



This is the SATS operating data for November 2003:

Year on Year Comparison	November 2003	November 2002	% change
Unit Services Handled ('000)	6.26	6.51	- 3.8
Flights Handled ('000)	5.80	6.19	- 6.3
Cargo/Mail Processed ('000 tonnes)	122.95	127.08	- 3.3
Passengers Handled ('M)	2.06	1.99	+ 3.4
Unit Meals Produced ('M)	1.48	1.44	+ 2.7
Gross Meals Produced ('M)	1.88	1.79	+ 5.0

Month on Month Comparison	November 2003	October 2003	% change
Unit Services Handled ('000)	6.26	6.08	+ 2.9
Flights Handled ('000)	5.80	5.59	+ 3.9
Cargo/Mail Processed ('000 tonnes)	122.95	128.73	- 4.5
Passengers Handled ('M)	2.06	1.97	+ 4.2
Unit Meals Produced ('M)	1.48	1.43	+ 3.2
Gross Meals Produced ('M)	1.88	1.80	+ 4.4

* unit services & flights handled - relate to Apron handling

** unit services represent workload handled by Apron staff - whereby each different aircraft/flight type (e.g. B744, A310, etc) is given a different unit service weightage factor.

*** unit meals represent workload handled by Catering staff - whereby each meal type (e.g. dinner, lunch, etc) is given a different unit meal weightage factor.

COMMENTARY:

Passengers handled and meals processed have increased in November 2003 compared to a year ago – the first year-on-year increase seen for the past 8 months.

On a month-to-month comparison, operating data for November 2003 continued to improve, except for cargo/mail processed.

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