

Public Document Pack

Tony Kershaw
Honorary Secretary

County Hall
Chichester
West Sussex
PO19 1RQ

Telephone 033 022 22543

Website: www.gatcom.org.uk

If calling ask for
Mrs Monique Smart
e-mail: secretary@gatcom.org.uk



13 July 2023

Gatwick Airport Consultative Committee

A meeting of GATCOM will be held at **THE GATWICK SOFITEL, NORTH TERMINAL, GATWICK AIRPORT** commencing at **2.00 pm** on **Thursday, 20 July 2023**.

Members of the public are welcome to observe the meeting. To register your interest to observe the meeting please contact the GATCOM Secretariat by no later than close of business on 18 July 2023 secretary@gatcom.org.uk

Agenda

- 2.00 pm
1. **Apologies for Absence**
 2. **Current Membership List and Representatives** (Pages 5 - 6)

To welcome new members to the Committee
 3. **Appointment of Vice-Chairman**

One nomination has been received in respect of Helyn Clack, Surrey County Council, who offers herself for re-election. GATCOM is asked to agree the appointment.
 4. **Minutes of the last meeting** (Pages 7 - 14)

To confirm the minutes of the meeting of GATCOM held on 27 April 2023
- 2.10 pm
5. **Reports from Sub-Groups and Other Meetings** (Verbal Report)

To discuss the key messages and recommendations arising from the meetings of:
 - (a) **GATCOM Steering Group** (Pages 15 - 34)

To consider the report of the Chair summarising the matters considered by the GATCOM Steering Group on 7 July 2023

(b) **Passenger Advisory Group (PAG)** (Pages 35 - 38)

To consider the report of the Chair of the Passenger Advisory Group (PAG) in respect of the activities of the Group since the last meeting and its recommendations to GATCOM.

(c) **Noise and Track Monitoring Advisory Group (NATMAG)**
(Pages 39 - 44)

To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG held on 11 May 2023 and an extraordinary meeting held on 29 June 2023.

(d) **Noise Management Board (NMB)** (Pages 45 - 60)

Report by NMB Co-Chairs

AIRPORT PERFORMANCE AND DEVELOPMENTS

2.30 pm 6. **Chief Executive Officer's Report** (Pages 61 - 74)

To consider the commentary by Stewart Wingate, Chief Executive Officer, GAL on activities at the airport since the last meeting.

2.45 pm 7. **Members Questions**

Members are encouraged to submit written questions to GATCOMSecretariat@westsussex.gov.uk by **9am on Tuesday 18th July 2023** so that, where possible, a response can be provided at the meeting.

Questions are not restricted to agenda items.

The total time allowed for Member Questions is 15 minutes with a time limit of 3 minutes per question (to include the response). 1 question per member. Supplementary questions will be allowed at the discretion of the Chairman but must relate to the original question.

If more than 5 questions are received, the Chairman has the final decision on what questions should be taken to the meeting.

If the Chairman decides that the question received is one for another Forum, it may be that it cannot be fully answered at GATCOM and would need to be referred to that Forum. For example, PAG, NaTMAG or the NMB.

Any questions about noise disturbance, events and concerns should be submitted via the airport's WebTrak system. This ensure that all complaints are registered, logged and investigated.

Any questions about statutory process, such as planning, should be directed via the appropriate agency.

3.00 pm 8. **Northern Runway DCO - Update**

Tim Norwood, Director of Corporate Affairs, Planning & Sustainability, GAL, to provide an update on progress of the DCO application to the Planning Inspectorate

3.20 pm 9. **Brand identity and refreshed vision**

Simon Brady, Head of Marketing, GAL, to provide an update on GALs new brand identity and refreshed vision and how this aligns with GALs values and strategic priorities.

AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES

3.40 pm 10. **Airspace Update**

Andy Sinclair, Head of Airspace Strategy and Engagement, GAL to give updates on progress and issues in respect of:

- a) FASI South
- b) Noise Management Board (NMB) Review

3.55 pm 11. **New Departure Noise Limits and Fines scheme**

Dr Rebecca Mian, Noise Management Initiatives Engagement Manager, GAL, to provide a briefing on new Departure Noise Limits and Fines scheme.

4.10 pm 12. **Noise Action Plan**

Kathy Coffin, Noise Compliance and Reporting Manager, GAL and Will Martin, Technical Director, Noise Consultants Limited, to provide a briefing on the work to review and revise Gatwick's Noise Action Plan.

INTERNAL MATTERS

4.25 pm 13. **CAA consultation on GALs proposal to extend the current commitments** (Pages 75 - 76)

Following GALs consultation in late 2022, the CAA has now published a consultation document seeking views on GAL's proposal to extend the current commitments by four years.

The document is available on CAA's website [here](#). GALs full proposal can be found [here](#).

The deadline for responses is 28 July.

GATCOM is asked to agree the response for submission.

4.35 pm 14. **Appointment of Sub-Groups** (Pages 77 - 80)

The Secretariat's report sets out for approval the appointments that need to be made to GATCOM's sub-groups and other bodies.

4.40 pm 15. **Dates of next meetings of GATCOM and its sub-groups**

a) To note the next meetings of GATCOM and its sub-groups as follows:

GATCOM Steering Group - Thursday 12 October 2023 at 2.00pm.

Passenger Advisory Group - Thursday 28 September at 1.30pm.

GATCOM - Thursday 2 November 2023 at 10.00am - via MS Teams.

b) To note that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) will take place on Thursday 3 August 2023 at 10.00am.

Anticipated finish time of meeting: 4.45pm.

To all members and nominated substitutes of Gatwick Airport Consultative Committee

GATCOM MEMBERSHIP

Chair

Tom Crowley

Surrey County Council

Cllr. Helyn Clack
(Cllr. Matt Furniss - substitute)

East Sussex County Council

Cllr Keith Glazier
(Cllr. Bob Bowdler – substitute)

West Sussex County Council

Cllr. Steve Waight
(Cllr. Katie Nagel – substitute)

Kent County Council

Cllr Margot McArthur
(Cllr. David Brazier - substitute)

Crawley Borough Council

Cllr. Bob Noyce
(substitute – any other CBC Cabinet Member)

Reigate and Banstead Borough Council

Cllr. Richard Biggs
(Cllr. Victoria Chester – substitute)

Mid Sussex District Council

Appointments to outside bodies to be decided at Cabinet meeting on 26 July

Tandridge District Council

Cllr Richard Smith
(Cllr Taylor O’Driscoll- substitute)

Horley Town Council

Cllr. Mike George
(Cllr. Jordan Beech – substitute)

Charlwood Parish Council

Cllr David McCorquodale
(Cllr Carolyn Evans- substitute)

BAR UK

Colin Stewart
(TBA – substitute)

ABTA

Angie Hills
(Luke Petherbridge– substitute)

Consumers – Which?

Chris Larkman
(TBC– substitute)

Airlines UK

Chris Carter
(Rory Lillington - substitute)

Environmental and Amenity Groups

Ed Winter - GACC
(Peter Barclay – substitute)

Tourism South East

Fran Downton
(Mark Smith – substitute)

Gatwick Airline Operators Committee

Hugh McConnellogue
(Jo Rettie – substitute)

Passenger Representative

Samantha Williams – Chair of PAG
(Claire Booth – Vice-Chair of PAG – substitute)

Horsham District Council

Cllr. Liz Kitchen
(No nominated substitute)

Mole Valley District Council

Cllr. Rosemary Hobbs
(Cllr Margaret Cooksey - substitute)

Coast to Capital LEP

Anthony Middleton
(Luke West – substitute)

London Chamber of Commerce and Industry

Stephen Jones
(Stuart Pick - substitute)

Gatwick Diamond Business

Brett North
(Sally Brown – substitute)

**Trades Union Congress
Southern and Eastern Regional
Council**

Dominic Rothwell
(Claire Simpson)

Sussex Chamber of Commerce

Ana Christie
(TBA – substitute)

Burstow Parish Council

Alan Jones
(Cllr. Eddie Lord - substitute)

Rusper Parish Council

Cllr. Malcolm Fillmore
(Cllr. Fenella Maitland-Smith –
substitute)

**Gatwick Noise Management Board
(NMB)**

Jonathan Drew – Chair of NMB
Executive
(Warren Morgan – substitute – Chair of
NMB Communities Forum)

Advisers:

**Department for Transport's
Representatives**

Tim May
Ian Greene

Honorary Secretary

Tony Kershaw

Secretariat

Monique Smart

NATS

Robin Clarke

Independent Technical Adviser

Graham Lake

Gatwick Airport Limited attendees:

Chief Executive Officer

Stewart Wingate

Head Noise & Airspace Strategy

Andy Sinclair

**Director of Corporate Affairs,
Planning and Sustainability**

Tim Norwood

**Head of External Engagement &
Policy**

Alison Addy

Stakeholder Engagement Manager

Melanie Wrightson

**Airspace & Environmental
Performance Manager**

Kimberley Heather

UNCONFIRMED**Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 27 April 2023 via MS Teams.**

Present:	
Tom Crowley	Chairman
Cllr Helyn Clack	Surrey County Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Jonathan Drew	Chair, Noise Management Executive Board
Samantha Williams	Chair, Passenger Advisory Group
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Alan Jones	Burstow Parish Council
Angie Hills	ABTA
Cllr. Liz Kitchen	Horsham District Council
Cllr Mick Gillman	Tandridge District Council
Cllr Mike George	Horley Town Council
Cllr Margot McArthur	Kent County Council
Peter Barclay	Environmental and Amenity Groups
Cllr. Steve Waight	West Sussex County Council
Colin Stewart	BAR UK
Cllr Stephen Hiller	Mid Sussex District Council
Stuart Pick	London Chamber of Commerce and Industry
Hugh McConnellogue	Gatwick AOC
Cllr. Carolyn Evans	Charlwood Parish Council
Brett North	Gatwick Diamond Business
Rory Lillington	Airlines UK
Cllr. Rosemary Hobbs	Mole Valley District Council

Also in attendance:	
Stewart Wingate	Chief Executive Officer, GAL
Tim Norwood	Director of Corporate Affairs, Planning & Sustainability, GAL
Andy Sinclair	Head of Noise & Airspace Strategy, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Melanie Wrightson	Stakeholder Engagement Manager, GAL
Monique Smart	GATCOM Secretariat
Graham Lake	GATCOM Technical Advisor
Robin Clarke	NATS
Rhian Thomas	Defra (for items 1-4 only)
Cerise Reynolds	Defra (for items 1-4 only)
Andrew Bickerdike	SASH (for item 10 only)

Apologies for absence were received from:

Cllr. Bob Bowdler (East Sussex County Council), Ana Christie (Sussex Chamber of Commerce), Anthony Middleton (C2C LEP), Chris Larkman (Which?), Cllr. Caroline Salmon (Mole Valley District Council), Fran Downton (Tourism SouthEast), Cllr Atif Nawaz (Crawley Borough Council), Dominic Rothwell (Unite), Ed Winter (GACC)

Membership Updates

The Chairman reported, with great sadness, the death of Rupert Simmons. Rupert was an East Sussex County Councillor for 25 years, where he served as the cabinet

Agenda Item 4

UNCONFIRMED

member responsible for economy. As part of that role, he was appointed as the East Sussex County Council representative on GATCOM in 2013 and has contributed greatly to the work of GATCOM over the years. The Committee held a minute's silence in memory of Rupert Simmons.

The Secretariat provided the following updates to membership:

- Tandridge District Councillor have confirmed that Cllr Mick Gillman is their main representative on GATCOM, and Cllr Nicholas White is the substitute member.
- GACC confirmed that Ed Winter is now their representative on GATCOM.

The Secretariat also confirmed that as GACC have one seat on both the GATCOM Steering Group and NaTMAG it had been agreed that Ed Winter could attend both those meetings ahead of the formal appointment which will be put forward to GATCOM at the annual meeting in July.

The Chairman introduced Graham Lake. As confirmed to members via email this week, Graham had been appointed as the new Independent Technical Advisor to GATCOM. Graham stated that he looked forward to working with GATCOM.

Minutes Of The Last Meeting

1. Resolved: That the minutes of the meeting of GATCOM held on 26 January 2023 be approved and signed by the Chairman.
2. In relation to the discussion at the last meeting about the term length of the noise and environmental reps on GATCOM, the Noise Management Executive Board Chairman, Jonathan Drew, asked if a more in-depth review could be considered, and he suggested this be done at the next GATCOM away day. The Chairman agreed that this could be added to the agenda for the next away day that was anticipated to take place in the autumn 2023.

Noise Action Plan – DEFRA

3. The committee welcomed Rhian Thomas and Cerise Reynolds from Defra who provided a [presentation](#) that outlined Defra's responsibility for implementing the Environmental Noise Regulations 2006 which requires Noise Action Plans to be produced by major airports every five years (known as rounds).
4. The key points to note, including responses to questions, were:
 - GAL's new NAP, round four, must be published by February 2024.
 - The legislation requires that the noise mapping be based on 2021 data. These maps are intended to provide a snapshot of the noise impact arising from operations at the airport.
 - Due to Covid travel restrictions, mapping for 2021 has shown a highly anomalous situation. As a result, airports may supplement the 2021 data with information from a more representative period when drawing up Noise Action Plans. It was suggested by members that for Gatwick, 2019 would be a good year to use to supplement the 2021 data.
 - Population data is also based on 2021 data but not on projected population. However, population data can be added to the action planning by GAL.
 - Regulation does not provide for enforcement so there is no provision for not meeting actions. However, this is where GATCOM can help by holding the airport to account.

UNCONFIRMED

- It was questioned as to why core policy was excluded from NAP guidance. The GACC representative pointed out that The Regulations say NAPs must "contain estimates ... of the reduction of the number of people affected (annoyed, sleep disturbed, or other) as a result of the measures proposed." However, Defra/DfT's guidance merely says NAPs must "contain an indication of the expected outcome(s) of any measures and estimated numbers of people affected by actions." GACC feel that the first, a noise contour reduction projection is meaningful and measurable and can be monitored. However, the second is not helpful and GACC feel that GATCOM should stress to Defra and GAL that that will not be acceptable for Gatwick's NAP. Defra responded stating they are keen that airports do actively engage with the requirement and that it is covered in all NAPs.

Noise Action Plan – Gatwick Airport Limited

5. GAL then [presented](#) to GATCOM on their work to date and plans for engagement related to their Round 4 Noise Action Plan.

6. The key points to note were:

- GAL has completed the Strategic Noise Mapping exercise the outputs from which have been validated by Defra.
- GAL have an on-going review process through NaTMAG, the outputs from which will be included in the review process.
- A number of actions from Round 3 will continue into Round 4.
- Engagement is in its early stages but will progress through GATCOM, GATCOM Steering Group, NaTMAG and the NMB. NaTMAG will be briefed on the engagement plan in detail at their next meeting in May and have sight of an early draft with a final draft for review at their August meeting. GATCOM will have updates at the following two meetings.
- The draft plan will be submitted to Defra by 1st September 2023 and finalised by February 2024.
- In response to GACC's concerns above, GAL responded stating that they do use noise contours and despite increases in traffic over time the 2019 57dB contour was the smallest ever reported for Gatwick Airport.

Airspace Update**Airspace Modernisation**

7. GAL reported that they were finalising the Initial Options Appraisal assessment slightly later than anticipated. The CAA Stage 2 Gateway assessment is now scheduled for September 2023. The sixth cycle of Stage 2 stakeholder engagement is planned for end Q2 2023, to inform stakeholders of the outputs of the Initial Options Appraisal.

8. The Stage 3 consultation is currently scheduled to take place in 2024. GAL stated that some movement in the timelines of the overall programme could be expected, this would have a consequent effect for the development of the Gatwick FASI airspace change proposal as GAL begin to integrate design options with those from the other interdependent proposals. It was also noted that the Airspace Change Organising Group (ACOG) had planned a public engagement exercise, but this has been delayed until Q3 2023.

Route 4

9. Stage 2 had now been completed and GAL have progressed to Stage 3 of airspace change process which requires a full options appraisal and public consultation. Work on Stage 3 was being re-profiled as a result of changes with the contractor. Public

UNCONFIRMED

consultation is still aimed for second half of 2023 but likely to be much later in the year.

10. The Environment and Amenity representative stated that it is important that all residents living near Gatwick should be able to rely on the existence of the very long-standing Noise Preferential Routes (NPRs) and know that they can only be moved after a comprehensive consultation process. It is also vital that the representation of the Route 4 NPR is clear and comprehensible to everyone. GAL stated that the DfT - which is responsible for setting the NPRs - had requested that the Route 4 NPR be amended to address a discrepancy between the NPR and the published SID that came about as a result of the reversion to the conventional route that was in place prior to the CAA's original ACP decision. This discrepancy had been identified in the Route 4 airspace change proposal Post Implementation Review decision (CAP 1912) published in September 2020; originally GAL had planned to address the discrepancy through the ongoing Route 4 airspace change process. GAL confirmed that as well as briefing NaTMAG it considered that it would be useful to hold a session with other interested stakeholders and so subsequently held a session with local groups with an interest in Route 4 to explain the change to the definition of the NPR. GAL would carefully consider how to incorporate the NPR and its definition into consultation material as part of the Route 4 airspace change to ensure that local stakeholders were able to properly situate the options produced as a result of that process, perhaps using existing flight track plots. However, it was reiterated that no flight path had changed as a result of the redefinition of the NPR.

NMB review

11. The GAL led review of the NMB was planned to start in July with a view to having a draft third term proposal to share ahead of the final NCF of the year, scheduled for 27 September. It was anticipated that the second term of the NMB would transition into a third term in 2024. Updates would be provided to GATCOM as the work progresses.

12. GAL reported that the NMB Outcomes Workshop had taken place on 29 March. Discussions had centred around outcomes of the NMB workplan to date and what tweaks might be made to processes during the remainder of the current NMB term. A report from the workshop was being drafted and would help identify lessons learned, an exercise that will help to inform the NMB Review.

Noise Management Board (NMB) – Executive Board (NEX) Report

13. Jonathan Drew, Co-Chair of the NMB, introduced his report (copies attached to the signed minutes) that summarised the key messages and recommendations arising from recent meetings. He highlighted the following points.

- The work around undercarriage deployment that was progressing well. The outcome is likely to be adapted general guidance for the Gatwick pages of the UK Aeronautical Information Publication, and if this does happen it would be a UK first to lead to adapted guidance. As a reminder, the hoped-for outcome (based on the monitoring carried out as part of this project) is to reduce noise impacts on the ground - in other words the aviation noise that could be heard by residents - by 2-3 dB in specific areas.
- On the Outcomes Workshop there were lots of comments about how engagement and communication could be improved and those will all be taken on board now and as well as by GAL going forward as part of the review.

14. GATCOM noted the report.

UNCONFIRMED**Noise and Track Monitoring Advisory Group (NATMAG)**

15. Mike George, GATCOMs lead member for noise introduced his report (copies attached to the signed minutes) that summarised the key messages and recommendations arising from recent meetings.

16. GATCOM noted the report and NATMAG's key messages as detailed below:

- 1) NaTMAG members welcomed an update on the 2019 review of the Noise Insulation Scheme by Mitchell Environmental.
- 2) An insightful discussion was had on the redefined Route 4 Noise Preferential Route (NPR). It had underscored that there were no changes to the track of flights over the ground as a result of the redefinition of the Route 4 NPR.

Chief Executive Officer's Report

17. Stewart Wingate, Chief Executive Officer, GAL, reported on activity at the airport over the past quarter (copy attached to the signed minutes). He then highlighted the key points from his quarterly report as follows:

- In the year ending 31 December 2022 GAL had served 32.8 million passengers, achieving 70.4% of 2019 traffic levels.
- As detailed in [GALs 2022 financial report](#), the airport turned a profit of £196.5 million in 2022 following the substantial losses from the previous two years.
- GAL will invest over £250 million to reduce its own carbon emissions and become net zero by 2030. This is bringing forward a previously set target by 10 years. This will include replacing gas boilers and vehicles on the GAL estate.
- GAL has unveiled its [new brand identity](#) and refreshed vision, reflecting its strong ongoing recovery from the pandemic, providing a platform for the airport's next phase of growth and supporting significant economic opportunities for the region. Stewart Wingate suggested GATCOM may consider allowing his commercial team to come to the next GATCOM to provide a full update on this and how it aligns with GALs values and strategic priorities.
- Although operations continue to be affected by industrial action at both the Border and on the trains, GAL were pleased to inform GATCOM that pay negotiations with its own unionised staff have been agreed and completed.
- The many new airlines and routes from Gatwick were highlighted including Air India, Air China, Air Mauritius, Saudia, Delta and Lufthansa. Business representatives welcomes these new routes that were already opening up new opportunities for local businesses.

Northern Runway Project - Update

18. Tim Norwood, Director of Corporate Affairs, Planning & Sustainability, GAL an update on the DCO Process. The key points to note were as follows:

- Engagement with stakeholders and statutory consultees continues as GAL finalise the DCO documents prior to submission.
- Due to Local Authorities requesting additional time and sharing of draft documents, the timescale for submission was now expected to be towards the end of June 2023.
- GAL will share its approach to the draft heads of terms of the s106 with the relevant local authorities in advance of the DCO application, but drafts would not be shared wider until the publication of the DCO.
- Some members did express concern about the level of resources required by already stretched Local Authorities and that additional funding should be provided. GAL responded stating that funds had already been provided to the ten authorities under a planning performance agreement and further funds had been made

Agenda Item 4

UNCONFIRMED

available. GAL was also sharing information with local authorities through topic working groups.

- Once the DCO is submitted the timescales for the examination are then largely set out in process / guidance and by the panel of Inspectors and can be found detailed on the PINS [website](#)
- One member asked for assurances that construction traffic would not use local roads, should the work go ahead. GAL responded stating that the DCO application would include traffic management measures although it was likely that most construction traffic would use the motorway network. However, if a local supplier was being used, they may have to use more local roads.

Surrey & Sussex Healthcare (SASH) NHS Trust - Charity Partner Update

19. GATCOM welcomed Andrew Bickerdike from SASH who provided GATCOM with a brief overview of their charity partnership with Gatwick Airport Limited. This included:

- A [video](#) about the charity partnership that showed the deep links between the airport community and the hospital community
- A 2023 thank you Gatwick [video](#).

20. The presentation and videos included details of campaigns that are they are currently raising funds towards, including a new Cancer Centre Summerhouse, Emergency Department Staff Room and Children's Appeal. If any GATCOM members were able to make new introductions to people in the local area (or further afield) or want more details, they were encouraged to contact Andrew outside of the meeting at Andrew.Bickerdike@nhs.net.

GATCOM Steering Group – Chairman's Report

21. The Chairman of GATCOM introduced his report of the last Steering Group meeting on 6 April 2023 and highlighting the following:

- Section 5 of the Steering Group report detailed the discussions around the consideration of introducing public questions or members questions at GATCOM. Steering Group felt strongly that the role of the member should be enhanced and therefore recommended to GATCOM to introduce a member's question time on future agendas.

22. GATCOM agreed to establishing a process to enhance members roles and encourage members to submit questions ahead of each GATCOM meeting.

Passenger Advisory Group (PAG) – Chair's Report

23. The Chair of PAG introduced her report of the last PAG meeting that took place on 30 March 2023 and highlighting the following:

- Two PAG members had decided to step down from their volunteer roles. This had highlighted some concerns and frustrations PAG Members have experienced whilst undertaking their roles.
- GATCOM and GAL expressed thanks to those two members who have both been valued and committed members of PAG for some years.
- Stewart Wingate, GAL CEO, reinforced his support for PAG and assured GATCOM that GAL do fully support and appreciate the work of PAG. As in the past, GAL executives would continue to liaise with and work closely with the PAG Chair to ensure the relationship continues to build in a positive way. Stewart suggested

UNCONFIRMED

that Bronwen Jones, Development Director, attends a future GATCOM to update the wider membership on the work PAG and GAL do together.

- A recruitment process for up to four new volunteer members will follow shortly.

24. GATCOM agreed the following recommendation from PAG:

- That GATCOM notes the work of PAG and its engagement with GAL as the 'critical friend' and support its role as advocate on behalf of passengers.
- That GATCOM supports PAG in lobbying GAL for improvements to the multi-storey car parks to improve the passenger experience in this area.

Responses to DfT Consultations

25. GATCOM considered responses to the following DfT consultations:

- 2040 Zero Emissions Airport Targets - closing date 2 May
- Night Time Noise Abatement Objectives - closing date 9 May

26. Comments had been requested in advance from members and those were included in the draft responses included in the agenda pack. It was agreed that additional comments could be forwarded to the secretariat prior to the deadlines and those would be considered for incorporation into the final responses, and they would be resent to GATCOM members prior to submission.

Date of Next Meeting of GATCOM and its Sub-Groups

27. GATCOM noted the next meetings of GATCOM and its sub-groups as follows:

- The next meeting of GATCOM will take place on Thursday 20 July 2023 at 2.00pm at Gatwick Airport
- The next meeting of the GATCOM Steering Group will take place on Wednesday 28 June at 2.00pm via MS Teams. (post meeting note this date has now changed to Friday 7 July at 2.00pm via MS Teams)
- The next meeting of PAG will take place on Friday 16 June 2023 at 1.30pm at Gatwick Airport.

Chairman

The meeting concluded at 4.15pm.

This page is intentionally left blank

GATCOM

July 2023

GATCOM STEERING GROUP

REPORT BY CHAIRMAN

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 7 July 2023.

1. BUSINESS & OPERATIONS UPDATE

1.1 GAL provided an update to the Steering Group on current operations and traffic levels at the airport over the last quarter. About 11 million passengers passed through the airport in the last 3 months to the end of June. June itself saw approximately 4 million passengers and around 24,000 flights.

1.2 Gatwick has welcomed several new routes, including British Airways services to Las Vegas, Aruba and Georgetown, Norse adding 3 destinations to the USA, China Eastern to Shanghai and Air India introducing 4 new routes.

1.3 Preparations for summer, particularly around recruitment have been taking place. Gatwick job fairs in partnership with the DWP have been a great success with many jobs offered. Seven hundred new security staff are now in place and GAL continues to work closely with Ground Handlers, Airlines and Retailers to ensure they are fully staffed for the busy period.

1.4 Air Traffic issues across Europe including Air Traffic Control strikes in France, the availability of airspace and weather events continue to cause impacts. Airlines are trying hard to alleviate issues, but the restrictions are challenging.

1.5 Concern was raised about the continuing rail strikes, in particular the affect on the Gatwick Express service. GAL and GATCOM hope for a resolution soon to help provide passenger choice. It was noted that Gatwick Express are hoping to attend the next GATCOM meeting in October to provide an update.

2. NORTHERN RUNWAY PROJECT UPDATE

2.1 GAL confirmed that the DCO application for the Northern Runway proposals had been submitted to the Planning Inspectorate on 6 July. Local Authorities have been provided with information including the Consultation report and its appendices to allow them to respond within 14 days specified on the 'Adequacy of Consultation'. The Planning Inspectorate (PINs) then have a further 14 days in which to decide to proceed to the next stage.

2.2 If accepted it would then move to the pre-examination stage and the Chairman confirmed this would be when GATCOM would register as an interested party, documents would be reviewed, and a 'relevant representation' could be submitted. At this stage GATCOM may need to consider a special meeting to agree the 'relevant representation.'

2.3 The Chairman reminded members that GATCOMs response would not be to agree or disagree to the proposals but to comment on whether the mitigation and previous comments raised by GATCOM had been considered in the final proposal by GAL.

3. AIRSPACE UPDATES

Noise Action Plan (NAP)

3.1 Kathy Coffin, Noise Compliance and Reporting Manager, GAL, provided a short [presentation](#) and update on progress of the new Noise Action Plan – Round 4. It was noted that NaTMAG had had an extraordinary meeting, and feed into the process as referred to in the NaTMAG report to GATCOM. NaTMAG will consider the final draft NAP at their next meeting in early August. Prior to that GAL will engage directly with GATCOM on 20 July as well as the NMB Community Forum and the NMB Executive. The final draft must be submitted to Defra on 1 September.

Noise Management Board (NMB) Review

3.2 Rebecca Mian, Noise Management Initiatives Engagement Manager, GAL, provided an update and [presentation](#) on progress with conducting a review of the NMB second term and setting out plans for the NMB third term. Rebecca shared a timeline for the review that detailed the engagement that will take place including an independent survey, as suggested by GATCOM. There will also be bilateral style surgeries offered to all NMB members.

3.3 Some Steering Group members did express concern about the length of time that the review will take and that could take away from the time to start on the actual work on the NMB. It was agreed that the consultation and feedback was important, but it was suggested the time for that could be shortened from 6 weeks but with strong encouragement to members and community groups to be involved.

3.4 It was confirmed that next steps for this review include the NMB Chairs Away Day in July and then updates on the review progress to the NCF in September and NEX in November. Transition to the next NMB term would begin in December 2023.

4. ANNUAL AIR QUALITY MONITORING REPORT

4.1 The [report](#) prepared jointly by Reigate and Banstead Borough Council and GAL giving the 2022 annual results from the air quality monitoring program undertaken on, and in the vicinity of, Gatwick Airport has been given initial consideration. The report on the 2022 monitoring results is attached at Appendix 1 and has also been added to the GATCOM website.

4.2 The pollutant of concern in the vicinity of Gatwick is nitrogen dioxide, as historically this has been closer to the annual average air quality standard at a small number of properties nearest to the airport and the M23 Spur, on the Horley Gardens Estate. The reason GATCOM is particularly interested in the monitoring results of this AQMA is because the wind blows in a predominately south westerly direction. The nitrogen dioxide from the airport that is likely to affect local residents originates at ground level or from aircraft in the initial stages of taking off. Concentration levels are therefore monitored at ground level as pollutants are more dispersed at higher levels. Comparisons of nitrogen dioxide levels on

the estate and at other air quality monitoring sites in the vicinity of the airport and across the Borough are given at Figure 1 in the report with concentrations at the airport remaining around 5 – 6 $\mu\text{g m}^{-3}$ lower than in 2019.

4.3 In 2022 aircraft movements, passenger numbers and activity at Gatwick remained lower than activity in 2019. In 2022 the airport was down 20% on aircraft movement and the M23 spur road was down 20% compared to 2019. The RB59 site as detailed on figure 1, is generally where the airport component is strongest, concentrations increased from 15 to 18 $\mu\text{g m}^{-3}$ but this is still well below the 26 $\mu\text{g m}^{-3}$ recorded in 2019 and significantly below the UK annual average objective of 40 $\mu\text{g m}^{-3}$.

4.4 As regards the PM10 air quality objective, the airport is not a significant source contributing less than 1 $\mu\text{g m}^{-3}$ overall. Although there was a slight decrease in PM10 in 2022 this is no greater than that seen normally e.g., due to the impact of weather, and reflects the fact that the majority of the PM10 measured on the Horley Gardens estate is from the regional background rather than any specific local source e.g., the airport or road traffic.

4.5 The two other pollutants detailed in the report are Benzene and Ozone. For benzene, the air quality objective has been met with concentrations well below maximum levels. However, ozone concentrations continue to breach the UK air quality objective for this pollutant, as they do across the south east in non-urban areas. Although aircraft and road traffic do not emit ozone directly, ozone is involved in the formation of nitrogen dioxide one of the pollutants of interest in the vicinity of Gatwick.

4.6 In summary with the exception of ozone all of the UK annual average air quality objectives were met at all sites in the vicinity of Gatwick during 2022.

4.7 There were no issues that the Steering Group wished to bring to the attention of GATCOM.

5. CONTRACTS AND COMMITMENTS EXTENSION CONSULTATION

5.1 Following GALs consultation in late 2022, the CAA has now published a consultation document seeking views on GAL's proposal to extend the current commitments by four years. The document is available on [CAA's website](#) and GALs full proposal can be found [here](#).

5.2 It was noted that the deadline for responses was 19 July, prior to GATCOM on 20 July. Therefore, it was agreed that comments would be collected via email and not blind copied so all Members could share thoughts openly prior to a final response being agreed by the Chairman and Vice Chairman.

5.3 It was acknowledged that GAL had addressed the points previously raised by PAG and GATCOM and therefore it was suggested that GATCOM support the proposal.

5.4 There was some discussion around the wording in the last paragraph of the draft response. Airlines asked for clarification and the Secretariat and GACC agreed to look back at where this wording initiated.

5.5 Post meeting note – the CAA have now extended the deadline for responses so this can now be taken to GATCOM on 20 July for final approval.

6. MEMBER QUESTIONS

6.1 GATCOM in April agreed to introduce a Member Questions item on every GATCOM agenda. Steering Group considered a short report by the Secretariat detailing the suggested guidelines for this item.

6.2 Steering Group agreed the following guidelines/rules for Member Questions at GATCOM:

- Members' questions should be an agenda item on every GATCOM agenda.
- It should come immediately after the CEO report.
- Questions should not be restricted to items covered in the CEO report.
- The time allowed for the agenda item should be 15 minutes. If a time limit is set for 3 minutes per question this should allow for 5 questions.
- One question per member per meeting.
- Supplementary questions would be allowed at the discretion of the Chairman but must relate to the original question.
- The agenda is published a week before the meeting. The deadline for questions is 9am two days prior to GATCOM.
- The Secretariat will remind members of the process and deadline, by email, as soon as the agenda is despatched.
- Questions should be submitted to the Secretariat by email.
- Questions will be reviewed at the Chairman and CEO pre meet which usually takes place the day before the meeting.
- If more than 5 questions are received the Chairman has the final decision on what ones should be taken to the meeting.
- Verbal responses will be provided at the meeting and included in the minutes of the meeting.
- If the Chairman decides that the question received is one for another Forum, it may be that it cannot be fully answered at GATCOM and would need to be referred to that Forum. For example, PAG, NaTMAG or the NMB.
- Any questions about noise disturbance, events and concerns should be submitted via the airport's WebTrak system. This ensure that all complaints are registered, logged and investigated.
- Any questions in relation to a statutory process, such as planning, should be referred to that process.

7. GATCOM WORK PROGRAMME

7.1 Steering Group briefly reviewed the GATCOM Work Programme 2022/23. The following updates were noted:

- 2 (2) Annual update on rail services – GBRTT and Gatwick Express have agreed to attend the next meeting in October.
- Education item, originally proposed for this coming meeting, will also be in October.

7.2 Steering Group agreed that a more comprehensive review of the work programme takes place at the next away day, scheduled for November 2023.

8. DATE OF THE NEXT MEETING

8.1 It was confirmed that the date of the next Steering Group meeting was Thursday 12 October at 2.00pm in person at Gatwick Airport.

RECOMMENDATIONS

1. That a full review of the GATCOM Work Programme takes place at the GATCOM Away Day scheduled for November 2023.
2. That Members note the rules/guidelines for GATCOM Member Questions as detailed in section 6.2.

TOM CROWLEY
CHAIRMAN

Appendix 1 - Air Quality Monitoring: Joint Report by RBBC and GAL for 2022.

This page is intentionally left blank

Air Quality Monitoring: Joint Report by RBBC and GAL for 2022.

1. The following report presents the results from the 2022 air pollution monitoring program undertaken on, and in the vicinity of, Gatwick Airport.
2. Committee members are reminded that details of:
 - i. the legislation,
 - ii. the rationale for the monitoring of certain pollutants,
 - iii. and factors to bear in mind when examining the data e.g. the impact of the weather, and / or changes in the source of a pollutant, were covered in the initial report to the GP sub committee on 11th January 2007¹.

Off Airport Monitoring at Relevant Receptors on the Horley Gardens Estate.

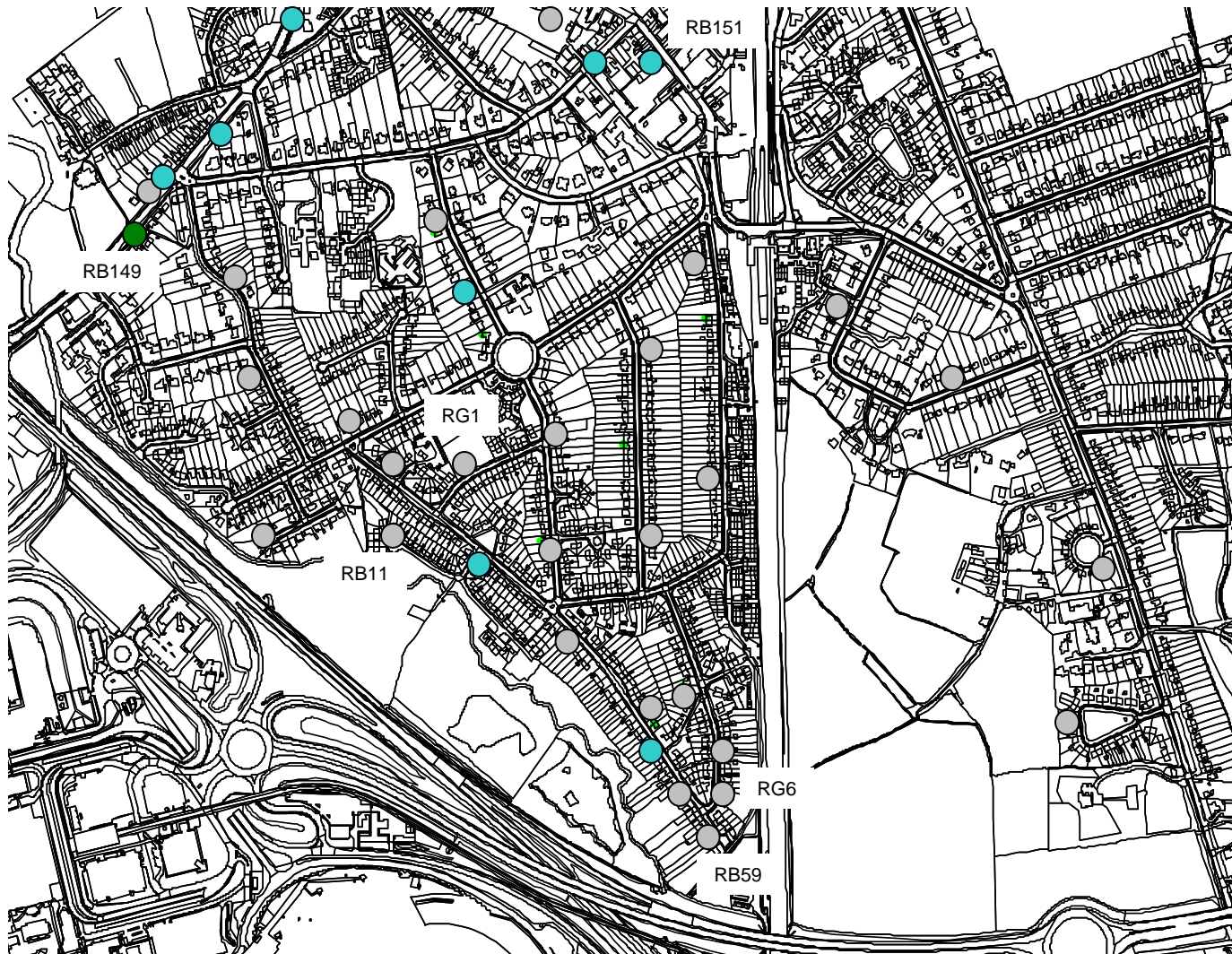
Annual Monitoring of Compliance with UK air quality objectives – Nitrogen Dioxide.

3. The annual average concentration of nitrogen dioxide across the Horley Gardens Estate in 2022 is shown in Figure 1.
4. Nitrogen dioxide concentrations in 2022 remained below the UK annual average air quality standard of 40 $\mu\text{g m}^{-3}$ (micrograms per cubic metre) at sites normally assessed on the Horley Gardens Estate, on Victoria Road, and at the A23 site (RB149) - which has historically not met the objective - where the annual average concentration was 32.5 $\mu\text{g m}^{-3}$ in 2022 (33.1 $\mu\text{g m}^{-3}$ in 2021) compared to 43 $\mu\text{g m}^{-3}$ in 2019.
5. On Victoria Road (RB151) nitrogen dioxide concentrations were 25 $\mu\text{g m}^{-3}$ (24 $\mu\text{g m}^{-3}$ in 2021) compared to 33 $\mu\text{g m}^{-3}$ in 2019, while the highest concentration measured on the Horley Gardens Estate was 23 $\mu\text{g m}^{-3}$ (17 $\mu\text{g m}^{-3}$ in 2021) compared to 26 $\mu\text{g m}^{-3}$ in 2019. At the RB59 'worst case' receptor concentrations were around 18 $\mu\text{g m}^{-3}$ in 2022 (15 $\mu\text{g m}^{-3}$ in 2021) which compares to the highest concentration in 2019 of 26 $\mu\text{g m}^{-3}$.
6. Local sources of pollution on the estate remained unchanged throughout 2022, i.e. no new significant sources were introduced, and so the results are comparable to previous years monitoring work.
7. Data capture from all of the real time monitoring sites was over 90 %, and so the data from these sites along with the diffusion tube data is valid for monitoring compliance with the air quality objectives.
8. The results from 2022 are in line with the predicted distribution of nitrogen dioxide concentrations for the Horley Gardens Estate, and while concentrations have increased by 4 to 5 $\mu\text{g m}^{-3}$ in 2022 compared to 2021 they remain around 5 to 6 $\mu\text{g m}^{-3}$ lower than in 2019. To put these changes into context, at suburban residential sites elsewhere in the borough nitrogen dioxide concentrations are up by 1 to 4 $\mu\text{g m}^{-3}$ in 2022 compared to 2021 but remain 1 to 3 $\mu\text{g m}^{-3}$ lower than in 2019.
9. Nitrogen dioxide concentrations in Charlwood were unchanged on 2021 at 12 $\mu\text{g m}^{-3}$ and in Hookwood were up by 1 $\mu\text{g m}^{-3}$ to 9 $\mu\text{g m}^{-3}$ in 2022. Concentrations in Smallfield were unchanged at 15 $\mu\text{g m}^{-3}$ in 2022 but remain 4 $\mu\text{g m}^{-3}$ lower than in 2019.
10. Passenger numbers at Gatwick increased five fold in 2022 compared to 2021 (but are still down 29.6 % on 2019), while aircraft movements also increased five fold over the same period but are down 23.6 % on 2019 levels (Appendix A).
11. Traffic flows on the M23 spur more than doubled in 2022 compared to 2021, but remain around 22 % lower than in 2018 with traffic flows in 2022 comparable to those last seen in 2010/12.

¹ Contact GATCOM Secretariat for historical reports.

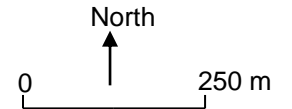
Annual Monitoring of Compliance with UK air quality objectives – PM₁₀.

12. The PM₁₀ air quality objective was met on the Horley Gardens Estate in 2022 with an annual average concentration at RG1 of 14.3 µg m⁻³ (VCM methodology), which is down on 2021 (15.2 µg m⁻³). Although there is a decrease in PM₁₀ this is no greater than that seen normally e.g. due to the impact of weather, and reflects the fact that the majority of the PM₁₀ measured on the Horley Gardens estate is from the regional background rather than any specific local source e.g. the airport or road traffic.



Key:

- 10.1 to 15 $\mu\text{g m}^{-3}$
- 15.1 to 20 $\mu\text{g m}^{-3}$
- 20.1 to 25 $\mu\text{g m}^{-3}$
- 25.1 to 30 $\mu\text{g m}^{-3}$
- 30.1 to 35 $\mu\text{g m}^{-3}$
- 35.1 to 40 $\mu\text{g m}^{-3}$
- 40.1 to 45 $\mu\text{g m}^{-3}$
- 45.1 to 50 $\mu\text{g m}^{-3}$



Other sites in the vicinity of the of the Airport:

- Charlwood: 12 $\mu\text{g m}^{-3}$
(Russ Hill)
- Hookwood: 9 $\mu\text{g m}^{-3}$
(Withey Meadows)
- Smallfield: 15 $\mu\text{g m}^{-3}$
(Ontario Close)

Comparable sites elsewhere within the Borough:

- Reigate: 13 $\mu\text{g m}^{-3}$
- Banstead: 14 $\mu\text{g m}^{-3}$
- Redhill: 16 $\mu\text{g m}^{-3}$
- Merstham: 20 $\mu\text{g m}^{-3}$

© Crown Copyright. Reigate & Banstead Borough Council. Licence no 100019405.

Figure 1: Monitoring Results for Nitrogen Dioxide Concentrations across the Horley Gardens Estate in 2022.

Tube Correction Factor = 0.84 (n=11 min).

Trends in Pollutant Concentrations.

Nitrogen dioxide.

13. A three year rolling average concentration is used in the trend analysis work to help remove the year to year fluctuations in concentrations caused by the prevailing weather conditions. While the data to date (Figure 2) shows that the long term downward trend in annual average nitrogen dioxide concentrations at the RG1 site continued in 2022, given the ongoing legacy impact of the COVID restrictions on nitrogen dioxide concentrations in 2020 and 2021 no real assessment can be made at this stage on the overall long term trend.
14. At the 'worst case' receptors closer to the airport (RG2(6), RB59) again the legacy impact of the restrictions can clearly be seen, with the steeper falls between 2019 and 2022 compared to the RG1 site reflecting the bigger influence that aviation and road traffic emissions have on these two sites.
15. The position of the monitoring stations around Gatwick means that it is possible to examine the nitrogen dioxide pollution coming from the airport and the A23 Airport Way when winds are from the SW, by subtracting the readings from the RG3 station to the SW of the airport from those made at the RG2(6) station to the NE of the airport (Figure C.1 - Appendix C).
16. Figure C.1 demonstrates that while the airport / A23 Airport Way had delivered significant reductions in pollution by 2012, by 2016 these improvements had been lost. The relocation of the RG2 site at the end of 2016 made direct comparisons difficult in 2017 but the 2019 data suggested that the rapid increase in nitrogen dioxide from the airport / Airport Way between 2012 and 2016 was declining, albeit to levels similar to those in 2007.
17. The 2022 data (Figure C1) shows that nitrogen dioxide pollution from the airport and A23 Airport Way increased significantly in 2022 compared to 2021, but levels remain around 43 % lower than in 2019 (21 $\mu\text{g m}^{-3}$ in 2019 compared to 12 $\mu\text{g m}^{-3}$ in 2022).

PM₁₀.

18. It is important to note that the airport is not a significant source of PM₁₀, and computer modelling^{2,3} consistently indicates that the airport is responsible for no more than 1 – 2 $\mu\text{g m}^{-3}$ of the total PM₁₀ concentration at the worst affected properties on the Horley Gardens Estate.
19. The COVID restrictions in 2020 and 2021 in effect confirmed the computer model, as despite the significant reductions in aircraft movements at the airport the PM₁₀ concentrations fell by no more than around 1 $\mu\text{g m}^{-3}$ compared to 2019, with far larger changes seen between 2015 and 2017 for example.
20. The main purpose of monitoring PM₁₀ on the Horley Gardens Estate is to examine trends in the PM₁₀ concentration, as the UK Government is aiming to reduce people's exposure to particulate matter⁴ in the longer term even where the air quality standards are met.
21. Using a three year rolling average to examine the trends in the data there is evidence of an overall downward trend from 2003 to 2010, with concentrations of 23.9 $\mu\text{g m}^{-3}$ in 2003 and 19.5 $\mu\text{g m}^{-3}$ in 2010 (Figure 3), although much of this improvement in non airport PM₁₀ occurred between 2007 and 2010. From 2010 the overall trend was flat to 2015, with the slight rise between 2011 and 2013 largely an artefact of the elevated concentration measured in 2011, while from 2015 the downward trend has resumed.

² Air Quality Assessment – 2015 Emissions Inventory and Modelling. ARUP - AQ-02 - 20th November 2017.

³ Gatwick Air Quality Assessment for 2010 (AEAT/ENV/R/2795/Issue 1 – June 2009)

⁴ Specifically PM_{2.5} which is a subset of PM₁₀.

Figure 2: Three year Rolling Annual Average Nitrogen Dioxide Concentration at RG1, Michael Crescent Horley (Blue diamond), RG2, The Crescent Horley (Purple square), and RB59 (Red triangle).

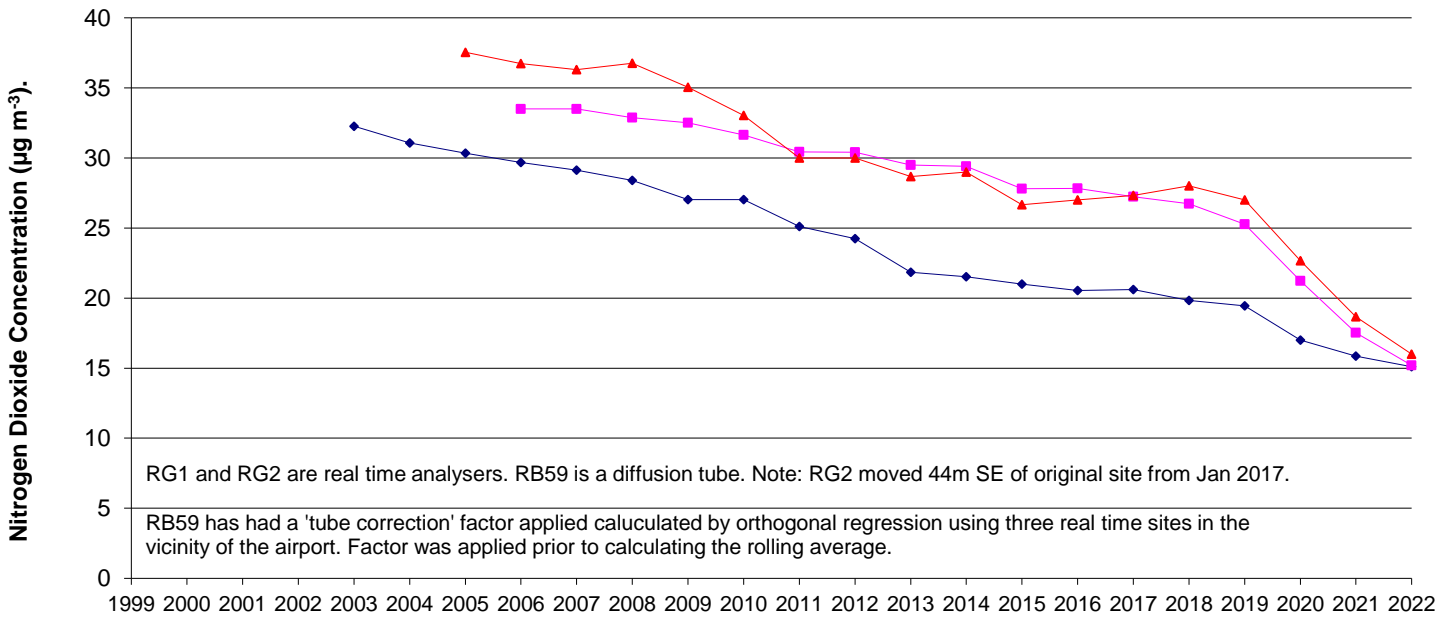
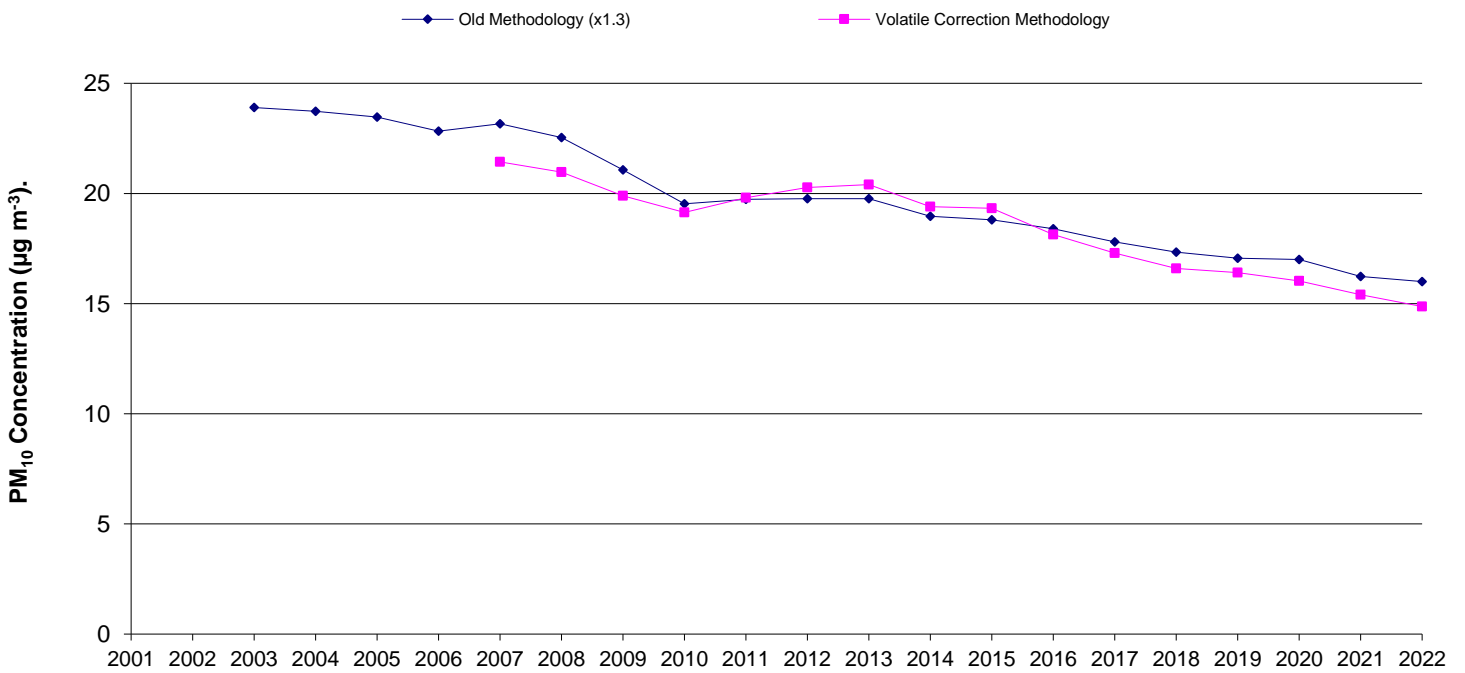


Figure 3: Three Year Rolling Annual Average PM₁₀ Concentration at RG1, Michael Crescent, Horley.



On Airport Monitoring.

22. In the absence of relevant receptors⁵ at the airport monitoring site, it is largely academic whether or not the air quality objectives are breached. However the monitoring results from 2022 (Table 1) indicate that the standards were met at the LGW3 monitoring station for PM₁₀ and nitrogen dioxide.

	On Airport (LGW3)	Objective	Objective Met?
Annual Average nitrogen dioxide Concentration	22.3	40	Yes
Nitrogen Dioxide: No. of hours over 200 µg m ⁻³	0	18	Yes
Annual Average PM ₁₀ Concentration Using FIDAS instrument*	14.6*	40	Yes
PM ₁₀ : No. of days over 50 µg m ⁻³	1	35	Yes
<small>All concentrations are in µg m⁻³. Data Capture: Nitrogen Dioxide 97.8 %, PM₁₀ 99.9 %. *GAL replaced the TEOM PM₁₀ analyser with a FIDAS instrument in 2019. For comparison purposes this value should be compared to the RG1 VCM value in Appendix B.</small>			

Table 1: Nitrogen Dioxide and PM₁₀ Concentrations on Airport in 2022.

23. It should be pointed out that while the LGW3 monitor is of limited use for compliance monitoring, it is of particular use for verifying the computer modelling work used to make forward predictions about air quality at the airport.

24. During 2013 Pier 1 on the airport was closed for redevelopment, which represents a major change in the airport sources of air pollution affecting this monitor. Thus the results for 2014 and subsequent years are not directly comparable to data pre 2013 when examining trends in on airport pollution.

On Airport Pollutant Trends.

25. Bearing in mind the changes in the on airport sources of pollution Figure 4 shows the 3 year rolling average nitrogen dioxide concentration at the on airport monitor LGW3, and the data from the residential monitor RG1 for comparison. The graph shows a steady improvement in nitrogen dioxide concentrations at the LGW3 monitor, with a significant improvement from 2003 onwards, followed by a subsequent increase in 2007 and 2008. While concentrations from 2009 to date continue to follow the long term downward trend, the slight increase in 2018 resulted from a relatively low concentration in 2015 (as seen in the RB59 trend data) and fairly flat concentrations over the three years to 2019.

26. As with the residential monitoring the impact of the COVID restrictions is clearly seen in the trend data, with the reduction in annual mean nitrogen dioxide concentration 2019 to 2021 greater at the LGW3 site than any of the residential sites. This reflects the greater contribution that aviation / local road traffic emissions normally make to nitrogen dioxide concentrations at LGW3. As with the residential data, given the ongoing legacy impact of the COVID restrictions no real assessment can be made at this stage of the long term trend at LGW3.

⁵ 'Relevant receptors' were discussed in the outline air quality paper presented to the GP sub committee in January 2007. However, for the purposes of this of this report relevant exposure can be taken as residential housing, or in the case of the 1 hour nitrogen dioxide objective where a member of the public might be present for 1 hour or more.

Figure 4: Three Year Rolling Annual Average Nitrogen Dioxide Concentration at LGW3, Gatwick Airport.

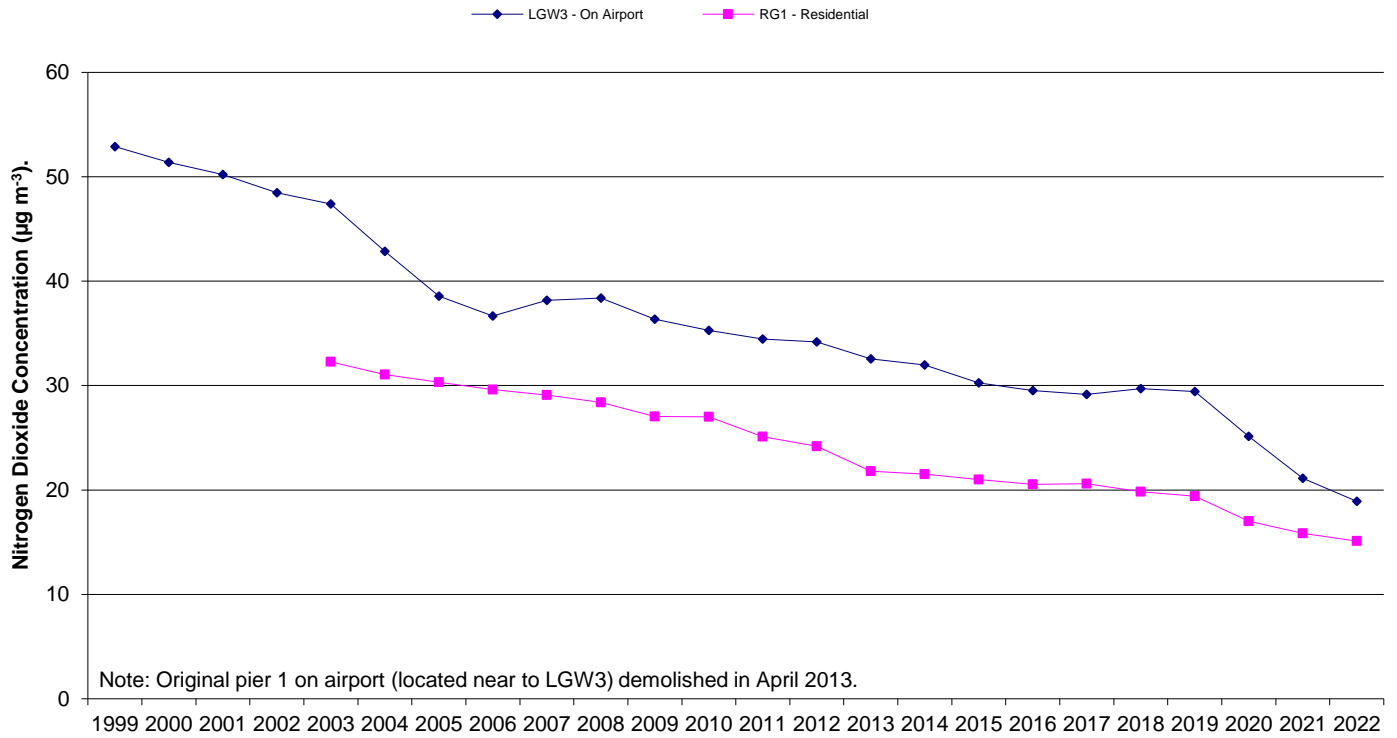
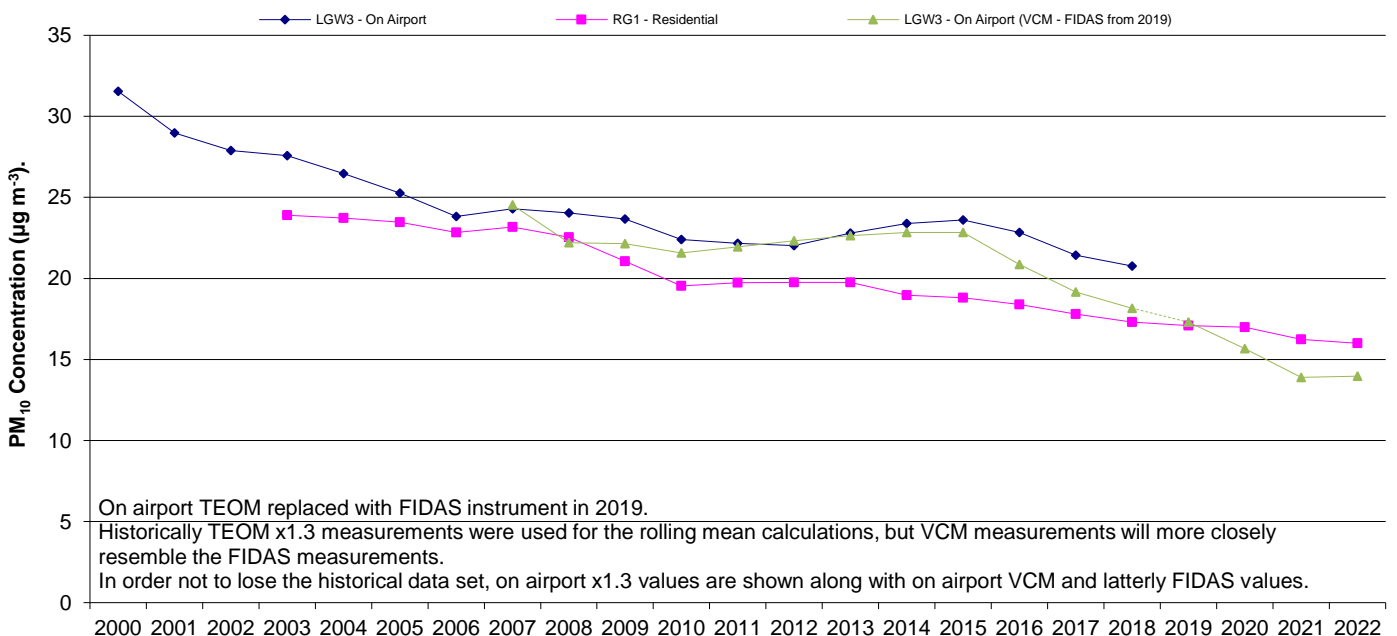


Table 2: Annual and Three Year Annual Average Nitrogen Dioxide Concentrations ($\mu\text{g m}^{-3}$).

LGW3	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
Ann. Average	53.8	52.6	52.3	49.2	49.1	47.0	46.0	35.5	34.2	40.3	40.0	34.8	34.3	36.8	32.3	33.4	32.0	30.6	28.2	29.8	29.5	29.8	29.0	16.6	17.8	22.3
Data Capture	94.9	89.2	93.3	93.4	93.5	96.1	94.0	95.4	96.7	96.3	94.2	96.8	93.7	99.2	96.4	94.7	99.2	99.2	99.4	99.1	99.5	98.9	91.3	96.8	98.1	97.8
Hours over 200 $\mu\text{g m}^{-3}$	2	0	1	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
3 Year Roll. Av. LGW3		52.9	51.4	50.2	48.5	47.4	42.9	38.6	36.7	38.2	38.4	36.4	35.3	34.5	34.2	32.6	32.0	30.3	29.5	29.2	29.7	29.4	25.1	21.1	18.9	
3 Year Roll. Av. RG1							32.3	31.1	30.3	29.6	29.1	28.4	27.0	27.0	25.1	24.2	21.8	21.5	21.0	20.5	20.6	19.8	19.4	17.0	15.9	15.1

Figure 5: Three Year Rolling Annual Average PM₁₀ Concentration at LGW3, Gatwick Airport.



27. Figure 5 shows the three year rolling annual average PM₁₀ concentrations at the airport monitor, and PM₁₀ data from the residential monitor for comparison. The graph shows a steady improvement in PM₁₀ concentrations on airport until 2006, at which point concentrations remained largely static for a few years before resuming a downward trend. In 2013 PM₁₀ concentrations increased slightly on airport and while this trend ran to 2015 it largely reflected elevated concentrations in 2013 and 2014. Given the redevelopment of Pier 1 and the trend seen off airport the increase at LGW3 was most likely related to the local building works, especially given the subsequent fall in concentrations in 2016 which continued in 2018.
28. In 2019 the airport replaced its existing TEOM PM₁₀ monitoring equipment with a new FIDAS instrument. To assess the impact of the change in measurement technique the airport ran both instruments side by side for around 6 months in 2018. The results⁶ of this work suggested that the new measurement technique gave a slightly lower reading than would have been the case with the old equipment, which was in line with results from comparisons made on the UK national network.
29. It is important to stress that the ‘new’ equipment is approved for use on the UK national network, but it does mean that magnitude of the PM₁₀ improvement seen at LGW3 (VCM measurement) in Figure 5 and Appendix B between 2018 and 2022 reflects both a genuine fall in PM₁₀ concentrations (as also seen at the residential monitor) and also partially reflects the change in the measurement technique.
30. As with the residential PM₁₀ monitoring the LGW3 monitoring demonstrated little (if any) impact from the lockdown measures on PM₁₀ concentrations, reflecting the very limited contribution from local airport / road traffic sources.

Benzene Monitoring Data.

31. The concentration of benzene is measured at one residential site (RB11) on the Horley Gardens Estate and on airport at LGW3.
32. As expected measurements met the air quality objectives in 2022 (Table 3). Concentrations were up slightly at the residential site (0.6 µg m⁻³ in 2021 and 0.7 µg m⁻³ in 2019) and down slightly on airport compared to 2021. Due to the nature of the measurement technique it is difficult to compare values over the long term, but it is worth noting that residential benzene concentrations fell year on year from 2007 to 2012, levelled off from 2013 to 2016, and have fallen slightly since 2016 with the concentrations in 2021 (0.6 µg m⁻³) the lowest to date.

	Concentration (µg m ⁻³)	Objective	Objective Met?
Annual Average Benzene Concentration: Residential	0.7	5	Yes
Annual Average Benzene Concentration: On Airport	0.4	5	Yes

Table 3: Annual Average Benzene Concentrations on the Horley Gardens Estate at RB11 and Gatwick Airport (LGW3) in 2022 (Non pumped BTEX Tubes).

Additional Monitoring Data.

Ozone.

33. Ozone monitoring began to the SW of the airport in 2005 at the RG3 site in Poles Lane Crawley. The aim of this site is to monitor long term trends in ozone concentrations in the vicinity of the airport.
34. Although the airport is not responsible for local ozone pollution i.e. it does not emit ozone, ozone plays an important role in the formation of nitrogen dioxide which is the main pollutant of concern in the vicinity of the airport. Therefore examining the long term ozone trend is important for understanding nitrogen dioxide concentrations in both the short and longer term.

⁶ GATCOM Steering report: Air Quality Monitoring Report for 2019 – Appendix D (June 2020).

35. At present there are sixteen years of valid data from the ozone monitor and based on a three year rolling average the overall trend to 2019 was flat at around $50 \mu\text{g m}^{-3}$ (data not shown). In 2020 the annual mean ozone concentration jumped to around $56 \mu\text{g m}^{-3}$ reflecting the general lack of NO_x pollution that it would normally react with to form nitrogen dioxide due to COVID restrictions. In 2021 and 2022 the annual average ozone level fell to levels in line with previous years.
36. Compared to the air quality standards ozone concentrations failed to meet the UK objective in 2022 for the sixteenth time in 17 years of monitoring (the UK standard was met in 2014), while the EU standard (which is less strict) was met in 2022 (Table 4).

	Number of exceedences.	Standard Met?	
		UK ^a	EU ^b
RG3: Poles Lane Crawley.	32 ^a / 10 ^b	No	Yes
Standards:			
UK: Daily Max. of running 8 hour mean of $100 \mu\text{g m}^{-3}$.	10 max.	-	-
EU: Daily Max. of running 8 hour mean of $120 \mu\text{g m}^{-3}$ (averaged over 3 years).	25 max.	-	-
^a in 2022.			
^b The EU standard is averaged over 3 years i.e. 2020, 2021, and 2022.			

Table 4: Number of exceedences of the Ozone standard in 2022.

37. The number of exceedences in 2022 was up on 2021 when there were 21 exceedences, but lower than in 2020 and 2018 when there were 41 exceedences.

Summary.

38. In summary:

- i) The annual average air quality objective for nitrogen dioxide was met at all sites in the vicinity of the airport during 2022 (Table 5), which was perhaps not unexpected given road traffic and aircraft movements have yet to return to pre COVID levels. The air quality standards were also met for the other pollutants under the local authority air quality management regime (Table 5).
- ii) Ozone concentrations in the vicinity of the airport failed to meet the relevant UK air quality objective, although the airport is not responsible for local ozone pollution.
- iii) The concentration of nitrogen dioxide measured on airport in 2022 at LGW3 meets the UK air quality objective of $40 \mu\text{g m}^{-3}$. The concentrations of the other pollutants measured at LGW3 also met the relevant air quality objectives.
- iv) In view of the significant falls in nitrogen dioxide pollution in 2020 and to a degree in 2021 the trend in nitrogen dioxide concentrations both on and off airport continued downwards in 2022. However, the extent to which some of this step change in concentrations persists will depend on the rate at which air traffic and road transport returns compared to the rate of electrification of the road vehicle fleet and other technological improvements over the next 4 to 5 years.

	Measured value	Objective	Objective Met?
Nitrogen Dioxide:			
Highest measured annual average residential concentration.	33	40	Yes
Annual Average nitrogen dioxide concentration Airport monitor.	22.3	40	Yes
PM₁₀:			
Annual Average PM ₁₀ Concentration: Residential Monitor. (VCM value)	16.0 (14.3)	40	Yes
PM ₁₀ : No. of days over 50 µg m ⁻³ : Residential Monitor. (VCM value)	0 (0)	35	Yes
Annual Average PM ₁₀ Concentration: Airport Monitor. (FIDAS equivalent to VCM value)	14.6	40	Yes
PM ₁₀ : No. of days over 50 µg m ⁻³ : Airport Monitor. (FIDAS equivalent to VCM value)	1	35	Yes
Benzene:			
Residential Benzene Monitor (Site RB 11).	0.7	5	Yes
Ozone:			
RG3 Monitor to SW of Airport (Number of exceedences).	32	10	No
All concentrations are in µg m ⁻³ .			

Table 5: Summary of Air Quality in the Vicinity of Gatwick Airport in 2022.

Figure A.1: Passenger and Aircraft Movement Trends at Gatwick Airport.

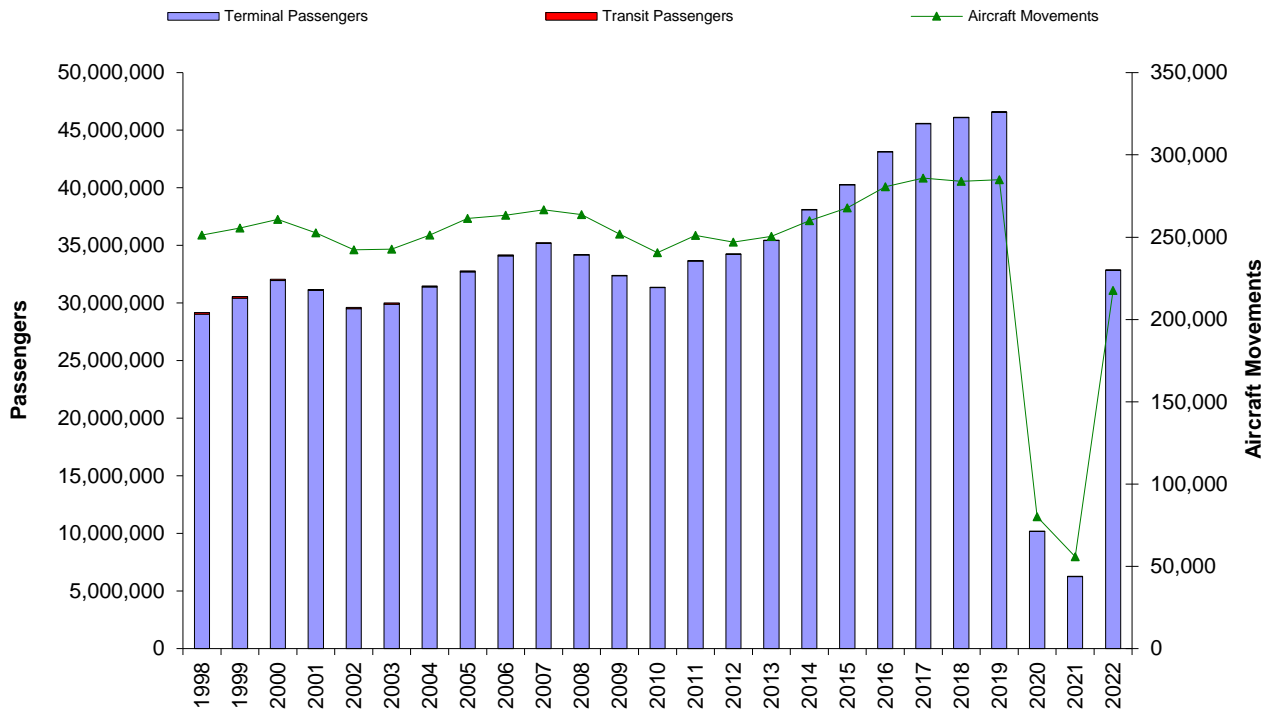


Table A.1: Annual Passenger Numbers and Aircraft Movements at Gatwick Airport.

	Number of Passengers			No. of Aircraft Movements
	Terminal	Transit	Total	
1998	29,032,838	140,292	29,173,130	251,321
1999	30,409,860	153,761	30,563,621	255,570
2000	31,947,524	119,601	32,067,125	260,859
2001	31,096,563	85,207	31,181,770	252,543
2002	29,517,894	109,515	29,627,409	242,379
2003	29,893,288	111,974	30,005,262	242,731
2004	31,391,352	75,418	31,466,770	251,195
2005	32,693,005	82,690	32,775,695	261,292
2006	34,080,345	83,234	34,163,579	263,363
2007	35,165,404	50,709	35,216,113	266,550
2008	34,162,014	43,873	34,205,887	263,653
2009	32,360,773	31,747	32,392,520	251,879
2010	31,342,263	33,027	31,375,290	240,500
2011	33,643,989	30,275	33,674,264	251,067
2012	34,218,668	17,314	34,235,982	246,987
2013	35,428,548	15,658	35,444,206	250,520
2014	38,093,930	9,737	38,103,667	259,962
2015	40,260,068	9,019	40,269,087	267,760
2016	43,114,888	4,740	43,119,628	280,666
2017	45,555,837	3,062	45,556,899	285,912
2018	46,081,327	4,762	46,086,089	283,919
2019	46,574,786	1,687	46,576,473	284,987
2020	10,171,867	1,564	10,173,431	80,161
2021	6,260,072	1,742	6,261,814	55,817
2022	32,831,088	4,293	32,835,381	217,622

Data from Civil Aviation Authority. www.caa.co.uk/default.aspx?catid=80&pagetype=90

From 2016: <http://www.caa.co.uk/Data-and-analysis/UK-aviation-market/Airports/Datasets/UK-airport-data/>

Appendix B: Summary of Annual Monitoring Results 1999 to 2022.

Nitrogen Dioxide

Site	Parameter	1999	2000	2001	2002	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017	2018	2019	2020	2021	2022
RG1	Ann. Average ($\mu\text{g m}^{-3}$)	-	-	34.1	31.3	31.4	30.5	29.1	29.4	28.9	26.9	25.3	28.9	21.1	22.7	21.7	20.2 ^b	21.1	20.3	20.4	18.8	19.1	13.1	15.4	15.4
RG2	Ann. Average ($\mu\text{g m}^{-3}$)	-	-	-	-	-	33.8	34.3	32.4	33.8	32.4	31.3	31.2	28.8	31.2	28.5	28.5	26.4	28.6	26.7 ^d	24.9 ^d	24.2 ^d	14.6 ^d	13.8 ^d	13.8 ^d
RG3	Ann. Average ($\mu\text{g m}^{-3}$)	-	-	-	-	-	-	-	19.4	20.9	18.9	18.2	20.5	17.8	23.2	19.3	17.5	14.0	16.7	13.9	15.5	15.1	9.7	9.7	9.7
LGW3	Ann. Average ($\mu\text{g m}^{-3}$)	52.3	49.2	49.1	47.0	46.0	35.5	34.2	40.3	40	34.8	34.3	36.8	32.3	33.4	32.0 ^c	30.6 ^c	28.2 ^c	29.8 ^c	29.5 ^c	29.8 ^c	29.0	16.6	17.8	17.8
RB59	Ann. Average ($\mu\text{g m}^{-3}$)	-	-	-	-	40	39	34	37	38	35	32	32	26	32	28	27	25	29	28	27	26	15	15	15
RG1	Data Capture (%)	-	-	99.0	100.0	99.7	99.6	98.0	98.5	99.1	99.4	100.0	91.4	99	99.5	99.5	89.1	98.6	98.9	98.5	99.1	99.1	99.1	94.6	92.4
RG2	Data Capture (%)	-	-	-	-	-	89.0	97.0	96.0	96.3	92.8	95.0	92.4	88.5	85.1	99.3	99.4	98.7	97.6	99.4	98.3	99.2	99.5	97.3	98.0
RG3	Data Capture (%)	-	-	-	-	-	-	-	97.8	98.8	99.2	99.0	97.5	92.3	99.4	96.9	99.4	99.3	98.2	98.6	99.2	97.6	97.9	97.8	96.0
LGW3	Data Capture (%)	93.3	93.4	93.5	96.1	94.0	95.4	96.7	96.3	94.3	96.8	93.7	99.2	96.4	94.7	99.2	99.2	99.4	99.1	99.5	98.9	91.3	96.8	98.1	97.8
RB59	Data Capture (%)	-	-	-	-	91.6	100	91.6	100	100	100	100	100	91.6	100	100	100	100	91.6	100	100	100	100	100	91.6
RG1	Hours Over 200 $\mu\text{g m}^{-3}$	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0 ^b	0	0	0	0	0	0	0	0
RG2	Hours Over 200 $\mu\text{g m}^{-3}$	-	-	-	-	-	0	0	0	0	0	0	0	0 ^b	0 ^b	0	0	0	0	0	0	0	0	0	0
RG3	Hours Over 200 $\mu\text{g m}^{-3}$	-	-	-	-	-	-	-	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
LGW3	Hours Over 200 $\mu\text{g m}^{-3}$	1	1	0	0	2	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
RB59	Hours Over 200 $\mu\text{g m}^{-3}$	-	-	-	-	-	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

Particulate Matter (PM₁₀)

RG1	Ann. Average ($\mu\text{g m}^{-3}$)	-	-	22.8	23.2	25.7	22.3	22.4	23.8	23.3	20.5	19.4	18.7 ^a	21.1	19.5	18.7	18.7	19.0	17.5	16.9	17.6	16.7	16.7	15.3	16
	Ann. Av. VCM* ($\mu\text{g m}^{-3}$)	-	-	-	-	-	-	-	21.2	22.0	19.7	18.0	19.7	21.7	19.4	20.1	18.7	19.2	16.5	16.2	17.1	15.9	15.1	15.2	14.3
LGW3	Ann. Average ($\mu\text{g m}^{-3}$)	31.0	28.7	27.2	27.8	27.8 ^{***}	23.8 ^{***}	24.2 ^{***}	23.3	25.3	23.4	22.3	21.6	22.7	21.9	23.8 ^c	24.5 ^c	22.5 ^c	21.5 ^c	20.3 ^c	20.5 ^c	-	-	-	-
	Ann. Av. VCM* ($\mu\text{g m}^{-3}$)	-	-	-	-	-	-	-	21.1	23.7	21.8	20.9	22.0	23.0	22.0	22.9 ^c	23.6 ^c	21.6 ^c	17.0 ^c	18.5 ^c	19.0 ^c	14.4 ^f	13.6 ^f	13.7 ^f	14.6 ^f
RG1	Data Capture (%)	-	-	99.7	100	99.5	100	100	99.4	99.3	99.0	100	73.1	97.8	98.1	98.9	100	80.2	97.9	98.9	100	98.1	94.1	99.3	92.0
	Data Capture VCM** (%)	-	-	-	-	-	-	-	96.4	98.1	99.0	99.1	73.1	98.6	98.1	98.1	99.0	80.2	97.9	98.9	99.4	98.1	94.1	99.3	91.8
LGW3	Data Capture (%)	91.5	92.9	97.3	99.2	97.3	97.3	97.3	96.2	95.1	93.4	85.7	97.2	100	98.9	99.0	97.8	100	93.0	99.7	94.8	-	-	-	-
	Data Capture VCM** (%)	-	-	-	-	-	-	-	93.6	93.6	93.4	85.7	97.2	99.5	98.9	99.0	97.8	100	93.0	99.7	94.8	96.1 ^f	97.0 ^f	99.6 ^f	99.9 ^f
RG1	No. days over 50 $\mu\text{g m}^{-3}$	-	-	6	6	16	0	3	5	9	4	0	0 ^b	1	2	1	0	1 ^b	1	1	0	0	0	1	0
	No. days > 50 $\mu\text{g m}^{-3}$ (VCM)	-	-	-	-	-	-	-	6	18	5	2	0 ^b	9	7	2	4	3 ^b	3	2	0	0	0	0	0
LGW3	No. days over 50 $\mu\text{g m}^{-3}$	35	28	20	17	31 ^{***}	10 ^{***}	9 ^{***}	7	18	13	0 ^b	3	1	6	7 ^c	10 ^c	5 ^c	6 ^c	3 ^c	0 ^c	-	-	-	-
	No. days > 50 $\mu\text{g m}^{-3}$ (VCM)	-	-	-	-	-	-	-	10	23	16	2 ^b	4	19	15	11 ^c	14 ^c	7 ^c	7 ^c	3 ^c	1 ^c	4 ^f	0 ^f	2 ^f	1 ^f

Locations:

RG1 is located on the Horley Gardens Estate in Michael Crescent (NE of the Airport).

RG2 is located on the Horley Gardens Estate in The Crescent (NE of the Airport).

RG3 is located to the SW of the airport in Poles Lane, Crawley.

RB59 is a diffusion tube (not a real time site) located at the southern most end of the Horley Gardens Estate to the NE of the Airport.

*for details on volatile correction methodology see www.volatile-correction-model.info. Spreadsheets downloaded 05/05/09 for values to 2009. From 2009 data direct from London Air Website www.londonair.org.uk.

** as the VCM requires data from three other sites VCM data capture can be lower than from the site of interest.

*** figures have been revised down as data originally supplied for these 3 years was incorrect. Correction made in July 2010 report.

^a data capture under 75 %. Therefore these values cannot be compared to the relevant air quality standard.

^b data capture under 90 %. Therefore these values cannot be compared to the relevant air quality standard. Data shown will be minimum number of hours or days depending on standard.

^c pier 1 on the south terminal closed 8th April 2013 for redevelopment. Thus values from 2013 onwards not necessarily comparable to pre 2013 values.

^d RG2 site moved 44 m south east of original location at the start of 2017 becoming RG6. Thus data from 2017 on technically not directly comparable to pre 2017 data (see 2018 steering group report for comparison).

^e 2014 value adjusted from 21.8 to 20.2 based on rescaling of data.

^f LGW3 TEOM replaced with FIDAS instrument from 2019. For colocation study results see appendix D of 2020 AQ report.

Figure C.1: RG2(6) minus RG3 when wind on 202 to 248 degrees - Mean of hourly values.

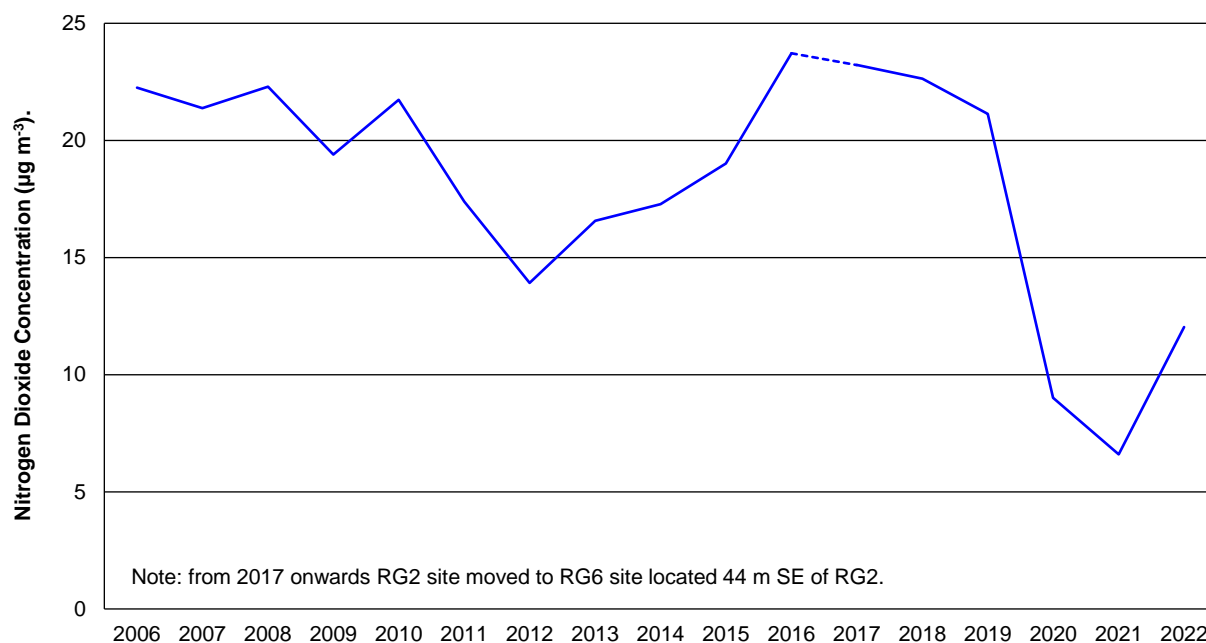


Table C.1: Airport & A23 Airport Way Contribution to Nitrogen Dioxide (µg m⁻³) by Month. (RG6 minus RG3 when winds 202 to 248 degrees).

Month	Range 2017 to 2019	Average	2020	2021	2022
Jan	22.7 to 24.1	23.4	21.0	5.1	9.3
Feb	24.0 to 27.2	25.4	18.1	5.5	7.8
Mar	20.9 to 26.6	24.4	19.5	6.5	10.6
Apr	15.9 to 24.7	21.5	3.7	9.4	11.1
May	17.0 to 21.8	19.6	2.2	3.4	12.7
Jun	20.8 to 21.4	21.1	2.4	4.9	13.4
Jul	20.2 to 21.5	20.7	2.8	4.2	12.3
Aug	20.4 to 22.6	21.3	5.0	5.5	11.9
Sep	21.4 to 22.9	22.1	7.3	7.8	10.4
Oct	21.5 to 25.3	23.1	6.2	7.9	15.1
Nov	17.3 to 24.2	21.3	4.6	10.6	12.4
Dec	20.8 to 28.1	24.3	7.1	9.2	14.6

Note less than 100 hours of data Feb 2018, Mar 2022, Apr 2019, Apr 2020, and Oct 2018.

Abbreviations and Definitions.

AQMA	Air Quality Management Area.
FIDAS	Fine Dust Analysis System. Device for measuring PM ₁₀ (and PM _{2.5}) concentrations in real time using optical light scattering.
GAL	Gatwick Airport Limited.
m ³	cubic metre.
mg	milligram (1 thousandth of a gram).
NETCEN	National Environmental Technology Centre, UK.
ng	nanogram (1 billionth of a gram).
nm	nanometre (1 billionth of a metre or 1 millionth of a millimetre)
NO ₂	Nitrogen Dioxide.
NO _x	Oxides of Nitrogen (mainly NO and NO ₂ expressed as NO ₂ equivalent).
O ₃	Ozone.
PM	Particulate Matter.
PM ₁₀	Essentially particles under 10 µm in diameter. Officially defined as the size fraction below 10µm in aerodynamic diameter, which has a cut off point at 50% of the particles which are 10µm in aerodynamic diameter.
PM _{2.5}	Essentially particles under 2.5 µm in diameter.
ppb	part(s) per billion.
ppm	part(s) per million.
TEOM	Tapered Element Oscillating Microbalance. (Device for measuring PM ₁₀ concentrations in real time).
µg	microgram (1 millionth of a gram).
µg/m ³	microgram(s) per cubic metre
µg m ⁻³	microgram(s) per cubic metre. This scientifically is the correct form to use rather than µg/m ³ , though either can be used.
Ultrafines	Essentially particles under 0.1 µm or 100 nm in diameter.
µm	micrometre (1 millionth of a metre or 1 thousandth of a millimetre)
VCM	Volatile Correction Method. (used to correct PM ₁₀ measurements made using a TEOM. This results in data equivalent to measurements made using the European Union's 'preferred' PM ₁₀ monitoring technique).

GATCOM**20 July 2023****PASSENGER ADVISORY GROUP (PAG) - REPORT FOR THE PERIOD JANUARY - APRIL 2023****REPORT BY THE CHAIR OF THE PASSENGER ADVISORY GROUP****1. INTRODUCTION AND OVERVIEW**

1.1 PAG's work has been ongoing, and I am grateful to all the PAG volunteer members who have been busy reviewing and monitoring the airport environment and experience on behalf of Gatwick's passengers and users and highlighting to GAL areas where additional focus is needed. PAG is grateful to GAL for the continued engagement and support.

1.2 PAG met on 16 June 2023 and the key issues discussed at that meeting are highlighted in this report. PAG welcomed Stewart Wingate who attended part of the meeting. In the month leading up to the PAG meeting there was a full round of Working Group meetings where PAG members received full updates from GAL on each specific group topic.

1.3 Immediately prior to the PAG meeting on 16 June, members attended a familiarisation session, in the form of an airfield tour. This is the first familiarisation session since pre covid and members welcomed a behind the scenes look at how the airfield operates and looking at many projects that aim to improve the passenger experience.



1.4 A plan for recruiting up to the four vacancies on PAG is taking shape. It is hoped these will be advertised in late summer with a view to having new members in place for the December meeting of PAG. If any GATCOM Members know of any suitable candidates, please do put them in touch with the Secretariat. Once the advert is live, we will share this with all GATCOM Members.

2. EXECUTIVE UPDATE AND OPERATIONAL PERFORMANCE

2.1 GAL continues to meet the vast majority of its Core Service Standards (CSS) with 99.96% pass rate for 2023 year-to-date. There was one significant failure in May 2023 as a result of an engineering/IT system problem which led to some bags being delayed within the outbound baggage system in the South Terminal. This was rectified quickly, and baggage was forwarded on to destinations.

Summer Planning

2.2 Planning continues for the peak summer season. GAL is working closely with Ground Handling Agencies and other key third parties to ensure they are all prepared. Specific focus has been on reducing check in overspills, reducing delays to inbound baggage and improving cleaning standards across the airport. Security recruitment is on target, Ground Handler's have informed GAL their recruitment continues with any shortfalls expected to be filled by the peak and with the incentives put in place to boost cleaning resource, GAL are anticipating to reach 100% of planned numbers ahead of the peak summer period.

Response to Recent Issues

2.3 Recent issues affecting passengers have included Border Force's UK-wide e-gates failure, a drone incident and Air Traffic Control issues in France. Regarding the e-gate issue Border Force bought in additional staff and alongside GAL staff to assist with queuing, the impact was minimal.

Special Assistance Service

2.4 Special Assistance performance remains strong. PAG has participated in the scoring process of the tender for a new supplier of the special assistance service. The preferred supplier is likely to be announced within the next few weeks.

Capital Investment Planning

2.5 PAG submitted a response to GAL's capital investment programme consultation and looks forward to working closely with GAL as projects progress. GAL thanked PAG members for their engagement and energy on projects and confirmed that they have committed £160 million this year to improve and expand facilities.

3. PASSENGER ENQUIRIES AND FEEDBACK

3.1 GAL reported 15,115 contacts for Q2 including parking and drop off contacts. For the Airport there were 932 complaints, 167 compliments and 981 enquires with the top five issues being assistance service, security staff, damage to items during security screening, airport lounges and assistance waiting times. Complaints about parking included the booking system, the ANPR equipment, the payment system and autopay. NCP have been working on a project to improve the payment journey for car parks and are looking at introducing a new payment provider. PAG continues to monitor the complaints data carefully via the passenger communications and car parks working groups.

3.2 A new Customer Satisfaction Survey has been launched that will help GAL determine how customers feel when contacting the airport and also about the responses they receive. So far it had only been rolled out to contacts signed up to marketing but would be rolled out wider as the survey continues. PAG have been consulted on this and been making representations to GAL about what questions should be asked.

3.3 PAG were informed that over 800 Security Officers have been attending training sessions on how to deliver the best customer experience. GAL customer service staff also attended to observe and see the messages being given that align with Gatwick Airport's new vision, values and priorities.

3.4 The PAG Communication Group works closely with GAL's Customer Service colleagues and have been involved in an audit of customer contacts to try and spot

trends. They are also feeding into the website review to ensure the customer journey is clear and the language being used is understandable.

3.5 It was reported that one referral was considered by the PAG Communications Group. This is when a customer has been through stage one and two of the GAL customer feedback process and is still not satisfied with the response received. The complaint was one for an airline as it involved a cancelled flight. However, the passenger had some issues that were relevant to GAL. PAG concluded that GAL had managed and responded to the complaint using correct protocols in information gathering and responses and that the responses were clear and well-articulated to initiate resolution. PAG did identify some improvements for GAL's future handling of such complaints that were forwarded to the customer services team for action.

5. WEBSITE

5.1 PAG received an update from Jonathan Gleave and David Tewkesbury from GAL on the project to update the GAL website to both reflect the current brand but also to support customer needs more efficiently and effectively. PAG have already submitted some suggestions via working groups but will be more heavily involved as part of the user acceptance testing planned for September.

6. SUSTAINABILITY

6.1 PAG welcomed a presentation and update from Mark Edwards, Head of Sustainability and Martin Bilton, Engineering, which provided an overview of Gatwick Airport's sustainability policy - 2nd Decade of Change and how the policy translates into projects led by the Engineering Team. This included details about how GAL aims to achieve net zero for scope 1 and 2 emissions by 2030.

RECOMMENDATIONS TO GATCOM

- 1) That GATCOM notes the work of PAG and its engagement with GAL as the 'critical friend' and support its role as advocate on behalf of passengers.
- 2) That GATCOM notes the vacancies on PAG and assists GATCOM in circulating the advert to recruit later in the summer.

SAMANTHA WILLIAMS
PAG CHAIR

This page is intentionally left blank

GATCOM

20 July 2023

NaTMAG - SUMMARY OF ISSUES DISCUSSED

REPORT BY LEAD MEMBER FOR NOISE

1. Introduction

1.1 The last meeting of NaTMAG took place on 11 May 2023. The unconfirmed minutes of the NaTMAG meeting are available on [GAL's website](#) with the key points being summarised in this report. In addition, an Extraordinary Meeting of NaTMAG took place on 29 June to give a briefing on Noise Action Plan 4th Round progress. Brief comments on this are covered in section 4 of this report.

2. Membership Update

2.1 Ed Winter attended as the new GACC representative appointed to GATCOM.

2.2 Members were informed that David Monk had left his position at Crawley Borough Council and Fernando Talarico of NATS had also left his role. A new Airspace Office Analyst was expected to take over as NaTMAG Secretary soon.

3. Noise Action Plan – Progress Monitoring

3.1 As part of GAL's progress monitoring process for tracking the delivery of the Noise Action Plan (NAP) actions (as endorsed by GATCOM in January 2021), the following NAP actions were reviewed:

Action 16 - In line with Noise Management Board initiatives and the commitments in the Sustainable Aviation Noise Road Map, we will work with our airlines and air navigation services providers to improve CDO at Gatwick.

It was explained how the Airspace Office report on Continuous Descent Operations (CDO) performance to their airlines on a monthly basis and quarterly through the Airline Noise Performance Table (ANPT) at their regular airline engagement meetings. An outline of a standard agenda for such engagement meetings was illustrated, highlighting the standard inclusion of CDO for discussion.

Brief details on the introduction of the new Low Noise Arrival Metric (LNAM) work were shared. NATS also encourage CDO uptake through their communications with pilots of arriving aircraft. It was confirmed that NATS report on CDO performance at a European level and that they report where various airport performance sits relative to other airports in other countries. easyJet briefly outlined their approach to CDO and confirmed that as a procedure it is both widely known and adopted whenever possible. They also confirmed that they would be happy to receive any queries about airline experience of CDOs, and they can be directed to them via email.

Action 33 - We will continue to provide public access to flight track information and noise related data via the Gatwick Airport noise website and the online flight tracking facility, available both on desktop and mobile devices.

A screenshot of the [WebTrak](#) flight tracker was presented to show that the flight tracker is available publicly with up to 6 months of historical data. Members were reminded that

WebTrak operates with a 25-minute time delay to allow verification and accuracy of the flight track data being displayed. The consensus amongst members was that accuracy over speed of the supply of data was valued greater, however, the time delay may discourage some residents who wished to view data in real-time and so may visit other live flight trackers instead. It was noted that other flight trackers do not allow the viewing of up to 6 months of historic data without a paid account, compared with WebTrak, which is a free-to-use application. The group was reminded that NaTMAG had been consulted on, and had provided input into, the WebTrak flight tracker display as it was being developed and implemented in 2019. There were multiple requests for various forms of information that could not all be successfully implemented as the tracker would become too crowded with information. The Chair, who is also responsible for the system, would welcome any feedback on the WebTrak flight tracker as there is always room for improvement.

The Airspace Office agreed to work with the NMB and look at producing an information sheet/poster regarding the WebTrak and [Airspace & Noise Information Portal](#) for distribution among NaTMAG members. It was mentioned that the NMB are considering how better to present information and updates to certain workplan items in its next term and this could form part of that plan. NATS also shared a link to their similar flight track product [Airspace Explorer](#) , however it is an iPad only app. It was requested that NATS look into expanding the devices that the Airspace Explorer can be accessed.

Action 36 - We will explore the feasibility of introducing an information service for local communities. This could include updates on airport operations, e.g. scheduled northern runway operations, change in runway direction, meteorological information, scheduled number of aircraft movements during the day and night periods, reported thunderstorm activity etc.

This information is available via [Gatwick's Noise website](#) . The Airspace & Noise Information Portal (known internally as Insightfull) provides information including videos, animations and interactive dashboards on Gatwick operations and tailored information on overflight of postcode locations. A demonstration of the site was given to NaTMAG.

4. Noise Action Plan Round 4 Planning & Timeline of Activities

4.1 Engagement on the Fourth Round of the Noise Action Plan will take place with NaTMAG as well as directly with GATCOM and GATCOM Steering Group. It was confirmed that NaTMAG members would receive the draft version of the Noise Action Plan two weeks before the August 2023 NaTMAG meeting in order to provide feedback ahead of the meeting.

4.2 In addition, a NaTMAG Extraordinary Meeting took place on 29 June to give members a briefing on progress. Members received a technical briefing report that was presented by Noise Consultants Limited (NCL) to help facilitate discussions about progression of the Round 4 Noise Action Plan.

4.3 Members welcomed the report and presentation and provided initial feedback based upon monitoring of the R3 NAP for consideration when drafting the R4 version. They also commented about the need for actions to be clearly defined and measurable and for the final plan to be clear and understandable for all. Members would provide further feedback after they receive the draft Round 4 NAP prior to the August meeting.

5. Gatwick Noise Insulation Scheme Review

5.1 The Gatwick Noise Insulation Scheme was reviewed and as a result an update to the grant was put in place on 1 May 2023. The grant offered to eligible residents, has been increased in line with inflation, to £4,300 plus VAT from £3,000 plus VAT.

6. Airspace Office Quarterly Report (Q1 2023)

6.1 The airport's flight operations performance over Q1 covering the period 1st January – 31st March 2023 was considered, and the complaints analysis reviewed. The quarterly report is available on [GAL's website](#). Members are asked to note that during Q1 2023 Gatwick Airport had an 80% increase in movements when compared to the same quarter in 2022, with 50,548 movements recorded, 92% of the previous quarter. The majority of the Q1 2023 period falls within the winter season schedule accounting for the slightly fewer number of movements than in Q4 2022. Movements increased on a month-on-month basis, as the schedule started to ramp up towards the summer season and Easter holidays.

6.2 CDO performance for all arrivals in Q1 saw a slight reduction to 89.79%. Track keeping conformance followed a similar slightly downward trend at 98.24% compared to Q4 2022. Both metrics can be affected by adverse weather conditions, with March 2023 experiencing a number of days with strong winds and localised thunderstorms.

6.3 The Airline Noise Performance Table is given on page 7 of the [quarterly report](#). GAL's airline engagement programme uses this ANPT as a guide to target poorer performing airlines. Airlines listed are those with 10 or more movements per week. It should be noted that Route 4 is not included in the track keeping statistics in this table but is reported elsewhere. There are 25 airlines qualified to be included on this quarter's table which is the same number as the previous quarter.

6.4 The Airspace Office has continued to highlight the importance of noise abatement procedures to airlines, working together where aircraft performance and compliance could be improved, monitoring and investigating possible instances of non-compliance with crews and air traffic controllers and closely monitoring the usage of movements in the sensitive night period. The Airspace Office engaged with 10 airlines during Q1 2023. A resulting outcome of this engagement was that Sun Express circulated an internal letter to their flight crew explaining CDO monitoring at Gatwick and included recommendations on how they can improve their performance.

6.5 An increase in go arounds in March was noted compared to the previous two months. Poor adverse weather and a ramp up in movements contributed to this. Track keeping conformance followed a similar trend to CDO performance with March being slightly reduced due to weather avoidance. All routes except Route 4 had a conformance level of 99.6% or above which is a high achievement considering the adverse weather.

6.6 The 2022/2023 winter season ended in March 2023, with a total of 1,914 night movements utilised and 84 dispensations being granted by the DfT, mainly due to French Air Traffic Control (ATC) strikes and snowfall. So far, in 2023, 52 dispensations had been granted by the DfT up until the end of Q1 2023 mainly due to continuing French ATC strikes.

Noise Complaints

6.7 There was a 36% reduction in the number of complaints recorded and a 23%

reduction in the number of individual complainants during Q1 2023, when compared to Q1 2022. In Q1 2023, the Airspace Office introduced new reporting metrics for complaint categorisation to give a further breakdown on the aspect of the operation on which a complaint is focused. The arrival swathe category received the most complaints for arrivals, whilst complaints in locations adjacent a Noise Preferential Route (NPR), under an NPR and departure vectoring received similar levels of complaints for departures. Westerly operations accounted for 60% of the total complaints.

7. Gatwick Airport Echo Romeo Rapid Exit Taxiway Works – Summer 2023

7.1 NaTMAG received a presentation on the summer 2023 works of the Echo Romeo Rapid Exit Taxiway (RET). The reason for the project was outlined, with the aim to reduce runway occupancy time. It was also detailed how logistically the project is being managed, with the main runway being closed at night to undertake the work. The progress made so far was demonstrated and how airfield disruption is being avoided; working in the soft areas off the runway and creating and using a single area for construction (works compound) the position of which avoids creating local road congestion. Once complete, the potential of the RET could reduce go-arounds as aircraft can vacate the runway quicker.

8. Airspace And Noise Information Portal (Insightfull)

8.1 NaTMAG were given a demonstration of the [Airspace & Noise Information Portal](#), also known internally as 'Insightfull'. The Chair encouraged NaTMAG members to explore the site at their leisure and promote it to their constituents and colleagues. The Portal can be tailored to the user's location, using either a drop pin on a map, typing the user's postcode or general information can be given for the surrounding area. The Portal provides numerous explanatory videos of airfield operations, with supplementary narrative. There are several interactive dashboards on the site which hold up to three years' worth of data and allows the user to interact with data on the site. Tailored dashboards containing data related to a specific postcode location (set by the user) are available, such as the level of overflights experienced at their location in a graphical format. The Portal uses the Gatwick Noise and Track Keeping System (NTK) data as its source.

8.2 NaTMAG were notified that a new Noise Monitoring Terminal (NMT) had recently been installed at Lingfield Racecourse to replace the previous monitor at Lingfield. This monitor is recording data into the NTK system and available to view in the Portal and on WebTrak.

9. DFT Updates

9.1 NaTMAG had previously reported a 'whine' noise issue with the Airbus A220. The DfT continue to engage with Airbus, who have determined the 'whine' is a result of an engine resonance issue. This has also been detected as a noise issue at Zurich Airport. Modification of the engine is required and for that reason Airbus does not anticipate it being completed on new aircraft until before the end of 2024. The timing of introduction of the solution for existing A220 aircraft through the regular maintenance cycle remains unclear. DfT are continuing the dialogue and will continue to keep NaTMAG in the loop with future progress on this topic.

9.2 The DfT have completed a consultation on Night-Time Noise Objectives for the designated airports and confirmed that the output of their proposed consultation on night flight restrictions will take effect in 2025. The DfT has brought together a number of strands of work in their decision to consider objectives on the basis of total adverse

effects of noise, as opposed to the previous consideration that focused on population affected. Papers are likely to be published on the topic of the change of emphasis. A report on the consultation responses received would be published in December 2023. NaTMAG members had fed into the GATCOM response to the consultation.

9.3 The CAA has published the DfT-commissioned 'Aircraft Noise and Health Effects: A six-month update (September 2022 – March 2023)', also known as [CAP2519](#), along with [CAP2517](#) on 'The Effects of Aircraft Noise on Biodiversity'.

10. NMB Update

10.1 GAL reported on the NMB Outcomes Workshop which was held on the 29 March 2023. The main messages from the topics discussed were that simple language should be used in communications on outcomes and that there was a disparity in expectations that should be addressed in relation to NMB activities. It was also suggested that NMB activities should be split into 2 distinct project timelines:

- Those that can be achieved within the current NMB term, and,
- Those which should be taken up as part of the ongoing work on FASI-South.

The current term of the NMB comes to an end at the end of 2023.

10.2 Landing Gear Deployment work is reaching its conclusion. The most likely outcome will be a change in the guidance issued in the airports AIP entry. The option of using a camera monitoring system is being considered, which will be part of NaTMAG's responsibility to monitor.

10.3 Gatwick-based airlines have been consulted on the Low Noise Arrival Metric. Gatwick are working through these before widening out the engagement to other airlines. Once installed, the metric will be operated in 'shadow mode' in Gatwick's NTK system for 12-24 months, to allow quality assurance to take place.

10.4 The Reduced Night Noise trial was on track to begin on 7 September 2023. Post-meeting note: This has now been pushed back to the first week of December due to delays within the CAA.

11. Airspace Updates

FASI-South

11.1 Work on FASI-S Stage 2B is almost complete, Gatwick has been working with NATS En-Route PLC (NERL) on Deployment A, which is mainly a mechanism to produce an implementation plan.

- Implementing the change in its entirety is not possible. Instead NERL have been working on a set of split deployments. These include a volume of airspace to the South of Gatwick.
- The CAA Stage 2 Gateway is in September 2023.
- The programme timeline, as it stands, indicates a likely forecast implementation date of 2027 for the airspace to the south of Gatwick.

Route 4

11.2 The revised Noise Preferential Route (NPR) has now been implemented into the Gatwick NTK system. The revised conformance monitoring swathe now reflects the definition of the NPR that is contained in Gatwick's AIP.

11.3 It was reiterated that need for the change was as a result of a direction from the DfT. The discrepancy between the NPR and the Route 4 Standard Instrument Departures - as a result of the Judicial Review of the original Route 4 Airspace Change decision - had

Agenda Item 5c

been identified by the CAA in CAP 1912 Decision on its Post Implementation Review. GAL had intended to address the discrepancy through the ongoing Route 4 airspace change.

11.4 Track conformance, as recorded by the NTK system, previously at 92% had reduced to 65% with the new revised corridor, as predicted. It was noted that the route had been designed to provide dispersal which naturally reduced track conformance.

11.5 It was reiterated that the change to the NPR had not altered flight paths and that the change under discussion related to conformance monitoring only.

NaTMAG's key messages to GATCOM are:

- The Gatwick Noise Insulation Scheme grant has increased to £4,300 plus VAT from 1 May 2023 for eligible properties
- The CAA has published the DfT-commissioned 'Aircraft Noise and Health Effects: A six-month update (September 2022 – March 2023)', also known as CAP2519, along with CAP2517 on 'The Effects of Aircraft Noise on Biodiversity'.
- Work is progressing well on the Landing Gear Deployment study, which is nearing completion, the Reduced Night Noise Trial, due to begin in September 2023 and the Low Noise Arrivals Metric, expected to be delivered into the NTK system at the end of May 2023.

MIKE GEORGE

GATCOM Lead Member for Noise

GATCOM report

Noise Management Board (NMB) report: 17 April to 13 July 2023

Since the last GATCOM, the NMB Community Forum (NCF) has met on 24 April, the NMB Executive Board (NEX) has met on 12 July and the NMB Delivery Group (NDG) has met on 14 June. The NCF has welcomed a number of new Councillors since the local elections and the NEX has likewise welcomed Cllr Richard Smith (Tandridge District Council), following the usual nomination process.

Key points and actions from the regular NCF and NEX meetings, once finalised after member comments, can be found at:

<https://www.gatwickairport.com/business-community/aircraft-noise-airspace/engagement/noise-management-board/key-documents/>

GATCOM members can also find a copy of the progress report attached to the GATCOM papers.

As a reminder, in line with the progress report being attached with the extra detail of projects, the NMB Co-Chairs have shortened their report to GATCOM. The Co-Chairs wish to highlight the following points:

Reduced Night Noise (RNN) Trial

The RNN trial implementation has been subject to the CAA Instrument Flight Procedures review process. This process recently identified a technical anomaly which has resulted in an adaptation to the trial, which will now take place on the southern (main) runway only, beginning slightly later than otherwise had planned, in December 2023. In order to gain sufficient data the trial will run until May 2024.

Planning and Noise (Land Use Planning) Following the NMB Co-Chair letter to the Department for Transport (DfT) outlining the NMB work on Land Use Planning (LUP) (the previous NMB report to GATCOM refers), a meeting between working party members and the DfT was held in June which explored the issue of planning guidance. As a result, the Co-Chairs have been in touch with SASIG (Strategic Aviation Special Interest Group) in order to seek wider views on the effectiveness of LUP from their Local Planning Authority membership and potentially gain greater traction for the NMB workplan objective. A presentation and discussion with SASIG is scheduled later in July, which we hope will identify next steps.

NMB Review

There was a useful discussion of Gatwick's NMB Review at the NEX in July. Picking up some of the points from the NMB Outcomes Workshop earlier in the year, there was particular focus on improved setting of stakeholder expectations and clarity around the NMB's purpose and remit, public engagement on the NMB's successes and the way in which stakeholders were selected.

NMB Co-Chairs
13 July 2023

Gatwick Airport Noise Management Board

Workplan Implementation Report

NDG-18
19th July 2023

Introduction

This report summarises the status of NMB activities captured within the NMB currently adopted Workplan. The 12 priority activities to improve the aircraft noise environment in and around Gatwick, and included within this report, are:

Agenda Item 5d
Appendix 1

	Workplan Activity	Status
Procedural changes	1. Reduced night flight noise	➔
	2. Landing gear deployment	➔
	3. New departure noise limits & fines	➔
	4. Improve departure continuous climb	✓
	5. Review of noise abatement procedure for the Instrument Landing System (ILS) minimum joining point during the night	✓
Procedural influences	6. Implement Airline Noise Table	↻
	7. Deliver & incentivise Low Noise Arrivals Metric	➔
	8. Agree & routinely use noise metrics	↻
Strategic change influencing	9. Engagement with FASI-S	↻
	10. Examine Fair & Equitable Distribution	➔
Noise-related information for decision making	11. Planning & Noise	➔
	12. Growth & Noise	➔

Status Key	
Complete or achieved	✓
In progress ¹	➔
Ongoing ²	↻
Paused	⏸
Stopped/Not started	○

¹ In progress - An activity that is actively being progressed, and hasn't yet been implemented.

² Ongoing - An activity that has been implemented and is carried out as a matter of routine.

The following slides provide a summary of progress, key milestones, interdependencies and current timelines for each workplan activity. **Revised target milestone dates** have been presented where activities have been paused due to the COVID-19 pandemic (resulting low traffic), and where progress doesn't align with target milestone dates as presented in the NMB Workplan.

Procedural Change

ACTIVITY 1: REDUCED NIGHT FLIGHT NOISE

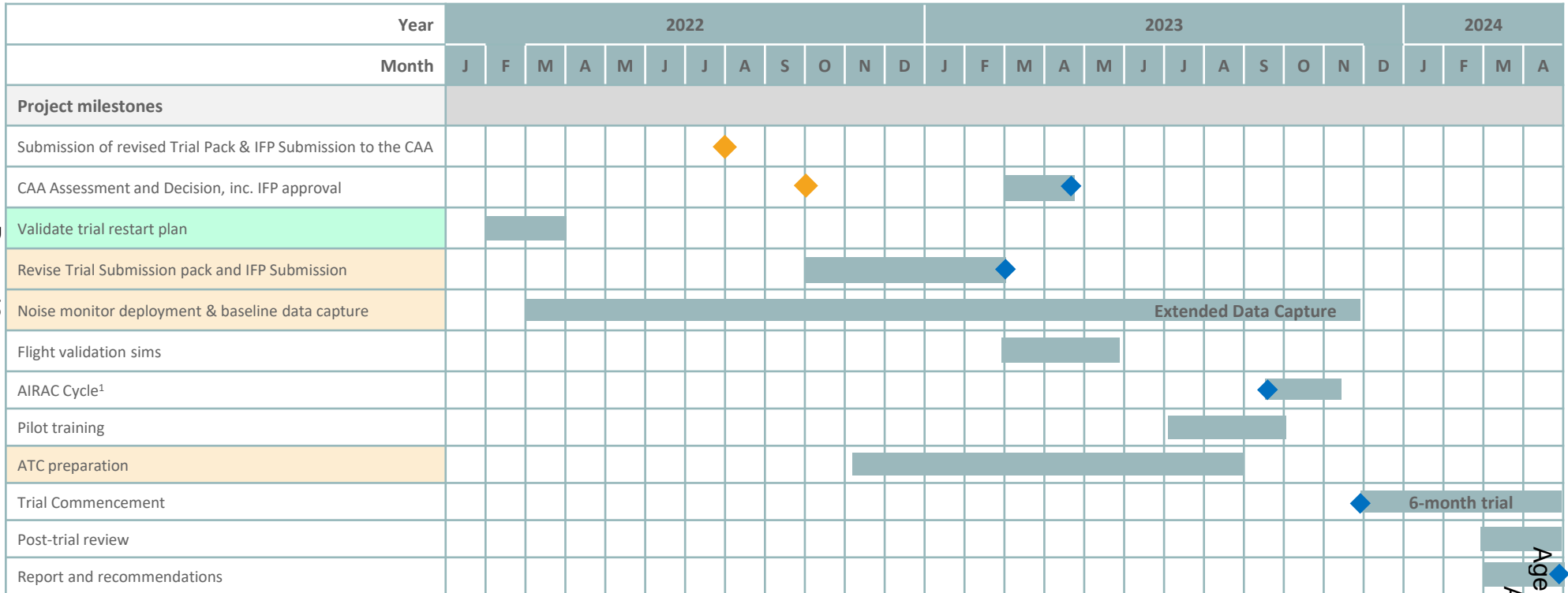
Overview: The aim of the Reduced Night Noise Trial is to measure and assess the extent to which PBN technology can deliver noise benefits for arriving aircraft during the night period, by reducing the number of 'outliers' that are significantly lower or noisier than most aircraft. The trial, initiated in 2017, was paused in 2020 as a result of the pandemic. This activity focuses on re-start of the trial, including associated planning, training, trial implementation and post-trial review.

Status: →

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)



Progress update:

- EasyJet have agreed to host Airbus sim trials, and BA have agreed to host wide-body Boeing sim trials.
- The Trial Submission Pack and procedure designs are currently being updated.
- CAA are currently reviewing IFP designs.
- The baseline noise data capture is ongoing and will continue through 2023. Analysis will then be carried out to determine the key outliers and noise environment in pre-trial conditions.
- **Latest:** CAA delay to set-up. Now working towards revised start date of final week December 2023 with the trial running on the Southern Runway only. Revised sim trial dates are being co-ordinated with Easyjet and BA for September.

¹Mandatory 3-month publication cycle for global updates of aeronautical information, informing airspace users around the world of the temporary (trial) airspace change at Gatwick.

Procedural Change

ACTIVITY 2: LANDING GEAR DEPLOYMENT

Overview: The aim of this study is to determine whether noise reductions can be achieved at Gatwick Airport through optimisation of landing gear deployment by arriving aircraft at the airport.

Status: →

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021						2022						2023																	
Month	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																														
Desktop review of other airports' trials	◆																													
Field study completion and development of a report.			◆									◆																		
Engagement with airlines to determine whether optimisation is feasible						◆																◆								
Development of a landing gear deployment optimisation procedure, and engagement with stakeholders																														◆
Report and recommendations																														◆

Progress update:

- A pilot survey was undertaken in September 2021; due to low traffic levels this only assessed a small number of aircraft. The results of the pilot survey informed the main survey.
- Initial engagement with airlines to discuss the findings of the pilot study was undertaken in October 2021. Data was requested to allow further analysis.
- The main survey was completed in May 2022 and measured data for over 150 aircraft flown by various airlines. The data was combined with the Pilot Survey data, concluding that deployed landing gear increases L_{max} and SEL noise levels by approximately 2.5dB in Lingfield.
- Further engagement with easyJet in October 2022 confirmed that their Flight Data Recorder data on landing gear deployment would require a manual flight by flight extraction process and would be subject to complex union and security protocols, so unfortunately was not practicably possible for this study.
- **Unchanged:** A workshop with industry stakeholders was held on 20th March 2023, and a proposed optimised guidance has been approved for AIP and Gatwick's Handbook implementation

Procedural Change

ACTIVITY 3: NEW DEPARTURE NOISE LIMITS AND FINES

Overview: The aim of this study is to conduct a review of the current departure noise limit regime at Gatwick Airport, with the objective of incentivisation of additional fleet and procedural improvements to reduce departure noise. Engagement with stakeholders, including airlines, will be undertaken.

Status: ➡

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021						2022						2023																																																				
Month	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D																																			
Project milestones																																																																	
Data analysis, regime proposal, and report development		◆																																																															
Consultation on proposed scheme (through the Northern Runway Project Consultation)						◆																																																											
Engagement with industry (Airlines)																																																																	
Engagement with the NMB																																																																	
Revised proposal, taking into account feedback received, approval by GAL																																																																	
Proposal shared with Secretary of State for approval																																																																	
If approved, adoption of the new regime and system and documentation updates																																																																	

Progress update:

- A new regime was proposed, and a report developed, in August 2021, and consulted on through the Northern Runway Project consultation process which concluded on 1st December 2021. Analysis of the consultation feedback completed in March 2022.
- Engagement with industry was held 19 October, and further engagement took place 5 December 2022 from which an engagement report was developed.
- Latest:** A discrepancy has been found in the noise monitor adjustment values between the easterly and westerly monitors; this is being worked through with the ERCD and DfT. Once this is solved, briefing sessions will be held for both community representatives and airlines. GAL is still hopeful to submit the new scheme to the Department for Transport for approval in Q3 2023. Once the new scheme is approved, a 6-month transition period

Procedural Change

ACTIVITY 4: IMPROVE DEPARTURE CONTINUOUS CLIMB

Overview: The aim of this study is to compare the noise environment (i.e. noise contours) of a range of CCO and non-CCO departure climb profiles for a range of aircraft types, to understand the noise impacts of each, and to feed the findings of the study into FASI-S options development work for future design consideration.

Status: ✓

Project milestones:

Key: Not started Ongoing Complete

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Data analysis and report development	◆																														
CCO industry workshop to determine how the outputs of the study might inform FASI-S planning				◆																											
Revised report, taking into account feedback received, approval by GAL							◆																								
Report findings to the NMB							◆																								
Report findings to the FASI-S options development team											◆																				

Progress update:

- Analysis was undertaken in Q2 2021 and a report presenting the study findings was prepared. Following further engagement through a CCO industry workshop in September 2021, which discussed the findings of the study and looked to determine how the outputs might inform FASI-S planning, it was agreed that further analysis for a large aircraft type was required. Analysis for the large aircraft type was completed in December 2021.
- Due to the requirement for further analysis in Q3/Q4 2021, the workplan target date for the final report (Q2 2021) was extended by 6 months.
- Study findings were reported to the NMB through NCF-6 on 26 Jan 2022.
- A workshop with industry stakeholders, including CAA and FASI-S options development team, was held on 5 April 2022 to determine what the results of the study mean for FASI-S options development and future airspace design. The report has been shared with the FASI-S options development team marking the closure of this activity.
- The CCO study output will contribute to the Gatwick FASI-S ACP evidence base and will be factored into the design of the vertical profile for departure route options. The study output has also been shared with the Airspace Change Organising Group (ACOG) as part of a wider activity to assess how CCO can be applied across the airspace modernisation programme. Future FASI-S ACP progress will be captured through the FASI-S engagement activity.

Procedural Change

ACTIVITY 5: REVIEW OF NOISE ABATEMENT PROCEDURE FOR THE INSTRUMENT LANDING SYSTEM (ILS) MINIMUM JOINING POINT DURING THE NIGHT

Overview: The aim of this review is to perform a study of the noise abatement procedure for the ILS minimum joining point during the night, and to identify theoretical but realistic alternatives to the current minimum night joining point. The study will include an assessment of the associated noise impact of each option, including identification of suitable metrics to assess impacts. Study findings will be used to inform FASI-S planning.

Status: ✓

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Establishment of the tSG and approval of tSG ToR	◆																														
Commission an independent delivery partner				◆																											
Undertake NMB ILS Workshop						◆																									
Data analysis and report development by independent delivery partner. Briefing of study findings to the NMB																															
Report to FASI-S options development team																															

Progress update:

- The technical Steering Group (tSG) ToRs were adopted in July 2021 and an independent delivery partner was appointed in September and work commenced in October 2021. The first NMB ILS workshop took place on 23 November 2021.
- Technical Steering Group meetings were held on; 21st October, 17th November, and 16th December 2021.
- The final report was presented to NMB members during an NMB briefing on 24 January 2022. The report was published in February 2022, and was shared with the FASI-S Options development team marking the closure of this activity.
- The ILS study output will contribute to the Gatwick FASI-S ACP evidence base and will be factored into the development process for arrival route options during the night. Future FASI-S ACP progress will be captured through the FASI-S engagement activity.

Procedural Influence

ACTIVITY 7: DELIVER & INCENTIVISE LOW NOISE ARRIVALS METRIC

Overview: The aim of this activity is to conduct desktop validation of the Low Noise Arrivals metric at Gatwick using measured noise data and arrival flight trajectories (already achieved). Next steps include a briefing and discussion on the new Low Noise Arrivals Metric to the NCF or NEX, and to adopt the metric following roll out by Sustainable Aviation (SA).

Status: ➔

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021								2022								2023														
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Metric briefing provided to the NMB	◆																														
CAA CAP publication				◆																											
Development of operational roll out plan by SA sub-group				◆																											
LNAM operational – in shadow mode – use within GAL NTK system							◆																								
LNAM NATS Dashboard in operational use within airlines and ANSPs – TBC																															

Progress update:

- Metric validation concluded in Q4 2020.
- A briefing on the new metric was provided to the NEX in Q2 2021, and the CAA CAP document was published on 13th January 2022.
- NATS have developed a dashboard, which will be used to monitor performance for ANSPs and UK airlines.
- **Latest:** Integration of the metric into GAL’s Noise and Track Keeping system was completed at the end of May. An initial familiarisation phase is taking place in September, after which point, GAL will begin monitoring the data throughout a 12–24-month shadow mode period. During this time, the LNAM monitoring group will report on data once a quarter, which will track how the metric performs in day-to-day airport operations, in terms of airline response, adaptation, and benefit.

*Implementation phase: embedding in to system use, no monitoring function available
 **Monitoring phase begins, lasting for 12-24 months

Procedural Influence

ACTIVITY 8: AGREE & ROUTINELY USE NOISE METRICS

Overview: The aim of this activity is to agree and trial the use of >N60 and >N65 metrics (already achieved), and to consider noise metrics and communications protocol to be drafted by CNG representatives as the basis for future discussion.

Status:

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Use of N/above (N60 and N65) metrics alongside Leq (averaged) noise contours (throughout NMB second term)	◆																														

Progress update:

- N/above (N60 and N65) metrics are routinely used for all noise reduction trials and to measure noise (already in use). These are monitored by Gatwick’s Noise and Track Monitoring Advisory Group (NaTMAG).
- Proposed protocol prepared by CNG and discussed at NEX/3 in June 2021. GAL provided a detailed response the conclusion in which; *'GAL can see an opportunity to include further detail around Gatwick’s commitment to noise monitoring and communication being included in the next iteration on the END Noise Action Plan; actions 32 to 39 of Gatwick’s current END Noise Action Plan set out some of the airport’s noise monitoring activity'*.

Strategic Change Influence

ACTIVITY 9: ENGAGEMENT WITH FASI-S

Overview: The aim of this activity is to undertake FASI-South workshops for NMB stakeholders to develop participants knowledge on FASI-S and implications/possible advantages for noise reduction around Gatwick.

Status: 

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
FASI-South airspace change process is properly informed on Gatwick noise issues (throughout NMB Second Term)	◆																														

Progress update:

- A virtual workshop was held on 24 June 2021 for NMB and NATMAG members
- Subsequent workshops took place with stakeholders, arranged by the FASI-S team:
 - 2021 - 2 & 3 Sep; 7 & 9 Dec
 - 2022 - 15, 17 & 23 Feb; 18 Mar
- Drop-in Q&A sessions were held: 17 & 23 Mar 2022
- Options appraisal engagement workshops in 2022:
 - 23, 24 & 28 Jun 2022
 - Feb 2023
- Additional Stakeholder engagement sessions:
 - July 2023 – this will share results of the IOA analysis ahead of Stage 2 submission

Noise Related Information for Decision Making

ACTIVITY 11: PLANNING & NOISE

Overview: The aim of this activity is to develop a proposal, following engagement with local planning authorities represented at NATMAG, and NMB stakeholders, to Councils and a separate one to Sustainable Aviation on need for greater consideration of aviation noise in residential land use planning decisions, to include identifying what additional information could be provided by airports to support planning authorities.

Status: →

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Scoping of Action Plan						◆																									
Engagement with local planning authorities and Councils							◆																								
Report & recommendations																															

Progress update:

- Scoping of action plan undertaken in Q3 2021 for briefing to the NEX in Q4 2021.
- A questionnaire was circulated to local planning authorities in March and July 2022. Responses have been collated and reviewed.
- A Local Authorities workshop was held on 29 November 2022 – the report of which is being drafted and will be fed back to workshop attendees in February.
- A letter was sent to the DfT setting out Gatwick’s position on stronger measures for Land Use Planning in noise-sensitive zones around the airport.
- **Latest:** A meeting was held with DfT in June to explore the issue of planning guidance. The co-chairs wrote to SASIG (Strategic Aviation Special Interest Group) as one outcome of the DfT meeting, the objective being to seek wider views on the effectiveness of LUP from their LPA membership. A presentation and discussion with SASIG is scheduled for July 19th to identify next steps.

Noise Related Information for Decision Making

ACTIVITY 12: GROWTH & NOISE

Overview: Discussions on growth and noise, dependent on flight growth post-COVID.

Status: ➔

Key: Not started Ongoing Complete

Project milestones:

Key: ◆ NMB Workplan target date ◆ NMB Workplan Target date achieved ◆ Revised target date (due to COVID-19 / low traffic) ◆ Revised target date (due to other reasons)

Year	2021							2022							2023																
Month	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D
Project milestones																															
Review airport growth and noise				◆										◆																	

Progress update:

- This topic was introduced during the NMB’s first term. GAL undertook a noise policy review and reported the findings (NMB/14 IP30) in January 2019. The COVID-19 pandemic impacted Gatwick traffic for the duration of the NMB’s second term so work in this area was paused.
- In May 2022 GAL formed a Noise Envelope Group (with two sub-groups) which included Community Noise Action Groups, industry stakeholders and Local Authorities, to consult on the development of a Noise Envelope to accompany the Development Consent Order application for the Northern Runway Project. NCF members were invited to join the Noise Envelope Local Sub-group, which met in May and June with further meetings planned for July and August. Discussions included how a noise envelope can be formed and managed to provide certainty that future noise levels will be limited and will reduce where possible, as the airport grows.
- The engagement process through the Noise Envelope Group was extended to include two further review meetings, lengthening the process into November. The engagement process is now complete. A report of the process and stakeholder feedback on the Noise Envelope proposal has been finalised and disseminated and will be submitted along with all feedback documents received to the Planning Inspectorate as part of the DCO at the end of Q1 2023.

CEO REPORT FOR GATCOM

April – June 2023

Gatwick Airport Limited
Stewart Wingate, CEO



LONDON GATWICK

POWERED BY **VINCI** AIRPORTS | **GLOBAL INFRASTRUCTURE PARTNERS**

Airport & Operations

As we head into our second year of recovery from the global pandemic and look to embark on a very promising chapter of growth, a new **brand identity** and vision has been unveiled, designed to showcase the airport and recognise it as part of the broader VINCI Airports network. Investment in airport development, along with a new visual identity will rejuvenate the image of London Gatwick. We expect this will translate to more people choosing to fly from the airport, with even more exciting destinations for passengers.

The new branding is already visible across the airport's social media channels and key focal points within the airport. Over the coming months passengers, airport partners and colleagues will see it come to life across the airport. Our vision – To be the airport for everyone, whatever your journey – focuses on delivering a personalised experience to meet passengers' individual needs. Underpinning the vision is a strengthened focus and investment on simplifying the journey through the airport by focusing on ease, efficiency, and experience.

Accompanying the new brand and vision is an exciting multi-million-pound development programme. This includes the expansion and refurbishment of departure lounges to create more modern, appealing spaces for passengers, while at the same time considering the airport's sustainability goals. It will also focus on accelerating automation in cutting-edge improvements across check-in and boarding, as well as enhanced airfield technology.

30 airlines operated short haul flights at London Gatwick in Q2 to 150 destinations in Europe and beyond

A rapid bounce back of passenger demand following COVID-19 travel restrictions drove some operational challenges last year. We have increased resources again for this **summer** and are looking forward to providing the service our passengers expect. We have recruited more than 700 security staff and have been working closely with baggage handlers, retail operators, and our airlines to ensure they are well resourced.

Gatwick has been working closely with the DWP to deliver **local recruitment fairs** with 4 events this year and 5 last year. Employers - including World Duty Free, Boots, Greggs, Caffe Nero, DHL, Border Force and DNATA – looking for recruits in Gatwick's shops, restaurants, and bars, or as ground and cargo handlers on the airfield, and cabin crew with a range of airlines. Interviews for many positions are held on the day with employment support and guidance also on offer. Additionally, we have been working with DWP supporting the local Afghanistan and Ukrainian communities with employment at Gatwick and interviews are planned over the next few weeks with 6 of our landside operators. All vacancies have been shared with both the Career Transition Partnership (CTP) and Forces Employment Charity (FEC) who support all ex-armed forces and their families into work.

Operations at Gatwick were suspended temporarily on 14th May while investigations into the sighting of a **suspected drone** close to the airfield took place. Passenger safety is our absolute priority and – following

established procedures - operations at Gatwick were suspended temporarily at 13:44 while investigations took place. This followed sightings from a pilot and airfield staff about a suspected drone close to the flight path of approaching aircraft. Following further investigation, no drone was found and the airfield reopened at 14:35. All twelve aircraft that were diverted as a result of this incident returned to Gatwick later that day.

In late May failures with the **passport e-gate** system at UK airports caused delays for those arriving in the country as the bank holiday getaway was under way. Some passengers experienced delays at immigration due to the nationwide issue with UK Border Force e-gates. The problem started on the Friday evening, but queues had eased at Gatwick on the Saturday morning with some passengers experiencing delays at immigration. Our staff worked with UK Border Force to assist passengers where necessary.

Due to unsettled weather conditions and **thunderstorms** across the south of England and Europe on 11th June, temporary air traffic restrictions were put in place, which resulted in some flights being delayed and cancelled.



Ahead of the summer season, the **soft play area** in the Departure Lounge of South Terminal has been updated with a fun aviation theme complete with plane and runway. The design was made off site and installed in under 2 hours and provides a fun, safe (and easy to clean) environment for our younger passengers.

National rail strikes continued to impact services to and from Gatwick throughout the quarter. ASLEF strikes were held on 12 May, 31 May and 3 June, resulting in no rail services and significant challenges for passengers to access alternative modes of transport. ASLEF also held an overtime ban from 15-20 May (inclusive) and 1 June, during which GTR ran a substantially reduced timetable. The RMT also undertook further industrial action during this period on 13 May and 2 June. GTR runs their 'Key Route Strategy +' timetable on RMT strike days, which provides a sufficient level of services to keep any on-airport disruption to a minimum.

Our transport partners have worked hard during the recent action to provide enhanced services and additional capacity to support passengers to access Gatwick and travel to their onward destinations. Airport Cars Gatwick shifted their strike-day shuttle service, from London Victoria to Morden to allow passengers to access the Northern Line for their onward journey into London. This resulted in queues approximately half the length of previous strike dates, despite higher passenger numbers, as vehicles were able to return to the airport much more quickly. During the May and June strike dates, Metrobus were also able to significantly enhance their services, adding double decker buses to the key route to Redhill and providing staff on site to support quicker boarding of services. National Express continue to provide extra capacity and standby coaches to assist passengers.

ASLEF have declared a further overtime ban for 3-8 July and RMT have declared strike dates for 20, 22 and 29 July. We are awaiting further details from train operators of the impact of this action.

An **airport bus stop capacity study**, led by Stantec, has been implemented to understand the current usage of our bus stops. The study will review the current usage and capacity of our bus stops and identify and recommend options to improve the operational experience for our transport partners as well as enhance the

passenger experience and allow for further growth in bus services. The consultants are engaging with key operators to understand their ongoing challenges at the airport and to understand their growth aspirations to support the study and GAL's future bussing strategy. We expect the report to be ready in the autumn for review and will explore potential changes to bus stops at this stage.

A pioneering fleet of 20 **hydrogen fuel cell buses** from Wrightbus have been deployed on routes in the Crawley, Horley and Gatwick Airport area by The Go-Ahead Group. A further 34 vehicles will join the fleet over the next 18 months to create one of Britain's largest hydrogen bus fleets. It will be served by a liquid hydrogen refueling station – the largest of its kind in Europe. As a key funding partner, we were delighted to attend the launch event on 29 June which was attended by the Minister for Roads and Local Transport and stakeholders from across the region. The zero emission buses bring quieter and smoother journeys and can cover long ranges and carry heavy loads, making them ideal for local routes around Gatwick that are intensively used - operating 24 hours a day, 365 days a year. Hydrogen will be stored at the Metrobus Crawley depot in liquid form (providing the equivalent of fuel for over 100 buses per day), before being converted to gas held in tanks on the roof of vehicles.

Following engagement with GATCOM, airlines and passenger representatives, Gatwick has listened to feedback and proposed an extension to the current **commitments** until 31 March 2029 which incorporates several important enhancements. This extension will benefit passengers and provide a more stable, predictable environment to assist recovery from the pandemic. Over this period, Gatwick will provide confidence to airlines and passengers by striving for outstanding service and continuing to invest in facilities. The key elements of the proposal include:

- **Service:** Gatwick commits to maintain excellent service delivery for its passengers and airlines and will remain financially incentivised to do so. Gatwick looks forward to engaging with GATCOM later this year as the package of Core Service Standards (CSS) is reviewed. In particular, Gatwick is minded to consider re-introducing a CSS metric focused on ATC performance at the airport and strengthening the special assistance metric by introducing a financial penalty if we fail to meet minimum service standards. However, we respect the comprehensive CSS review we are embarking on with the community and will therefore include these elements in our upcoming discussions.
- **Investment:** The 2023 Capital Investment Programme reflects a substantially enhanced capital programme with over £80m added to deliver sustainability objectives, an additional £100m investment in the international departure lounges and, later in the period, over £500m to start the Northern Runway programme. Over the 10-year period from 2019, Gatwick's planned investment is £2.6 billion – substantially higher than the minimum investment commitment of £1.5 billion.
- **Price:** Recognising cost pressures and economic uncertainty and underlining Gatwick's commitment to sharing commercial risk, Gatwick proposes to switch the inflation index to CPI from RPI from the first year of the extension period. While we consider that a price ceiling trajectory of CPI+0% represents a very competitive price level throughout the extension period, we are also proposing a temporary price ceiling trajectory of CPI-1% for the first two years of the extension period (but not to reduce below 0% nominal), with a trajectory of CPI+0% thereafter.
- **Vision:** As part of the current Capital Investment Programme process, Gatwick will be presenting its vision which is underpinned by the following statement: 'To be the airport for everyone, whatever your journey'. This vision recognises the breadth of airline and passenger customers and is built on three

core foundations – ease, efficiency, and experience. This will flow through our investment plans and operations.

The CAA is consulting on Gatwick’s proposal until 19 July 2023. We look forward to continuing to engage with GATCOM on the proposal, including through the Steering Group and Passenger Advisory Group.

Alongside regular meetings with MPs, business groups and trade unions, Chief Planning Officer Tim Norwood spoke at the **Institute of Directors Question Time** alongside Sussex MPs Henry Smith, Mims Davies and Jeremy Quin. This was an opportunity to network and discuss issues facing businesses in the region. Gatwick representatives also went to Parliament to speak at the All-Party Parliamentary Group for the Future of Aviation’s session on connectivity and competitiveness.

During the period, Gatwick also made submissions to Department for Transport consultations on a 2040 target for zero emission airport operations, slots and sustainable aviation fuels (SAF).

Airlines and Routes

TUI Airways, part of TUI Airline, has marked 10 years of flying with the Boeing 787 Dreamliner aircraft, with the first passenger flight taking place on 21st June 2013 to Menorca from London Gatwick. TUI celebrated the occasion by surprising passengers on a 787 Dreamliner flight to Rhodes with cupcakes and balloons and gave each passenger a luggage tag and premium Rituals pack.

Norse Atlantic continue to expand their Gatwick operations by launching three new USA services. Four times per week Orlando services started on 26th May, four times per week Fort Lauderdale on 25th May and Washington on 1st June at six times per week. Later in the year Fort Lauderdale will switch to Miami. More than **400 new local jobs** have been created through Norse Atlantic’s expansion which sees the airline create a permanent base at the airport. These new routes and aircraft base – the Norwegian carrier’s largest - mean Norse has employed 250 cabin crew and 108 pilots on local contracts at Gatwick, as well as a further 25 support staff. Having six aircraft based at Gatwick will also require at least 45 additional ground staff, employed through Red Handling.

China and China Eastern have restarted their services to China. Both airlines are now operating flights to Shanghai. Air China operate daily, while China Eastern have resumed with four weekly flights, with plans to grow to daily during the summer.



New entrant **Saudia** commenced a new operation to Jeddah on a 787-9 aircraft covering a largely unserved market for Gatwick. Operations started at six per week and will increase to daily on 31st July.

The new link between London Gatwick and Jeddah, presents significant opportunities for businesses in the Gatwick Diamond region. Saudi Arabia stands as the top trading partner for this region, accounting for 17% of all exports from Sussex, Surrey, and Kent. With key exports including manufacturing and engineering goods, bio-life sciences, and pharmaceutical items, the Gatwick link to Saudi Arabia is poised to provide a boost to trade volumes, job creation, and economic growth.

In addition:

- British Airways have announced a new long-haul route to Accra, Ghana with three frequencies per week starting 29th October.
- easyJet have announced a new route to Akureyri in North Iceland twice weekly from the 31st October
- Wizz announced a new six per week service to Prague from start of winter, and a new three per week winter service to Hurghada, Egypt.
- TUI will commence a two per week service to Marsa Alam in Egypt from the winter season

Investment & Growth

Passengers travelling through **North Terminal** will soon be able to enjoy a host of new features, as its biggest ever transformation gets underway. The project is scheduled to be completed in early 2024 and will see more than £10 million invested in a multitude of improvements. Passengers will be provided with a more personalised experience – linked to the airport’s [new branding and vision](#) – and a relaxing place to spend time, better reflecting London Gatwick’s status as a major international airport. The modernised departure lounge will feature new flooring and contemporary seating. All seats will have accessible power points, located in differentiated ‘mood zones’, allowing passengers to spend their pre-flight time how they choose, whether relaxing, working or shopping. A sustainable planting scheme will bring the outside in and is inspired by the beautiful West Sussex countryside. Local artwork will take pride of place, further demonstrating Gatwick’s connection to the surrounding region. Improved sightlines and wayfinding, including a new orientation zone with unique digital artwork and content, will make it easier for passengers to experience everything the departure lounge has to offer.

Several new retailers and restaurants, including The Breakfast Club and BrewDog, will open this year, bringing leading London and British brands and exciting experiential features to the North Terminal.



The Aerodrome team have been testing a new all-electric sweeper in an important step towards fleet renewal on the airfield as part of our journey towards net zero emissions.

They put the CityCat V20e sweeper through its paces to see how it performed around our stands, roads and walkways. These areas need to remain clear of debris so there's no safety risk to aircraft engines. Part of the trial is about testing the battery life and charging needs to understand what infrastructure will be required to operate these vehicle types in the future.

We will be trialing a new solution for self-bag drop with Ryan Air in July. This solution from a start-up called **"Airware"** will allow passengers to use their airline app to print tags and drop bag, while they are at the bag drop zone. We are expecting this solution to reduce queues and improve passenger experience

The **Gatwick Rail Station** project is moving steadily towards completion, with an anticipated opening date in the autumn. Work has continued to finish the steelworks, construct the roof on the new concourse and to deliver new lifts, stairs and escalators. The temporary exit from Platform 7 to the lower forecourt has now been closed to allow the project team to continue construction, with passengers diverted through the old concourse. This has resulted in some congestion and queuing at ticket barriers at peak times but will be resolved once the new concourse is open and all passengers will use the new airport concourse to exit the station. The next key milestone is the dismantle of Tower Crane 1, which is currently situated within the new concourse. The removal was due to take place over the weekend of 24/25 June but was delayed as some key deliverables had not been completed in time. Working with Costain and Network Rail, we have agreed revised dates of Tuesday 18 and Wednesday 19 July for the crane to be dismantled ahead of the school holidays. This requires a partial closure of the upper and lower forecourts, including some changes to walking routes and onward travel provision.

Work has continued in the final stages of preparation of the Development Consent Order for the Northern Runway Project, which was submitted to the Planning Inspectorate on 6 July. The next milestone is formal acceptance by the Inspectorate, 28 days from the submission date.

Sustainability

The launch of our **Decade of Change Roadmaps** are on track for publication in July 2023. The roadmaps strengthen our goals by adding definition and quantitative key performance indicators of what success will look like in 2030. They will be publicly available on our website and the indicators will be included in our annual Decade of Change Performance Reports from 2023.

Our **2022 Decade of Change Performance Summary** has now been published. The report contains case studies and key success stories from last year as well as over 90 third-party validated performance indicators across the 10 goals.

We have been further embedding sustainability into the business through **Business Unit Sustainability Action Plans** (BUSAPs). Each plan identifies workstreams and projects which will be monitored over the year.

We have agreed a partnership with the **Crawley & Horley Hygiene Bank** to donate toiletries sacrificed by passengers at security. Since implementation, 725kg of toiletries have been donated, which has enabled the Hygiene Bank to increase the number of local community partners that they support from eight to twelve. The products collected at Gatwick support two local schools, three local food banks, one food club, Ten Little Toes baby bank, and the Danny Gallivan Trust supporting homeless veterans, as well as other charities supporting those living with disabilities, fleeing domestic abuse, and refugees.

We have submitted an application for Level 4+ of the **Airport Carbon Accreditation Standard**. Achieving Level 4+ “Transition” builds on the work we have done to date: compiling a footprint report (level 1), providing evidence of effective carbon management procedures (level 2), and engaging third parties in and around the airport (level 3). The application for level 4+ includes a Stakeholder Partnership Plan which sets out our approach to driving carbon reduction with key third parties, including airlines.

Our annual **Health and Safety Week** was held from 22nd to 26th May under the theme of ‘together we care’. This theme highlights that health and safety is everyone’s priority which requires us to look after each other to create a culture that is safe and supportive for everyone. A key focus for this year's Health and Safety week was mental health noting that a healthy mindset is so important when it comes to what risks we are willing to take, which could compromise our safety. Over 50 events were delivered which included CPR training, safety tours of the airport operation, mental health workshops, events showcasing best practices from third parties and construction contractors as well as broadcasts by Stewart Wingate and Nicolas Notebaert, CEO of VINCI Concessions and President of VINCI Airports.



In April Gatwick published its **Annual Biodiversity Report** for 2022 reporting highlights from the year and progress made against our biodiversity ambitions in 2022. As per previous years, the report is a collaborative approach with inputs from a wide range of contributors.

(Woodcock pictured)

Key highlights from the year include:

- GAL retained The Wildlife Trust's Biodiversity Benchmark Award for management of landholdings for the 8th year in a row
- Gatwick Greenspace Partnership completed a total of 75 volunteering days, equating to 1683.5 hours
- A total of 19 out of 20 (95%) of the ecology surveys planned were successfully completed
- A total of 94 out of 99 (95%) habitat actions planned were successfully completed.

In June Gatwick was awarded the **ACI Europe Eco-Innovation Award 2023** for our Biodiversity Action Plan at the ACI Europe best European Airport Awards. This award recognises our continued commitment to doing our bit to protect and enhance biodiversity and to continue to implement our sector leading approach to biodiversity. We are grateful to the Gatwick Greenspace Partnership and the wide range of specialist and community volunteers that support our efforts.

Airspace & Noise



The Design Principle Evaluation (DPE) and the Initial Options Appraisal (IOA) have been completed for **Future Airspace Strategy Implementation - South (FASI-S) for Gatwick (ACP-2018-60)**. The outcomes of this work will be presented through a further cycle of engagement sessions - which will include Parish Councils and the local stakeholders which have taken part in the process to date - planned for July and August. The IOA and DPE will be submitted to the Civil Aviation Authority (CAA) for review at the FASI-S project Stage 2 Gateway in September 2023.

The GAL sponsored project to consider **Reduced Departure Divergence** has completed. The key findings and recommendations of the project will be presented to the CAA in July and will help to inform technical aspects of departure route design aspects under the auspices of the FASI-S programme. Technical and safety follow on work will be required to create a framework for the inclusion of the proposed new design requirements for use in Performance Based Navigation designs.

The community focused project, also sponsored by GAL, on the **Fair and Equitable Distribution (FED)** of air traffic, completed its series of 'Community Fundamentals' workshops in April. The data gathered from these workshops has been analysed to create the basis for Focus Groups, which are planned over the summer. Once the Focus Groups are complete and analysis carried out, an initial report will be produced before conducting an analysis of the developed framework, using London Gatwick as the case study.

The **Noise Management Board Community Forum (NCF) 10** took place on 24 May. Project updates were provided on the Noise Action Plan, Gatwick’s airspace modernisation project, the study of Fair and Equitable Distribution of air traffic, known as the FED Project, the review of Departure Noise Limits, the upcoming NMB Review, as well as a debrief following the most recent NaTMAG quarterly meeting.

The **NMB Delivery Group (NDG) NDG 17** was held on 17th June. Detailed workplan delivery updates were provided on: the Reduced Night Noise (RNN) trial, the start date of which has now been pushed back until the beginning of December 2023; the deployment in ‘shadow mode’ of Low Noise Arrivals Metric, which has now been successfully built into Gatwick’s Noise and Track Keeping system and will be monitored from September 2023; the NMB Review; the review of Departure Noise Limits.

The **Noise and Track Monitoring Advisory Group (NaTMAG)** was held on 11 May where the timeline for engagement for the Noise Action Plan, a presentation on the Airspace and Noise Information Portal, the Rapid Exit Taxiway (RET) works planned for the summer and the uplift of the Noise Insulation Scheme grant following a recent review were discussed.

Briefings to GATCOM, NaTMAG and the NMB have taken place to explain the plan to review and revise **Gatwick’s Noise Action Plan (NAP)** for Round 4 (2024-2028) of the process. The process for consultation on the NAP will take place over the summer ahead of submission to DEFRA in September and for approval of the Secretary of State by February 2024. A briefing report which included benchmarking of Gatwick’s NAP against those of other airports, a baselining of the current NAP to assess progress and proposals for the future NAP were included in the report. This report has been circulated to NaTMAG members ahead of an extraordinary NAP focused meeting in July.

Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q2 2023	Q1 2023
Track keeping performance (% on track)	91.94%	98.24%
Core Night CDO (% achievement)	87.81%	86.07%
Day/Shoulder CDO (% achievement)	89.43%	89.98%
24 Hour CDO (% achievement)	89.22%	89.79%
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 (%) *	42/58	72/28

*More prolonged and dominated easterly winds were experienced in the period, which accounts for the change in the runway split.

Community

Gatwick Airport partnered with Run Series for **Run Gatwick** which this year offered a 10km race, taking runners closer to a live airfield than any other running event in the UK, with the route travelling along Perimeter Road South, adjacent to London Gatwick's main runway. In sponsoring the event Gatwick helped raise more than £10,000 for local charities, including helping to provide 1,600 healthy breakfasts for disadvantaged school children, having donated 200 charity relay places. The 5km charity relay required each team of two to raise funds for Magic Breakfast - a charity delivering free breakfasts to school children facing hunger every day. Several staff from London Gatwick ran in support of one of the airport's official charity partners - including Air Ambulance Kent Surrey Sussex, Surrey and Sussex Healthcare NHS Trust (SASH Charity), and Gatwick TravelCare. Gatwick also sponsored the Racecrew - a group of volunteers who were marshalling, manning the bag drop and water stations, and setting up the event village.

Sustainability was a key focus of this year's Run Gatwick. Water was provided in recyclable paper cups and sourced by SES Water, with their engineers providing drinking water along the route from the domestic water supply, and from their specialist tanker at the finish. Run Gatwick, working in partnership with SES Water, eliminates the use of 24,000 single-use plastic bottles.

Gatwick also sponsored the East Grinstead leg of the recent **Mid Sussex Marathon** in April. The three-day event, which included sections in Haywards Heath and Burgess Hill, saw a number of Gatwick staff taking part and raising money for charities.

Our **Learn Live broadcast** in May generated 7,854 live views and focused on the collaborative work that goes into the planning, building and opening of a new retail outlet in the Departure Lounge. In June's broadcast, students met Gatwick colleagues whose career journeys started with an apprenticeship. A 2nd year Engineering Apprentice, talked about her reasons for choosing the apprentice route and her journey so far. In contrast a principal engineer talked about how he started his career as a Draughtsman Apprentice outside of Gatwick and how his journey led him to his current position at Gatwick, managing Energy, Water and Carbon. This is the second broadcast to receive 8,000+ live views.



STEM in the Park returned to Crawley Memorial Gardens on 20 May attracting around 4,300 children and parents for a day of Science, Technology, Engineering and Maths (STEM). The aim of which is to engage all ages in STEM activities by utilising teamwork, creativity and most of all having fun while learning. The event was supported by employers from various STEM industries and local organisations offering more than 50 different STEM experiences for the community to enjoy. Gatwick's engineering team presented our airfield runway lighting and Archimedes Screw rigs.

As a Cornerstone Employer we welcomed 7 teachers from Brighton, Hove and Sussex Sixth Form College (BHASVIC) on two visits to the airport. The aim of the **Teacher Encounters programme** is to equip teachers with a wide knowledge of the range of jobs and career pathways across the airport and skills required. 20 Gatwick colleagues took time out of their schedules to take part and introduce teachers to their roles, teams and working environments. Teachers will also feed-back to colleagues and inform curriculum content in subject areas and careers guidance; to improve students' knowledge of working environments and develop their employability skills.

Our Aerodrome Team represented Gatwick at New Buckinghamshire University's Career Fair for 200+ students from the School of Aviation and Security in May.

In coordination with Gatwick Ground Services, 14 students from **Croydon/Coulsdon College** visited for a landside tour and talks on security procedures and health and safety at the airport. Directly related to modules on their BTEC Aviation Operations qualification, this was an excellent opportunity to expand their knowledge base in a working environment.

Ahead of the summer we are connecting with local community representatives, inviting them to the airport to learn more about Gatwick's recovery and business priorities, culminating in an airfield tour, in a programme known as "**Discover Gatwick**". In May and June we welcomed 67 stakeholders from parish and town councils, local businesses, education providers, economic partnerships and from our charity partners.

Local Economy

Our ongoing engagement with partners and stakeholders across the region has included local authorities, Gatwick Diamond Initiative (GDI), Gatwick Diamond Business (gdb), Coast to Capital LEP, Department for Levelling Up Housing & Communities South East Area (DLUHC), Department for Business and Trade, Manor Royal BID, Institute of Directors Sussex, Greater Surrey Business Leaders Forum, Develop Croydon, Invest Crawley, Sussex Chamber of Commerce, Surrey Chambers of Commerce, Sussex Visitor Economy Industry Group, VisitBritain and the Gateway Gatwick tourism partnership.

We attended the **Sussex Chamber of Commerce Business Awards 2023** as an event sponsor, and GDI attended the Lufthansa inaugural launch at Gatwick. IT Director Nick Batchelor attended the second meeting of the Strategic Consortium Panel for the new Sussex & Surrey Institute of Technology (IoT), a key workforce skills partnership for our Second Decade of Change goal to support the Local Economy.

We welcome opportunities to speak at local events and in the last three months this has included gdb Educational Seminar on *Driving Sustainable Growth*, and the Innovate UK Local Crawley and West Sussex event, *Supercharging Innovation* panel session. Updates were also presented to the Gatwick Hotels Association, Greater Brighton Economic Board, Brighton & Hove Economic Partnership, Brighton's Destination Experience Group and Kent Invicta Chamber of Commerce Construction Focus Group.

Ahead of our second **London Gatwick Economic Summit** in November we hosted a VIP Stakeholder Lunch at Ridgeview Wine Estate with over 50 guests, seeking their input and insights to help inform and shape the Summit agenda.

A digital campaign 'Let's Take Off Together' has been launched, running across TV, radio and social media channels. The campaign features local partners showcasing how Gatwick has improved their lives and businesses. Those featured include the Ridgeview Wine Estate, Peek-a-boo Cakes and One Resourcing.

This page is intentionally left blank

Tony Kershaw
Honorary Secretary

County Hall
Chichester
West Sussex
PO19 1RQ

Telephone 033022 22543



Gatwick Airport Consultative Committee

If calling ask for
Monique Smart
e-mail: secretary@gatcom.org.uk

July 2023

Dear Sir/Madam,

CAA consultation on Gatwick Airport Limited's proposal to extend the current commitments

Thank you for providing GATCOM with the opportunity to comment on Gatwick Airport Limited (GAL) proposal to extend the Commitments for a four-year period from April 2025 to March 2029.

GATCOM, the Gatwick Airport Consultative Committee, is the statutory advisory body for Gatwick Airport and comprises representatives from local authorities, the aviation industry, passengers, business, environmental interests and other users of the airport. We provide a forum for informed discussion leading to the provision of advice to the Government, Gatwick Airport Ltd (GAL), the CAA and other organisations on a wide range of matters concerning the operation and future development of Gatwick.

This response has been compiled after being discussed at the GATCOM Steering Group, the Passenger Advisory Group (PAG) and then at the full GATCOM meeting on 20 July.

GATCOM recognises the impact of the COVID-19 pandemic on operations at Gatwick, GAL's business and the aviation industry has been catastrophic, and we note that GAL is proposing an extension of the duration of the Commitments in response to the impact of Covid-19 and the ongoing uncertainty.

From the perspective of GATCOM's PAG, the contracts and commitments style licence regime has worked well over the last 7 years. The development of GAL's commitments has been a key consideration for PAG in helping to ensure the passenger experience and perspective is fully embraced, particularly in respect of setting core service standards for passenger facing facilities.

We note that your proposal is to extend the Commitments by four years, until 31 March 2029 in their current form and to roll forward the investment commitment at the same level and that all service commitments and corresponding penalties will remain unchanged and will continue to be considered through the ongoing,

BY EMAIL

periodic service reviews. GATCOMs PAG did initially suggest that GAL should consider extending to 2027 rather than 2029 to link to the timeframes of the Northern Runway proposals, should it be approved. However, this has been addressed in their final proposal and PAG are content on the extension term and the reasons for it.

PAG looks forward to continuing its input to GAL's review as it is essential that the service standards remain fit for the future reflecting the needs of passengers and other users of the airport. A full-service review will take place in 2023 and PAG welcomes this and looks forward to working closely with GAL on this review. One particular service standard the PAG are keen to review is seating and to bring that in line with other targets. PAG welcomes the two new measures that being put forward for consideration: a new metric on air traffic control performance, and financial incentives for the Special Assistance passenger satisfaction measure.

We also note that GAL will commit to investing at an average annual rate of £120m per year and that the average will now be assessed over the ten years from 2019/20 to 2028/29. Additionally, GAL will continue to commit to funding all future capacity related investment through the extended period. This is welcomed.

A matter that is of wider interest and importance to GATCOM's membership is the level at which airport charges are set. As highlighted in GATCOM's response to the CAA's consultation in August 2018, there is a need to consider the environmental consequences of the price of airport charges at Gatwick given the concerns of local communities about the impact of traffic growth on the environment, particularly on the noise climate. We asked GAL to take this into account and we note the proposal does refer to Gatwick's own Zero Emission targets and also to Aircraft and Surface Access emissions and that under its structure of charges, there are price signals to incentivise the use of quieter, cleaner and greener aircraft. This is welcomed by GATCOM, and we feel it must be something that continues to be a key area of focus.

We hope these comments are helpful.

Yours faithfully,

GATCOM Secretariat

GATCOM

JULY 2023

APPOINTMENTS OF SUB-GROUPS AND MEMBERS TO SERVE ON OTHER GROUPS

REPORT BY SECRETARIAT

1. Introduction

1.1 GATCOM is asked to appoint members to serve on the GATCOM Steering Group and Passenger Advisory Group. As previously agreed, nominated substitutes for those members serving on GATCOM’s sub-groups will be included in the email distribution for the agenda papers for the sub-group meetings and will be able to attend the sub-group meetings in the absence of the serving member. GATCOM’s sub-groups meet in private and the papers are confidential.

1.2 In addition to this, GATCOM appoints 7 members to serve on Gatwick Airport Limited’s (GAL) Noise and Track Monitoring Advisory Group (NATMAG) for a term of two years. This Group also meets in private but its minutes are available on GAL’s website.

1.3 Details of all the seats available and the nominations received are set out below for approval.

2. Appointments

GATCOM’S SUB-GROUPS

2.1 As part of GATCOM's working arrangements and structure written nominations are sought each year for the available seats on the GATCOM Steering Group and the Passenger Advisory Group (PAG).

Steering Group

2.2 There is a request from Surrey district councils that they have three seats on the Steering Group for the coming year. The reason being the significance of the DCO application. If one of the available seats is held by the Vice-Chair, GATCOM has previously agreed that an adjustment could be made to the composition as and when necessary. There is therefore scope for GATCOM to consider this.

2.3 GATCOM is asked to approve the proposed membership for the GATCOM Steering Group set out below:

Seats held by	Proposed no. of seats (max. seats 13)	Nominations received
Chairman Vice-Chair		Tom Crowley Vice-Chair (To be confirmed) <i>If the Vice-Chair is a representative from a Local Authority he/she shall hold one of the local authority seats.</i>

Agenda Item 14

Surrey County Council	X1	Cllr. Helyn Clack
West Sussex County Council	X1	Cllr. Steve Waight
Surrey district councils	X2	Cllr Rosemary Hobbs (Mole Valley District Council) Cllr Richard Smith (Tandridge District Council) <i>Cllr. Richard Biggs, (Reigate & Banstead Borough Council)</i>
West Sussex district councils	X2	Cllr Liz Kitchen (Horsham District Council) Cllr Bob Noyce (Crawley Borough Council)
Environmental and Amenity Groups	X1	Ed Winter, GACC
Economic/business interests	X1	Brett North, Gatwick Diamond Business
Passenger interests	X1	Samantha Williams, Chair of PAG
Airline interests	X2	Rory Lillington, Airlines UK Hugh McConnellogue, Gatwick AOC

Passenger Advisory Group

2.4 GATCOM is asked to approve the proposed membership for the Passenger Advisory Group set out below:

Seats held by	No. of seats	Nominations received
Chairman of GATCOM Vice-Chair of GATCOM		Tom Crowley Vice-Chair (To be confirmed) <i>If the Vice-Chair is a representative from a Local Authority he/she shall hold the local authority seat.</i>
Consumer interests	X1	Chris Larkman, Which? Representative
Airline interests	X1	Ben Reed, Gatwick ACC/AOC
Travel Agents/Tour Operators	X1	Angie Hills, ABTA
Local Authority	X1	To be advised.
Independent Passenger Representatives (appointed following interview selection by Gatwick Airport Limited in partnership with GATCOM)	Up to X16	Paul Audu Claire Booth (Vice-Chair) Clive Brooks Nick Brooks Wendy Dudley Keith Frimley Sheila Plant Mark Reddick Tanya Sephton Gareth Thomas Claire Vickers Samantha Williams (Chair of PAG)

NOISE AND TRACK MONITORING ADVISORY GROUP (NATMAG)

2.5 GATCOM will recall that the appointing process for members to serve on NATMAG and the appointment of a Lead and Deputy Lead Member for Noise was agreed by GATCOM in April 2013. Appointments are now made for a term of two years in view of the need for continuity of representation on NATMAG and the retention of members' knowledge and technical expertise.

2.6 In appointing members, GATCOM is asked to endeavour to seek a geographical balance of representation around the airport from the nominations received where this is possible although retaining a degree of members' knowledge, understanding and interest in the issues (aircraft noise, track-keeping and airport ground noise) are of greater importance to help ensure that GATCOM's representation and input to NATMAG is appropriate, effective and constructive.

2.7 A number of nominations have been received from members to serve on NATMAG which are set out in the table below. The Chair has indicated his wish to allocate his seat on NATMAG to a local authority representative. GATCOM is therefore asked to agree the appointment of the members listed in the table below to serve on NATMAG for a term of two years.

NATMAG	Seats held x7	Nominations received
Chair/Vice-Chair of GATCOM	X1	The Chair has indicated his wish for a local authority member to occupy his seat for the two-year term.
Environmental & Amenity Groups	X1	Ed Winter (GACC)
Local Authority	X5	*Cllr Malcolm Fillmore (Rusper Parish Council) *Cllr Mike George (Horley Town Council) *Alan Jones (Burstow Parish Council representative) *Cllr Liz Kitchen (Horsham District Council) *current serving members

2.8 The appointment of Lead Member and Deputy Lead Member for Noise (as agreed by GATCOM in July 2017) will be made following the meeting. The Secretariat will seek nominations for the positions of both the Lead Member for Noise and their Deputy from those members appointed to serve on NATMAG following the meeting via email for the Chair's endorsement.

RECOMMENDED

- (1) That GATCOM appoints members to the GATCOM Steering Group and Passenger Advisory Group as set out in sections 2.3 and 2.4 above;
- (2) That GATCOM appoints 7 members to serve on Gatwick Airport Limited's NATMAG for a period of two years as set out in paragraph 2.7 above;

Agenda Item 14

- (3) That the Secretariat be asked to seek nominations for the positions of GATCOM's Lead Member for Noise and Deputy Lead Member for Noise from those members appointed to serve on NATMAG following the meeting and to seek the endorsement of the Chair.

MONIQUE SMART
GATCOM Secretariat