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15 October 2026

Gatwick Airport Consultative Committee

A meeting of GATCOM will at **2.00 pm** on **Thursday, 22 October 2026** at the **Gatwick STEM Centre**, Ashdown House, Gatwick Airport (directions included on pages 5-8 of this pack)

GATCOM meetings are open for the public to attend and observe, either in person or virtually. The agendas and minutes of the meetings form the public record and are published on our website https://www.gatcom.org.uk/agendas-and-minutes/ Unauthorised filming, photography or audio recording of GATCOM meetings are not permitted.

To register your interest to observe the meeting please contact the GATCOM Secretariat secretary@gatcom.org.uk by no later than **Wednesday 21 October**

Agenda

2.00 pm 1. **Apologies for Absence** (Pages 5 - 8)

2. **Minutes of the last meeting** (Pages 9 - 16)

To confirm the minutes of the meeting of GATCOM held on 16 July 2026

GATCOM SUB GROUPS

2.10 pm 3. **GATCOM Steering Group - Chair's Report** (Pages 17 - 20)

To consider the report of the Chair summarising the matters considered by the GATCOM Steering Group on 1 October 2026

2.15 pm 4. **Passenger Advisory Group (PAG)** (Pages 21 - 24)

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.

AIRPORT PERFORMANCE AND DEVELOPMENTS

2.20 pm 5. **Chief Executive Officer's Report** (Pages 25 - 32)

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

2.40 pm 6. **Northern Runway Project Update**

GAL to provide a brief update following the conclusion of the Northern Runway DCO legal challenge.

3.00 pm 7. **Member Questions**

Members are encouraged to submit written questions to GATCOMSecretariat@westussex.gov.uk by 9am on Tuesday 20 October 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.

AIRSPACE, NOISE AND ENVIRONMENTAL ISSUES

3.15 pm 8. **Airspace Update**

Andy Sinclair, Head of Aerodrome Transformation, GAL to give updates on progress and issues in respect of:

a) Departure Route 4
b) Airspace Modernisation

3.20 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.

3.25 pm 10. **Noise and Track Monitoring Advisory Group (NATMAG)** (Pages 35 - 40)

To receive from GATCOM's Lead Member for Noise a summary of the deliberations of the last meeting of NATMAG meeting.

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 14 January 2027.
Passenger Advisory Group - Thursday 10 December 2026.
GATCOM - Thursday 11 February 2027 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 5 November 2026.

c) The next Noise Management Oversight Board meeting will take place on Thursday 3 December 2026.

Anticipated finish time of meeting: 3.45pm.

To all members and nominated substitutes of Gatwick Airport Consultative Committee

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LONDON GATWICK

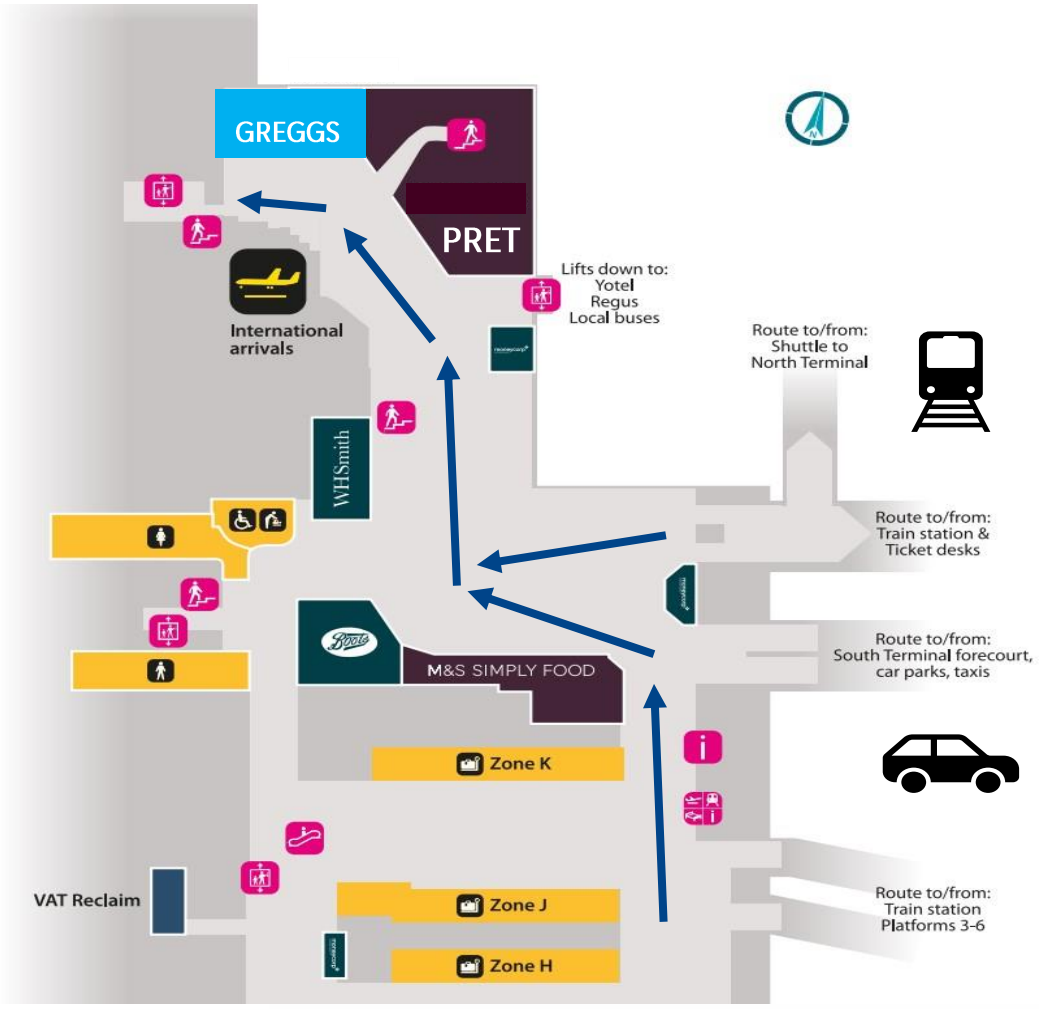
Visitor guide: London Gatwick STEM centre

The London Gatwick STEM Centre is located landside, in the **South Terminal, Ashdown House, RH6 0NP**.

There are a variety of transport options:

Arriving by Train

- Gatwick Rail Station is based in the South Terminal
- Exit Gatwick Rail Station and head towards Pret a Mange at the end of South Terminal
- Once you see Greggs and the international arrival exit doors, proceed through the hallway until you find stairs or the lift (see below for the map)
- If you are taking the lift, select floor 0; otherwise, walk down the stairs to floor zero
- Exit the doors, turn left, and walk straight until you reach Ashdown House
- Enter Ashdown House and the STEM Centre will be on your right



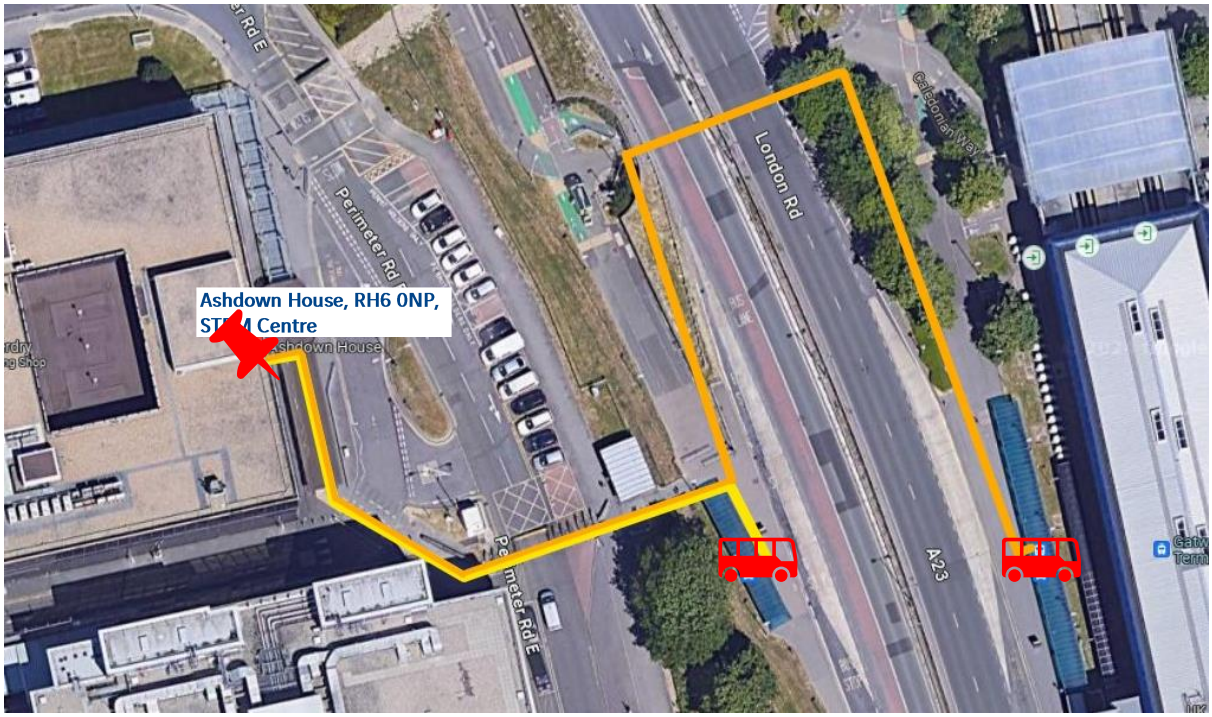
LONDON GATWICK

Arriving by Car

- Please park in the South Terminal Short-Stay Car Park, Horley, Gatwick RH6 0NP
- Please bring the ticket issued on entry with you and we will issue a pre-paid exit ticket
- From the car park, enter the South Terminal. Please see the instructions above for more details
- Please remember to note where you have parked e.g. Orange car park / Level 3, Row B – so you can easily find your vehicle on exit.

Arriving by Bus

- Most bus services operate from the lower South Terminal forecourt.
- Local Metrobus services depart from stops on the A23, and the STEM Centre is opposite these stops
- For more information about getting to the airport by bus or coach, please look at this link here: https://www.gatwickairport.com/transport-options/coach-bus.html
- The walk to the STEM centre is only a few minutes. Please see the image below for more details



If you are struggling to find the STEM Centre, then please ask for directions to the ID centre as it is located next door.

LONDON GATWICK

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Emergency Reception Centre Requirements Notice:

The STEM Centre is now a dedicated space should any major incidents at the airport take as a landside emergency reception centre.

In the unlikely event of a major incident occurring at the airport, London Gatwick Airport will require the STEM facility to be vacated.

You will be requested by either the airport Police, or Airport terminal management teams, to vacate the centre as soon as possible (within 30 minutes). Groups should therefore ensure that they have arrangements in place for consolidated onward travel (bus/coach) for their booking at the STEM Centre. The terminal management team will help facilitate access/egress for onward travel as required.

You should also ensure that you communicate to any parents/carers, of your group's safety and onward travel plans. Parents/carers should not be asked to come to the airport to collect attendees.

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Minutes of the meeting of the Gatwick Airport Consultative Committee (GATCOM) held on 16 July 2026

Present:	
Tom Crowley	Chair
Angie Hills	ABTA
Cllr Alan Jones	Burstow Parish Council
Fran Downton	Tourism SouthEast
Cllr Malcolm Fillmore	Rusper Parish Council
Cllr Nigel Emery	Horsham District Council
Cllr Ian Gibson	Mid Sussex District Council
Cllr Helyn Clack	Surrey County Council
Cllr Brian Quinn	West Sussex County Council
Brett North	Gatwick Diamond
Hugh McConnellogue	Airline Operators Committee
Ed Winter	Environmental Group representative
Stuart Pick	London Chamber of Commerce
Jonathan Drew	Noise Management Oversight Board Chair
Cllr Mike George	Horley Town Council
Cllr Nick Hilton	Crawley Borough Council
Samantha Williams	Passenger Advisory Group
Robin Clarke	NATS
Ben Davis	Unite

Also in attendance:	
Pierre-Hugues Schmit	Chief Executive Officer, GAL
Sam Fulton	Director of Communications and External Affairs, GAL
Andy Sinclair	Head Aerodrome Transformation, GAL
Conor Noon	Public Affairs Manager, GAL
Tim Norwood	Chief Planning Officer, GAL
Richard Lennard	Economic and Community Partnerships Manager, GAL
Julie Kapsalis	Principal and CEO of North East Surrey College
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), Cllr Richard Biggs (Reigate and Banstead Borough Council), Cllr Caroline Ward (West Sussex County Council), Cllr Peter Griffith (East Sussex County Council), Cllr Chris Phillips (Mid Sussex District Council), 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 30 April 2026 be approved and signed by the Chair.

3. Membership and Appointments

3.1 The Secretariat introduced the previously circulated report (copies attached to the signed minutes) updating on membership and setting out for approval the appointments to be made to GATCOM's sub-groups and Vice Chair.

3.2 Resolved – That GATCOM:

- Note the changes in GATCOM membership.
- Agree the appointment of Helyn Clack as Vice Chair of GATCOM for 2026/27.
- Agree the membership of GATCOM Steering Group for 2026/27 including Surrey District Councils having 3 representatives for an additional year.
- Agree the Airlines and Travel/Tour Operators seats on PAG for 2026/27 as detailed in 3.5.
- Agree to waive the rule that a substantive and substitute member from the same Local Authority cannot be appointed to NaTMAG.
- Agree the appointment of Liz Lockwood to NaTMAG for a period of 1 year.
- Agree the GATCOM representatives to the Noise Management Board as detailed in 4.6.

4. Gatwick Region Airport Economic Zone (AEZ)

4.1 GATCOM welcomed Richard Lennard, Economic and Community Partnerships Manager, GAL, and Julie Kapsalis MBE, Principal and CEO of North East Surrey College of Technology. Richard and Julie are Co-Chairs of the Gatwick Airport Economic Zone Interim Strategic Advisory Board and provided GATCOM with an update and presentation about the AEZ.

4.2 Questions from members as a result of the presentation, and the responses given, included the following:

- Fran Downton stated that with the current environment she would encourage all GATCOM members to embrace and support this private/public partnership.
- Cllr Helyn Clack asked the Board to ensure awareness and promotion of the AEZ was being made to the new Local Authorities being established as a result of Local Government Reorganisation. Julie stated that key partners do include local authorities but also added that if there are any events that GATCOM members feel would be good to promote the AEZ then please contact Julie or Richard.
- Cllr Helyn Clack also asked how the AEZ can support young people and care leavers. Julie responded stating that the AEZ partners, as well as contractors and wider employers offer a significant opportunity in terms of employment for all. Julie acknowledged that there are other groups that have a more formal role to play around skills, skills is still a key part of the AEZ. Sam Fulton from GAL did add that GAL have several targeted programmes including those for harder to reach and disadvantaged groups and she would be happy to discuss this further with Helyn.
- Ian Gibson asked if the Interim Strategic Board was at a position where it can lobby, particularly in relation to Quantum AI. Richard stated that this was identified as an area of strength through the taskforce and highlighted that Quantum was identified as an opportunity to drive economic growth in the area. This has been showcased at the recent attendance of UKREiif and at the front of

the Boards strategy to promote. Julie and Richard would be happy to discuss this up further with Ian outside of the meeting.

- Nick Hilton asked if the AEZ would be lobbying government on any infrastructure issues that may help economic development in the area. GAL added that as a major part of the national infrastructure, Gatwick does already liaise with government and local authorities and local businesses via many established routes. GAL offered to discuss further with Nick if he had any specific infrastructure issues he wished to highlight.

4.3 The Chair thanked Julie and Richard for taking the time to attend GATCOM and provide this presentation on such an important topic.

5. GATCOM Steering Group – Chairman's Report

5.1 The Chair of GATCOM introduced his report (copies attached to the signed minutes) of the last Steering Group Meeting that took place on 25 June and highlighted the attached appendices containing the Annual Air Quality Report and a separate report on Ultrafine Particles.

5.2 Ed Winter expressed concern that the Steering Group report did not highlight the health effects and concern raised about the Ultrafine particle report. The Secretariat highlighted the recommendation in the report that GATCOM supports the work around this and will be reported directly to GATCOM on an annual basis and that when further data is available, GATCOM will also request an update from Sustainable Aviation.

5.3 Resolved – That GATCOM:

- Agree that GATCOM will continue to meet at the STEM centre with the Secretariat continuing conversations with GAL to improve facilities including audio/visual equipment.
- Note the Noise Exposure Contours for Gatwick Airport 2025.
- Save the date of 14 October to attend GALs Annual Airspace & Noise Public Forum.
- Note the Annual Air Quality Report 2025.
- Note the Ultrafine Particle Report and support Reigate and Banstead Councils in continuing this work with Defra funding and reporting to GATCOM annually.
- Note that Sustainable Aviation are also undertaking some work on Ultrafine Particles and seek to get an update from them when completed.

6. Passenger Advisory Group

6.1 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.

6.2 Samantha highlighted the engagement that PAG have had with GAL on Pier 6 and the Departure Lounge expansions and thanked GAL for the early engagement on such important passenger focused projects. Samantha also praised GAL for keeping PAG updated on incidents that happen at the airport and how this may affect passengers.

6.3 Samantha also commented that PAG would soon again be meeting with GAL to discuss the latest Capital Investment Programme.

6.4 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.

7. Chief Executive Officer's Report

7.1 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).

7.2 Pierre-Hugues asked Tim Norwood to provide an update on the Northern Runway Project and the Judicial Review process. Tim reminded GATCOM that the initial Judicial Review hearing in the High Court took place in January 2026 with 11 grounds of challenge by GACC and CAGNE. The information and evidence provided at that was then considered and on 23 June 2026 the judge dismissed all 11 grounds of challenge. In recent weeks both GACC and CAGNE have applied for permission to proceed to the Court of Appeal and last week the Court of Appeal Judge agreed to consider the 6 grounds put forward for further appeal. The hearing for that is expected to take place on 27, 28 and 29 July.

7.3 Other updates highlighted from the CEO report by Pierre-Hugues were:

- Gatwick is now in the peak summer period, and the priority is to deliver safe operation at the airport for everyone.
- For the 11th year in a row, GAL earned The Wildlife Trusts' Biodiversity Benchmark, a milestone that celebrates the ongoing dedication to the thriving habitats surrounding London Gatwick.
- Gatwick has received a special editorial recognition award from New Civil Engineer, for being the first airport in the world to gain PAS2080 certification which is an international standard for managing whole-life carbon across the built environment, focusing on net-zero.
- London Gatwick has acquired control of the World Cargo Centre, bringing one of the airport's most strategically important freight facilities fully into its operational estate. At Gatwick cargo flies in the hold of passenger aircraft.
- Discover London, a new retail offering, has opened. The store celebrates the best of British alongside local makers including Monty Bojangles and Bolney English Wines.
- New overnight train trials from London Victoria and Reading, delivered in partnership with GTR and GWR, have started and will improve access for early morning departures and late-night arrivals while promoting more sustainable travel choices.
- A new Eastbourne to Gatwick bus route has also been launched with metrobus.
- A number of new airlines have started at Gatwick including Pegasus Airlines daily service to Istanbul. Eurowings and Condor have introduced 19 weekly flights to Cologne and Stuttgart. Also, the launch of a double daily Air France service to Paris and the opening of Jet2's new base at Gatwick with 29 routes this summer.

- Connectivity to China has also strengthened with Beijing Capital Airlines and Air China.
- Regarding sustainability GAL is halfway through the second Decade of Change. A roadshow took place to celebrate the successes with drop-in information session and as well as the launch of a new sustainability app.
- Chillers have responded well during the recent heatwaves. GAL is also progressing changes to it heating equipment to support its carbon commitments.
- In May, GAL confirmed a partnership with Kent Wildlife Trust and Somerset Wildlife Trust, facilitated by Wilder Carbon. This £1 million investment in nature will help transform degraded land into species habitats and play an important role in achieving GALs Net Zero 2030 commitment.
- Pierre-Hugues Schmit stated that the Gatwick Community Trust (GACT) has now been replaced by the new Gatwick Community Fund with a more targeted approach across the region.
- The London Gatwick Aviation Academy has supported 97 unemployed residents from Sussex, Surrey, and Croydon, to gain insight into careers within the aviation sector through airport visits, industry engagement, and training. Participants undertake an accredited programme leading to a Level 1 qualification, alongside a guaranteed interview with a Gatwick Airport campus partner. By the end of May 2026, 44 graduates had either secured employment or were awaiting start dates with campus partners.
- Gatwick also recently supported English Wine Week by promoting local producers in the airport.

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

- Alan Jones has been the GATCOM appointed trustee on GACT since 2017. Alan praised the work of GACT and thanked all the trustees for the hard work and dedication they had put into revieing and awarding grants to local community groups.
- Helyn Clack added that she was also a trustee on GACT and mentioned the huge impact it has had on local organisations and charities. She asked if the funds will still be allocated to those in areas most affected by airport operations. She also asked for thanks for Jo Rettie as the Chair to be noted. The GATCOM Chair joined members in thanking GACT and agreed that he would write to the outgoing Chair to pass on GATCOMs thanks. GAL added that the new Community Fund is essentially only a change in administration. The same amount of money will be allocated inline with the S106 agreement. The fund would increase as passenger numbers increase. Full details were included in a recent press release and more detailed S106 information would be sent to Helyn for information.
- GAL were asked how the recent hot weather had impacted operations. They responded stating that there was an impact on staff working out in the airfield and additional measures had been put in place for them. Some areas of improvement have been identified and will be worked on. Surface Access has been affected, and GAL continue to work with partners to ensure issues are communicated to passengers.

8. Member's Questions

8.1 One member question was received in advance of the meeting. The question and the response are detailed below.

Question from Ben Davis (Unite the Union – South East)

Unite have been requesting conversations on health and safety issues around the campus through local reps and full-time officials. The MP for Crawley has also written to the CEO of GAL on the matter and there has been no response. What is the issue preventing GAL from holding constructive talks on these matters?

Response from Gatwick Airport Limited

"We received an enquiry from Peter Lamb MP's office and took the time to provide a considered response which was shared with the MP's office on 3rd June 2026. In our response we outlined the existing forums through which health and safety issues are currently raised, managed, and escalated. We also reaffirmed that health and safety is London Gatwick's top priority and highlighted recent activities delivered through the VINCI Health and Safety Week. We fed back that Unite's proposal for a new Northern Runway Trade Union Working Group is a request that will be reviewed as Northern Runway plans develop. While we are open to considering new groups where there is a clear benefit, we also need to avoid duplication of existing engagement structures. We have also offered to meet Peter Lamb MP with our HR Director to better understand Unite's ambitions and discuss future engagement."

8.2 As a supplementary Ben stated he would follow up with Peter Lamb MPs office but also asked if he could have further details about the existing engagement structures and health and safety forums. Sam Fulton from GAL agreed to follow up with Ben after the meeting about any specific issues.

9. Airspace Update

9.1 The Chair welcomed Andy Sinclair and congratulated him on his promotion and new role as Head of Aerodrome Transformation at GAL. Andy went on to provide the following updates in relation to airspace and noise.

Route 4 Airspace Change consultation.

9.2 Andy reminded GATCOM that Route 4 is one of nine departure flight procedures from Gatwick, and the consultation has been about the reintroduction of satellite-based navigation to Route 4. Andy explained that all the other main runway departure routes have satellite navigation. A 14-week consultation was launched on 20 January and closed on 28 April. The consultation is part of a 7-stage detailed process set out by the CAA. The consultation is stage 3 of the process and is now complete.

9.3 Over 1800 responses were received. The process now is to identify all the relevant issues raised and then categorise the feedback. A consultation response document will be produced and submitted to the CAA. This is on track for GAL to submit by the end of July. Implementation of change is planned to be end of 2027, but this is subject to change depending on the analysis of feedback.

Airspace Modernisation

9.4 All work in relation to Airspace Modernisation has been paused pending the established of the newly formed UK Airspace Design Service (UKADS) that will be responsible for deploying, developing, and maintaining all future airspace. GAL have met with UKADS to prepare for the handover of the design work already undertaken by GAL.

9.5 The CAA and DfT have consulted on changes to the air navigation directions and guidance and the CAP1616, which is the process for airspace change. No revised versions of these have yet been published but are expected imminently.

10. Noise Management Board

10.1 The Chair referred members to the NMB update report (copies attached to the signed minutes). Jonathan Drew, NMB Oversight Board Chair, introduced the report that summarised the work of the Noise Management Board since the last GATCOM meeting. Jonathan highlighted the following:

- Katie Baker has been appointed as the temporary NMB lead to provide interim cover pending the return of Rebecca Mian. Jonathan reassured GATCOM that Katie comes with deep expertise with noise and experience of the NMB.
- The Annual Airspace & Noise Forum is scheduled for 14 October, 3-6pm, and is open to the public, including all GATCOM members. Please do "Save the date" as this will be an important briefing for the local community. Further details will follow.
- Rolls Royce provided the Community Assembly with a briefing on the future of noise and engines and manufacturing. This really help community members understanding of what may be possible. The Oversight Board has requested to have a similar briefing later in the year.
- Regarding the ongoing dialogue that the NMB, GATCOM and GAL have had about promoting the Community Assembly has resulted in GAL, as sponsors of the NMB, publishing on social media (via X and Facebook) about the NMB Community Assembly. The GATCOM Secretariat has shared this with GATCOM members to encourage everyone to reshare and repost and that is still possible now. The posts were on the 30 June, and the links were additionally added to this MS Teams Meeting chat.

11. Noise and Track Monitoring Advisory Group (NATMAG)

11.1 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. Mike highlighted the following:

- Initial results from the new early morning arrivals holding policy were positive. NaTMAG will continue to monitor this, especially in respect to any increase in noise complaints, although early signs are not showing any increase.
- Engagement with Airbus has resulted in validated engine design to address the 'whale noise' of the A220. This is expected to be certified by late 2026/early 2027.

- NaTMAG had discussed the definition of overflights of areas with specific geographic boundaries, such as Horley. These boundaries were set in the 1960s and due to expanding housing may not be the same as the boundaries of those areas today. It was agreed that it would not be practical to update operational boundaries, the wording used in official documentation could be reviewed and clarified.
- Following discussions and concerns raised by community members GAL have now amended the noise complaints form to include noise enquiries.

12. Date of Next Meeting of GATCOM and its Sub-Groups

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

Passenger Advisory Group – Thursday 17 September 2026
GATCOM Steering Group - Thursday 1 October 2026
GATCOM – Thursday 22 October 2026 at 2.00pm. This meeting will be in person.

The meeting concluded at 4.00pm

GATCOM STEERING GROUP - REPORT BY CHAIRMAN, OCTOBER 2026

1. INTRODUCTION AND OVERVIEW

1.1 This paper summarises the matters considered by the GATCOM Steering Group at its meeting on 1 October 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 Steering Group welcomed the news that Stewart Wingate will be taking over from Baroness Margaret Ford as Chair of London Gatwick. I hope that Stewart will be able to attend a future GATCOM meeting in his new role.

2. NORTHERN RUNWAY UPDATE

2.1 Tim Norwood, Chief Planning Officer, attended Steering Group and provided us with update on the Northern Runway Project and in particular an overview of next steps and how GAL intend to keep GATCOM informed as the project progresses.

2.2 As members are aware the legal challenge process has now concluded following a number of High Court hearings and then a Court of Appeal hearing that resulted in all the eleven grounds of appeal lodged by CAGNE and GACC being dismissed. No further appeals are possible and therefore the planning consent as issued by the Secretary of State can now lawfully be taken forward.

2.3 Tim explained that a recruitment process has started to bolster the teams in construction, procurement, design and programme and project management. In total there will be about 70 new roles appointed within GAL to support the project.

2.4 In parallel with the recruitment, GAL are also in talks with the supply chain and will be appointing strategic technical partners to assist with the 130 projects within the scheme. This work will likely commence at the beginning of next year and include surveys and investigations to ensure the detailed designs can be fully implemented.

2.5 Following that, Tim explained that a logistics strategy will look at how the construction will be delivered. As part of the DCO a number of logistic sites/construction compounds have been identified. This is expected sometime next year.

2.6 Tim assured Steering Group that GATCOM remains the primary stakeholder group for Gatwick and GATCOM will be kept informed as the project progresses.

2.7 Steering Group members did have a number of questions mainly focused on construction works and the passenger number increase and the effect these will have on the roads and residents surrounding the airport. As Tim explained the DCO does contain details of how and when things must be delivered and Gatwick will adhere to the DCO and S106 agreement.

2.8 I can assure GATCOM members that we will continue to work with members and GAL in a positive and constructive manner and monitor all matters concerning the management of the airport which affects the interests of users of the airport, local authorities and others interested groups.

3. RECENT DISRUPTION

3.1 As members are aware there have been some significant issues in the last quarter that have caused disruption at the airport. Sam Fulton, Director of Communications and External Affairs, provided Steering Group with a briefing following the recent water shortages and Air Traffic Control issues.

3.2 Sam informed us that the water shortage issues on 26 July and 28 August had little impact on flights but obviously a lack of water in the terminals caused much disruption for passengers at the airport. The NATs failure on 8 September had a much wider impact and caused major disruption to flight operations that resulted in a number of flights being cancelled and passengers having to be decontrolled back through the airport.

3.3 As stated in the PAG report to GATCOM, they were kept updated at the time of these incidences and have since received more detailed updates in relation to learnings and improved resilience planning.

4. AIRSPACE & NOISE UPDATES

4.1 Again, the most up to date information around Airspace and Noise will be provided by GAL and the NMB Chair at the GATCOM meeting but the following key points were highlighted at Steering Group.

Route 4 Airspace Change consultation.

4.2 The 14-week public consultation on reintroducing satellite-based navigational procedures for Route 4 - one of the airport's nine departure routes, closed on 28 April. GAL confirmed they had received over 1800 responses which have now been reviewed, and a consultation response document has been submitted to the CAA. No preferred option will be identified until after the CAA respond and further analysis of the feedback is undertaken.

Airspace Modernisation

4.3 This is essentially on pause. GAL have handed all work to date over to UKADS which is expecting to stand up in the coming months. New Air Navigation Directions and Guidance have now been published.

Noise Action Plan – Mid Term Review

4.4 As required by the Environmental Noise (England) Regulations 2006, Gatwick Airport has a Noise Action Plan which is designed to manage noise and effects arising from aircraft departing from and arriving at the airport, including reduction if necessary. The current plan covers the period 2024 – 2028 and contains 24 core and 18 progressive actions.

4.5 NaTMAG regularly review specific actions in the NAP but half way through the term they review the whole plan and that process has recently taken place. Further details of that are provided in the NaTMAG report to GATCOM. Steering Group were provided with a copy of the mid-term review report, and no further comments were made. The report will therefore be published on the GAL website soon.

5. GATCOM AWAY DAY

5.1 Since the last GATCOM we have confirmed that the next GATCOM Away Day will take place on Friday 20 November. Items for discussion are likely to be around Local Government Reorganisation and options for future GATCOM membership, GATCOMs work programme and how this should be amended to reflect the fact that the Northern Runway Project is now to proceed. Other issues are also being considered, and a final programme will be shared with members nearer the time. If members have any suggestions of what should be included, please contact me or the secretariat.

5.2 A report from the away day with any recommendations for GATCOM will be presented at the next GATCOM meeting.

RECOMMENDATION

GATCOM members, substitute members and support officers are all encouraged to attend the GATCOM Away Day on 20 November and if they had any specific issues they would like discussed to let the Secretariat know in advance.

TOM CROWLEY
CHAIRMAN

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PASSENGER ADVISORY GROUP (PAG)

REPORT BY THE CHAIR OF PAG – October 2026

1. INTRODUCTION AND OVERVIEW

1.1 PAGs full quarterly meeting took place on 17 September 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. The key issues discussed at those meetings and since the last GATCOM meeting are highlighted in this report.

1.2 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.

1.3 GAL continues to meet most 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. PAG WORKING GROUPS

2.1 The following issues from the recent round of PAG Working Groups, were highlighted to GAL:

- Following PAG and customer feedback about the private security search rooms and reassurance from GAL that improvements would be made, PAG were disappointed that the only improvement seems to be that the walls have been painted. The room at the North Terminal is still shared with a server making it hot and uncomfortable. PAG have asked if further improvements are planned to ensure passengers who require a private or additional search can do so in comfort.

- PAG members had recently visited the new children's play areas in the terminals and spoke to parents of children using them. The feedback on the equipment was incredibly positive. There was some feedback that the area was not easy to find or very well signposted and PAG have relayed this to GAL.

3. RECENT DISRUPTIONS.

3.1 PAG received full and honest updates from GAL following the recent disruptions due to water shortages and Air Traffic Control issues. They received a full explanation of what happened on the days and how GAL responded, in addition to the learnings from these events and what may be done differently in future.

3.2 PAGs biggest concern was about the health and safety of passengers, especially in the baggage reclaim after multiple flights were cancelled and passengers had to go through the decontrolling process. PAG was reassured that GAL, the Airlines and Ground Handlers all worked well together, and they continue to have regular discussions about how such large-scale incidents could be managed in the future.

4. PASSENGER ENQUIRIES AND FEEDBACK

4.1 PAG received an update and talked through the latest data with the Customer Services Manager at GAL. It was noted that the Customer Satisfaction Score has dropped slightly to 69% against a target of 75% and that the Comeback Ratio is 8% against a target of 10%. It was also noted that the average response rate was now 13 days against a target of 14 days.

4.2 GAL shared a summary of the negative feedback for Q3, compared to last year. As already mentioned there have been some major disruptive events in Q3 and this has resulted in a 31% increase in complaints compared to Q3 last year. As expected, baggage reclaim was the area of most complaints. However, PAG noted that only 51 complaints were received following the NATs issue and all are being responded to individually.

4.3 Since the last GATCOM meeting there has been one customer complaint referral to GATCOM and this is currently being reviewed by the PAG Customer Services Working Group. 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.

4.4 The opportunity for PAG members to review the response of GAL and its business partners to passenger feedback is also an essential element of 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 and once again our Customer Services Working Group have undertaken this review.

5. OTHER UPDATES

5.1 PAG continue to be kept updated about the new Pier 6 Western Extension. The extension to the existing Pier 6 will provide 8 new stands and hybrid gate rooms and it is planned to be operational by Summer 2027. Prior to that, PAG are likely to be involved in some operational trials and pre-trial evacuation exercises to ensure the passenger experience is evaluated before it fully opens.

5.2 As mentioned in my last report, PAG have received updates from the Project Team managing the refurbishment and expansion of the International Departure Lounges (IDL). Following that briefing further discussions took place, particularly with the Assisted Travel Working Group to ensure that plans incorporate their feedback.

5.3 Some of the PAG members recently visited the Gatwick Central Area Recycling Facility. It was a great tour and PAG were really pleased to learn about how much of Gatwick's waste is recycled and what is being done to encourage even more.

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 10 December 2026.

SAMANTHA WILLIAMS
PAG CHAIR

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CEO REPORT FOR GATCOM

July – September 2026

Pierre-Hugues Schmit
Chief Executive
London Gatwick

LONDON GATWICK

POWERED BY VINCI AIRPORTS Global Infrastructure Partners

Airport & Operations

Green light for Northern Runway project after Court of Appeal rejects legal challenge

We received final clearance to proceed with our Northern Runway programme following the conclusion of all legal challenges, ending an eight-year planning process. The project, one of the UK's largest privately financed infrastructure schemes, will now move into the detailed design and delivery phase and is expected to generate significant economic benefits, including 14,000 jobs and a £1bn annual boost to the UK economy.

Summer resilience

Water supply disruption: On 26 July, an issue at SES Water's Bough Beech Water Treatment Works, affecting the wider local area, resulted in a complete loss of water supply to London Gatwick.

Despite receiving no advance notice, our operational teams responded at pace, implementing contingency arrangements to protect the operation and support passengers and staff. Temporary toilet facilities were deployed, bottled water was provided for staff, and additional teams were positioned across both terminals.

London Gatwick maintained regular passenger communications and worked closely with SES Water throughout the incident. As water pressure returned, facilities were safely and progressively reopened, with normal operations resuming once the supply was fully restored.

While this exceptional event caused significant disruption to the passenger experience, our rapid response and established contingency arrangements ensured disruption to the wider airport operation was limited.

Further water supply disruption: A further local water supply issue on 28 August caused disruption in the North Terminal. Building on lessons learned from the July outage, London Gatwick implemented

contingency measures at an early stage and worked closely with SES Water and airport partners to protect the passenger experience and maintain airport operations.
Restaurant partners supported the response by keeping all food and beverage outlets open, ensuring additional seating and facilities remained available to passengers. Additional temporary toilets were deployed, while access to toilet facilities and water refill stations was maintained throughout.

The response demonstrated the improvements made following the July incident, helping to contain the impact and maintain operational resilience. Despite occurring on the busy bank holiday weekend, there was no disruption to flight operations, with all scheduled flights able to depart as planned, and passengers were kept informed throughout.

NATS technical issue: On 8 September, a technical issue at NATS affected a number of UK airports, including London Gatwick, resulting in disruption to flight operations.

London Gatwick worked closely with NATS, airlines and airport partners as the situation developed, while passengers were advised to check directly with their airlines for the latest information on their flights.

Flights resumed following resolution of the technical issue, although some time was required for airlines and the wider operation to recover. A small number of residual delays continued during the recovery period, but operations subsequently returned largely to schedule.

In response to the event, we are undertaking a thorough review of the lessons identified and are working closely with our airline and ground handling partners to develop and strengthen processes for managing future large-scale disruption. We look forward to the full response of the CAA to the outage which was commissioned by the Secretary of State for Transport.

Leadership changes

There have been a number of important leadership changes across London Gatwick and our wider airport network. Stewart Wingate became Chair of London Gatwick on 1 October, succeeding Baroness Margaret Ford following her retirement. Stewart brings extensive knowledge of Gatwick and the wider aviation sector, having served as the airport's Chief Executive for 15 years before becoming Managing Director, UK Airports for VINCI Airports and GIP in September 2025.

Baroness Ford stepped down after almost three years as Chair, during which she played an important role in strengthening relationships with national and local stakeholders and supporting Gatwick through the final approval stages of the Northern Runway programme.

Separately, Chief Operating Officer Mark Johnston has been appointed Chief Executive of Edinburgh Airport, taking up the role on 1 October. During his two and a half years at Gatwick, Mark played a key role in strengthening operational performance and resilience, including the successful rollout of next-generation security and a range of airfield performance enhancements. His successor will be announced in due course.

Investment & Growth

Interim results

In August we published our interim results with a strong first half performance despite geopolitical challenges, with revenue increasing 4.8% to £515.2m and EBITDA rising 5.5% to £276.5m. While passenger numbers reduced 4.7% to 19.1 million for the period (mostly due to the impact of the Middel East conflict), demand remained resilient, with seven new airlines launching services and the airport now serving 231 destinations via more than 60 carriers. Operational performance remained strong, with 95% of passengers clearing security in under five minutes.

Progress continues on Gatwick's £1.9bn capital investment programme, including the £140m Pier 6 extension. The airport is also deploying innovative technologies such as AI-enabled Smart Stands and robotic parking to improve operational efficiency and passenger experience.

UK-first robotic parking launches at Gatwick

London Gatwick has become the first UK airport to introduce robotic parking, launching a new service in partnership with Stanley Robotics.

Located close to the South Terminal, the technology is designed to provide passengers with a faster and more convenient start to their journey. Passengers leave their vehicle in a dedicated cabin and keep their keys, while automated robots securely move and park the car before returning it ready for collection when they arrive back at Gatwick.

The service launched for passengers in August and represents another example of how we are using innovation and technology to improve the passenger experience, making journeys through Gatwick simpler, smoother and more convenient.

London Gatwick invites bids for flagship food and beverage sites as airport prepares for future growth

London Gatwick has launched its largest-ever food and beverage tender, creating a significant opportunity to further enhance the passenger experience across both terminals.

The tender seeks leading hospitality partners to deliver a new generation of flagship food and beverage concepts, with opportunities ranging from quick-service and fast-casual dining to major pub locations.

The programme forms part of our wider strategy to transform the passenger experience and prepare the airport for future growth, including the opportunities created by our privately funded Northern Runway Programme. As passenger numbers and our international network grow, we are focused on ensuring our commercial offer evolves alongside them.

The tender also supports our ambition to be the airport for everyone, providing greater choice and a diverse range of concepts that meet the needs of our increasingly broad passenger base.

Submissions are open until 10 November 2026, with operators able to bid for individual locations or a wider portfolio of opportunities.

Airlines and Routes

Growing our long-haul connectivity

London Gatwick continues to strengthen its long-haul network, with new and upcoming routes expanding our connectivity across Africa and Asia.

In July, Air Zimbabwe launched a new three-times-weekly service to Harare, making London Gatwick the only UK airport with a direct connection to Zimbabwe's capital. The route restores a direct Gatwick-Harare connection for the first time in more than 14 years and responds to strong demand for African travel, with passenger traffic between London Gatwick and the continent growing by 72% since 2023.

Our African network is set to expand further in summer 2027, with British Airways launching new services to Kilimanjaro and Zanzibar from May. Flights will operate three times a week from Gatwick, flying to Kilimanjaro before continuing to Zanzibar. Together, these additions further strengthen Gatwick's connections with key destinations across Africa.

Connectivity with China has also continued to grow. Air China launched a new service to Chengdu Tianfu in July, providing a direct link to one of China's major economic and cultural centres and an important gateway to western China.

These additions underline the continued strength and diversification of Gatwick's long-haul network, supporting greater choice for passengers while strengthening the UK's connections with important international markets.

Sustainability

The Section 106 Annual Report has been published on the Gatwick website and provides an update on performance against the obligations set out in the Section 106 agreement with local authorities. The report can be accessed here: S106_AMR 2025_complete_v1_030826.pdf

Vinci Environment Day was celebrated as part of Gatwick's Environment Week in September. All colleagues were invited to attend activities including litter picking, and a Lunch and Learn on waste. Colleagues also had the opportunity to travel on one of Gatwick's new electric buses and visit the Motor Transport Workshop, where Gatwick's Head of Sustainability, Mark Edwards, hosted a Q&A session with Rémi de Maumon Longevialle, CEO of Vinci Airports. The discussion covered environmental and sustainability priorities across the wider Vinci Airports network and at Gatwick.

Airspace & Noise

Noise and Track Monitoring Advisory Group (NaTMAG)

NaTMAG met on the 6 August 2026 with the key topics for discussion included a briefing on the Aviation Night Noise Effects (ANNE) study and the Aviation Noise Attitudes Survey (ANAS) as well as the usual updates on the Noise Action Plan, Airspace Office Quarterly Reports, a DfT, airspace and an NMB update.

Noise Management Board (NMB)

The NMB Community Assembly met on the 16 September, followed by the NMB Oversight Board on the 23 September. Both forums discussed ongoing technical projects, including progress on the development of an interactive Noise Impact Table and the introduction of new night-time runway rotation scheme feasibility study. London Gatwick provided an update on the next steps for the Northern Runway Project, while the DfT outlined recent changes to the Air Navigation Guidance. NATS also reported on the status of the UK Airspace Design Service (UKADS).

NaTMAG (London Gatwick) led an NMB Briefing on 12 August, informing communities on the role of NaTMAG and how the group interacts and works with the NMB.

Noise Quarterly Performance Data:

	Quarterly Performance	
Parameter	Q3 2026	Q2 2026
Track keeping conformance (% on track)	91.16%	91.95%
Core Night CDO (% achievement)	90.21%	90.92%
Day/Shoulder CDO (% achievement)	90.08%	91.01%
24 Hour CDO (% achievement)	90.10%	91.00%
1000ft Infringements (No.)	2	0
1000ft Infringements (No. below 900ft)	0	0
Departure Noise Infringements (Day)	0	0
Departure Noise Infringements (Night/Shoulder)	0	0
West/East Runway Split (%)	69/31	65/35

**Q3 2026 Core Night CDO and 24 Hour CDO may slightly change once 4 flight tracks have been reprocessed.*

Community

Aviation Academy

The Aviation Academy goes from strength to strength with over 150 people now going through the programme. Job Outcome rates for Surrey and Sussex participants are at 79% with candidates moving into roles with airport partners including airline check-in, premium men's fashion stores and airline lounge roles.

Candidates have expressed the difference this has made to them:

"The Aviation Academy was a great opportunity. I was really excited by the airport environment and the range of opportunities available, and the programme gave me the confidence to decide what I wanted to do as a future career. I deepened my knowledge, developed customer service skills and met lots of new people, some of whom I now work alongside at Swissport."

Work Experience

In July we hosted 29 students from schools in Crawley, Horley, Horsham and Redhill for our 3rd annual Year 10 Work Experience week. The students gained insight into airport operations meeting with people working in a variety of roles and departments including engineering, construction, airlines and ground crew. Work Experience week has enabled students to build confidence, develop skills and prepare for the world of work. The programme has already produced 1 engineering apprentice who attended in 2025 and started working at the airport in September this year, the work experience programme and people working in London Gatwick inspired him so much that he knew where he wanted his career to start.

Local Economy

Working with Surrey County Council

London Gatwick hosted representatives from the Department for Business Innovation Science and Trade (DBIST) and Surrey County Council in September as part of a wider tour of Surrey. The tour included a visit to the airport's Innovation Lab and provided an opportunity to share an update on the development of the Gatwick Region Airport Economic Zone (AEZ).

AEZ

In July, we marked a major milestone for the Gatwick Region Airport Economic Zone (AEZ) with the launch of the Interim Strategic Advisory Board (ISAB) at Artelium Wine Estate in East Sussex. Following the inaugural meeting, business and economic stakeholders joined an AEZ Summer Meet and Brief event, which provided an update on progress and showcased Artelium as a leading regional visitor economy destination.

Working with Local and Regional SMEs

September saw the launch of the **2026 Gatwick for Growth SME Masterclass Series**. Developed with Manor Royal BID and Gatwick Diamond Business, the programme, launched through Gatwick's Employment, Skills and Business (ESBS) procurement pilot, supports local SMEs through workshops on procurement, business growth and sustainability.

The first session attracted seven businesses, with a further 13 registered for October. The programme is already delivering results, with several participating construction SMEs invited to a Meet the Buyer event in November, connecting local suppliers with Tier 1 contractors.

The masterclass series and ESBS procurement pilot will continue through October and November, helping SMEs build capability, strengthen networks and access new business opportunities.

As part of the Gatwick for Growth SME Programme, GAL's IT team delivered an AI workshop and Q&A for 35 local SMEs.

Delivered in partnership with the Crawley Innovation Centre, the event supports the ESBS Innovation Theme and GAL's commitment to the regional innovation ecosystem. Innovation Theme activities will continue into November through collaborative Innovation Challenges with the Surrey and Sussex Institute of Technology and the Crawley Innovation Centre.

GATCOM

Noise Management Board (NMB) report, 14 October 2026

NMB Community Assembly and Oversight Board meetings were held on 16 September and 23 September respectively. In addition, there was a NMB Community Assembly briefing on the work that NATMAG does on 12 August. A number of new members were inducted during this quarter, including new representatives on the Oversight Board from West Sussex and Kent County Councils.

Over the summer there were some important changes for those focused on aviation noise at London Gatwick. The final legal challenges to the Northern Runway were dismissed, and the Government issued the updated Air Navigation Guidance (ANG) with changes to the altitude-based priorities. Previously, noise was prioritised below 4,000ft and also between 4,000ft and 7,000ft unless any proposal significantly increased CO2. The updated ANG now prioritises noise below 5,000ft, and flight efficiency at 5,000ft and above.

The Community Assembly was interested in being briefed more about noise monitor placement whilst the Oversight Board received an agreement from London Gatwick that a whole-of-NMB briefing on aviation noise & the Northern Runway will take place in 2027.
I have proposed that this is widened to include any GATCOM members who also wish to attend.

Rolls Royce outlined future aircraft design changes to Oversight Board members that will help to reduce noise in line with the international ICAO commitments. The briefing was very well received and showed the significant effort that industry put into the strategic aviation noise agenda. It also gave useful cause for reflection amongst Board members on what else the NMB can do strategically.

Both the Community Assembly and the Oversight Board were briefed on two new tools that the NMB's Programme Steering Group have put together. The first is an interactive Noise Impact tool on the factors that affect aircraft noise, such as the weather. The second tool is a "Personal Dashboard" which brings together existing information into a single resource for residents to see how they are personally impacted by aviation noise from aircraft using London Gatwick. Both tools were very well received and (by the time of GATCOM) will have been road tested

at the Annual Airspace & Noise Forum at London Gatwick on 14 October.

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 NMB meetings will be held on the following dates:

- Community Assembly: 2 December 2026
- Oversight Board: 3 December 2026

As a reminder, 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, with a new factsheet having been developed on the XMAN (Cross Border Arrival Management) since my last report to GATCOM. The factsheets can be found on the NMB webpages using the link indicated earlier in this report:

- The Noise Management Board
- Airspace Modernisation
- Advanced Mixed Mode
- Reduced Night Noise Trial
- Airspace and Noise Information Portal & WebTrak
- The Low Noise Arrival Metric
- XMAN (Cross Border Arrival Management)

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

Jonathan Drew, Chair, Noise Management Oversight Board
14 October 2026

NaTMAG - SUMMARY OF ISSUES DISCUSSED

REPORT BY LEAD MEMBER FOR NOISE – October 2026

1. INTRODUCTION

1.1 Since the mast meeting of GATCOM, two NaTMAG meetings have taken place. There was a full meeting of NaTMAG on 6 August and an extraordinary meeting on 10 September to review the Noise Action Plan. The unconfirmed minutes of both meetings can be viewed 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 the meeting of NaTMAG in August to GATCOM were:

- The results of the ANAS and ANNE study were presented to NaTMAG at the August 2026 meeting.
- A reminder that the Annual Airspace and Noise Forum will take place on 14 October at Gatwick Airport's STEM Centre.

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:

Proactive Action 10: We will consider the voluntary phase out of the scheduling of QC2 aircraft during the core night period.

- A feasibility study was completed in 2025 involving representatives from the Airspace and Noise team, Sales and Operations Planning, Legal, Finance, and airline stakeholders. The study found that, at the time, no QC2 aircraft movements were scheduled during the core night period. However, during consultation, one airline expressed opposition to a formal ban due to concerns about wider network implications, despite not scheduling QC2 movements at Gatwick itself.
- Gatwick had considered introducing a ban through Local Rule 1, but this option was not progressed. Alternative mechanisms were also explored, including the possibility of incorporating restrictions within the airport's Conditions of Use. Ultimately, it was decided not to proceed with implementation at that stage on the grounds that it was not considered to be in the best interest of the business.

The original intention behind this action had been to replicate the successful voluntary phase-out of QC4 aircraft. The Noise Action Plan had envisaged a two-stage approach: first eliminating the scheduling of QC2 movements during the core night period and then progressing towards the complete removal of QC2 operations during those hours. NaTMAG suggested that pursuing this objective would represent a meaningful improvement in night noise management for local communities. GAL agreed that the matter could be revisited and noted that future aircraft fleet changes may influence the position.

Proactive Action 15: We will continue to provide a fit for purpose Community Noise Monitoring Scheme (CNMS).

- A report had been produced by Anderson Acoustics and had now been finalised. The report relates to Noise Monitor 193 (Ruckmans), located to the west of the airport. This monitor is affected by both easterly arrivals and westerly departures.
- The report examined noise data covering the period from 2022 to 2025. 2019 was excluded from the analysis because a full year's dataset was not available for that monitoring location (the monitor was installed in summer 2019). Subsequent years affected by the COVID-19 pandemic were also considered unsuitable for comparison purposes.

Proactive Action 16: We will commission the preparation of additional, annual based, noise exposure contours assessments.

- The CAA had published the 2025 annual-based noise contours, the report for which is available through the Gatwick noise website.
- Gatwick intends to continue producing and publishing both the summer and annual contour datasets on an annual basis going forward.

3. NOISE ACTION PLAN MID TERM REVIEW

3.1 As well as reviewing 3 specific actions at every NaTMAG and an Annual Progress report every February, NaTMAG also review the whole Noise Action Plan (NAP) half way through its term. This review took place in September at an extraordinary meeting.

3.2 At the time of the meeting, the status of the actions was as follows:

- 31 Ongoing actions: 19 are Core (C) and 12 are Progressive (P) actions.
- 7 Paused actions: 3 Core and 4 Progressive actions, paused until Northern Runway Project activities commence.
- Completed / Achieved: 1 Core and 1 Progressive action.
- In Progress: 1 Core and 1 Progressive action.
- No actions are currently Stopped or yet to begin.

3.3 Members had a number of questions and sought clarification on some issues, but no major amendments have been suggested, and NaTMAG members generally find the NAP to be good and to be working, delivering changes, improving noise and that it holds the airport to account.

4. AIRSPACE OFFICE QUARTERLY REPORT (Q2 2026)

4.1 The airport's flight operations performance over Q2 2026 was considered, and the complaints analysis reviewed. The quarterly report is very detailed and available on GAL's website here.

4.2 The key performance indicators for Q2 2026 in comparison to Q2 2025 show that total aircraft movements were down by approximately 1%. The proportion of Chapter 14 aircraft increased, while the proportion of Chapter 3 or below aircraft decreased, representing a positive downward trend.

4.3 No noise infringements were recorded during the quarter.

4.4 Both Continuous Decent Operations (CDO) performance and track keeping conformance had improved, with both metrics exceeding 90%, and track keeping conformance reaching 91.95%.

4.5 23 Airlines had achieved improvements in their CDO performance during the quarter. Six airlines improved their overall status rating, moving between red, amber, and green performance categories. Gal explained that new airlines often appear lower in the rankings initially as crews become familiar with London airspace and Gatwick operating procedures. Gatwick engages with airlines before operations commence and follows up approximately six months after commencement to reinforce noise abatement requirements.

4.6 Engagement has recently taken place with TAP Air Portugal, who requested performance statistics to be separated by fleet type to determine whether a particular aircraft type was contributing disproportionately to lower CDO performance. Discussions with the airline remain ongoing.

4.7 NaTMAG highlighted several positive developments within the airline CDO data, including significant improvements by Wizz Air Hungary. However, we also expressed concern regarding the relatively poor CDO of Air France. It was noted that Air France applies a specific interpretation of CDO across multiple airports, including Heathrow and Gatwick, which has historically made performance improvement difficult despite ongoing engagement. GAL agreed to focus on the team's engagement efforts with Air France.

4.8 We discussed the overall final ranking displayed on the dynamic Airline Noise Performance Table published on the airport website. GAL explained that the overall ranking combines several metrics, including QC/seat, CDO and track keeping, with additional weighting applied to some categories. While individual performance metrics are clearly presented, there is currently no explanation available to users regarding how the overall final ranking column is calculated. It was agreed that Airspace Office will review the final ranking methodology used within the Airline Noise Performance Table to determine whether they remain relevant and add sufficient value. NaTMAG also requested additional analysis into QC/seat performance in recent years as it would be helpful to see how airline QC has changed over the years.

4.9 GAL reported that 24-hour CDO performance continued to be above 90% throughout Q2. Daytime and shoulder performance declined slightly during June, reflecting adverse weather conditions at the start of the summer season. Core night performance improved relative to Q1 despite increased traffic levels. Following discussion around this GAL agreed to include actual movement numbers alongside percentages for CDA performance in next quarterly report to give readers additional context.

4.10 The proportion of go-arounds remained low during the quarter.

4.11 Route 4 conformance fell during Q2, declining from approximately 80% in March to around 70% during the quarter. This decline was the principal factor behind lower overall track keeping conformance. Conformance on all other Noise Preferential Routes remained at 99.4% or higher.

4.12 Night flight activity during Summer 2026 remained in line with plan and no concerns had been identified regarding the airport's ability to remain within its seasonal limits. A total of 212 dispensations had been granted by the end of June. The majority of these were associated with Air Traffic Control staffing constraints within French airspace.

Complaints

4.13 Noise complaints increased noticeably during May 2026. Analysis indicated that this was likely linked to the first significant heatwave of the year combined with a change from prolonged easterly operations to westerly operations. One day generated 185 complaints, approximately half of which were submitted between midnight and 3am.

4.14 Most complaints continue to be submitted through the online portal, with Tunbridge Wells, Broadbridge Heath (Horsham) and Tonbridge remaining the locations generating the greatest number of complaints.

4.15 GAL shared concerns around the increasing number of complaints being received without complete address information. The current online complaint form allows submissions to be made without a valid name or address, provided a postcode is entered. This creates difficulties in accurately identifying complainants' locations, investigating concerns, and issuing meaningful responses. GAL has proposed introducing an address lookup database that would require users to select a complete address from a dropdown menu based on their postcode. Members expressed broad support for implementing mandatory address selection and enhancing the quality of location data collected.

4.16 Discussion took place regarding complaint location maps included within the report. We suggested that non-Gatwick complaints should either be removed from the map or distinguished in some way, as they could distort perceptions of Gatwick-related impacts. GAL noted that the maps represent individual complainants rather than individual complaints, meaning that a person could potentially complain about both Heathrow and Gatwick operations at different times. However, GAL agreed to explore how complaints relating to Gatwick flights and Heathrow flights could be more clearly distinguished on complaint maps in the Airspace Office Quarterly Report.

5. OTHER ISSUES

5.1 NaTMAG received their usual update from the Noise Management Board (NMB) and GAL. As usual GAL and the NMB will provide full updates on these areas at GATCOM.

5.2 NaTMAG also received an update from the DfT on the recently published Aircraft Noise Attitudes Survey (ANAS) and Aviation Night Noise Effects (ANNE) Study. Both are useful studies and these along with the second part of the ANNE study, expected by the end of this year, will help with future policy and in particular the governments review of the UK night flight regime which is expected next year.

5.3 GATCOM member have recently contributed comments, via UKACC, on the CAA review of Noise Insulation Schemes (NIS). The CAA want to build a clearer evidence base on what airports currently provide. The CAA is beginning interviews with 11 UK airports, though September and October, to gather further evidence and assess whether existing policy requirements need to be reviewed. The CAA aims to produce a draft report by the end of December, with publication planned for March 2027. GATCOMs general view is that the current measures provided by Gatwick are sufficient and well managed by Gatwick, but it is something we are keen to keep a monitor of as the Northern Runway and the new scheme progresses.

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

6. NEXT MEETING

6.1 The next NaTMAG meeting is scheduled for 5 November 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.

MIKE GEORGE
GATCOM Lead Member for Noise

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