



BRITISH AIRWAYS  
PENSIONS



Spring 2021

# IN FOCUS

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For members of the New Airways Pension Scheme (NAPS)

# Hello

Welcome to this issue of **In Focus**, your newsletter from **NAPS** that looks at what's happening in the Scheme and the wider world of pensions. We delayed the production of this edition of **In Focus** while we dealt with the significant disruption caused by the **COVID-19** pandemic. We hope you find this catch-up edition both interesting and easy to read.

We want to help you understand your benefits in the Scheme and your options for retirement. These days, many people don't have a 'final' retirement date where they stop working completely; some of us might reduce our hours or try something completely different for a few years – but whatever your retirement looks like, it's important to have a plan. On page 12, there's an interview with a recently retired member, Mary, who shares her experiences of retiring from BA.



## Win an iPad

We want to improve the retirement process for BA colleagues, so we're keen to hear from our retired members about their experiences. Did you plan your retirement? Did you take advice? Did you do anything that worked particularly well, and would you do anything differently if retiring today? If you'd like to contribute, please fill in our online survey at [www.surveymonkey.co.uk/r/in-focus-retirement-survey](https://www.surveymonkey.co.uk/r/in-focus-retirement-survey) by 31 May 2021. We will draw one entry at random to be the winner of a brand new iPad.



Remember: anything with a icon means it's mainly relevant to our deferred members, while is for our pensioners. No icon? No problem – it's for everyone to read.



As well as an update from Roger Maynard, the new Chair of the NAPS Trustee, this issue covers a wide range of topics, from COVID-19 to how to stay safe online (page 17) – especially important if you’re accessing your NAPS pension details online. You can also see the Scheme’s funding update and membership numbers on pages 20 and 21, respectively.

Our 2019 Summary Funding Statement, which is available on the website under ‘Scheme documents’, showed the Scheme’s

funding position as at 31 March 2019. Our 2020 Summary Funding Statement will be available soon, which will include an update on how the Scheme fared during the start of the COVID-19 pandemic.

Please let us know what you think about this issue of In Focus. We’re always keen to hear from our members. You can email your feedback to: [feedback@bapensions.com](mailto:feedback@bapensions.com). Please title your email ‘In Focus’.

## What’s inside this issue?

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# Introducing Roger, Chair of the NAPS Trustee

**On 1 October 2020, BA appointed Roger Maynard as Chair of NAPS when Virginia Holmes' term of office as Chair ended.**

Roger first served as Chair of both the APS Trustee and the NAPS Trustee from 2005 to 2009. Roger re-joined as Chair of the APS Trustee in October 2018. Following his appointment as Chair of the NAPS Trustee, Roger is now Chair of both the APS and the NAPS Trustee.

Roger held several senior positions during his 24-year career with BA, including Director of Strategy, and Director of M&A Joint Venture and Alliances. As well as his previous BA pensions experience, Roger has been an aviation consultant to international governments and commercial businesses, including BA's parent company, International Consolidated Airlines Group S.A. (IAG).



# A word from the Chair, Roger Maynard



**The COVID-19 pandemic caused disruption to the efficient running of the Scheme over much of 2020. We received more frequent reporting on the Scheme's funding position during the height of the financial market volatility related to COVID-19. The weekly reporting returned to monthly as financial markets recovered and has now moved back to the more usual quarterly cycle.**

Transitioning the BA Pensions team to remote working was challenging and, during the UK-wide lockdown, the team needed to prioritise essential services, but a return to usual service standards is progressing well. On behalf of all the NAPS Trustee Directors, I want to share our full appreciation for the hard work and commitment of the BA Pensions team during the COVID-19 crisis.

## Changes to the Trustee Board

Sadly, in the past 18 months, we've said goodbye to some of our Trustee Directors. Bill Francis, Karen Slinger, Jude Winstanley, Sian Davies, Caroline Mellor and Chris Daw left the Trustee Board. On behalf of the NAPS Trustee Board, I would like to thank them for their valuable contribution to the Scheme.

I'm pleased to say we welcomed some new Trustee Directors during the year too, as Melanie Birch (Director of Heathrow, BA), Ben Gibbs (Head of Finance — Fleet, Network & Alliances, BA, until March 2021) and Elisabeth Marsden (Senior Strategy Manager, IAG) were appointed during the period. Simon Philcox (Head of Finance, BA) and Tom Stoddart (Managing Director BA CitiFlyer, BA) were also appointed earlier this year.

### Roger Maynard

NAPS Chair



# NAPS Noticeboard

## Nominations for Pensioner Member Nominated Trustee (MND)



A vacancy for an MND from the NAPS Pensioner constituency arose on 1 April 2021 as Mr Graham Fowler resigned on 31 March 2021. On 22 December 2020, the NAPS Trustee invited nominations for a NAPS MND to be elected from the current NAPS Pensioner constituency. Five applications were received for the vacancy. Following a ballot which ended on 22 March 2021, Neil Cottrell was elected.



## Briefing sessions 2020



We have run several pension briefing sessions over the past year for members who have yet to retire, and they have proved very popular. With the COVID-19 pandemic making face-to-face meetings impossible, we ran online briefings instead. We'd like to provide more of these in the future. If there's a subject about your NAPS pension you'd like us to cover in a future online briefing, please email us at [feedback@bapensions.com](mailto:feedback@bapensions.com). Please title your email 'Pension briefings'.

Find out when your online sessions are running – please go to the pensions website and click on 'I'm thinking of drawing my pension'.

## NAPS fun facts – Did you know?

Our oldest pensioner is 100 and we have more than 60 pensioners over the age of 95.



The youngest member in NAPS is just 34.

The longest retirement is 40 years and counting.



At the turn of the century, the average pension paid was £7,011 a year, and nowadays it's £10,900 a year.

## Pension increases



The rise in the Consumer Prices Index (CPI) to September 2020 was announced as 0.5%. The Government is expected to use this rate for its Pensions Increase (Review) Order in April 2021. The BA Pensions Member Services team will provide pension increase statements, online or by post, in April.

## Keeping your data safe

We and everyone who helps to run the Scheme have certain duties around how they keep your personal data safe. Our privacy notice sets out what we do with the data we hold about you. We updated this recently so we've enclosed the latest copy. It's also available on our website at: [mybapension.com/naps/privacy\\_notice](https://mybapension.com/naps/privacy_notice)

You can also help to keep your personal information confidential. Don't share your 'mybapension' login details with anyone, and keep us updated if you change your email address or move home so that your Scheme post doesn't get intercepted by scammers. Read our article on page 15 on how to stay safe online and avoid internet and email scams.





## Finding ways to reduce our carbon footprint

Keeping all our members properly informed about their benefits is important, but we're also committed to making sure that our impact on the environment is as low as possible.

Technological advances in the printing industry mean that the BA Pensions Member Services team can now print all letters and statements through an online portal, while regular incoming mail is scanned and sent to the team securely, electronically, before being pulped and recycled.

With many of our members also managing their pensions online, our print and post practices now have only a fraction of the impact on the environment that they once did. However, we are still encouraging members to switch to digital communications – for example, receiving yearly benefit statements or monthly payslips online at 'mybapension' rather than in the post. As well as being more environmentally friendly, it's a faster and more secure way of receiving this information. We're delighted that nearly 70% of our NAPS members have so far made the switch to digital.

If you haven't already switched to digital and would like to, you can change your mailing preferences to online at any time by registering at: [https://www.mybapension.com/users/sign\\_up](https://www.mybapension.com/users/sign_up). You will need to enter a unique password which was sent by post, but don't worry if you no longer have these details – just contact us and we'll send you a reminder.

## New! Online retirement options form

If you're registered for online communication, you can now complete and submit your retirement choices securely online – no need to print or post. Simply request a retirement pack from the BA Pensions Member Services team, then log in to 'mybapension online' to submit your lump sum and pension choices.



## Make your voice heard

We are hoping to run some online member focus groups (and in-person once we're safe to resume physical meetings) over the coming year to find out what help or support you'd like with your NAPS pension in the coming months and years. If you're interested in taking part and sharing your opinions, please email [feedback@bapensions.com](mailto:feedback@bapensions.com). Please title your email 'Focus groups'.

## Member satisfaction survey response

The BA Pensions Member Services team regularly surveys a random selection of members to check if the service provided is meeting members' expectations. For those members who contacted us over the past year and waited longer than normal for information, we are grateful for your patience and support. Despite this, the results of our client satisfaction surveys have remained high. There's always room to improve and, thanks to your feedback through these surveys, there have been some service improvements. For example, many members asked if enquiry responses and pension quotes could be emailed rather than sent through the post.

## Receive your pension information by secure email

In response to this feedback, the BA Pensions Member Services team has successfully trialled a secure 'Mimecast' email messaging service. Members who have registered to manage their pension via 'mybapension online' can ask for a reply to their pension enquiry by email instead of receiving it through the post. If you request an email reply, you will receive an email using Mimecast when your pension information is ready to download from the secure, cloud-based messaging service. The email includes instructions on how to access the service. For deferred members who have registered to manage their pension online, we'll automatically email retirement quotations instead of sending them through the post.

This service will reduce enquiry response times and further reduce our carbon footprint, while providing you with a convenient option to receive a reply to your enquiry.

## Summary Funding Statement feedback

We produced our yearly Summary Funding Statement in a new format last year. The statement provided a snapshot of the Scheme's funding at 31 March 2019 from the Scheme Actuary's yearly funding report. We asked for your feedback on the new format and were delighted that so many of you took the time to tell us that you found the information useful. We'll share these survey results more fully in our next online bulletin but, following your feedback, we're producing our 2020 statement to the Plain English crystal mark standard, using short, clear sentences and without unnecessary jargon.

Look out for our 31 March 2020 Summary Funding Statement too, which is due out very soon. We remain open to feedback on how to make this more useful so please continue to let us know what you think.

# COVID-19 update

## **The COVID-19 outbreak created a difficult start to 2020 for pension schemes' funding positions.**

The impact of the COVID-19 pandemic caused market volatility from late February 2020 onwards. A reasonable proportion of NAPS' investments are held in equity investments, and these suffered to a degree from the recent market volatility. The funding level worsened by around 10% at the peak of the crisis, although it has since largely recovered this loss. The Trustee has met frequently throughout the crisis to take advice on the funding position of the Scheme and BA's ability to meet its deficit reduction contributions (DRCs).

Towards the end of 2020, BA requested a deferral of its DRCs to NAPS, and negotiations continued into 2021.

Agreement was reached between the NAPS Trustee and BA in February 2021 for BA to defer payment of its DRCs for a period of twelve months. The agreement covers the £37.5 million per month DRCs BA would otherwise have paid between 19 October 2020 and 19 September 2021, with a total value of £450 million. The agreement is supported through security covering the full amount of the deferral, as well as certain protections over payments from BA to IAG until it is repaid. The Pensions Regulator was fully informed about the discussions throughout.

You can read the Trustee's announcement about deferral of BA's DRCs on the 'Latest news' page of the NAPS website.

Our 2020 Summary Funding Statement will provide more details about the funding position of the Scheme.



# Retirement focus

There are many things to consider as you approach retirement, and preparation is vital. It's good to start by reviewing your finances to make sure your income in retirement will enable you to enjoy the lifestyle you want.



## Pre-retirement seminars

Find out when your online sessions are running – just click on the Pension briefings and virtual drop-in sessions link at [mybapension.com/naps/scheme/im-thinking-of-drawing-my-pension](https://mybapension.com/naps/scheme/im-thinking-of-drawing-my-pension)

## How much will you need in retirement?



The Pensions and Lifetime Savings Association (PLSA) has launched 'Retirement Living Standards', to help people picture their future retirement and understand what they need to save to achieve that.

The PLSA's research shows that only 23% of people understand how much they need to save. As part of their research, they asked consumers for their views on how much they would need to live on in retirement. This suggested that a single person will need £10,000 each year as a minimum income, £20,000 for a moderate standard of living, and £30,000 to be comfortable. For couples, the equivalent numbers are £15,000, £30,000, and £45,000 each year.

The PLSA has built a website where you can explore the different categories in more detail to picture what life in retirement could look like:

[www.retirementlivingstandards.org.uk](https://www.retirementlivingstandards.org.uk)



## Introducing Mary Barry

The BA Pensions team interviewed Mary Barry to find out how she found the process of retiring from BA and starting the next chapter of her life.

Mary worked for BA for more than 20 years, managing the Community Team, which has raised more than £20 million for BA's flagship charity programme, Flying Start. The team also provides support for more than 600 different charities through BA's payroll giving and match funding schemes (the match funding scheme offers small grants to charities in recognition of BA employees' personal fundraising and volunteering).

### How did you decide when to retire?

As a team, we calculated that we'd reach the £20 million milestone for Flying Start in 2018, which would be a fantastic achievement and a positive time to move on from BA. But I'd started to think seriously about my retirement 18 months before when I switched from full-time to working three days a week.

### Did working part-time help prepare you for retirement?

Yes. I love being with people and I like being engaged, so I thought I needed to test this out and have time to plan what life would look like when I'm not at BA.

### How was your transition into retirement?

Beekeeping is a big part of my life, and I took on a lot of responsibilities with that by looking after our apiary up at Mickleham, near Dorking. One of the things I've always wanted to do with beekeeping is to share that knowledge with youngsters. We've done some presentations in schools, which was great because it helped me through the transition from BA to retirement. We'd also planned to relocate, and that came together at the same time, just before I retired. I think having a house move on the go really helped too, because I didn't have too much time to reflect. That helped with the emotional disengagement because I was passionate about BA and had a wonderful time in the business. I needed a new focus to make the transition.

### Was your plan always to move home when you retired?

About two years before I left BA, I had a picture in my mind of where I wanted to live. I just wanted a bit more space for the family to visit and so that we could have bees, have chickens, and hopefully some goats!



### So did you plan financially for retirement?

Yes, we planned financially. Being clear in your head before making a decision, getting advice, talking it through with family, writing it all down to put a plan together is vital. Sometimes people can get quite scared of the whole pension piece; you think it's complicated and worry about the implications if you don't choose wisely. People think, 'I'll take the lump sum,' but actually, when you do the maths, you have to make sure that the remaining pension is going to sustain all the things you want to do.

### What was it like, leaving BA?

BA is a community and a family. There's always something different taking place in the business. I did think, 'Gosh, I hope I'm going to have that sort of stimulation and intellectual challenge when I leave.' I do miss the camaraderie; there are some amazing people in BA. It was a privilege working for BA, and I made many friends. We've maintained contact, but I was worried about that emotional connectivity initially.

### You were close to many charities that BA supports. Is it easy to continue to support these through the British Airways Pension Giving programme?

There are charities that are very close to people's hearts, like Cancer Research UK, Sreepur Village, Flying Start, and Comic Relief. Then we had several environmental organisations that we worked with, like the David Sheldrick Wildlife Trust and the Mountain Gorilla Foundation. What's good about the payroll giving programme is people choose where they wish to donate, and it's made simple. I'm a massive advocate of that, and the benefit of the payroll giving programme for the charities is that they're getting a consistent amount of money over a period of time.

### What are your fondest memories of your time at BA?

Hitting that Flying Start milestone and also working with a great bunch of people. I think the relief flights that we used to do were very special because that's where I found the best of BA. You had the fun side of things, especially with Flying Start. I feel really lucky to have played my part in raising all those funds for charity.

### Overall, how was the first year of your retirement?

It was very busy but enjoyable with the new house, having family to stay, and the bees. Having more time to spend with my great-nephews has been lovely.



## Financial advice available to you



The world of pensions is often tricky, full of jargon and important decisions to make.

The good news is, several trusted organisations offer free guidance or details of independent financial advisers (IFAs).

If you have a NAPS Additional Voluntary Contributions (AVCs) fund that you have not yet drawn, you can also put up to £500 of your AVCs towards the cost of retirement advice. Visit our Financial advice page for more details: [mybapension.com/naps/scheme/financial-advice](https://mybapension.com/naps/scheme/financial-advice)



## Free pensions guidance

- Pensions Advisory Service ([www.pensionsadvisoryservice.org.uk/](https://www.pensionsadvisoryservice.org.uk/))
- The Money and Pensions Service ([www.moneyandpensionservice.org.uk](https://www.moneyandpensionservice.org.uk))
- Citizen's Advice Bureaux, if you'd prefer to speak to someone face-to-face ([www.citizensadvice.org.uk/debt-and-money/pensions](https://www.citizensadvice.org.uk/debt-and-money/pensions))

## Finding an IFA

- Unbiased ([www.unbiased.co.uk](https://www.unbiased.co.uk))
- Find an adviser ([www.thepfs.org/yourmoney/find-an-adviser](https://www.thepfs.org/yourmoney/find-an-adviser))
- Vouched for ([www.vouchedfor.co.uk](https://www.vouchedfor.co.uk))

We also have a dedicated section on our website for IFAs, which provides them with all the information they're likely to need when advising you.

Ask them to go to:

[www.mybapension.com/naps/information\\_for\\_ifas/index](https://www.mybapension.com/naps/information_for_ifas/index)

### Information for IFAs

- ▶ Transfer information
- ▶ Transfer out packs
- ▶ Scheme documents

# The age of fraud

**Since 2015, pension savers in the UK have had more freedom to choose how they take their retirement benefits – making them an extremely attractive target for scammers.**

Scammers are increasingly sophisticated, often manipulating or tricking their victims, through an approach known as ‘social engineering’.

Here are the most common forms of social engineering attacks to be aware of:

## Phishing

Email fraud – or ‘phishing’ – is where the sender sends out legitimate-looking emails in an attempt to gather personal and financial information from recipients. It can be very difficult to tell the difference between a real email and a fake email.

## Spear phishing

This is where scammers have collected your personal information, perhaps through social media, stolen personal data, or even by rifling through your rubbish, and send you an email that makes you think they know you.

Sometimes criminals may pretend to be from Microsoft, Apple, a bank, or a government body such as Pension Wise and will ask you to reveal personal details, passwords, or bank details. Often, they’ll use scare tactics to trick you into acting without thinking first – ‘there are suspicious transactions on your bank account’ or ‘your computer has been infected with a virus!’

Fake SMS (text messages) are on the increase. Criminals know we see texts as safe and are more likely to fall for the fraud. Like emails, check before you respond. If in doubt, just block and delete.

What makes social engineering especially dangerous is that it relies on human error – and human emotions like curiosity or fear – rather than vulnerabilities in software and operating systems.



## Don't get hooked

- **Don't open emails and attachments from unknown senders.** If you do know the person but are suspicious about the message, cross-check the information by either calling them or going to their website separately, rather than through any links included in the suspicious email or text message.
- **Use two-factor verification where it's offered.** This is where you may be asked to provide a code that is sent to your phone or another device, in addition to your usual login details.
- **Be wary of tempting offers.** If an offer sounds too good to be true, it usually is.
- **It's really easy to be caught out by a telephone call out of the blue.** If you have any doubts, take some time to speak to people you trust before taking any action.
- **Keep your antivirus/anti-malware software updated.** Check for updates regularly and scan your system for possible infections.

### Have you spotted a suspicious email?

If you have received an email which you're not quite sure about, forward it to the National Cyber Security Centre's (NCSC) Suspicious Email Reporting Service (SERS): [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

For more details about what the NCSC does about suspicious emails, visit:

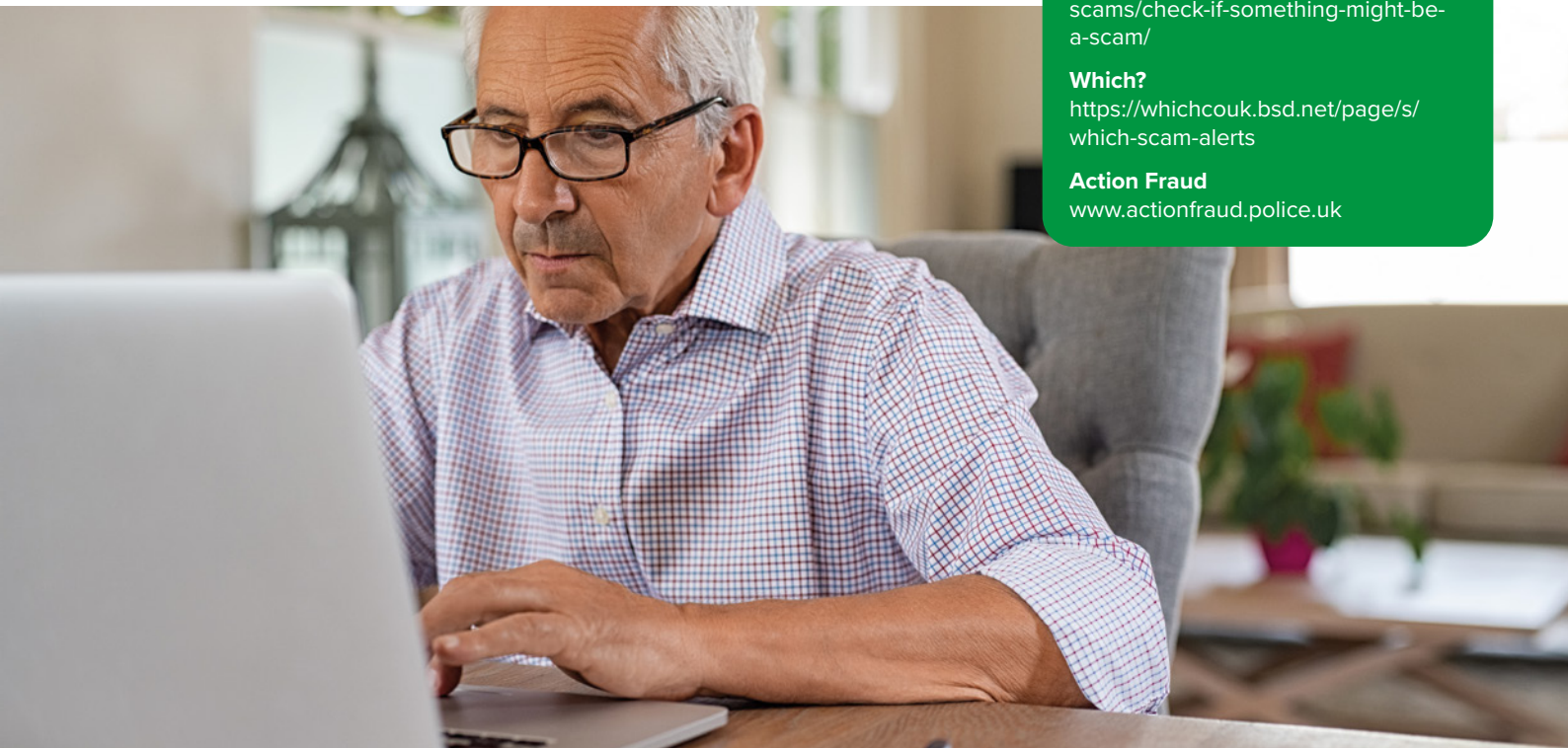
[www.ncsc.gov.uk/information/report-suspicious-emails](http://www.ncsc.gov.uk/information/report-suspicious-emails)





## Staying safe online

- Avoid using public or 'free' wi-fi. For greater security, you should always use your home or workplace wi-fi to do online banking or to make any financial or personal transactions. Use your home wi-fi or mobile phone data to download new apps to a mobile device.
- Secure your device. Regularly check for updates for your computer's software or mobile phone apps. Where possible, make sure your firewall is enabled on your computer and install a reliable security package.



### Online resources

**There are lots of websites with more information on how to avoid scams:**

#### **Citizen's Advice**

[www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/](http://www.citizensadvice.org.uk/consumer/scams/check-if-something-might-be-a-scam/)

#### **Which?**

<https://whichcouk.bsd.net/page/s/which-scam-alerts>

#### **Action Fraud**

[www.actionfraud.police.uk](http://www.actionfraud.police.uk)

# Pensions round-up

## Budget 2020: changes for high earners

In his March 2020 budget, the Chancellor of the Exchequer announced that no one who earns less than £200,000 a year would be affected by the tapered Annual Allowance.

The tapered Annual Allowance gradually reduces the Annual Allowance for those on high incomes, meaning they are more likely to face an annual tax charge. Chancellor Rishi Sunak raised the point at which the tapered Annual Allowance kicks in from £110,000 to £200,000, as of 6 April 2020.

In addition, anyone with an income above £300,000 will see their Annual Allowance reduced to £4,000 (the previous minimum under tapering was £10,000).

Deferred pensions in NAPS do not need to be counted in your Annual Allowance assessments unless you're still employed by BA and taking part in the company's promotional/incremental pay link option. If this applies, the BA Pensions Member Services team provides an Annual Allowance statement each year automatically, usually in the summer.

## The Government's consultation on RPI/CPI



On Budget Day 2020, the Government announced it would hold a consultation about a proposal to more closely align the Retail Prices Index (RPI) with the Consumer Prices Index including housing costs (CPIH). Under the proposal, RPI and CPI would use the same basket of goods as CPIH to measure changes in the cost of living.

We responded to the consultation independently in our letter to HM Treasury in July 2020, which is available to read in 'Latest news' on our website, and we also joined with many other UK pension schemes to provide a joint response. There were 831 responses to the consultation altogether, 240 from companies and 591 from individuals. Following a campaign run by the Association of British Airways Pensioners, some 257 (43%) of those individual responses were from members of the BA pension schemes.



In November 2020, the Chancellor of the Exchequer announced that he would not be able to offer his consent to the implementation of such a proposal before February 2030. In practice, this means that the change could be applied in February 2030. The Government stated that it is aware of the potential adverse impact on pensioners and committed to keeping occupational pensions under review.

This does not affect pension increases for NAPS pensions, which are already in line with CPI, but it will have an impact on the funding level of the Scheme, for which the Trustee is receiving advice.

### **Pension Schemes Bill receives Royal Assent**

The Government's long-awaited Pension Schemes Bill, delayed by the December 2019 general election, finally received Royal Assent on 11 February 2021. The Bill introduces the requirement for defined benefit pension schemes (such as NAPS) to have a long-term funding objective, including a framework documenting a strategy for ensuring that benefits can be provided in the long term. The Bill also covers the introduction of a pensions dashboard and new powers for The Pensions Regulator.

The pensions dashboard is an idea that was introduced in 2017 to help pension savers keep track of their retirement savings.

The idea is that you will be able to see the details of all your pension savings, across multiple schemes and providers, in one place. Under the Government's proposals, there will be more than one pensions dashboard, and you can decide which one to use. They will all need to follow the standards for sharing data established by the Government, with help from the pensions industry.

### **Money and Pensions Service**

The Pensions Advisory Service (TPAS) has merged with two other Government services, Pension Wise and the Money Advice Service, to form the Money and Pensions Service (MAPS). The aim of the merger is ultimately to bring the provision of debt advice, money guidance, and pensions guidance under one umbrella.

[www.moneyandpensionservice.org.uk](http://www.moneyandpensionservice.org.uk)



### **Lifetime Allowance**

The Lifetime Allowance (LTA) is the maximum amount of pension savings you can have at retirement from all pension schemes without incurring an additional tax charge. It is currently £1,073,100 and is expected to remain frozen at this level until 2026.

If you have not yet retired and believe the LTA might affect you, we strongly recommend you consider speaking to an IFA. An IFA will be able to help you understand your options with any LTA issues.

# Scheme funding

**A financial health check, known as a valuation, is carried out every three years by the Scheme Actuary. The most recent valuation looking at the Scheme's funding was at 31 March 2018. The next valuation will have an effective date of 31 March 2021.**

In the years between formal valuations, the Actuary provides updates which give an idea of how the funding position has changed from year to year. The Actuary's 2020 check will be available very soon but, in the meantime, here's a short reminder of the Actuary's 2019 check, which showed that the shortfall was around £1.9 billion.



**31 March 2019 (annual update)**

Assets £18,055m

Funding shortfall (£1,880m)

Liabilities £19,935m

Funding level 90.6%

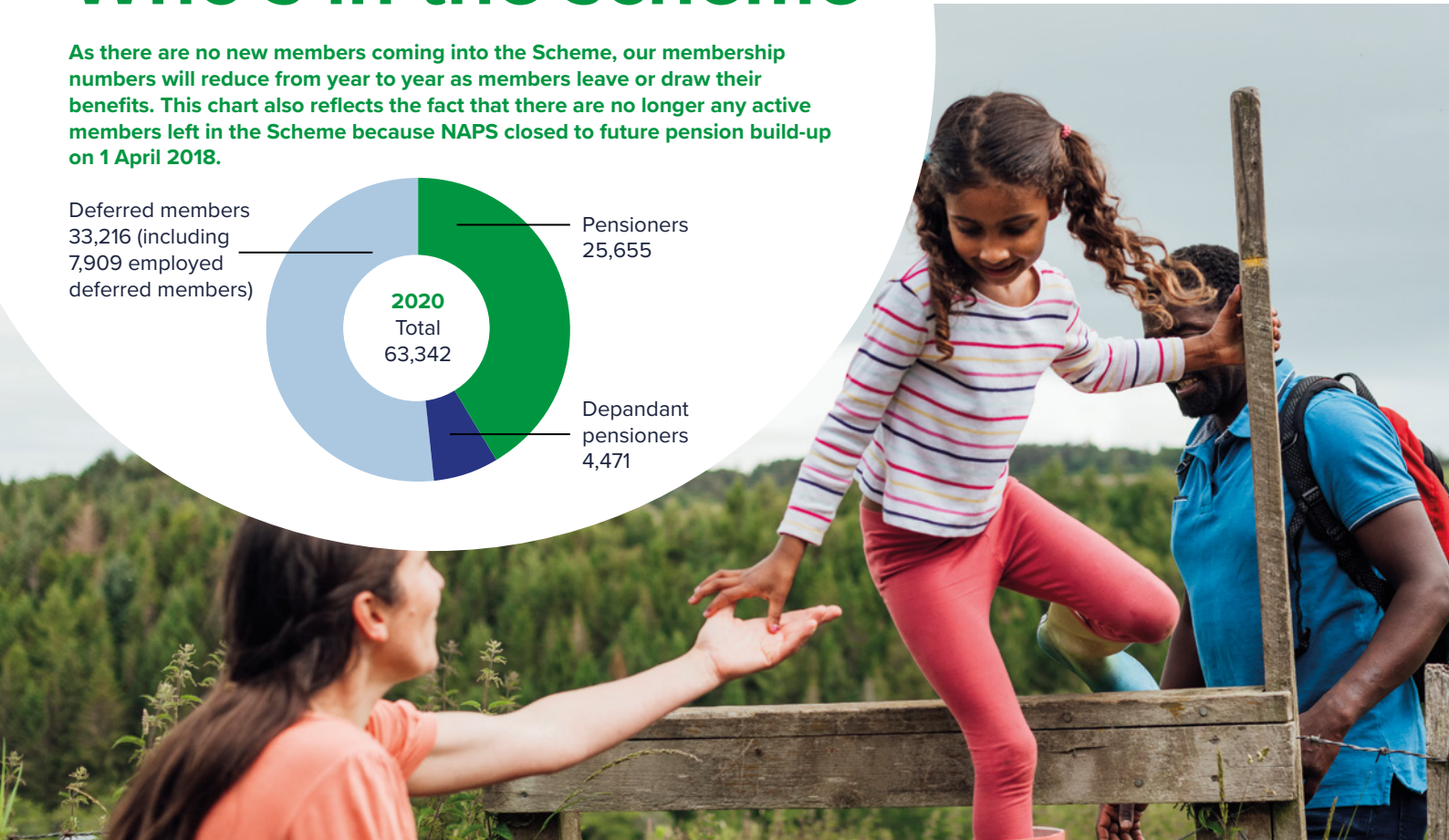
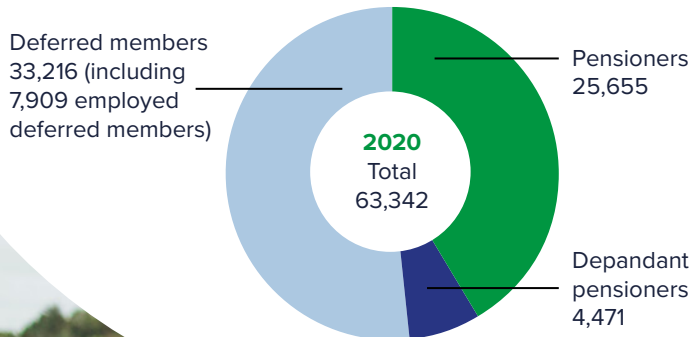
If you want more to know more about the Scheme's funding, visit the 'Scheme documents' page on 'mybapension', where you can download:

- the 2019 NAPS Summary Funding Statement
- the 2020 Summary Funding Statement (which will be available soon)
- the Actuary's full valuation report and funding update for 2018 and 2019.

If you want to see the full, audited Trustee's Report & Financial Statements for 2019 or 2020, they are also available under 'Scheme documents'.

# Who's in the scheme

As there are no new members coming into the Scheme, our membership numbers will reduce from year to year as members leave or draw their benefits. This chart also reflects the fact that there are no longer any active members left in the Scheme because NAPS closed to future pension build-up on 1 April 2018.



# Investment update

**A very important part of the Trustee's job is to invest the money paid into NAPS and to ensure the Scheme can continue to pay the pensions that have been promised to our members.**

There is an Investment Subcommittee that makes recommendations to the main Trustee Board about changes to the investment strategy. This is a very complex area, so the Subcommittee works closely with the Scheme's independent investment consultant, Mercer.

## Investment performance

Investment performance is measured over the financial year to 31 March. During 2019/2020 as a whole, the performance for the Scheme was 2.06%, while the benchmark set by the Trustee was 0.38%.

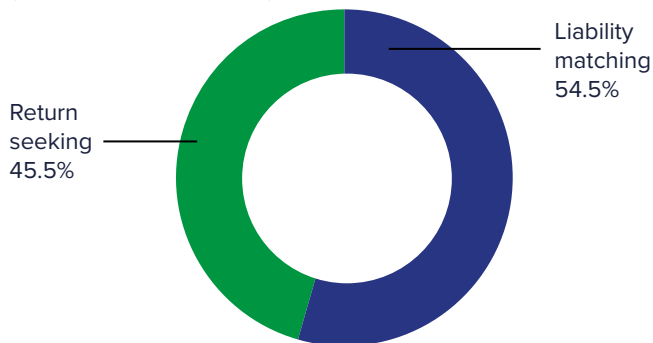
## Reducing risk

The Trustee monitors the Scheme's investment strategy on a regular basis to make sure that it remains appropriate. The Trustee's current strategy aims to reduce the risk of the Scheme having a funding shortfall in the future by gradually moving assets from **growth assets** into **liability-matching assets**.

**Growth assets** include a wide range of investments, including company shares, which are higher risk but potentially offer higher returns. **Liability-matching** assets help to control risk. They are more predictable and tend to move in line with changes in interest rates and inflation, which can, in turn, affect how much the Scheme has to pay out as benefits.



## Where our assets were invested (at 31 March 2019)



Keep up to date on the mybapension website  
for New Airways Pension Scheme:  
visit [mybapension.com/naps/news/index](https://mybapension.com/naps/news/index)

## Responsible investment

The Trustee believes that environmental, social, and corporate governance (ESG) issues should be taken into account in the investment process. The Trustee has delegated the evaluation of ESG factors to their appointed investment manager, BAPIML, for them to decide on during the selection of portfolio managers. You can find out more in our responsible investment section on the 'Scheme Documents' page of our website and in our responsible investment report.



# Who looks after NAPS?

The Trustee Directors are those who have been appointed or elected to manage the Trust on your behalf.

Your current Trustee Directors are:

## Employer-Nominated Directors



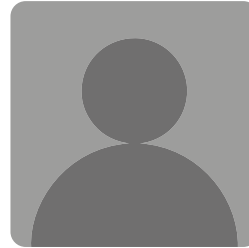
**Roger Maynard**  
Chair – BA appointed  
Independent Trustee



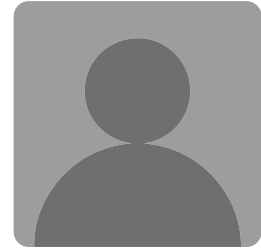
**Melanie Birch**  
Director of  
Heathrow (BA)



**Elisabeth Marsden**  
Senior Strategy  
Manager (IAG)



**Simon Philcox**  
Head of Finance (BA)



**Tom Stoddart**  
Managing Director  
BA CitiFlyer (BA)



## Member-Nominated Directors



**Neil Blackburn**  
Cabin Crew



**Ian Bretherton**  
Pilots



**Graham Fowler**  
(until 31 March 2021)  
Pensioners



**Dave Southcott**  
Administration and the  
Rest of Management



**Jack Wheale**  
Pensioners

## Our advisers

Running a multi-billion-pound pension scheme is a huge task, requiring specialist knowledge across a number of areas.

### The Scheme's current advisers are:

**Scheme Actuary:** Aaron Punwani, Lane Clark & Peacock

**Legal:** CMS Cameron McKenna Nabarro Olswang LLP

**Banker:** BNY Mellon

**External Custodian:** State Street Bank & Trust Co

**Investment Advisers:** Mercer Limited

**Auditor:** KPMG LLP

**Covenant Adviser:** PricewaterhouseCoopers LLP

**Independent Investment Experts:** Ian Maybury & Robert Talbut

# Good to know

## Notice of Wish

The Notice of Wish form is now available as an online form, which you can submit directly to the BA Pensions team. You can do this securely by logging into 'mybapension online'. Alternatively, you can download and print a Notice of Wish form. Remember, if you haven't yet drawn your NAPS pension, this form is very important because it helps the Trustee decide how to pay any benefits that are due from the Scheme on the death of a member.



## What to do when someone dies



We understand how difficult it can be to pick up the phone to tell us the bad news, so we have created a new online death notification form that makes it easier to let us know about the death of a member or pensioner. You can find it at [mybapension.com/naps/forms/index](https://mybapension.com/naps/forms/index)

If you prefer, you can call the team on **020 8538 2100** (Mon to Fri, 9am to 1pm).

As soon as we're notified, we can make sure that any survivor's benefits are paid as promptly as possible.

## In memoriam

Our Absent Friends page gives the details of colleagues who have recently passed away. Visit [mybapension.com/naps/scheme/absent-friends](https://mybapension.com/naps/scheme/absent-friends)





## Pension Giving

### Give to charity tax free from your pension

The BA Pension Giving scheme allows you to give regularly, tax free, to charities and good causes of your choice.

Pension Giving donations are deducted from your pension before tax, so every £1 you give only costs you 80p. If you're a higher-rate tax payer, it will only cost you 60p.

Did you know? If you're a higher-rate tax payer, Pension Giving is the only way to pass on your 40% (or 45%) tax to your chosen charities. Charities can only reclaim up to 25% of tax from donations made in other ways.

You can start, change or stop how much you contribute at any time by visiting our online Pension giving portal: [bapensions.givingonline.org.uk](https://bapensions.givingonline.org.uk)

## Former Staff Liaison Council (FSLC)

The FSLC is a long-standing group that BA formally consults with and which represents the views of pensioners and former employees. It meets four times a year. To join, contact the council by email at [liaison.1.council@ba.com](mailto:liaison.1.council@ba.com)

## BA Welfare & Benevolent Fund

This fund helps current and former employees who are experiencing financial hardship. If you need financial support for necessities, contact the fund in confidence:



British Airways Benevolent Fund  
International House  
24 Holborn Viaduct  
London  
EC1A 2BN



[www.baclubs.com](https://www.baclubs.com)




[bawelfare&benevolentfund@ba.com](mailto:bawelfare&benevolentfund@ba.com)



# Contact us

If you need to write to us about your benefits, our postal address is:

 British Airways Pensions  
PO Box 2074  
Liverpool  
L69 2YL

 020 8538 2100

 [Contact us through our website](#)

## Follow us on LinkedIn

Our LinkedIn page includes links to all the latest news articles published on our website. Go to [linkedin.com/company/british-airways-pension-services-ltd](https://www.linkedin.com/company/british-airways-pension-services-ltd) and add our page to your LinkedIn profile.

