      | 0                       | 34                         | 72                  | 22                         | 46                       |  |
|                       | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | A           | 20                | 0        | 4         | 20                         | 10               | 20               | 40                     | 10                     | 0                       | 79                         | 0                   | 0                          | 0                        |  |
|                       | MANCHESTER        | EASYJET AIRLINE COMPANY LTD | S                 | D           | 21                | 0        | 3         | 43                         | 5                | 5                | 43                     | 5                      | 0                       | 61                         | 0                   | 0                          | 0                        |  |
|                       | BIRMINGHAM        | HELVETIC AIRWAYS            | S                 | A           | 85                | 0        | 0         | 74                         | 18               | 5                | 4                      | 0                      | 0                       | 11                         | 87                  | 8                          | 84                       |  |
|                       | BIRMINGHAM        | HELVETIC AIRWAYS            | S                 | D           | 84                | 0        | 0         | 60                         | 24               | 10               | 7                      | 0                      | 0                       | 19                         | 80                  | 11                         | 83                       |  |
|                       | MANCHESTER        | HELVETIC AIRWAYS            | S                 | A           | 6                 | 0        | 0         | 33                         | 67               | 0                | 0                      | 0                      | 0                       | 19                         | 67                  | 10                         | 6                        |  |
|                       | MANCHESTER        | HELVETIC AIRWAYS            | S                 | D           | 6                 | 0        | 0         | 50                         | 50               | 0                | 0                      | 0                      | 0                       | 16                         | 50                  | 13                         | 6                        |  |
|                       | BIRMINGHAM        | SWISS AIRLINES              | S                 | A           | 2                 | 0        | 0         | 50                         | 0                | 50               | 0                      | 0                      | 0                       | 18                         | 80                  | 8                          | 5                        |  |
|                       | BIRMINGHAM        | SWISS AIRLINES              | S                 | D           | 2                 | 0        | 0         | 0                          | 0                | 100              | 0                      | 0                      | 0                       | 45                         | 40                  | 21                         | 5                        |  |
|                       | HEATHROW          | SWISS AIRLINES              | S                 | A           | 154               | 0        | 2         | 51                         | 21               | 16               | 13                     | 0                      | 0                       | 26                         | 70                  | 15                         | 181                      |  |
|                       | HEATHROW          | SWISS AIRLINES              | S                 | D           | 154               | 0        | 2         | 47                         | 19               | 18               | 14                     | 1                      | 0                       | 31                         | 60                  | 19                         | 181                      |  |
|                       | LONDON CITY       | SWISS AIRLINES              | S                 | A           | 134               | 0        | 2         | 56                         | 21               | 15               | 8                      | 0                      | 0                       | 20                         | 78                  | 13                         | 166                      |  |

ROUTE / AIRLINE ANALYSIS - FULL WITH ARRIVAL / DEPARTURE SPLIT FOR DECEMBER 2010

Origin / Destinations: Z

| ORIGIN / DESTINATION | REPORTING AIRPORT | AIRLINE        | CHARTER/ SCHED | ARR/ DEP | NUMBER OF FLIGHTS |           | PERCENTAGE OF FLIGHTS LATE |           |                  |               |               |                  | DEC 2009         |                   |                      |               |                      |                    |
|----------------------|-------------------|----------------|----------------|----------|-------------------|-----------|----------------------------|-----------|------------------|---------------|---------------|------------------|------------------|-------------------|----------------------|---------------|----------------------|--------------------|
|                      |                   |                |                |          | MATCHED           |           | UNMATCHED                  |           | Early to 15 mins | 16 to 30 mins | 31 to 60 mins | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 | Average Delay (mins) | No matched records |
|                      |                   |                |                |          | Actual (7)        | Plan (8)  |                            |           |                  |               |               |                  |                  |                   |                      |               |                      |                    |
| ZURICH               | LONDON CITY       | SWISS AIRLINES | S              | D        | 137               | 0         | 5                          | 53        | 12               | 23            | 10            | 2                | 0                | 28                | 66                   | 20            | 167                  |                    |
|                      | MANCHESTER        | SWISS AIRLINES | S              | A        | 84                | 0         | 1                          | 44        | 30               | 24            | 1             | 1                | 0                | 24                | 59                   | 20            | 83                   |                    |
|                      | MANCHESTER        | SWISS AIRLINES | S              | D        | 84                | 0         | 0                          | 42        | 18               | 29            | 11            | 1                | 0                | 33                | 43                   | 30            | 83                   |                    |
| <b>TOTAL ZURICH</b>  |                   |                |                |          | <b>1544</b>       | <b>20</b> | <b>41</b>                  | <b>50</b> | <b>18</b>        | <b>17</b>     | <b>13</b>     | <b>2</b>         | <b>0</b>         | <b>30</b>         | <b>69</b>            | <b>18</b>     | <b>18</b>            |                    |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: BIRMINGHAM (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 352               | 22         | 0        | 50                         | 11            | 12       | 14               | 6                | 8                 | 95                   | 63                 | 26                   | 396               |
| SCHEDULED FLIGHTS(ALL ROUTES) | 4894              | 65         | 409      | 54                         | 14            | 13       | 14               | 4                | 1                 | 40                   | 71                 | 20                   | 5607              |
| AIRPORT TOTAL                 | 5246              | 87         | 409      | 53                         | 14            | 13       | 14               | 4                | 1                 | 44                   | 71                 | 20                   | 6003              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: EDINBURGH (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 31                | 6          | 0        | 42                         | 3             | 29       | 16               | 0                | 10                | 90                   | 35                 | 60                   | 26                |
| SCHEDULED FLIGHTS(ALL ROUTES) | 5758              | 48         | 702      | 52                         | 15            | 14       | 15               | 3                | 1                 | 39                   | 64                 | 28                   | 6652              |
| AIRPORT TOTAL                 | 5789              | 54         | 702      | 52                         | 15            | 14       | 15               | 3                | 1                 | 39                   | 64                 | 28                   | 6678              |



CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: GATWICK (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 1363              | 16         | 0        | 41                         | 13            | 14       | 19               | 7                | 6                 | 90                   | 47                 | 51                   | 1495              |
| SCHEDULED FLIGHTS(ALL ROUTES) | 13762             | 29         | 973      | 50                         | 15            | 14       | 16               | 3                | 1                 | 42                   | 64                 | 28                   | 15692             |
| AIRPORT TOTAL                 | 15125             | 45         | 973      | 49                         | 15            | 14       | 16               | 4                | 1                 | 46                   | 63                 | 30                   | 17187             |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: GLASGOW (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 241               | 3          | 0        | 38                         | 20            | 9        | 21               | 6                | 6                 | 114                  | 56                 | 37                   | 236               |
| SCHEDULED FLIGHTS(ALL ROUTES) | 4186              | 51         | 367      | 53                         | 14            | 14       | 15               | 3                | 1                 | 37                   | 69                 | 23                   | 4596              |
| AIRPORT TOTAL                 | 4427              | 54         | 367      | 52                         | 14            | 14       | 15               | 3                | 1                 | 41                   | 68                 | 24                   | 4832              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: HEATHROW (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 23                | 13         | 0        | 35                         | 22            | 13       | 22               | 4                | 4                 | 112                  | 53                 | 52                   | 53                |
| SCHEDULED FLIGHTS(ALL ROUTES) | 32134             | 151        | 1293     | 52                         | 16            | 16       | 13               | 2                | 0                 | 33                   | 65                 | 24                   | 36613             |
| AIRPORT TOTAL                 | 32157             | 164        | 1293     | 52                         | 16            | 16       | 13               | 2                | 0                 | 33                   | 65                 | 24                   | 36666             |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: LONDON CITY (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| SCHEDULED FLIGHTS(ALL ROUTES) | 3581              | 16         | 122      | 57                         | 12            | 14       | 14               | 3                | 0                 | 33                   | 74                 | 18                   | 4709              |
| AIRPORT TOTAL                 | 3582              | 16         | 122      | 57                         | 12            | 14       | 14               | 3                | 0                 | 33                   | 74                 | 18                   | 4711              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: LUTON (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 65                | 143        | 0        | 42                         | 11            | 11       | 25               | 11               | 2                 | 71                   | 46                 | 42                   | 65                |
| SCHEDULED FLIGHTS(ALL ROUTES) | 4502              | 25         | 302      | 41                         | 18            | 18       | 18               | 4                | 1                 | 46                   | 64                 | 28                   | 4534              |
| AIRPORT TOTAL                 | 4567              | 168        | 302      | 41                         | 18            | 18       | 18               | 5                | 1                 | 46                   | 64                 | 28                   | 4599              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: MANCHESTER (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 1168              | 39         | 0        | 42                         | 13            | 16       | 19               | 5                | 5                 | 77                   | 48                 | 56                   | 1161              |
| SCHEDULED FLIGHTS(ALL ROUTES) | 8817              | 89         | 412      | 49                         | 15            | 16       | 16               | 3                | 0                 | 39                   | 67                 | 26                   | 8769              |
| AIRPORT TOTAL                 | 9985              | 128        | 412      | 48                         | 15            | 16       | 16               | 3                | 1                 | 43                   | 65                 | 30                   | 9930              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: NEWCASTLE (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 161               | 12         | 0        | 57                         | 12            | 12       | 12               | 2                | 4                 | 55                   | 53                 | 24                   | 145               |
| SCHEDULED FLIGHTS(ALL ROUTES) | 2453              | 37         | 223      | 51                         | 13            | 16       | 16               | 3                | 0                 | 37                   | 69                 | 24                   | 2727              |
| AIRPORT TOTAL                 | 2614              | 49         | 223      | 51                         | 13            | 16       | 16               | 3                | 1                 | 38                   | 68                 | 24                   | 2872              |

CAA AIRLINE / AIRPORT REPORTING SYSTEM

ROUTE / AIRLINE ANALYSIS - BY AIRPORT FOR DECEMBER 2010

Reporting Airport: STANSTED (By Airport)

| ORIGIN / DESTINATION          | NUMBER OF FLIGHTS |            |          | PERCENTAGE OF FLIGHTS LATE |               |          |                  |                  |                   | DEC 2009             |                    |                      |                   |
|-------------------------------|-------------------|------------|----------|----------------------------|---------------|----------|------------------|------------------|-------------------|----------------------|--------------------|----------------------|-------------------|
|                               | MATCHED           | UNMATCHED  |          | Early to 15                | 16 to 30 mins | 31 to 60 | 1h 1m to 3 hours | 3h 1m to 6 hours | More than 6 hours | Average delay (mins) | % Early to 15 mins | Average Delay (mins) | Number of Flights |
|                               |                   | Actual (7) | Plan (8) |                            |               |          |                  |                  |                   |                      |                    |                      |                   |
| CHARTERED FLIGHTS(ALL ROUTES) | 163               | 23         | 0        | 41                         | 17            | 24       | 13               | 4                | 1                 | 43                   | 49                 | 32                   | 172               |
| SCHEDULED FLIGHTS(ALL ROUTES) | 8688              | 214        | 568      | 48                         | 20            | 18       | 13               | 2                | 0                 | 33                   | 62                 | 25                   | 9943              |
| AIRPORT TOTAL                 | 8851              | 237        | 568      | 47                         | 20            | 18       | 13               | 2                | 0                 | 33                   | 61                 | 25                   | 10115             |