



# CEO REPORT FOR GATCOM

---

APRIL – JUNE 2021

---

Gatwick Airport Limited  
Stewart Wingate, CEO

YOUR LONDON AIRPORT  
*Gatwick*

---

# Airport & Operations

The global COVID-19 pandemic continues to severely impact Gatwick, both in terms of passenger volumes and associated commercial revenues. Entering Q2, **UK government restrictions on international travel** were still in force, with declaration forms required for outbound travel, and fines of up to £5000 for non-essential international travel coming into law from 29 March. Therefore, during April and May, domestic connectivity made up 34% of our passenger volumes, compared to 8% in 2019.

From 17 May the UK Government removed the ban on international travel and launched a **traffic light system** outlining the quarantine and testing requirements for travellers returning to the UK. The initial green list was very limited, with Gatwick only having regular scheduled services to 2 of the 12 regions on the list (Gibraltar and Portugal).

Soon after the launch of the traffic light system, there was confusion in the messaging from the UK Government on whether travel to amber list countries was allowed. It was later clarified by the Prime Minister that although there is no law against travelling to amber and red countries, trips should be for emergency reasons only and quarantine will be required on return and accordingly any leisure travellers should adhere to the green list. Following this confirmation, airlines further removed some of their capacity on amber routes.

The second update to the UK travel traffic lights list came into effect from 08 June, and saw Portugal removed from the green list, and several countries added to the red list, including Egypt. The most recent update to the travel advice took effect from 30 Jun and saw some additional countries and regions make the green list, including Malta, the Balearic Islands, Barbados, Madeira, and Antigua. There were also some additions to the red list, including Dominican Republic, and Tunisia. All the countries added to the green list (excluding Malta) have also been added to the 'green watch list', which indicates that whilst a destination is currently green, it could turn amber at short notice.

The DfT and Department for Health & Social Care now require all passenger flights arriving into England directly from red list countries, to land at dedicated terminals at Heathrow and Birmingham Airports. This is in effect until 07 Sep. Whilst this is in place, Gatwick will not receive any direct red list arrivals.

Throughout May and June, countries and regions around the world have been updating their own entry requirements. Most noticeable of these are the US which now allows travel to and from the EU, the EU who have kept the UK off of their 'white list' (allowing non-essential travel), and most recently Malta and Portugal who now require proof of full vaccination to avoid quarantine on entry.

With continuing restrictions on travel, and subdued passenger volumes, the airport has continued to reduce the **passenger security** operating hours, maintained an operation using only piers 4 & 5 of the north terminal, and aligned airport fire and rescue cover to demand levels. All reductions are reviewed weekly.

Following recent events in **Belarus**, the operating permission for Belarusian airline Belavia has been withdrawn by the UK Government, and all their services cancelled. Belavia were the only airline that has operated passenger services to Gatwick every week since April 2020.

Against this backdrop of international travel restrictions and the ongoing commercial challenges we face as a business we have been continuing our active and constructive **dialogue with Government**. Engagement has included attending Steering Groups with Department for Transport officials to discuss the opening up of international travel. We have also met with Henry Smith, MP for Crawley, who continues to be highly supportive and leads the Future of Aviation All Party Parliamentary Group; Claire Coutinho, MP for East Surrey; Chair of the Transport Select Committee, Huw Merriman MP; the government’s net zero business czar Andrew Griffith MP; and Employment Minister Mims Davies MP.

We also continue to **collaborate with industry partners** such as the Airport Operators Association, airline groups, and the CBI, to maintain focus on the restart of international travel and on the needs of the aviation industry and its employees.

***With the gradual easing of travel restrictions, Gatwick warmly welcomes the return of Wizz, Tui, Norwegian, Aurigny, Ryanair and WestJet, most of whom have not operated passenger services since the UK entered lockdown in January.***

Whilst the overall operational and commercial picture has been bleak through this period we have also have clear indications of a more positive outlook with active interest from both existing and new airlines to expand existing or establish new routes at Gatwick. We are excited to announce that American low-cost carrier **JetBlue** is starting flights between New York City (JFK) and Gatwick on 29 September. The seven-days-a-week flights will operate from the North Terminal on new Airbus 321LRs. They will fly daily with the departure around midday. The aircraft will offer a great experience as there are only 24 business seats and 90 economy (or as jetBlue call it Core).

During Q2 Gatwick had regular scheduled services operated by 14 airlines, compared with 49 in the same period in 2019.



In May we were honoured by a visit from **HRH the Earl of Wessex**, who toured Gatwick. Hosted by CEO Stewart Wingate, he spoke personally with members of our Security, Passenger Operations, Airfield and Airport Fire Service teams and learned about the impact that COVID-19 has had on the business and the everyday roles of our employees.

---

GAL's workforce is currently below 1800 staff a significant drop from the 3,300 previously employed prior to the pandemic. GAL is keen to see Government restrictions on international travel eased so jobs are preserved - especially with the furlough scheme due to close at the end of September. GAL is also aware of the significant impact on unemployment levels surrounding the airport and across the region where the numbers of people claiming unemployment benefits in the local authority areas adjacent to the airport has increased by more than two times the national average.

Coach operations have been limited but **National Express** are now running 6 services a day between Gatwick to Norwich via Heathrow and Stansted Airports and 9 services a day between Gatwick to Brighton. Megabus, Oxford Bus Company and easybus services are all still suspended but each operator is monitoring passenger demand at Gatwick. The Surface Access team continue to talk to new operators looking to run services from Essex and West London to Gatwick.

**Gatwick has been awarded its 9<sup>th</sup> consecutive Royal Society for the Prevention of Accidents (RoSPA) gold medal award for health and safety performance during 2020. It recognises a very high level of performance, demonstrating well developed occupational health and safety management systems and culture, outstanding control of risk and very low levels of error, harm and loss.**

The **forecourt drop off charging zone** has been operating for three months. Generally, the introduction has gone well with a few teething problems that are being addressed. The team have received a number of requests from local residents to join the commuter scheme. The scheme was set up to support those areas with very limited public transport options (RH6 0, RH6 9 and RH11 0) who use the airport station regularly for their commute.

In May Gatwick's integrated Environment, Health and Safety Management system was recertified to both **ISO 14001 and OHSAS 18001** ensuring continued implementation of high standards of EHS. Gatwick Airport will look to transition to ISO 45001 (the new health and safety standard) in late July. In June Gatwick also maintained SEQOHS certification ensuring high quality standards in our occupational health services.

---

# Economic Regulation

On 6 May the CAA published its decision document regarding the **economic regulation of Gatwick** for the period 2021 to 2025. In its document the CAA confirmed the Commitments Gatwick issued in early 2020.

Key features of the new Commitments:

- Price: an improved gross price commitment of RPI+0 (reduced from RPI+1 in 2014-21 Commitment)
- Service: improved service levels in a number of areas, including:
  - new security measurement technology;
  - improved airfield asset targets;
  - enhanced outbound baggage target;
  - tougher Quality of Service Monitor Targets (FIDS, Departure Lounge Seating, Cleanliness and Wayfinding) by moving to quarterly average;
  - New targets for Flight Information Screen System availability, Wi-Fi availability and PRM service satisfaction.
- Investment: Improved consultation process and a minimum capital investment commitment of £120m per annum.

The new Commitments came into effect on 1 April 2021 and GAL extended the pricing benefit to take effect already back in 2020. Due to COVID-19 most of the service standards remain suspended.

## Investment

Planning and preparation associated with the **Northern Runway** Development Consent Order (DCO) submission has continued with ongoing technical work to develop the necessary information for the Preliminary Environmental Information Report (PEIR) which is the core technical documentation for the consultation later this year. The PEIR will cover all aspects of the scheme impacts, benefits, and proposed mitigation.

Stakeholder engagement on the Northern Runway project during this period has included:

- Informal and formal (statutory) consultation with the relevant Local Planning Authorities on the draft Statement of Community Consultation (SOCC). We are currently considering the feedback received before finalising the SOCC which will be published prior to the start of the consultation.
- Discussions with a wide range of statutory stakeholders on technical topics
- Virtual roundtable events with parish/town councils and neighbourhood groups to build understanding of the DCO process and encourage community participation. These discussions also provided valuable insights on local community priorities.
- Virtual roundtable events with business groups, economic partnerships, and education providers, to seek insights on local issues and priorities to help inform the economic development aspects of the scheme proposal.

Back in May 2020, weeks after the first Covid19 lockdown was announced, Gatwick Airport agreed for the **Gatwick Station Project** to use part of the South Terminal Long Stay car park as an additional work site compound. 39 enhanced welfare eco units were initially installed for individual use by site workers. This has since

increased to over 100. This best practice solution has ensured the continued safety, health and wellbeing of all site workers throughout the pandemic, allowing the project to continue.



In the first half of 2021, following the re-opening of Platform 7 and closure of Platform 5/6, the project has progressed well with :

- The widening of Platform 5 and 6.
- The foundation works to the new Airport Entrance.
- Refurbishment of the existing station entrance.
- New flooring in the South Terminal link span (between station concourse and arrivals).
- Foundation works on Platform 3 and 4 for the new lift and stair which allow

passengers to get to Platform level directly from the station concourse.

- Foundations for the new operational back of house accommodation block.
- Construction of the new service core.
- Installation of time lapse cameras to capture progress (see photo above).

**AirTurn platform** will be launching for ground handlers in July, to improve the turn efficiency and digitising turn related documentation. The platform will also allow the ground handler to participate in ACDM milestone updates, directly from the stand.

We are working on a **passenger assistance screen** to help passengers go through security screening area. The system would observe the passenger and identify what needs to be placed on the security tray and provide personalised prompts to each passenger. The trial is expected to run in July.

We are also exploring technologies that can **reduce the energy consumption** of the airport terminals by turning on / off equipment dynamically as per the operational use. We have shortlisted the supplier to do the proof of concept related to energy saving and we will be conducting the trials later this year.

## Sustainability

In June we published our **Second Decade of Change sustainability policy** which sets out our 2030 goals on 10 topics with thematic focus on:

- People and communities (local economy, opportunity and accessibility, workplace safety, local community investment, and managing aircraft noise)

- 
- The Net Zero transition for Airport direct emissions by 2040, and for Surface Access and Aircraft emissions by 2050
  - Local environmental stewardship (waste, water and biodiversity).

Our goals take account of national and local sustainability priorities and will enable Gatwick to play its part in the UK's contributions to international action on the UN Paris Agreement on limiting climate change and the UN Sustainable Development Goals.

At the same time we published our [2020 Decade of Change performance report](#) which shows that despite the heavy impact of COVID-19 we maintained core activity in local community support and engagement, local supplier engagement and procurement, and noise, air quality, water quality, recycling and biodiversity programmes. Separately we have published a summary of [our performance on our First Decade of Change goals](#) to the end of 2019, i.e. prior to COVID-19.

Also in June, the **Sustainable Aviation industry coalition** published an update of its Roadmap to Net zero carbon 2050 to incorporate the impact of COVID-19, and sets initial UK aviation (i.e. aircraft) carbon goals for 2030 and 2040 en route to net zero carbon by 2050. The SA coalition will be updating this Roadmap further over the coming year to incorporate additional technology and policy developments on carbon reduction and removal for the 2030s. Gatwick is closely involved in this SA work.

***In April Gatwick received its 7<sup>th</sup> consecutive Biodiversity Benchmark Award from the Sussex Wildlife Trust. This award recognises Gatwick's strong commitment to protecting and enhancing biodiversity through a comprehensive management framework.***

Earlier in the quarter we provided ratified LGW3 air quality data for 2020 to Reigate & Banstead Borough Council (RBBC) and Crawley Borough Council for use in ongoing local air quality trend analysis, and for the drafting by RBBC of the **2020 Air Quality Monitoring Joint Report** which was provided in early June.

The verification of GAL's **2020 Annual Monitoring Report (AMR)** is underway with a view to completion during August.

# Airspace & Noise



The **Future Airspace Strategy Implementation - South (FASI-S) for Gatwick (ACP-2018-60)** programme has resumed following the roll out of the Department for Transport (DfT) and CAA Grant Funding Agreement earlier this year, providing financial support for the next stage (stage 2 *Develop and Assess*) of the airspace change process.

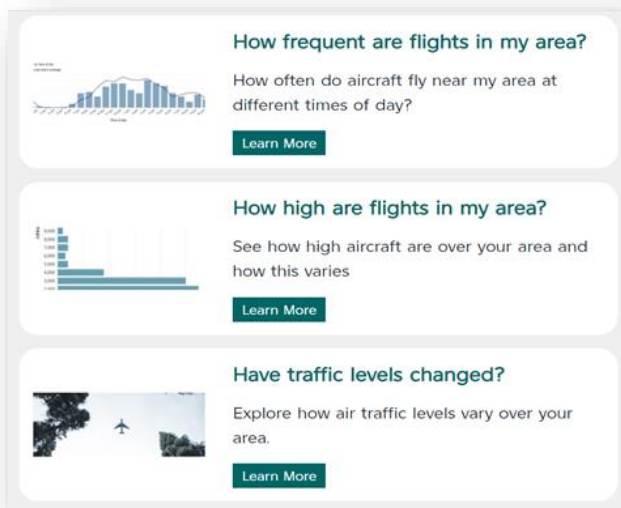
Gatwick has formally ‘unpaused’ and re-started its FASI-South airspace change project with the first stakeholder engagement session being a joint Noise Management Board (NMB) and Noise and Track Monitoring Advisory Group (NaTMAG) event held on 24 June. This stage of the process requires the development of a comprehensive set of options which are evaluated against a set of criteria and design principles agreed during the first stage of the process which was completed prior to the COVID-19 pandemic. Progress through stage 2 is dependent upon the production of the Airspace Modernisation Master Plan - responsibility for which resides with the ACOG and CAA - an iteration of which will be developed by the end of 2021.

The **Noise Management Board Delivery Group (NDG)** met on 7 April to discuss the delivery of the activities included in the Noise Management Board workplan, adopted at the previous NEX in March. The NDG aims to make progress this year, though noted the challenges posed by COVID-19 and the impact on the industry. Some workplan items, such as reduced night noise and the landing gear noise study, require data samples to be collected and will therefore be subject to sufficient air traffic levels.

The third meeting of the **Noise Community Forum (NCF)** took place on 11 May. This was extended and divided into two parts. The first, prompted by a request by the NMB and NaTMAG, was a briefing from Gatwick Airport Limited on the aircraft noise charges levied by Gatwick Airport as set out in Appendix I to Schedule 1 of GAL’s Conditions of Use. While most aspects of GAL’s commercial affairs (including charge structures) lie outside the remit of the NMB, GAL noted that the NMB should have the opportunity to express views on charging structures insofar as these have an influence on noise from operations at Gatwick. GAL undertakes to inform the NMB of such proposals in a transparent manner and would look for any feedback to be channelled through the NMB. NaTMAG members were invited to attend this briefing.

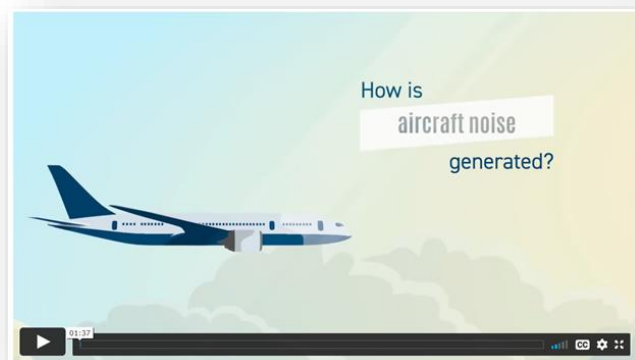
The second part of the meeting, led by Forum Vice Chair Ruud Ummels, discussed two of the NMB’s adopted workplan items: *Examine Fair and Equitable Dispersal* and *Review of noise abatement procedure for the Instrument Landing System (ILS) minimum joining point during the night*. Technical Steering Groups will be established to oversee the delivery of the above studies in accordance with an agreed Terms of Reference, which will be put to the NEX for adoption at an ad-hoc meeting on 28 June.

The third meeting of the **Noise Management Board Executive Board (NEX)** took place on 15 June. The meeting was attended by representatives from easyJet, ANS, GAL, GATCOM, NaTMAG, DfT, CAA and the NCF. The meeting heard updates from the NCF and NDG Chair, along with an overview of the current traffic situation and trends at Gatwick and beyond. A FASI-South process update was provided by GAL. Discussions took place around NMB workplan activities, and specifically the scope of the Fair and Equitable Dispersal study planned. An ad-hoc meeting of the NEX will take place on 28 June 2021 to adopt the technical Steering Group Terms of Reference for the *Examine Fair and Equitable Dispersal and Review of noise abatement procedure for the Instrument Landing System (ILS) minimum joining point during the night studies* included in the workplan.



The Airspace Office has recently completed an upgrade to our public facing interactive web portal called “Insightfull” which allows access to our WebTrak flight tracker through which we share information from our **Noise and Track Keeping (NTK) System**. The upgrade directly fulfils one of our Environmental Noise Directive Noise Action Plan Actions.

Public access to accurate data plays a key role in increasing community knowledge and trust and “Insightfull” is a great way for the public to browse detailed information specific to their local area. The key improvement to the website has been the introduction of a new data model to calculate overflight statistics. In the past, this information was generated based on postcode areas, which may not reflect the actual experience on the ground. The new approach uses a 1x1km grid of reference points and calculates the overflight statistics based on the CAA overflight cone (48.5 degrees according to the definition of overflight as set out in CAP1498).



In addition, many new sections have been added to the website to provide more insights and information. For example, one section details how aircraft noise is generated at the source and which factors influence its amplitude. As with many other sections, a short video is provided to summarise the key points in an engaging manner.

As we anticipate that some people will have become more sensitive to aircraft noise over this prolonged period of low levels of noise, the website features articles focusing on the impact of COVID-19 and on the changes to aircraft activity in the past months and years. The portal allows people to compare the current traffic levels to those recorded in the past through interactive dashboards.

## Noise & Track Keeping Performance Data

Parameter		Quarterly Performance	
		Q2 2021	Q1 2021
Track keeping performance (% on track)	▼	97.65%	98.90%
Core Night CDO (% achievement)	▲	92.68%	76.92%
Day/Shoulder CDO (% achievement)	▲	87.32%	85.48%
24 Hour CDO (% achievement)	▲	87.49%	85.20%
1000ft Infringements (No.)	-	0	0
1000ft Infringements (No. below 900ft)	-	0	0
Departure Noise Infringements (Day)	-	0	0
Departure Noise Infringements (Night/Shoulder)	-	0	0
West/East Runway Split (%)	-	55/45	57/43

CDO performance has increased across all three metrics compared with the previous quarter. Air traffic movements have increased and pilots are increasing their flight hours which has contributed to an improvement in CDO performance. The Airspace Office recently met with Vueling Airlines, Turkish Airlines and AirBaltic to discuss CDO and track keeping, as part of the airline engagement program, and they are continuing to monitor their performance.

Track keeping has declined slightly compared to the previous quarter, however in recent weeks Gatwick Airport has experienced a period of adverse weather. In addition, there has been an amendment to the 26LAM/Route 4 where RNAV SIDs were replaced with conventional SIDs on this route. This has led to some aircraft deviating from the Route early, particularly if they are positioning flights to Heathrow Airport. Route 4 is being closely monitored by the Airspace Office and Air Navigation Solutions (ANS) and any track deviations are being followed up with the airlines concerned.

---

# Community

Our **Learn Live programme** of career broadcasts has continued, featuring: A Day in the Life of an Airfield Controller; and in recognition of World Environment Day, a Journey into Sustainability at Gatwick. All broadcasts can be watched on demand at <https://learnliveuk.com/partner/gatwick-airport-careers/> In addition, a Senior Engineering Manager at Gatwick took part in a Learn Live “Jobs Live” broadcast on 3rd June providing an effective platform that enabled Gatwick and many other companies to reach out to students across the country.



Engineering and Surface Transport colleagues from Gatwick visited Burpham Primary School to deliver an exciting road building project to 60 students aged 9. They explained to students the importance of **STEM subjects** as well as the fun opportunities on offer to them within those subjects. They highlighted that engineering is everywhere, focusing on Civil engineering due to the road building activity that followed.

The Coast to Capital Career Hub works with schools and colleges across East Surrey and Mid Sussex to progress careers education for young people. As part of the **Cornerstone Employers** network we confirmed our commitment to 3 initiatives (Open Doors Event, Virtual Insight Day and Virtual Careers Fair) to ensure young people in our region have access to employer insight and understand what opportunities lie before them.

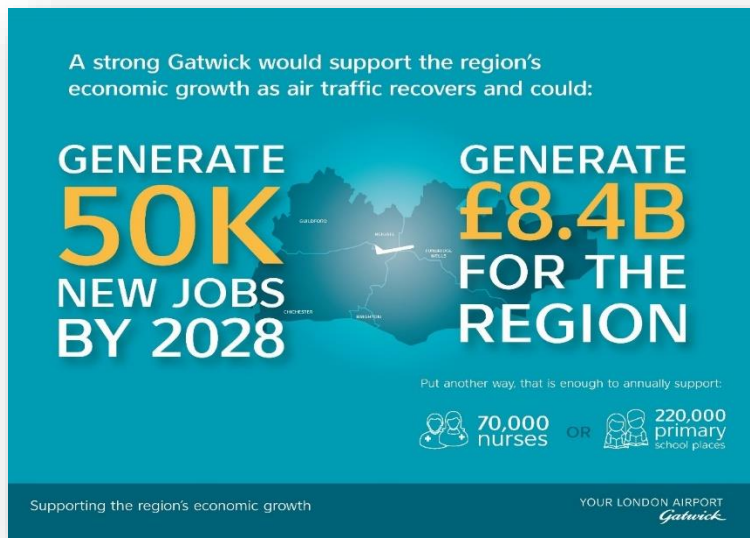
The **Coast to Capital Virtual Careers Fair** on 16<sup>th</sup> June enabled over 3,000 students to engage with employers and educational providers across the region. Students were able to find out more about future opportunities in a range of different job sectors and courses. Gatwick was one of the exhibitor booths (which recorded nearly 2,000 visits) and staff were on hand across the day via the live chat. The careers fair is now on demand and available for access until the 16<sup>th</sup> July. It hosts 34 exhibitor booths and an auditorium that has a great range of videos including ‘How to choose the right career path?’ and ‘Post 16 options’. There are now almost 4,500 registered users who are still able to access to content.

In the **Open Doors event** two Gatwick Apprentices spoke to 120 students at the allocated Oxted School about apprenticeships and their own pathways into Gatwick’s Engineering Apprenticeship.

Unfortunately, the feedback from the participating schools for the planned June **Virtual Insight Day** was that they are under immense pressures with assessment periods and deadlines, amplified by the academic year being highly disrupted due to Covid-19. Wanting to create the best experience for the young people, as well as

enabling us to reach as many students as possible and get the best return on time and effort, the virtual work experience placements have been postponed.

## Local Economy



The new report **Gatwick's Economic Value** was released in May, providing an updated dataset and narrative that sets out the airport's role in the local and regional economy. It reveals that a revived Gatwick would support the region's economic diversification by making the area attractive to new and emerging industrial clusters.

Read our Economic Value Report [here on our website](#).

The report also shows how a return to air traffic to levels forecast before the pandemic would support over 50,000 new on-airport, supply chain and other business-related jobs across the region by 2028.

As an airport, we have committed to maximise the benefits we provide for local people, communities and businesses through a range of initiatives that focus on skills, employment, sustainability and our extensive supply chains, which support many thousands of jobs across the South East.

Active engagement has continued with regional economic partnerships, local authorities and business groups, working collaboratively to plan for and drive economic recovery. Our focus has continued to be understanding the economic challenges and sharing insight with local and regional partners through engagement and discussion and supporting action wherever we can. The work in this quarter has included engagement with the following stakeholders:

- Catalyst South, Coast to Capital LEP and Skills 360 Board, Crawley Local Economic Recovery Task Force and Town Deal Executive Board, Crawley Borough Council, West Sussex County Council, Gatwick Diamond Initiative, Gatwick Diamond Business, Tourism South East, Surrey Business Leaders Forum, Develop Croydon, Invest Crawley and regional Chambers of Commerce.
- We participated in virtual events with Manor Royal BID, FSB Crawley and Gatwick, Sussex Chamber of Commerce and Brighton and Hove Economic Partnership, including presenting updates and Q&A on Gatwick. Stephen King, Head of Airlines, also participated in a virtual Q&A session at the digital event Real Estate Live.