



# CEO REPORT FOR GATCOM

---

JULY – OCTOBER 2022

---

Gatwick Airport Limited  
Stewart Wingate, CEO

YOUR LONDON AIRPORT  
*Gatwick*

---

# Airport & Operations

We were greatly saddened to learn of the passing of **Her Majesty The Queen** and we extend our heartfelt condolences to the Royal Family on their profound loss. Her Majesty officially opened the airport in June 1958 and she returned with Prince Philip in March 1988 to open the North Terminal. She is the longest-reigning monarch in British history, having served as Queen for 70 years and her reign saw her travel more widely than any other monarch, visiting over 100 countries on official state visits to the Commonwealth and beyond.



Her legacy and association with Gatwick and the South East remains in the art display in Pier 2, The People's Monarch. And this summer, we were proud to celebrate her Platinum Jubilee with passengers, staff and the local community.

Following the announcement of the death of HM Queen Elizabeth II Gatwick Airport actioned their response plan, “**Operation Penny Black**”, with Sussex Police, the Foreign, Commonwealth & Development Office (FCDO) and Department for Transport (DfT). The plan ensured the airport could quickly act and respond to the arrival and departure of VIPs, Heads of State and Government Ministers. Gatwick welcomed 17 Heads of State and Ministers into the United Kingdom, who were all met by a team of dedicated representatives of His Majesty the King, government representatives and their UK Ambassador, and in some cases, a member of the GAL Executive Team. In total, the team facilitated in excess of 500 passengers across the delegations, each having differing requirements and requests for their individual needs.

Gatwick’s **half year results** illustrated the unprecedented ramp up of operations compared to other major European airports (following travel restrictions being removed ahead of the Easter holidays) with 13.1 million passengers passing through the airport in the first six months of the year (up 2,083% from 2021). Revenue was £291.5m for the six months ending 30 June 2022, a return to profitability with EBITDA at £148.3m and a profit after tax of £50.6m. The significant recovery in monthly passengers saw an increase from 0.8 million in January to 3.8 million in July, with further growth forecast for the peak summer period.

Gatwick has worked collaboratively with ground handlers and airlines on bridging resource gaps by offering contingent resource and incentives. Extensive investment in staffing, a strong focus on service and proactively managing capacity during July and August to help airlines operate published schedules has contributed to 93% of Gatwick’s Core Service Standard metrics being met during this period.

Whilst passenger demand was at 74.3% of pre-pandemic levels for Q2 (and 59.1% for the half year period), medium term uncertainty remains as a result of the macro-economic climate, with inflationary pressure on costs and possible impact to demand for the winter season. However, notwithstanding that, revised traffic guidance for 2022 is up 7.2% from the previous forecast of 30.6m mainly driven by increased demand in Q2 with recovery reaching 81% vs 2019 in July.

As previously reported, in June we submitted our response to the Government’s consultation on **proposed alleviation to slot usage rules** for Winter 22/23– namely a return to 80:20 as demand returns to near-2019 levels whilst expanded Justified Non-Use of Slot (JNUS) rules mean airlines are not forced to fly in the small number of cases where demand is still affected by Covid-19 restrictions. The outcome of that consultation in July confirmed the Government’s preference to continue with a 70:30 ratio and this will be confirmed by both Houses of Parliament in October.

***Following strong demand, Gatwick has revised its traffic forecasts for 2022 to 32.8m passengers as a result of increased demand.***

Preparations for Party Conferences in September and October have taken place, with a programme of activity and meetings planned with **Ministers, Shadow Ministers and local MPs** and in the quarter meetings have been held with Labour’s Shadow Transport Secretary Louise Haigh MP and Shadow Aviation Minister Mike Kane MP to brief them on summer resilience/resourcing and other issues. Additionally, Gatwick participated in a roundtable organised by the Future of Aviation All-Party Parliamentary Group to discuss lessons learnt from the summer regarding resourcing as well as winter preparedness. The output will be used to aid Ministerial decision-making on the international response to COVID-19 and further securing the recovery of the aviation sector.



Ahead of the school summer holidays, world-famous construction toy brand, **LEGO**, opened a store in each of Gatwick’s North and South terminals on July 7. Kidstop – a Gatwick-specific pop-up store operated by WHSmith, offering children’s books, travel games and toys - opened in the North Terminal on 4 July.

Gatwick also welcomed the return of Ted Baker and ITSU in South Terminal.

On 14 July, we experienced a major issue with the **supply of SES Water** to Gatwick and the surrounding area, caused by a burst water main in Shipley Bridge. This led to lower water pressure than normal across the airport for several hours (approximately 0800 – 1800). As a result, a number of on-airport toilets were out of order, while some F&B outlets experienced water supply issues. We responded by providing passengers with bottled water and bringing temporary toilets on-site, as well as a water tanker. The airport remained in close contact with SES Water throughout the day and we issued statements in response to a significant volume of media enquiries, and placed information on passenger screens.

---

# Airlines and Routes

**British Airways (BA)** announced a significant expansion of its long-haul network from Gatwick with new routes to the USA, the Caribbean, and South Africa. The first of these new routes to start will be a winter service to Cape Town which BA will operate three times a week from 13<sup>th</sup> December. From summer 2023 new flights will also start to Las Vegas, Vancouver, Trinidad and Tobago, Aruba, and George Town in Guyana. All routes will be operated with BAs 777-200 aircraft

***Gatwick served 157 short haul destinations this summer, 96% compared to 2019 and 35 long haul destinations, 60% compared to 2019***

Having launched New York flights to Gatwick back in 2021, **jetBlue** expanded its network from Gatwick with the commencement of direct Boston flights on 4<sup>th</sup> August. All jetBlue's flights are operated with its new Airbus A321LR aircraft, configured with 24 Mint suites and 114 Core seats. jetBlue will further expand from Gatwick this winter with an additional daily frequency to New York JFK, taking their total Gatwick departures to the USA to three times a day.

Major US airline **Delta Air Lines** will return to Gatwick from 10<sup>th</sup> April next year, with daily 767-300ER flights to New York JFK. Delta last operated flights to Gatwick back in 2012, when it was flying to its home base in Atlanta. Delta's flights to JFK will enable passengers to connect to numerous destinations across the airline's North America network.



Vietnamese airline **Bamboo Airways** announced that they will start two new routes to Vietnam in winter 2022. Bamboo, who are a full-service carrier, will operate its 787-9 Dreamliners between Gatwick and Hanoi and Ho Chi Minh City. Hanoi services will operate once weekly from 29<sup>th</sup> October, with Ho Chi Minh City flights starting on 7<sup>th</sup> December, also once a week.

In September, **Emirates** announced that they will add a third daily A380 service to Dubai from 1<sup>st</sup> December. This third frequency will see them return to the same capacity as 2019. Prior to the third frequency starting,

Emirates will also operate a third frequency with a 777-300ER over the last two weeks of October for the school half-term period.

## Investment & Growth

The **Main Runway resurfacing project** works completed at the end of September ahead of the winter weather period. The reduction in asphalt (from only resurfacing the most “trafficked” parts) allowed a significant saving of embodied carbon - which is the Green House Gas emissions associated with materials and construction throughout the lifecycle of the infrastructure. All of the old asphalt material was recycled as aggregate in road construction, and the temporary on-site asphalt batching plant reduced lorry travel distance and emissions. The works were completed with minimal disruption to local residents, the airport operation and the airline community adjusted some slot times to support the working window earlier in the project. The runway has now had its design life extended by 7 years. Further taxiway works and improvements to the northern runway are due to be undertaken in 2023.



On 8<sup>th</sup> Sept construction handed over phase 1 of the **North Terminal Domestic Facility**, after undertaking a light refurbishment of the area. This included replacement of the flooring throughout, upgrading the lighting to more energy efficient LED luminaires, alongside new desks and a deep clean of the ceilings. This has made a large impact to the look and feel and has received positive feedback from passengers now utilising this phase of the facility. Phase 2 Gate 55 F & G is underway with handover planned in December 22.

The **Gatwick Rail Station project** continues to progress well and the works are now due to be complete in summer 2023.

Gatwick will launch its new **Airport Surface Access Strategy (ASAS)** at the Gatwick Transport Forum on 7<sup>th</sup> October. The new ASAS will support the delivery of the Decade of Change. We have a single target for surface access in the Decade of Change of “Working with transport partners to increase airport passenger and staff usage of public transport and zero and ultra-low emission journey modes to 60% by 2030.” To support this the ASAS has set specific targets of:

- Target 50% rail mode share by 2030 with the assistance of rail industry partners.
- Set a specific target to reduce drop off/pick up by a further 10% compared to 2019, bringing it below 15% of overall passenger journeys.
- Analyse the Staff Travel Survey to define a specific, challenging target for Active Travel for staff living within a 5 mile radius of the airport (to be set in 2023).

---

In terms of future innovations, the use of **artificial intelligence (AI)** is being explored for detecting prohibited items in cabin baggage. This is likely to improve cabin baggage screening efficiency as well as security. Innovative ways for passengers to interact with bag drop points and boarding gates are also being explored. In the future, instead of using the screens on bag drop machines or at boarding gates, passengers could potentially use an airline or airport app on their phone. A demo lab for experimenting with this new solution has been set up and feedback from stakeholders is being sought.

On 14<sup>th</sup> June we started a targeted statutory public consultation on our improved highway design and other project updates in respect of the **Northern Runway Project** which ran for just over six weeks, until 11:59pm on Wednesday 27 July 2022. With more than 550 responses received it indicated a good degree of engagement from the target audience.

The first round of Topic Working Groups in 2022 with Local Authority officers has been concluded and draft statements of common ground are being issued to attendees covering the topics covered to date. These are generally concerned with seeking alignment on appropriate Environmental Impact Assessment (EIA) methodology. Further rounds of engagement will be scheduled for the Autumn to discuss classification of effects and mitigation. Engagement on the Noise Envelope concept continues via the Noise Management Board and will conclude in September to enable timely inclusion of final concept in the Development Consent Order (DCO) submission.

## Sustainability

On 19 July 2022, the Government published its **'Jet Zero' policy** for aviation to achieve net zero by 2050. The policy recognises the importance of the aviation sector to the UK economy but also sets out how to secure a more sustainable future and the importance of a green transition. Government will support airport growth where it can be delivered within its environmental obligations and has also given a commitment to review its strategy every 5 years. Whilst it recognises that decarbonizing aviation will be a challenge, the Government has one of the most ambitious climate change targets in the world and the its strategy sets out its vision for decarbonizing aviation, focusing on the rapid development of technologies in a way that maintains the benefits of air travel, whilst maximizing the opportunities that decarbonization can bring for the UK.

Gatwick will be producing a carbon action plan as part of its northern runway project and detailed planning has already begun in terms of reducing GAL's Scope 1 and 2 carbon emissions as well as identifying opportunities for reduction in waste generation and potable water consumption.

***Gatwick has successfully re-certified to Airport Carbon Accreditation Level 3+ and aims to become Level 4+ certified in 2023***

---

On 22 September, Gatwick participated in **Vinci Environment Day**. Talks and tours were held for the Gatwick Family throughout the day to highlight the work being done to minimise Gatwick’s environmental impact and improve performance.

Gatwick is pleased that its biodiversity work features in the **2022 International Civil Aviation Organization (ICAO) Environmental Report**, available at: <https://www.icao.int/environmental-protection/Documents/EnvironmentalReports/2022/ICAO%20ENV%20Report%202022.pdf> (page 281).

As part of our **Bird & Wildlife Hazard Management** process many of our waterways need to have bird netting installed to deter birds and other water fowl from nesting and thereby reducing the risk of bird strikes. One of the lagoons to the south of the runway had netting installed approximately 11 years ago. It was life expired and with the recent storms was damaged and not providing any protection against nesting birds. Protech replaced the netting and during the pre-construction phase the teams sought potential options to recycle or upcycle the netting rather than it being sent to landfill. Through a connection at the Sussex Wildlife Trust, Anglers NLRs – National Line Recycling Scheme took approximately 1tonne of the netting that could be recycled and are putting it through their recycling process. Details can be found on the scheme here: <https://www.anglers-nlrs.co.uk/videos>

## Airspace & Noise



**Airspace Strategy Implementation - South (FASI-S) for Gatwick (ACP-2018-60)** Gatwick’s FASI-S project is on going. The Stage 2 Gateway has been moved to March 2023 to allow consideration of the potential impact of design interactions with NERL and Heathrow options and the anticipated requirement for evidence of consideration of cumulative impacts ahead of Stage 3. Engagement with Heathrow is planned for October. The final round of Stage 2 engagement sessions will take place after interaction considerations have been addressed, currently planned for January 2023. In the meantime, engagement with parish councils - to explain the process and brief on progress so far - is scheduled for October, ahead of the final stakeholder engagement sessions in January.

Separately, Gatwick has sponsored and secured funding for Reduced Departure Divergence (RDD) and Fair and Equitable Dispersal studies, both of which aim to support and inform the FASI programme. The work of both studies will be completed in 2023.

**Route 4 Standard Instrument Departures (ACP-2018-86)** Following the Gateway review in July, the CAA did not approve the progress of the Route 4 ACP through the Stage 2 Gateway. Following a meeting with CAA on 6 September, it was concluded that the documentation required minor alteration to expand and/or re-

iterate the narrative around three key points. Given no additional detailed rework was required, Gatwick requested a further Stage 2 Gateway review in October 2022.

**Noise Management Board Community Forum (NCF) 8** took place on 21 September, where members were briefed, albeit a non-NMB Initiative, on the Fair and Equitable Dispersal (FED) study. The FED team gave a presentation, which set out initial plans of how the project will take shape and the engagement to be carried out, along with a proposed timeline. Also discussed was the Reduced Night Noise (RNN) trial, the start of which is now looking likely to be later in 2023, the progress of Sustainable Aviation’s Low Noise Arrivals Metric (LNAM) sub-group and plans for Departure Noise Limits and Fines workshops, which included seeking community views, due to take place in October. The NMB co-chairs also scheduled a series of bi-lateral surgeries in August at which NMB members had 1-2-1 time with the co-chairs to discuss any noise-related matters pertinent to the NMB.

**Noise Management Board Executive Board (NEX) 6** took place on 13 July. A presentation was given on the FED project planning, where the initial Scope of Works was discussed, and an update provided on the re-start planning for the RNN trial.

**NMB Delivery Group (NDG) 12** was held on 14 September and received updates on the RNN trial and the LNAM. Work has continued with the CAA and NATS on preparations for implementation of the RNN trial. Following the pause of trial planning due to COVID, GAL’s resubmission of the trial pack to the CAA was successful, however came with a request that the Instrument Flight Procedures (IFP) be re-validated. Whilst it was hoped that the trial would commence in the first quarter of 2023, the need to re-run simulator tests for re-validation looks likely to push the start date to later in the year. Also discussed was the Airline Noise Performance Table. This noise performance table is being adapted - to enable viewers of the dashboard to be able to view the data in accordance with their own needs - and will be made available in its new ‘interrogatable’ format on the Gatwick website in the coming months.

The latest meeting of the **Noise and Track Monitoring Advisory Group (NaTMAG)** took place on 4 August where the main topics for discussion were the review of six END Noise Action Plan actions, an update on the impact of odour at Gatwick Airport, a presentation from the Airspace Office on the process for managing night flights and an update on the progress in developing the RNN trial due to be initiated in 2023. There was also extensive discussion and debate about the erroneous and misleading media reporting of a temporary increase in the quota of summer night flights.

## Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q3 2022	Q2 2022
Track keeping performance (% on track)	97.09%	97.45%
Core Night CDO (% achievement)	82.36%	82.88%
Day/Shoulder CDO (% achievement)	88.72%	87.67%
24 Hour CDO (% achievement)	87.78%	87.09%
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 (%)	65/35	63/37

# Community

Our last **Learn Live broadcast** of the school academic year in July featured the reopening of the South Terminal. This broadcast received 5,944 live views and has already amassed 3,699 on demand views. We have an exciting schedule of upcoming monthly Learn Live broadcasts, including the Airport Fire Service, Finance, Document Control in Construction and the role of a Terminal Operations Controller.

The **Generation Aviation Group** works with the Department for Transport (DfT) to help build an aviation workforce fit for the future, attracting diverse and talented people whilst inspiring the next generation. The DfT had a week of activity to mark “Generation Aviation” scheduled from 19<sup>th</sup> – 23<sup>rd</sup> September 2022 which Gatwick had planned to support. Unfortunately this was postponed, however our planned activity went ahead with a Learn Live broadcast focusing on the role and responsibilities of an Airport Security Officer (ASO). This included interviews with two of Gatwick’s current ASOs talking about the day-to-day aspects of the role and an interview with an HR Business Partner discussing the skills and qualities which are important for this role. At 6,753 views this broadcast had the most live views for a Gatwick broadcast to date. In addition, we hosted two ‘Prepare for Take Off’ Virtual Work Experience Insight Days focused on the retail experience at Gatwick and the role of an ASO. These were day long virtual work experience events to give Crawley College students an opportunity to take part in interactive activities and Q&A sessions with retail and airport security staff. 74 students attended over the two days. We have future **virtual work experience** opportunities scheduled covering Airport Tech and Green Skills.

During the summer **five students** joined Engineering for the week to have an overview of the many varying disciplines of engineering essential at Gatwick to keep the airport running, spending time with engineers in areas such as HVAC, Airfield, Shuttle, Baggage, EHS and Specialist Systems.



**Horsham Children's Parade** brought the streets alive with a riot of vibrant colour on Sunday 3 July, as children from Horsham District schools and organisations showcased creations and costumes made in school workshops with professional community artists, supported by Gatwick’s sponsorship. (This followed Gatwick’s sponsorship of the Horsham District Year of Culture in 2019.)

---

On 23<sup>rd</sup> September Gatwick Engineering hosted female students and teachers from **Invicta Grammar School** and showcased to the students an industry they may not have considered as a career path. Three of Gatwick's female engineering apprentices provided students with an overview of the engineering apprenticeship at Gatwick and explained what it's like to be a female working in a male dominated industry.

Gatwick has been delighted to once again be supporting a summer of **community activities** across the local region, providing sponsorship and resources for events in Crawley, Horley, Charlwood and Horsham. Many of the events like Horsham Children's Parade have made a welcome return following a two-year absence due to COVID-19.

Gatwick was pleased to sponsor the first **Crawley Pride** event on the weekend of 20-21 August, an important inaugural event for Crawley and one that supports Gatwick's commitment Diversity, Equality and Inclusion (DE&I). A group of Gatwick employees led the parade with a local dance group to the event village in Goffs Park which saw approximately 2,300 people attend over the weekend with 250 taking part in the parade.



We hosted **Aura, the 5m tall puppet**, at the airport on 11 August. She was created by Yorkshire based Animated Objects Theatre Company who visited Crawley in August as part of her odyssey in the UK. This project was funded by Crawley Town Centre BID, Arts Council England and Crawley Borough Council. Gatwick was her first visit before spending the weekend in Crawley sharing stories, music, dance and art as she travelled around the town. Her visit to the airport was featured in the Times.

**Big Thank You SASH** at Flower Farm, Godstone in September brought together thousands of health and care workers from across Surrey and Sussex, to thank them for their work through COVID-19 and now. From community pharmacists, to care home workers, nurses, GPs, hospital porters, consultants, charity workers and volunteers. With three days and nights of live music and entertainment, this family friendly festival was sponsored by Gatwick as part of our charity partnership with SASH and saw over 50 organisations in health and care in Surrey & Sussex represented.

Gatwick Fire & Rescue Service took the opportunity to support our charity partner **Air Ambulance Kent Surrey Sussex** in September when 16 members of Red Watch and Green Watch took part in the HeliHike fundraiser. Rather than be satisfied by a normal 7.5 mile hike, they added their heavy firefighting kit in a "friendly" race against each other whilst raising valuable funds for this life saving charity. The fundraiser was aimed at providing the charity's paramedics with protective footwear - an essential piece of kit in the varied terrain in which they are saving lives. Gatwick's fire crews deliver training and support for the Air Ambulance 'at cost price' out of respect and for the overall benefits of their collaboration.

---

# Local Economy

Active engagement has continued with regional stakeholders, working collaboratively to drive and promote economic recovery and future growth. Third quarter activity has included the following:

- Engagement and discussion with West Sussex County Council, Manor Royal BID, Gatwick Diamond Business (gdb) and Gatwick Diamond Initiative (GDI), regional Chambers of Commerce, Coast to Capital (C2C) LEP, South East LEP, Crawley Economic Recovery Task Force & Town Deal Board, Surrey Business Leaders Forum, London First's Coalition for International Travel, VisitBritain, Tourism South East and visitor economy representatives in the Gateway Gatwick partnership. Conversations on opportunities related to Innovation took place with Crawley Borough Council, and we visited the Fareham Innovation Centre to gain insight into a successful innovation ecosystem.
- Gatwick's [Airport Economic Zones](#) research report was completed by Coast to Capital LEP; the published report builds on efforts to explore with partners the potential to define a clear regional identity, emphasising regional economic strengths and opportunities as we emerge from the pandemic, and showcasing the area for inward investors as part of Global Britain.
- Gatwick's Inaugural Regional Economic Summit was announced, and event planning commenced ahead of the event that will be held in November at the Sofitel.
- We supported the jetBlue inaugural Boston activity by facilitating a visit by US journalist Harriet Baskas, working with partners at VisitBrighton and Experience West Sussex to create an itinerary promoting the region.