



## **AIRPORT PERFORMANCE AND DEVELOPMENTS**

2.25 pm 5. **Chief Executive Officer's Report** (Pages 23 - 32)

To consider the report by Pierre-Hugues Schmit, Chief Executive Officer, GAL on activities at the airport since the last meeting.

2.45 pm 6. **Member Questions**

Members are encouraged to submit written questions to [GATCOMSecretariat@westussex.gov.uk](mailto:GATCOMSecretariat@westussex.gov.uk) by 9am on Tuesday 28 April 2026 so that, where possible, a response can be provided at the meeting.

Questions are not restricted to agenda items. The total time allowed for Member Questions is 15 minutes with a time limit of 3 minutes per question (to include the response). 1 question per member.

Supplementary questions will be allowed at the discretion of the Chairman but must relate to the original question.

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

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

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

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

3.00 pm 7. **Gatwick Airport Surface Access Strategy update**

Hannah Godfrey, GALs Senior Surface Access Manager, to provide an update on GAL's progress in delivering its Surface Access Strategy Targets.

Should members wish to review the Surface Access Strategy prior to the meeting, it can be found on the London Gatwick website [here](#)

## **AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES**

- 3.25 pm 8. **Airspace Update**
- Andy Sinclair, Head of Noise and Airspace Strategy, GAL to give updates on progress and issues in respect of:
- a) Departure Route 4 consultation
  - b) Noise Action Plan Annual Progress Report
- 3.35 pm 9. **Noise Management Board** (Pages 33 - 34)
- To consider the report from the Chair of the Noise Management Oversight Board that provided updates and progress following the most recent round of NMB meetings.
- 3.45 pm 10. **Noise and Track Monitoring Advisory Group (NATMAG)** (Pages 35 - 38)
- To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG.
- 3.55 pm 11. **Dates of next meetings of GATCOM and its sub-groups**
- a) To note the next meetings of GATCOM and its sub-groups as follows:  
GATCOM Steering Group -Thursday 25 June 2026 at 11am  
Passenger Advisory Group - Thursday 4 June 2026.  
GATCOM - Thursday 16 July 2026 at 2.00pm
  - b) To note that the next meeting of Gatwick Airport Limited's Noise and Track Monitoring Advisory Group (NATMAG) will take place on Thursday 14 May 2026 at 10.00am.
  - c) To note that the next Noise Management Board meetings are as follows:
    - Community Assembly 10 June 2026
    - Oversight Board 17 June 2026The NMB Community Assembly is open to any community members and individuals local to London Gatwick. If you would like to join as a new member, please fill out the appropriate form on the NMB website  
[https://www.gatwickairport.com/company/noise/noise\[1\]management-board/noise-management-board.html](https://www.gatwickairport.com/company/noise/noise[1]management-board/noise-management-board.html)  
or contact [GatwickNMB.uk@egis-group.com](mailto:GatwickNMB.uk@egis-group.com)

**Anticipated finish time of meeting: 4.00pm.**

**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 12 February 2026

<b>Present:</b>	
Tom Crowley	Chair
Angie Hills	ABTA
Cllr Alan Jones	Burstow Parish Council
Cllr Helyn Clack	Surrey County Council
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Nigel Emery	Horsham District Council
Ana Christie	Sussex Chamber of Commerce
Brett North	Gatwick Diamond
Ed Winter	Environmental and Amenity Groups
Igor Bartkiv	London Chamber of Commerce
Samantha Williams	Passenger Advisory Group
Cllr Garry Wall	West Sussex County Council
Cllr Bob Bowdler	East Sussex County Council
High McConnellogue	Airline Operators Committee
Cllr Lisa Scott	Charlwood Parish Council
Cllr Mike George	Horley Town Council
Cllr Nick Hilton	Crawley Borough Council
Cllr Chris Phillips	Mid Sussex District Council
Cllr Richard Biggs	Reigate and Banstead Borough Council
Robin Clarke	NATS

<b>Also in attendance:</b>	
Pierre-Hugues Schmit	Chief Executive Officer, GAL
Sam Fulton	Director of Communications and External Affairs, GAL
Alison Addy	Head of External Engagement & Policy, GAL
Andy Sinclair	Head of Noise and Airspace Strategy
Amy Geoghegan	External Engagement Lead, GAL
Monique Smart	GATCOM Secretariat
Graham Lake	GATCOM Technical Advisor

### 1. Apologies and Welcomes

1.1 Apologies were received from: Cllr Peter Osborne (Kent County Council) Jonathan Drew (Noise Management Oversight Board Chair) Fran Downton (Tourism SouthEast) Cllr Nicholas White (Tandridge District Council).

### 2. Minutes of The Last Meeting

2.1 Resolved: That the minutes of the meeting of GATCOM held on 6 November 2025 be approved and signed by the Chair.

### 3. GATCOM Steering Group – Chairman’s Report

3.1 The Chair of GATCOM introduced his report (copies attached to the signed minutes) of the last Steering Group Meeting that took place on 26 January.

3.2 The Chair highlighted that Steering Group had discussed the latest DfT consultation on Air Navigation Direction and Guidance and he thanked all the GATCOM

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members and member organisations that had contributed views and comments. As detailed in the report the response has now been submitted to the DfT.

3.3 The Chair also highlighted that at the GATCOM away day there seemed to be consensus that in-person meetings are favoured. However as not all GATCOM members were present at the away day, the Secretariat conducted a poll asking all GATCOM members and substitute members to state a preference. The result of that poll was 16 in favour of keeping the current arrangement alternating between in-person and online and only 7 in favour of all meetings being in person.

3.4 Some members voiced disappointment about the result of the poll and reiterated their preference for in-person meetings and the value of networking before and after the meetings.

3.5 In relation to sharing information with communities about the Noise Management Board and the Community Assembly, it was noted that a factsheet was attached to the last GATCOM meeting agenda and that a link was also in the NMB report in this meeting's agenda pack.

3.6 GATCOM agreed the following:

- That the current arrangements of alternating between in person and virtual meetings remain in place for both GATCOM and the GATCOM Steering Group.
- The STEM Centre be used as the venue for the next GATCOM meeting on 30 April 2026 (not 23 April as listed in report)
- We keep apprised of Devolution and Local Government Reorganisation and review any changes to GATCOM membership as needed.
- Ask GAL to promote the Community Assembly of the Noise Management Board via their official social media channels.
- Ask the NMB to provide materials (such as electronic posters) for GATCOM Members, that can easily be shared on social media and via local newsletters that encourage membership of the NMB.
- Ask the NMB to consider publishing a factsheet about how to make a noise complaint.
- Agree the GATCOM Work Programme 2026 (as previously circulated)

## **4. Passenger Advisory Group**

4.1 The Chair of PAG, Samantha Williams, introduced the report (copies attached to the signed minutes) of the last PAG meeting and activities during the last quarter.

4.2 Samantha added that since her report was drafted ABTA have launched a new [Accessible and Assisted Travel Guide and Checklist](#) for travellers that PAG have welcomed and advise people to share.

4.3 Samantha also informed GATCOM that two of the volunteer PAG members are currently incapacitated and GATCOM joined in wishing them a speedy recovery.

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4.4 GATCOM noted the work of PAG and its engagement with GAL as the 'critical friend' and supports its role as advocate on behalf of passengers.

**5 Chief Executive Officer's Report**

5.1 GATCOM received a report from Pierre-Hugues Schmit, Chief Executive Officer, GAL on activity at the airport over the past quarter (copy attached to the signed minutes). The key points highlighted by Pierre-Hugues were:

- Jet2 will start flying from London Gatwick in March to 29 destinations. Jet2 will operate six A321neo's with five permanently based at Gatwick. Jet2's arrival also creates more than 300 direct jobs across flight deck, cabin crew, engineering, and ground operations.
- Other new carriers include Air Asia X, Air France, Condor, and Eurowings.
- The airport is well-equipped to keep flights running safely and on time this winter season. More than 450 colleagues support London Gatwick's winter operations across airfield, engineering, and fire service teams. This includes 180 "Polar Bears", who are volunteers trained to operate snow-clearance vehicles and 50 landside "Yetis", responsible for gritting and clearing 27 miles of airport roads, car parks, and transport routes, keeping passengers safe.
- GAL hosted the annual Transport Forum in October, bringing together transport leaders, local authorities, and community representatives from across the Southeast.
- GAL also hosted the fourth Gatwick Economic Summit in November with over 200 senior delegates from across the region in attendance.
- Business Change Manager Asher Prower was shortlisted as a Future Leader in the Ethnicity Awards 2025.
- GAL has welcomed a new Head of Aviation Development Jonny Macneal and Mathieu Boutitie, as the new Chief Technical Officer,
- GAL continues its commitment to champion local and national produce by welcoming Sknfed and Discover London to the North Terminal. In addition, Venchi, an Italian chocolatier and gelato maker has opened its first UK store at London Gatwick.
- In December, the annual Gatwick Joint Authorities Air Quality Meeting was held, and the results of the air quality monitoring programme were reviewed by Gatwick and the local councils.
- One of GALs Engineering Apprentice Olivia Bushell has won the Institute of Engineering and Technology Apprentice Prize, awarded every year to apprentices who excel in their role.
- Also, as part of National Apprenticeship Week GAL hosted an Apprenticeship Fair in the STEM Centre.

5.2 Questions from members as a result of the CEO report, and the responses given, included the following:

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- A member asked if any of the new Airlines flying A220's would be modified versions with the known 'whine' noise being fixed. Andy Sinclair responded stating that the A220 issue was known and new A220 aircraft have been modified. However, it was unknown yet when this fix will be rolled out to existing A220s. Pierre-Hugues stated that the Airspace Office at GAL have very active conversations with all new carriers to make sure they are aware of the quality of operations expected at Gatwick.
- Following the recent Judicial Review hearing in the High Court, a member asked if GAL are able to provide any update in relation to the timeline and what happens now. Pierre-Hugues responded stating that the hearings were held on the 20-24 January. A judge indicated that an initial ruling is expected in early March. Following that any party could then seek appeal. That appeal process could take 6-12 months.

## **6 Member's Questions**

6.1 No written member questions were received.

## **7 Airspace Update**

7.1 Andy Sinclair, Head of Noise and Airspace Strategy provided the following updates in relation to airspace and noise.

- GAL have paused progress of London Airspace South (LAS) and are in position to hand over the document sets to UKADS. Once formed UKADS will take responsibility for all airspace modernisation across the UK. Latest indications are that onboarding of UKADS will take place sometime in Q2-Q3 this year.
- The DfT and CAA have undertaken several consultations to which GAL have submitted responses including the most recent DfT's Air Navigation Directions/Air Navigation Guidance consultation.

7.2 Questions from members as a result of Airspace updates, and the responses given, included the following:

- A member asked if plans for Heathrow expansion are delaying Airspace Modernisation. Andy Sinclair responded stating that it is expected, in order to take forward Heathrow expansion from 2035, that all the airspace change for London needs to have been agreed and completed the airspace change process by 2029. Deployment however is a different thing. Andy added that London Airspace South (LAS) is considered to be the less complex and could be one of the first to deploy after 2029.

7.3 Andy then went on to share a [presentation](#) on the London Gatwick Route 4 consultation that was currently live and runs for 14 weeks until 28 April 2026. Andy encouraged all GATCOM members and their organisations and communities to participate in the consultation and attend either an online or in-person event. The details of how to do so can be found in the presentation and on the dedicated webpage <https://consultations.airspacechange.co.uk/london-gatwick-airport/route4/>. Andy also informed GATCOM that the detail included residents being able to pin their homes on a map to see how the different options may affect them.

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7.4 Questions from members in relation to the route 4 consultation and presentation, and the responses given, included the following:

- A member asked if it would be possible for GAL to look at alternative options should the consultation show that all four options are not supported and offer alternative options. Andy explained that any feedback to alter a route would need to have solid logical rationale but there will be time in the process to look at alternatives before anything is submitted to the CAA at the end of the year.
- The same member asked about UKADS Advisory Board that initially suggested would have community representatives, but the recent consultations have suggested it would now only be made up of Airlines and Airports. He asked how the community voice will be presented in Airspace change going forward. Andy explained that currently the CAP1616 process is being followed. Any updated version of that will still have a requirement for consultation. Andy also commented that GAL had responded to the recent consultations around UKADS and included mention of the need for the community voice.
- When questioned if GAL knew when the new Air Navigation Guidance would be published, Andy understood that it was expected before this summer parliamentary recess in order to ensure it can meet the Heathrow timeline.

**8 Noise Management Board**

8.1 The Chair referred members to the NMB update report (copies attached to the signed minutes). In the absence of Jonathan Drew, NMB Oversight Board Chair, Andy Sinclair from GAL introduced the report that summarised the work of the Noise Management Board since the last GATCOM meeting. Andy Highlighted the following from the report:

- Members are encouraged to share and [NMB factsheet](#) and promote the Community Assembly within their communities.
- The focus of the NMB now is the creation of the next workplan and this will be up for discussion at the next Oversight Board in March.

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

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

9.2 Mike explained that since his attached report was published with the GATCOM agenda, NaTMAG has had another meeting where they discussed the Noise Action Plan Annual Progress Report 2025. This would be shared with GATCOM members shortly.

9.3 Linked to Air Quality, NaTMAG has been asked to find out about the availability of APU manufacturer's noise and emissions data with the possibility that it might be used to inform a future piece of work. The NaTMAG Chair confirmed that no suitable data had been obtained so far but that next steps are to contact the engine manufacturers. Mike explained that APUs are small jet engines providing power for turn around and pre departures and members would like to understand if there is any impact of these, particularly during the busy early wave.

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9.4 Mike also explained that the NaTMAG Chair had agreed to engage with the relevant Local Authority Environmental Health Officer to explore options to address the prolific complainants concerns in Broadbridge Heath.

9.5 The issue of odour was discussed, and it was explained that this used to be included and discussed at NaTMAG and that a study had been conducted by consultants Ricardo pre-2019. However, this is no longer managed by the Airspace Office or reported to NaTMAG. It was noted that a member question may come forward in relation to this.

9.6 It was also confirmed at NaTMAG last week that Gatwick will shortly introduce a restriction preventing unscheduled aircraft from landing before 06:00 local time, with such flights instead held in a holding pattern until after 06:00. Scheduled arrivals before 06:00 will continue to be permitted to land. The airport expects to implement the measure in mid- to late-February, although the exact date is not yet confirmed. Full updates will be provided to NaTMAG and the NMB in due course.

### **10 Date of Next Meeting of GATCOM and its Sub-Groups**

10.1 GATCOM noted the next meetings of GATCOM, and its sub-groups and associated meetings as follows:

Passenger Advisory Group - Thursday 12 March 2026.

GATCOM Steering Group - Thursday 19 March 2026.

GATCOM - Thursday 30 April 2026 at 2pm at Gatwick Airport STEM Centre.

NATMAG - Thursday 14 May 2026

NMB Community Assembly – 18 March 2026

NMB Oversight Board – 25 March 2026

The meeting concluded at 3.30pm

## **GATCOM STEERING GROUP - REPORT BY CHAIRMAN, APRIL 2026**

### **1. INTRODUCTION AND OVERVIEW**

1.1 This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 19 March 2026. Recommendations for GATCOM are at the end of the report.

1.2 GAL provided Steering Group with an update on current operations, traffic levels, airlines and routes at the airport over the last quarter. The most up to date information will be provided in the CEO report to GATCOM along with an opportunity for members to ask questions.

1.3 Issues Steering Group sought more information on included the following:

- The judicial review against the government's decision to approve the Northern Runway Project took place in the High Court in London in January 2026 and an update was expected by the end of March. It was noted that the judges view will be open to appeal, and the full process can take between 6 to 12 months. Since the Steering Group meeting we have been informed that an update will be issued after the court's Easter break (14th April).
- Following an update that [The 2025 Decade of Change Performance Summary](#) was published on 11th March, it was suggested that the team attend a future GATCOM to provide a more detailed update on this. We are hoping to programme this in for the next GATCOM meeting in July.

### **2. AIRSPACE & NOISE UPDATES**

2.1 Again, the most up to date information around Airspace and Noise will be provided at GATCOM on 30 April but the following key points were highlighted at Steering Group.

#### **Route 4 Airspace Change consultation.**

2.2 Steering Group were reminded that on 20 January, London Gatwick launched a 14-week public consultation on reintroducing satellite-based navigational procedures for Route 4 - one of the airport's nine departure routes. The closing date for this consultation was 28 April. The consultation has been promoted in local media, via targeted social media, with information also sent via post to addresses in the impacted area. In addition, a number of in-person exhibitions and online webinars have taken place.

2.3 Those Steering Group members who attended events agreed that they were highly informative and the information was clear and easy to understand. GATCOM also sent a number of emails out to remind members of the events and help promote the consultation and these events to communities.

2.4 The Secretariat asked GATCOM members for any comments or issues they felt should be included in a GATCOM response to the consultation. Following Steering Group a draft GATCOM response was circulate to all GATCOM Members. This was then submitted on 20 April and can be viewed on the GATCOM website [here](#).

#### **Noise Action Plan (NAP)**

2.5 Steering Group were provided with a copy of the draft NAP Annual Progress Report 2025 and Andy Sinclair explained the process for its approval. Firstly, NaTMAG review the

NAP at their quarterly meetings, and focus on 3 of the 42 actions. Then in addition, an annual progress report allows a review of all 42 actions, which NaTMAG have also recently reviewed.

2.6 It was also explained that NaTMAG have a 'deep dive' review of the NAP halfway through its 5-year period and that is due later this year.

2.7 Steering Group had no further comments and endorsed the draft Annual Review for GATCOM's approval. The version for approval is attached as Appendix A.

### **Noise Management Board**

2.8 Steering Group received a summary of the feedback that GATCOM had recently provided to the NMB. This included expressing our continued support for the NMB. Praise was given in response to the recent briefing on the Low Noise Arrival Metrics that had included all stakeholders and had been highly informative and well received.

2.9 Myself, the GATCOM Technical Advisor, Lead Member for Noise and Secretariat have undertaken check-ins with both the NMB Chair and the Project Steering Group (PSG). We have used these check-ins to reiterate our desire for GAL to provide better communication and requested that official GAL social media be used to promote membership of the community assembly and successful projects. This is something we hope GAL can take on board over the next few months.

3.0 A suggestion has also been made to the PSG that a focus for a future project could be around Airspace Modernisation to better understand how this could affect noise management.

### **3. A Special Thank You**

3.1 At her last GATCOM meeting before departing for pastures new, Steering Group joined me in thanking Alison Addy for her long service to Gatwick and all the fantastic support she has provided GATCOM, and to communities and businesses around Gatwick over the years. I am sure all GATCOM members will join us in wishing Alison well for the future.

### **RECOMMENDATIONS**

That GATCOM approve the Noise Action Plan Annual Progress Report 2025 (as attached at Appendix A)

**TOM CROWLEY**  
**CHAIRMAN**

## London Gatwick Noise Action Plan 2024-2028

### Annual Progress Report 2025

Date of Issue: 16 January 2026

London Gatwick's Noise Action Plan 2024–2028 was officially adopted by the Parliamentary Under Secretary of State for the Environment on 18 October 2024, in accordance with the Environmental Noise (England) Regulations 2006.

This report provides an update on the second year of work taken forward under the 2024–2028 plan. It covers actions that have been completed, are ongoing, carried over from the previous plan, cyclical in nature, completed during this year, or scheduled for future implementation.

Certain sections include placeholders for information not yet available, such as the Annual Noise Exposure Contour Report for 2025 which is produced by the Civil Aviation Authority (CAA). Circulating this draft is intended to offer an opportunity for feedback on the Noise Action Plan Annual Progress Report before it is finalised. The review process requires the Noise and Track Monitoring Advisory Group (NaTMAG) to examine reported progress at its meeting on 5 February 2026. This timeline allows for feedback ahead of the Gatwick Airport Consultative Committee (GATCOM) Steering Group meeting on 19 March, where the report will be discussed.

In addition to progress updates, the report includes a summary of related Key Performance Indicators, covering areas such as airline compliance with mandated noise abatement measures, night operations, ground noise metrics, and noise contour data. The CAA's Annual Noise Exposure Contour Report will be incorporated once finalised.

As with previous plans, a transparent monitoring process has been agreed and is delivered through NaTMAG, with specific actions reviewed in detail at quarterly meetings. At NaTMAG's February meeting, the airport will propose a list of actions for rolling review during 2026.

Reporting Key

Status	Definition	Symbol	Actions
Completed or achieved	Denotes a project or activity that was completed; or an in ongoing activity for which an end of year, or in year, target was achieved.	✓	2
In Progress	Denotes a project or activity associated with a defined end or completion date.	→	2
Ongoing	Denotes an activity, which is ongoing, periodic (i.e. quarterly) or cyclic in nature. The Airspace Office are actively monitoring these actions.	↻	35
Paused	Denotes a project or activity - which is cyclic or which has a defined end date - that has commenced but then paused.	⏸	3
Stopped/Not started	Denotes a project or activity - which is cyclic or which has a defined end date - that has not started or has been stopped.	○	0

Action Number	Action	Forecast Timescale	Progress 2025	Predicted Completion	2025 Update
C1	We will continue to maintain a charging differential in our published airport charges which incentivises the use of aircraft with the best-in-class noise performance.	Ongoing	○	Ongoing	A review and consultation on the charging differential was undertaken by London Gatwick in Q1 / Q2 2025. The review indicated that the charging model remained relevant without amendment. Plans are in place to share the conclusion of the review with the Noise Management Board.
C2	We will continue to review and report adherence to the effectiveness of our ground noise operational controls.	Ongoing	○	Ongoing	Ground noise data is reviewed on a quarterly basis through NaTMAG and data is published in our Airspace Office quarterly and annual reports, available via: <a href="https://www.gatwickairport.com/company/reports/noise-reports.html">https://www.gatwickairport.com/company/reports/noise-reports.html</a>
C3	We will continue to rank our airline partners in relation to their noise and track keeping performance and report the results through our Airline Noise Performance Table.	Ongoing	○	Ongoing	During Q2 2025, the Airline Noise Performance Table (ANPT) was upgraded to include a comparison of performance against the same quarter in the previous year. This allows for greater transparency on airline performance and whether they have performed better or worse in a 12-month period. The ANPT has been useful to identify poor performing airlines and as a result, has supported our airline engagement programme to drive continuous improvement. The Airspace Office met with 20 airlines in 2025.
C4	We will continue to promote, monitor, and report on adherence to the arrival and departure noise abatement procedures detailed in the London Gatwick Aeronautical Information Publication.	Ongoing	○	Ongoing	The London Gatwick Airspace Office met with 20 airlines in 2025 to drive continuous improvement, particularly with Continuous Descent Operations (CDO) and track keeping. Gatwick made major progress with Air Mauritius on CDO in 2025. Their performance rose from 26% in October 2024 to 86% by December 2025 after we began working with them at the end of 2024. All reporting on arrivals and departures noise abatement procedures is published in our Airspace Office quarterly and annual reports, available via: ( <a href="https://www.gatwickairport.com/company/reports/noise-reports.html">https://www.gatwickairport.com/company/reports/noise-reports.html</a> )
C5	We will continue to monitor and enforce our departure noise limits.	Ongoing	○	Ongoing	No departure noise infringements were recorded by the London Gatwick Airspace Office in 2025. Data is available in the Airspace Office quarterly and annual reports: ( <a href="https://www.gatwickairport.com/company/reports/noise-reports.html">https://www.gatwickairport.com/company/reports/noise-reports.html</a> )
C6	In respect of the second southern runway, we will continue to offer to purchase those properties of owners suffering from a high level of noise and/or a large increase in noise.	Ongoing	○	Ongoing	Nothing to report in 2025.
C7	We will continue to offer a Noise Insulation Scheme (NIS) that helps with the cost of acoustically insulating homes against the effects of aircraft noise within the NIS boundary.	Ongoing	○	Ongoing	London Gatwick continued to offer a scheme to provide eligible buildings with noise insulation throughout 2025. A review of the supplier appointed for this purpose has also been undertaken in 2025. A total of 14 properties benefitted from the scheme in 2025.
C8	We will continue to offer a scheme for acoustic insulation to non-residential noise sensitive buildings within the 60 dB LAeq noise contour.	Ongoing	○	Ongoing	The scheme to provide insulation to non residential buildings continued to be supported and available throughout 2025. No new buildings were identified that were eligible for the scheme during 2025.
C9	We continue to review residential land-use legislation and policies and seek to influence them where practicable.	Paused	II	Paused	The NPPF was updated and published in 2025, however no way to provide influence from airports/Industry was found (even more so for London Gatwick whilst the DCO process was happening). We are working with colleagues globally across the industry, through the ACI Europe and Global Taskforce to find a way forward for Land Use Planning change/influence surrounding airports.
C10	We will continue to administer the Department for Transport night flight regime and ensure that we operate within the prescribed ATM and Quota Count (QC) limits.	Ongoing	○	Ongoing	Reporting on Night Jet Movements is conducted on a weekly basis to the Department for Transport. This includes details of any dispensations applied for by London Gatwick. The quarterly meetings of NaTMAG are also provided with night jet monitoring reports and details of the dispensations granted by the DfT; this information is included in the Airspace Office quarterly reports ( <a href="https://www.gatwickairport.com/company/reports/noise-reports.html">https://www.gatwickairport.com/company/reports/noise-reports.html</a> )
C11	We will continue, as far as is practicable, to take all necessary steps to manage the late running of aircraft to prevent scheduled day movements taking place during the sensitive night period.	Ongoing	○	Ongoing	Data on Night Jet movements is included in DfT reports and Airspace Office quarterly reports available via: <a href="https://www.gatwickairport.com/company/reports/noise-reports.html">https://www.gatwickairport.com/company/reports/noise-reports.html</a>
C12	We will continue to engage actively with Government, the Regulator, Sustainable Aviation, and other bodies where relevant to aviation noise impact management and implement all relevant recommendations and requirements.	Ongoing	○	Ongoing	With the ACI Taskforce, GAL worked towards bringing industry awareness back to the ICAO Balanced Approach. GAL collaborated with Sustainable Aviation on a revision of the 2014 Noise Road Map, founded on the Balanced Approach principles. GAL responded to multiple consultations, including the implementation of the UK Airspace Design Service, the Night Flights Regime for the designated airports, and helped to inform Government and regulator studies, such as the Aviation Night Noise Effects (ANNE) study.
C13	We will continue to participate in the Government's Airspace Modernisation Strategy (AMS) incorporating Future Airspace Strategy Implementation - South (FASI-S).	LAS: 2028 Remaining deployments: 2031 onwards	○	LAS: 2028 Remaining deployments: 2031 onwards	In October 2025 DfT and CAA confirmed that London Gatwick and NATS would no longer be able progress the London Airspace South (LAS) Airspace Change Proposal (ACP) independently and ahead of other London TMA proposals because wider network designs needed to be updated, predominantly to accommodate the new requirement for the 3rd runway at Heathrow airport.
C14	We will continue to ensure that local communities are informed about London Gatwick's activities as part of the Government's Airspace Modernisation Strategy (AMS) incorporating Future Airspace Strategy Implementation – South (FASI-S)	LAS: 2028 Remaining deployments: 2031 onwards	○	LAS: 2028 Remaining deployments: 2031 onwards	In October 2025 DfT and CAA have informed the airport that London Gatwick and NATS would no longer be able to progress the LAS ACP independently and ahead of other London TMA proposals because wider network designs needed to be updated, predominantly to accommodate the new requirement for the 3rd runway at Heathrow airport. In early 2025, the Government proposed creation of a UK Airspace Design Service (UKADS) to take forward airspace modernisation in the London region under a single initiative. As a result, Gatwick's FASI ACP (including LAS) will now be integrated into the UKADS, once established. The timeline for UKADS implementation is unconfirmed as of end 2025.

Action Number	Action	Forecast Timescale	Progress 2025	Predicted Completion	2025 Update
C15	We will continue to provide public access to flight track information and noise related data.	Ongoing	⦿	Ongoing	WebTrak has remained active throughout 2025. It was updated in May 2025 to include a weather widget which, if selected in the Display panel, the weather, wind and temperature at the airport can be viewed which is sourced from METAR data. We review the flight tracker regularly with the Noise and Track Keeping system supplier to make sure the software is up-to-date.
C16	We will continue to maintain the Airspace and Noise Information Portal, refining the existing content as necessary.	Ongoing	⦿	Ongoing	We regularly review the content displayed on the Airspace & Noise Information Portal (aka InsightFull) to ensure that it displays the most up-to-date information. We updated the noise contour pages with the 2024 noise exposure contours.
C17	We will continue to review compliance with Noise Abatement Procedures contained within the London Gatwick Aeronautical Information Publication.	Ongoing	⦿	Ongoing	All data on compliance with noise abatement procedures is reported to NaTMAG on a quarterly and annual basis. The data is published in our Airspace Office quarterly and annual reports, available via: <a href="https://www.gatwickairport.com/company/reports/noise-reports.html">https://www.gatwickairport.com/company/reports/noise-reports.html</a>
C18	We will continue to publish 92-day summer noise exposure contours assessments.	Ongoing	✓	Ongoing annually	The production of Summer annual noise exposure contours was commissioned from CAA's ERCD using the latest version of its ANCON noise model.
C19	We will continue to provide a complaint handling service in line with our published Complaints Handling Policy.	Ongoing	⦿	Ongoing	During 2025, we continued to offer 5 different methods of submitting a complaint. The methods are via the online webform, via WebTrak, write a letter, an automated voicemail service or via the 'app' shortcut on a smartphone. We reviewed the Complaints Handling Policy in September 2025 to ensure that it remains relevant and up-to-date.
C20	We will continue to engage with local communities through the established noise governance groups, and to host an annual airspace public meeting in line with our Section 106 Agreement.	Autumn, annually.	✓	Ongoing annually	Annual Public Meeting (Airspace Fayre) took place 1 October with c. 80 participants.
C21	We will continue to maintain the Noise Management Board.	Ongoing	⦿	Ongoing	2025 represented the first full year of operation for the new NMB, during which performance and collaboration have been consistently positive. Feedback indicates that the Board has functioned effectively, with constructive debate and meaningful discussion contributing to its progress. Two of the three projects scheduled for the year were completed on time and without challenge, with the remaining project on track for completion in Q1 2026. The new NMB team has worked cohesively throughout the year, and the introduction of the Expert Advisory Group has been particularly well received by a wide range of stakeholders. Shorter project timescales and streamlined documentation processes have also proved popular with members, while the external secretariat has shown increased effectiveness, supported by clearer communication and timeline guidelines. Sustained commitment and continued focus will be essential to maintain the success of the new NMB structure and operating model. Nevertheless, 2025 has provided a strong foundation and a positive start for the re-established Board.
C22	We will continue to engage with and provide noise data as required to local Environmental Health Officers through the Gatwick Noise Monitoring Group.	Ongoing	⦿	Ongoing	The Gatwick Noise Monitoring Group, comprising of Environmental Health Officers (EHOs) and the London Gatwick Airspace Office, was held on 21 May and 4 December 2025. During both meetings, noise monitoring data from the fleet of 17 mobile noise monitoring terminals (NMTs) was presented and trends were analysed. Anderson Acoustics were also in attendance to provide technical input to the discussions.
C23	We will continue to engage with Local Authorities for knowledge sharing purposes.	Ongoing	⦿	Ongoing	The Gatwick Noise Monitoring Group, comprising of Environmental Health Officers (EHOs) and the London Gatwick Airspace Office, was held on 21 May and 4 December 2025. During both meetings, noise monitoring data from the fleet of 17 mobile noise monitoring terminals (NMTs) was presented and trends were analysed. Anderson Acoustics were also in attendance to provide technical input to the discussions. In addition to the meetings, the shapefiles of the 2024 contours were shared with the EHOs so they can use them in a GIS.
C24	We will continue to retain a comprehensive mid-term review of the Noise Action Plan by NaTMAG.	Ongoing	⦿	Ongoing	A comprehensive mid-term review of the Noise Action Plan is planned to be held in co-operation with the airport's Noise and Track Monitoring Group (NaTMAG) at the mid-point of the plan term in 2026
P1	We will continue to be vigilant in respect of aircraft with industry acknowledged acoustic issues and seek to resolve such issues through appropriate means.	Ongoing	⦿	Ongoing	Since 1 January 2018, the FOPP modification to the Airbus A320 family of aircraft was introduced which involved charging airlines that did not have the modification retrofitted. At the end of 2025, 99.88% of airlines have been retrofitted with the FOPP modification. We will continue to apply this charge to airlines who fail to retrofit the fleet of Airbus A320 family of aircraft to incentivise the use of quieter aircraft. The Department for Transport are also in discussions with Airbus and Pratt and Whitney on the identified Airbus A220 'whale noise' resonance issue on arriving aircraft to request an engine fix to reduce the noise. Airbus are now due to retrofit both the engines of the existing fleet, as well as new A220 aircraft in 2026. Progress on this is being monitored through NaTMAG.
P2	We will continue to evolve the measures by which we rank airline noise and track keeping performance and report through our Airline Noise Performance Table (ANPT).	Ongoing	⦿	Ongoing	During 2025, we continued to monitor three metrics in the Airline Noise Performance Table (ANPT). One strategic metric (Quota Count/QC per seat) and two operational metrics (CDO and track keeping). A request was received through NaTMAG to enhance the current ANPT to include comparisons with the same quarter in the previous year. A prototype was presented at the February 2025 NaTMAG and accepted in the May 2025 NaTMAG and now features in the Airspace Office Quarterly Reports.

Action Number	Action	Forecast Timescale	Progress 2025	Predicted Completion	2025 Update
P3	We will improve operational performance to reduce arrivals noise.	Ongoing	⌚	Ongoing	In 2025, the Continuous Descent Operations (CDO) achievement was 90.87% which is a 1.34% increase compared to 2024. London Gatwick welcomed 7 new airlines in 2025 and this has affected the average CDO performance for the airport slightly as new airlines become accustomed to Gatwick-specific noise abatement procedures. Airlines are fully briefed by the Airspace Office before they operate from the airport and provided with full information on our noise abatement procedures. We encourage the airlines to disseminate this information to all of their crews. The Low Noise Arrival Metric (LNAM) has completed its 'shadow mode' period to monitor its efficacy in September 2025 and it was found that a 'tweak' to the algorithm in the Noise and Track Keeping system was required, which was completed in December. Validation of the LNAM metric will continue to be reviewed before it is adopted into the Airline Noise Performance Table (ANPT) in 2026.
P4	We will continue to explore opportunities to remove the altitude restrictions on our departure routes.	London Airspace South (or LAS; part of FASI): 2028 Remaining deployments: 2031 onwards	➔	LAS: 2028 Remaining deployments: 2031 onwards	In October 2025 DfT and CAA have informed the airport that London Gatwick and NATS would no longer be able to progress the London Airspace South (LAS) Airspace Change Proposal (ACP) independently and ahead of other London TMA proposals because wider network designs needed to be updated, predominantly to accommodate the new requirement for the 3rd runway at Heathrow airport. In early 2025, the Government proposed creation of a UK Airspace Design Service (UKADS) to take forward airspace modernisation in the London region under a single initiative. As a result, London Gatwick's FASI ACP (including LAS) will now be integrated into the UKADS, once established. The timeline for UKADS implementation is unconfirmed as of end 2025.
P5	We will continue to explore the feasibility of introducing Standard Instrument Departure(SID) routes that distribute traffic within our Noise Preferential Routes (NPR).	London Airspace South (LAS): 2028 Remaining deployments: 2031 onwards Rte 4 ACP: 2027	➔	LAS: 2028 Remaining deployments: 2031 onwards Rte 4 ACP: 2027	In October 2025 DfT and CAA have informed the airport that London Gatwick and NATS would no longer be able to progress the London Airspace South (LAS) Airspace Change Proposal (ACP) independently and ahead of other London TMA proposals because wider network designs needed to be updated, predominantly to accommodate the new requirement for the 3rd runway at Heathrow airport. In early 2025, the Government proposed creation of a UK Airspace Design Service (UKADS) to take forward airspace modernisation in the London region under a single initiative. As a result, London Gatwick's FASI ACP (including LAS) will now be integrated into the UKADS, once established. The timeline for UKADS implementation is unconfirmed as of end 2025.
P6	We will improve track keeping conformance for departing aircraft on our Noise Preferential Routes (NPRs).	2028	⌚	2028	During 2025, track keeping conformance was 92.28% and, particularly on Route 4, conformance was 69.83%. Since the amendment to the Route 4 Noise Preferential Route (NPR) on 1 April 2023, track keeping conformance has declined. This amendment only changed the location of the NPR and not the tracks over the ground. The eventual implementation of the RNAV route as part of the Route 4 airspace change (ACP-2018-86) will provide a point for the DfT to decide on a permanent change to the Route 4 NPR.
P7	We will review the departure noise limits and fines for airlines that breach the limits.	2026		2026 completion - delayed by Envirosuite	The review of the departure noise limits and fines under the auspices of the previous Noise Action Plan completed. Implementation of the proposed new scheme delayed due to significant technical challenges identified during system upgrade to introduce the new metrics into the Noise and Track Keeping system (ANOMS) by Envirosuite. The transition period now expected to commence early 2026.
P8	We will review our acoustic insulation schemes to ensure they remain appropriate and relevant.	Ongoing (annual)	⌚	Ongoing	Our acoustic noise insulation schemes have continued to be supported throughout 2025.
P9	We will monitor the number of additional residential units being created annually within the vicinity of the airport.	Ongoing (annual)	⌚	Ongoing	The relationship with our host planning authority has been maintained and enhanced throughout 2025 to better enable receipt of related planning consent data. Data received for 2025 to be plotted against baseline as an inaugural return. Future annual returns will be compared with it and any trends identified where applicable will be addressed appropriately through action with the relevant authority.
P10	We will consider the voluntary phase out of the scheduling of QC2 aircraft during the core night period.	Ongoing	⌚	2026	The initial study on the impact of a QC2 scheduling ban was completed in 2025, we will publish a feasibility report showing impact and conduct a further consultation with our airlines on revisions to our Conditions of Use with the intent to introduce a scheduling ban on QC2 aircraft in the core night period.
P11	We will consider the introduction of a daytime Noise Envelope, in accordance with the Government Policy at the time.	Paused until NRP plans begin following JR decisions		Ongoing	Nothing to report in 2025.
P12	We will continue to explore innovative methods to reduce noise impacts.	Ongoing	⌚	Ongoing - timescale per project	The Reduced Night Noise (RNN) trial, the Low Noise Arrival Metric (LNAM) and the evolution of the Airline Noise Performance Table (ANPT) remained a focus of work throughout 2025 as legacy NMB projects. Projects added to and completed as part of the new Programme of Work include, Factors Affecting Aircraft Noise (completed), Late Running Aircraft into the Night (completed), and Community Noise Metrics (ongoing to Q1 2026). Also as part of the Programme of Work, 4 educational Briefings were held quarterly throughout the year, focusing on: Land Use Planning, An Overview of Aircraft Noise and the Balanced Approach, Noise Exposure Contours, and Community Noise Metrics.

Action Number	Action	Forecast Timescale	Progress 2025	Predicted Completion	2025 Update
P13	We will continue to maintain a Noise and Track Keeping (NTK) system that is suitable, relevant, and reliable.	Ongoing	⌚	Ongoing	During 2025, we used version 9.10.6 of the ANOMS Noise and Track Keeping system which is the most up-to-date version of the system available to London Gatwick. We also made use of the new ANOMS test system, introduced at the beginning of 2024, so that new functionality can be tested before introduction to regular procedures. This has reduced errors occurring and disruption to the live system. It has also hosted our new departure noise limits scheme which is nearing the end of its development ready to be launched in a transition period in 2026.
P14	We will continue to explore opportunities to improve noise information transparency and accessibility.	Ongoing	⌚	Ongoing	The Low Noise Arrival Metric (LNAM) has completed its 'shadow mode' period to monitor its efficacy in September 2025. A slight 'tweak' to the algorithm was identified in the Noise and Track Keeping system and was completed in December 2025. The data will continue to be validated following this amendment with the aim to publish the data in 2026. We will explore options of how best to publicise the data.
P15	We will continue to provide a fit for Purpose Community Noise Monitoring Scheme (CNMS).	Ongoing	⌚	Ongoing	During 2025, we held two Gatwick Noise Monitoring Group (GNMG) meetings in May and December and continued to work with Anderson Acoustics to promote community noise reporting. The requirement for noise reporting was reviewed during both meetings and in December, it was agreed that a community noise monitoring report for NMT G193 Ruckmans would benefit from a report as there is an unusual peak in aircraft noise during the night period. This will be commissioned in 2026.
P16	We will commission the preparation of additional, annual based, noise exposure contours assessments.	Ongoing	⌚	Complete (2025)	Complete (2025)
P17	We will ensure that our procedures relating to the receipt, processing and reporting of aircraft noise complaints remain fit for purpose.	Ongoing	⌚	Ongoing	During 2025, we continued to offer 5 different methods of submitting a complaint. The methods are via the online webform, via WebTrak, write a letter, an automated voicemail service or via the 'app' shortcut on a smartphone. We reviewed the Complaints Handling Policy in September 2025 to ensure that it remains relevant and up-to-date.
P18	We will consider the feasibility of implementing evaluation metrics to better reflect potential health effects resulting from aviation noise.	Ongoing	⌚	Ongoing	Nothing to report in 2025.

## **PASSENGER ADVISORY GROUP (PAG)**

### **REPORT BY THE CHAIR OF PAG – April 2026**

#### **1. INTRODUCTION AND OVERVIEW**

1.1 PAG's work has been ongoing, and as ever 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.

1.2 PAGs full quarterly meeting took place on 12 March 2026. In the month leading up to the PAG meeting there was a full round of working group meetings where PAG members received updates from GAL on each specific group topic. Any key issues discussed at those meetings and since the last GATCOM meeting are highlighted in this report.

1.3 PAG Working Groups are regularly reviewed to ensure that our focus is on the right issues and all PAG volunteers are engaged in as many areas as possible. Some of the newer members of PAG have now taken on leadership roles of the groups which is great. We still have a couple of members of PAG out of action due to health issues, but they are staying connected remotely and we hope they will back at the airport soon.

#### **2. OPERATIONAL PERFORMANCE**

2.1 GAL continues to meet the vast majority of its Core Service Standards (CSS). The latest monthly performance report from GAL, that includes CSS as well as Airline Service Standards, Special Assistance and On-time Performance, are available on the GAL website [here](#).

2.2 PAG received updates on preparedness ahead of the busy summer season as well as a briefing on new airlines and routes. An update was also provided about how GAL and all stakeholders worked well on the day that the Middle East war started. On that day, most flights to the region did not depart so a lot of work had to be done to disembark passengers and manage that process.

2.3 Updates were provided on the new Pier 6 extension and refurbishment as well as other refurbishment projects including toilets, baggage halls, and forecourts. PAG is grateful to be updated on such projects at early stages and have the chance to input views ahead of any major changes.

2.4 PAG also welcomed a representative from GALs Continuous Improvement Team. He explained they are a small team but cover a wide area across the airport including Airfield and Passenger Operations. Feedback of issues and suggested improvements are feed in by GAL Customer Services and managers including those that have stemmed from PAG Working Groups.

#### **3. CAPITAL INVESTMENT PROGRAMME**

3.1 PAG has a formal consultative role in the development of the airport's five-year Capital Investment Programme (CIP). PAG is consulted alongside GAL's airline customers for input on the overall five-year CIP and separately on the major development projects through joint GAL/airline/PAG working groups. PAG has a dedicated working group who meet with GAL quarterly and submit PAGs views. However, to ensure that all PAG members are aware of how the CIP works, an update was provided by Bronwen Jones,

## Agenda Item 4

Development Director at the last PAG meeting. This included an explanation of the CIP process and how projects progress through stages and tollgates. The session was highly informative and welcomed by PAG members. It was suggested this be included more formally in any future induction for new PAG members. It was also agreed that PAG and our Airline Operator Committee representative would meet ahead of each review to discuss common alignments in respect of the CIP.

### **4. MYSTERY SHOPPER**

4.1 PAG Members have been involved in various mystery shopper projects at the airport. PAG members feedback their experiences to GAL and this information is then used to feedback to teams, identify any training needs and improve the overall customer journey and experience.

### **5. TERMINAL REVIEW VISITS**

5.1 Since the last GATCOM PAG has undertaken a Terminal Review of the South Terminal. This involved a small group of PAG volunteers walking the terminal with a GAL representative and feeding back any issues or areas of concerns. It is also a good time for GAL to update on new and upcoming projects and changes within the terminals. Any issues are feedback to the appropriate teams at GAL for action. No significant issues were identified as a result on this review visit, but some feedback has been provided.

5.2 In addition, and for the first time, PAG have undertaken a review visit focussing purely on car parks. Although improvements have been made to car parks this remains one of the issues that customers contact GAL about the most, so PAG felt it was important to focus some time in this area and gain a better understanding.

### **6. PASSENGER ENQUIRIES AND FEEDBACK**

6.1 PAG received an update and talked through the latest data with the Customer Services Manager at GAL. PAG are pleased to note that compared to the same period last year there were a lot of reductions in negative feedback and compliments were up 386%. GAL talked about how the Customer Services team share complaints with key areas of service within 24 hours and use the investigations to provide a customer response. Data is shared across the teams to aid continuous improvements.

6.2 One of the roles of PAG is to consider Gatwick's procedures for handling and responding to passenger complaints. GATCOM and PAG are not complaint resolution forums but will look at referrals if a customer is not happy with the response they get from Gatwick. PAG look at Gatwick's process and the time taken to respond to complaints; the mechanisms in place for the airport to review and investigate feedback and act to remedy service failure; and the content and language used in Gatwick's responses to passengers. However, I am pleased to report that since the last GATCOM meeting there have not been any referrals to GATCOM.

6.3 The opportunity for PAG members to review the response of GAL and its business partners to passenger feedback is an essential element of the PAG's work. A quarterly audit undertaken by up to four PAG members helps to ensure that the airport's response to passenger feedback is done in an appropriate and timely manner. This quarter involved PAG reviewing twelve cases all of which were responded to within the timelines, personalised and detailed.

**RECOMMENDATIONS TO GATCOM**

- 1) That GATCOM notes the work of PAG and its engagement with GAL as the 'critical friend' and support its role as advocate on behalf of passengers.
- 2) That any passenger related issues from GATCOM members are referred to PAG in advance of the next PAG meeting on 4 June 2026.

**SAMANTHA WILLIAMS**  
**PAG CHAIR**

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# CEO REPORT FOR GATCOM

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January – March 2026

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**Pierre-Hugues Schmit**  
Chief Executive  
London Gatwick



**LONDON GATWICK**

POWERED BY VINCI AIRPORTS   Global Infrastructure Partners

## Airport & Operations



In March Jet2 took off from London Gatwick its newest base with their inaugural flight departing for Tenerife, followed swiftly by its second flight to Alicante. This milestone marks the airline's biggest UK expansion in more than a decade, introducing 29 new routes for summer 2026, further strengthening the airport's growing network.

The airport has been recognised as London's highest ranked airport for overall passenger experience in the latest Airport Service Quality (ASQ) results. Based on passenger feedback compiled by Airports Council International (ACI), London Gatwick was the highest ranked London airport for Overall Experience in 2025 and led the capital across all security screening measures - Ease in Security Screening, Waiting Time: Security Screening, and Courtesy & Helpfulness: Security Staff. Passengers travelling through the airport benefitted from our Next Generation Security, which saw passengers clear security in under five minutes more than 95% of the time throughout 2025. The airport's multi-million-pound investment means liquids of up to two litres and electronic devices, including laptops and e-readers, can remain inside cabin bags at [security](#) – ensuring a hassle-free experience.

In March we implemented an arrivals-holding policy for flights coming in before 06:00, which are not scheduled to arrive before 06:00, this has been to try to discourage airlines from arriving early and taking up our night flight quota. Previously, aircraft arriving earlier than scheduled before 06:00 (typically long-haul operators from China/Singapore) would be permitted to land but it then ate into our Department for Transport (DfT)-set night flight quota and negatively impacted taxiway congestion. These aircraft will now go into a holding pattern until after 06:00, likely for around 10-15mins on average. Flights scheduled to land in the night (pre-06:00) will still be permitted. This only impacts non-scheduled arrivals.

Our Aerodrome Operation is gearing up for the busiest half of their year - summer season. We've introduced a new way of managing aircraft movements on the ground — moving from one Air Traffic ground controller to two. It's a change designed to make the airfield smoother, even safer and more resilient as we prepare for future growth. At the busiest times, one controller has been handling every aircraft on the move. By dividing the airfield into two areas - Ground North and Ground



South - they can share the workload and reduce delays. This is much more than adding an extra seat into the control tower position. This shift has taken years of planning, training and close collaboration with NATS, airlines, ground handlers and across London Gatwick's Airfield Operations, Airfield Compliance, Aerodrome Training, Ground Handling Performance, Airport Fire and Rescue Service, Construction and Engineering teams. From designing new procedures to upgrading technology and installing signage, many teams have played a part.

London Gatwick has been recognised by LGBTQ+ organisation Stonewall as a Proud Employer Champion, in recognition of our work to progress inclusion in the workplace.

London Gatwick had a strong presence at Passenger Terminal Expo (PTE) World 2026, a leading global event bringing together more than 11,000 airport and aviation professionals to explore the future of airport operations. I joined other UK aviation leaders for a panel to discuss how smarter infrastructure, sustainable growth and major investments, such as our Northern Runway programme, can unlock the full potential of UK aviation. The Capital Procurement team also welcomed colleagues from VINCI Airports Procurement, sharing



insights into how we manage supply chain, alongside showcasing the autonomous wheelchairs and Innovation Lab. Across the three-day event our teams engaged with industry partners from around the world and we also welcomed a number of other airports to London Gatwick for meetings and tours.

We are monitoring the conflict in the Middle East closely and our thoughts are with everyone impacted by the situation. We have seen some disruption across global aviation with some flights to and through the region being cancelled or rerouted due to airspace closures and safety restrictions. Our focus is on working with our airlines to support passengers. Both London Gatwick and our airlines remain agile and are able to respond to the changing situation. We are encouraged that other airlines have seen an increase in load factors - and carriers such as Singapore Airlines have significantly increased their operation from London Gatwick this summer. London Gatwick will continue to provide a wide range of options for our passengers in the months ahead.

## Investment & Growth

London Gatwick's world-leading runway efficiency and optimisation means it will see an increase from 55 (2025) to 57 maximum scheduled aircraft movements per hour in 2026, following air traffic control and airfield innovations. These investments and excellent collaboration with airlines and National Air Traffic Services (NATS) helped to deliver the best On Time Departures performance for a decade (excluding the pandemic) with an 11-percentage point increase on 2024.

London Gatwick delivered a strong financial performance in 2025 underpinned by excellent passenger service, optimised operational performance and expansion of its long-haul offer. We welcomed 42.8m passengers, offering more than 220 destinations while welcoming more airlines than ever.

The business' [Annual Financial Statements for 2025](#) published 11 March 2026 show:

- Revenue at £1,132.1m (+0.2%), driven by diversifying airline mix and greater passenger choice
- Profit for the year was £334.7m (-2.4%), with EBITDA at £671.6m (-1.2%)
- Passenger numbers at 42.8m (down 1.1%), with strong long-haul growth of 3.3%, while short-haul numbers were impacted by temporary issues related to aircraft availability (-1.9%)
- Particularly strong year-on-year growth in markets to Sub-Saharan Africa (22%), the Far East and South Asia (24%), and Middle East and Central Asia (17%)

## Airlines and Routes

This summer our passengers will be able to choose from more than 230 destinations across Europe, North America, the Caribbean, Asia, the Middle East and Africa – the airport's broadest network since 2019. Over 60 airlines will be operating from Gatwick this summer, the airport's widest choice of carriers ever, including nine **new** arrivals - Jet2, AirAsia X, Condor, Air Arabia, Air France, Eurowings, Pegasus, Animawings and Beijing Capital Airlines, reflecting the airport's long-term growth and growing network.

[AnimaWings](#) joined London Gatwick's growing airline portfolio, launching six flights per week to Bucharest Otopeni. The route is operated on modern Airbus A220-300 aircraft, giving passengers direct access to Romania's vibrant capital.

AirAsia X will begin operating flights between London Gatwick and Kuala Lumpur from 26 June 2026 the service will operate via Bahrain on A330 aircraft. Passengers can also benefit from onward connectivity to a wide range of destinations including Jakarta, Manila, Tokyo and Melbourne.

Eurowings started flying from London Gatwick in April, the airline will operate 13 flights per week to Cologne, followed by six weekly services to Stuttgart.

Pegasus Airlines is set to begin flights between Istanbul and Gatwick from June 15, giving Gatwick a new link to Turkey, and pushing our number of new airlines for the year to nine.

**New routes:**

- Royal Air Maroc will begin serving Tetouan in Morocco twice weekly from 29 March
- Norwegian will strengthen the airport's ties to Denmark with a new service to Aalborg from 2 April
- Air Transat will launch a new route to Canadian capital Ottawa from 15 May
- SWISS will also be increasing the frequency of its Zurich service to twice-daily from 29 March.

Summer 2026 – over 230 destinations across Europe and 60+ carriers

## Sustainability

The third annual sustainability conference, and second ever sustainability awards held on Thursday 15 January 2026, were a success. They brought together colleagues and suppliers to celebrate key achievements from across the business, and to discuss our progress towards the Decade of Change goals and inspire colleagues to #BeTheChange. A highlight of the event was the launch of the new sustainability app for Gatwick staff, bringing a fun, competitive edge to engaging with our Decade of Change goals, whilst allowing users to earn points for their sustainable actions and share top tips. Following on from this, the sustainability roadshow will take place in April.



The [2025 Decade of Change Performance Summary](#) was published on 11 March, providing an overview of our sustainability activity and performance. This year's report is particularly significant, as it marks the halfway point to 2030. The report celebrates key achievements, reflect on the impact of initiatives implemented across the business, and emphasises what is left to achieve our goals.

# Airspace & Noise

## Airspace Change

### Route 4

The public consultation on the proposed reintroduction of satellite-based (RNAV) flight procedures for the Route 4 departure routes commenced on 20 January and will run until 28 April. The consultation has been supported by an extensive suite of published materials, six webinar sessions and four in-person exhibition events. Stakeholder engagement has been strong, resulting in a high volume of consultation responses.

### **Noise and Track Monitoring Advisory Group (NaTMAG)**

The first NaTMAG meeting of 2026 was held on 5 February and provided a positive foundation for the year ahead. Members reviewed the Noise Action Plan Annual Progress Report for 2025, noting continued progress across key priorities. The group also received in-depth updates on three ongoing Noise Action Plan 2024–28 actions, reflecting the steady progress of the Plan. In addition, the meeting included informative updates from the Department for Transport (DfT), the Airspace Office (Quarterly Report), the Noise Management Board (NMB), and the Airspace Change Lead, ensuring a comprehensive view of all relevant activity.

### **Noise Management Board (NMB)**

The Q1 meeting cycle was successfully completed in March, with a Community Assembly held on 18 March followed by an Oversight Board meeting on 25 March. Both sessions provided valuable opportunities to share progress and gather constructive input.

We were pleased to present updates on the recently completed Community Noise Metrics project, along with refreshed Project Control Sheets that reflect our ongoing commitment to transparency and effective project management. Board members also provided helpful and thoughtful feedback on a range of new project ideas and requests, which will support the continued development of our programme.

In addition, I joined a well-attended ‘all member’ briefing session on the Low Noise Arrivals Metric on 25 February. The session generated positive engagement and strengthened shared understanding of this important workstream.

## Noise Quarterly Performance Data

Parameter	Quarterly Performance	
	Q1 2026	Q4 2025
Track keeping conformance (% on track)	94.66%	91.83%
Core Night CDO (% achievement)	88.54%	90.07%
Day/Shoulder CDO (% achievement)	91.78%	92.21%

<b>24 Hour CDO (% achievement)</b>	91.60%	92.05%
<b>1000ft Infringements (No.)</b>	0	0
<b>1000ft Infringements (No. below 900ft)</b>	0	0
<b>Departure Noise Infringements (Day)</b>	0	0
<b>Departure Noise Infringements (Night/Shoulder)</b>	0	0
<b>West/East Runway Split (%)</b>	67/33	70/30

Minor reduction in CDO performance across the three periods, but strong improvement in track keeping (approaching 95%). Runway split close to long term average.

## Community

Applications opened in February for London Gatwick’s apprenticeship programme, giving aspiring engineers the chance to launch their careers in an innovative and fast-paced airport environment. This year, the airport is recruiting three Electro/Mechanical apprentices and one Heavy Vehicle apprentice, all due to start in August. Applications closed on 2 March with just under 500 applications.



National Apprenticeship Week drew an impressive crowd to our STEM Centre, with the Apprenticeships Fair attracting more than 400 students and jobseekers this week. Colleagues and airport partners from across the campus joined to provide interactive sessions, alongside presentations from current apprentices and graduates. Quiet times were also provided for students with additional needs, giving them a safe space to experience the fair.

In February we launched the Department for Work and Pension's (DWP) newest Aviation Academy, designed to open up job opportunities across Sussex, Surrey and Croydon. The academy partners with Jobcentre Plus and local colleges to deliver a two-week training programme. During the training, candidates gain a Level 1 Introduction to Aviation qualification alongside interview coaching and practice with airport employers. These courses are ongoing and have already resulted in several job offers for successful candidates.



In January Colleagues from the Security Business unit welcomed a group of foster families to London Gatwick for a special behind-the-scenes visit. In support of the airport’s aim to be “the airport for everyone, whatever your journey,” the visit was designed for children who may find the airport environment overwhelming. The tour provided a calm, supportive introduction to what a typical passenger experiences, helping to build confidence ahead of future trips.

Our live careers broadcasts into schools continue to attract high numbers, with 25,228 students viewing our Apprenticeships broadcast during National Apprenticeship Week, which featured several of our current apprentices. Our International Women’s Day broadcast on 5 March attracted close to 25,000 live views

London Gatwick is the newest Aviation Academy from DWP

## Local Economy

In January we delivered the next in our series of SME Growth workshops to support the development of local businesses to supply large business. The workshop theme was ‘Understanding Social Value’ and was delivered to 15 local businesses as pilot activity for the Northern Runway Project’s Employment Skills and Business Strategy.

In February we sponsored the University of Sussex’s Hack Sussex Society’s Hackathon, working with around 170 students on an IT Innovation Challenge set by London Gatwick. We delivered mentoring and workshops through the IT and Innovation Teams, including the Head of Cyber Security and the Head of IT Platforms, helping students to understand tech careers in aviation and innovation. This also formed pilot activity for the Northern Runway Project’s Employment Skills and Business Strategy.

London Gatwick and Oxford Innovation Space hosted a joint “Gateway to Innovation: Connecting Tech with Aviation and Transport” event at the Crawley Innovation Centre in February to launch our two-year partnership to enhance the local innovation ecosystem by supporting start-ups and SMEs based in the Centre.



London Gatwick signed a collaboration agreement with London South Bank University and Croydon Council in February. The partnership will explore opportunities to create diverse pathways for local talent to access higher and degree level technical courses to contribute to the priority skills areas required for London Gatwick’s future growth. This supports the Economic Growth Charter already in place between the airport and Croydon Council.



London Gatwick was headline sponsor of the Gatwick Diamond Business Awards in March 2026. Two Gatwick colleagues were also finalists; one in the Apprentice of the Year category, and the other in the Employee of the Year category.

We participated in the All Party Parliamentary Group for the Southeast and Gatwick Diamond Growth Gateway visitor economy roundtable at the House of Commons to promote our region during English Tourism Week and presented an update to the Experience Mid Sussex partnership.

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## GATCOM

### Noise Management Board (NMB) report, 21 April 2026

London Gatwick has appointed Kirsty Barry as the new Independent Community Representative, who both chairs the NMB's Community Assembly and reports on Community views and requests to the Oversight Board. Ms Barry has also been appointed the substitute member for the Oversight Board chair at GATCOM.

NMB Community Assembly and Oversight Board meetings were held on 18 March and 25 March respectively. In addition to these meetings, an in-person NMB briefing, on this occasion on the Low Noise Arrival Metric, was held on 25 February on the Low Noise Arrival Metric.

In mid-January and mid-April respectively, the NMB Reports on Noise Impacts of Late Running Aircraft and on Community Noise Metrics were circulated, following the completion of both projects, and are available in the projects section of the London Gatwick NMB pages, which can be found under the Programme Steering Group drop down menu at [Noise Management Board | NMB | London Gatwick Airport](#)

The Low Noise Arrival Metric briefing was well attended by both industry, government and communities alike and there was a good discussion. NMB members were pleased that the CEO of London Gatwick also chose to both attend and participate in the meeting and felt it was a sign of his strong commitment to the NMB and all that it represents. The in-person, whole-of-NMB format was felt to be useful and members requested that there be at least one briefing a year in a similar format.

In March both the Assembly and the Board had the same update from the Programme Steering Group (PSG) on the NMB's workflow projects. There was a deep dive on the findings of the Community Noise Metrics project. The completion of the project and the suggestion for a follow up project were both well received. The PSG also put forward, following extensive consultation with stakeholders, a short list of suggestions for new workflow projects. The meetings agreed that the follow up work to previous projects should be prioritised first and also welcomed and debated the shortlist of completely new projects. With the latter, the PSG will take away the views heard and bring forward a new project later in the year, mindful of the flow of the continued projects.

The NMB Oversight Board noted that GATCOM members, and especially elected representatives, struggled with sharing Factsheets with residents and hoped that London Gatwick would be able to share social media content which elected GATCOM representatives could then more easily share. London Gatwick, through its Director of Corporate Affairs and Head of Comms, is engaging with GATCOM and the NMB Oversight Board Chair to try to find a way forward that might work for all. There should be a further update on this by or before the next GATCOM meeting.

GATCOM members can see agendas, documents and key points of the Community Assembly and Oversight Board meetings at the NMB pages which can be found at this link: [Noise Management Board | NMB | London Gatwick Airport](#)

The next set of meetings will be held on the following dates:

- Community Assembly: 10 June 2026
- Oversight Board: 17 June 2026

The Programme Steering Group (PSG) holds project workstream-specific meetings and so those are not recorded here. The PSG reports to each Oversight Board meeting for discussion, so there is full transparency and oversight. Updates are provided to each Community Assembly ahead of the Oversight Board meetings, so that views can be gathered and represented at the Oversight Board discussions by the Independent Community Representative (ICR).

Information factsheets can be freely circulated and are available on the following subjects (they can be easily found on the NMB webpages using the link outlined earlier in this report):

- The Noise Management Board
- Airspace Modernisation
- Advanced Mixed Mode
- Reduced Night Noise Trial
- Airspace and Noise Information Portal & WebTrak

If you have any requests for further Factsheets please let the NMB Secretariat know what they are, and what would make the requested Factsheet valuable to you and your residents, via the Secretariat email: [GatwickNMB.UK@egis-group.com](mailto:GatwickNMB.UK@egis-group.com)

Jonathan Drew, Chair, Noise Management Oversight Board  
21 April 2026

## **NaTMAG - SUMMARY OF ISSUES DISCUSSED**

### **REPORT BY LEAD MEMBER FOR NOISE – April 2026**

#### **1. INTRODUCTION**

1.1 The last meeting of NaTMAG took place on 5 February 2026. The unconfirmed minutes of the NaTMAG meeting are available on [GAL's website](#) with the key points being summarised in this report with any recommendations at the end of the report.

1.2 The key messages from that meeting of NaTMAG to GATCOM were:

- The Noise Action Plan Annual Progress Report has been drafted and reviewed by NaTMAG members.
- The Route 4 consultation has gone live and should be publicised, particularly to communities north of the airport.

#### **2. NOISE ACTION PLAN (NAP) UPDATE**

2.1 The NAP can be viewed in full on the GAL website [here](#). As part of GAL's progress monitoring process for tracking the delivery of the Noise Action Plan (NAP) (as endorsed by GATCOM in January 2021), three actions are reviewed at each NaTMAG meeting. For this meeting, the three actions reviewed, and a short update, are detailed below:

Action C3: GAL will continue to rank our airline partners in relation to their noise and track keeping performance and report the results through our Airline Noise Performance Table.

- This action is being delivered by the Airspace Office, who continue to monitor, rank, and report airline performance on a monthly and quarterly basis. Progress on this action will continue to be reviewed at each NaTMAG meetings.

Action C4: GAL will continue to promote, monitor, and report on adherence to the arrival and departure noise abatement procedures detailed in the London Gatwick Aeronautical Information Publication.

- This action is being delivered by the Airspace Office, who continue to review compliance with noise abatement procedures, engaging with key airlines on a regular basis. Progress on this action will continue to be reviewed at each NaTMAG meetings.

Action C21: GAL will continue to maintain the Noise Management Board.

- Gatwick has committed to maintaining and supporting the Noise Management Board for another year.

2.2 In addition to reviewing the actions above, NaTMAG also received an update on the NAP Annual Progress Report 2025. The draft report was shared with members in advance of the meeting for feedback and at the meeting GAL summarised the number of actions in each category and described how their status—ongoing, completed, in progress, paused, or stopped—is represented in the annual report. The majority of both core and progressive actions were either ongoing or in progress and no actions were classified as stopped or not started, and paused actions related to external circumstances beyond the airport's control.

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2.3 NaTMAG had no major comments on the NAP Annual Progress Report, and it was noted that it would be taken to the next GATCOM Steering Group before being agreed at GATCOM. Once agreed it will be added to the GAL website.

2.4 It should be noted that in addition a mid-term deep-dive review of the NAP is also undertaken by NaTMAG. This is scheduled for later in the year and a whole NaTMAG meeting is set aside to discuss this.

### **3. AIRSPACE OFFICE QUARTERLY REPORT (Q4 2025)**

3.1 The airport's flight operations performance over Q4 2025 was considered, and the complaints analysis reviewed. The quarterly report is very detailed and available on [GAL's website here](#). In summary:

#### **The Airline Noise Performance Table (ANPT)**

- In Q4 2025, a total 60,255 movements were recorded, representing a 2.82% reduction compared to Q4 2024.
- A total of 34 airlines featured on the ANPT table during Q4, and 26 of these airlines improved their CDO performance, as indicated by the positive (green) percentage changes in the table.
- For the first time, all three of Wizz Air managed airlines demonstrated green CDO performance, suggesting that the airline engagement work undertaken by the Airspace Office is producing positive results.
- Qatar Airways experienced a decline in CDO performance, moving them into the amber category; follow-up engagement is planned to understand the cause and support improvement.
- Five airlines improved their RAG status during the quarter, transitioning either from red to amber or from amber to green.
  
- CDO performance remained high across daytime, shoulder, and 24-hour periods during Q4. November achieved the highest performance for both the day/shoulder period and the full 24-hour period. December experienced a reduction in night-time CDO performance due to adverse weather conditions.
  
- The number of go-arounds decreased in Q4, which aligns with the reduction in aircraft movements. The percentage of arrivals that resulted in a go-around remained stable at approximately 0.5%, which is consistent with figures seen throughout the year.
  
- Factors showed that runway occupied events, unstable approaches, and airline operational reasons together accounted for 77% of all go-arounds during Q4. In November, unstable approaches were more common due to strong winds, while runway occupied events were more frequent during higher traffic levels.
  
- All overflights recorded across Crawley, East Grinstead, and Horsham in Q4 were attributed to either go-arounds or discontinued approaches. There was a single altitude infringement over Lingfield, which was associated with a training flight flown manually by a captain and first officer undergoing training.
  
- No noise infringements were recorded.

- There was a departure altitude infringement over Crawley during Q4, which was caused by weather avoidance.
- The airport recorded zero 1,000ft infringements during Q4 and throughout 2025.

### **Complaints**

- The overall number of complaints and complainants decreased during Q4, reflecting both lower traffic levels and colder weather. The web form continues to be the most used method for submitting complaints.
- Complaint volumes increased in comparison to Q4 2024, as did the number of individual complainants (up 8.02% and 16%, respectively).
- One individual submitted 510 complaints in Q4. Many of these referenced very loud or low aircraft but may be a misinterpretation of local noise sources, including a known local stone cutting business. The individual has also submitted complaints about aircraft flying at higher altitudes, which suggests that some concerns may not relate to overflights and not Gatwick operations. Members agreed that further investigation would be helpful. The Chair agreed to liaise with the local Environmental Health Officer to see if a site visit could be beneficial to understand the noise climate in the area.
- October recorded the highest number of complaints (859) and complainants (48) for the quarter.
- The westerly arrival swathe remains the most common complaint category, accounting for 61.5% of all complaints received.
- Enquiry response performance rose slightly with 99.51% of enquiries being responded to within 8 days.

## **4. OTHER ISSUES**

4.1 NaTMAG received their usual update from the Noise Management Board (NMB) as well as updates on Route 4 Airspace Change, FASI-South, and London Airspace South. I am aware that things have moved on since our February meeting and GAL and the NMB will provide full updates on these areas at GATCOM.

4.2 I also attended the most recent meeting of the Flight Operations Performance and Safety Committee (FLOPSC). At that meeting the new night flight protocol was discussed. It was confirmed that Gatwick will shortly introduce a restriction preventing unscheduled aircraft from landing before 06:00 local time, with such flights instead held in a holding pattern until after 06:00. Scheduled arrivals before 06:00 will continue to be permitted to land. The airport initially expected to implement the measure in February, although I now understand this was delayed. A detailed briefing on this will be provided to NaTMAG at our May meeting.

4.3 I also recently attended a meeting with the GATCOM Secretariat, Chair of the NMB, and GAL officers to discuss the issue of how to make a noise complaint. GATCOM members may recall that following the GATCOM Away Day, we asked the NMB to consider producing a factsheet on how residents can make a noise complaint. The meeting was very useful as it also covered a previous concern raised by communities about distinguishing between a noise enquiry and a noise complaint. Initial thoughts are that a

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factsheet would not add any value, and the information is clearly available on the Gatwick website. It was suggested in the first instance that the webpage be reviewed to ensure it is the easy to follow and clear and that NatMAG members share the link and details of the telephone and postal address for complaints. The GATCOM website will also be updated to include this information.

4.4 As always NaTMAG GATCOM members are grateful to the Airspace Office for the level of reporting provided, and the extra transparency that this provides.

### **5. NEXT MEETING**

5.1 The next NaTMAG meeting is scheduled for 14 May 2026.

### **RECOMMENDATIONS**

1. 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.
2. NaTMAG and GATCOM members are encouraged to share public resources like [WebTrak](#) and [InsightFull](#) to help residents understand flight activity.
3. GATCOM members and the public are reminded that the GAL website includes details of how to contact them to make a noise enquiry or complaint.  
The on-line form can be found here:  
<https://www.gatwickairport.com/company/noise-airspace/noise-enquiries.html>.  
The telephone number and postal address are as follows:  
Telephone: 07700 144 827.  
Address: Airspace Office, Gatwick Airport Ltd, 7th floor, Destinations Place, Gatwick Airport, West Sussex, RH6 0NP.
4. The Community Assembly of the NMB is a meeting for community members local to London Gatwick to discuss matters of interest regarding aircraft noise. GATCOM members should encourage community members with an interest in noise to consider joining the community assembly. Simply email [GatwickNMB.uk@egis-group.com](mailto:GatwickNMB.uk@egis-group.com).

**MIKE GEORGE**  
**GATCOM Lead Member for Noise**