

# 10

DECADE  
OF  
CHANGE



2018 Performance Report  
Our journey to be the UK's most sustainable airport

YOUR LONDON AIRPORT  
*Gatwick*

# Welcome



## ABOUT THIS REPORT

This is our annual Decade of Change Sustainability Report for 2018. It presents a summary of our 2018 performance and actions on our ten Decade of Change issues, our progress on our 2020 targets and our KPI data tables. The Report is also available as a PDF, together with our 2018 Carbon report, at [www.gatwickairport.com/sustainabilityreport](http://www.gatwickairport.com/sustainabilityreport)

When we launched our Decade of Change strategy in 2010, I was confident that Gatwick would demonstrate the importance of competition by transforming the passenger experience, redefining efficient runway operations and combining responsible environmental management with strong community programmes.

Today we serve more than 46 million passengers annually, an increase of over 45% since 2010, and we have done this within the same physical footprint and a reduced environment footprint. We use 10% less energy and 30% less water and we have a smaller noise footprint. Aircraft carbon emissions have been decoupled from growth and have declined on a per seat basis. Our industry is very focused on innovation to deliver quieter and cleaner flight, and Gatwick is closely involved in this as can be seen in the case studies and data reported in these pages.

In 2018 we continued to innovate on key societal themes such as accessibility, the skills agenda and the local visitor economy. The Decade of Change involves teamwork across the Gatwick Family and thousands of airport staff are contributing by assisting passengers with reduced mobility and hidden disabilities, reusing a cup or bottle, and participating in our volunteering, fundraising and biodiversity projects.

In 2018 we also launched our draft Master Plan which, in line with Government policy, includes our proposals for making best use of our existing infrastructure. We are committed to playing our part in connecting the UK to global destinations and generating continued growth and jobs for the local and national economy. The recent change in Gatwick's ownership provides further opportunity and support to continue to innovate in growing our airport.

The Decade of Change strategy, and our focus on delivering it as part of an efficient and passenger focused airport, has given us a strong foundation for the next decade as we continue our journey to be the UK's most sustainable airport and maintain the ongoing trust of our stakeholders.

A handwritten signature in blue ink, which appears to read 'Stewart Wingate'. The signature is fluid and cursive, written over a white background.

**Stewart Wingate**  
Chief Executive Officer

# Gatwick's vital statistics 2018



**46.1\***  
million  
passengers  
and climbing

**1 IN 5**  
PASSENGERS TRAVELLING  
ON BUSINESS

- 450+** DAILY DEPARTURES
- 50+** REGULAR AIRLINES
- 240+** DESTINATIONS
- 60+** LONG HAUL ROUTES

**INVESTORS  
IN PEOPLE**  
ACCREDITED

**GATWICK  
EMPLOYS**  
**24,000**  
AND A FURTHER **20,000**  
IN THE LOCAL ECONOMY



**109**  
AIRCRAFT  
STANDS  
FOR UP TO  
**146**  
AIRCRAFT

**N S**  
**2 TERMINALS**

**346**  
CHECK-IN DESKS  
&  
**69**  
SELF SERVICE  
KIOSKS

**3,316m**

\* Calendar year ending 31 December 2018



# 2018 Performance



## EFFICIENCY AND INNOVATION

Sustainability is a key part of Gatwick's transformation since we became an independent airport in late 2009. We've grown from 31 million to over 46 million passengers per year by investing heavily to transform the passenger experience and operational efficiency of our airport. At the same time, through our Decade of Change we're reducing our environmental footprint and strengthening our community programmes. In 2018 we continued to improve our environmental efficiency while implementing initiatives in energy and water efficiency, electric vehicles and community investment.

Information on our Decade of Change data boundaries is provided on page 31.

## Carbon

**Retained LEVEL 3+ 'Neutral'**  
Airport Carbon Accreditation

**13%  
REDUCTION**

in GAL emissions from fuel and energy in 2018 compared to 2017

**50.3% cumulative reduction**  
on 1990 baseline

Aircraft emissions increased by 0.2% and surface access emissions decreased by 3%



## Energy

**3%  
INCREASE**

in airport energy consumption in 2018 compared to 2017

**10% REDUCTION** in energy used and **38% REDUCTION** in energy ppax since 2010

**100% RENEWABLE ELECTRICITY** purchased to run the Airport for the 6th year



## Air Quality

**283,926**

air traffic movements

**26%** of flights by the cleanest aircraft (ICAO CAEP 8)

We continue to operate well below annual mean limits for NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub>



## Noise

**7%**



reduction in noise contour 54 dB standard Leq in 2018 compared to 2017

**56%** of flights by the quietest aircraft (ICAO Chapter 14)

**93%** of A320 aircraft have been modified to reduce noise on arrival





## Water

**5%  
REDUCTION**



in airport water consumption in 2018 compared to 2017

**29% REDUCTION** in water used and **52% REDUCTION** in water ppax since 2010

**Onsite filtration enables water reuse** in our recycling centre, valet car park and surface water drainage system

## Waste

**6%  
POINT INCREASE**



in reuse and recycling to 64%

**6% point decrease** in offsite recovery for energy to 36%

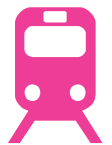
All empty coffee cups and plastics being recycled

ZERO Waste to Landfill Certification retained

## Surface Transport

**44%**

of passengers reach Gatwick by public transport



**43%** of Airport staff commute by public transport, cycling or walking

**76,000 commuting miles** saved by staff car-poolers

**10,000 electric miles** by Bluecity drivers to or from Gatwick

## Biodiversity

Retained The Wildlife Trusts' **BIODIVERSITY BENCHMARK**



certification for the 5th time

**74** onsite volunteering and education days with **380** volunteers

**22** surveys conducted, recording **1,768 species**

## Economy

**24,000** on-airport employees

**57%  
OF GAL  
EMPLOYEES FROM  
THE LOCAL AREA**



**£128.1m** spent with local and regional suppliers

## Community

**£192,248** raised for charity partners by staff and passengers

**52  
COMMUNITY  
EVENTS SPONSORED**



**162** local causes funded by Gatwick Airport Community Trust (102) and Gatwick Foundation Fund (60)





## 2018 Initiatives

### First commercial flight fuelled by waste gases

On 3<sup>rd</sup> October 2018, Gatwick welcomed Virgin Atlantic's history-making flight VS16 from Orlando, the first commercial flight into the UK with fuel made partly from industrial waste gas emissions. In a process pioneered by LanzaTech, waste emissions are converted into ethanol alcohol which is blended with conventional jet fuel.

LanzaTech says this delivers a reduction in greenhouse gas emissions of at least 65% compared with conventional jet fuel. LanzaTech's fuel is certified for up to 50% blending with conventional jet fuel, and LanzaTech wants to build several production plants, including in the UK. Gatwick is supporting this and other initiatives to develop and commercialise sustainable aviation fuel, including the Government's Future Fuels for Flight and Freight Competition ('F4C').



### Reducing Gatwick's noise footprint

The Civil Aviation Authority has calculated the 2018 aircraft noise contours for Gatwick which showed a reduction of 7% in noise contour 54 dB standard L<sub>eq</sub> when compared to 2017. This follows a reduction of 4% in the same contour in 2017 compared to 2016. This reduction is the result of several initiatives, including enhanced focus on Continuous Descent Operations and implementation of additional aeronautical charges to incentivise the use of quieter aircraft.

Gatwick will seek to build on these improvements further. In addition to the introduction of significantly quieter aircraft over the coming years, planned actions in the END Noise Action Plan and the Noise Management Board workplan seek to ameliorate the noise climate for the benefit of the local community.



### Onsite surface water processing

Across the Gatwick estate there are over 50 interceptors in the surface water drainage system. These below-ground tanks collect grit, sediment and oil from car parks and industrial areas preventing these contaminants from reaching our local rivers. Regular maintenance of these interceptors would normally involve tankers removing the entire tank contents with disposal at a suitable waste treatment facility (in our case a 90-mile round trip).

In partnership with local business Sweeptech Environmental Services Ltd, we now utilise an innovative KSA tanker which processes the contaminated water on board, returning only the clean water to the drain. The contaminants are filtered out using chemical flocculants leaving a cake of sludge which is returned to Sweeptech's local facility for treatment and, where possible, is recycled into building materials. It is estimated that this new process saves in the region of 5 tonnes CO<sub>2</sub> per annum.



Clockwise from top:  
 Stewart Wingate, Gatwick CEO, Sir Richard Branson, Founder Virgin Group, Jenifer Holmgren, Lanzatech CEO,  
 and Craig Kreeger, Virgin Atlantic CEO, greeting VS16 at Gatwick Airport.  
 Gatwick carpoolers Emily Downs and Linda Mortimer.  
 Platystomos albinus, a nationally scarce fungus weevil recorded at Gatwick in 2018.  
 Alex Webber, IT Development Specialist, with students at the Gatwick Zone, Big Bang South East.  
 Chris Moore and Lewis Martin, Sweepstech Environmental Services.  
 Aerial view of Gatwick North Terminal Pier 6.



## Incentivising staff carpooling

In July 2018, Gatwick was the first airport to launch incentivised carpooling with FAXI, an innovative, technology led transport service. The FAXI platform offers staff priority parking spaces in real time and tracks their associated reduction in vehicle miles and emissions in real time when they carpool.

The Faxi smartphone app enables employees to find colleagues who share the same route and commute times, so that they can carpool to work and benefit from priority on-site parking. The Faxi app is unique in that it can accurately verify who has shared a journey, thereby ensuring the scheme rewards go to the active participants. In the first nine months, our FAXI carpoolers saved 73,861 vehicle miles, 30 tonnes of CO<sub>2</sub> and 25kg of NOx.



## Digitising our biodiversity history

At Gatwick we value our biodiversity - currently over 1,768 different species of plants, animals and fungi have been recorded on airport land. Local naturalists and enthusiasts, as well as Gatwick commissioned surveys, have contributed to categorising the huge variety of species across the estate. The earliest species recorded in these surveys is the Grey Alder Tree in 1964 and the earliest recorded insect was the Brown Hawker dragonfly in 1977.

In 2018, Gatwick collaborated with the Sussex Biodiversity Record Centre to begin compiling 55 years' worth of species data. This important centrally focused resource will help Gatwick recreate habitat and encourage the return of rare or declining species that were once an integral part of the local landscape.



## Big Bang South East

In June, Gatwick was proud to be Big Bang South East's headline sponsor for the second year. Big Bang is the biggest single celebration of Science, Technology, Engineering and Maths (STEM) for young people in the UK. This year 9,500 students aged 9 to 19 from 180 schools across the region participated in Big Bang South East to be inspired by interactive workshops and STEM activities.

Two-thirds of the students visited the Gatwick Zone comprising 18 interactive airport activities with over 100 Gatwick volunteers from teams including Airfield Operations, Engineering, Biodiversity, Information Technology and Security, and airport partners including easyJet and DHL. This provided a flavour of the wide range of careers and opportunities the airport has to offer. The zone included a 'Learn Live' theatre where over 600 students watched a film about Gatwick and participated in a Q&A session with airport staff.

# TOWARDS **ZERO WASTE** AT GATWICK

Gatwick collects discarded materials from around 2,000 bins across the airport every day – in the terminals, offices and car parks.

Through the signage on the bins, we ask our passengers and staff to help us to recycle. When we empty the bins, we undertake further sortation at Gatwick's onsite Recycling Facility to maximise reuse, recycling and recovery of the embodied materials.

In 2016, Gatwick invested substantially in a systemic 'circular' approach which increased our recycling and reuse rate to almost 60% in the first full year of operation. In late 2017, staff and passenger interest in recycling and in reducing hard to recycle items also began to rise: the 'Blue Planet' effect.

In 2018 we took the recycling and reuse rate to 64% and in the first three months of 2019 we have averaged 70%. Our goal is to maintain and if possible exceed this for the full year.

**We can see, around the airport and in our monthly waste data, that more and more people are actively trying to do their bit to recycle or to reuse a cup or bottle. In our conversations with staff and passengers, what people most want to know is: where does the stuff in the bins go, and what is getting recycled and reused.**

Recycling bins, landside general waste and EU flights



Materials recycling facility  
Onsite sorting line



Items baled by item type (paper, plastic, metal etc)



Sent to UK processors for recycling or reuse in the UK

Food scrap bins and Category 1 Aircraft waste (Non-EU flights)



**Dryer**  
Organic waste that cannot be recycled is dried out and turned into biomass fuel  
Water recovered from the dryer is used to wash bins



**Biomass boiler**  
Biomass fuel used for energy to heat the Recycling Centre  
Ash from the boiler is reused in low carbon concrete



Renewable energy reused onsite

Other general waste



Compacted and sent offsite for energy recovery



Turned into electricity for the grid







Simon Duggan,  
Senior Commercial Operations Manager



13,772 tonnes collected and processed in 2018



25% reused



39% recycled



36% recovered offsite to make electricity

### REUSE

All food scraps collected from retail outlets, offices and EU flights are converted onsite to biomass for heating. We are also piloting unused food donations with an airport retailer and a food charity broker.

60% of clothing discarded in bins is sent to charity shops for resale, along with discarded suitcases, umbrellas, pushchairs and sports equipment.

All warehouse pallets and 95% of airfield and cargo pallets are returned to suppliers for reuse.

### RECYCLING

All dry mixed materials collected, including from EU flights, are recycled: dry paper and cardboard, all empty bottles, cans and other beverage cartons, plastic bags and sheeting.

Used cooking oil is de-packed, heated, cleaned and filtered before being sent for recycling into biodiesel.

All batteries and the glass, metal and plastic in lighting tubes is recycled.

40% of clothing discarded in bins is sent to be recycled into fibres.

Ash from our biomass boiler and from offsite recovery for electricity is recycled into secondary aggregates for use in the construction industry.

### RECOVERY OFFSITE FOR ELECTRICITY

Mixed materials collected from non-EU flights.

Mixed materials affected by food or liquid that as a result can't be accepted for recycling.

**GAL FUEL AND ENERGY EMISSIONS** **13.5%**  
REDUCTION IN 2018



Compared to 2017



**Carbon**

**50.3%** **LOWER**  
THAN 1990  
BASELINE



**CARBON NEUTRAL**

ACCREDITED FOR  
2018 GAL EMISSIONS



EasyJet aircraft and TLD electric towbarless tractor operated by DHL

GAL'S 2018 CARBON FOOTPRINT REDUCTION WAS ACHIEVED THROUGH:



Reduction in the UK electricity grid's 2018 emissions factor. Gatwick contributes to a lower carbon grid by purchasing 100% certified renewable electricity since 2013/14.



Our ongoing energy and fuel efficiency projects.

CARBON NEUTRAL IS ACHIEVED BY:



Purchasing 100% renewable electricity.



Offsetting remaining GAL emissions with Gold Standard carbon offsets from Kar-Demir Bozyaka wind farm in Izmir province, Turkey.

**2018 CARBON EMISSIONS**

**GAL fuel and energy**

41,155 tCO<sub>2</sub>eq  
(down 13.5% on 2017)

0.9kg CO<sub>2</sub>eq per passenger in 2018 compared with 3kg CO<sub>2</sub>eq per passenger in 2010

**Aircraft landing and take off**

433,385 tCO<sub>2</sub>eq  
(up 0.2% on 2017)

9.4kg CO<sub>2</sub>eq per passenger in 2018 compared with 12.2kg CO<sub>2</sub>eq per passenger in 2010

**Passenger travel to Gatwick**

206,894 tCO<sub>2</sub>eq  
(down 3.6% on 2017)

70% of these emissions are from private cars, taxis and mini-cabs

For our 2018 Carbon report please visit [www.gatwickairport.com/sustainabilityreport](http://www.gatwickairport.com/sustainabilityreport)

Rachel Thompson, Sustainability Lead; Ben Williams, Car Parks Manager;  
Alistair English, Project Manager




**94%** OF GATWICK  
FLIGHTS ARE BY  
**NEWER AIRCRAFT\***



26% ARE CAEP 8 and 68% ARE CAEP 6  
IN 2010, 55% WERE CAEP 6 –  
THE THEN CLEANEST LEVEL


FIXED ELECTRICAL GROUND POWER  
FITTED ON ALL AIRCRAFT STANDS




**99%**  
AVAILABILITY  
IN CORE HOURS



**OVER 200**  
AIRFIELD CHARGING POINTS  
FOR ELECTRIC GROUND  
SUPPORT EQUIPMENT



Ratified 2018 data from Gatwick's  
real-time automatic monitoring site  
shows all applicable air quality  
objectives continue to be met.



In the first six months of Bluecity's  
Gatwick operation, 10,000 electric  
miles were driven by Bluecity  
customers starting or ending at  
Gatwick, mainly local journeys or  
to and from London.



Gatwick is supporting two projects in  
the Government's Future Fuels for  
Flight and Freight competition to  
accelerate commercial scale  
production in the UK of sustainable  
aviation fuel using waste gas and  
household waste feedstocks.



## Air quality

\* Refers to NO<sub>x</sub> standards for aircraft engines,  
set by the Committee on Aviation Environmental  
Protection (CAEP) of the International Civil Aviation  
Organisation (ICAO). Overall, CAEP 8 represents an  
approximate 15% reduction in NO<sub>x</sub> emissions from  
CAEP 6; and CAEP 6 represents an approximate  
12% reduction in NO<sub>x</sub> emissions from CAEP 4.



# 7%

## REDUCTION IN NOISE CONTOUR

54 dB STANDARD Leq IN 2018 COMPARED TO 2017



# Noise

# 97% OF A320 FAMILY AIRCRAFT MODIFIED

REDUCING NOISE ON APPROACH TO THE AIRPORT



# 98%

OF DEPARTING AIRCRAFT

# ON-TRACK

Complying with the mandatory noise preferential routes



# 90%

OF ARRIVING AIRCRAFT PERFORMING CDO

24 hour continuous descent operations performance



Increased airline engagement programme in place covering potential, new and existing aircraft operators at Gatwick resulting in improved noise performance.



END Noise Action Plan consultation process concluded resulting in the timely submission of the document to Defra and subsequent adoption of it in Q1 2019.



£1 million investment in the airport noise and track keeping system including acquisition of 23 new aircraft noise monitors.



Independent best practice review and a benchmarking study carried out during 2018 focusing on aircraft noise communications, reporting and complaint management.

Matt Mills-Brookes, Airspace Performance Technical Lead





Tom Harris, Project Manager



## Transport

**44%** OF NON-TRANSFER PASSENGERS USED PUBLIC TRANSPORT TO GATWICK

**38%** TRAVELLED BY TRAIN **6%** TRAVELLED BY BUS OR COACH

**43%** OF STAFF COMMUTE VIA SUSTAINABLE MODES

**74,000** COMMUTING MILES SAVED SINCE JULY 2018 BY AIRPORT STAFF CAR-POOLERS USING FAXI APP

Provided additional funding for enhanced local bus services including increased overnight frequencies on key routes used by airport staff.

Pledged funding to support Metrobus with preparing their local depot for 20 fuel cell electric buses to operate on the local 10 and 20 bus routes from Spring 2020.

Launched new staff carpooling scheme in partnership with Faxe, enabling airport staff to find colleagues living nearby or along their route to car pool with via a mobile app.

Supported Network Rail's planning application to redevelop the Airport railway station; planning permission was granted in March 2019.

Maintained close collaboration with Highways England leading up to and during construction of M23 Smart Motorway Programme, to ensure optimum delivery and minimise disruption to airport operations and local road networks.

10%



REDUCTION IN AIRPORT  
ENERGY CONSUMPTION  
SINCE 2010

REDUCTION  
PER PASSENGER  
SINCE 2010

39%



100%  
RENEWABLE  
ELECTRICITY

PURCHASED SINCE 2013



EMA ENERGY  
MANAGER

OF THE YEAR AWARD FOR

2018



Completed full refurbishment of our airfield maintenance workshop building; this included a complete upgrade of the building fabric, HVAC and lighting.



Progressed designs for phase 3 of the South Terminal boiler plant decentralisation.



Commenced rollout of our online 'tenant dashboard' allowing third party airport energy users to view their energy data.



Gatwick's Utilities Manager, Martin Bilton, received the Energy Management Association's Energy Manager of the Year award for 2018.



Energy



Steve Wadd,  
Senior Technician Engineering



David Swain, Terminals Operations Manager and Julie Ayres, Passenger Communications Manager



## Waste

**64%** OF OPERATIONAL AND COMMERCIAL WASTE REUSED OR RECYCLED


UP FROM 58% IN 2017


ALL USED EMPTY  
**PLASTIC BOTTLES** & **COFFEE CUPS**  
 ARE RECYCLED


**36%** OF COMMERCIAL AND OPERATIONAL WASTE RECOVERED FOR ENERGY


**ZERO** UNTREATED WASTE SENT TO LANDFILL

**FIRST AIRPORT TO ACHIEVE**  
 CARBON TRUST STANDARD  
 ZERO WASTE TO LANDFILL

 New large format signage installed on all Terminal bins to promote greater awareness that Gatwick recycles all dry materials and all empty containers.

 New signage and messaging added at Security screening areas and on Gatwick's passenger app and website advising passengers about water fountains and free water refills from food and beverage outlets in the departure lounges.

 Reduce and recycle campaigns launched in Gatwick staff offices, crew rooms and canteens, with improvements identified and included in GAL EHS improvement plans.

 Gatwick Recycling Champions initiative launched with volunteers from all Gatwick retail outlets to drive consistent recycling performance and single-use product reductions.



Gatwick led the Community Parade at the 2018 Brighton Pride Festival as more than 300,000 people participated in the city-wide celebration of diversity in the community.



We sponsored the inaugural Crawley half marathon Run Gatwick in 2018.



By sponsoring the Miles without Stiles programme, Gatwick is increasing the number of walking routes in the South Downs National Park that are accessible to wheelchair users, families with pushchairs and less agile walkers.



The 2018 edition of Gatwick Fun – a free to attend day for families, providing a behind the scenes look at some of the services which operate at the airport – welcomed over 3,000 visitors.



## Community



**162 LOCAL  
CAUSES  
SUPPORTED**

WITH GATWICK FUNDING\*



**COMMUNITY  
EVENTS**  
sponsored

**£192,248**

**RAISED**

FOR CHARITY PARTNERS BY  
STAFF AND PASSENGERS



\*102 causes supported in 2018 by Gatwick Airport Community Trust; 60 causes supported by Gatwick Foundation Fund.

Gatwick sponsorship of Brighton Pride, August 2018







Gatwick Diamond Meet the Buyer event in Crawley, November 2018



## Economy



Launched Gateway Gatwick working with local visitor economy partners from across Kent, Surrey and Sussex.



Successful first year supporting the pan-airport One Destination Employability programme.



Worked with the Coast to Capital Local Enterprise Partnership to help establish the Brighton Mainline alliance to support rail upgrade.



Published Oxford Economics studies on Gatwick's impact on the visitor economy, and Gatwick's economic contribution through trade and investment.



Supported events with our local Chambers of Commerce in Kent, Surrey and Sussex.



Supported a series of 8 successful free seminars across the region as part of the Meet the Buyer programme – now in its 18th year.

\*RH postcodes

\*\*BN, CR, GU, KT, RH, TN postcodes



## Water

**Charlotte Janjetich**, Property Utilities Coordinator and  
**Martin Bilton**, Utilities Manager Engineering

ANNUALLY

**1,000**



WATER SAMPLES TAKEN FROM  
OUR RIVERS, PONDS AND LAGOONS

APPROX.

**5,500**



INDIVIDUAL LABORATORY  
TESTS ON THOSE SAMPLES



Expanded the area covered by network leakage surveys to maintain water efficiency.



Installed 20 additional water sub-meters, improving our ability to monitor and account for water use across North Terminal facilities from 36% to over 90%.



Progressed design work on integrating a rainwater collection and re-use solution into the Pier 6 Extension project.



No actions or reports made in 2018 by the Environment Agency for non-compliance with Surface Water Discharge Consents.



Our long term river biological sampling programme confirms that the airport is not having any detrimental effect on local rivers.






 **22** BIODIVERSITY SURVEYS IN 2018

 **1,768** SPECIES RECORDED AT GATWICK

 **55 VOLUNTEERS**  
AND 31 VOLUNTEERING AND EDUCATION DAYS AT OFFSITE PROJECTS

**380**  **ON-SITE** VOLUNTEERS AND 74 ONSITE VOLUNTEERING AND EDUCATION DAYS

 **5<sup>TH</sup> YEAR** OF BIODIVERSITY BENCHMARK ACCREDITATION



Commenced new Biodiversity Action Plan for 2018-2023, following a review of the previous 5 years which confirmed the majority of habitat conditions have improved at the airport.



In 2018, 22 biodiversity surveys were undertaken including two new surveys on butterflies and pond invertebrates.



New species including the White-letter Hairstreak Butterfly, Plain-golden Hoverfly and Fungus Weevil were recorded at the airport for the first time.



In 2018, airport staff and community volunteers contributed to scrub and bracken management, creating butterfly scrapes, coppicing and dormouse box installations.



A PhD study into Gatwick's Long Horned Bee population entered its second year.



## Biodiversity

# Running a responsible airport

As a major airport Gatwick has established a management system that ensures we have the people, policies and processes to ensure efficient and sustainable growth.

Here we provide a short overview of our policies and initiatives regarding:

- Our strong Environment Health and Safety culture
- Our passengers
- Our people
- How we incorporate sustainability in our procurement and capital investment programme



For further information please visit <https://www.gatwickairport.com/business-community>

# A Strong Environment, Health and Safety Culture

## FY 18/19 PERFORMANCE



**682**

Senior Leaders EHS  
engagement tours



**18.5%**

Reduction in the number  
of passenger accidents



**2,103**

Staff participated in Safety  
Culture Assessment



Gatwick remains committed to the reduction of risk associated with its people, assets and environment. As a responsible business, the vision is to deliver a customer focused operation in the healthiest and safest way, while ensuring minimal adverse environmental impact.

In 2018/19 Gatwick launched its Safety Culture Programme as part of our objective of Creating a Better and Safer Place to Work and completed the first phase, the Safety Culture Assessment. Gatwick staff and Gatwick Family contract partners were invited to take part in a Safety Culture Survey. We had a great response to the survey with 2,103 people responding which represents 67% of GAL staff. In addition, 619 members of the wider Gatwick Family took the time to respond. 250 staff attended face to face focus groups with an external consultant about safety at Gatwick, talking about what we are doing well and where we can improve. Gatwick will now put the analysis into a clear roadmap designed to improve in the areas that matter to our staff.

We are pleased to report 18.5% overall reduction in passenger accidents in 2018/19 compared to 2017/18 which is a tremendous achievement considering we welcomed an additional 600,000 passengers through our doors. We also saw a 16.5% reduction in the most common cause of accidents, slips, trips and falls.

We continue to see our Senior Leaders getting out into the operation and engaging with staff, with 682 tours completed this year.

Gatwick received its sixth consecutive RoSPA Gold Award for high standards and continued improvement in Occupational Health, and Health and Safety for both our Construction and Operational teams. Gatwick also maintained our accreditation to SEQOHS, certification to ISO 14001 and OHSAS 18001 following external assessments; and received The Wildlife Trusts' Biodiversity Benchmark Award for the fifth time.

Gatwick's suite of online training continues to grow with the introduction of mandatory Airside Safety Awareness and Emergency Awareness Packages.

Our annual Environment, Health, Safety and Operational Resilience (EHSOR) targets consisted of 10 EHSOR targets and linked objectives which everyone in GAL helps to deliver through business unit plans and personal objective setting. These are developed to drive specific areas for improvement based on the previous year's performance as well as new improvement ideas. These are generated through the governance streams of EHS Management Review, Management of Corporate Responsibility Board and at the EHSOR Committee which consists of Executive and Non-Executive members.

# Our Passengers

Gatwick continues to invest in transforming our airport to make the passenger experience more efficient, comfortable, innovative and enjoyable, putting passengers in charge of their time at the airport. This includes Airport Essentials such as free Wi-Fi and mobile device charging points as well as wayfinding beacons and biometric technologies which help us manage the ever increasing numbers of passengers who choose to fly from Gatwick.

The auto self-boarding technology trials at the departure gates now join one of the many ways that we are currently using biometric technologies to improve the passenger experience at check-in, security and passport control.

We are also committed to being a truly accessible airport where everybody has an equal opportunity to fly.



# Accessible Airport



To achieve our ambition we place particular emphasis on training and all passenger-facing staff have been taught to recognise and respond to a range of hidden disabilities including autism and dementia.

To ensure consistent standards across the airport, we offer this training free to airlines, ground handlers and other organisations across the campus. For example, approximately 2,500 staff have been trained to recognise and provide appropriate help to people with dementia across 14 different businesses across the airport.

Our training is created in consultation with both disability charities and individuals with relevant disabilities. People living with disabilities attend or deliver the training where practical and we have found that this really brings the issue to life for any staff being trained and helps to make it both meaningful and memorable.

Our relationships with disability charities also help us to design new infrastructure. Our design teams use a tool provided by the Royal National Institute for the Blind to make sure they consider the perspective of blind and visually impaired passengers when planning new facilities.

Gatwick recently became the first UK airport to open a sensory room following close consultation with the National Autistic Society. Gatwick has also invested £2 million in a new premium-style lounge for passengers with accessibility issues and is expanding its existing range of Changing Places facilities, which include hoists and height-adjustable changing beds and sinks.

Gatwick was the first airport to introduce a hidden disability lanyard scheme, which provides a discreet signal that the person wearing it may need a little extra help and support when passing through the airport.

Such has been the success of the scheme - that it is now being used by every major airport in the UK - and is being adopted by many international airports and different industries across the UK including rail, shopping complexes, cinemas, hospitals, major supermarkets, and interest continues to grow.

Our most recent innovation is a service for blind and visually impaired passengers to call in which, using the camera on the passenger's mobile phone, agents can guide them through the airport, read flight information, or even find luggage on the carousel. Gatwick is also leading trials for autonomous airport wheelchairs.



Gatwick's Accessibility Day in November 2018 hosted over 40 local families and carers

# Our People

A continued focus this year has been improving diversity and gender balance across our organisation.

For the second consecutive year, we celebrated International Women's Day with excellent representation from men and women across the business.

Gatwick was pleased to announce a reduction in the mean pay gap from 13.3% in 2018 to a mean pay gap of 8.7% in 2019. This can be attributed to the fact that we now have more females in higher paid roles across the lower quartile, more females in Operations management roles, and have seen a small increase in the number of females in Information Technology.

The recruitment team has worked with the business and HR to promote flexible working solutions, and to encourage more diversity in applications (with specific focus on STEM – Science, Technology, Engineering and Maths roles) by investing in technology which encourages gender neutral language in advertising, using a more diverse range of images on the careers webpage, and diversifying the job boards used to encourage more women to apply.

The Gatwick Airport Reward team has also been proud to support the launch of the Everywoman network which works to support women in business, featuring Rachel Bulford, Head of Retail and Lucy McCauliffe, Head of Passenger Security, as Everywoman Ambassadors.

This year also saw the launch of the Women into STEM working group. The aim of the group has been to promote women in STEM throughout the Gatwick Family and at STEM and career events with the aim of inspiring the next generation of talent. The working group has secured a place on the board of EngineeringUK, a not-for-profit organisation with the aim of increasing the talent pipeline into Engineering. This is also supported by the work that Gatwick is doing with Millais School in Horsham where Gatwick supports mother and daughter project days.

## PROMOTING GATWICK JOBS

In November 2018, Gatwick held its second jobs fair at the Aurora Hotel in Crawley. Exceeding the total number of jobs on offer from the previous year, employers and Gatwick showcased over 1,700 jobs. Valuable conversations between job seekers and Gatwick based employers made for a positive day which supports our organisational resilience in preparation for Easter and summer passenger numbers.

The Gatwick Jobs fair will become a regular event on the Gatwick calendar with the number of employers joining the event increasing annually.

The Gatwick Airport jobs portal, [gatwickairport.com/airportjobs](http://gatwickairport.com/airportjobs) hosts 52 employers showcasing a variety of opportunities across the Gatwick Campus.

## DIVERSIFYING TALENT POOLS

Gatwick continues to focus on both emerging and professional talent with another successful intake of Engineering graduates and apprentices due to start in the autumn of 2019.

Working with a partnership of job centres across the region, Croydon Works, and Employ Crawley, the Careers Transition Partnership for Armed Forces, and local schools and colleges, Gatwick is committed to opening up employment opportunities for all.

## FY 18/19 RECRUITMENT



120

Airport Security Officers (ASOs)



178

Non-ASO external candidates



116

Internal moves or promotions





Clockwise from top:  
**Luke Street**, Crew Manager, Fire Service; **Rachel Bicker**, Consultant Ecologist; **Jessica Patel**, Airspace Office Analyst;  
**Sammy Bensellem**, Gatwick Control Centre; **Jonathan Akinsanya**, Technical Trainer; **Liberty Frankland**, Engineering Apprentice

# Building a Sustainable Airport



## RESPONSIBLE PROCUREMENT

Procurement plays a major role in delivering our Decade of Change strategy. From the outset of any project that requires the purchase of goods, services or know-how, we work with colleagues across the company on scope definition and pre-qualification processes to ensure that Gatwick obtains maximum value for money for quality products and services.

EHS considerations and supplier engagement are also at the forefront of our procurement process. We provide a range of supplier engagement programmes, with a particular emphasis on local and regional suppliers. We also actively promote the importance of supporting our local economy with our tier one suppliers.

Procurement total spend with local suppliers has more than doubled in the last five years from £64m back in 2013 to £128.1m in 2018 which remains above 30% of our £426m spend reflecting our active focus with continuous opportunities for local businesses to supply to Gatwick.

## BUILDING A SUSTAINABLE AIRPORT

**The Construction team delivers Gatwick's £1.1 billion Capital Investment Programme (CIP), the current CIP runs over the five year period 2018-2023.**

A number of high-profile projects were successfully completed in 2018, including the Pier 4 stand reconfiguration, a new reception area for passengers with reduced mobility and the innovative sensory room for passengers with hidden disabilities in the North Terminal departure lounge. The first enabling projects for the Pier 6 extension project also commenced on site in 2018, including the relocation of the A380 aircraft from its existing stands on Pier 6 to a new dedicated area on Pier 5. In the North Terminal, a project to provide an additional 700m<sup>2</sup> of floor space on the mezzanine level also commenced, with steel work being installed to create space for additional food and beverage options for passengers. 2018 also saw the start of some taxiway rehabilitation work which requires careful planning to ensure no interruption to airfield operations.

In accordance with our procedures, all projects are tasked with finding ways to reduce their impact on the environment and improve our sustainability credentials and we work closely with all our contractors to ensure they are aligned to our Decade of Change priorities.



## INCORPORATING SUSTAINABILITY INTO EXISTING PROCESSES

‘Front-end Loading’, the process for conceptual development of projects is established at Gatwick. In 2017, a new process for aligning all project stakeholders (called BEAM – Business and Engineering Alignment Meeting) was launched. Now a mandatory requirement for every project, it incorporates sustainability into the early stages of project design development to ensure that sustainable options are built into the design phase and can be realised not just through Construction, but through the operation and maintenance of the asset well into the future.

### EARLY ENGAGEMENT

It is within the early stages of the project lifecycle that a project is shaped. As a result the Initiation stage has proven central to achieving maximum value in relation to sustainability, particularly with many internal and external stakeholders involved in every project. The proposed Pier 6 Western Extension project is an example of this where it has been agreed that the new building will aim for BREEAM Excellent rating. This demands a range of considerations, including the use of sustainable materials in the construction phase, careful management of any construction waste and inclusion of energy and water efficiency in the design of the new building, including air source heat pumps which provide a more sustainable way of heating the building and rainwater harvesting to reduce water use. These are examples of some of the ways we manage our environmental impacts in delivery of capital projects.

## EMBEDDING SUSTAINABILITY INTO THE PROJECT LIFECYCLE

Beyond the Initiation stage, sustainability is reviewed at key phases of the project lifecycle, including design and construction – design scope, procurement planning, and designer and contractor contract awards. The monitoring of project sustainability performance is then reviewed through to handover and ultimately operation of the asset.

### KEY AREAS OF FOCUS

Gatwick will continue to build on the success of embedding environment and sustainability into the project lifecycle, including the following areas of focus for 2019:

- Review of project delivery processes to ensure good practice principles are applied consistently and efficiently in every project, including improvements to our project execution planning process
- Working closely with our contractors to improve how we work together and enable efficient working and application of good environmental practices across all projects
- Continued focus on designer and contractor performance KPIs to support the Decade of Change metrics.

# Environmental performance indicators

A summary of our Environmental performance data is presented here. Decade of Change targets are marked with ●. 2018 data that has been externally verified is marked with ●. Information on data boundaries and on verification is provided overleaf. More information about our performance can be found in the topic sections.

|            | 2010       | 2015       | 2017       | 2018       | Data Source |  |
|------------|------------|------------|------------|------------|-------------|--|
| Passengers | 31,353,547 | 40,267,938 | 45,561,700 | 46,075,400 | GAL         |  |

| Carbon   |         |         |         |         |     |   |
|--|---------|---------|---------|---------|-----|---|
| Carbon scope 1 (tCO <sub>2</sub> eq)   | 16,499  | 11,332  | 11,020  | 11,931  | RSK | ● |
| Carbon scope 2 (tCO <sub>2</sub> eq)   | 79,106  | 44,627  | 36,536  | 29,224  | RSK | ● |
| Carbon scope 3 (tCO <sub>2</sub> eq)   | 625,897 | 693,910 | 724,286 | 716,459 | RSK | ● |
| Total Carbon emissions (tCO <sub>2</sub> eq)   | 721,502 | 749,869 | 771,842 | 757,613 | RSK | ● |
| Total Scope 1 and Scope 2 (tCO <sub>2</sub> eq)  | 95,605  | 55,959  | 47,556  | 41,155  | RSK | ● |
| ● Scope 1 & 2 - Cumulative % change on 1990 baseline of 82,843.5 tCO <sub>2</sub> eq (%) | 15.40%  | -32.45% | -42.60% | -50.32% | GAL | ● |
| Total Scope 1 & 2 per passenger (kg CO <sub>2</sub> eq)                                  | 3       | 1.39    | 1.04    | 0.89    | GAL | ● |

| Energy efficiency <sup>1</sup>  |             |             |             |             |     |   |
|---|-------------|-------------|-------------|-------------|-----|---|
| Total energy consumption (kWh)  | 237,955,708 | 200,140,933 | 209,284,365 | 215,392,240 | GAL | ● |
| Electricity - consumption (kWh)   | 162,621,805 | 144,850,628 | 151,473,453 | 154,212,375 | GAL | ● |
| Gas - consumption (kWh)   | 75,333,903  | 55,290,305  | 57,810,912  | 61,179,865  | GAL | ● |
| ● Total energy consumption - Cumulative % change on 1990 baseline of 240m kWh (%) | -0.9%       | -16.6%      | -12.8%      | -10.3%      | GAL | ● |
| Total energy consumption per passenger (kWh)                                      | 7.59        | 4.97        | 4.59        | 4.67        | GAL | ● |
| Renewable energy generated onsite (kWh)   | n/a         | 53,086      | 57,099      | 53,929      | GAL | ● |
| ● % of total energy from renewable sources <sup>2</sup>                           | n/a         | 72.4%       | 72.4%       | 71.6%       | GAL | ● |

<sup>1</sup> Data is Airport consumption (see boundary notes).

<sup>2</sup> Gatwick purchases 100% certified renewable electricity, this is included in this figure.

| Water efficiency <sup>3</sup>  |         |         |         |         |     |   |
|--|---------|---------|---------|---------|-----|---|
| Water - consumption (m <sup>3</sup> )  | 974,067 | 689,922 | 729,833 | 688,497 | GAL | ● |
| ● Water consumption - Cumulative % change on 2010 baseline of 974,067 m <sup>3</sup> (%) | --      | -29.2%  | -25.1%  | -29.3%  | GAL | ● |
| Water consumption per passenger (litres)   | 31.07   | 17.13   | 16.02   | 14.94   | GAL | ● |

<sup>3</sup> Water consumption figures do not include rainwater harvesting. During 2016, the resolution of a multi-year Water invoicing issue, in which a small volume of water was incorrectly invoiced by the supplier, required restatement of annual Total Water Consumption from 2010 to 2015, this also required restatement of the 2010 baseline (from 956,493m<sup>3</sup> to 974,067m<sup>3</sup>).

## Environmental performance indicators

The accuracy and completeness of the 2018 calendar year data presented in this Report for performance indicators on Carbon, Energy Efficiency, Water Efficiency, Operational & Commercial Waste Management, Air Quality and Noise were verified by Ricardo Energy & Environment. The data indicators that have been verified by Ricardo Energy & Environment are marked ● in the performance tables.

The indicators for verification were selected by Gatwick Airport Limited (GAL). Ricardo Energy & Environment's verification statement is included at the end of this report.

|   | 2010      | 2015   | 2017   | 2018   | Data Source |   |
|---|-----------|--------|--------|--------|-------------|---|
| <b>Materials waste management <sup>4</sup></b>                  |           |        |        |        |             |   |
| Total operational & commercial waste collected (tonnes)         | 9,685     | 10,494 | 13,118 | 13,722 | GAL         | ● |
| ● Operational & commercial waste recycled/reused (%)            | 41%       | 49%    | 58%    | 64%    | GAL         | ● |
| Operational & commercial waste recovered for energy (%)         | not known | 46.6%  | 42%    | 36%    | GAL         | ● |
| ● Operational & commercial untreated waste sent to landfill (%) | not known | 4.3%   | 0%     | 0%     | GAL         | ● |
| Operational & commercial waste per passenger (kg)               | 0.31      | 0.26   | 0.29   | 0.30   | GAL         | ● |

<sup>4</sup> From May 2016, when DHL assumed GAL's waste contract, goods pallets have been included in reuse data rather than in recycling data as previously. Previously, only pallets sent for recycling were tracked.

|  |    |    |    |    |         |   |
|--|----|----|----|----|---------|---|
| <b>Air quality</b>   |    |    |    |    |         |   |
| Air quality - Nitrogen Dioxide, NO <sub>2</sub> annual average at on-Airfield site LGW3 (µgm <sup>-3</sup> ) | 37 | 28 | 29 | 30 | Ricardo | ● |
| Air quality - PM <sub>10</sub> (VCM corrected) annual average at on-Airfield site LGW3 (µgm <sup>-3</sup> )  | 22 | 22 | 19 | 17 | Ricardo | ● |

|  |       |        |        |                     |     |   |
|--|-------|--------|--------|---------------------|-----|---|
| <b>Noise <sup>5</sup></b>  |       |        |        |                     |     |   |
| Percentage of aircraft movements in Chapter 4 (or equivalent), or a higher Chapter (%) | 98%   | 99.7%  | 99%    | 97.86% <sup>6</sup> | GAL | ● |
| Percentage of aircraft movements in Chapter 14 (%)                                     |       |        | 55%    | 56%                 | GAL | ● |
| Noise - track keeping (%)  | 97%   | 99.71% | 98.06% | 98.08%              | GAL | ● |
| Noise - total noise infringements  | 0     | 0      | 2      | 0                   | GAL | ● |
| Noise - daytime noise infringements  | 0     | 0      | 0      | 0                   | GAL | ● |
| Noise - night-time noise infringements   | 0     | 0      | 2      | 0                   | GAL | ● |
| Continuous Descent Operations (CDO) compliance (%)                                     | 89.7% | 89.75% | 90.48% | 90.74%              | GAL | ● |

<sup>5</sup> ICAO's Noise standards for aircraft were introduced in 2001 (Chapter 4) and 2013 (Chapter 14). Aircraft that meet the Chapter 14 will automatically meet the Chapter 4 standard. Chapter 14 is a new KPI from 2017. Data reported for 2017 was 1 April 2017-30 March 2018. Data reported for 2018 is 1 January 2018-31 December 2018.

<sup>6</sup> Does not include unmodified A320 aircraft (1.5% of aircraft in 2018).

|   |       |       |     |     |     |  |
|---|-------|-------|-----|-----|-----|--|
| <b>Public transport use</b>   |       |       |     |     |     |  |
| ● Passenger public transport use (%) (combined rail, bus/coach use) | 40.4% | 43.6% | 44% | 44% | CAA |  |

| New KPIs from 2015 | 2015 | 2016 | 2017 | 2018 | Data Source |
|--------------------|------|------|------|------|-------------|
|--------------------|------|------|------|------|-------------|

|                                      |     |     |     |  |     |  |
|--------------------------------------|-----|-----|-----|--|-----|--|
| <b>Construction waste management</b> |     |     |     |  |     |  |
| Diversion from landfill (%)          | 93% | 95% | 96% |  | GAL |  |

|   |       |       |       |     |                    |  |
|---|-------|-------|-------|-----|--------------------|--|
| <b>Biodiversity</b>   |       |       |       |     |                    |  |
| Annual conservation actions completed (%)   | 88.2% | 90.2% | 86.4% | 94% | GAL                |  |
| Annual conservation actions deferred to following year (%)  | 11.8% | 0%    | 13.6% | 6%  | GAL                |  |
| Surveys completed (total number of different surveys)   | 19    | 21    | 24    | 22  | GAL                |  |
| Onsite volunteering days undertaken (total number) by airport employees, community members and schools. | 44    | 38    | 49    | 43  | Gatwick Greenspace |  |
| Onsite education days undertaken (total number) by airport employees, community members and schools.    |       |       | 24    | 31  | Gatwick Greenspace |  |

# Local Economy and Community performance indicators

| New KPIs from 2015   | 2015                                     | 2016                                     | 2017                                     | 2018                                     | Source |
|--|--|--|--|--|--------|
| <b>Local economy</b>   |  |  |  |  |        |
| Annual spend with local and regional suppliers (East & West Sussex, Surrey & Kent postcodes) | £71.4m                                   | £139.4m <sup>7</sup>                     | £132.8m                                  | £128.1m                                  | GAL    |
| Meet the Buyers - number of buyers attending   | 45 managers from 23 buying organisations | 51 managers from 24 buying organisations | 40 managers from 21 buying organisations | 36 managers from 18 buying organisations | GAL    |
| Meet the Buyers – number of suppliers attending  | 104 delegates from 79 companies          | 83 supplier companies <sup>8</sup>       | 120 supplier companies                   | 90 supplier companies                    | GAL    |
| Total employed at Gatwick Airport – full site <sup>9</sup>                                   | 21,000                                   | 24,000                                   | 24,000                                   | 24,000                                   | GAL    |
| GAL employees  | 2,704                                    | 3,128                                    | 3,204                                    | 3,189                                    | GAL    |
| % GAL employees from local area (RH postcodes)   | 56%                                      | 55%                                      | 56.3%                                    | 56.8%                                    | GAL    |
| Number of GAL graduates and apprentices  | 20                                       | 17                                       | 19                                       | 26                                       | GAL    |

<sup>7</sup> Since 2016 data is Purchase Order Value (committed to spend); rather than Invoice Total as in 2015.

<sup>8</sup> Since 2016 delegate attendance data not reported by third party organisers.

<sup>9</sup> Data from 2016 Airport Employer surveys.

|   |            |            |            |                         |            |
|---|------------|------------|------------|-------------------------|------------|
| <b>Community</b>  |            |            |            |                         |            |
| Sponsorships: number of community events supported by Gatwick (includes non-profit, charitable and business events) | 32         | 43         | 40         | 52                      | GAL        |
| Nominated charity partners – fundraising total  |            |            |            |                         |            |
| Cancer Research UK  | £32,027    | £43,975.73 | £42,791.80 | £4,702.69 <sup>10</sup> | CR UK      |
| Air Ambulance Kent Surrey Sussex <sup>11</sup>  | n/a        | n/a        | n/a        | £40,405.92              | AAKSS      |
| Chestnut Tree House   | £42,004    | £11,376.71 | n/a        | n/a                     | CTH        |
| St Catherine's Hospice  | n/a        | £54,453.63 | £46,558.40 | £70,756.58              | SCH        |
| TravelCare  | £23,315.50 | £46,723.85 | £57,580.98 | £55,102.61              | TravelCare |
| In-terminal passenger donations (paid in calendar year)   | £49,600    | £82,864.78 | £69,144.27 | £85,545.04              | GAL        |
| Employee fund-raising and GAL match-funding for charities of employees' own choice                                  |            |            |            |                         |            |
| GAL match-funding   | £17,528    | £22,261    | £20,179.78 | £29,024                 | GAL        |
| Gatwick Pay as You Earn   | £11,218    | £12,358    | £12,423    | £18,488                 | GAL        |

<sup>10</sup> January to March 2018.

<sup>11</sup> Since April 2018. 2018.

| Gatwick's contribution to the independent Gatwick Airport Community Trust | 2010     | 2011     | 2012     | 2013     | 2014     | 2015     | 2016     | 2017     | 2018     |
|---|----------|----------|----------|----------|----------|----------|----------|----------|----------|
|   | £170,000 | £176,000 | £182,000 | £188,000 | £194,000 | £200,000 | £206,000 | £212,000 | £218,000 |

## Additional performance indicators

In 2015 we introduced additional performance indicators, on Construction Waste Management, Biodiversity, Local Economy and Community.



## Environmental data boundaries

**Carbon:** Our Decade of Change target covers direct emissions (GHG Protocol Scope 1 and 2), i.e. emissions from GAL fuel and energy use. Indirect emissions, including airport third parties' use of fuel and energy, travel by passengers and airport staff to the airport, and GAL business travel, are reported in Scope 3.

**Energy consumption:** Our Decade of Change target covers energy consumption by GAL and third parties that are supplied and invoiced from GAL electricity and gas networks; and renewable energy generated and consumed on site. This consumption includes most but not all large energy users (e.g. the Hilton Hotel is not included). This boundary facilitates airport-wide focus on energy efficiency. The GAL and third party breakdowns are reported in the Energy pages of our report.

**Renewable energy:** Our Decade of Change target covers the percentage of total energy consumption (as defined in the Energy target boundary above) that is purchased from certified renewable sources or generated onsite.

**Water consumption:** Our Decade of Change target covers water consumption by GAL and third parties that are supplied from GAL owned water networks. This includes all water used within the Gatwick Airport site boundary for terminals, piers, offices, car parks, airfield and most but not all third party facilities. Rain water harvested on site is not included.

**Operational & commercial waste:**

Our Decade of Change target covers operational and commercial waste for all facilities within the Gatwick Airport site boundary including offices, terminals, car parks, piers, airfield and some third parties where the waste management of these facilities/companies is handled by GAL waste management contractor. Excluded facilities include construction projects within the Gatwick Airport boundary and some commercial arrangements with third parties operating on the airport estate.

**Construction waste:** Data for construction waste diversion from landfill is provided by contractors as part of contractual requirements. Data reported is Development construction-only waste (i.e. excludes Development demolition and excavation; and refurbishment projects). Data collection and performance indicators for those elements are being developed.



# Assurance Statement 2018

Ricardo Energy & Environment has been working with Gatwick Airport Limited (GAL) in 2019 to independently assure the Airport's carbon footprint for 2018 and Decade of Change 2018 Performance Report. This statement summarises the outcome of the review. The intended users of this statement are the readers of the Decade of Change Performance Report.

## RESPONSIBILITIES

The information and presentation of data within the Decade of Change 2018 Performance Report are the responsibility of GAL. This statement is the responsibility of Ricardo and represents our independent opinion and is written to be read in its entirety by readers of the GAL Decade of Change 2018 Performance Report. Ricardo Energy & Environment accepts no liability whatsoever to any third party for any loss or damage arising from any interpretation or reliance upon this assessment.

The assurance review of GAL's carbon footprint and Decade of Change performance report has been carried out for the year 2018 covering the period from January 1<sup>st</sup> until December 31<sup>st</sup>.

## LEVEL AND SCOPE OF ASSURANCE

Ricardo has carried out an assurance review, which included the review of a 5% sample of the primary data on which the carbon footprint is based. Ricardo's scope of work included the assurance of the accuracy and completeness of data presented in the carbon footprint and the Decade of Change report in relation to the Key Performance Indicators (KPIs) listed below, for the calendar year 2018. These were selected by GAL.

## DECADE OF CHANGE KEY PERFORMANCE INDICATORS

- Carbon emissions scope 1, 2 and 3 (tCO<sub>2</sub>eq)
- Carbon emissions % change on 1990 baseline
- Total scope 1 & 2 per passenger (kgCO<sub>2</sub>eq)
- Total energy consumption (kWh)
- Electricity - consumption (kWh)
- Gas - consumption (kWh)
- Consumption % change on 1990 baseline
- Total energy consumption per passenger (kWh)
- Renewable energy generated onsite (kWh)
- % of total energy from renewable sources
- Water - consumption (m<sup>3</sup>)
- Water consumption % change on 2010 baseline
- Water consumption per passenger (litres)
- Total operational & commercial waste collected (tonnes)
- Operational & commercial waste recycled/reused (%)
- Operational & commercial waste recovered (%)
- Operational & commercial untreated waste sent to landfill (%)
- Operational & commercial waste per passenger (kg)

- Air Quality - Nitrogen Dioxide, NO<sub>2</sub> annual average at on-Airfield site LGW3 (µgm-3)
- Air Quality - PM10 (VCM corrected) annual average at on-Airfield site LGW3 (µgm-3)
- Percentage of Chapter 4 (or equivalent) aircraft, or a higher chapter (%)
- Percentage of Chapter 14 aircraft (%) (new KPI)
- Noise - track keeping (%)
- Noise - total noise infringements
- Noise - daytime noise infringements
- Noise - night-time noise infringements
- Continuous Descent Operations (CDO) compliance (%)

## CARBON FOOTPRINT COMPONENTS

**Scope 1:** Gas, Diesel, Gas Oil, Unleaded petrol, LPG and Propane; Fire training; Refrigerant gases

**Scope 2:** Electricity; Solar

**Scope 3:** Transmission & Distribution losses-GAL; Gas - third party consumption; Fuel - third party consumption; Electricity - third party T&D losses; Water consumption and treatment; Waste; Passenger Surface Access; Staff Commuting; GAL Business Travel; Aircraft landing and take-off (LTO).





## METHODOLOGY

In undertaking the assurance exercise, Ricardo Energy & Environment has reviewed GAL's carbon footprint data and KPI collection and calculation methodologies against the requirements of ISO 14064-3 (Specification with guidance for the validation and verification of greenhouse gas assertions) and the GHG Protocol Corporate Standard.

A material error is defined in the assurance plan as a 5% error in an emissions source.

## RICARDO ENERGY & ENVIRONMENT'S OPINION

Based on the review of the 2018 carbon footprint and Decade of Change key performance indicators, Ricardo Energy & Environment is able to provide the following opinions:

- GAL continues to make good progress in calculating its carbon footprints and KPIs, and has set up credible processes for collating data and calculating emissions and indicators. It should therefore be commended for the efforts that it has made.
- The data sources used to calculate the footprint and KPIs are robust and, in instances where future improvements can be made, it is clear that GAL will work towards these as part of the on-going improvement of its processes.
- In accordance with the points above, we can make the following final opinion<sup>1</sup>:

Based on the process and procedures conducted, the 2018 KPI and GHG assertions have been found to be:

- materially correct and a fair representation of GAL data and information.
- prepared in accordance with the ISO 14064-1 and the GHG Protocol Corporate Standard.

GAL should keep up this good effort and Ricardo Energy & Environment recommends that GAL undertakes a similar carbon footprint assurance, for its 2019 footprint, in 12 months' time.

## INDEPENDENCE AND COMPETENCE

Ricardo Energy & Environment is one of the world's leading energy and climate change consultancies. The team performing the verification has the appropriate experience and competency to do so and other than providing verification of the GAL ACA verification Report, are not working for GAL in any other capacity. Ricardo has a Quality Management System (QMS) which is certified to BS EN ISO9001.

## VALIDITY OF STATEMENT

This statement is valid for the Decade of Change performance indicators and carbon footprint assurance review, for the periods from 1<sup>st</sup> January to 31<sup>st</sup> December 2018.

Ricardo Energy & Environment  
May 2019



<sup>1</sup>Note this is standard text for a limited assurance against ISO 14064-3.

## Current accreditations and certifications








## 2018 Awards

| WINNER  | WINNER                                 | WINNER                         | WINNER                            |
|---|--|--------------------------------|-----------------------------------|
| Best Combined Reduction of Carbon Water & Waste | Inclusive Service Provider of the Year | Airport of the Year            | Most Innovative Airport in Europe |
| <i>The Carbon Trust</i>                         | <i>Disability Smart Award</i>          | <i>London Transport Awards</i> | <i>Future Travel Experience</i>   |



## 2020 targets

|                                    | <br>CARBON            | <br>ENERGY                      | <br>WATER             | <br>WASTE          | <br>PUBLIC TRANSPORT |
|------------------------------------|---|--|---|--|--|
| 2018<br>PROGRESS ON<br>2020 TARGET | 50.32% ↓  | 10.3% ↓  | 29.3% ↓   | 64%<br>reuse/recycling rate  | 44%<br>Passengers  |
| 2018<br>PERFORMANCE                | 41,555 tCO <sub>2</sub> eq  | 215,392,240 kWh<br>4.67 kWh per passenger  | 688,497 m <sup>3</sup><br>14.94 litres per passenger  | 13,722 tonnes<br>0.3kg per passenger   | Zero<br>untreated waste to landfill  |
| QUANTITATIVE<br>TARGET             | 50% reduction by 2020 in GAL CO <sub>2</sub> emissions, against 1990 baseline (Scope 1 and 2 emissions) | 20% reduction by 2020 in airport electricity and gas use, against 1990 baseline<br>4 kWh per passenger benchmark | 25% reduction* by 2020 in airport water use, against 2010 baseline<br>15 litres per passenger benchmark | No untreated waste to landfill and 70% reuse/recycling rate by 2020 (Operational and commercial waste) | 43%<br>Airport Staff   |
| BASELINES                          | 82,843.5 tCO <sub>2</sub> eq (1990)   | 240,000,000 kWh (1990)   | 974,067m <sup>3</sup> (2010)  | 2010 recycling/reuse rate was 41%  | N/A  |

\*The original Decade of Change target on water was 20% reduction by 2020; in 2017 this was stretched to 25% by 2020



## YOUR LONDON AIRPORT *Gatwick*

Cover photography:  
Front: Taxiway Kilo, Northside Pier 2,  
South Terminal, Gatwick Airport.  
Back: Kathryn Smith and Oliver Brown,  
Airport Security Officers, in South Terminal.

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