

Minutes of the virtual meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 15 October 2020 by videoconference.

Meeting held with pre-booked public attendance of 5 persons to observe proceedings.

Present:	Tom Crowley (Chairman)
Cllr. Matthew Balfour	Kent County Council (substitute)
Peter Barclay	Environmental and Amenity Groups
Cllr. Helyn Clack (Vice Chairman)	Surrey County Council
Fran Downton	Tourism South East
Jonathan Drew	Gatwick Noise Management Board
Cllr. Carolyn Evans	Charlwood Parish Council
Cllr. Malcolm Fillmore	Rusper Parish Council
Cllr. Mike George	Horley Town Council
Cllr. Stephen Hillier	Mid Sussex District Council
Angie Hills	ABTA
Cllr. Alex Horwood	Reigate and Banstead Borough Council
Alan Jones	Burstow Parish Council
Cllr. Liz Kitchen	Horsham District Council
Cllr. Bob Lanzer	West Sussex County Council
Chris Larkman	Which? representative
Cllr. Liz Lockwood	Tandridge District Council
Hugh McConnellogue	Airline Operators Committee (AOC)
Brett North	Gatwick Diamond Business (substitute)
Cllr. Caroline Salmon	Mole Valley District Council
Cllr. Rupert Simmons	East Sussex County Council
Samantha Williams	Passenger Representative

In attendance:	
Stewart Wingate	Chief Executive Officer, GAL
Tim Norwood	Director of Corporate Affairs, Planning and Sustainability, GAL
Jonathan Pollard	Chief Commercial Officer, GAL
Andy Sinclair	Head of Airspace Strategy and Engagement, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Daniel Kominak	Airspace and Noise Performance Lead, GAL
Richard Lennard	Economic Partnerships Manager, GAL
Melanie Wrightson	Stakeholder Engagement Manager, GAL
Brian Cox	Independent Technical Adviser
Natalie Brahma-Pearl	Chief Executive, Crawley Borough Council
Tim May	Department for Transport
Simon Henley	ICCAN
Rupert Basham	ICCAN
Robin Clarke	NATS
Vicki Hughes	ANS
Tim May	Department for Transport (DfT)
Paula Street	GATCOM Secretariat
Lisa Sampson	GATCOM Secretariat

Apologies for absence were received from:

Chris Carter (Airlines UK), Jeff Alexander (Gatwick Diamond Business), Cllr. Gurinder S. Jhans (Crawley Borough Council), Jamie Major (UNITE), Katie Nurcombe (Coast to Capital Local Economic Partnership), Cllr. Michael Payne (Kent CC),

Minutes of the last meeting

62. Resolved – That the minutes of the meeting held on 16 July 2020 be approved and that they be signed by the Chairman.

Reports from Sub-Group meetings

63. The Secretariat's report which appended the summaries of the outcomes from the meetings of the GATCOM Steering Group, the Passenger Advisory Group and GAL's Noise and Track Keeping Advisory Group was considered (copies attached to the signed minutes)

GATCOM Steering Group:

64. Resolved – That:

(1) the suggested GATCOM workshop to discuss the review of the night flights regime once the Government's Call for Evidence on night flights has been published be agreed. The suggestion of the community noise groups also attending the Workshop be considered with the Chairs of the Noise Management Board (NMB) Executive and the NMB Community Forum.

(2) detailed consideration be given at the next meeting of the Noise and Track Monitoring Advisory Group of the Environmental and Amenity Groups' submitted analysis of GAL's stated progress in 2019 on delivering the END Noise Action Plan actions. The outcomes of that discussion to be reported to the GATCOM Steering Group.

Passenger Advisory Group (PAG):

65. Resolved – That:

(1) PAG's recommendations in respect of developing the Committee's short and long term ambitions for 'building back better' at Gatwick be noted, and agreed the need to include the passenger's perspective with reference to:

- (a) the need to rebuild passenger confidence in air travel by urging the Government to seek the introduction of testing for international travellers, or/and other mechanisms; and to reduce and eliminate the use of quarantine enabling aviation to plan the recovery of operations more effectively; and
- (b) PAG working with GAL and the Gatwick AOC to re-establish passenger service performance monitoring, or other new mechanisms to monitor service standards without adding further cost burdens on the airport;

(2) PAG's disappointment at the lack of engagement and consultation on GAL's recently announced forecourt charging decision be endorsed. GAL was asked to fully engage with PAG on the introduction of forecourt charges and on the development of and subsequent consultation on the on-airport Red Route system, to ensure that reducing the airport's environmental impact and increasing revenue are balanced with the needs of passengers, particularly in relation to blue badge holders and regular users accessing the train station; and

(3) PAG's role as GAL's critical friend and passenger advocate during this difficult time be recognised and its efforts to work flexibly and creatively to ensure a positive passenger experience at the airport is maintained, be supported

GAL's Noise and Track Monitoring Advisory Group (NATMAG):

66. GATCOM's Lead Member for Noise presented his report and highlighted that as Gatwick's airspace is less busy, aircraft are currently able to climb higher more quickly on Route 4 and vectored earlier onto more direct routings by air traffic control. This has resulted in a different dispersal of aircraft overflight for some communities. NATMAG will continue to monitor track performance and issues arising from the quicker climb rate and earlier vectoring.

67. Members requested that the data for aircraft overflight at Slinfold, as considered by NATMAG, be shared with the Parish Council and the community group that raised the matter. GAL agreed to provide the information.

68. Reference was made to the 2019 Gatwick noise exposure contours which included for the first time N65 day and N60 night contours (these contours show the number of noise events which exceed a maximum noise level). The inclusion of the N-above contours were a welcome addition to the reporting as they added some contextual information to the noise climate at a location. GAL confirmed that it plans to continue using these metrics as part of its on-going noise management work and projects.

69. Reference was also made to NATMAG's discussion on the usage of GAL's automated telephone line for noise complaints. Members highlighted the importance of providing a phone reporting facility. GAL confirmed that it was taking on board members' comments about the important need to retain a telephone facility and was exploring other more cost-effective options to provide the facility. The Lead Member for Noise stated the existence of the telephone facility and its telephone number needed to be better publicised via avenues other than the Gatwick website so that those without internet capability are aware of it.

70. GATCOM sought reassurance that the concerns of community groups about aircraft joining the ILS within 8nm was being investigated. The ILS joining point monitoring data revealed that between 1-2% of flights were joining the ILS within 8nm causing disturbance and concern to local communities. NATMAG has asked GAL to refer the performance data to the Flight Operations Performance and Safety Committee and the Noise Management Board. GATCOM agreed that matter should also be raised by the Chairman at the first meeting of the Noise Management Board Executive Board (NEX).

71. Resolved - that the Chairman raise the community concerns about the percentage of aircraft joining the ILS within 8nm at the first meeting of the Noise Management Board Executive Board (NEX) on 21 October 2020.

Chief Executive Officer's Report

72. The Chief Executive Officer's commentary on activity and performance at the airport over the previous quarter was received (copy attached to the signed minutes). Key updates were highlighted to the Committee as follows:

- During July to September 2020 – traditionally Gatwick's busiest months, GAL only handled 1.92 million passengers compared with 14.06 million passengers handled in the same period the previous year. There are currently 18 airlines flying to 97 airports in 45 countries/regions. The South Terminal remains closed at the current

time with all flights operating out of the North Terminal. Between 9,000 and 20,00 passengers per day are predicted toward the end of October.

- Interim Financial Results showed that despite an encouraging start to the year, as a result of the COVID-19 pandemic passenger numbers fell by 66% in the first six months to 30 June 2020 impacting revenues, a fall of 61.3% and a £321m loss for the company
- A restructure of the business has been undertaken to better align GAL's business to reduced passenger numbers and air traffic forecasts. A new organisation structure will be in place from 1 November resulting in a further 598 job losses at GAL. Even post restructure and whilst preserving 1,867 roles, GAL will have more people in most parts of the business than it will need until passenger volumes return – currently anticipated in summer 2021.
- Planned capital expenditure has been reduced by £157m in 2020 and £196m in 2021.
- Gatwick's Section 106 agreement Annual Monitoring report has been published.
- The urgent need for the Government to put in place a COVID testing regime to improve consumer confidence and encourage flying. GAL continue to press for a testing regime to be put in place as soon as possible to support the sector.
- GAL is actively engaging with central government, MPs, local authorities, business groups and economic partnerships to help support collaborative efforts to plan for and drive economic recovery.

73. GATCOM thanked GAL for the regular updates on the rapidly changing circumstances at Gatwick over the past few months. It was suggested that GAL consider diversification opportunities presented by their connected location and reduced operation in order to generate additional income, for example as a venue for a Christmas event or market. GAL advised it had no plans to use the estate in this way but will look at opportunities. GAL is hosting an NHS testing facility in the long stay car park to assist the COVID effort.

74. GATCOM supported GAL's focus on pressing for the introduction of passenger testing in order to build passenger confidence but commented on the accuracy of such tests, the cost for passengers, and questioned the validity period of testing.

75. As regards building passenger confidence reference was made to The Foreign, Commonwealth & Development Office (FCDO) advice about all but essential travel advice which needed to move to a regionalised quarantine system. It was highlighted that an ABTA survey identified quarantine requirements as the main reason preventing consumers travelling, including changes to requirements during travel; ABTA supported a regionalised approach to quarantine as well as putting in place a testing regime, reducing air passenger duty (APD), ongoing salary support, and a targeted sector approach to Government assistance.

76. It was noted that the outcomes of the Government's Global Travel task force set up by the Ministers for Transport and Health to consider the effects on the industry is due to report in November. Testing to free-up the European market is a particular focus for GAL as it would help to restore a significant proportion of business.

77. GATCOM queried if investment was still in place for the next three years for the Noise Management Board (NMB) and also for the Development Consent Order (DCO) application process for development of the northern runway. GAL confirmed the NMB had restarted and was committed to taking forward its work during 2021. Capital expenditure has also been set aside to support the DCO process and public consultation which GAL anticipates also taking forward during 2021.

78. Reference was made to the decrease in continuous descent operations performance. Members asked GAL to exert pressure and to continue to encourage Gatwick's air traffic control to ensure airlines adhere to the arrivals procedure which was put in place to minimise the impact on local communities. GAL confirmed its commitment to seek improvements but reminded members that it was not always possible for aircraft to optimise the procedure due to weather conditions and that safety was always the paramount importance.

79. The future funding of the Gatwick Area Community Trust (GACT) was raised and it was queried if the funding was in place for 2021. GAL confirmed its commitment to the Section 106 agreement funding arrangements for GACT for 2021 but advised that as the agreement expires at the end of 2021, the parties to the agreement had an obligation to commence a review of the terms of the agreement during 2021.

Forecourt Charging

80. Jonathan Pollard, Chief Commercial Officer, presented GAL's outline plans to introduce a charge for vehicles using the forecourt to drop off passengers directly outside its terminals from next year (copy of presentation slides attached to the signed minutes). In conjunction with this GAL proposed to introduce red routes on roads within the airport boundary to manage traffic flows. Free drop off or pick up will remain available in the airport's long stay cars parks, providing 2 hours free parking and free shuttle bus. GAL was also looking at developing proposals for blue badge holders and local rail commuters. The purpose of the scheme was to reduce "kiss and fly" trips, encourage greater use of public transport and to generate revenue for the airport, a proportion of which would be used to generate additional funding for the Sustainable Transport Fund. Further engagement with stakeholders on further developing the proposals was underway and the launch the scheme would be widely communicated.

81. GATCOM expressed much regret that GAL had to resort to forecourt charging to raise revenue. Members also expressed severe disappointment that GAL had no prior consultation or engagement on the scheme, or the development of the associated red route scheme with GATCOM or its Passenger Advisory Group (PAG). Furthermore, GATCOM was very concerned about the impact of the scheme on the surrounding local road network, particularly on parts of the A23, which could lead to 'drop and walk' from local roads, overcrowding on Fastway buses, and disadvantaging local residents who suffer negative impacts of Gatwick's operations who use Gatwick Station to access the rail network but do not have alternative or frequent public transport services to get to the airport. The Chair of PAG expressed particular concern about the negative effect on the passenger experience, the impact on those with disabilities (including Blue Badge holders) and for passengers travelling with young families.

82. There was also concern that as taxis would also be subject to the forecourt charge, the cost would be passed on to passengers, which in some cases could result in the cost of the taxi journey becoming excessive for a short journey.

83. Members commented that Gatwick stood out against its competitors by not charging for drop-off, and such a move would do little to encourage people to fly at this difficult time. GATCOM also commented that as this measure was very unpopular with the public, queried if the expected income was worth the damage to local goodwill. Wider economic concern was also noted for local Bed & Breakfast accommodation whose offer often included an airport drop-off service.

84. GATCOM asked that GAL fully engage and work with PAG to consider the effects on passengers of bringing in the forecourt charging scheme. GAL welcomed the feedback and acknowledged the disappointment about the lack of consultation and

engagement with GATCOM and its PAG. GAL aimed to consider steps to ensure measures were put in place to dissuade drop-off elsewhere on the road network and to attract business to the long stay car parks.

85. Resolved – That GAL fully engages with PAG on the introduction of forecourt charges, to ensure that reducing the airport’s environmental impact and increasing revenue are balanced with the needs of passengers and local residents, particularly in relation to blue badge holders and those with disabilities and regular users accessing Gatwick Station.

Influencing “Build Back Better” at Gatwick

86. The Chairman gave an overview on the purpose of this item and explained that it built on the deliberations of the GATCOM Steering Group. He sought views of members on how GATCOM can help shape future business at Gatwick, how it can influence Government and stakeholders, and how to build upon the letter to the Secretary of State for Transport and his subsequent response.

National Aviation Recovery Strategy – Department for Transport (DfT) Update

87. Tim May, DfT, provided an update on the DfT’s work and issues to be addressed in the national recovery strategy, key points were highlighted as follows:

- The Government’s work on introducing a COVID testing system at airports was an immediate priority.
- The Government aims to publish the Aviation Recovery Plan in the Autumn, hopefully by mid-November. The Plan is expected to set out more measures to boost air travel, while continuing to prevent the spread of the virus including covering the return to growth of the sector; workforce and skills; regional connectivity and freight; innovation and regulation; consumer issues; climate change and decarbonisation; health, safety and security; and the critical role that UK aviation plays in retaining the UK’s global reach.
- The Government has already announced the formation of a new ‘Jet Zero Council’, which will bring together Government, industry and environmental groups to make net zero emission flights possible.
- There was a need for the Government to revisit the longer-term Aviation Strategy in light of the COVID pandemic and the recovery of the aviation sector, developments on decarbonisation, Jet Zero and other issues that have emerged since the consultation on the draft strategy in 2018. There is no timetable at present to bring forward a longer-term Strategy but the Government expects to set out the way forward on aviation noise policy next year.
- The review of the night flights policy and regime will be subject to a two stage consultation. It is proposed that Stage 1 will be the Call for Evidence on the Night Flights Regime which is expected to be issued in November and will be at least a 12 weeks consultation period. As part of this the Government will also propose a 2 year extension to the current regime while the review is undertaken and a clearer picture about the recovery of the aviation sector was known. The Stage 2 consultation currently planned for 2021 will contain proposals for a new regime. The GATCOM Steering Group has highlighted the need for the Government to review the criteria for the granting of dispensations for flights that are delayed into the night period. As mentioned earlier in the meeting, a workshop for GATCOM members would be arranged once the Stage 1 consultation was launched.

Crawley’s Economic Recovery Taskforce

88. Natalie Brahma-Pearl, Chief Executive of Crawley Borough Council (CBC), provided overview of the significant impact of the COVID-19 pandemic and reduction in the

aviation sector activity on people and businesses in the Borough, and provided an overview of the work of the taskforce. Key points were highlighted as follows:

- Crawley's economy has been impacted significantly by the COVID-19 pandemic, with a recent Centre for Cities report estimating that up to 57 per cent of employment in the town is at risk (equating to 43,000 people). Around 80% of Crawley businesses have seen a significant drop in turnover and many businesses have seen turnover reduce to zero and businesses associated with the airport are suffering.
- Many people and families have lost jobs with many now seeking Job Seekers Allowance, Universal Credit applications are continuing to rise and other government financial assistance being sought in order to survive.
- Youth unemployment is at an unprecedented high level of 13% and is a major concern. The Council is working with the Department for Work and Pensions on employment support and emergency interventions.
- The Crawley Economic Recovery Executive Task Force (CERETF) and Town Deal Board have been set up to evaluate the true impact of the crisis on the local economy and to drive the development of a coherent Economic Recovery Plan for the town. CERETF brings together the council, senior business representatives (including GAL) from across the borough, the local MP, a government representative, the Coast to Capital Local Enterprise Partnership and West Sussex County Council to work collaboratively to provide strategic direction to the development of Crawley's Economic Recovery Plan, working to unlock and harness public and private investment to the maximum benefit of Crawley's community. A ten point recovery plan has been submitted to the Government.
- Crawley is one of three towns in Sussex which has been included in the Government's "Levelling up Funding" scheme for a share of the £3.6 billion Towns Fund. Crawley has been granted £25m to be used for capital projects which was welcome but does not quickly generate employment. Funding for other projects to aid recovery is also needed for a different and urgent response to the immense impact.
- Training and skills development is a key focus and a new STEM centre hopes to upskill the labour market to better respond to recovery.
- CBC wishes to work with GAL to build back better at Gatwick Airport, and would like to see Gatwick become an exemplar of green aviation with excellent digital inter-modal transport connectivity platforms for people/freight.

Independent Commission for Civil Aviation Noise (ICCAN)

89. Simon Henley, Commissioner ICCAN, provided a brief update on ICCAN's work and opportunities to prioritise noise management and engagement when aviation levels start to recover. Key points were highlighted as follows:

- ICCAN was established in January 2019 and has since met with hundreds of stakeholders.
- A review of its Survey of Noise Attitudes (SoNA) was published in December 2019.
- Since July ICCAN has published its review of aviation noise metrics, its toolkit for consulting on airspace change, its review of aviation noise and public health and the results of its summer 2020 survey.
- The pandemic has provided a unique opportunity to use aircraft data on movements, monitoring and attitudes to better understand the impact of aircraft noise and an opportunity for the Government to reconsider how aviation noise is managed as the industry begins to recover and build back better.
- In November ICCAN is planning to publish best practice for noise engagement as there is a need for greater consistency in an airport's approach to engagement. Learning has highlighted that trust needs to be re-built on both sides, common areas found, and greater consistency established on how airports can reduce

nuisance noise. The need to consider the impact of delivering improvements to address climate change and emissions on noise reduction strategies was highlighted as some improvements may result in a greater noise impact.

GATCOM's Approach

90. GATCOM received the Secretariat's paper outlining possible ideas for its consideration which built on comments raised at the GATCOM Steering Group meeting (copy attached to the signed minutes). Members were asked to consider the priorities for GAL, the Government, and other key stakeholders in securing the sustainable recovery of Gatwick's operation, initiatives, and possible opportunities (economic, environmental, and social) in the short and long term. Comments were welcomed on the Minister for Aviation's response to GATCOM's letter, in particular the point on slot allocation in re-building competitive aviation, and also on the additional comments circulated to GATCOM members from the Environmental and Amenity Groups' representative (copy also attached to the signed minutes).

91. GATCOM was most concerned about the devastating impact on the aviation sector and the ripple effect this was having on people's lives, on the business community and the wider regional economy. The Committee supported CBC's work and its immediate response in addressing the issues and commended the collaborative and proactive approach. It was emphasised that international businesses located to the region because of the communications link and connectivity provided by Gatwick Airport, and agreed that a fast response is required to help support employees of all ages across the labour market and to help the Gatwick economy get back on track.

92. There was also concern about the unknown effect of Brexit to businesses on top of those challenges as a result of the pandemic.

93. Members shared the concerns of businesses about the lack of an aviation-specific support package from Government, and agreed that support is needed to help Gatwick and the region to build back better and to provide more sustainable employment opportunities. The views of the Environmental and Amenity Groups' representative were noted along with their desire to make Gatwick the leading airport in the world for environmental and sustainable management. He encouraged GATCOM to work with them on the ideas suggested in the additional comments circulated to the Committee and to bring about change ahead of new Government policy being issued.

94. ICCAN's work on future noise management was viewed as very important as well as the work of Gatwick's Noise Management Board who will consider the need to build back better at its first meeting of the Executive Board (NEX). The NEX will look at the priorities raised by the different community noise groups and environmental and amenity groups, alongside the information from ICCAN, and will compile agreed priorities into a SMART programme. The Chair of NEX highlighted however the need to recognise that in agreeing priorities GAL will have fewer resources available to explore all suggestions but there were still many different avenues to explore.

95. Paula Street reported the views of ABTA about Government advice to travellers. GATCOM supported the need to encourage the FCDO to lift the 'all but essential travel' restriction and to move to a regionalised quarantine approach to re-build passenger confidence, and for the Foreign Office travel advice policy to provide additional certainty for businesses and consumers. It was agreed to include this specific point in GATCOM's suggested approach.

96. GAL reiterated its commitment to continue with and to build on its Decade of Change sustainability strategy and environmental performance management with the

aim of building back better, stronger, and bigger over the next 10 years. GATCOM acknowledged that airlines at Gatwick had invested in less noisy, cleaner aircraft and agreed that investment in bringing forward new technologies such as electric and hydrogen aircraft should be encouraged.

97. Resolved:

- 1) That the background information referenced in paragraphs 2.2 and 2.3 of the Secretariat's report and the additional comments circulated by the Environmental and Amenity Groups be acknowledged;
- 2) That, subject to the inclusion of the comments from ABTA referenced above relating to the need to build passenger confidence in air travel, the suggested approach to a sustainable recovery of Gatwick's operations as set out in Appendix 2 of the report be agreed;
- 3) That the Secretariat, in liaison with the Chairman, Vice-Chair, and the Chair of the Passenger Advisory Group, updates the suggested GATCOM approach in light of the comments and views expressed above, and that the amended final draft document be circulated to all GATCOM members for agreement; and
- 4) That GATCOM receives a progress report on activities as its next meeting.

Airspace Update

98. GATCOM received and noted an update on the Airspace Modernisation Programme, Route 4 and Route 5 (copy attached to the signed minutes).

Dates of next meetings

99. Members noted the next meetings of GATCOM and its sub-groups are due to take place as follows:

- GATCOM Steering Group – Thursday 17 December 2020 at 10.00am
- Passenger Advisory Group – Thursday 7 January 2021 at 1.30pm
- GATCOM - Thursday 21 January 2021 at 2.00pm

Due to the ongoing pandemic, all meetings will be kept under review.

100. GATCOM noted the next meeting of GAL's Noise and Track Monitoring Advisory Group (NATMAG) on Thursday 5 November 2020, and the first meeting of the Noise Management Board Executive (NEX) on Wednesday 21 October 2020.

Chairman

The meeting concluded at 4.35pm.