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18 January 2024

Gatwick Airport Consultative Committee

A meeting of GATCOM will be held in the **Ascot Suite, Hilton Hotel, South Terminal, Gatwick Airport**, commencing at **2.00 pm on Thursday, 25 January 2024**.

Agenda

- 2.00 pm 1. **Apologies for Absence**
2. **Minutes of the last meeting** (Pages 5 - 14)

To confirm the minutes of the meeting of GATCOM held on 2 November 2023 and also the minutes of the special meeting held on 26 October 2023.

INTERNAL MATTERS

- 2.05 pm 3. **GATCOM Steering Group - Chair's Report** (Pages 15 - 20)

To consider the report of the Chair summarising the matters considered by the GATCOM Steering Group on 11 January 2024

- 2.15 pm 4. **GATCOM Away Day** (Pages 21 - 32)

To consider the report by the Secretariat summarising the discussions from the GATCOM Away Day held on 13 November 2023, which explored ideas and suggestions on GATCOM's way of working and membership, and sets out the recommendations of the GATCOM Steering Group.

- 2.30 pm 5. **Consultation on airport slot allocation system reform**
(Pages 33 - 40)

The Government has launched a consultation on its proposals for reform to the airport slot allocation system in the UK. The consultation is available at:

<https://www.gov.uk/government/consultations/airport-slot->

[allocation-system-reform](#)

Attached is a briefing note from Graham Lake, GATCOMs Technical Advisor.

The consultation closes on 8 March 2024.

GATCOM will be asked to agree the suggested response that will be circulated prior to the meeting.

AIRPORT PERFORMANCE AND DEVELOPMENTS

- 2.45 pm 6. **Chief Executive Officer's Report** (Pages 41 - 54)
- To consider the commentary by Stewart Wingate, Chief Executive Officer, GAL on activities at the airport since the last meeting.

- 3.00 pm 7. **Gatwick Education Programme update**
- Melanie Wrightson, Stakeholder Engagement Manager, GAL, to provide an update on GALs Education programme to include graduate and apprenticeship schemes.

- 3.20 pm 8. **Members Questions**
- Members are encouraged to submit written questions to GATCOMSecretariat@westussex.gov.uk by 9am on Tuesday 23rd January 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.

- 3.35 pm 9. **New Economics Foundation (NEF)**
- Alex Chapman, Senior Economist from the New Economics Foundation will provide a summary of their latest report, Losing Altitude.
- GATCOM Members are encouraged to review the report prior to the meeting <https://neweconomics.org/2023/07/losing-altitude>

AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES

- 3.55 pm 10. **Airspace Update**
- Andy Sinclair, Head of Airspace Strategy and Engagement, GAL to give updates on progress and issues including FASI South.
- 4.10 pm 11. **Noise Management Board (NMB)** (Pages 55 - 56)
- Report by NMB Co-Chairs
- 4.20 pm 12. **Noise and Track Monitoring Advisory Group (NATMAG)** (Pages 57 - 60)
- To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG.

PASSENGER ISSUES

- 4.30 pm 13. **Passenger Advisory Group (PAG)** (Pages 61 - 64)
- 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.
- 4.40 pm 14. **Dates of next meetings of GATCOM and its sub-groups**
- To note the next meetings of GATCOM and its sub-groups as follows:
Passenger Advisory Group - Thursday 21 March 2024 at 1.30pm.
GATCOM Steering Group - Thursday 18 April 2024 at 10.00am in person at Gatwick Airport
GATCOM - Thursday 16 May 2024 at 2.00pm virtually via MS Teams.
- To note that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) will take place on Thursday 1 February 2024 at 10.00am.

Anticipated finish time of meeting: 4.45pm.

To all members and nominated substitutes of Gatwick Airport Consultative Committee

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Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 2 November 2023, via MS Teams.

Present:	
Tom Crowley	Chairman
Angie Hills	ABTA
Brett North	Gatwick Diamond Business
Chris Larkman	Which?
Cllr Alan Jones	Burstow Parish Council
Cllr Bob Bowdler	East Sussex County Council
Cllr Bob Noyce	Crawley Borough Council
Cllr Helyn Clack	Surrey County Council
Cllr Liz Kitchen	Horsham District Council
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Margot McArthur	Kent County Council
Cllr Mike George	Horley Town Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Cllr Richard Smith	Tandridge District Council
Cllr Rosemary Hobbs	Mole Valley District Council
Cllr Steve Waight	West Sussex County Council
Dominic Rothwell	Unite
Ed Winter	Environmental and Amenity Groups
Fran Downton	Tourism South East
Jo Rettie	Gatwick Airline Operators Committee
Jonathan Drew	Chair, Noise Management Executive Board
Rory Lillington	Airlines UK
Samantha Williams	Chair, Passenger Advisory Group
Stephen Jones	London Chamber of Commerce and Industry

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
Monique Smart	GATCOM Secretariat
Graham Lake	GATCOM Technical Advisor

1. Apologies for absence were received from:

Colin Stewart (BAR UK), Anthony Middleton (C2C LEP), Robin Clarke (NATS), Hugh McConnellogue (Gatwick AOC), Ana Christie (Sussex Chamber of Commerce)

2. Minutes Of The Last Meeting

2.1 Resolved: That the minutes of the meeting of GATCOM held on 20 July 2023 be approved and signed by the Chairman.

3. GATCOM Steering Group – Chairman’s Report

3.1 The Chairman of GATCOM introduced his report (copies attached to the signed minutes) of the last Steering Group Meeting on 12 October 2023:

3.2 GATCOM agreed the following recommendations as detailed in the report:

- That GATCOM note the outcomes of the UKACCs research of ACCs and GATCOMs positive position and agree to produce a press release to publicise the outcome.

3.3 The Chairman drew members attention to the update on the NMB review and that there will be a transition period where the work and membership of the existing NMB will continue. The Chairman proposed that the current NEX Chair, Jonathan Drew, remains a member of GATCOM during this transition period and this was agreed by GATCOM.

4. Chief Executive Officer’s Report

4.1 Stewart Wingate, Chief Executive Officer, GAL, introduced his quarterly report. (copy attached to the signed minutes) and highlighted the key points and activity at the airport over the past quarter:

- Baroness Margaret Ford of Cunninghame is the new Chair of London Gatwick. Sir David Higgins will remain as a non-executive Director. It was hoped Baroness Ford would attend a GATCOM meeting next year.
- Whilst the NATS technical issue on August bank holiday was challenging for all, there were further challenges in September that resulted in a temporary limit on daily flight movements until 1st October. The decision was made alongside NATS, who were experiencing 30% of their staff being unavailable for a variety of medical reasons including COVID. London Gatwick continues to work with NATS to build resilience.
- The five-year Capital Investment Programme was published in July with over £2billion of investment in facilities and services.
- The CAA’s latest accessibility report has rated London Gatwick as ‘Very Good.’
- Gatwick will serve 210 destinations by the end of 2023 making it one of the best-connected airports in Europe.
- The upgrading and improvements at Gatwick’s Rail Station are expected to be completed by the end of this year.
- It was noted that the PINS website to register as an interested party for the Northern Runway DCO, had technical issues on the final day. Both Gatwick and GATCOM confirmed a response was awaited from PINS. Post meeting note – the relevant representation registration period has been extended to 19 November.
- GATCOM welcomed London Gatwick signing the Armed Forces Covenant.
- The opening of the new STEM centre was mentioned, and GAL confirmed that both Graduate and Apprenticeship schemes are running.

5. Member’s Questions

5.1 One question was received in advance from Cllr Helyn Clack, GATCOM Vice Chair and representative from Surrey County Council:

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I have recently been approached by county councillor colleague asking if I would like to use my members grant funding to make a donation to River Mole Watch

<https://www.rivermoleriverwatch.org.uk/>

The Mole arises just south of the airport and travels northwards underneath the runway emerging in the Parish of Charlwood and Hookwood and onwards through Surrey to the River Thames. What work is being undertaken by the airport to regularly test the water quality in the river in the Gatwick vicinity, Does the airport monitor pollution and report events in the river? How does the airport support the work of the River Mole River Watch?

5.2 The response from London Gatwick was:

All of London Gatwick's water discharges to the River Mole are lab tested at least weekly. Furthermore, any discharges that may contain de-icer are monitored 24/7 to ensure that this contamination is diverted to our pollution lagoons and then treated at the Sewage treatment works. In addition, since 2010 we have monitored the long-term health of our local river environment, by undertaking quarterly, in river, biological monitoring. This data indicates that our discharges are not having any detrimental impact on local water ecology.

Downstream of our main discharge we have a device which monitors critical water parameters and reports to a cloud-based monitoring site. We share this information with the EA. In recent years this has helped us, and the EA respond quickly to both pollution (not London Gatwick source) and natural environmental events. In both cases we provided equipment and resources to assist in the efforts to minimise impact to fish and other wildlife. London Gatwick are often the primary reporters of pollution events in the local rivers and streams. We often go on to help remediate these events by deploying our equipment including oil booms or oxygenation pumps and on occasions have even traced the upstream sources to assist the EA.

We are formalising a partnership with River Mole River Watch to show commitment in promoting local water stewardship.

We have extended financial support (£1,500) to provide essential testing equipment that ensures the continuation of their testing program for at least this year.

6. Great British Railway Transition team

6.1 GATCOM welcomed Emily James, Stakeholder Engagement Lead, Great British Railways Transition Team, who provided GATCOM with a [presentation](#) and overview of her teams work and plans for rail reform.

6.2 Emily explained that GBRTT's purpose was to create a simpler, better railway for everyone and referred to the governments 'Plan for Rail' that referred to bringing together track and train with decisions being more joined up and made closer to the customer.

6.3 Emily went on to detail some of the work that the team had already been involved in including a call for evidence on the long-term strategy for rail and working closely with the DfT on the first National Rail Accessibility Strategy that was hoped to go out to consultation.

7. Gatwick Railway Services Update

7.1 GATCOM welcomed Tim Aveline and Paul Codd from Govia Thameslink who provided a presentation (copy to follow) and update on rail services at Gatwick.

7.2 They explained the improvements work at Gatwick Station including double to space for passengers, the new track layout, five new lifts, eight escalators and four new staircases which make the station more accessible and allow passengers to pass through more quickly and with ease.

7.3 They went on to detail some data on passengers and the fact that Govia Thameslink is a commuter-based network but the data for Gatwick does show peaks around holiday times for travellers. Paul also explained the airport specific marketing campaigns with an 'out of London' focus pushing for rail travel where car use is higher.

7.4 Members raised a number of questions to which responses were provided:

- The new Rail Station was welcomed but the lack of access for local residents was of concern and some members felt this could be improved.
- It was confirmed there was adequate capacity on the Brighton mainline for additional passengers should the DCO progress.
- The Croydon Area Remodelling Schemes was on hold due to lack of funding from the treasury.
- It was confirmed that improvements to the East/West rail services were being implemented from December with services becoming half hourly. This was part funded by London Gatwick through the Transport Fund.
- Some members questioned why the Gatwick Express was still a premium price when it was no longer a premium service, but it was confirmed this is still considered to be a separate service to the commuter service. It was also confirmed it would continue as a service to Brighton.
- There were no plans to extend the hours of service either earlier or later. This was due to the fact that Network Rail need time for track maintenance.

8. Airspace Update

8.1 Andy Sinclair, Head of Noise and Airspace Strategy provided an update on the Future Airspace Strategy Implementation - South (FASI-S) for Gatwick (ACP-2018-60), part of the UK airspace modernisation programme. He explained that the Design Principle Evaluation (DPE) and the Initial Options Appraisal (IOA) have been completed and were submitted to the Civil Aviation Authority (CAA) for review at the Stage 2 Gateway. The decision to proceed to stage 3, the consultation stage, has been approved.

8.2 The Department for Transport and the CAA are exploring drawing all individual FASI airspace change projects together under a unified delivery model through a single design entity (SDE). As the scope, process and timeline for this initiative is in development the project schedule for Gatwick's airspace change is uncertain.

8.3 It was noted that the CAA has published the revised CAP1616 Airspace Change process. It was not yet known what affect this would have but it would be discussed more at the next NaTMAG meeting and as more information comes out from the CAA.

8.4 It was confirmed that this year's Noise and Airspace Annual Public Meeting would be held on 6th December the details of which would be circulated very soon.

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

9.1 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.

9.2 Jonathan confirmed that the second term of the NMB was drawing to a close and that London Gatwick would update on plan for the future of the NMB later in December. As previously mentioned there would be a transition period where the current Co-Chairs and workplan would continue.

9.3 Jonathan also referred to [The NEX report](#) that had been circulated to GATCOM members this morning and summarised the NMB second term workplan items, achievements and continuing projects. He explained that the majority of NMB projects have been delivered or are on the verge of being delivered and he thanked all members and Gatwick for taking part and helping to deliver the projects. It was noted that there are a small number of ongoing projects on which work will continue during the transition period.

9.4 It was also agreed that GATCOM writes a short note to the Department for Transport, copied to the Department for Levelling Up, Communities and Housing, asking senior officials to incorporate a policy on aviation noise and land use planning in the Noise Policy Statement for England. The Co-Chairs will supply appropriate wording to the GATCOM Chair & Secretariat.

10. Noise and Track Monitoring Advisory Group (NATMAG)

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

10.2 GATCOM noted the report and NATMAG's key message that the discussion from NCL presenting on the Round 4 NAP actions and skeleton plan was found to be very useful. NaTMAG had been able to contribute and comment on the draft plan before it was submitted to Defra. Sign off by Defra was expected in the first quarter 2024.

11. Passenger Advisory Group (PAG) – Chair's Report

11.1 The Chair of PAG introduced her report (copies attached to the signed minutes) of the last PAG meeting that took place on 28 September 2023 and activities during the last quarter. She explained that PAG had had lots of engagement with GAL including the Capital Programme and the expansion of terminals.

11.2 It was noted that both the Chair and Vice Chair had been reappointed to their roles for a further four and two years, respectively. This was welcomed by the GATCOM Chair and members. It was also noted that interviews for new volunteers PAG members would be taking place shortly.

11.3 GATCOM agreed the recommendation 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.

12 Appointment to Sub Groups

12.1 GATCOM received the Secretariat's report setting out for approval the appointment to be made to NaTMAG.

12.2 Resolved – That GATCOM agreed the appointment of Cllr Victoria Chester (Reigate and Banstead Borough Council) to NaTMAG.

13 Date of Next Meeting of GATCOM and its Sub-Groups

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

- The next meeting of GATCOM will take place on Thursday 25 January 2024 at 2.00pm in person at Gatwick Airport
- The next meeting of the GATCOM Steering Group will take place on Thursday 11 January 2024 at 2.00pm, virtually via MS Teams
- The next meeting of PAG will take place on Thursday 7 December 2023 at 10am at Gatwick Airport

Chairman

The meeting concluded at 4.06pm.

UNCONFIRMED**Minutes of the meeting of the Special Gatwick Airport Consultative Committee (GATCOM) held on 26 October 2023, virtually via MS Teams.**

Present:	
Ana Christie	Sussex Chamber of Commerce
Angie Hills	ABTA
Brett North	Gatwick Diamond Business
Chris Larkman	Which?
Cllr Bob Bowdler	East Sussex County Council
Cllr Bob Noyce	Crawley Borough Council
Cllr Eddie Lord	Burstow Parish Council
Cllr Fenella Maitland-Smith	Rusper Parish Council
Cllr Helyn Clack	Surrey County Council
Cllr Lisa Scott	Charlwood Parish Council
Cllr Liz Kitchen	Horsham District Council
Cllr Margaret Cooksey	Mole Valley District Council
Cllr Margot McArthur	Kent County Council
Cllr Mike George	Horley Town Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Cllr Steve Waight	West Sussex County Council
Ed Winter	Environmental and Amenity Groups
Jo Rettie	Gatwick AOC
Jonathan Drew	Chair, Noise Management Executive Board
Rory Lillington	Airlines UK
Stephen Jones	London Chamber of Commerce and Industry
Tom Crowley	Chairman

Also in attendance:	
Alison Addy	Head of External Engagement & Policy, London Gatwick
Monique Smart	GATCOM Secretariat
Graham Lake	GATCOM Technical Advisor

1. Apologies for absence were received from:

Samantha Williams (Chair Passenger Advisory Group) Cllr Alan Jones (Burstow Parish Council) Cllr Richard Smith (Tandridge District Council), Cllr Malcolm Fillmore (Rusper Parish Council) Anthony Middleton (C2C LEP), Cllr. Rosemary Hobbs (Mole Valley District Council), Hugh McConnellogue (AOC), Julie Mockford (Mid Sussex District Council)

2. GATCOMs relevant representation submission for Gatwick Airports Northern Runway Development Consent Order (DCO)

2.1 The Committee noted the previously circulated covering report that detailed the DCO timeline and process and GATCOMs previously agreed position which was to make representations to the Planning Inspectorate at the appropriate stages, on matters previously identified by the committee in pre submission consultations.
Chairman.

2.2 The Chairman explained that due to its varied membership, GATCOM can neither support or oppose GAL's proposals, nor document every view expressed by individual

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members, but we could highlight areas where members reach a common view or understanding and make representations which encourage steps to minimise impacts, mitigate their effects and secure appropriate infrastructure.

2.3 The Secretariat explained that since the DCO was accepted by PINS in August 2023, The GATCOM Chair, Vice Chair, Secretariat and Technical Advisor have met various GATCOM members and support officers to discuss views and opinions on the DCO and asked what organisations will be including in their individual relevant representation submissions.

2.4 GAL have also provided GATCOM with an 'issues tracker' that details the issues we have raised in the pre submission consultations, and GALs response to those issues and where information can be found in the DCO documentation.

2.5 A draft relevant representation was collated and sent to GATCOM members for comment prior to public circulation. Some comments were received and those were included in the draft that was published on Friday 13 October. Then late on Monday 16 and early on Tuesday 17 detailed comments were received from various members and in order to give full and fair consideration to those, it was decided to postpone the special meeting to 26 October. Those detailed comments were circulated to all members with an opportunity to comment prior to a further revised draft being published on Tuesday 24 October. The revised draft, before the meeting today, incorporates some amendments, additions and deletions that the Chairman and Secretariat feel are acceptable and consistent with what GATCOM have previously stated. There are some suggested amendments that have not been included as they are not consistent, or go against, what GATCOM has previously said. The new draft also highlights some proposals that GATCOM is asked to debate and agree today.

2.6 The committee proceeded to go through the draft relevant representation as follows:

The first five paragraphs of introduction and context

2.7 The only suggested change to that section was to include the words 'environmental sustainability' in the final sentence of the fifth paragraph when talking about the balance of priorities between economic development and local communities' wellbeing. This was agreed by GATCOM.

The following six paragraphs headed 'Surface Access'.

2.8 There was some debate about the last sentence in paragraph five. Some members suggested that GATCOM should not state that local road improvement should be funded by Central Government, and it should be GAL that fund these. Others highlighted that the main point to be put forward here was that Local Authorities and therefore local tax payers should not have to fund local road improvements needed as a result of the Northern Runway Project. The majority of members agreed that the sentence should remain as it was and include Central Government and GAL as possible funders of local road improvements. However, Airlines wished it to be noted that they neither opposed nor supported this.

The following paragraph titled 'Noise'.

2.9 For this section there were some specific proposals put forward in advance that were detailed in the draft relevant representation.

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2.10 GACC had put forward in advance that the following wording be added to this section: *GATCOM notes that no commitments have been made in respect of future levels of night flights and is not persuaded that the requirements of the Airports National Policy Statement (ANPS) have been satisfied in this respect.*

2.11 As detailed on the draft relevant representation, the Secretariat suggested the first half of the sentence could be added but the second half in relation to ANPS should not be included. GATCOM's Technical Advisor added that although the ANPS should be considered by planners in relation to airport expansion in the South East, Gatwick was a designated airport and therefore any decision or changes to night flights would be for the secretary of state and would be subject to separate consultation outside of the DCO process.

2.12 Some members raised concern stating the inclusion of the additional wording would suggest there will be an increase in night flight but that was not known or stated in the DCO.

2.13 Airline representative suggested that GATCOM should look to follow the wording put forward recently by Baroness Vere of Norbiton and they could provide that wording if needed.

2.14 Some members stated support for the inclusion of the first sentence but few stated support for the second part of the sentence. The Chairman therefore asked for a show of virtual hands to gauge support and concluded that the GACC inclusion of words was not supported but that the Secretariat's suggestion to just include the first half of the sentence was supported. Therefore '*GATCOM notes that no commitments have been made in respect of future levels of night flights*' would be added to the final relevant representation.

2.15 The Chairman then highlighted the Airline representatives request to delete the whole paragraph titled 'Noise'. It was noted that this subject and the points covered in the paragraph had previously been agreed and included in the GATCOM pre submission consultation responses to GAL. It was therefore agreed by the majority of members that it would not be appropriate to remove and to leave the paragraph in with the amendment previously agreed.

The following four paragraphs titled 'Noise Envelope'.

2.16 GACC had suggested the following wording be added to the first paragraph: *As a result, GATCOM is not persuaded that stakeholder views have been sufficiently fully reflected in the noise envelope proposals including in respect of metrics, limits and policy compliance. GATCOM would therefore like to see further engagement on this key issue and new proposals brought forward.*

2.17 Some members spoke in support of including this wording and therefore the Chairman asked for a show of virtual hands to gauge support and concluded that the vast majority of members did support the inclusion of this additional wording. It was therefore agreed to include it in the final submission.

2.17 The Committee went on to discuss the paragraph that Airline representatives had asked to be deleted from the final submission. This was: *GATCOM's environment and amenity group representative are however disappointed that would not happen until after the next Noise Action Plan is reviewed in 2029 and would call for this to be implemented immediately should the DCO not proceed.*

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2.18 There was agreement amongst members that this was not relevant to the Planning Inspectorate and would be subject to a separate consultation process. All members, including GACC therefore agreed that the wording should not be included in the final submission.

2.19 Airline representative had also asked that the following paragraph be deleted: *Clarity is needed regarding regulation of a Noise Envelope and the assignment of a responsible party for such regulation. Several Local Authorities members wish to have a regulatory role in the Noise Envelope that would involve reviewing and approving submissions and would allow action to be taken in the event of a breach.*

2.20 Many Local Authority members spoke in support of retaining this paragraph and it was agreed that some form regulation was required and that the current DCO documentation did not give that detail. Once again, the Chairman asked for a show of virtual hands and the majority of members supported leaving this paragraph in the final submission.

The following four paragraphs titled 'Climate Change and Emissions'.

2.21 It was suggested that in the second paragraph when talking about a carbon reduction trajectory for airport emissions that GATCOM should be more aspirational with its request and state for airport 'related' emissions. This was agreed and would therefore be included in the final submission.

Recommendations

2.22 The following recommendations were approved:

1. GATCOM considered the draft relevant representation circulated on 24 October and subject to the amendments detailed in these minutes agreed it be submitted to PINS by 29 October 2023.
2. Authorise the Chairman, in consultation with the Vice Chairman to finalise the document if necessary to reflect changes agreed at the meeting.

2.23 Members were reminded to submit their own relevant representations to ensure that their own or their organisations views were fully represented.

3. Date of the next meeting

3.1 Members noted the date of the next meeting of GATCOM as Thursday 2 November at 2pm via MS Teams.

The meeting concluded at 3.45pm.

GATCOM

January 2024

GATCOM STEERING GROUP

REPORT BY CHAIRMAN

This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 11 January 2024 and includes a number of recommendations for GATCOM at the end of the report.

1. BUSINESS & OPERATIONS UPDATE

1.1 GAL provided an update on current operations, traffic levels and airlines and routes at the airport over the last quarter. The details will be provided in the CEO report to GATCOM.

1.2 The main concern from Steering Group members was in relation to the forecourt drop-off charge increase of £1. It was confirmed that from 5 January, the minimum charge to use the designated drop-off zones in the North and South Terminals will be £6. Passengers can still drop-off for free in the long-stay car parks and catch a free shuttle bus to the terminal. Blue Badge holders remain exempt from the charge.

1.3 Members raised concerns that one postcode area in Horley was not included in the local exemption scheme and GAL were asked to review this, even if on a temporary basis as a local bus service was expected in the near future. It was also noted that many rural communities do not have bus services so driving to the airport is their only option.

1.4 It was also questioned why electric vehicles have to pay the charge. It was explained that the Automated Number Plate Recognition (ANPR) system cannot detect electric vehicles so this would be difficult to implement but GAL would take this issue back and look at options. It was however noted that with the increase in electric vehicles this should over time lead to further congestion around the drop off areas.

1.5 GAL explained that by increasing the drop-off charge, in-line with other UK airports, they aim to continue reducing congestion in the busy drop-off areas and help achieve their aim for 60% of journeys to and from the airport to be zero or ultra-low emissions, by 2030. It was also confirmed that money from the charge goes into the Sustainable Transport Fund that allows GAL to invest in sustainable alternatives, such as the recent doubling of the Gatwick-Reading train service and the Metrobus hydrogen fleet.

2. NORTHERN RUNWAY PROJECT UPDATE

2.1 Following the acceptance of the DCO application by the Planning Inspectorate (PINS) in August 2023, an Examining Authority has been appointed and dates have been set for a preliminary meeting on 27 February followed by a number of open floor hearings and issue specific hearings. There will be four blocks of hearing sessions in February/March, April/May, June, and July. Following the Steering Group, the Chair, Vice Chair and Secretariat had a meeting with PINS to clarify the process and details were then emailed to all GATCOM members on 15 January.

2.2 In summary, everyone who registered as an interested party and submitted a relevant representation is now invited to a preliminary meeting and hearings. The full details can be found in the [this letter](#) and on the [National Infrastructure Planning website](#).

2.3 The preliminary meeting will be held on Tuesday 27 February 2024 at 10:00am at the Sandman Signature London Gatwick Hotel, 18-23 Tinsley Lane South, Three Bridges, Crawley, West Sussex, RH10 8XH and via Microsoft Teams. The preliminary meeting is to enable views to be put to the Examiners about how the application should be examined and to hear your views on examination procedure. It is not about giving views on the application. GATCOM does not have any comments to input to the preliminary meeting but the Chairman and Secretariat will watch proceedings via the live stream of the meeting which will be made available on the [project webpage](#) shortly before the event.

2.4 If anyone does want to make any comments on the process and participate in the preliminary meeting, either in writing, in person or virtually, they must register to do so by Tuesday 6 February by completing the [Event Participation Form](#).

2.5 The first open floor hearings are on 28 February and to participate in those you must also register to attend by completing the [Event Participation Form](#) by Tuesday 6 February 2024. There are issue specific meetings later that week, but you cannot yet book for those meetings. We understand that details and participation forms for the issue specific meetings will be added to the website after 6 February.

2.6 If people don't want to participate but want to observe proceedings then as with the preliminary meeting they will be livestreamed on the [project webpage](#) and the recording will also be available after the meetings. GATCOM is not expecting to participate in the first round of hearings. GATCOM will continue to monitor the process and as the examination progresses there may be a need for GATCOM to comment on the detail of the application. If this is the case, we will discuss with members via email.

2.7 This is a complex process and the GATCOM Chair, Vice Chair and Secretariat have spoken to the Case Manager at the Planning Inspectorate about this. They are very happy to take questions and calls from anyone who has concerns or wants clarification about the process. In the first instance please email gatwickairport@planninginspectorate.gov.uk or call the helpline on 0303 444 5000. Everyone is also encourage to sign up for email updates on the [project webpage](#).

3. AIRSPACE UPDATES

Noise Management Board (NMB) Review

3.1 It was confirmed that the review of the NMB was complete, and the report was being drafted. A summary of observations and recommendations had been shared with the NMB. The work and membership of the existing NMB would continue during the transition process and 'touch point' meetings were scheduled for March and June.

Airspace Modernisation

3.2 GAL had now passed the Stage 2 gateway and progressed to Stage 3. However, the DfT and the CAA are proposing a different way of taking the programme forward, replacing multiple sponsors responsible for their own airspace projects with a programme drawing all individual projects together, taken forward by a single organisation known as a Single Design Entity (SDE). A decision on the SDE is expected to be taken by the Aviation Minister in March, a full public consultation on the SDE proposal will follow.

3.3 GAL explained that they are looking at options to move forward separately with a portion of the proposed changes to the south of Gatwick. If agreed, a public engagement exercise led by ACOG will take place sometime in Q1 of 2024.

Route 4

3.4 The introduction of version 5 (on 2 January) of the CAA's airspace change process guidance would require some additional work ahead of consultation. Further, the CAA are proposing that GAL provide more recent flight track baseline data. These 2 factors will introduce a short delay to the project, nevertheless GAL are expecting to go out to public consultation by the end of 2024. GAL will provide more detail in the coming weeks.

3.5 Steering Group members did express concern about the number of airspace proposals and expected consultations in the coming months. GAL acknowledged that there will be a lot going on and they would do their best to assist local community groups and organisations to explain and help.

4. CONSULTATIONS

4.1 Steering Group discussed two current consultations and agreed both require a GATCOM response:

4.2 The first was a DfT consultation in relation to Airport slot allocations. Graham Lake, GATCOM Technical Advisor, provided a briefing paper and suggested draft GATCOM response. Steering Group welcomed the briefing paper and agreed that GATCOM should respond to ensure the increase control that stakeholders could have in pushing forward opportunities for environmental improvements, resilience and better use of airspace. It was noted that the views of the Airlines and Airport were important for GATCOM to also consider, and it was hoped that they would be more readily available when GATCOM consider the consultation response on 25 January. The deadline for this consultation is 8 March 2024.

4.3 The second consultation was from GAL in relation to proposed project changes to the Northern Runway DCO. In summary the comments on the changes were as follows:

- Project Change 1: Increase to the design parameters for the North Terminal International Departure Lounge proposed southern extension. GATCOM Steering Group had no specific comments or concerns about Proposed Change 1.
- Project Change 2: Reduction in the height and change in the purpose of the replacement Central Area Recycling Enclosure (CARE) facility. This change proposes to amend the replacement CARE facility to become a waste sorting facility only. Instead, waste material will be taken off-airport to dedicated waste processing

centre(s) rather than being processed on site. This also comprises the removal of two biomass boilers and an associated flue of up to 48 metres. GATCOM Steering Group did raise some concerns about various elements of this proposed change. The first was around HGV movements. It was stated that the number of HGV movements per week would increase from 5 to 8 by 2025 and to 15 by 2049. It was also confirmed that the waste to be taken offsite would go via the strategic road network to a facility, 46 miles away. Although members were content that local roads would not be used, they are still concerned that the air quality issue is simply moved 46 miles to local residents in that area. GATCOM Steering Group would like reassurance that GALs sustainability plan benefits from this change bearing in mind the added vehicle movements and that they will not be able to use the waste for power on site.

- Project Change 3: Revision to the Water Treatment Works system. Proposed to change the system to a constructed wetland (reed bed) solution, as a more sustainable solution for water treatment. Six reed bed areas are proposed, comprising a mix of wetland vegetation species to create a variety of habitat types. GATCOM Steering Group did raise some concerns about these proposed changes. The first query was around whether reed beds can handle other contaminants such as aviation fuel. However, it was explained that there are interceptors that pick-up fuel and other contaminants before they reach the balance ponds or reed beds. It was suggested that GATCOM should ask for assurances that no odours or noise are produced by the reed beds. It was also suggested that GATCOM should ask GAL to continue to look in to advances in technology and systems in de-icing to ensure that the most efficient and environmentally friendly systems are being used.

4.4 Steering Group agreed that based on the comments received a draft should be circulated to GATCOM members, copied to officers, for comment by next Wednesday prior to being submitted to GAL by the deadline on 19 January.

4.5 It should be noted that should the proposed changes be accepted by PINS then stakeholders will have a further chance to comment as part of the examination process.

5. GATCOM AWAYDAY

5.1 The Secretariat introduced the previously circulated report that detailed the discussion from the recent GATCOM away day and a list of recommendations for Steering Group and then GATCOM to consider. Steering Group discussed a number of issues, including:

- If an additional seat for Environment group is agreed, should it be a national or local group. It was concluded that GATCOM should represent local views on the Committee and that any national issues could be dealt with by invitation of relevant groups.
- There was concern raised by a number of members about increasing the size of GATCOM and it becomes too big to manage. It was noted that the transfer of functions from the LEP to Upper Tier Councils (who are already members of GATCOM) from April 2024 would create a vacant seat that could be reallocated. However, some felt that further thought should be given to how that was reallocated.
- There was praise for the number of Local Authority officers who attended the away day and many members felt it was useful to have them more involved in GATCOM.

5.2 It was agreed that the report should go forward to GATCOM for consideration and agreement.

6. UKACCs ANNUAL MEETING

6.1 Steering Group noted the [Secretariats report](#) detailing the UKACCs Annual Meeting that took place at Heathrow on 23 and 23 November.

7. DATE OF THE NEXT MEETING

7.1 It was confirmed that the date of the next Steering Group meeting was Thursday 18 April 2024 at 10.00am in person at Gatwick Airport.

RECOMMENDATIONS

1. That GATCOM consider the Secretariat report in relation to the GATCOM Away Day as detailed at Agenda Item 4.
2. That GATCOM consider the response to the DfT consultation on airport slot allocation system reform as detailed at Agenda Item 5.
3. GATCOM to note the consultation response on the Northern Runway Project Proposed Changes that was circulated via email, agreed and submitted to London Gatwick on 19 January.
4. That GATCOM note the detail of the Secretariat report of the UKAACs annual meeting.

TOM CROWLEY
CHAIRMAN

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GATCOM AWAY DAY

Monday 13 November 2023

Introduction

1.0 The PowerPoint slides from the away day are available [here](#)

1.1 The away day started with introductions and presentations on GATCOM's purpose and aims, an overview of the outcomes from the last away day, and an overview of GATCOM's current ways of working, operating structure and membership, including membership of the Steering Group, PAG, NaTMAG and the NMB.

1.2 Delegates were then split into three groups and discussed the following:

- Group 1 – GATCOM's ways of working, what works well, and what could be improved – Group Lead Helyn Clack, GATCOM Vice Chair.
- Group 2 - GATCOM Steering Group Membership – Group Lead Monique Smart, GATCOM Secretariat.
- Group 3 - Review of the terms and selection of GATCOMs Environment and Amenities group representatives – Group Lead Jonathan Drew, NMB Co-Chair.

1.3 Group Leads noted the points raised in discussion and their feedback is summarised below.

Group Feedback

Group 1 - GATCOMs ways of working, what works well, and what could be improved.

2.1 In-person or virtual meetings?

There continues to be mixed views about whether in-person or virtual meetings are better for GATCOM. There was agreement that in-person meetings allow time prior to the meeting for informal discussions and networking over lunch. However, less travel for virtual meetings is a benefit to many. It was therefore agreed that the current alternate approach works well.

2.2 Hybrid or webcast meetings

It should be noted that the hotels currently used for GATCOM meetings do not easily allow for a hybrid set up and could not be webcast. Some Council

members suggested GATCOM could use Council Chambers that have this facility built in.

2.3 Room set up.

It was suggested that the formal U shape committee style was not very inclusive and other room layouts should be considered.

2.4 Prior to meetings.

Events, Surgeries or workshops on specific subjects, either bookable or drop-in could be considered prior to the in-person meetings.

2.5 Reports.

It was requested that all reports should include an executive summary and should be more concise and accessible (avoid jargon and use links to more detail). It was also suggested that the Gatwick CEO's report could be in the form of a presentation.

2.6 Agendas.

Some members requested more detailed presentations from GAL. Don't overcrowd agendas but leave time for debate and questions. Allow GATCOM members to suggest future agenda items.

2.7 GATCOM Annual Tour.

Members welcomed this and wished to see it continue. Ideally prior to a GATCOM rather than prior to a Steering Group to encourage more members to attend.

2.8 Members Questions.

Encourage all GATCOM members to submit questions in advance of the meeting. Questions can be for GAL or for GATCOM.

Group 2 - GATCOM Steering Group Membership

3.1 This discussion was requested by East Sussex County Council who wanted to understand how the membership of the Steering Group was decided. It was explained that the membership reflects the composition of interests of the main Committee. The role of the Steering Group is to give preliminary consideration to new or detailed matters to be dealt with by GATCOM and to identify the facts and major issues, and to make recommendations to GATCOM. The Steering Group also deals with urgent matters on behalf of GATCOM. County Council membership on the Steering Group is currently West Sussex and Surrey as those nearest to the airport.

3.2 East Sussex County Council wishes to be more involved in GATCOM and issues such as employment and the economy are of great interest to them. As a result, they requested a place on the Steering Group.

3.3 Membership of the District and Borough Councils on the Steering Group is agreed between them. For West Sussex, they have agreed that two of the three District and Boroughs sit on the Steering Group. For Surrey, the three rotate annually with one becoming the substitute member (apart from this year because of the DCO it has been agreed all three can attend). The breakout group discussed if this rotation approach could be used for the County Councils. It was thought that West Sussex and Surrey should always have a place on the Steering Group and should therefore not be included in any rotation but there could be rotation between East Sussex and Kent. Unfortunately, there was no representative from Kent at the away day and they have not previously expressed an interest in joining the Steering Group. Following the Away Day, Kent County Council have been contacted to update them on these discussions and to ask if they have any interest in joining the Steering Group. They have confirmed at this time that they are not able to commit the time to this. Therefore, adding East Sussex as a permanent member on the GATCOM Steering Group, which was unanimously supported by the break out group, is recommended.

3.4 East Sussex County Council were also informed of a vacancy on NaTMAG and told if they have an interest in noise issues, they should consider putting themselves forward for that group.

3.5 This breakout group did also discuss other aspects of the Steering Group and GATCOM ways of working. They suggested that some aspects of the Steering Group agenda were simply repeated at GATCOM and asked if this could be avoided. They suggested that all Steering Group meetings could be virtual to allow all GATCOM meetings to be in person. It was also suggested that the glossary of acronyms should be provided to all new members or if a new member handbook should be created (in addition to the new member induction that is provided).

Group 3 - Review of the terms and selection of GATCOMs Environment and Amenities group representatives.

4.1 This group looked at the following questions:

1. What purposes should "environmental and amenity groups" cover at GATCOM and what do we mean by "environmental and amenity" groups?
2. how many seats should environmental and amenity groups have?
3. What is a fair way to select a non-democratically elected environmental and amenities member of GATCOM?
4. How often should this selection take place?

4.2 In relation to what "amenities" meant, the breakout group concluded this might include issues in nearby villages around users of the airport (e.g., taxis) waiting for arriving passengers, with a knock-on effect for villagers who had no or little offroad parking. Breakout group members unanimously agreed airport amenities were already and should continue to be dealt with by PAG. Organisations or groups interested in these should look to join PAG. The

breakout group concluded that it might be simpler and more accurate to call this subgroup of GATCOM members “environmental groups” and drop the amenity.

4.3 The vast majority of the breakout group agreed that the breath of environmental issues meant that membership should increase from two to at least three seats on GATCOM. A further majority agreed that there should be four seats to cover environmental issues and, in addition, that natural parity and balance should mean that numbers should be the same as business and economic seats, which were expected to reduce from 5 to 4 in April 2024 due to the transfer of Local Enterprise Partnership (LEP) core functions to combined and upper tier local authorities.

4.4 It is worth noting one of the minority views was that there be only two seats, one for a local group and one for a national group. This was discounted after a check back to the legislation showed that the primary purpose of the consultative committee was to allow local people (including Councils) and local groups to interact with the airport.

4.5 There was also discussion of the balance of overall GATCOM seats – and whether creating additional non-Councillor seats would tip the balance. However, after being reminded of the legislation that allowed for the formation of GATCOM and the special position of local groups within that, the breakout group and a number of those with whom there were discussions over lunch were satisfied that 1 additional Environment seat, taken together with the fact that the LEP seat will cease from April 2024, would mean no overall increase in GATCOM membership and that Councillors would remain the largest group.

4.6 Three options were broached by the breakout group on the issue of selection – a consensus amongst local groups with self-nominations of the agreed number of seats; a panel sift before organisations/groups would briefly present followed by a vote of GATCOM members; and a straight to GATCOM members presentation followed by a vote. The first was seen as too difficult; the last could be time consuming and did not allow for a proper process before a chance to present to GATCOM members in public. The breakout group therefore agreed that key criteria should be drawn up for any group or organisation applying for selection. These should include (but not necessarily be limited to): a clear governance structure for the organisation; the ability to share evidence of individual or organisational membership; and evidenced internal democracy. The panel might also check for issues such as double membership of groups to ensure fairness. Finally, the breakout group thought GATCOM members (post sift) should consider how wide the coverage of issues is when looking at groups that applied. A vacant seat might be left if there was a gap in coverage or if not enough groups/organisations passed a sift.

4.7 The breakout group initially split into two broad groups – those who thought the term should be 2 years; those who thought it should be 4 or 5. After clarification that the length of term was for the organisation/group not the individual, the breakout group favoured a 4-year term for an organisation/group

(as an elected member of a local Council would have). In addition, to allow for unexpected issues bubbling up, with new groups created, the breakout group all agreed it would make sense for GATCOM to hold a selection process every 2 years with one or two seats (dependent on the number of environmental group seats agreed) up for selection on each occasion.

4.8 After the away day and reflecting on discussions, one member of this breakout group submitted thoughts on whether an election process should extend to other groups members of GATCOM. Local Authorities have an election process of their own and are expected to appoint individuals to GATCOM. However, should other representative groups such as Airlines UK, Bar UK, ABTA, as well as the business groups go through the same selection process that is being suggested for the Environment groups? The selection of environmental groups, if adopted, could be used as a pilot with time for reflection on how it has gone, with changes made, as necessary. However, if it were to work for 2-4 years for example, then it could be extended, if thought appropriate, to other non-Council members.

GATCOM Work Programme

5.1 The afternoon session was purely focussed on the GATCOM work programme and explored the key topics of interest to members and what should be included in the GATCOM work programme for 2024/25

5.2 The current 2023/24 work programme was looked through, subject by subject, to gather views on whether issues roll over to 2024/25, be amended or be deleted.

5.3 Based on that discussion, a revised work programme is attached at appendix A.

5.4 It was agreed that the work programme should be a living document and it was important for GATCOM to regularly review priorities for inclusion in the work programme and amend throughout the year as appropriate.

Recommendations

6.1 GATCOM is asked to consider the following recommendations for agreement:

1. Continue with the current meeting arrangement of alternating between in-person and virtual meetings for GATCOM and GATCOM Steering Group.
2. Liaise with Surrey County Council, Reigate and Banstead Borough Council and Crawley Borough Council about using their Council Chambers and hybrid equipment for a future GATCOM meeting.
3. Look into an alternative room set up for future in-person GATCOM meetings.

Agenda Item 4

4. Consider subject specific surgeries or workshops prior to the in-person meetings.
5. Add Executive Summaries to all GATCOM reports.
6. Agree that East Sussex County Council have a place on the GATCOM Steering Group.
7. Create a member handbook for GATCOM.
8. Agree the GATCOM Work Programme 2024/25 – attached as appendix A.
9. Amend the title of the Environment and Amenities Groups on GATCOM to Environment Groups.
10. Increase the number of seats for Environment Groups on GATCOM from 2 to 3 by making use of the vacant seat created by the transfer of functions from the LEP to Upper Tier Councils (who are already members of GATCOM) from April 2024. And that a process, taking account of the conclusions reached at the awayday, be developed and agreed for the selection and term of environmental groups to serve as members of GATCOM.

GATCOM Secretariat



GATCOM WORK PROGRAMME - January 2024

1. BACKGROUND

1.1 GATCOM's Work Programme is viewed as a living document to provide flexibility for the Committee to consider matters in a changing environment. The timescales against the objectives are indicative in acknowledgement that GAL and industry partners continue to operate in challenging and uncertain times with a reduced resource. The focus over the past year has been helping member organisations to develop an understanding of the impact of the pandemic on Gatwick and the wider region, the airport's recovery and how it can build back better, the Northern Runway project and the resumption of Gatwick's airspace modernisation programme.

1.2 GATCOM's Work Programme reflects the expected role of an airport consultative committee as set out in the [DfT guidelines](#) for airport consultative committees¹. In summary the key activities are to:

- Promote an understanding both to the surrounding community about airport operations and to Gatwick Airport Limited (GAL) about the impact of those operations and any proposed operations
- Recognise the wider role of the airport as an important local employer and influential driver in the local economy
- Recognise the local environmental impacts
- Protect and enhance the passenger experience
- Facilitate constructive discussion and help resolve differences while maintaining an overview of trends
- Hold the airport to account by monitoring the implementation of commitments made by the airport and challenging its performance where necessary
- Help various interests reach a common understanding of the impact of the airport operations.

1.3 It is important for all member organisations to recognise that GATCOM provides a platform to facilitate constructive discussion to help build an understanding and endeavour to resolve differences between the various interests and the airport's management. GATCOM is not a dispute resolution forum and it has no executive or decision-making power over the airport's management. The Indicative Work Programme also reflects GATCOM's Mission Statement:

"Working constructively with the airport we seek to reach a common understanding across a wide range of different interests enabling us to give a balanced view to the airport, the Government and/or the Civil Aviation Authority on economic, social, environmental and passenger matters arising from the airport's operation and future development plans".

1.4 The Work Programme includes objectives which reflects GATCOM's performance monitoring oversight role as well as topic specific items such as recovery from the impact of the pandemic and what it means for Gatwick, local businesses, passengers, local communities, the environment and the wider industry; the Northern Runway project; the airspace modernisation programme; and the review of the night flights regime.

¹ DfT Guidelines for Airport Consultative Committees April 2014 - https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/979232/guidelines-airport-consultative-committees.pdf

Agenda Item 4
Appendix A

It also reflects the resource available for both the GATCOM Secretariat and GAL as well as the time available within GATCOM's meeting cycles to allow an informed and constructive discussion.

1.5 The Work Programme was first approved by GATCOM on 28 April 2022. The GATCOM Steering Group reviews the Work Programme on a regular basis to ensure it remains relevant and up to date.

RECOMMENDATION

That the GATCOM Work Programme 2024/25 be approved by GATCOM and regularly reviewed by GATCOM Steering Group.

Monique Smart
GATCOM SECRETARIAT

Agenda Item 4

Appendix A

	<p>(6) Regular performance monitoring of GAL's regulatory core service standards and passenger complaints handling processes</p> <p>(7) Seek engagement and input to GAL's wayfinding and signage review</p> <p>(8) Engage with Border Control on its Gatwick operation</p> <p>(9) Regular report to GATCOM on outcomes of PAG deliberations.</p>	
<p>3. Monitoring of GAL's environmental management performance and, where necessary and appropriate, to identify areas where additional focus may be needed</p>	<p>GATCOM:</p> <p>(1) Input to the statutory END Noise Action Plan monitoring process working through GATCOM's NATMAG Members in the first instance, review GAL's progress on delivering the actions of the existing statutory END Noise Action Plan and identify if further attention is needed</p> <p>(2) Consider the outcomes from the Annual Air Quality Monitoring Report prepared jointly by Reigate and Banstead Borough Council and GAL and identify if further attention is needed.</p> <p>(3) Consider the results of the 2024 noise exposure contours for Gatwick</p> <p>(4) Receive regular updates to enable the monitoring of the airport's journey to achieve its net zero emissions target, including an annual update from GAL, Aviation Environment Federation and Sustainable Aviation on progress made nationally by the aviation industry and Gatwick's contribution to that progress.</p>	<p>ongoing</p> <p>Jul 2024</p> <p>July 2024</p> <p>Jul 2024 – Jan 2024</p>
<p>4. Develop a shared understanding of Gatwick's wider role and contribution to the regional economy</p>	<p>GATCOM:</p> <p>(1) Updates on tourism and visitor economy and partnership working with GAL.</p> <p>(2) GAL update on its local procurement and local supply chain strategy, including opportunities for partnerships and initiatives to support the the business sectors that supply Gatwick.</p> <p>(3) Update from business/economic interests on the importance of Gatwick acting as a catalyst for strategies to attract and retain investment in the Gatwick region including inward investment opportunities.</p> <p>(4) consideration of growth in green innovation and technology and how Gatwick and the aviation sector can be used as a catalyst for the region to become a UK centre for innovation into green technologies, with contributions on possible approaches from other organisations beyond GATCOM's membership.</p> <p>(5) continue to monitor the recruitment opportunities and the local labour market, the impact on the labour market for local businesses and seek to understand GAL's employment and skills strategy</p>	

Northern Runway DCO Process

Objective	How/Area of Focus	Date/Status
<p>5. Build an understanding across all member organisations of the DCO process, of opportunities to input to the process and of the key impacts being addressed through the planning process</p>	<p>GATCOM: (1) Continue dialogue with GAL on its work and timetable for progressing the DCO application and its communication strategy to wider communities. (2) Continue regular updates from GAL, the host authorities and the Planning Inspectorate on issues being addressed and opportunities for engagement, particularly in respect of the development of the proposed noise envelope and the construction phase mitigation measures and communication plan. (3) Seek to influence GAL and the host local authorities in the preparation of the Heads of Terms of the new legal agreement (S106) to ensure that matters of key concern to GATCOM are taken into account or addressed through the process. (4) Continue to participate in the DCO process via the Planning Inspectorate</p>	<p>On-going</p>

Airspace Modernisation

Objective	How/Area of Focus	Date/Status
<p>7. Build an understanding of the importance of and participate in the FASI-South airspace modernisation project</p>	<p>GATCOM: (1) Regular updates from GAL on progress on the evolving FASI-South project, interdependencies with other airports and matters to be addressed. (2) Help to raise public awareness of the importance of the project and of the opportunities to engage in the project. (3) Review implications of Heathrow's airspace proposals and respond to Heathrow consultations as and when appropriate (4) Consider a consultation responses in respect on a Single Design Entity delivery model for airspace change</p>	<p>On-going</p>
<p>8. Build an understanding of the Departures Route 4 airspace change process</p>	<p>GATCOM: (1) seek to influence GAL's communication plan for engagement on the project. (2) Encourage member organisations in the vicinity of Route 4 to engage in the process including participating in GAL's stakeholder workshops and the public consultation.</p>	
<p>9. Maintain effective working partnership with Gatwick Noise Management Board (NMB) and GAL's Noise and Track Monitoring Advisory Group (NATMAG)</p>	<p>GATCOM: (1) Participate in and contribute to the work of the NMB and NATMAG and ensure feedback mechanisms between the groups are timely and provide clarity for all stakeholders (2) Assist in communicating to the wider communities the work of NMB and NATMAG</p>	<p>On-going</p>

Agenda Item 4

Appendix A

	<p>including the intended aims of initiatives and outcomes achieved</p> <p>(3) As and when appropriate, to promote the work of NMB and NATMAG with DfT, CAA and NATS to help influence their organisations' work priorities and the timely delivery of new initiatives</p> <p>(4) participate in the review of the NMB and ensure all organisations are aware of proposals and involved in review.</p>	
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National Policy/Consultations/Guidance

Objective	How/Area of Focus	Date/Status
<p>10. Contribute views to the Government's Night Flights Review</p>	<p>Building on GATCOM's response to the DfT's Stage 1 consultation, participate in the Government's DfT Stage 2 consultation</p>	<p>Jan 24 – Jul 2024</p>
<p>11. Continue to work with UKAACs on the DfT's survey of Airport Consultative Committees and review GATCOMs ways of working and membership</p>	<p>GATCOM: (1) where and when appropriate to consider and agree any changes needed to GATCOM's membership and ways of working as a result of the Away Day and/or the outcomes from the DfT's and UKACCCs surveys.</p>	<p>NOV 2023 – JULY 2024</p>

Airport slot reform a DfT consultation on proposals to reform the airport slot allocation system.

For consideration by GATCOM when considering a response to the DfT Consultation

Submitted by Graham Lake GATCOM Technical Adviser

Introduction

What is the purpose of the DfT proposals to reform the airport slot allocation system?

The Government's aim for slot reform is to ensure that the airport slot allocation system enables airport capacity to be used in a way that delivers positive outcomes. This includes making sure that current and future UK airport slot capacity is used efficiently to support a mostly market based route network of direct connections within and beyond the UK covering destinations which are desired by passengers and businesses. To achieve this aim for slot reform government is being guided by two objectives:

- Stimulating a competitive environment by creating a more efficient, transparent, and dynamic slot market; and
- Establishing a framework for the allocation of new slots.

It is the Government's view that effective airport slot allocation should be environmentally positive by supporting more efficient use of airport capacity. It should support airports in making best use of their capacity whilst complying with any conditions such as night flight or noise limits. The process for the allocation of slots is separate from any proposal to increase capacity at an individual airport. Environmental impacts form part of the assessment of airport expansion proposals considered through the planning approval process.

Why is the Consultation important for Gatwick Stakeholders?

The proposals for consultation provide an opportunity to influence whether and how adaptations to the slot allocation system could contribute to improving the efficiency, resilience, environmental performance and competitiveness of Gatwick. Much of the Consultation material including many of the associated documents are oriented to the unique situation and future expansion plans for Heathrow. The DfT material does not fully reflect the context for Gatwick, nor the other Level 3 coordinated airports. GATCOM members - when finalising the GATCOM Consultation response - might consider the indented remarks below the following Consultation topics (**bold**):

- **Slot reforms aims and objectives.**
 - *How does Gatwick perform today against these objectives, what if anything, needs to change?*
- **Removing barriers to entry including a re-defined new entrant rule**

- *Is there any evidence that new airlines wishing to operate from Gatwick are unable to obtain slots?*
- **Restrictions on newly allocated slots**
 - *What criteria could be associated with newly allocated slots eg. #seats, carbon, noise (QC), city pair?*
 - *Should the slot coordination committee at Gatwick have authority set these criteria?*
- **Removal of re-time priority**
 - *Airline/airport views*
- **Permanent powers to improve resilience (SoS)**
 - *Airline/airport/ANSP views?*
- **Increase to slot usage ratio**
 - *Airline/airport views?*
- **A more transparent slot system**
 - *Airline/Airport/Council views?*
- **Strengthened coordination committee role**
 - *Providing Gatwick stakeholders with more influence over local slot allocation criteria?*
- **Guidance on secondary criteria**
 - *Airline/airport views?*
- **Power (for the SoS) to direct the UK slot coordinator**
 - *Views?*
- **A slot register, a specified platform for all UK slot trades and strengthened oversight of secondary trading**
 - *Any reasons why not?*
- **Limit on slot leasing**
 - *Airline/airport views?*
- **Allocation of new slots**
 - *How has this been achieved elsewhere?*
 - *What proportion of capacity uplift constitutes new?*
- **Auction of new slots**
 - *What alternatives might be preferable?*
 - *Airline/airport views?*
- **Ring fencing of slots for certain purposes**
 - *For what purposes? Environment, Efficiency, Resilience, Airspace congestion, city pair etc?*
- **A more dynamic slot system**
 - *Airline/airport views*
- **Fixed duration historic rights**
 - *Does this discourage investment by airlines/airports and undermine job security for employees?*
- **Additional comments**
 - *Views?*

Summary from DfT Documentation

Slot reform aims and objectives.

Current legislation on slot allocation is set out in Regulation (EEC) No 95/93 which was amended and retained in UK law following the UK's departure from the EU (the Regulation). This is supplemented by the Worldwide Airport Slot Guidelines (WASG), which are maintained by the Worldwide Airport Slot Board (WASB). The WASG provides guidance on slot scheduling and seeks to achieve consistency of approach taken by slot coordinators internationally (worldwide).

Coordinators must allocate and monitor slots in a neutral, transparent and non-discriminatory way. The WASG set out primary and secondary criteria which are followed by coordinators when allocating slots for passenger and cargo flights. The primary criteria, which are also set out in the Regulations, require that slots are first allocated giving precedence to historic slots. This is referred to as 'Historic Rights' or 'Grandfather Rights'. To retain slots under these rights, airlines must fly at least 80% of each series of slots during a season. This is known as the '80:20' or 'use it or lose it' rule and means that as long as airlines continue to maintain 80% and above usage of their slots each year, they maintain their Historic Rights and retain that series of slots in perpetuity.

Once slots have been allocated based on Historic Rights, the remaining slots are placed in a pool and the slot coordinator allocates them based on additional secondary criteria. Secondary criteria are set out in the WASG and reflect factors such as connectivity, competition, and operational factors.

Slot coordination is an international exercise facilitated by the International Air Transport Association (IATA) through the WASG. Slots are allocated by coordinators around the world twice a year, for the summer season (which runs from the last Sunday of March until the last Saturday of October) and for the winter season. Every slot allocated to an airline at one airport requires a corresponding slot at another airport. In simple terms, every departure slot from one airport needs an arrival slot at another airport.

What is an airport slot?

An airport slot is the permission given to an airline operator to use the full range of airport infrastructure (runway, terminal, gates, etc.) at a specific date and time for Introduction Airport slot reform 7 landing or take-off at an airport. The number of slots available at an airport are intrinsically linked to the airport's infrastructure capacity and the number of flights that can operate from it. Slots are allocated in series, i.e., sequences of at least five slots at the same time on the same day of the week, which are distributed regularly in the same scheduling season. So, a slot series would for example be a 09:15 departure slot over at least five consecutive Mondays in the summer season.

Coordinated airports (level 3) are those where capacity providers have not developed sufficient infrastructure, or where governments have imposed conditions that make it impossible to meet demand. An independent coordinator (ACL) is appointed to allocate slots – using agreed World Airport Slot Guidelines (WASG) - to airlines and other aircraft operators using or planning to use the airport as a means of managing the declared slot capacity.

The independent Airports Commission concluded in 2015 that a new runway would be needed in the Southeast of England by 2030 and that the existing slot allocation system might not promote fair and competitive growth or deliver the best consumer outcomes where significant new slot capacity is released at a severely congested airport.

Commentary for GATCOM

Does Gatwick already meet the objectives intended by government?

DfT Objective 1: Stimulating a competitive environment by creating a more efficient, transparent, and dynamic slot market.

While acknowledging that demand for slots at Heathrow exceeds supply year round at Heathrow, the consultation material offers little or no evidence that that Gatwick or the wider UK does not already benefit from a vigorously competitive air transport market, operating within the existing slot allocation rules.

The UK has a market based and efficient air transport system in which multiple airlines and airports vigorously compete to serve the demand for passenger and cargo services. Routes whether international or domestic that are not viable are suspended or discontinued. London with its six airports - Heathrow, Gatwick, Stansted, Luton and London City and Southend - supports more flights and passenger throughput than any other city in the world. This activity excludes the airports serving London dedicated to smaller business (jet) aircraft including Northolt, Biggin Hill and Farnborough.

England is well served by all three of the world's major airline alliances - One World, Star and SkyTeam. These alliances provide connecting flights to their multiple hubs around the world. London is also home to the largest operations of the major Low Cost Carriers (LCC) in Europe; Ryanair at Stansted, easyJet at Gatwick and Wizz at Luton¹. The largest long haul hub airlines; Qatar (Doha), Emirates (Dubai) and Turkish Airlines (Istanbul) each serve 3, 3 and 4 London airports respectively. Qatar, Emirates and Turkish, serve Birmingham and Manchester too.

It is possible for an individual to reach just about any city in the world within 36 hours starting from multiple airports in the UK, including Gatwick, with a wide range of routing and pricing options available. These connected UK airports in effect contribute to government's 'levelling up policy'.

In the past 25 years, Ryanair and easyJet (both new entrants at the time), have built up large slot portfolios at Stansted, Gatwick, Bristol, Birmingham and Manchester using the existing slot allocation system, and through acquisition of other carriers (Go - sold by British Airways and, Buzz - sold by KLM) While British Airways acquired slots at Gatwick through acquisition of Dan Air, British Caledonian and British Mediterranean. Jet2, founded in 2003, as a new entrant has obtained substantial slot portfolios at slot coordinated airports including

¹ Luton is the 3rd largest European base of Wizz

Birmingham, Bristol, Manchester, and Stansted. More recently, the bankruptcies of Monarch and Flybe led to a sale of the airline assets, including the slot portfolios at Gatwick and Manchester. Even Heathrow has recently welcomed a new based cargo airline (Air One), indicating according to the airline that passenger terminal capacity is the constraint, rather than runway slot availability.

Moreover, the slot coordinated airports in the UK, are each owned (with one exception) by different entities², they compete on price and service. The UK is the exception in the world of major airports, incentivising competition between airports serving the same city/region. Most major cities with multiple airports overseas including New York, Paris, Rome and Dubai have a single group as airport owner, reducing national competition for consumers. The UK's competitive airport environment reflects the successful market impact of past CMA decisions on airport competition and ownership, associated with the privatisation of the British Airports Authority (BAA) to become BAA plc, and subsequently, the mandated disposal of several of its airports to new owners.

Growth in air transport capacity and competition in the UK has been achieved by airports and airlines, despite the failure of multiple proposals over several decades to build a new airport for London. Market based developments have succeeded (within the WASG) in ensuring that demand for air travel in the UK is met. At the same time, stimulating growth of airports serving cities in the regions beyond London, including Bristol, Birmingham, Manchester, Newcastle, and Edinburgh, while linking these regional airports and others in the UK with many of the international hubs in Amsterdam, Atlanta, Chicago, Copenhagen, Doha, Dubai, Dublin, Frankfurt, Istanbul, Lisbon, New York, Paris, Madrid and Munich. The UK also has a higher number of destinations served by Low Cost Carriers (LCC) than any other country in Europe.

Even so, improvements to airport efficiency, resilience, environmental performance and airspace usage could result from slot allocation rules more closely aligned with the particular infrastructure and characteristics of individual airports.

The consultation provides an opportunity to increase airport efficiency (delays/resilience) environmental performance (carbon/noise) and transparency.

While the Consultation makes welcome proposals in some of these areas, it does not identify options for other elements, which could help create a more efficient, transparent, and dynamic slot market, while improving airport efficiency and environmental performance.

For instance, slot coordination committees at each airport could be additionally required to consider at the airport level:

² MAG owns both London Stansted and Manchester Airports

- the passenger capacity of the aircraft planned for a slot award. A larger capacity aircraft makes more efficient use of a slot and offers the possibility to reduce the carbon/noise impact per passenger.
- the operating resilience actual performance of the airport (is there a resilience problem?)
- the actual flight delay performance of the airport (especially flights planned to operate during the day, but delayed into the night period)
- the demand on airspace capacity of multiple flights from the same airport planning to use the same Standard Instrument Departure (SID) such as Gatwick to the busiest holiday destinations (AGP, PMI, ALC, FAO, BCN)
- the wake vortex category of the aircraft planned for the slot award
- whether a city pair is already served from another airport in the Competitive Airport System

Is detailed analysis of all options for allocating new capacity at Gatwick necessary before determining whether an auction as proposed would be appropriate?

DfT Objective 2: Establishing a framework for allocation of new slots.

Capacity (runway slots) at the busiest airports in the UK is scarce year-round at Heathrow and during the peak seasons at other UK airports. The methods to be used to allocate significant new slot capacity arising from proposed runway capacity developments will be allocated has yet to be determined. Whether from a new runway (as planned at Heathrow), from significant additional runway capacity including the DCO proposals for the standby runway at Gatwick, or for planned expansions at Luton and Stansted.

The DfT proposal for auctioning of new capacity is not supported by specific evidence that takes account of the circumstances of Gatwick, or for any Slot coordinated airport in UK other than Heathrow. The material cited in the consultation (CEPA, OXERA, CEPR and House of Commons Briefing Paper 2017) each focus on the example of Heathrow and do not appear to consider market effects of the Competitive Airport System that uniquely exist in London.

The Ofcom precedent for auction of spectrum also cited. Spectrum is a 'good', which requires no investment by the seller (government) to create it, unlike new runway capacity which requires investment by the seller (the airport) to build the new capacity. In both cases whether airport or spectrum - the users of the spectrum, telecommunications companies, and the users of airport capacity, the airlines – must make investments in equipment and staff to make use of the new capacity.

New runway capacity once built, will increase resilience, capacity and flexibility benefitting all airlines using the airport, not just those awarded new slots. The means by which an airport recovers its investment in the new runway capacity

(as it is for all capital and operating expenditure in an airport business) is normally recovered through the airport's charges applied to all users. The DfT proposal for using an auction of new capacity in place of changes to airport charges does not appear to be supported by detailed explanation or justification for Gatwick or any other airport beyond Heathrow. How for instance was slot allocation managed when the second runway at Manchester was commissioned?

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CEO REPORT FOR GATCOM

October – December 2023

Gatwick Airport Limited
Stewart Wingate, CEO



LONDON GATWICK

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

Airport & Operations

London Gatwick's busiest day for departures over the busy **festive period** was 22nd December. However, the airport was open and operating on Christmas Day with 255 flights. The most popular Christmas destinations this year were Geneva (short-haul) and Dubai (long-haul).

Highly trained staff have been preparing for the possibility of **adverse weather** over the winter season to keep the airport running smoothly. Across the airport there are 350 staff trained in snow and ice clearance, from airfield engineers to fire crews. They use specialist equipment including nine snow ploughs and two snow cutters that are proficient in clearing the runway when it is hit with snow and ice. A team of 150 specially trained staff, nicknamed polar bears, will step up into the role and clear the aircraft parking stands and surrounding roads. They will operate up to 20 smaller snow ploughs and 30 tractors when required.

The airport has more than 352,000 litres of surface de-icer on standby. There is also more than 25,000kg of solid de-icer, which is used to treat heavily congested areas and walkways to keep passengers safe. Snow clearing and de-icing treatment on the runways can take a matter of minutes but can be longer depending on weather type and vehicle formation. Our training schedule started in August to ensure everyone is ready to react to the unpredictability of the weather. Our hardworking teams have completed four separate live training days where we test our plans, practice formation driving and use the snow ploughs to rehearse snow clearance on the runway. Alongside the airfield preparations, London Gatwick also has terminal staff on-hand to look after passenger welfare as required.

To reflect the new **London Gatwick brand** that launched in April, the airport has been undergoing a transition with the fresh new look which will continue over the next six months. The new logo features on new uniforms that have been replaced since April and branding on around 85% of vehicle and equipment fleet. Old branding and obsolete signage will continue to be removed over the next few months.



New big-impact signage has been installed at the exit to the rail station, arrivals baggage halls in South Terminal in 3D lettering and coach arrivals in North Terminal. Passenger signage in places like telephone enquiries and on baggage cages is also being upgraded.

Following engagement with GATCOM, airlines and passenger representatives, London Gatwick listened to feedback and proposed an extension to the **current regulatory commitments** until 31 March 2029. The proposal incorporates several important enhancements, including a lower price ceiling, enhanced core service standards and a significant increase in capital investment. The 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 Civil Aviation Authority (CAA) consulted on the proposal from 6 June to 28 July 2023 and Gatwick welcomes GATCOM's consultation response. The CAA is conducting its own analysis and will make an announcement regarding its next steps in the coming weeks / months. We look forward to continuing to engage with GATCOM on economic regulation matters through the Steering Group and Passenger Advisory Group.

Due to sickness in the **Air Traffic Control tower**, temporary, short term restrictions were put in place when the airport was at its quietest on a couple of occasions in December. We continue to work closely with NATS and our airlines to minimise disruption to service while ensuring we maintain safety at all times.

Train services to and from Gatwick continue to be disrupted by **ongoing industrial action** on the national rail network. In addition to a further strike on Wednesday 4 October, ASLEF undertook a sustained 10-day period of action from Friday 1 to Saturday 9 December. This action included a 10-day overtime ban, in addition to strike action affecting various train operating companies across the period. Thameslink drivers were on strike on Sunday 3 December, while Southern and Gatwick Express services were suspended on Wednesday 6 December. The airport had train services every day, which significantly reduced the impact on passengers. The news that members of the RMT voted to accept a pay deal ending the current dispute is very welcome.

London Gatwick has won the prestigious Large Airport of the Year award by Centre of Aviation (CAPA). This accolade is awarded to airports with over 30 million annual passengers that have demonstrated leadership in environmental sustainability.

As of the December 2023 timetable change, the **Great Western Railway** service to Reading now runs every half an hour, doubling the frequency on this key east-west rail connection. The route serves key staff and passenger catchments in Redhill, Reigate and Guildford, as well as providing access to tourist destinations in the Surrey Hills and onward rail connections to the west and Midlands from Reading. This has been achieved through investment from Gatwick Airport's Sustainable Transport Fund, which is contributing to operating costs, marketing the enhanced service and accessibility improvements at stations along the North Downs Line.

The annual **Transport Forum** took place on Thursday 5 October, with around 100 of our stakeholders from transport operators, local authorities and communities in attendance. The agenda included business updates from Stewart Wingate (CEO) and Jonathan Pollard (CCO) and an overview from Tim Norwood (CPO) of the next steps in our Northern Runway project, including ways for people to get involved in the DCO Examination

process. Hannah Godfrey (Senior Surface Access Manager) also provided an update on our Surface Access Strategy, including some of the initial results from the Staff Travel Survey and new initiatives. Network Rail and GTR presented a timeline of the Gatwick Station project and promoted the many benefits passengers will see from 21 November. The event concluded with a fantastic panel discussion on decarbonising the transport network, with representatives from Transport for the Southeast, Metrobus, Great Western Railway and Gridserve talking about their own efforts on modal shift, integrated transport, hydrogen and electric vehicle charging infrastructure. All parties agreed that while aiming for zero emission transport is important, the most successful way to decarbonise is to achieve modal shift away from private cars and onto public transport. The presenters all highlighted the importance of collaboration across operators and industries to achieve more collectively than separately.

We have continued meeting with our **Community Transport Stakeholder Group** throughout 2023 to discuss challenges related to airport transport in local areas. The group focuses primarily on taxi and Private Hire Vehicle (PHV) driver parking in local roads and will shortly be introducing new signage to ensure drivers are aware of the dedicated on-airport facility. Although many of these issues are outside Gatwick's direct control, we continue to work with community representatives to make improvements where we can and to influence others on transport matters.

The team has been working with West Sussex County Council and Metrobus on an ambitious partnership bid for the **Department for Transport's new Zero Emission Bus Regional Area (ZEBRA) fund**. The fund provides local transport authorities with an opportunity to bid for a share of £129m for investment in new zero emission buses and associated infrastructure. Metrobus and West Sussex are keen to capitalise on the momentum from their existing hydrogen bus fleet and are bidding for funding to introduce more buses to the Crawley depot, which would enable them to retire their oldest and least sustainable buses. The bid includes a £950,000 investment from Gatwick Airport from the Sustainable Transport Fund.. A decision is expected by March 2024.

Our **forecourt drop-off charge** is changing. From 5 January, the minimum charge to use the designated drop-off zones in the North and South Terminals will be £6. You can pay online, over the phone, or by setting up an AutoPay account. Passengers can still drop-off for free in the long-stay car parks and catch a free shuttle bus to the terminal. Blue Badge holders remain exempt from the charge.

By increasing the drop-off charge, in-line with other UK airports, we aim to continue reducing congestion in the busy drop-off areas and help achieve our aim for 60% of journeys to and from the airport to be zero or ultra-low emissions, by 2030. This will also enable us to continue to invest in sustainable alternatives, as highlighted above.



New passenger **toilets in South Terminal immigration** are now open. The hoarding that has been up for three years after the project was paused due to the pandemic, is now down. North Terminal domestic toilets have also been opened, both having used more sustainable materials where possible, including LED lighting and enabling reduced water use on the cisterns.

BrewDog's latest bar is now open pouring 20 taps of craft beer, including craft classic Punk IPA, small-batch beers and a Gatwick

exclusive 'Flight Squad', together with the Brewer's popular low-alcohol beers and curated guest beer range. The new **Krispy Kreme** shop in North Terminal allows passengers to enjoy their iconic glazed doughnuts made fresh each day.

A team from London Gatwick attended the **Conservative, Labour and Liberal Democrats party conferences**, with a stand at both the Conservative and Labour conference. This provided an opportunity to meet with Ministers, Shadow Minister, MPs and parliamentary candidates to update them on them on operational matters, brief them on the status of the Northern Runway planning application and progress on airspace modernisation, and advocate for measures to aid the decarbonisation of aviation. It also provided an opportunity for party members to meet and ask questions of the team.

Ahead of the Autumn Statement, Gatwick advocated for the resumption of **tax-free shopping** for international visitors and Arrivals Duty Free as well as supporting industry campaigns for the full expensing regime to be made permanent. The Chancellor of the Exchequer made the full expensing regime permanent and agreed to continue looking at the question of tax-free shopping. The Chancellor also allocated £975 million to support the development of energy efficient and zero-carbon aircraft technology from 2025-2030.

We supported the campaign to amend the Energy Bill to include a commitment to a price stability mechanism for **Sustainable Aviation Fuel** and welcomed the Government's commitment to doing so. We also contributed to the London Chamber of Commerce and Industry's Green Skies report, which set out recommendations for the Government on how to support the aviation sector to decarbonise.

We were pleased to host the **Minister for Disabled People, Health and Work**, Mims Davies MP, for an aviation industry roundtable on support for perimenopausal and menopausal women in the workplace. Members of Equal Plane (London Gatwick's gender equality Business Resource Group) and the Gatwick Menopause Support Group presented on all the work they have done to raise awareness of menopause symptoms and support women in the workplace.

Airlines and Routes

Azerbaijan Airlines will start a new three weekly service to Baku during Summer 2024. The three weekly operation will complement its existing Heathrow operation.



Singapore Airlines have announced that they will operate direct five weekly flights between London Gatwick and Singapore. The route will commence on 22nd June and will be operated with an A350-900 aircraft, providing connections to destination across Asia and Australasia.

Air Mauritius commenced its new Mauritius service from London Gatwick on 30th October. Operating a mix of A350-900 and A330-900 aircraft. The airline now serves the Indian Ocean Island daily with its new A350-900 aircraft.

Ethiopian Airlines launched new services on 21st November. Africa's largest airline now offer direct services to Addis Ababa three times weekly with its 343 seat A350-900 aircraft. Ethiopian Airlines also offer connectivity to destinations across Africa, as well as Asia and South America.

China Southern started its first ever route from London Gatwick to Zhengzhou in China on 12th December. The airline now flies twice weekly with its 787-8 aircraft.

Investment & Growth

London Gatwick will have made significant progress installing state of the art **next generation security scanners** by June 2024 in both terminals. We currently plan to have completed the major logistical operation required to install the remaining scanners in Q1 2025, after the busy summer peak period has concluded. The airport's investment in this new technology means once the new scanners are phased in, the security process will be transformed with passengers no longer required to remove electrical items or put liquids in plastic bags. The new scanners will also quickly identify potential threats in cabin baggage by providing even better images of luggage, with the safety of passengers the airport's highest priority.

The new and improved **Gatwick Airport Station** opened to passengers on Tuesday 21 November, transforming journeys from plane to train. The new concourse doubles the amount of space for passengers, creating a one-way system for passenger flows and further reducing queuing and congestion at the ticket

barriers and in the old concourse.



The project also provided 5 new lifts and 8 new escalators and stairways, including direct step-free access to Platforms 3 and 4 from the main station entrance concourse for the first time. These new lifts and escalators provide huge improvements in accessibility, making journeys easier for all, but especially those with mobility issues, wheelchair users and passengers with heavy luggage or pushchairs.

Alongside the widening of Platforms 5 and 6, these improvements have wider benefits for punctuality along the Brighton Main Line, as they help passengers clear the platforms more quickly, reducing knock-on delays to trains.

In addition to the new concourse, a new history display is now open above Platforms 5 and 6 in the station entrance concourse, covering the development of the station and the airport. The project was produced by local historian, Bruce Healey, working with the Southeast Communities Rail Partnership and GTR. The panels were funded by London Gatwick.

The **Office of Rail and Road (ORR)** recently released their station entry and exit data for April 2022 to March 2023, which shows Gatwick Station's rapid recovery. The station saw 16.5m visitors in this period, making Gatwick the 6th busiest station in the country outside London. This also puts the station in the top 1% of stations by passenger numbers in the country.

London Gatwick's planning application to bring the airport's existing **Northern Runway** into routine use, alongside its Main Runway, was accepted for examination by the Planning Inspectorate on 3 August 2023. Since submitting its Northern Runway plans to the Planning Inspectorate, London Gatwick has refined its proposal and identified three discrete changes to reduce its environmental impact even further, while also providing additional design flexibility.

The airport proposes making the three separate changes to the Project:

- Project Change 1: Increase to the design parameters for the North Terminal International Departure Lounge proposed southern extension;
- Project Change 2: Reduction in the height and change in the purpose of the replacement Central Area Recycling Enclosure (CARE) facility;
- Project Change 3: Revision to the Surface Water Treatment Works system.

Before submitting these changes to the Planning Inspectorate, the airport has opened a consultation so that the public, landowners and other stakeholders can give their views on the proposed changes. These views will be taken into account before the airport submits a request to amend its DCO application to the Planning Inspectorate. It will be for the Planning Inspectorate to decide if the changes can be made to the application and included in the examination.

Further detailed information on the changes and information on how to submit responses to the consultation is available on the [airport's website here](#). The consultation will close at 11:59pm on 21 January 2024.

Sustainability

London Gatwick has achieved **Level 4+ 'Transition' of the Airport Carbon Accreditation scheme** - the only institutionally endorsed, global carbon management certification programme for airports. The global scheme independently assesses and recognises the efforts of airports to manage and reduce their carbon emissions through seven levels of certification.

In addition to London Gatwick's existing carbon reduction success, to achieve Level 4+ 'Transition', the airport was required to set out a policy commitment, alongside detailed targets, trajectories and action plans to reduce emissions in line with global climate goals. Key to achieving this accreditation was the Stakeholder Partnership Plan, which sets out how the airport will drive third parties on the airport campus to reduce their emissions, either through their own reduction plans or measures initiated by the airport.

With regards to scope 3, GAL has developed an approach to **Sustainable Aviation Fuel (SAF)**. The SAF strategy will include workstreams focusing on the following:

- Measures to support increased SAF supply, including understanding production in South / South East England.
- A programme of engagement to increase passenger awareness and understand willingness to pay for SAF.
- An investigation into the "blending point" at which infrastructure changes may be required.
- Continuing to advocate for greater Government support.
- Exploring partnerships to further increase the uptake of SAF.

The results of our **Global Real Estate Sustainability Benchmark (GRESB)** assessment were confirmed in October. GAL gained a 2-point increase from last year, scoring 78/100. GAL was recognised with 100% in the following areas: employees, customers, stakeholder engagement, certifications and awards, and reporting.

Planning has begun for the 2023 reporting cycle including the **Decade of Change Performance Summary**, which, for the first time, will be published with the Annual Report at the end of Q1.

In November, we attended the first meeting of the **Air Quality Action Plan Steering Group** convened by Crawley Borough Council, and in December attended the Annual Gatwick Air Quality Joint Authorities Meeting.

In December, colleagues from across the business attended a kick-off meeting for a **Sustainability Champions Network**. The champions network will be launched officially with a name, mission, and exec sponsor, as part of the Sustainability Roadshow taking place for GAL staff at the end of January. These activities mark the start of GAL's two-year sustainability engagement programme.

Airspace & Noise



Future Airspace Strategy Implementation - South (FASI-S) for Gatwick (ACP-2018-60)

Following CAA validation London Gatwick's FASI ACP has progressed through the Stage 2 Gateway in October. Progress through Stage 3 for all of the FASI airspace changes is paused to accommodate a CAA-led, DfT commissioned, review on the concept of a single design entity (SDE) that would take responsibility for the development and integration of all airspace change proposals, with a likely initial focus on the London airspace changes in the first instance. A ministerial decision on the outcome of the review is expected by March 2024 with a public consultation to follow. The exact impact and effect on London Gatwick's FASI airspace change proposal is as yet unknown.

Separately, jointly with NATS and the Airspace Change Organising Group (ACOG), London Gatwick has been exploring an opportunity for initial deployment of the FASI route structures to the south of the airport. This split deployment process will be captured and explained in a future iteration of the [UK Airspace Change Masterplan](#). In preparation, Gatwick and NATS will hold stakeholder engagements in January 2024 to provide an overview of this deployment and how it will fit into iteration 3 of the UK Airspace Change Masterplan.

The Noise Management Board (NMB) Executive Board (NEX) 10 was held on 1 November and included updates on the Reduced Night Noise (RNN) trial, new Landing Gear Deployment guidance and the Land Use Planning and Low Noise Arrival Metric (LNAM) projects. Updates were also provided on the Round 4 Noise Action Plan (NAP) and FASI-South. The NMB Review was explained, including next steps and arrangements for the transition plan.

The review of the **Noise Management Board** second term is well underway. An update briefing on the review, including a summary of the review observations was provided at an online NMB briefing on 11 December. Next steps, including a transition plan and timeline were also presented. Touchpoint meetings for second term members during the transition period are scheduled for 13 March and 12 June. Next steps are to develop a third term NMB structure.

The **Noise and Airspace Annual Public Meeting** took place in person on 6 December, with guest presenters and Q&A panel participants including industry, government, and regulator representatives, along with charity partner Air Ambulance Charity Kent Surrey Sussex (KSS). Presentations included an operational and noise management overview, the opening of the STEM centre and local education initiatives, KSS drone defibrillator initiative, an in-depth view of the Airline Noise Performance Table (ANPT) and a refresh on the Reduced Night Noise trial. A demonstration was also provided of a noise monitor and WebTrak.

The **Noise and Track Monitoring Advisory Group (NaTMAG)** was held on 9 November where the topics for discussion were focused on the Round 4 Noise Action Plan, alongside the regular updates from the Airspace Office on quarterly reporting and the ground noise summary. EasyJet also presented on the new Descent Profile Optimisation (DPO) technology which reduces level flight and therefore noise. An overview of the summer night jet summary was presented and also updates on the Reduced Night Noise trial, Departure Noise Limits and the Airline Noise Performance Table (ANPT) were presented. The ANPT is now available as an interactive dashboard on the [Gatwick noise website](#).

Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q4 2023	Q3 2023
Track keeping conformance (% on track)	91.30%	85.76%
Core Night CDO (% achievement)	85.77%	87.30%
Day/Shoulder CDO (% achievement)	88.60%	88.38%
24 Hour CDO (% achievement)	88.39%	88.21%
1000ft Infringements (No.)	0	1
1000ft Infringements (No. below 900ft)	0	1
Departure Noise Infringements (Day)	0	0
Departure Noise Infringements (Night/Shoulder)	0	0
West/East Runway Split (%)	85/15	83/17

To note

- Track Keeping Conformance improved to 91.3% on Q4 from 85.76% in Q3, which is encouraging to see as although the number of movements decreased in Q4 the runway split for westerly operations increased slightly.
- CDO performance was approximately the same as Q3 as localised storms and strong winds were experienced in Q4.
- We had no 1000ft or noise infringements during Q4.

Community

In October we welcomed Rev Susan Lepp to London Gatwick as **Lead Airport Chaplain** with parish responsibilities.

A Licensing Service as Priest in Charge of the Churches of Charlwood and Sidlow Bridge took place together with a welcome service in the South Terminal Chapel attended by a broad range of internal and external stakeholders.

At the **Gatwick Foundation Fund** Panel Meeting in October at which the shortlisted applications for grant funding were considered, awards totaling nearly £90,000 were made: 5 projects in Sussex, 6 in Surrey and 8 in Kent.

We've broken an all-time London Gatwick record this year in raising over £60,000 for the **Poppy Appeal**.



We were delighted to unveil our brand-new STEM Centre in late October. **The London Gatwick STEM Centre** is a dedicated space designed to inspire and educate local students about Science, Technology, Engineering and Maths (STEM) in the context of aviation.

Equipped with interactive features, including a water treatment lab and a mock airfield rig, the facility aims to engage students aged 4-18, offering a hands-on experience in STEM subjects crucial to the airport's operations. The launch event was attended by local VIPs and 42 students from local schools; Charlwood Village Primary School, Oriel High School, The Gatwick School (partner school) and Oakwood School.

Maggie Philbin's **TeenTech festival** came to Sussex on 16th November for the first time with London Gatwick as lead sponsor, with 300 secondary students at the AMEX Stadium in Brighton for a whole day of interactive learning and activities related to STEM and Innovation. London Gatwick Teams from Engineering and Cyber-Security delivered activities throughout the day and seven colleagues volunteered as ambassadors, each joining a school group for the day's activities. This event was preceded with [TeenTech Sussex Virtual Event](#) on 19th October where we showcased some of the airport's innovation projects to over 1,000 students.

Our **Careers Live Broadcast** on Sustainability set a new record with a total of 8,722 live views. In November our first Finance Broadcast focused on Internal Audit, Capital Investment and Procurement and generated nearly 7,000 live views.

We hosted three **Speakers for Schools Virtual Discovery Workshops**. In these virtual 1 hour interactive sessions, students from local colleges and schools (including SEND), were fully engaged with excellent participation and questions. In October 172 students learnt about accessible career pathways into Cyber, the National Security Centre's Cyber First Initiative and took part in interactive activities to deepen their understanding. In November 864 students heard about sustainability within aviation, our Decade of Change and journey to net zero. In December 80 students learnt about security and the Airport Security Officer role at London Gatwick.

In early December 12 Travel & Tourism students and their teacher from our partner school **The Gatwick School** came to the airport for a travel and tourism themed visit. They had talks from on site Charity Partner, Gatwick TravelCare, and the team at Skybreak to inform their case study on comparing types of travel organisation. They also experienced an airfield tour so that they could learn about the airport as a tourism gateway, short and long-haul airlines, emerging markets and types of passengers.

We facilitated a visit from three members of easyJet cabin crew to **Charlwood Village Primary School** to collect letters to Santa from pupils in years 1-4. The crew also gave a short 'day in the life of' talk to the children. Pupils were able to see the letters' journey and delivery to Santa in a video released on 22nd Dec.



Paramedics from **Air Ambulance Charity Kent Surrey Sussex** (our charity partner) were in the International Departure Lounge teaching hundreds of passengers CPR for Restart a Heart day.

Stewart Wingate and Tim Norwood made a visit to **St Catherine's Hospice**, a new £19.5 million facility on Grace Holland Avenue in the heart of the Woodgate development, Pease Pottage, which opened to patients from East Surrey and West Sussex at the start of December. The building has been solely funded through donations from St Catherine's dedicated supporters.

Colleagues from security dedicated a day volunteering at **The Orpheus Centre** clearing part of their nature trail and subsequently hosted a tour for the students at the airport. Orpheus is an independent specialist college in Surrey that increases the confidence and skills of young disabled adults through the performing arts. In December they delighted passengers with their carol singing in South Terminal. Tim Norwood and Stewart Wingate visited the Centre to see firsthand how they are inspiring and empowering young disabled students to live fulfilling, independent lives.

Local Economy

Crawley-based companies have been awarded contracts worth a combined total of more than £5 million as part of the North Terminal departure lounge redevelopment. BP Installations Ltd, located in Manor Royal, has been appointed as the principal contractor on the project. The role includes full site safety management, new electrical installation, new flooring and new information and display signage installations. CCI Gatwick Ltd, also based in Manor Royal, will oversee the interior fit out and decorative finishes.

In October we launched our new partnership with data, insight and analytics platform **mnAi** – whose headquarters are at The Beehive in City Place, Crawley – to improve understanding of companies within the local and regional supply chain and the services they can provide, through use of a new AI tool. The platform will enable the airport to identify locally based businesses from which they can request proposals and quotes for a range of key projects, as well as supplying goods and services.

In November we hosted the second **London Gatwick Economic Summit**, bringing together over 150 leaders from across the region to discuss driving long-term sustainable local economic growth and future inward investment. At the Summit, we announced that London Gatwick will support an Invest Gatwick Diamond delegation at the UK Real Estate Investment and Infrastructure Forum (UKREiIF) 2024 in Leeds, showcasing the region's investment potential.

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GATCOM report

Noise Management Board (NMB) report: 23 October 2023-15 January 2024

Since the last GATCOM, the NMB Executive Board (NEX) met on 1 November and the NMB Delivery Group (NDG) met on 29 November. There was also a NMB segment to Gatwick Airport's annual public airspace and noise meeting, which took place on 6 December. Gatwick also organised an NMB meeting on 11 December to explain the views that it had heard from NMB and wider stakeholders on a future term and further set out transition arrangements in advance of the next NMB/NMB-successor term.

Key points and actions from the final 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/>

The NMB's 2nd term Co-Chairs, who Gatwick has asked to remain in place during the transition period, wish to highlight the following points:

The NMB 2nd term workplan: The remainder of the NMB's second term workplan continues to be taken forward with industry stakeholders. GATCOM members will be particularly interested to know that the **Reduced Night Noise (RNN)** trial has begun. As a reminder, this will measure and assess the actual noise performance of arriving aircraft using Performance Based Navigation. The trial will run for 6 months to allow useful data collection. The Co-Chairs also wish to thank GATCOM for agreeing to our previous recommendation on **Land Use Planning** and thank the GATCOM Chair for therefore writing to relevant UK ministries to influence DLUHCs review of the capstone Noise Planning Policy Framework (NPPF), which is due to complete in 2024.

FASI-South: Following a debate on FASI-S & CAA handling at the NEX, an approach to the NEX Chair and a subsequent NEX decision, the NEX Chair wrote to the CAA CEO asking for a meeting between 2nd term NMB Community (Councillor and Community Noise Group or their substitutes) members (including the GATCOM chair, given extensive Community membership of GATCOM) and the CAA CEO and the CAA's Director with responsibility for airspace modernisation. After a positive response from the CAA's CEO, this meeting will take place on 12

February. The focus for this meeting will be on the CAA's place and process in the FASI-South process for Gatwick and next steps.

Transition Period: The 2nd term NMB Co-Chairs will continue to offer surgeries/meetings to NMB stakeholders during the transition period before a new NMB/NMB-successor body term begins. Industry members will meet to review progress of the remaining workplan items. There will also be 2 all-2nd term NMB members touch point meetings on 13 March (virtual) and 12 June (in person). Gatwick will also consider new workplan items and the appointment of Chairs during this time period.

Please note that there is no further workplan progress report available at this time (GATCOM members have seen the final report to the NEX from the NDG, which issued late last year). During the transition period, by agreement with Gatwick, workplan reports will only issue every two months with the next expected in February.

NMB 2nd Term & Transition Period Co-Chairs
15 January 2024

GATCOM

January 2023

NaTMAG - SUMMARY OF ISSUES DISCUSSED

REPORT BY LEAD MEMBER FOR NOISE

1. Introduction

1.1 The last meeting of NaTMAG took place on 9 November 2023. The unconfirmed minutes of the NaTMAG meeting are available on [GAL's website](#) with the key points being summarised in this report.

1.2 The key messages from NaTMAG to GATCOM are:

- NaTMAG were updated on the Noise Management Board review including timescales and would be kept up to date with progress.
- A very useful presentation on the Summer 2023 Night Jet situation was shared, including the process for applying dispensations for night movements.
- EasyJet presented on the new Descent Profile Optimisation (DPO) software they have recently introduced. The technology should enable better control of the descent phase of flight, by reducing the need for "levelling off" at the bottom of a descent, and therefore offering a reduction in noise and carbon emissions.
- Egis presented a helpful update on the proposed Departure Noise Limit review, expected to be delivered by the end of the year. A transition period will take place for six months, where no fines will be issued, but airlines will be informed if any breaches occur.
- The Airline Noise Performance Table is now available on the [Gatwick noise website](#) as an interactive dashboard both as a quarterly dashboard and an annual version.
- The Complaints Handling Policy has been reviewed for 2023 and circulated to NaTMAG members for further review. It will then be published on the Gatwick noise website.

2. Membership Update

2.1 Victoria Chester, the substitute GATCOM representative from Reigate and Banstead, was welcomed as the newly appointed GATCOM Member to NaTMAG. There is still one GATCOM vacancy left on NaTMAG and if any GATCOM members or substitute members have an interest in joining they are encouraged to speak to the Secretariat or one of the current NaTMAG members in the first instance.

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:

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Action 24a - We will review and increase the fines currently levelled against airlines which breach departure noise limits with all such monies passed to the Gatwick Airport Community Trust.

Action 25 - Through engagement with the Department for Transport, Aircraft Noise Management Advisory Committee and/or through unilateral action review our departure noise limits.

Update on Actions 24a and 25:

- London Gatwick introduced the DNL scheme, which was defined by the DfT in 1968, and last reviewed in 2001. The responsibility for managing DNL had only recently been passed from the DfT to the airports.
- The main focus is to deter excessively noisy departures, and fine airlines that do not comply with the limits. Fines from the DNL scheme go to the Gatwick Airport Community Trust (GACT).
- It was explained that over time aircraft have become progressively quieter and so the current DNL scheme is no longer fit for purpose. A new scheme has now been proposed following engagement with both industry and communities.
- Updates to the scheme include: the introduction of lower limits, and of tightened day/night limits. The scheme will be based on three QC groups (Low-Medium-High).
- It is important to note that the new limits are expected to be monitored from the end of December, pending changes to the NTK system to support, where there will then be a six-month transition period to monitor the number of breaches. No fines will be issued during this transition period; however, airlines will be notified by letter of any breaches and the fines that they would have been issued if it were a live scheme. Once complete, the evidence gathered during the transition period, along with the proposal, will be submitted for approval to the Secretary of State. If agreed the new limits will be made permanent, and the fines will be in force.

Action 31 - In conjunction with the Noise Management Board we will explore innovative methods to reduce both inbound and outbound aircraft noise levels.

Update on Action 31:

NaTMAG were provided with an update on the NMB review and transition period.

Action 43 - In order to achieve community confidence in the Complaints Handling Policy and provide transparency of information, we will, where appropriate update our procedures relating to the receipt, processing and reporting of aircraft noise complaints.

Update on Action 43:

- It was confirmed that the annual Complaints Handling Policy had been reviewed, and an update had been made to include the detail about the maximum time (7 days) from an aircraft noise event that complaints can be raised retrospectively. This 7-day policy has always been in place; however, it was prudent to add it to the Policy during this review. It was also confirmed that the new revised Complaints Handling Policy will be uploaded to the website in due course once NaTMAG members have had a chance to review it.
- It was noted that 7 days was thought to be ample opportunity for a complainant to file their complaint, and that it is in line with the 8-day response time.
- Regarding persistent complainants, it was confirmed that a three-stage approach to responding is taken, providing no new issues are raised within the complaints submitted, and the Airspace Office are confident no further details can be provided. All non-abusive and non-threatening complaints are acknowledged and responded to if they have not received a third and final letter from the team.

4. Noise Action Plan Round 4 Update

4.1 The current Round 3 NAP ends on the 31st December 2023. The process to review and revise the NAP for Round 4 (2024-2028) took place over the summer and NatMAG had full involvement in that review.

4.2 A revised NAP proposal was submitted to Defra on 1st September 2023. Several new noise actions have been incorporated within the Noise Action Plan based on stakeholder feedback.

4.3 The Round 3 NAP introduced a schedule ban of QC4 aircraft (such as the Boeing 747-400) during the core night period. The Round 4 NAP will consider the feasibility of introducing a similar scheduling ban for QC2 aircraft during the core night period to further incentivise quieter aircraft operating at London Gatwick. Also, a feasibility study into reporting night-time health information in terms of population highly sleep disturbed and additional awakenings would be conducted.

4.4 If accepted, formal adoption of the plan is expected in February 2024. NatMAG members would like to see interim targets set as “within the life of the plan” has been applied and more flexibility with targets is required.

5. Airspace Office Quarterly Report (Q3 2023)

5.1 The airport’s flight operations performance over Q3 2023 was considered, and the complaints analysis reviewed. The quarterly reports are available on [GAL’s website](#). In summary:

- The total number of aircraft movements increased by 8.16% in Q3 2023 compared to Q3 2022, which also reflected 94.3% Q3 2019 movements.
- The percentage of Chapter 14 aircraft operated decreased slightly in Q3 2023, however, with the increase in movements, the overall percentage of Chapter 14 aircraft was higher than in Q3 2022.
- CDO (Continuous Descent Operations) performance was at 88.21% in Q3 2023, which was an increase on Q3 2022 of 0.43%, despite several days of adverse weather.
- Track keeping conformance decreased by 11.32% on Q2 2023 with the main contributor being the introduction of the revised Route 4 monitoring swathe in the Noise and Track Keeping system, at the request of the DfT. A reminder that this has only changed the location of the monitoring corridor, no changes have been made to flight tracks over the ground. Another contributor was that Q3 2023 experienced more westerly operations than in Q2 2023.
- The total number of noise complaints recorded decreased by 22.98% compared to Q2 2023, and the total number of complainants reduced by 2.7%.
- There had been two odour complaints in Q3 2023, one from Crawley and one from Horley. One individual has submitted the same narrative three times referring to aviation odour.
- There was concern that there were a considerable number of airlines showing amber and red on the Airline Noise Performance Table (ANPT) for CDO performance. The Airspace Office confirmed that they are reviewing the way that they engage with airlines and are considering new techniques such as multi-airline workshops to share best practice. Additionally, it was noted that weather in Q3 2023 had been poor, and that the DfT have requested data from the Met Office to study whether the weather experienced in Q3 had been more disruptive, with more frequent thunderstorms than in previous years.
- The Airspace Office confirmed that they are working to separate Route 4 data from ‘Figure 22’ on page 16 of the Q3 2023 Airspace Office Quarterly Report and host the data in a separate graph.

Agenda Item 12

- Members showed concern about Route 4 being excluded from the ANPT table, given it is the most used route during westerly operations. It was explained that Route 4 was removed from the ANPT in order to not penalise airlines that exclusively use the Route (and no other departure routes), and that work is in place, in the form of the Route 4 Airspace Change Process (ACP), to redesign the route. It was reiterated that the Airspace Office regularly report on Route 4, and that they are currently in the early stages of developing an ANPT dashboard specifically for Route 4 which, initially will be shared with NaTMAG to assess its usefulness.
- All routes, apart from Route 4 and Route 9, were above 99% track keeping conformance. Route 9 is only used as a 'tactical offload route' and was used more often in Q3 for avoiding weather on Route 4. Members raised the point that resident under Route 9 had been experiencing more noise due to the increased usage, and that they are concerned. It was explained that this is a published departure route in the AIP, and that there have only been 36 Route 9 departures in 2023.

6. Airspace Updates

6.1 Gatwick's FASI-South airspace change proposal (ACP) has completed Stage 2 following the Gateway decision by the CAA and so is now progressing into Stage 3 - Consult. Post Stage 2, the DfT and the CAA are exploring pooling all the FASI-South ACPs into a unified delivery model through a single design entity (SDE). The scope, process and timeline for this work is in development under the auspices of the Minister-led Aviation Council.

6.2 It was explained that London Gatwick is pursuing an early 'deployment' of the routes to the south of the airport to deliver early benefits. This would need CAA approval; a decision on split deployment is set to be delivered by the end of 2023. If approved, this could see delivery of the early deployment targeted for the first half of 2027.

7. Next Meeting

7.1 The next NaTMAG meeting is scheduled for Thursday 1 February 2024. GATCOM members should email the Secretariat if they have any new issues affecting their communities that need to be brought to the attention of GATCOM's NaTMAG.

MIKE GEORGE
GATCOM Lead Member for Noise

GATCOM**25 January 2024****PASSENGER ADVISORY GROUP (PAG)****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 7 December 2023 and the key issues discussed at that meeting are highlighted in this report. 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 Terminal Review Visits (TRVs) were undertaken by PAG as part of the Terminals Working Groups. The TRVs trialled a less structured approach to previous TRVs. They still involved an end-to-end journey and looked at all relevant PAG areas such as wayfinding/signage, toilets, cleanliness, seating, queueing, vending machines, special assistance, family, business, Food and Beverage, retail and lounges. The difference was there was not a set scenario so PAG could look at issues from all perspectives. There were mixed views from PAG members about the new format of the TRVs so this will be kept under review.

1.4 I am pleased to report that following interviews for new PAG members, we have three new recruits, David Sutcliffe, Tricia Barker and Simon Leighton, who joined us in early January. With sadness I also must report the departure of two PAG members, Keith Frimley and Tanya Sephton. Both have served on PAG for a number of years, and I thank them for their service and wish them well. Being a member of PAG is a voluntary role and does require time and commitment that I appreciate is difficult alongside other commitments. We are hopeful that a further period of recruitment may take place later this year.

1.5 I also hope that by the time this report is published the new Gatwick Railway Station would have been in operation for a few months and also had its official opening. PAG have been campaigning for this improvement for many years and are delighted to see the project completed. We are also looking forward to the new GridServe electric vehicle charging facility opening in early new year.

2. EXECUTIVE UPDATE AND OPERATIONAL PERFORMANCE

2.1 GAL continues to meet the vast majority of its Core Service Standards (CSS) with 99.1% pass rate for the calendar year to October 2023.

2.2 Air Traffic Control staffing issues continue to be a challenge but have stabilised. GAL continue to have focus on this, and a detailed plan is in place with NATS.

2.3 Special Assistance was performing well. The highest monthly increase in the number of Special Assistance passengers was seen in November following September and October matching 2019 rates. Work continues with airlines to try and better the

notification rate of passengers requiring the special assistance service. The tender for the Special Assistance Service had now been approved and is expected to be announced and awarded prior to Christmas.

2.4 PAG received an update on current projects including the completion of the new south terminal pre immigration toilets and project plans into 2024 including the toilets refurbishment programme, replacement seating and water refill points. It was also noted that a comprehensive piece of work was underway to review the look and feel of all facilities. A whole campus walk through had taken place by key members of the GAL team and details would be shared with the Terminals Working Group to review soon. Also, a review of GAL's design standards, currently being undertaken by Gensler, a design company, would be shared with PAG in the new year.

2.5 PAG were provided an update about the GEN 3 project, including a revised timetable for the installations of new lanes and scanners. This project was originally required by the DfT to be completed by 1 June 2024 but GAL, and many other airports, were uncomfortable with this tight timetable that would have meant lanes were out during the busy half term and easter periods, impacting passenger service. GAL have asked the DfT to approve the revised timetable that will see 60% of passengers being processed through the new lanes by the summer. The project will then pause before starting again at the end of September. PAG noted the new timetable and asked GAL to ensure that communication around this project is clear to ensure passengers are aware. It was noted that communication would likely be issued nationally from the DfT.

2.6 PAG did raise some concern about the implications of the new technology. The new scanners are body scanners not metal detectors and certain passengers, such as those with stoma bags, will always require a search. It was acknowledged this would need working through with sensitivity and it was suggested that charities and support groups could be used to help spread the message to those most likely to be affected by the changes.

2.7 PAG would like to remind GATCOM members and the public that if they see or experience poor standards to report this at the airport or via the Airport Community App (for those who have been granted access to this) to allow rapid rectification .

3. PASSENGER ENQUIRIES AND FEEDBACK

3.1 The Passenger Communication Working Group of PAG has now been renamed the Customer Services Group to better reflect the work they undertake and to align with GAL.

3.2 GAL reported the number of customer contacts via the various feedback routes for Q4 and the fact that most customers are now happy to contact using online systems. However, he also reported on the links between the various channels and some of the challenges around that including some not having access to each other's systems. This is something that PAG hopes can be improved.

3.3 PAG received one referral that was considered by the Customer Services Group and was in relation to a bag being stolen at security. The recommendation to GAL was in cases such as this perhaps a telephone conversation could be considered above email to decrease the escalation. The Customer Services working group are also using other PAG working groups where relevant to ask them to look at referrals.

RECOMMENDATIONS TO GATCOM

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.

SAMANTHA WILLIAMS
PAG CHAIR

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