



# 1



# 2021 Performance Summary

YOUR LONDON AIRPORT  
*Gatwick*

Powered by



# Welcome



## ABOUT THIS REPORT

This is our annual Decade of Change Performance Summary for 2021 providing a short overview of our activity and performance. It is published on our website: [www.gatwickairport.com/business-community/sustainability/reports](http://www.gatwickairport.com/business-community/sustainability/reports)

The continued impact of COVID-19 made 2021 an unpredictable year for most. At Gatwick, our top priorities have remained that of the health and wellbeing of our passengers and staff, protecting the business and the preservation of jobs. Despite the continued disruption, our commitment to sustainability and doing the right things has remained undiminished.

Our first Decade of Change set out the airport's goals between 2010 and 2020. During that decade we met or exceeded our goals, achieving substantial reductions in Gatwick's noise contours, direct carbon emissions and water usage, expanding our contributions to the economy and the local community and achieving key certifications for zero waste to landfill and biodiversity management.

Our commitment to a sustainable Gatwick is stronger than ever, and in June 2021 we published our second Decade of Change sustainability policy, which looks ahead to 2030. Building on the success of our first 10-point plan, our new policy contains 10 new goals to be met by 2030, with continued emphasis on the economy, local community and environment while increasing our emphasis and focus on People and Emissions.

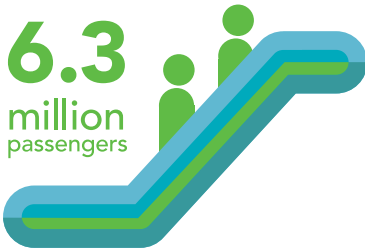
In a year when the UK hosted COP26, we were pleased to partner with easyJet to secure flights to Glasgow with a mix of Sustainable Aviation Fuel. Reducing both our own carbon emissions and those of our airlines is an increasingly important part of our business strategy and we will continue to promote the use of renewable electricity, electric vehicle charging for staff and passengers and energy efficiency measures.

Over the next few years, we will be working towards building back to 2019 operational levels in a sustainable and responsible manner. As we do this, we will aim to beat the sustainability milestones in our second decade of change as we did with our first. I am proud of Gatwick's achievements since 2010 and am confident that Gatwick will continue to lead the way through this important second Decade of Change.

A handwritten signature in blue ink, which appears to read 'Stewart Wingate'. The signature is fluid and cursive, with a long horizontal stroke at the bottom.

**Stewart Wingate**  
Chief Executive Officer

# 2021 in numbers\*



1,751

Gatwick Airport Limited (GAL) employees

55,856 AIR Traffic Movements



51 Local events supported

£48.9m Spend in regional supply chain



58% Flights by the Quietest aircraft



ICAO chapter 14 classification

45% Flights by the cleanest aircraft



ICAO CAEP 8 standard

53% of airport waste Reused or recycled



Zero untreated waste to landfill



22 Biodiversity surveys



58 Onsite volunteering days



All core Noise, Air Quality and Water Quality monitoring continued throughout 2021



\*Calendar year ending 31 December 2021



# Our Second Decade of Change

## Introduction

In June 2021 we published our second Decade of Change sustainability policy, which looks ahead to 2030. This builds on our first 10-point plan (which covered the period 2010-2020) with a renewed set of 10 goals over 10 years. Our 10 goals, covering 10 topic areas, share three common themes: People and Communities; Net Zero Emissions; and Local Environment.

The Decade of Change 2030 goals take account of local and national sustainability priorities. Gatwick is using the goals to play its part in national and international action to deliver on the Paris Agreement to limit climate change and the United Nations Sustainable Development Goals. The Decade of Change goals also support the global environmental action plan of our majority shareholder, VINCI Airports, and our shareholder Global Infrastructure Partners' commitment to reducing environmental impact and meaningfully helping communities in which we live and work.

### People and Communities

Support our people and invest in our local communities.



**Local Economy**

Page 6



**Opportunity and Accessibility**

Page 7



**Workplace Safety**

Page 8



**Local Communities:**

Page 9



**Noise:**

Page 10

### Net Zero

Continue our transition to Net Zero and improve air quality.



**Airport Emissions**

Page 11



**Aircraft and Surface Access Emissions**

Page 12

### Local Environment

Reduce our impact on the local environment and waste.



**Water**

Page 13



**Zero Waste**

Page 14



**Biodiversity**

Page 15

More information on our second Decade of Change sustainability policy is available on our website: [www.gatwickairport.com/sustainability](http://www.gatwickairport.com/sustainability).

This report summarises our goals in each of the 10 topic areas and our activity and performance during 2021.



## Governance

Our approach to sustainability covers the entire business and is integrated into the business plan. In 2021, we established a board subcommittee, the Capital, Environment and Sustainability Committee, to support the delivery of the second Decade of Change sustainability policy. Membership of the subcommittee includes Board members and advisors, along with the Chief Executive Officer and Chief Financial Officer. We demonstrate our performance through compliance with regulations and permits, achievement of our own goals and targets, and achieving external accreditations and best practice awards.

## Supporting the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) comprise 17 goals for 2030 to address the shared global challenges of poverty, inequality, climate change, protecting the natural environment, prosperity, peace and justice. Our Decade of Change goals align with several of the SDG goals and targets. By meeting our goals, we play our part in the UK's contribution to the SDGs. For further information on how our Decade of Change to 2030 Sustainability Policy: [www.gatwickairport.com/business-community/sustainability/our-policy](http://www.gatwickairport.com/business-community/sustainability/our-policy)

### SDG Decade of Change Topic

			
Page 6	Page 7	Page 8	
			
Page 11	Page 12		
			
Page 7	Page 9		
			
Page 10	Page 12	Page 14	Page 15
			
Page 11	Page 12	Page 13	





## Local Economy

**Our goal:** Be a partner and advocate for a thriving resilient economy and contribute to local and regional workforce skills partnerships and initiatives.

### Our progress during 2021:



Continued to work closely with a wide range of local stakeholders to drive forward plans that can support local economic recovery.



Began developing our local procurement strategy, introducing a new online supplier registration form for small and medium-sized businesses based within RH, BN, CR, KT, TN or GU postcodes so that these firms can more easily register their interest in supplying Gatwick.



Supported a successful bid - led by Chichester College Group - to create an exciting new Institute of Technology to support learners and employers across the region.



Supported the proposed creation of an Innovation Centre in Crawley to create a thriving local innovation eco-system, and supported Crawley's City status bid.



Recruited four new engineering apprentices for our 2021 cohort. Five apprentices 'graduated' from the programme this year and have all gone on to accept permanent roles at the Airport.



Spent £48.9m with local and regional suppliers of which £32.2m was with suppliers in the RH postcode.



*Gatwick's Economic Value Report, May 2021*

## Gatwick's Economic Value

In May 2021, we published a new report, *Gatwick's Economic Value*, which included our commitments to continue to develop a range of employment, skills and supply chain initiatives.

The report demonstrates that a return to growth at Gatwick will be critical to driving the recovery of the local economy impacted by COVID-19 and explores our plans and initiatives for working with local partners to deliver a sustainable, resilient and competitive future. This includes our role in securing investment and growth, but also the critical role that Gatwick plays in sustaining a dynamic and innovative business environment in the region that is attractive to key sectors and high-value economic clusters. The report is available on our website, at: [www.gatwickairport.com/economy](http://www.gatwickairport.com/economy)

## Growing careers at Gatwick

One of the emergent themes from engagement sessions held with our employees was a need for greater understanding of how to grow their careers at Gatwick, and more knowledge of the roles across the business, to help open up future opportunities.

As a result, an internal careers fair was held, enabling our people at all levels to learn about roles which may become available as we rebuild and grow. The event provided access to a wide range of colleagues and managers who could answer questions and provide advice.

The careers fair supported better understanding of transferable skills required for roles and enabled tips and guidance to be provided on what to expect when applying for jobs and attending interviews.



Careers Fair held in the South Terminal  
Check in area, November 2021



## Opportunity and Accessibility

**Our goal:** To increase workforce diversity through recruitment, training and retention practices and partnerships; and ensure accessibility and opportunity for colleagues and passengers with disabilities.

### Our progress during 2021:



Set strategic targets to develop and grow more females into leadership roles and overhauled our hiring processes to focus on evidence-based, inclusive hiring.



Announced our ambition for 33% of our leadership team to be female by end of 2023, and 40% by end of 2026. Further information is available on the Gender Pay Gap pages of our website.

[www.gatwickairport.com/business-community/about-gatwick/performance-reports/gender-pay-gap](http://www.gatwickairport.com/business-community/about-gatwick/performance-reports/gender-pay-gap)



Established a Diversity, Equality & Inclusion Council, leading to the formation of an employee-led Business Resource Group, which aims to help create the culture to develop, retain and attract female talent.



Improved access to training by enhancing our diagnostic training assessments to better understand accessibility needs prior to colleagues attending in-house training courses.



Delivered a safe and efficient special assistance service throughout the year aligned to all regulatory requirements and engaged with the Independent Gatwick Accessibility Panel to discuss accessibility provision and future activity.



## Workplace Safety

**Our goal:** Be a leading airport for the safety, health and wellbeing of our workforce and passengers, striving to learn and continually improve.

### Our progress during 2021:



Continued to prioritise safety and health with COVID secure measures which have been verified by the Civil Aviation Authority and Public Health England as compliant against the ICAO CART Take-off guidance.



Achieved annual award (Gold) from the Royal Society for the Prevention of Accidents (RoSPA) for the ninth consecutive year.



Participated, with many of our airport partners, in VINCI Safety Week, showing the various ways we can understand and support each other to prevent accidents and get home safely.



Supported employees that had been on furlough back into the operation through the 'Gatwick Calling' initiative. This included signposting wellbeing and mental health support and linked to the Employee Assistance Programme.



Safety Week, Autumn 2021

### Transitioning from OHSAS 18001 to ISO 45001

In 2021, during the ongoing COVID-19 pandemic, we made the decision to continue to be accredited to an external Occupational Health and Safety Management System Standard by successfully recertifying to OHSAS 18001. This demonstrated the commitment of every member of staff to make Gatwick Airport a safe working environment for all to work in and travel through. Less than six months later we made a further commitment and transitioned to the new Occupational Health and Safety Management System Standard ISO 45001. This combined effort is a testament to Gatwick's continued emphasis on high standards of health and safety for our workforce and customers.



## Donating Laptops

In the latter part of 2021, Gatwick donated nearly 200 laptops to 19 local community groups, projects and charities. Colleagues from IT donated around 100 hours of their time on furlough to clear Gatwick data, install clean operating systems and sanitise the cases and keyboards ready for use.

**Gurjar Hindu Union:** *“Big thank you to Gatwick for donating 2 computers. We shall use one in the Temple to live stream various programmes and events and the second one in the office for administration purposes. The computers are a welcome addition. Thank you very much”.*

**Refugees Welcome Crawley:** *“Thank you so much for the generous gift of 9 laptops. This has enabled us to help 7 Syrian and Afghan families. One young student seeking asylum here from Uganda said, ‘I would like to thank the donors for the laptop it will help me to do my homework.’”*



Laptops donated to the Gurjar Hindu Union



## Local Communities

**Our goal:** Invest resources in programmes and partnerships for those communities most affected by Gatwick’s operations.

### Our progress during 2021:



Worked in partnership with the Coast to Capital Careers Hub to ensure young people in our region have access to employer insight and understand what opportunities lie before them.



With the pandemic interfering with in-person fundraising events and donations, we committed to supporting our charity partners beyond the usual two-year term. Surrey and Sussex Healthcare NHS Trust charity (SASH) and Air Ambulance Kent Surrey Sussex will enjoy two extra years of support from the airport.



Continued to partner with onsite Gatwick TravelCare, as we’ve done since 1984.



Launched a new newsletter “Gatwick in Touch” to keep local residents updated with latest news and announcements from the airport. The newsletter is shared with nearly 250 neighbourhood groups, parish and town councils across East Surrey, West Sussex and West Kent.



Contributed £236,000 to the Gatwick Airport Community Trust Fund for deserving projects within the area of benefit covering parts of East and West Sussex, Surrey and Kent.



## Noise

**Our goal:** Limit and where possible reduce the airport’s impact on local communities by working with partners and stakeholders to create the most noise efficient operation possible.

### Our progress during 2021:



Continued to engage with our stakeholders through our Noise Management Board Community Forum, Delivery Group and Executive Board.



Our Noise Management Board workplan activity has included two environmentally focussed projects to inform Gatwick’s airspace modernisation project.



Re-initiated Gatwick’s airspace modernisation project which aims to deliver safety, environmental and efficiency benefits.



Upgraded our “Insightfull” public airspace and noise information portal to improve the provision of timely and transparent data for airport and community stakeholders.



Of the flights operated to/from Gatwick 58% were ICAO Chapter 14 standard aircraft, the quietest standard for ICAO certification.

PERFORMANCE	RANK (CDO)	TK PERFORMANCE	RANK (TK)
94.53%	3	99.70%	8
94.17%	4	99.86%	6
98.25%	2	99.78%	7
91.40%	5	99.68%	9
83.40%	8	99.36%	12
89.24%	6	100.00%	1
98.47%	1	99.66%	10
67.58%	12	99.42%	11
86.73%	7	100.00%	1
80.95%	9	100.00%	1
74.63%	10	100.00%	1
73.56%	11	100.00%	1

YOUR LONDON AIRPORT  
*Gatwick*  
Powered by

### Gatwick’s Airline Noise Performance Table

We engage continuously with our airlines to reduce noise where possible. The Airline Noise Performance Table is a tool designed to encourage airlines to reduce their noise impact by continually improving their operation and enhancing their aircraft fleets.

The development of a table for Gatwick originated through an activity that was part of the Noise Management Board’s Workplan, and was developed by Gatwick, in consultation with airlines. The table ranks airline performance across three metrics: Continuous Descent Operations compliance for arrivals; Track Keeping compliance for departures; and one strategic metric which rates the noise impact of an airline’s fleet against their passenger capacity.

We publish the table quarterly and annually in the Airspace Office’s Quarterly Reports and engage directly with selected airlines to discuss performance. In 2021, conversations with five airlines took place. To find out more, please visit: [www.gatwickairport.com/noise](http://www.gatwickairport.com/noise)

## Smarter Building Controls, Artificial Intelligence & Energy Efficiency

Due to their size, complexity and operational requirements, airport buildings consume large amounts of energy and a sizable proportion relates to providing heating, ventilation and air conditioning systems. These systems are controlled automatically to simultaneously balance temperature, comfort, air quality and energy efficiency. Due to the complexity of these control systems considerable resources are needed to ensure systems always operate effectively. During 2021, our IT and engineering teams initiated a "proof-of-concept project" to explore whether Artificial Intelligence can be deployed to interrogate and check control systems are working as intended and secondly, optimise the systems to improve energy efficiency. This project will help us decide if this technology is viable for inclusion in future energy efficiency programmes.



## Airport Emissions

**Our goal:** Reducing GAL Scope 1 and 2 emissions by a further 25% by 2030 (i.e. reach 80% under 1990 baseline) as part of a science-based goal of reaching net zero before 2040;

Sourcing 50% of airport network electricity and 50% of heat network from UK renewable sources via onsite generation and direct purchase agreements (PPAs) by 2030;

Requiring all GAL and airport duty vehicles, ground support equipment and mobile construction equipment to meet zero or ultra-low emission standards by 2030.

### Our progress during 2021:



Development of a business case for a multi-year energy efficiency programme.



Reduction in Scope 1 (natural gas, fuel, refrigerants, fire training) emissions by 16.9% (vs 2019 baseline) reflecting the reduced airport operation.



Reduction in Scope 2 (electricity) emissions by 48.8% (vs 2019 baseline) reflecting the reduced airport operation.



Purchased 99.6% Renewable Energy Guarantees of Origin (REGO) certified electricity and 0.05% renewable (solar) electricity generated on site.





## Aircraft and Surface Access Emissions

**Our goal:** Playing our part in UK aviation and ground transport transition to net zero carbon;

Working with airlines and fuel providers to implement the Sustainable Aviation decarbonisation roadmap and interim goals; and setting a science-based target for Gatwick;

Working with transport partners to increase airport passenger and staff usage of public transport and zero and ultra-low emission journey modes to 60% by 2030.

### Our progress during 2021:



99% of Gatwick flights by the cleanest available aircraft: 45% meeting ICAO CAEP 8 standard and 54% meeting ICAO CAEP 6.



Partnered with sustainable energy company GRIDSERVE to install the first all-electric charging station at a UK airport. This facility is due to open in 2022.



Installed an initial 12 electric vehicle charging bays for use by staff. This pilot project will be used to understand uptake, charging infrastructure utilisation, and user demand for additional charging facilities.



Continued the redevelopment of Gatwick Airport Rail Station, supporting Gatwick's efforts to increase public transport use by passengers and staff.



Continued to meet all applicable air quality objectives for NO<sub>x</sub>, PM<sub>10</sub> and PM<sub>2.5</sub>, shown by ratified data from Gatwick's real-time automatic monitoring site.



Introduced a new carbon incentive in the published tariff to complement existing environmental pricing signals. Our objective is to give airline operators an added incentive to operate the most carbon efficient aircraft in their fleets at Gatwick.



Played an active role in the UK Sustainable Aviation coalition's work on decarbonisation, steering a strengthened commitment to achieving net zero through interim goals published in June 2021.



## Sustainable Aviation Fuel at Gatwick

In October 2021, Gatwick in partnership with easyJet, Q8 Aviation and Neste completed a proof-of-concept demonstration that the existing aviation fuel infrastructure at the airport is ready to utilise certified A1 jet fuel that contains sustainable aviation fuel (SAF). Since the proof-of-concept flight, flights from Gatwick to Glasgow during the UN Climate Change Conference (COP26) utilised a fuel blend containing SAF.



First departing flight from Gatwick to use a Sustainable Aviation Fuel, 19 October 2021



## Maintaining our reservoirs

Maintenance of our four reservoirs has been enhanced with the introduction of grazing sheep. A healthy grass sward has to be managed as part of continued reservoir safety, grazing reduces the need for mechanical mowing.



## Water

**Our goal:** Reduce the airport's potable water consumption by 50% on a per passenger basis by 2030 compared to 2019, continue to improve the quality of water leaving the airport and work with partners to promote local water stewardship.

### Our progress during 2021:



Reduction in water consumption by 49% (vs. 2019 baseline) reflecting the reduced airport operation.



Continued water management and testing to ensure airport discharges do not impact local river ecology. Across 18 test sites, a total of 2,460 individual laboratory tests were successfully completed and analysed during the year.



Proactively monitored water consumption and repaired water leaks to reduce water network losses, and initiated development of a business case for a multi-year water reduction programme.



Facilitated tours with local students of Gatwick's flood alleviation area, the Gatwick Stream Biodiversity Area, and Gatwick's reservoirs, and ponds, to show the measures in place to ensure that the airport does not flood, and to ensure that surrounding waterways and wildlife are not polluted or affected from chemicals such as aircraft de-icer.





## Zero Waste

**Our goal:** Ensure that by 2030 all materials used at Gatwick in operations, commercial activity and construction, are repurposed for beneficial use i.e. repaired, reused, donated, recycled, composted or converted to fuel for heating or transport.

### Our progress during 2021:



Gatwick operations generated 1,938 tonnes (2020: 3,787 tonnes) of waste and recycling materials and achieved an average recycling/reuse percentage of 53.39% (2020: 66.94%).



Zero untreated waste to landfill maintained for the sixth consecutive year.



In response to continued reduced volume and changes to Gatwick's operational waste profile during the COVID-19 pandemic, a temporary operating model remains in place to maintain a safe operation. This includes maintaining specific processes for managing COVID-19 related and potential biohazardous waste safely, and the continued decommissioning of the onsite dryer, biomass boiler and materials recycling line to reduce waste handling and minimise risk to the recycling teams.



*Segregated recycling bins in the North Terminal departure lounge.*

### Working with retail partners to encourage segregation at source

In response to COVID-19, several waste and recycling practices were amended to maintain a safe operation. Where waste has been successfully segregated at source, it is sent offsite for recycling/reuse. Other general waste is sent to a local Energy from Waste facility.

To reduce the amount of general waste whilst this temporary operating model is in place, Gatwick Airport Limited is working with retail partners to encourage segregation at source. The project aims to reduce the amount of general waste coming off airport, by providing education and training regarding the categorisation and segregation of waste/recycling materials and well managed recycling areas.

## Award for wildflower road verges initiative

In 2021, we received a VINCI Environment Award for the establishment of wildflower road verges at Gatwick Airport. We have continued to implement our verge management plan which adopts a less intensive maintenance approach. We also undertook botanical surveys of 20 different verges covering a total area of 6.79 ha to measure changes in species composition and abundance. Botanical surveys recorded positive indicator species, including three different species of orchids and our first record of the nationally notable Long-horned Bee foraging on the verges.

Our award money was donated to charities Gatwick Greenspace Partnership and Plantlife who are recognised as pioneering the conservation of wildflower meadows. We plan to expand our approach and work with key stakeholders to implement further enhancements at Gatwick and nearby.

*Gatwick Environment Team members with Plantlife and Gatwick Greenspace Partnership colleagues at a wildflower road verge*



## Biodiversity

**Our goal:** Have a sector-leading 'net gain' approach to protecting and enhancing biodiversity and habitats on the airport estate, including zero use of pesticides by 2030; and support biodiversity partnerships in our region.

### Our progress during 2021:



Awarded the Wildlife Trusts' Biodiversity Benchmark Award for the 8th consecutive year.



Continued implementing Gatwick's wildflower road verge management programme to enhance the biodiversity value of our greenspaces. Our approach received a VINCI Environment Award.



Maintained our rigorous ecological monitoring programme. This identified several new notable species including the Small-flowered Buttercup, Alder Kitten Moth, Ox-eye Daisy Lacebug and a new breeding site for Nightingales.



Held 58 volunteering and 15 education events, while complying with COVID-19 restrictions.

# Decade of Change Performance Indicators

This data presents a summary of our Decade of Change (DoC) performance data. 2021 data that has been externally verified is identified below. Information on data boundaries and on verification is provided on pages 22 to 23. N.B. 2020 and 2021 performance was affected by the impacts of COVID-19. In 2021, the number of passengers was -87% compared to 2019. For relative metrics, this has had a large impact on the magnitude of the metrics. Following the publication of our Second Decade of Change Sustainability policy in 2021, we introduced additional performance indicators; these are identified in the tables that follow. We are working to develop our indicators further so that we can understand and monitor our performance.

	2019	2020	2021	New DoC KPI	Externally Verified <sup>1</sup>
<b>Local economy</b>					
Annual spend with local and regional suppliers <sup>2</sup>	£113.7m (of which £65.5m was with suppliers in the RH postcode)	£53.9m (of which £25.8m was with suppliers in the RH postcode)	£48.9m (of which £32.2m was with suppliers in the RH postcode)		
Annual spend with local and regional suppliers <sup>2</sup> (% of total spend)	26%	23%	28%	✓	
Meet the Buyers - number of buyers attending	50 buyers <sup>3</sup> attended from 30 buying organisations	Not held	Not held		
Meet the Buyers – number of suppliers attending	38 local food and beverage producers <sup>3,4</sup>	Not held	Not held		
Total employed at Gatwick Airport – full site <sup>5</sup>	24,000	19,400	19,400		
GAL employees (as at 31 December each year)	3,217	1,829	1,751		✓
% GAL employees from local area (RH postcodes)	57.4%	59.5%	59.2%		✓
Number of GAL graduates and apprentices	26	20	20 <sup>6</sup>		✓

<sup>1</sup> This column indicates which of the 2021 KPIs have been externally verified. See previous years reports for previous verifications.

<sup>2</sup> KPI is Purchase Order Value (committed to spend). The methodology for reporting local spend is currently being reviewed and developed. In 2019 and 2020, this covered RH, BN, GU, CR, KT and TN postcodes. In 2021, this was revised to include additional postcode areas PO, SM, ME, CT, BR and DA.

<sup>3</sup> In 2019, Gatwick did not run the general Meet the Buyer programme as we are reviewing the delivery model. 2019 data refers to Meet the Local Producer event (Food and Beverage) held as a pilot in October 2019.

<sup>4</sup> KPI is number of suppliers.

<sup>5</sup> Data for 2019 is from periodic Airport Employer surveys. 2020 and 2021 data is from Gatwick's Economic Value Report, May 2021; includes furloughed employees.

<sup>6</sup> These numbers are net totals. Each year, people graduate and join the scheme.

<b>Opportunity and Accessibility</b>					
Percentage of GAL employees participating in Training and Development programme (Mandatory)	–	–	99.0%	✓	
Percentage of GAL employees participating in Training and Development programme (Discretionary)	–	–	1.2%	✓	
Percentage of GAL employees using their volunteering time benefit	3.1%	0.4%	1.2%	✓	
Number of Airport roles advertised on Gatwick Jobs portal	–	–	34	✓	
Gender diversity: All employees: % Male / % Female <sup>7</sup>	63.21% / 36.79%	65.16% / 34.84%	67.92% / 32.08%	✓	
Gender diversity: Executive Board: % Male / % Female <sup>7</sup>	81.82% / 18.18%	78.57% / 21.43%	83% / 17%	✓	
Gender diversity: Board of Directors: % Male / % Female <sup>7</sup>	100% / 0%	100% / 0%	100% / 0%	✓	
Passengers provided with mobility assistance (% of total passengers)	1.50%	1.70%	1.80%	✓	
Number of passengers with reduced mobility (PRM) service compliments and complaints: Positive/ Negative	40% / 60%	65% / 35%	76% / 24%	✓	
Number of accessibility initiatives and partnerships supported by GAL <sup>8</sup>	4	1	1	✓	

<sup>7</sup> Please see our Gender Pay Gap Report for further details: [www.gatwickairport.com/business-community/about-gatwick/performance-reports/gender-pay-gap/](http://www.gatwickairport.com/business-community/about-gatwick/performance-reports/gender-pay-gap/).

The Gender Pay Gap report for 2020 and 2021 excluded all furloughed employees.

<sup>8</sup> Data refers to Accessibility Days (2019), specialist training (2019 and 2020) and hosting of visits (2021)

	2019	2020	2021	New DoC KPI	Externally Verified <sup>1</sup>
<b>Workplace Safety</b>					
GAL lost time injuries <sup>9</sup>	192	5	7	✓	
GAL lost time injury rate per 100,000 hours <sup>10</sup>	0.18	0.19	0.28	✓	
GAL reportable injuries (RIDDOR) <sup>11</sup>	4	2	4	✓	
GAL recordable injury rate per 100,000 hours <sup>12</sup>	3.79	2.43	2.01	✓	
Airport third party recordable incidents <sup>13</sup>	173	40	22	✓	
Passenger reportable incidents (RIDDOR) <sup>14</sup>	2	2	2	✓	

<sup>9</sup> The number of injuries reported that lead to absence from normal working duties due to a workplace accident. (Time away from work is where an employee misses at least one day of work, not counting the day of injury).

<sup>10</sup> The rate is calculated from the number of lost time injuries over a rolling 12 month period\* 100,000 / total # of hours worked over a 12 month period.

<sup>11</sup> The number of injuries that are RIDDOR reportable (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

<sup>12</sup> The rate is calculated from the total number of GAL reported injuries over a 12 month period\* 100,000 / total # of hours worked over a 12 month period.

<sup>13</sup> The number of reported injuries from third parties who work at the airport.

<sup>14</sup> The number of passenger injuries reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

<b>Local Communities</b>					
Sponsorships: number of community events supported by Gatwick (includes non-profit, charitable and business events)	56	51	51		
<b>Total funds raised for nominated charity partners</b>					
Surrey and Sussex Healthcare NHS Trust <sup>15</sup>	N/A - Partnership commenced in 2020.	£15,091.88	£5,755.22		
Air Ambulance Kent Surrey Sussex	£57,617.78	£20,127.80	£5,578.37		
St Catherine's Hospice	£61,077.33	£13,312.96	N/A - No longer a Charity partner.		
TravelCare	£62,937.20 <sup>16</sup>	£41,452.25 <sup>16</sup>	£4,595.27		
In-terminal passenger donations (paid in calendar year)	£86,865.61	£31,929.29	£8,263.11		
<b>Employee fund-raising and GAL match-funding for charities of employees' choice</b>					
GAL match-funding	£20,213	£12,693	£7,390		✓
Gatwick Give as You Earn	£22,343	£22,328	£12,126		✓
<b>Gatwick's contribution to the independent Gatwick Airport Community Trust</b>					
Annual contribution	£224,000	£230,000	£236,000		

<sup>15</sup> Partnership commenced in 2020.

<sup>16</sup> In 2019 and 2020 includes £25,000 grant from Gatwick Airport Limited.

<b>Noise</b>					
Percentage of aircraft movements in Chapter 14 (%) <sup>17</sup>	62%	66%	58%		✓
Percentage of aircraft movements in Chapter 4 (or equivalent), or a higher Chapter (%) <sup>18</sup>	98.07% <sup>18</sup>	99.24% <sup>18</sup>	99.53% <sup>18</sup>		✓
Noise - track keeping (%)	98.42%	98.49%	98.20%		✓
Continuous Descent Operations (CDO) compliance (%)	89.58%	89.59%	90.89%		✓
Noise - total noise infringements	1	0	0		✓
Noise - daytime noise infringements	1	0	0		✓
Noise - night-time noise infringements	0	0	0		✓

<sup>17</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. Data reported for 2019, 2020 and 2021 is 1 January-31 December.

<sup>18</sup> Does not include unmodified A320 aircraft (0.73% in 2019, 0.61% in 2020 and 0.32% in 2021).

	2019	2020	2021	New DoC KPI	Externally Verified <sup>1</sup>
<b>Airport Emissions</b>					
<b>Airport-wide energy and fuel consumption</b>					
Natural gas (MWh)	61,018.24	40,276.94	47,745.64		✓
Electricity (MWh)	150,888.78	96,913.25	89,108.60		✓
Vehicle and equipment fuel (MI)	3.29	1.24	0.96	✓	✓
Refrigerant gas (kg) <sup>19</sup>	790	315	887	✓	✓
<b>GAL energy and fuel consumption (sub-set of Airport)</b>					
Natural gas (MWh)	52,786.69	35,792.43	44,781.70		✓
Electricity (MWh)	99,576.69	66,026.89	61,387.33		✓
Vehicle and equipment fuel (MI)	0.45	0.26	0.24	✓	✓
Refrigerant gas (kg)	790	315	887	✓	✓
Propane (tonnes)	11	5	12	✓	✓
GAL direct emissions % cumulative change on 1990 baseline 82,843.5 tCO <sub>2</sub> e (total scope 1 and 2, location-based accounting)	-54.53%	-72.03%	-72.01%		✓
Total Scope 1 and 2 per passenger (kg CO <sub>2</sub> e)	0.81	2.28	3.71		✓
<b>Percentage of electricity from renewable sources</b>					
% REGO certificated	100.00%	100.00%	99.62%	✓	✓
% sleeved via power purchase agreements (PPA)	0%	0%	0%	✓	✓
% generated onsite	0.02%	0.05%	0.05%	✓	✓

<sup>19</sup> For clarity and comprehensiveness, refrigerants have been included at the airport level but these result from the GAL operations.

<b>Aircraft and Surface Access Emissions</b>					
GAL business travel (tCO <sub>2</sub> e)	418	62	48		✓
Other airport operations <sup>20</sup> (tCO <sub>2</sub> e)	26,484	13,024	10,203		✓
Airport staff commuting (estimated, tCO <sub>2</sub> e)	45,482	21,582	19,443		✓
Passenger surface access (estimated, tCO <sub>2</sub> e)	195,692	38,176	28,646		✓
Aircraft take-off and landing cycle (estimated, tCO <sub>2</sub> e)	426,923	118,318	76,361		✓
Aircraft engine testing (estimated, tCO <sub>2</sub> e)	1,629	1,963	2,272		✓
<b>Surface access to the airport</b>					
Passenger public transport use (%) – combined rail, bus/coach use	47%	Not available	42% <sup>21</sup>		✓
<b>Air Quality</b>					
Air Quality – NO <sub>2</sub> annual average at on-Airport site LGW3 (ugm-3)	29	17	18		✓
Air Quality – PM <sub>10</sub> annual average at on-Airport site LGW3 (ugm-3)	14	14	14		✓
Air Quality – PM <sub>2.5</sub> annual average at on-Airport site LGW3 (ugm-3)	9	8	9		✓

<sup>20</sup> Includes airport third parties ground fuels and electricity; electricity T&D losses, airport water, wastewater and waste systems.

<sup>21</sup> Only partial data available for 2021, covering the period June-December 2021, due to the impact of COVID-19 on CAA survey activity.

For Gatwick Airport Limited's Greenhouse Gas Emissions see page 20.



KPI	2019	2020	2021	New KPI for 2021	Externally Verified <sup>1</sup>
-----	------	------	------	------------------	----------------------------------

Zero Waste					
Total operational & commercial waste collected (tonnes)	13,493	3,781	1,935		✓
Operational & commercial waste per passenger (kg)	0.29	0.37	0.31		✓
Operational & commercial waste reused or donated for reuse (tonnes and % of total tonnes)					
Tonnes	4,344.32	726.40	64.39		✓
% of total tonnes	32.20%	19.15%	3.33%		✓
Operational & commercial waste recycled (tonnes and % of total tonnes)					
Tonnes	5,148.86	1,785.94	968.70		✓
% of total tonnes	38.16%	47.08%	50.06%		✓
Paper and card (%)	10.83%	9.24%	7.46%		✓
Metals (%)	2.11%	2.58%	2.79%		✓
Glass (%)	5.27%	3.54%	3.41%		✓
Plastics (%)	2.97%	1.83%	0.45%		✓
Other (%)	17.00%	29.90%	35.96%		✓
Operational & commercial waste sent offsite for energy recovery (tonnes and % of total tonnes)					
Tonnes	4,136.75	1,311.28	902.20		✓
Energy recovery (%)	29.50%	33.74%	46.63%		✓
Other e.g. offsite conversion to fuel (%)	1.10%	0.82%	1.13%		✓
Operational & commercial waste sent for secondary treatment (% of total tonnes)	0.00%	0.03%	0.05%		✓
Hazardous waste sent for treatment (tonnes and % of total tonnes)					
Tonnes	285.84	124.09	68.15	✓	✓
% of total tonnes	2.10%	3.27%	3.52%	✓	✓
Operational & commercial untreated waste sent to landfill (% of total tonnes)	0%	0%	0%		✓
Construction contractors waste management diversion from landfill (tonnes and % of total construction tonnes)	95%	99%	99%		

Water					
Airport potable water consumption (m <sup>3</sup> )	721,336	416,064	368,773		✓
Airport potable water consumption per passenger (litres) <sup>22</sup>	15.49	40.93	58.96		✓
Airport potable water consumption % cumulative change on 2019 baseline of 721,336 (m <sup>3</sup> )	N/A	-42.3%	-48.88%		✓

<sup>22</sup> In 2021, the number of passengers was -87% compared to 2019.

Biodiversity					
Habitat maintained onsite (hectares)	75	75	75		✓
Annual conservation actions outlined in Gatwick's Biodiversity Action Plan completed (%)	87.6%	67.7%	85.4%		
Annual conservation actions outlined in Gatwick's Biodiversity Action Plan deferred to following year (%)	12.4%	32.3%	14.6%		
Surveys completed (number of different surveys)	26	11	22		✓
Onsite volunteering days undertaken (total number of days) by airport employees, community members and schools	40	38	58		✓
Onsite education days undertaken (total number of days) by airport employees, community members and schools <sup>23</sup>	29	12	15		✓

<sup>23</sup> This includes one online event in 2020 and 4 online events in 2021.

# Gatwick Airport Limited's Greenhouse Gas Emissions

Gatwick Airport Limited's Scope 1, 2 and 3 emissions are detailed below including a breakdown of each<sup>24</sup>. Information on data boundaries and on verification is provided overleaf.

	2019		2020		2021		Externally Verified <sup>1</sup>
	Location-based	Market-based	Location-based	Market-based	Location-based	Market-based	
Scope 1 direct emissions tCO <sub>2</sub> e	12,223	–	7,778	–	10,163	–	✓
Scope 2 direct emissions tCO <sub>2</sub> e	25,443	5	15,394	0 <sup>25</sup>	13,024	128 <sup>26</sup>	✓
Scope 3 indirect emissions total tCO <sub>2</sub> e	696,628	683,512	193,125	193,126	136,973	131,087	✓
<b>Total Scope 1&amp;2 direct emissions tCO<sub>2</sub>e</b>	<b>37,666</b>	<b>–</b>	<b>23,172</b>	<b>–</b>	<b>23,187</b>	<b>–</b>	<b>✓</b>
<b>Total Scope 1,2 and 3 tCO<sub>2</sub>e</b>	<b>734,294</b>	<b>695,740</b>	<b>216,297</b>	<b>200,094</b>	<b>160,159</b>	<b>141,377</b>	<b>✓</b>
<b>Emissions Breakdown (tCO<sub>2</sub>e)</b>							
<b>Scope 1</b>							
Natural Gas	9,705		6,581		8,202		✓
Vehicle and equipment fuel	1,215		700		619		✓
Fire training materials (including propane)	34		16		36		✓
Refrigerant gas	1,269		481		1,306		✓
<b>Scope 2</b>							
Purchased electricity (location-based)	25,443		15,394		13,024		✓
Purchased electricity (market-based)	5		0 <sup>25</sup>		128		✓
Solar	0		0		0		✓
<b>Scope 3</b>							
GAL business travel (tCO <sub>2</sub> e)	418		62		48		✓
Other airport operations <sup>27</sup> (tCO <sub>2</sub> e)	26,484		13,024		10,203		✓
Airport staff commuting (estimated, tCO <sub>2</sub> e)	45,482		21,582		19,443		✓
Passenger surface access (estimated, tCO <sub>2</sub> e)	195,692		38,176		28,646		✓
Aircraft take-off and landing cycle (estimated, tCO <sub>2</sub> e)	426,923		118,318		76,361		✓
Aircraft engine testing (estimated, tCO <sub>2</sub> e)	1,629		1,963		2,272		✓

<sup>24</sup> Greenhouse gas (GHG) emissions calculated in line with the Greenhouse Gas Protocol using BEIS emission factors for the corresponding year and quantifying all six GHGs in terms of carbon dioxide equivalence (CO<sub>2</sub>e).

The location-based method reflects the average emissions intensity of the grid on which energy consumption occurs. The market-based method reflects emissions from electricity that has been purposefully chosen. Note a temporary contract was in place for the Copthorne development, a building offsite from the main airport campus, to July 2021 which was not supported by Renewable Electricity Guarantee of Origin (REGO) certificates.

<sup>25</sup> Market based data reported in 2020 as 3, however it has since been confirmed that the energy was from a renewable, REGO-backed supply.

<sup>26</sup> Temporary electricity contract for the Copthorne development, to July 2021, was not supported by Renewable Electricity Guarantee of Origin certificates.

<sup>27</sup> Includes airport third parties ground fuels and electricity; electricity T&D losses, airport water, wastewater and waste systems.



## 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.

**Renewable energy:** Our Decade of Change target covers the percentage of total energy consumption 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.

## Certifications



**INVESTORS IN PEOPLE**  
We invest in people Silver

# Assurance Statement 2021

## Decade of Change Performance Indicators

Ricardo Energy & Environment has been working with Gatwick Airport Limited (GAL) in 2022 to independently assure the Airport's Decade of Change 2021 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 2021 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 2021 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.

### Assurance period

The assurance review of GAL's DOC performance report has been carried out for the year 2021 covering the period from January 1st until December 31st.

### Level and scope of assurance

Ricardo's scope of work included the assurance of the accuracy and completeness of data presented in the DoC report in relation to the Key Performance Indicators (KPIs) listed below, for the calendar year 2021. These were selected by GAL.

### Decade of Change key performance indicators

- Local Economy – GAL employees (as of 31 December)
- % GAL employees from local area (RH postcodes)
- Number of GAL graduates and apprentices
- Local Communities - Employee fund-raising and GAL match-funding for charities of employees' choice
- Percentage of aircraft movements in Chapter 4 (or equivalent), or a higher chapter (%)
- Percentage of aircraft movements in Chapter 14 (%)
- Noise - track keeping (%)
- Continuous Descent Operations (CDO) compliance (%)
- Noise - total noise infringements
- Noise - daytime noise infringements
- Noise - night-time noise infringements
- Airport-wide energy and fuel consumption (natural gas, electricity, vehicle and equipment fuel & refrigerants)
- GAL energy and fuel consumption (sub-set of airport) (natural gas, vehicle and equipment fuel, propane, refrigerants, electricity, direct emissions % cumulative change on 1990 baseline, total scope 1 and 2 per passenger)
- Percentage of electricity from renewable sources (% REGO certified, % sleeved via PPA, % generated onsite)
- Aircraft and surface access emissions – GAL business travel, other operations, staff commuting, passenger surface access, aircraft take-off and landing cycle and aircraft engine testing
- Surface access to the airport (% of passengers who use public transport)
- Air Quality - NO<sub>2</sub> annual average at on-Airport site LGW3 (µg<sup>m-3</sup>)
- Air Quality - PM<sub>10</sub> annual average at on-Airport site LGW3 (µg<sup>m-3</sup>)
- Air Quality – PM<sub>2.5</sub> annual average at on-Airport site LGW3 (µg<sup>m-3</sup>)
- GAL GHG Emissions - scope 1, 2 and 3 (tCO<sub>2</sub>e<sub>q</sub>) (location-based accounting)
- GAL GHG Emissions - scope 1, 2 and 3 (tCO<sub>2</sub>e<sub>q</sub>) (market-based accounting)
- Total operational & commercial waste and recycling collected (tonnes)
- Operational & commercial waste per passenger (kg)
- Operational & commercial waste recycled (tonnes and % of total tonnes, with percentages provided for paper and card, metals, glass, plastics, other)
- Operational & commercial waste reused or donated for reuse (tonnes and % of total tonnes)
- Operational & commercial waste sent offsite for energy recovery (tonnes and % of total tonnes, with percentages provided for energy recovery and other e.g., offsite conversion to fuel)
- Operational & commercial waste sent for secondary treatment (% of total tonnes)
- Hazardous waste sent for treatment (tonnes and % of total tonnes)
- Operational & commercial untreated waste sent to landfill (% of total tonnes)
- Water – airport potable water consumption (m<sup>3</sup>)
- Water consumption % change on 2019 baseline
- Water consumption per passenger (litres)
- Biodiversity – habitat mainland onsite (hectares)
- Biodiversity surveys completed
- Onsite volunteering days undertaken by airport employees, community members and schools
- Onsite education days undertaken airport employees, community members and schools

As part of the work, Ricardo also ensured that the figures provided by GAL aligned with the verified carbon footprint which was carried out by RSK Environment and verified by GEP Environmental. These figures were cross-referenced with the findings outlined in RSK Environment's report from 18 March 2022 entitled "Gatwick Airport Ltd 2021 Greenhouse Gas Assessment 713981R01" and confirmed as being correct.

### Methodology

In undertaking the assurance exercise, Ricardo Energy & Environment has reviewed GAL's 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.

### Ricardo Energy & Environment's opinion

Based on the review of the 2021 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 KPIs and has set up credible processes for collating data and calculating indicators. It should therefore be commended for the efforts that it has made.
- The data sources used to calculate the 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 2021 KPI assertions have been found to be:

- materially correct and a fair representation of GAL data and information, and
- 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 assurance, for its 2022 KPIs, 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. 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 1st January to 31st December 2021.

Ricardo Energy & Environment  
May 2022



Ricardo  
Energy & Environment

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



# YOUR LONDON AIRPORT *Gatwick*

Powered by



GLOBAL  
INFRASTRUCTURE  
PARTNERS



Cover photography:  
Front and Back: Gatwick Airport Airfield.




The publication of this report supports our Decade of Change. We have used a local design agency and printing firm, Xpress Group, to produce this report.

## **GATWICK AIRPORT LIMITED**

Corporate Affairs, Planning and Sustainability  
7th Floor Destinations Place  
Gatwick Airport  
West Sussex  
RH6 0NP

E [sustainability@gatwickairport.com](mailto:sustainability@gatwickairport.com)

 [www.gatwickairport.com](http://www.gatwickairport.com)

 [twitter.com/Gatwick\\_Airport](https://twitter.com/Gatwick_Airport)