

# YOUR LONDON AIRPORT *Gatwick*



## **Section 106 Legal Agreement**

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### 2016 Annual Monitoring Report

July 2017

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## 1. INTRODUCTION

In 2001, Gatwick Airport signed a Section 106 (S106) Legal Agreement with West Sussex County Council and Crawley Borough Council following consultation with seven other local authorities in the area. The S106 agreement reflected a shared desire to see the airport grow, with measures in place to minimise as far as possible its short and long term impacts. The S106 agreement was renewed for a further 7 years in 2008 and in December 2015 it was extended until the end of 2018.

The S106 Legal Agreement underpins the important relationship between the airport owner and its local authorities with responsibility for planning, environmental management and highways.

The Legal Agreement, reached after a process of consultation and discussion contains far-reaching objectives and Obligations.

The principal objectives which are contained in the Legal Agreement are as follows:

- **The desire to see the Airport continue to grow on a one runway two terminal configuration:**
- **The need to ensure that, as the airport grows, measures are in place to minimise so far as possible its short and longer term environmental impacts**
- **The importance of maintaining and enhancing the ways in which the parties to this Agreement share information and work together and with other stakeholders to bring significant benefits to the Airport and the communities it serves and affects.**

Our Obligations and Action Plan Actions are focused on activities that are wholly or substantially within our control, or where we can influence the activity of a third party. The results will predominantly be felt within Gatwick Airport itself and within local communities, but we also recognise the importance of playing our part in addressing the national and international issue of climate change.

Our Obligations and Action Plan Actions focus on the following key issues:

- **Climate change**
- **Air quality**
- **Noise**
- **Surface access**
- **Land use, development and biodiversity**
- **Community and the economy**
- **Water quality and drainage**
- **Waste management**
- **Utility management**
- **Action planning**
- **Monitoring and reporting**

The Obligations and Action Plans of the Legal Agreement as well as our 'Decade of Change' Sustainability Strategy Reports can be viewed on the Gatwick Airport website in the Community and Sustainability webpages. Please visit: <http://www.gatwickairport.com/business-community/community-sustainability/>

## 2. ABOUT THIS REPORT

This report fulfils our Obligation to publish an Annual Monitoring Report (AMR) detailing performance against the Obligations and associated Action Plan Actions as detailed in the S106 Legal Agreement. In line with the Legal Agreement a selection has been subject to independent verification.

The Legal Agreement also requires Gatwick Airport Ltd to produce action plans at least every three years specifying its programme of activities to address the following issues:

- **Air Quality**
- **Noise** (for the purposes of the Legal Agreement the Environmental Noise Directive Noise Action Plan will suffice however Gatwick Airport Ltd. has produced an additional, Section 106 Legal Agreement specific Noise Action Plan)
- **Water Quality and Drainage**
- **Waste Management**
- **Utility Management**
- **Surface Access**

Following a period of engagement with internal stakeholders: departmental action owners, the Environmental Health and Safety (EHS) team and the Managing Corporate Responsibility (MCR) committee members; and the following external stakeholders: Crawley Borough Council, West Sussex County Council, Gatwick Officers Group (GOG), a series of Action Plans including additional Action Plans were devised.

These additional Action Plans cover:

- **Biodiversity Management**
- **Carbon Management**
- **Community**
- **Local Economy**

This report therefore details performance against all Obligations and Action Plan Actions – a selection of which will also have been subject to external verification; the findings of which are included within this Report.

The following Sustainability, Noise and Corporate Responsibility reports have been issued detailing additional 2016 performance:

- **2016 Decade of Change ‘Summary Report’**
- **2016 Decade of Change ‘Full Report’**
- **Flight Performance Team Annual Report**
- **2016 Environmental Noise Directive Noise Action Plan 2016 Performance Report**
- **Section 106 Legal Agreement 2016 Annual Monitoring Report (this report)**

The reports referred to above can all be viewed on the Gatwick Airport website.

#### Sustainability

[www.gatwickairport.com/business-community/community-sustainability/sustainability/sustainability-reports/](http://www.gatwickairport.com/business-community/community-sustainability/sustainability/sustainability-reports/)

#### Section 106 Annual Monitoring Reports

[www.gatwickairport.com/business-community/community-sustainability/sustainability/s106-action-plans/](http://www.gatwickairport.com/business-community/community-sustainability/sustainability/s106-action-plans/)

#### Noise

[www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-reports/](http://www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-reports/)

### 3. OVERALL APPROACH AND METHODOLOGY

The reporting organisations are the signatories to the Section 106 (hereafter S106) Legal Agreement. These being:

- **Gatwick Airport Ltd (GAL) – the Airport Operator of Gatwick Airport;**
- **West Sussex County Council (WSSC) – the Local Highway Authority**
- **Crawley Borough Council – the Local Authority.**

Whilst WSCC and CBC are the reporting organisations, they also represent the interests of the neighbouring authorities as part of the S106 Steering Group.

We work closely with WSCC and CBC regarding the activities specified within the S106 Legal Agreement and report progress through regular meetings with WSCC and CBC which then review our progress with the wider S106 Steering Group membership at both councillor and officer level.

Air quality issues are managed in partnership with Reigate and Banstead Borough Council (RBBC), which takes the lead on these issues on behalf of the other local authorities.

The text below explains how we will detail performance against the Obligations and Action Plan Actions, and the outcome of the independent verification process.

**Obligation / Action Plan Action:** The detail of the Obligation / Action Plan Action is listed here

**Status:** How we rated this through our internal audit process (Red / Amber / Green)

**Reported Progress 2016:** A summary of actions undertaken in 2016

**Action Plan for 2017:** Bullet points detailing our plans for 2017

**Verification findings:** This section details the findings of the audit process

**Verification recommendations and suggestions, including GAL response:**

This section will detail any recommendations and suggestions made by the auditor where they feel improvements can be made, or where amendments to our statement is required. The GAL response to these points will also be included.

As part of the S106 legal agreement, GAL and the other signatories of the agreement (WSCC and CBC) are required to meet the following obligations relevant to this commission:

- Under Schedule 8 (Obligation 8), GAL is required to produce Action Plans at least every 3 years specifying the programme of activities to address air quality, noise, water and drainage, waste management and utility management. Additionally, GAL shall produce Surface Access Action Plans following updates to the Surface Access Strategy.
- Under Schedule 9 (Obligation 9), GAL is required to annually monitor obligations within the S106 legal agreement, as well as commitments made (these have now been replaced with Action Plan Actions), and report to the other signatories on an annual basis. The other signatories shall also produce a monitoring report relating to their obligations.
- The Monitoring Reports are required to be reviewed by an Environmental Consultant appointed by the signatories of the S106 legal agreement.

Jacobs was commissioned to review the GAL 2016 AMR. In order to meet the obligation of the S106 legal agreement, Jacobs was required to:

- Select a sample of ten of GAL's obligations or Action Plan Actions. In previous years, Jacobs has been required to audit both GAL's obligations and commitments. In 2011, new Action Plans were drafted by GAL which incorporated all the commitments within the Action Plan Actions. These Action Plans were further reviewed and updated in 2015. As a result of this, the verification of GAL's 2016 AMR will select items for audit from the obligations and these new Action Plan entries.



In selecting these obligations and/or Action Plan Actions, the annual verification must include at least two obligations or Action Plan Actions relating to each of surface access, aircraft noise and air quality and in any two year period at least one relating to each of the following:

- Climate change and utility management
- Community and economy
- Land use development and biodiversity
- Water quality and drainage
- Waste management.

Review and report on the selected obligations/ Action Plan Actions to:

- Verify the accuracy of the information included in the monitoring report
- Comment on the adequacy of the work undertaken including any proposed remedial action.

**The purpose of the Verification Report is to outline:**

- a) If the progress stated in the AMR was accurate;
- b) If the obligation or Action Plan Action was on track; and
- c) If the 2016 actions were adequate.

The verification report provides a summary of the verification findings for each of the 10 obligations/ Action Plan Actions audited. For each obligation/Action Plan Action, the report details Jacobs' opinion on overall progress and whether the obligations/ actions are on track, behind schedule, or partially on track. For each obligation / Action Plan Action, details of any recommendations and suggestions are also included where appropriate. This information is then used to inform the full Verification Statement and is provided within the updated AMR which is externally published.

#### 4. VERIFICATION APPROACH AND METHODOLOGY

##### **Step 1: Report review and selection of obligations/Action Plan Actions for audit**

Jacobs reviewed the draft AMR to select the 10 obligations/Action Plan Actions for audit. The selection process considered the:

- Requirements of the S106 legal agreement
- Principles of the AA1000 Accountability Principles Standards (2008)
- Global Reporting Initiative
- Obligations that have not recently been audited
- Areas which required action by 31st December 2016
- Results of previous audits.

##### **Step 2: Selection of obligations/Action Plan Actions for audit**

Jacobs communicated the obligations/Action Plan Actions for audit to GAL, WSCC and CBC via email and finalised the selection over a teleconference.

##### **Step 3: Conduct interviews with issue owners**

Jacobs interviewed the obligation/Action Plan Action owners at GAL to review the quality of data and statements made to assure that the data collection process is robust, to review data transposition/manipulation and to check internal assurance and audit processes.

#### Step 4: Review supplementary information

Jacobs reviewed information relevant to evaluating the performance information during the interviews. Supplementary information was also received and reviewed following the interviews.




#### Step 5: Draft Verification Report

Following the interviews Jacobs produced a draft Verification Report including the Verification Statement, agreed changes, general feedback on the audit process, our specific findings and recommendations in relation to each of the 10 selected obligations/Action Plan Actions.

#### Step 6 Review report with Gatwick, WSCC and CBC

The draft verification report and statement was shared with GAL, WSCC and CBC. Following their review, the verification report was finalised incorporating any issues that have been raised.

For consistency with the previous AMR verification, each of the 10 items audited is rated using the RAG (Red, Amber, and Green) rating:

-  This obligation/Action Plan Action is **on track**.
-  This obligation/Action Plan Action is **partially on track**
-  This obligation/Action Plan Action is **not on track**.

## 5. OBLIGATIONS AND ACTION PLAN ACTIONS SELECTED FOR AUDIT

To monitor compliance with the obligations and commitments contained in the Gatwick Airport Limited (GAL) Section 106 (S106) agreement with Crawley Borough Council and West Sussex County Council, GAL is required to produce an Annual Monitoring Report (AMR) which lists each obligation and commitment and the Company's assessment of whether the obligation or commitment has been met or the progress made towards the obligation or commitment, including any remedial action proposed in the Monitoring Report for the preceding year.

The Monitoring Report is required to be reviewed by an Environmental Consultant and a sample of ten of the Company's Obligations and Commitments selected for review. Although the revised S106 agreement signed on the 15 December 2015 makes reference to GAL reporting against Commitments in the AMR and the Environmental Consultant selecting Obligations and Commitments for audit, no commitments are referenced in the S106 agreement. It is understood that the S106/Decade of Change Action Plan Actions drafted in 2015 replaced a number of commitments which were previously contained in the S106 agreement.

Jacobs has selected items for audit from the Obligation entries of the S106 agreement and Actions from the latest S106/Decade of Change Action Plans. When selecting GAL's Obligations and Action Plan Actions for review, in line with the S106 agreement, the Environmental Consultant is required to select no fewer than two relating to each of:

- Surface access
- Aircraft noise
- Air quality.

Also, in any two-year period, include at least one relating to each of:

- Climate change and utility management
- Community and economy
- Land use development and biodiversity
- Water quality and drainage
- Waste management.

In addition to the above minimum selection criteria, Jacobs has also used the principles of the AA 1000 Accountability Principles Standard (2008) and the Global Reporting Initiative to select the 10 obligations/ Action Plan Actions for audit. The selection was based on the following criteria:

- Main interests/topics raised by stakeholders during 2016
- Main topics and future challenges for the sector reported by peers and competitors
- Relevant laws, regulations, international agreements, or voluntary agreements with strategic significance to GAL and its stakeholders
- Key organisational values, policies, strategies, operational management systems, goals, and targets
- The interests/expectations of stakeholders specifically invested in the success of the organisation (e.g. Employees, shareholders, and suppliers)
- Significant risks to the organisation
- The core competencies of the organisation and the manner in which they can or could contribute to sustainable development.

In addition to these, Jacobs also considered:

- Those obligations/Action Plan Actions that have not been audited recently
- Areas which required action by 31 December 2016
- The results of previous audits.

#### Obligations and action plan actions that have been selected for audit

Subject Area	2016 Obligation / Action Plan Action to be audited
Air Quality	<b>Obligation 3.4:</b> The Company will undertake a programme of studies of NOx/NO2, PM10 and PM2.5: attributable to activity at the Airport as detailed in the Air Quality Action Plan.
Air Quality	<b>Action Plan Action:</b> 4. Continue to engage with airlines and industry partners at UK level through Sustainable Aviation and in relevant fora at European and international level, about best practice on new technologies and techniques to improve local air quality.
Noise	<b>Obligation 4.3:</b> With the aim of managing the impact of air noise and restricting so far as is reasonably practicable the extent of the air noise contours associated with full use of the Airport's runway to engage with airlines, DFS (the Airport's control tower operator), NATS and other relevant parties through the Flight Operations Performance Committee and or by other appropriate means and use all reasonable endeavours to secure the benefits to be derived from existing or future regulations procedures and codes of practice applicable to aircraft in flight.
Noise	<b>Action Plan Action:</b> 5. Implement the accepted recommendations from the independent review of arrivals including establishment and operations of the new Noise Management Board.
Surface Access	<b>Obligation 5.4:</b> <b>Obligation 5.4.1</b> To work with Network Rail and other stakeholders to assist the planning and implementation of a project to redevelop the railway station serving the Airport in a manner which in conjunction with the Company's proposals for South Terminal and its landside infrastructure including that serving Fastway and other local bus services provides the Airport with an efficient transport interchange suiting the needs of all users.
Surface Access	<b>Action Plan Action:</b> 5. Staff travel: Conduct airport staff survey on commuting in 2016 and use results to inform initiatives to maintain and improve the Gatwick Commuter package available to airport employers and employees.



Climate change	<p><b>Obligation 2:</b>  <b>Obligation 2.1</b>  2.1 by 30th June 2018 update and publish its report on the Airport and climate change; and  <b>Obligation 2.2</b>  2.2 thereafter continue an ongoing dialogue on climate change initiatives with local authorities and other key stakeholders.</p>
Community	<p><b>Action Plan Action:</b>  2. Commission independent analysis of best practice community engagement programmes to inform forward development of Gatwick’s community engagement plans.</p>
Utilities	<p><b>Energy Action Plan Action:</b>  6. Continue to use and review technical standards based on recognised best practice approaches to deliver energy efficient buildings and systems, and engage with and encourage third party airport occupants to improve their energy efficiency.</p>
Waste	<p><b>Action Plan Action:</b>  1. Maintain definition of airport waste for benchmarking purposes and review annually to ensure relevance and continuous improvement in performance towards our Decade of Change targets.</p>

## 6. AUDIT FINDINGS

Ten out of ten obligations / Action Plan Actions audited were found to be on track (i.e. **GREEN**).

No obligations / Action Plan Actions were found to be partially on track (i.e. **AMBER**).

No obligations / Action Plan Actions were found to be not on track (i.e. **RED**).

## 7. 106 LEGAL AGREEMENT 2016 PROGRESS REPORT

Over the following pages we detail our performance against the Obligations and Action Plan Actions included within the S106 Legal agreement as at 31st December 2016.

The following issues are covered – Climate Change (including the Carbon Management Action Plan), Air Quality, Aircraft Noise, Surface Access to the Airport, Development (including the Biodiversity Action Plan), Community and the Economy, Utilities Management, Water Quality and Drainage, Waste Management, Action Planning, Monitoring and Reporting and the Obligations of the Borough Council and the County Council.

### A. CLIMATE CHANGE

#### The Company’s Objectives:

- To reduce the Company’s climate impact and help to reduce the impacts of the aviation industry as a whole.
- To manage the Company’s assets and activities to mitigate the Airport’s impact on the water environment.

#### Obligation 2.1

2.1 by 30th June 2018 update and publish its report on the Airport and climate change; and

#### Obligation 2.2

2.2 thereafter continue an ongoing dialogue on climate change initiatives with local authorities and other key stakeholders.

**Status:** On Track

### **Reported Progress 2016**

In April 2016 we submitted Gatwick Airport Limited's (GAL) three-yearly update on Climate Change Adaptation to the Department for Environment, Food and Rural Affairs (Defra). This covered the main elements of our adaptation strategy, with a particular focus on flood risk reduction. This report is available online at:

<https://www.gov.uk/government/collections/climate-change-adaptation-reporting-second-round-reports>

GAL's 2016 Decade of Change report, published in May 2017, continued to include reporting on airport and climate change and carbon issues. In July 2016, a briefing note on GAL's carbon management was provided to the Gatwick Airport Consultative Committee (GATCOM).

Throughout 2016 we continued to participate actively in Sustainable Aviation (SA), including its Working Group on Climate Change which focused throughout the year on updating SA's CO<sub>2</sub> roadmap. This document sets out SA's projection of future CO<sub>2</sub> emissions from UK aviation and explains how governments and the aviation industry can achieve the industry target of halving net CO<sub>2</sub> emissions by 2050, compared with 2005 levels. The Working Group held 6 meetings or conference calls from March to November 2016. Representatives from the Department for Transport and the Committee on Climate Change participated in these meetings as observers.

The updated SA CO<sub>2</sub> roadmap was launched in December 2016 at a reception in Parliament, and is available online at <http://www.sustainableaviation.co.uk/road-maps/>

### **Action Plan for 2017**

Continue to report on climate change and carbon issues in our annual Decade of Change report and in reporting to GATCOM. Maintain active role in Sustainable Aviation work programme on climate change and carbon.

## **JACOBS VERIFICATION**

**Jacobs verification result:** This Obligation is on track 

### **Jacobs verification summary**

In 2016 GAL continued its established annual reporting on the airport and climate change which is the publication of its annual Decade of Change report (May 2016) covering its 2015 performance against its climate change and carbon targets and commitments.

In addition, in April 2016 GAL submitted its three year update on Climate Change Adaptation to the Department for Environment, Food and Rural Affairs (Defra). This covered the main elements of its adaptation strategy, with a focus on flood risk reduction. This report is available online at: <https://www.gov.uk/government/collections/climate-change-adaptation-reporting-second-round-reports>

Ongoing dialogue on climate change initiatives with local authorities and other key stakeholders was continued by maintaining engagement with the Gatwick Airport Consultative Committee (GATCOM). GATCOM meetings were attended by representatives of local county council and parish councils, ABTA, the Department for Transport, local community environmental groups, tourism groups, NATS; and members of GAL's senior management team. In July 2016 GAL submitted a briefing note to GATCOM, as requested, on its plans for carbon footprint reduction. This included an overview of aviation carbon emissions and a summary of GAL's targets, action plans and initiatives that contribute to reducing GAL's carbon footprint.

Other stakeholders that GAL engaged with in 2016 included the airlines and aviation manufacturers as part of its attendance and participation in the Sustainable Aviation (SA) Climate Change Working Group. This included support to the working group in updating the SA's 2012 CO<sub>2</sub> roadmap based on available 2015 information, including GAL's operational data. The roadmap sets out how governments and the aviation industry can achieve the industry target

of halving net CO<sub>2</sub> emissions by 2050. The updated SA CO<sub>2</sub> roadmap was launched in December 2016 at a reception in Parliament, and is available online at: <http://www.sustainableaviation.co.uk/road-maps/>.

Crawley Borough Council and West Sussex County Council have confirmed that the update to GAL's Decade of Change Annual Performance for carbon and the submission of their three yearly update on Climate Change Adaptation to Defra fulfils the scope of Obligation 2.1.

Jacobs is satisfied that the level of progress on this Obligation is on track.

#### **Jacobs commentary and recommendations**

No recommendations to date.

#### **Jacobs suggestions**

No suggestions to date.

#### **GAL response**

No comments.

### **CARBON MANAGEMENT ACTION PLAN**

**1. Maintain Gatwick's proactive approach to carbon management in line with our Decade of Change goals by implementing our Energy and Carbon strategy and our action plans on carbon, energy, air quality, waste and surface access.**

**Status:** **On Track**

#### **Reported Progress 2016**

During 2016, we continued to focus on operational carbon, while also starting to consider embodied carbon in a construction context.

As reported in Section G. Utilities, energy efficiency continued to be a major focus at Gatwick in 2016 both strategically and operationally. Key activities/ initiatives included: re-issue of our "Energy, Carbon and Metering Technical Standard" to incorporate specific energy targets for capital works; continuation of multi-year lighting upgrade programme; inclusion of energy efficient plant, controls and lighting in several capital and refurbishment projects; and initial assessment of the feasibility of scale solar projects.

In May 2016, GAL commenced an initial assessment of the embodied carbon in the buildings and surfaces of the current Gatwick estate, using Geographic Information Systems (GIS) tools to develop an indicative baseline to help inform construction design, materials procurement, building methods and recycling policy.

As reported in Section D. Surface Access, in October 2016 at the Gatwick Transport Forum, GAL announced two pioneering agreements to expand low emission transport services for passengers; with Airport Cars, the on-airport taxi company, and with Bluecity, the electric point-to-point car sharing service.

#### **Action Plan for 2017**

Continue to focus on operational carbon including energy efficiency and deployment plans for low emission vehicle infrastructure. Continue to develop low carbon applications in construction.

**2. Include an update on our approach to climate change in our annual Decade of Change reports and publish an updated report on the airport and climate change resilience by 2018.**

**Status:** **On Track**

### **Reported Progress 2016**

As reported above: In April 2016 we submitted GAL's three-yearly update on Climate Change Adaptation to Defra. This covered the main elements of our adaptation strategy, with a particular focus on flood risk reduction.

This report is available online at <https://www.gov.uk/government/collections/climate-change-adaptation-reporting-second-round-reports>

GAL's 2015 Decade of Change report, published in May 2016, continued to include reporting on airport and climate change and carbon issues. In July 2016, a briefing note on GAL's carbon management was provided to GATCOM.

### **Action Plan for 2017**

Continue to include reporting on carbon management and climate change resilience in the Decade of Change report.

### **3. Contribute to development of the UK renewable energy sector by continuing to purchase renewable electricity for the airport campus.**

**Status:** **On Track**

### **Reported Progress 2016**

Renewable electricity with Renewable Energy Guarantee of Origin (REGO) certificates continued to be sourced via Haven Power (DRAX).

In accordance with the updated GHG Protocol guidelines, our 2015 carbon footprint reported the Airport's CO<sub>2</sub> emissions from electricity on both a location basis (UK grid emissions factor) and market basis (renewable energy attribute certificates).

### **Action Plan for 2017**

Continue to purchase REGO certified electricity for the Airport in 2017/18.

### **4. Cleaner Vehicles: Continue to apply the most recent government-set standards for road-related vehicles in GAL's new vehicle contracts.**

**Status:** **On Track**

### **Reported Progress 2016**

During 2016, Gatwick Airport Directive GAD/A12/14, "Reducing the Environmental Impact of Gatwick's Airside Vehicles and Equipment", remained in force. This sets out maximum vehicle age requirements and minimum vehicle emissions standards for all applications seeking Permanent Airside Vehicle Permits. If the requested vehicle information is not provided on the application form, a permit will be refused.

In 2016, the Engineering Department undertook a review of the GAL vehicle fleet with a view to improving resource efficiency. As a result, the first stage of GAL fleet consolidation and renewal has been approved. This includes reducing the fleet size through increased use of shared pool vehicles, and replacing end-of-life vehicles with electric/hybrid vehicles where operationally feasible.

During 2016, 12 new vehicles were purchased or leased by GAL. All of these vehicles complied with Euro 6 emission standards

Preparations were also made for an Airport-wide study on Electric/ Low Emission Vehicles Infrastructure Needs Assessment covering power supply, charge point and metering infrastructure. The Study will be undertaken in the first half of 2017 and produce a phased implementation plan to support increased uptake of low emission vehicles at Gatwick.

## Action Plan for 2017

Complete Electric/ Low Emission Vehicles Infrastructure Needs Assessment. Continue to apply the latest government-set emissions standards in GAL contracts for new vehicles. Consider ways to include additional activities in carbon and air quality data collection.

### 5. Continue to include sustainability criteria in Gatwick's procurement processes.

Status: **On Track**

#### Reported Progress 2016

During 2016 we continued to develop collaborative approaches to sustainability and procurement. This includes a review of GAL's policy guidance in which the Environment lead and Sustainability manager are participating.

As reported in the 2015 AMR, we continued to include sustainability criteria in Procurement Frameworks for construction-related services at the Pre-Qualification stage and Request for Proposal stage. The sustainability criteria cover social, environmental and local economic issues.

In 2016, in conjunction with the launch of these new frameworks, GAL's Development department introduced seven working groups with the aim of increasing collaboration across our supply chain and improved performance to support contractual KPIs. One of these is the Sustainability Working Group. Its purpose is to identify opportunities in order to enhance supply chain performance in the broader aspects of sustainability not covered within existing Construction governance arrangements. One of its key aims is to improve alignment between GAL's Sustainability Strategy 'Decade of Change' and sustainability objectives and targets within construction projects, to enable defined outcomes and improved performance, whilst building on the good practice and innovation amongst our partners. Among the issues taken up in the Working Group's initial meetings in 2016 are construction waste management, and local supply chain development, employment and skills.

#### Action Plan for 2017

Continue cross-functional collaboration on sustainability and procurement, and continue to engage key suppliers on collaborative approaches on key issues, initiatives and information-sharing. Undertake preparatory assessment of relevant sustainable supply chain standards for future certification.

### 6. Encourage airlines to continue developing reduced engine taxiing to reduce fuel burn as part of A-CDM, and explore ways to report performance.

Status: **On Track**

#### Reported Progress 2016

In 2016, GAL continued to engage with its airlines via the Flight Operations Performance and Safety Committee (FLOPSC) where the implementation of Airport Collaborative Decision Making (ACDM) and Continuous Descent Operations (CDO), among other operational issues are discussed. The use of reduced engine taxiing is encouraged when operating conditions permit, generally when there are no airspace delays or airfield congestion. Typically, reduced engine taxiing performance data is compiled by airlines, and reporting tends to be generalised at UK level. Discussions on data collection and reporting are continuing in the Sustainable Aviation Working Group on Operational Improvements and will be taken up in 2017 also by SA's Working Group on Air Quality.

#### Action Plan for 2017

Continue to work with Sustainable Aviation counterparts to gather and assess practices for tracking/ reporting of reduced engine taxiing.



**7. Continue annual carbon footprinting with regular in-year monitoring, and ensure retention of external certification standards (e.g. The Carbon Trust Standard, Airport Carbon Accreditation).**

**Status:** **On Track**

**Reported Progress 2016**

GAL's annual carbon footprint assessment for 2015 was conducted during February-April 2016. At the same time, GAL undertook Carbon Trust standard recertification for 2014 and 2015, and inaugural certification to the Carbon Trust Waste and Water standards. All three Carbon Trust standards were secured in May 2016 at "Reducing Year on Year" level. In November 2016, GAL secured annual recertification to the Airport Carbon Initiative, at Level 3 (Optimisation) level.

**Action Plan for 2017**

Undertake Airport Carbon Accreditation for 2016 at Level 3+ (Carbon Neutral). Commence preparation for biennial Carbon Trust standards recertification, due in 2018.

**8. Report performance through internal governance processes and externally via stakeholder groups, websites and annual reports.**

**Status:** **On Track**

**Reported Progress 2016**

Decade of Change performance for 2015, including carbon, was reported internally to the Managing Corporate Responsibility Committee, the Executive Management Board and the Environment, Health and Safety and operational Resilience (EHSOR) Committee of the Board of Directors. Carbon initiatives also featured in Sustainability presentations to Senior Leadership and Leadership Team meetings during 2016. Decade of Change sessions were also held at business unit team meetings between March and June 2016.

Externally, carbon performance was reported in the Decade of Change report, on the Gatwick website and to GATCOM.

In our 2016 Decade of Change report, carbon is reported on pages 14-19, and in the KPIs tables on page 84. The report is available here:

[http://www.gatwickairport.com/globalassets/publicationfiles/business\\_and\\_community/all\\_public\\_publications/corporate\\_responsibility/decade-of-change-2016-performance-report.pdf](http://www.gatwickairport.com/globalassets/publicationfiles/business_and_community/all_public_publications/corporate_responsibility/decade-of-change-2016-performance-report.pdf)

**Action Plan for 2017**

Continue with this approach to reporting, certification and communication of our carbon performance.

## B. AIR QUALITY

### The Company's Objective:

In operating and growing the Airport to take reasonable steps to manage emissions to air from airport activities, driving compliance with prevailing air quality standards and seeking where practicable to improve on those standards.

#### Obligation 3.1

3.1.1 To provide a Fixed Electrical Ground Power supply to any new Aircraft Stand

3.1.2 Not allow the use of Ground Power Units at any Aircraft Stand unless:

3.1.2.1 there is no Fixed Electrical Ground Power installed at the Aircraft Stand;

3.1.2.2 the Fixed Electrical Ground Power which has been installed at the Aircraft Stand is temporarily out of service;  
or

3.1.2.3 the relevant aircraft is incapable of utilising Fixed Electrical Ground Power by reason of its design or a technical malfunction or the power so supplied is insufficient for the aircraft

#### Status:

On Track

#### Reported Progress 2016

During 2016, GAL has continued to provide Fixed Electrical Ground Power (FEGP) supply to all aircraft stands at Gatwick, and it remains a requirement to include FEGP in specifications for any new stands. Reinforcing this, Gatwick Airport Directive "Operating Procedures - Aircraft Fixed Electrical Ground Power (FEGP)" (GAD/F: 30/16) was reissued in December 2016.

We have also continued to apply the Gatwick Airport Directives "Restrictions on the use of Ground Power Units (GPUs) on Aircraft Stands" (GAD/F: 35/15, updated on 04/09/15) and "Limitations on the Use of Aircraft Auxiliary Power Units (APUs) (GAD/A09/14, reviewed and issued 02/05/2014).

Prior approval is required before any operator can use GPUs - these requests are monitored by Airfield Operations and included in the Airfield Ground Noise Report. 'Spot checks' are made randomly as part of the APU/GPU usage monitoring programme, which is three audits per month, and the daily turnaround audits where FEGP usage is monitored and recorded.

We report on FEGP availability, GPU usage requests made by Ground Handling Agents and the results of APU/GPU spot checks in the quarterly Ground Noise Report to the Noise and Track Monitoring Advisory Group (NATMAG), and summarise the key points in the quarterly Ground Noise Commentary report.

Summary data for 2016 on FEGP availability and GPU/APU compliance is reported at the end of this section.

#### Action Plan for 2017

Maintain established policies and practices for FEGP and GPU/APU usage. Continue to include FEGP provision in specification for new aircraft stands at Gatwick. Continue to carry out the established APU/GPU monitoring, audits and reporting programme.

### Obligation 3.2

To participate actively with the County Council, Borough Council and Adjoining Authorities:

3.2.1 to avoid breaching the EU Limit value for NO<sub>2</sub>;

3.2.2 to ensure that all other relevant air quality standards continue to be met; and

3.2.3 to develop and implement any Local Air Quality Management Area action plan that may be required to address air quality in the vicinity of the Airport where that air quality is materially affected by airport derived emissions including those from airport operations fixed plant and surface access

3.2.4 provided the necessary standards have been promulgated to participate in a project to quantify residential exposure within the Horley AQMA to aviation derived ultrafine particles and to provide 50% of the cost of such project to Reigate and Banstead.

**Status:**

**On Track**

#### Reported Progress 2016

Funding for the operation and maintenance of the automatic monitoring programme on the Airport (site LGW3, undertaken by Ricardo), and in Horley Gardens (RG1, RG2, RG3, undertaken by Reigate and Banstead Borough Council (RBBC)) has continued.

The LGW3 annual monitoring data for 2015 was provided to RBBC in May 2016 as input to the preparation of the annual Air Quality Report to GATCOM.

RBBC's 2015 air quality monitoring report to GATCOM in July 2016 showed that annual mean nitrogen dioxide concentrations were below the UK annual average objective of 40 µg m<sup>-3</sup> (micrograms per cubic metre) at those sites normally assessed on the Horley Gardens Estate – the Air Quality Management Area (AQMA). The trend analysis for nitrogen dioxide concentrations at properties most at risk of breaching the air quality objective showed a continuation of the previous downward trend.

In May 2016, RBBC advised Gatwick that a roadside diffusion tube site on the A23 Brighton Road (on the northern edge of the Horley AQMA) had recorded an annual mean NO<sub>2</sub> concentration in 2015 of 45µg m<sup>-3</sup>. In agreement with RBBC, GAL commissioned ARUP to put in place an enhanced diffusion tube monitoring programme in the area to investigate NO<sub>2</sub> concentrations in more detail. From June, duplicate tubes were installed at some 20 sites alongside both sides of Brighton Road between Longbridge Roundabout and up to and slightly beyond the Massetts Road junction. The first three months of the monitoring survey show monitored levels exceed the annual mean air quality standard (40 µg m<sup>-3</sup> NO<sub>2</sub>) at some of the sites. This is most likely to be due to heavy road traffic and engine idling queuing back from the roundabout and Massetts Road controlled junctions. The survey is continuing.

At the same time it was also efficient for GAL to ask ARUP to undertake additional monitoring in the Hazlewick Roundabout area of Crawley. 20 sites with duplicate tubes were installed. The three month data shows level in excess of the 40µg m<sup>-3</sup> at two sites immediately adjacent to the roundabout.

Monitoring in both areas is continuing and ARUP have been asked to report again after twelve months. ARUP has also been asked to work with RBBC to explore how a monitoring station could at some point be established on Brighton Road should the need arise in accordance with Local Air Quality Management requirements.

#### Action Plan for 2017

Continue the established air quality monitoring programme and engagement with local authorities. Maintain dialogue with RBBC on potential research projects.

### Obligation 3.3

The Company will during the period of this Agreement provide Reigate and Banstead Borough Council (RBBC) with the following financial support for their activities relating to air quality in the vicinity of the Airport:

3.3.1. a payment of Sixty five thousand pounds (£65,000) on or before 30th April in each calendar year 2015 to 2018 inclusive

3.3.2. purchasing in accordance with a specification and programme set by RBBC and thereafter leasing to Reigate and Banstead at nominal cost (say £1 per site per annum) such equipment as is needed to be replaced in order to maintain the current programme of air quality monitoring on three permanent sites, the cost and periodic replacement of the existing equipment being anticipated as:

£40,000 in 2015 for site RG3

£21,000 in 2017 for site RG2

3.3.3 the company will also arrange twice-yearly meetings with RBBC to discuss progress with air quality monitoring the results thereof and any further initiatives that may be deemed appropriate as well as the Company's progress with implementing its Air Quality Action Plan

**Status:** **On Track**

#### Reported Progress 2016

Payment of £65,000 was made in April 2016 to RBBC for the year 2016. Regular email and telephone contact between GAL and RBBC was maintained throughout the year. In July 2016, GAL and RBBC met to discuss current and upcoming activities, including electric vehicles and air quality inventory planning; and in October 2016, RBBC and CBC met with GAL and its consultants to discuss air quality inventory and modelling methodology. In November 2016, GAL participated in the Gatwick Joint Authorities Air Quality Group Annual Meeting, held at Crawley Town Hall, and provided a written report on 2016 activities.

#### Action Plan for 2017

Provide the specified funding to RBBC for 2017 and maintain regular engagement with local authorities including biannual meetings.

### Obligation 3.4

The Company will undertake a programme of studies of NO<sub>x</sub>/NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub>: attributable to activity at the Airport as detailed in the Air Quality Action Plan

**Status:** **On Track**

#### Reported Progress 2016

During 2016 we undertook an initial study of airfield and aviation fuel facility emissions to assist in setting a baseline for tracking emissions reductions from our carbon and air quality action plans going forward. These activities also form part of our Action Plan actions reported below (Actions 2 and 3).

In October 2016, Gatwick appointed ARUP to prepare an updated Airport emissions inventory for 2015. This will provide an update to the previous airport emissions inventory that was compiled by Ricardo for the year 2010. The inventory will include the Airport and its vicinity, extending across an area of 64km<sup>2</sup> and will cover NO<sub>x</sub>, NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub>.

The latest appropriate data and emissions factors for all the relevant source types is being analysed - Aircraft (Landing & Take-off Cycle), Auxiliary Power Units, Ground Support Equipment, Energy / heat plant, other airport

sources, Airside vehicles, Landside vehicles (on-airport), road vehicles on the major roads in the wider network, and airport car parks. The Inventory will be validated by carrying out dispersion modelling and verifying concentrations against ambient monitored concentrations for 2015.

As reported under Obligations 3.2 and 3.3, the longstanding monitoring programme and its funding was maintained.

### Action Plan for 2017

Complete the emissions inventory and related modelling, and share the findings with the local authorities. The inventory and modelling will also be utilised in developing the Airport's Electric/Low Emission Vehicles plan.

## JACOBS VERIFICATION

**Jacobs verification result:** This Obligation is on track 

### Jacobs verification summary

In 2016 GAL continued their ongoing programme of multiple air quality studies and activities that address NO<sub>x</sub>/NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> emissions attributable to activity at the Airport as detailed in the GAL 2016 Air Quality Action Plan.

GAL's programme of air quality studies in 2016 included the following:

- The ongoing automatic hourly air quality monitoring for nitrogen oxides NO<sub>x</sub>, nitric oxide NO, nitrogen dioxide NO<sub>2</sub>, particulate matter- PM<sub>10</sub>, which GAL is required to fund under the S106 on the airport (air quality monitoring site LGW3, undertaken by Ricardo) and at three sites in Horley Gardens undertaken by Reigate and Banstead Borough Council (RBBC) which is used to study trends in air quality;
- The monthly monitoring of four hydrocarbons including benzene, toluene, ethyl benzene, and xylenes at LGW3;
- An investigation was funded by GAL in response RBBC's identification of a raised annual mean NO<sub>2</sub> concentration in 2015 of 45µg m<sup>-3</sup>, i.e. above the UK annual average objective of 40µg m<sup>-3</sup>, on the A23 Brighton road at the edge of the Horley Air Quality Management Area (AQMA). In agreement with RBBC GAL commissioned Arup to put in place an enhanced diffusion tube monitoring programme in the area to investigate NO<sub>2</sub> concentrations in more detail. From June 2016 duplicate tubes were installed at 20 sites along both sides of the road between a roundabout and a junction. The first three months of the monitoring survey showed monitored levels exceeded the annual mean air quality standard (40µg m<sup>-3</sup> NO<sub>2</sub>) at some of the sites. GAL stated that this is most likely to be due to heavy road traffic and engine idling queuing back from the roundabout and junction. The survey is continuing. GAL has asked Arup to work with RBBC to explore how a monitoring station could at some point be established on the Brighton Road should the need arise in accordance with Local Air Quality Management.
- An initial study of airfield and aviation fuel facility emissions to assist in setting a baseline for tracking emissions reductions from GAL's carbon and air quality action plans; and
- Planning and preparation of an update of the GAL baseline air emissions inventory for 2015 data. The inventory will extend across an area of 64km<sup>2</sup> and cover NO<sub>x</sub>, NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub>. GAL has established a five year update cycle for baseline emissions starting with the 2005/6 data and followed by the 2010 which are used to monitor and plan for air quality management, e.g. for use within the Gatwick Masterplan 2017 for Air Quality. It will include NO<sub>x</sub>/NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> data, with the option to include SO<sub>2</sub> data from standby use of diesel for heat and power; and emissions factors for all airport activities that generate emissions including: Aircraft (Landing & Take-off Cycle), Auxiliary Power Units, Ground Support Equipment, Energy/heat plant, other airport sources, Airside vehicles, Landside vehicles (on-airport), road vehicles on the major roads in the wider network, and airport car parks. This work commenced in November 2016.

Leon Hibbs (Environmental Health Officer, RBBC) has noted that as the methodology for updating the emissions inventory for 2015 is different to that applied in the 2010 and 2005/6 inventory; the data sets may no longer be directly comparable.



GAL provides an annual update of its air quality studies to the Gatwick Joint Authorities Air Quality Group Annual Meeting (15 November 2016) and provides progress updates and consults with RBBC's air quality specialist throughout the year via meetings, telephone and emails.

Jacobs is satisfied that the level of progress on this Obligation is on track.

### Jacobs commentary and recommendations

It is recommended that GAL discusses with Arup how the 2015 emissions inventory can be directly compared with the 2010 and 2005/2006 data sets (e.g. recalculate previous data sets using the new methodology i.e. use the Aviation Environmental Design Tool and the exact same assumptions).

### Jacobs suggestions

It would be useful if GAL documents its programme of air quality studies in a tracker for sharing with stakeholders to demonstrate how it is meeting this obligation. The tracker could list the start and proposed end dates for each study; a description of the study; which of the NO<sub>x</sub>/NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> emissions are associated with the study; progress to date and scheduled actions for the following year.

### GAL response

The 2015 Air Quality Assessment report will include a "Comparison of Methodology" table for 2015 and 2010. This shows that the methodology (data sources and emissions factors) are substantially the same while also closing some data gaps.

## AIR QUALITY MANAGEMENT ACTION PLAN

### 1. Continue to work with RBBC and our business partners to monitor and evaluate local air quality impacts in the context of the Horley Gardens AQMA.

Status: **On Track**

#### Reported Progress 2016

Regular email and telephone contact between GAL, RBBC and Crawley Borough Council (CBC) was maintained throughout the year. We were in regular contact with RBBC in February-May 2016 to share data and analysis for GAL's Decade of Change report and S106 Annual Monitoring Report (AMR) and in May-July 2016 regarding the preparation of the GAL and RBBC Air Quality reports to GATCOM.

In addition, GAL and RBBC met in July 2016 to discuss current and upcoming activities, including electric vehicles and air quality inventory planning; and in October 2016, RBBC and CBC met with GAL and its consultants to discuss emissions inventory and modelling methodology. In November 2016, GAL participated in the Gatwick Joint Authorities Air Quality Group Annual Meeting, held at Crawley Town Hall, and provided a written report on 2016 activities.

GAL continued to provide funding for the operation and maintenance of the automatic monitoring programme on the airport (site LGW3, undertaken by Ricardo), and in Horley Gardens (RG1, RG2, RG3, by RBBC).

#### Action Plan for 2017

Continue with the air quality monitoring programme and engagement with the local authorities. Undertake Airport Study on Infrastructure Needs for Electric/Low Emission Vehicles and develop multi-year plan for uptake of such vehicles at Gatwick.

### 2. Create a map of emissions sources and types for Gatwick, taking account of A-CDM implementation, as input to further development of air quality and carbon management activity.

**Status:** **On Track**

### **Reported Progress 2016**

During 2016 we made an initial study of airfield and aviation fuel facility emissions. This will be used to set a baseline for tracking emissions reductions from our carbon and air quality action plans.

In October 2016, we appointed ARUP to prepare an updated Airport emissions Inventory for 2015. This will provide an update to the previous Airport emissions inventory that was compiled by Ricardo for the year 2010. The inventory will include the Airport and its vicinity, extending across an area of 64km<sup>2</sup> and will cover NO<sub>x</sub>, NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub>.

The latest appropriate data and emissions factors for all the relevant source types is being analysed - Aircraft (Landing & Take-off Cycle), Auxiliary Power Units, Ground Support Equipment, Energy / heat plant, other airport sources, Airside vehicles, Landside vehicles (on-airport), road vehicles on the major roads in the wider network, and airport car parks. The inventory will be validated by carrying out dispersion modelling and verifying concentrations against ambient monitored concentrations for 2015.

### **Action Plan for 2017**

Complete the Airport emissions inventory and modelling, and share the findings with the local authorities. The inventory and modelling will also be utilised in developing the Airport's Electric/Low Emission Vehicles plan.

**3. Use findings from updated airport emissions map to identify potential cost-effective and operationally sensible opportunities for emission reductions from airside ground operations.**

**Status:** **On Track**

### **Reported Progress 2016**

In July 2016, GAL joined the Government's Go Ultra Low Companies initiative, for companies that are committed to growing their electric car and van fleets. By 2018, we anticipate that 20% of our on-airport cars and vans will be electric or hybrid plug-ins, and we are also looking carefully at viable options for some of our specialist vehicles.

In September 2016 we began scoping an Airport-wide Electric/Low Emission Vehicles Infrastructure Assessment, to develop the multi-year plan to support increased uptake of electric/ low emission vehicles at Gatwick. This will cover both airside and landside vehicles. The Assessment, supported by external consultants, will be done in the first half of 2017.

As reported in Section D. Surface Access (Action 8), in October 2016 at the Gatwick Transport Forum, GAL announced two pioneering agreements to expand low emission transport services for passengers; with Airport Cars, the on-airport taxi company, and with Bluecity, the electric point-to-point car sharing service. Since the Bluecity announcement, GAL's Surface Access team has been assisting with scheduling of meetings between Bluecity, local authorities and business stakeholders to discuss potential expansion of the scheme in the wider region.

### **Action Plan for 2017**

Complete the Electric/Low Emission Vehicle Infrastructure Assessment and develop multi-year implementation plan.

**4. Continue to engage with airlines and industry partners at UK level through Sustainable Aviation and in relevant fora at European and international level, about best practice on new technologies and techniques to improve local air quality.**

**Status:** **On Track**

## Reported Progress 2016

During 2016 we continued to engage with airlines at Gatwick via the Flight Operations Performance and Safety Committee (FLOPSC) which meets bi-monthly and focuses on operational issues, including Airport Collaborative Decision Making (ACDM) implementation and Continuous Descent Operations (CDO) that are relevant to noise and air quality.

We also continued to participate actively in Sustainable Aviation (SA), including its Working Group on Air Quality which focused throughout 2016 on developing an information paper on UK Aviation and Air Quality. The paper, published on the SA website in 2017, covers the policy and regulatory framework, air quality monitoring methods and reporting, and Airport initiatives to manage air quality. The SA Working Group on Air Quality held 12 meetings or conference calls from February to November 2016.


The SA paper is available at <http://www.sustainableaviation.co.uk/uk-aviation-and-air-quality/>

In October 2016, GAL attended the annual international aviation environment conference, “Airports Going Green” and signed the “Airports Sustainability Declaration”, an initiative of the 2016 conference host, Schiphol Airport. The Declaration includes a commitment to address air quality.

## Action Plan for 2017

Continue our programme of engagement with airline and industry partners at both a local and national level. Review metrics for emissions reductions used by other UK and European airports.

## JACOBS VERIFICATION

**Jacobs verification result:** This Obligation is on track 

### Jacobs verification summary

GAL continued to be an active and regular participant of the Sustainable Aviation (SA) Working Group on Air Quality which was established end of 2015. It includes representatives from the airlines, other UK airports, and aircraft manufacturers.

In addition to conference calls, a total of 5 Air Quality Working Group meetings were held on:

- 23 February 2016
- 1 April 2016
- 23 June 2016
- 1 September 2016
- 3 November 2016

Improving local air quality is one of SA’s seven strategic goals. In 2016 as part of meeting this goal, the group’s main focus was on the publication of the SA’s first report on UK aviation air quality. This 72 page report sets out SA’s view of local air quality issues related to UK airports, with case studies of current airport-led air quality initiatives, including GAL examples; and future opportunities being explored by UK airports. The paper identified four focus areas for future development – surface access emissions; ultra-low emissions airport vehicle fleets; promoting adoption of sustainable alternative fuels; and supporting ongoing collaborative research.

The SA paper includes an independent review by the Sustainable Aviation Advisory Board which consists of recognised external sustainability experts from the Committee on Climate Change, universities, Confederation of British Industry, the Civil Aviation Authority, Unite the union, and Business in the Community. The Advisory Board welcomed the paper as setting a platform to progress new air quality initiatives and suggested that the SA should consider setting goals for airport and wider sector emissions improvement.

The paper is on the SA website at <http://www.sustainableaviation.co.uk/uk-aviation-and-air-quality/>.

In 2016 GAL continued to engage with airlines on air quality via bi-monthly meetings of the Flight Operations Performance and Safety Committee (FLOPSC). The group discussions include assessing new initiatives such as the Airport Collaborative Decision Making (ACDM) implementation which is relevant to air quality improvements.

As part of its engagement with relevant fora at European and international level, in 2016 GAL was among 200 attendees from across the world at the 2016 “Airports Going Green” conference at Schiphol Airport in Amsterdam. The programme included papers and workshops on air quality with European and international participants from the US, India, and Australia. During the conference GAL signed the “Airports Sustainability Declaration” which is an initiative of Schiphol Airport that is aligned with the Sustainable Development Goals of the United Nations COP21 and the UN’s International Civil Aviation Organisation’s convention on reducing aviation emissions agreed in October 2016 for a new global market-based measure to control CO<sub>2</sub> emissions from international aviation. The declaration also includes a commitment to improve air quality.

The full text of the Declaration is at: <http://www.aaae.org/aaae/AAAE Docs/Meetings/2016/10/161001/Airports-Sustainability-Declaration.pdf>.

Jacobs is satisfied that the level of progress on this Action Plan Action is on track.

#### **Jacobs commentary and recommendations**

No recommendations.

#### **Jacobs suggestions**

It is suggested that GAL documents the meetings and events it attends that relate to this Action Plan Action.

#### **GAL response**

The suggestion is noted, relevant meetings are already documented.

### **5. Continue to report on FEGP usage as part of quarterly Ground Noise Report, and develop annual summary on FEGP usage for inclusion in public reporting.**

**Status:** **On Track**

#### **Reported Progress 2016**

Fixed Electrical Ground Power (FEGP) availability continues to be reported on a quarterly basis to NATMAG under the 'Ground Noise' agenda item. Also discussed under this agenda item is the number of dispensations granted to utilise Ground Power Units (GPUs) and also the results from the regular airfield audits of aircraft Auxiliary Power Unit (APU) usage and compliance with the Gatwick Airport Directive in force which limits their use.

#### **Action Plan for 2017**

Continue reporting FEGP availability, GPU dispensations and APU compliance on a quarterly basis to the Noise and Track Monitoring Advisory Group under the Ground noise standing agenda item.

### **6. Maintain on-airport air quality monitoring sites and report on performance against established KPIs.**

**Status:** **On Track**

#### **Reported Progress 2016**

On-airport air quality monitoring remained in place during 2016. In November 2016, GAL arranged and paid for replacement of the LGW3 monitoring site’s meteo sensor.

In September 2016, quarterly data for the LGW3 site was added to the Decade of Change dashboard which forms part of quarterly reporting to GAL's Managing Corporate Responsibility committee.

Quarterly reporting to NaTMAG on engine testing, FEGP usage and GPU/APU compliance was maintained. Annual data for the on-airport LGW3 site, and the RBBC permanent sites in Horley Gardens, was included in our 2015 Decade of Change and S106 AMR.

In November 2016, GAL participated in the Gatwick Joint Authorities Air Quality Group Annual Meeting, held at Crawley Town Hall, and provided a written report on 2016 activities.

In September 2016, GAL placed a permit application with Crawley Borough Council to operate a biomass boiler within its new Materials Recycling Facility. The boiler will process biomass from residual organic waste including 'CAT 1' airline waste to provide heat for waste pre-treatment and space heating. The boiler has been designed to operate to emission standards (for NO<sub>x</sub>, SO<sub>x</sub>) stricter than those legally required by the European IED (Industrial Emissions Directive) and in addition will be fitted with a ceramic particulate emission gas filter ensuring that particulate emissions will also be significantly lower than IED limits. The system proposal has been subject to an independent 'Air Quality Screening Assessment', the results of which have been reviewed by CBC and RBBC

#### **Action Plan for 2017**

Continue the programme of on-airport Air Quality monitoring and report the results accordingly.

**7. Seek to develop further KPIs reflecting the contribution of actions taken under this and other Action Plans (e.g. Noise, Surface Access, Carbon and Energy), including seeking to quantify improvements from specific on-airport initiatives and taking account of further peer benchmarking on Air Quality KPIs and actions.**

#### **Action Plan for 2017**

This is a new action, included following the 2016 review of our Action Plans.

Commence review of emissions reduction metrics used by other UK and European airports.

**8. Report performance internally through Decade of Change governance. External data to be agreed prior to publication at GATCOM.**

**Status:** On Track

#### **Reported Progress 2016**

In September 2016, quarterly data for the LGW3 site was added to the Decade of Change dashboard which forms part of quarterly reporting to GAL's Managing Corporate Responsibility committee. Annual data for the on-airport LGW3 site, and the RBBC permanent sites in Horley Gardens, was included in our 2015 Decade of Change and S106 AMR.

GAL and RBBC exchanged data and analysis of 2015 data as part of the preparatory process for RBBC and GAL's air quality reporting to GATCOM in July 2016.

#### **Action Plan for 2017**

Continue the air quality monitoring programme for the on-airport LGW3 and RBBC permanent sites in Horley Gardens and report the results accordingly.



## AIR QUALITY INDICATORS

AIR QUALITY	2010	2011	2012	2013	2014	2015	2016
<b>Nitrogen Dioxide: NO<sub>2</sub> annual average (µg m<sup>-3</sup>)</b> Legal standard: 40							
Site RG1	28.9	21.1	22.7	21.7	21.8	21.1	20.3
Site RG2	31.2	28.8	31.2	28.5	28.5	26.4	28.6
Site RG3	20.5	17.8	23.2	19.3	17.5	14.0	16.7
Site LGW3	36.8	32.3	33.4	32.0	30.6	28.0	30.0
<b>Particulate Matter: PM<sub>10</sub> annual average (µg m<sup>-3</sup>), VCM corrected</b> Legal standard: 40							
Site RG1	19.7	21.7	19.4	20.1	18.7	19.2	16.5
Site LGW3	22.0	24.0	22.0	23.0	23.6	22.0	20.0

Air Quality monitoring sites are located Off Airport (RG1, 2, 3) and On Airport (LGW3)  
 RG1 and RG2 are located in Horley Gardens Estate (NE of the Airport), RG3 is located in Poles Lane, Crawley (SW of the Airport)  
 LGW3 maintenance and data checking is provided by Ricardo Energy & Environment  
 Data for RG1, RG2 and RG3 is from RBBC's annual report to GATCOM Steering Group

## ANNUAL SUMMARY 2016 AIRCRAFT ENGINE TESTING, APU/GPU COMPLIANCE AND FEGP AVAILABILITY

Total Aircraft Movements 2016				
Q1	Q2	Q3	Q4	Total
58,308	73,784	83,103	64,894	280,089
Aircraft Engine Tests 2016				
Q1	Q2	Q3	Q4	Total
49	39	31	42	161

All took place within the defined hours, as specified in the Gatwick Airport Directive.  
 The total number of aircraft engine tests remains below the Legal Agreement limit.

### Auxiliary Power Unit (APU) Compliance Checks 2016

- 3 random checks carried out each month. During these checks the following were observed for 2016:
  - Q1**
    - 2 aircraft running their APU which were compliant with the GAD
    - 0 aircraft running their APU which were non-compliant with the GAD
    - 336 aircraft parked and not running their APU
  - Q2**
    - 6 aircraft running their APU which were compliant with the GAD
    - 3 aircraft running their APU which were non-compliant with the GAD
    - 248 aircraft parked and not running their APU
  - Q3**
    - 6 aircraft running their APU which were compliant with the GAD
    - 0 aircraft running their APU which were non-compliant with the GAD
    - 179 aircraft parked and not running their APU
  - Q4**
    - 9 aircraft running their APU which were compliant with the GAD
    - 1 aircraft running their APU which were non-compliant with the GAD
    - 357 aircraft parked and not running their APU

GPU Usage 2016		
2016 quarter	Without dispensation	With dispensation
January-March	0	8
April-June	0	14
July-September	0	1
October-December	0	8
Total	0	31

There were no occurrences of a GPU being run without dispensation.

Fixed Electrical Ground Power (FEGP) Availability During Core Hours				
FEGP availability is measured between the following agreed core hours 00:00-11:00 and 19:00-00:00. Target measure is 99%. This measure forms part of the Gatwick Airport Ltd Core Service Standards. Core Service Standards measures are defined and targets set in agreement with the airlines and endorsed by the Civil Aviation Authority (CAA).				
2016 annual	2016 Q1	2016 Q2	2016 Q3	2016 Q4
%	99.92	99.90	99.90	99.74
2016 FEGP availability (monthly by Terminal)				
2016	North Terminal		South Terminal	
January	99.96		99.96	
February	99.97		99.78	
March	99.88		99.96	
April	99.91		99.93	
May	99.76		100	
June	99.89		99.95	
July	99.94		99.74	
August	99.92		99.98	
September	99.95		99.89	
October	99.21		99.97	
November	99.66		100	
December	99.66		99.92	
<b>Average 2016:</b>	<b>99.81</b>		<b>99.92</b>	
% Runway Direction in Use 2016				
Westerly – 66.54				
Easterly – 33.46				

## C. AIRCRAFT NOISE

### The Company's Objective:

To employ all reasonably practicable means of minimising the aircraft noise impacts associated with maximum use of Gatwick Airport's runway capacity, within the framework established by Government.

#### Obligation 4.1

With the aim of providing a continuing incentive to airline operators to reduce the noise impact of departing aircraft at the Fixed Noise Monitoring Locations and subject to any requirements imposed by the Company's appropriate regulator to give due consideration when preparing and reviewing the Noise Action Plan to the retention and possible increase of the Noise Supplements payable by such operators on account of infringement by their aircraft of noise thresholds on departure.

Status:

On Track

## Reported Progress 2016

The new aircraft charging structure announced in September 2016 recognises the Chapter 14 noise standard and also separates the existing movement charge into two components; a demand charge and a noise charge.

For all noise charge categories, charges at night are substantially higher than those during the day (>10x). From a demand perspective, the night period has been reclassified as off-peak. When the demand and noise charges are combined, the combined charge for Chapter 14 aircraft are lower during the night period than they are during the Base period but higher than the off-peak period.

Reviewing the noise limits at the designated London airports remains a topic under review at the Aircraft Noise Management Advisory Committee (chaired by the Department for Transport - DfT). No meetings of the group have taken place during 2016.

During 2016, one aircraft noise infringement was identified. This was the first noise infringement at Gatwick Airport since 2011. The noise infringement occurred on 12 December 2016 and was caused by a Medview Airline Boeing 747-400 which breached the night time noise limit by 1.3dB. It was scheduled to depart prior to 21:30 but was delayed into the night period. The airline has been notified by letter (dated 15 December 2016) and fined the sum of £500.

## Action Plan for 2017

Introduce the new charging structure and progressively review the structure of charges over time which may include strengthening pricing signals with respect to aircraft noise, particularly during the sensitive night period.

GAL will continue to engage with the Aircraft Noise Management Advisory Committee, chaired by the DfT, regarding the current noise limits should the committee reconvene. GAL will also respond appropriately to any Government - DfT or Civil Aviation Authority (CAA) consultation exercises during 2017 that may, or may not, involve fining levels.

### Obligation 4.2

Maintain differentials in the charges on aircraft movements at the Airport, subject to any requirements of the Company's appropriate regulator so as to encourage airlines to use quieter and cleaner aircraft types.

**Status:** **On Track**

## Reported Progress 2016

In 2016, take-off and landing charges continued to be differentiated by aircraft noise certification and emissions charges continued to be differentiated by the NO<sub>x</sub> rating of the aircraft. Lower charges apply to aircraft that produce less noise and fewer emissions, thereby incentivising airlines to use quieter and cleaner aircraft types.

Higher charges continued to apply to aircraft that operated during the sensitive summer night period (22:30 – 04:59 UTC, April to October), incentivising airlines to operate outside of this period where possible.

GAL concluded its consultation on the structure of aircraft noise charges and announced that a number of structural changes will take effect from 1 April 2017:

- **Separate Demand and Noise Charges:** Under the existing charge structure, a single take-off and landing charge applies which reflects demand and noise characteristics. To improve the transparency of pricing signals sent through the tariff, separate demand and noise charges will be introduced.
- **Noise Charges:** A new noise charge framework will be introduced which recognises the ICAO Chapter 14 noise standard. The Chapter 14 noise standard will be disaggregated into High, Base and Minus categories. Higher noise charges will apply during the sensitive night period (23:30 to 05:59 local time) and night noise charges will apply year round. This new noise charge structure will incentivise the use of aircraft with the best in class noise performance, particularly during the sensitive night period.

- **A320 Family – FOPP Modification:** With effect from 1 January 2018, higher noise charges will apply to movements performed by A320 family aircraft that do not have the fuel over pressure protector (FOPP) modification. The FOPP modification helps to eliminate a particular source of noise disturbance associated with A320 family aircraft. These charges will apply at all times of the day, all year round.

**Action Plan for 2017**

Implement the changes to the charging schedule as detailed above and publish the Conditions of Use that will take effect from 1 April 2017; the document will include a detailed description of the new noise charge structure that will apply.

Gatwick’s Conditions of Use are published at: <http://www.gatwickairport.com/business-community/airlines-business/airport-conditions-of-use/>

**Obligation 4.3**

With the aim of managing the impact of air noise and restricting so far as is reasonably practicable the extent of the air noise contours associated with full use of the Airport’s runway to engage with airlines, DFS (the Airport’s control tower operator), NATS and other relevant parties through the Flight Operations Performance Committee and or by other appropriate means and use all reasonable endeavours to secure the benefits to be derived from existing or future regulations procedures and codes of practice applicable to aircraft in flight.

**Status:** **On Track**

**Reported Progress 2016**

We continued to engage with our air navigation service providers including Air Navigation Solutions (Gatwick Tower) and NATS (en-route) and airline partners through the FLOPSC forum to help drive airport performance improvements with our noise mitigation measures as detailed in the London Gatwick Aeronautical Information Publication.

The GAL Flight Performance Team continued to produce:

- Monthly statistics which were reviewed at the bi-monthly FLOPSC meetings during 2016; and
- Quarterly and an annual report during 2016. The quarterly reports were reviewed by NATMAG, circulated to GATCOM and published on the Gatwick Airport website.

Compliance with both the Arrivals Code of Practice and Continuous Descent Operations (CDO) continue to receive a high level of focus at FLOPSC and NATMAG. At both meetings, the GAL Flight Performance Team representative provides full details of our achievement rates. In instances where individual airline performance is displaying a negative trend, assistance is offered by the airport to explore opportunities for improvement.

Through the implementation of recommendations from the Independent Review of Arrivals which sought to improve the management and mitigation of noise from arriving aircraft, GAL has also continued to engage with airlines, ANS, NATS and other relevant stakeholders to manage impact of air noise through the Noise Management Board (NMB) which was set up in May 2016. Further details of GAL’s progress on the recommendations are detailed in Noise Action Plan Action 5.

The CDO achievement rate is now measured from 7,000ft as opposed to 6,000ft, as recommended by the Independent Review of Arrivals. An Airline/Air Traffic Control CDO workshop was also held in October 2016.

**Action Plan for 2017**

We will continue to engage with our aviation partners through FLOPSC to seek to improve adherence to the Aeronautical Information Publication during 2017.

**Jacobs verification result:** This Obligation is on track 

### Jacobs verification summary

In 2016 GAL continued to engage with the airlines, Air Navigation Solution (ANS - a wholly owned subsidiary of the DFS group), NATS and other relevant parties through the airport's Flight Operations Performance and Safety Committee (FLOPSC) and the Noise and Track Monitoring Advisory Group (NATMAG).

The GAL Flight Performance Team (FPT) also actively engaged with the airlines to improve adherence to noise mitigation measures and regularly reports to FLOPSC and NATMAG. GAL has also continued to monitor compliance with the Arrivals Code of Practice and CDO. The team also produce monthly statistics which includes maximum noise readings dBA (adjusted) for that month, CDO performance of airlines, ranking of airline CDO performance, number of noise complaints and track keeping performance. The Flight Performance Team also publishes quarterly reports and an annual report. The reports for 2016 can be found at: <http://www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-reports/fpt-reports-publications/>

FLOPSC is made up of representatives from the airports operations team, the FPT, airlines, NATS, ANS, the Airport Operators Committee and NATMAG. It meets on a bi-monthly basis throughout the year to review operational performance, adherence to noise and track keeping rules and to share best practice.

NATMAG brings together representatives from the DfT, NATS, Airlines, Gatwick Airport, ANS, GATCOM representatives and the local authorities and a wide range of noise and track-keeping issues are discussed. The group also monitors track-keeping performance, night engine testing and ground noise complaints.

Four NATMAG meetings were held in 2016:

- 25 February 2016
- 26 May 2016
- 29 September 2016
- 24 November 2016

Minutes from the meeting can be found at: <http://www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-reports/fpt-reports-publications/natmag-minutes/>.

Through the implementation of recommendations from the Independent Review of Arrivals (IRoA) which sought to improve the management and mitigation of noise from arriving aircraft, GAL has also continued to engage with airlines, ANS, NATS and other relevant stakeholders to manage impact of air noise through the Noise Management Board (NMB) which was set up in May 2016. The NMB's initial focus is the oversight of the implementation of the recommendations of the IRoA. One of NMB's objectives is be the main channel through which GAL, NATS, ANS, Airlines, DfT and CAA communicate actions that are being taken to address the effects of noise from aircraft using Gatwick. There were three NMB meetings in 2016:

- 21 June 2016
- 7 September 2016
- 15 November 2016

GAL representatives were present at all three meetings.

As part of implementing the IRoA recommendations, GAL worked with NATS to raise the Continuous Descent Approach height to 7,000ft in 2016. A CDO workshop was also conducted on 21 October 2016 and the attendees included GAL, NATS, airlines, British Airline Pilots Association (BALPA), CAA and community members.

Jacobs is satisfied that the level of progress on this Obligation is on track.

## Jacobs commentary and recommendations

No recommendations to date.

## Jacobs suggestions

No suggestions to date.

## GAL response

No comments.

### Obligation 4.4

With the aim of mitigating the possible impact of future growth in aircraft engine testing at the Airport:

4.4.1 If the annual number of ground run engine tests occurring within any rolling 6 month period reaches 250 and remains at or in excess of that number for six successive months or if such a situation is forecast in consequence of confirmed airline plans to undertake additional aircraft maintenance at the Airport the Company shall within the following nine months undertake and conclude a process of discussion and consultation with the Councils with the objective of:

4.4.1.1 assessing the impact of such testing on local communities;

4.4.1.2 evaluating the feasibility and benefits of alternative means of managing or mitigating any material impact including:

- increased restrictions on the times of day when tests would be permitted;
- changes to the locations favoured for engine tests;
- the construction and operation of a ground run pen; and

4.4.1.3 identifying the preferred means of managing or mitigating any material impact

4.4.2 The Company will subsequently and if reasonably practicable within six months in accordance with a programme to be agreed with the Councils introduce such measures as may be agreed with the Councils as appropriate to manage or mitigate the impact of ground noise arising from engine testing saving that:

4.4.3 In the event of the construction of a ground run pen being the agreed means of mitigation the Company will within six months of agreeing the mitigation programme with the Councils seek and following permission implement the planning permission for a ground run pen as soon as is reasonably practicable and thereafter maintain it in use

**Status:** **On Track**

### Reported Progress 2016

GAL continues to maintain monitoring processes and controls regarding aircraft engine testing. Aircraft engine testing is strictly monitored and records kept by our Airside Operations Team; this is then reported through the Ground Noise standing agenda items and the Noise and Track Monitoring Advisory Group (NATMAG) meeting.

During 2016, a total of 161 aircraft engine tests took place. All took place within the defined hours, as required.

The total number of aircraft engine tests remains below the Legal Agreement limit.

### Action Plan for 2017

We will continue to maintain our monitoring processes and report compliance with the engine testing Obligation through the Ground Noise standing agenda item at the NATMAG meeting.

There are currently no plans to increase the number of aircraft engine run tests carried out.

#### Obligation 4.5

To undertake an annual programme of engagement to explain and educate local authority members, members of GATCOM and other invited guests (to include residents from affected communities) about noise issues and airspace change at the Airport. This programme of engagement shall include a number of localised seminars and a major annual seminar if requested by the Councils.

**Status:** **On Track**

#### Reported Progress 2016

GAL continued to meet with a wide range of noise stakeholders during 2016, including but not limited to the Gatwick Noise Monitoring Group (GNMG), the Noise and Track Monitoring Advisory Group (NATMAG), participation in the Noise Management Board (NMB) and GATCOM.

On 10 May 2016, we held our fourth airspace seminar at the Effingham Park Hotel, Copthorne. The event again brought together GAL's management team with responsibility for airspace and noise along with a range of aviation and environment experts, and was facilitated by Dr Ian Flindell, an independent noise expert. The aim of the airspace seminar was to inform the local community representatives, politicians and business partners about current developments and future plans on noise and airspace initiatives within the airport and airline industry. The event was recorded and published on the Gatwick Airport noise website.

Separate to these meetings, representatives from GAL also attended meetings with the following:

Route 4 public drop-in session (Reigate)	7 March 2016
Route 4 public drop-in session (Dorking)	15 March 2016
Furpine Residents Association	4 April 2016
Route 4 public drop-in session (Dorking)	5 May 2016
Route 4 - Mike Ward and community representatives	21 September 2016
Route 4 - Sam Gyimah MP Public Meeting	6 October 2016
Continuous Descent Operations Workshop – Industry (Inc. community reps)	20 October 2016
Airspace & Noise - Parish/Town Council Tour (Inc. Airspace Presentations)	1, 8, 11, 22 & 29 November 2016
Gatwick Airport Land Use Planning Workshop - Local Planning Officers	10 November 2016
Route 4 - Newdigate Parish Council and community members	15 November 2016
Route 4 - Salfords and Sidlow Parish Council and Crispin Blunt MP	18 November 2016
Arrivals – High Weald Councils Aviation Action Group	14 December 2016

#### Action Plan for 2017

To continue the regular meeting programme and to host a public meeting of the NMB in January 2017 and a further airspace seminar in autumn 2017.

### AIRCRAFT NOISE MANAGEMENT ACTION PLAN

**1. Implement and deliver against the actions contained within this action plan and the END Noise Action plan, and report performance through internal governance process and externally via stakeholder groups, websites and annual reports**

**Status:** **On Track**



## **Reported Progress 2016**

The use of Key Performance Indicators allows us to track the performance against elements of the Noise Action Plan.

GAL's Flight Performance Team reports the progress of the Environmental Noise Directive Noise Action Plan annually at GATCOM and quarterly at NATMAG (standing agenda item). Membership of these committees include key local community stakeholders, Local Authority Members and Officers together with representation from Air Navigation Solutions, NATS, DfT and the Airport Operators Committee.

## **Action Plan for 2017**

To continue with this approach, use key Performance Indicators and produce regular reports for review.

The END Noise Action plan will remain as a standing item on the NATMAG agenda.

**2. Review noise certification categories that apply to take off and landing charges including the potential to strengthen price signalling by disaggregating Category 4.**

**Status:** **On Track**

## **Reported Progress 2016**

As detailed above in the reported progress on Obligations 4.1 and 4.2, GAL concluded its consultation on the structure of aircraft noise charges and announced that a number of structural changes will take place from 1 April 2017.

## **Action Plan for 2017**

Implement the changes to the charging structure that take effect from 1 April 2017.

**3. Continue to engage with airlines on 'fly quiet and clean' initiatives through the Flight Operations Performance and Safety Committee (FLOPSC)**

**Status:** **On Track**

## **Reported Progress 2016**

Airline Continuous Descent Operations (CDO) and track keeping performance statistics continued to be circulated each month to all airlines at Gatwick.

Compliance with both the Arrivals Code of Practice and CDO continued to receive a high level of focus at FLOPSC and NATMAG meetings. At both meetings, the GAL Flight Performance Team representative provides full details of our achievement rates. In instances where individual airline performance is displaying a negative trend, assistance is offered by the Airport to explore opportunities for improvement.

Performance against the Aeronautical Information Publication Departure requirements continued to be monitored and reported on a regular basis in the GAL Flight Performance Team quarterly and annual reports, all of which are presented to FLOPSC, NATMAG and GATCOM.

## **Action Plan for 2017**

We will continue to engage with airlines through the regular FLOPSC meetings and also work to improve CDO performance and the Aeronautical Information Publication Departure requirements.

**4. Gatwick will continue to engage actively with Government, the Regulator, Sustainable Aviation and such ad hoc reviews that may be established, and will respond appropriately to all consultations, engagement exercises and recommendations arising from those activities.**

**Status:** **On Track**

### **Reported Progress 2016**

GAL remained an active member of Sustainable Aviation during 2016 and participated in a range of associated working groups, including noise and operational improvements where a range of noise mitigating proposals are under consideration.

We also implemented a number of noise mitigation measures arising from the Independent Review of Arrivals during 2016; full details of which are available on the Gatwick Airport noise website.

GAL remains a member of the Aircraft Noise Management Advisory committee, chaired by the DfT, however no meetings were held during 2016.

GAL responded to the DfT 'evidence gathering' sessions in advance of the Night Flying Consultation scheduled for 2017 and also the CAA consultation regarding the airspace change process.

### **Action Plan for 2017**

We will continue to remain an active member of Sustainable Aviation and contribute to the Noise Working Group and Operational Improvements Sub-Group. Updates from the implementation of the recommendations arising from the Independent Review of Arrivals will continue to be considered by the Noise Management Board (NMB) and full details published on the Gatwick Airport noise website.

GAL will continue to attend the DfT Aircraft Noise Management Advisory Committee meetings as well as the associated Sub-Group once they have been re-convened.

GAL will respond to both the Aviation Policy and Night Flying public consultation exercises expected during 2017.

## **5. Implement the accepted recommendations from the Independent Review of Arrivals including establishment and operations of the new Noise Management Board.**

**Status:** **On Track**

### **Reported Progress 2016**

The Independent Review of Arrivals, published in January 2016, recommended 23 specific steps to improve the management and mitigation of noise from arriving aircraft, and for better community engagement by GAL.

GAL accepted all of the recommendations of the Independent Review of Arrivals, and in June 2016 published a Final Action Plan detailing how and when it was planned to address and implement each recommended action.

In developing the Final Action Plan and based on additional feedback from communities, GAL identified three priority areas which could deliver meaningful near term noise improvements, considered to be particularly important for initial focus. These priority areas are:

- Noise modification of the Airbus A320 series aircraft using Gatwick (IMM-01)
- Continuous Descent Approaches (CDA) (IMM-05)
- A reduction in the minimum final approach ILS joining distance (IMM-10)

The establishment of the Noise Management Board (NMB) at Gatwick in June 2016, under the guidance of independent Chairmanship, has helped bring the various 'industry' organisations together, with Community Noise Groups, for the first time within a formalised structure intended to address aircraft noise issues.

The purpose of the NMB is to develop, agree, oversee and maintain a coordinated noise management vision and consequent strategies for GAL, for all stakeholder organisations, intended to improve the situation for those

affected by noise from aircraft using the Airport. The initial focus of the NMB is the oversight of the implementation of the recommendations of the Independent Review of Arrivals.

A number of the recommendations that were due in December 2016 have not been labelled as complete, this is because GAL has completed the actions related to the recommendations but is waiting on final decision or sign off from other stakeholders before the recommendation can be deemed complete.

Full details are included in the Gatwick Arrival Review Progress Report: January 2016 – January 2017. <https://www.gatwickairport.com/globalassets/gatwick---arrivals-review---update-d1-web.pdf>

#### Arrivals Review Implementation Dashboard (as of December 2016)

<p><b>Imm-01 A320 series modification</b> Airline modification programs underway. Progress to be routinely monitored by GAL and reported to NMB. New charging regime agreed and to be applied from January 2018.</p>	<p><i>Due by January 2017</i></p>
<p><b>Imm-02 DfT engagement on A320 series modification</b> Recommendation complete. DfT had engaged with Airbus and the European Commission and committed to explore possibilities to reach international agreements.</p>	<p><i>Complete</i></p>
<p><b>Imm-03 Joint review of Land Use Policy</b> A workshop was held on the 10 November. Follow-on initiatives are being taken forward by GAL.</p>	<p><i>Complete</i></p>
<p><b>Imm-04 Information booklet</b> Booklet has been drafted and circulated to NMB, GATCOM, and NATMAG for comment. Publication expected March 2017.</p>	<p><i>Due by August 2016</i></p>
<p><b>Imm-05 Increase in CDA commencement to 7,000ft</b> Implemented and awaiting approval from the DfT to make permanent.</p>	<p><i>Due by December 2016</i></p>
<p><b>Imm-06 Further CDA improvement initiative</b> Recommendation complete through a CDO workshop. Follow-on initiatives defined in the 2017/2018 workplan.</p>	<p><i>Complete</i></p>
<p><b>Imm-07 CDA to 8,000ft</b> Discussed at a CDO workshop. Implementation in isolation is not possible due to airspace constraints. GAL engaging with NATS to explore options. Will be addressed in the 2017/2018 workplan.</p>	<p><i>Due by December 2016</i></p>
<p><b>Imm-08 CDA taxonomy</b> Part of CDO workshop. Being scoped with the CAA.</p>	<p><i>Due by January 2017</i></p>
<p><b>Imm-09 Route spacing design criteria</b> Recommendation complete. CAP 1378 published.</p>	<p><i>Complete</i></p>
<p><b>Imm-10 Change to Minimum ILS Joining Point</b> Recommendation implemented on 15 August 2016 with 6 month monitoring period. Implementation extended to May 2017. Performance review required in February 2017, prior to decision to make permanent. Further work to address the arrivals swathe incorporated in the 2017/2018 workplan.</p>	<p><i>Due by December 2016</i></p>
<p><b>Imm-11 Runway direction protocol</b> Proposal ready for implementation, but a decision deferred by the NMB to its 5<sup>th</sup> meeting in April 2017.</p>	<p><i>Due by December 2016</i></p>
<p><b>Imm-12 Night arrivals KPI</b> Recommendation complete with expanded scope. Monitoring report circulated to NMB Members. Ongoing monitoring through NMB.</p>	<p><i>Complete</i></p>

<b>Imm-13 XMAN</b> XMAN review, analysis and recommendation completed. Report to be presented at NMB/5.	<i>Complete</i>
<b>Imm-14 Time Based Separation (TBS)</b> TBS review and analysis ongoing. Report through NMB.	<i>Due by December 2016</i>
<b>Imm-15 Research on aircraft height perception</b> Research scope being prepared.	<i>Due by December 2017</i>
<b>Imm-16 Additional community engagement manpower</b> Recommendation complete.	<i>Complete</i>
<b>Imm-17 Enhanced complaints policy</b> Recommendation complete. Policy published and web tool deployed. Evolution of tool to address feedback received as part of continuous improvement.	<i>Complete</i>
<b>Imm-18 Noise Management Board</b> Recommendation complete.	<i>Complete</i>
<b>Imm-19 Response to arrival review</b> Recommendation complete.	<i>Complete</i>
<b>Imm-20 Progress report</b> Recommendation complete.	<i>Complete</i>
<b>Aspire-21 P-RNAV to the ILS</b> Analysis and planning began in Q1 2017 through continuous improvement work.	<i>To start in Q1 2017</i>
<b>Aspire-22 Change to holding areas</b> Future work.	<i>To start in Q1 2017</i>
<b>Aspire-23 AMAN and DMAN</b> Review analysis and recommendations. Report through NMB.	<i>Due by December 2016</i>

### Action Plan for 2017

Continue with the implementation of recommendations as outlined in the table above.

A further GAL update report will be prepared in late 2017 for issue in January 2018.

### JACOBS VERIFICATION

**Jacobs verification result:** This Obligation is on track 

#### Jacobs verification summary

As reported in GAL's Gatwick Arrival Review Progress Report: January 2016 – January 2017, GAL has completed 11 implementations out of the 23 recommendations in 2016. The report is available at: <https://www.gatwickairport.com/globalassets/gatwick---arrivals-review---update-d1-web.pdf>. The completion of the progress report is one of the recommendations (Imm-20 Progress report). GAL has also appointed an Arrivals Review Implementation Manager (Vicki Hughes) to oversee the process of implementing the recommendations from the review. GAL is also supported by an independent consultancy (Helios) who manage the NMB 'progress dashboard' to track the progress on all the recommendations and also complete additional analysis where needed.

A sample of the completed recommendations (alongside those that were due for completion in 2016) was reviewed. The recommendations that have not been marked as completed but were due in 2016 are listed in the table below which also includes an explanation for the delay. Many of the actions associated with the recommendations have been completed by GAL but are awaiting final decision or sign off from other stakeholders and so are not marked as complete in the progress report.

Delayed IROA recommendations that were due for completion in 2016.	Additional information from NMB minutes and the Gatwick Arrival Review Progress Report.
Imm-04 Information booklet	As indicated in the Gatwick Arrival Review Progress Report, the draft booklet was completed in Nov 2016, once it has been reviewed by NMB, GATCOM, NATMAG it will be published.
Imm-05 Increase in CDA commencement to 7,000ft	As indicated in the Gatwick Arrival Review Progress Report, this has already been implemented by GAL but awaiting approval from DfT before the change is permanent.
Imm-07 CDA to 8,000ft	As indicated in the Gatwick Arrival Review Progress Report, the CDO workshop (held on 21 <sup>st</sup> October 2016) highlighted that increasing the CDA height to 8,000ft will involve air space change which will involve considerable cost and effort which may detract from other Arrival Review recommendations that could have a greater impact in the reduction of aircraft noise. GAL is currently evaluating options for implementation with technical stakeholders and will present findings to the NMB for a decision in April 2017.
Imm-10 Change to Minimum ILS Joining Point	The recommendation was implemented on 15 <sup>th</sup> August 2016. As stated in the minutes on 15 <sup>th</sup> November 2016: "Although the ILS join point has been changed in line with the Recommendation, it is evident that further work is nevertheless needed to advance the related fairer and more equitable distribution of flights." As indicated in the Gatwick Arrival Review Progress Report, the monitoring period has been extended to May 2017 with a performance review schedule for February 2017 prior to the decision to make this permanent.
Imm-11 Runway direction protocol	GAL presented the protocol to NMB in Sept 2016 but the NMB decided the decision should be deferred to April 2017 (as agreed in the NMB meeting minutes on 15 <sup>th</sup> November 2016). <a href="http://www.gatwickairport.com/contentassets/4e3c06efa4a5471aa85f53d8aef00792/nmb-3-ratified-minutes.pdf">http://www.gatwickairport.com/contentassets/4e3c06efa4a5471aa85f53d8aef00792/nmb-3-ratified-minutes.pdf</a>
Imm-14 Time Based Separation (TBS)	As indicated in the Gatwick Arrival Review Progress Report, initial feasibility/options study and benefits assessment was conducted for TBS as well as alternative solutions for improving arrival spacing efficiency in 2016. The findings were also included in the Gatwick Arrival Review Progress Report.  Further review and analysis is required for deployment which will be carried forward into the 2017/2018 work plan.
Aspire-23 AMAN and DMAN	As indicated in the Gatwick Arrival Review Progress Report, considerations for design objectives have been documented in 2016. These will need to be developed into design objectives for the second phase. A prototype will then be developed in 2017 that can be assessed.

As per recommendation Imm-18, the NMB was set up in June 2016 with an initial focus on the oversight of the implementation of the recommendations of the Independent Review of Arrivals (IROA). Details of the NMB including the membership, terms of reference and code of conduct can be found here:

<http://www.gatwickairport.com/business-community/aircraft-noise-airspace/airspace/noise-management-board/>

The independently chaired NMB is led by Chairman Bo Redeborn. The NMB has representation from the following members:

- Gatwick Airport Ltd
- Civil Aviation Authority
- DfT
- National Air Traffic Services
- Air Navigation Solutions (the providers of air traffic services in the control tower at Gatwick)
- Airlines
- Chair of GATCOM (Gatwick Airport Consultative Committee)
- East Sussex and West Sussex County Councils
- Surrey and Kent County Councils
- The High Weald Councils Aviation Action Group (HWCAAG ) and Association Parish Councils Action Group (APCAG)
- Communities Against Gatwick Noise Emissions (CAGNE) and Plane Wrong
- East Sussex Communities for Control of Aircraft Noise (ESCCAN) and Tunbridge Wells Anti-Aircraft Noise Group (TWAANG)
- Gatwick Obviously Not (GON) and Pulborough Against Gatwick Noise Emissions (PAGNE)

Details of how the NMB has been established and the attendees at the initial planning meeting can also be found here:

[http://www.gatwickairport.com/globalassets/publicationfiles/business\\_and\\_community/all\\_public\\_publications/aircraft\\_noise/arrivals-review/gatwick-airport-arrivals-review-final-action-plan-01june2016-final-copy.pdf](http://www.gatwickairport.com/globalassets/publicationfiles/business_and_community/all_public_publications/aircraft_noise/arrivals-review/gatwick-airport-arrivals-review-final-action-plan-01june2016-final-copy.pdf)

GAL representatives were present at all three meetings. The first NMB meeting held on 21 June 2016 was also attended by GAL's Chief Executive Officer (Stewart Wingate). Corporate Affairs and Sustainability Director (Charles Kirwan-Taylor) was the main GAL representative at the NMB meetings in 2016.

There were three NMB meetings in 2016:

- 21 June 2016
- 7 September 2016
- 15 November 2016

Jacobs is satisfied that the level of progress on this Action Plan Action is on track.

#### **Jacobs commentary and recommendations**

No recommendations to date.

#### **Jacobs suggestions**

No suggestions to date.

#### **GAL response**

No comments.

### **6. Undertake independent benchmarking with comparable airports of our performance on operational noise management and communications.**

**Status:** **Neither on track nor behind schedule**

#### **Reported Progress 2016**

A consultant was engaged to begin work on benchmarking our performance on noise management and community engagement in 2015. However this activity was superseded by the Independent Review of Arrivals which assessed

the way GAL manages operational noise impacts and communicates with local communities regarding noise and airspace issues, and identified further opportunities to improve these activities. The Review included meetings with a wide range of individuals, community groups and stakeholders during the consultation process.

GAL is in the process of implementing all recommendations of the Review, which is anticipated to improve the noise climate around the Airport.

#### **Action Plan for 2017**

GAL will continue to implement the recommendations of the Independent Review of Arrivals in line with the published Action Plan, under the supervision of the Noise Management Board (NMB). Full details of the independent Review of Arrivals, the Action Plan and NMB, including the minutes of the meetings are all available online.

#### **7. Continue to maintain programme of community noise monitoring and engage with local environment and health officers and stakeholders no less than twice a year on noise and airspace issues.**

**Status:** **On Track**

#### **Reported Progress 2016**

Our community Noise Monitoring programme has continued with reports produced on two study areas (Hever, Kent and Cowden, Kent) this year. These reports, once reviewed by the Gatwick Noise Monitoring Group (GNMG) were published on the Airport's dedicated noise website.

The GNMG met twice during the year, on the 11 May and the 10 November.

#### **Action Plan for 2017**

To continue meeting with GNMG no less than twice-yearly.

In conjunction with GNMG we will continue to commission noise studies to gain an insight into the noise climate in a particular area and we will publish these on our website.

#### **8. Continue to report quarterly and annually to NATMAG, and on the GAL website, on the community noise monitoring programme and our Noise and Flight Performance KPIs.**

**Status:** **On Track**

#### **Reported Progress 2016**

The programme of community noise monitoring continued throughout the year, output from which has been made available through the introduction of our new Noise Lab tool and the publication of reports to the Gatwick Airport noise website.

Two meetings of the Gatwick Noise Monitoring Group (GNMG) took place and quarterly updates were provided regarding the community noise monitoring programme to the Noise and Track Monitoring Advisory Group (NATMAG).

The GAL Flight Performance Team produced quarterly and annual reports during 2016 detailing noise and flight performance KPIs.

The quarterly reports were reviewed by NATMAG, circulated to GATCOM and published on the Gatwick Airport website.

GAL has engaged with and reported quarterly to NATMAG, GATCOM Steering Group and GATCOM, and bi-monthly to the Flight Operations Performance and Safety Committee (FLOPSC) during the year regarding the work of the Flight Performance Team and wider airspace issues.



The minutes of NATMAG are available on the Gatwick Airport noise website.

Meetings of NATMAG took place on the following dates:

- 25 February 2016
- 26 May 2016
- 29 September 2016
- 24 November 2016

Implementation of the recommendations arising from the Independent Review of Arrivals continued under the supervision of the Noise Management Board (NMB), itself formed of community representation (pressure groups and elected members). Meetings and updates from the group are also available on the Gatwick Airport noise website.

### Action Plan for 2017

To continue reporting and attending all scheduled meetings as was the case in 2016.

### NOISE CONTOUR STATISTICS

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016 *
57dBA L <sub>aeq</sub> daytime contour population	4,500	4,800	3,700	3,600	2,850	3,050	3,650	3,250	3,300	3,650	TBC
57dBA L <sub>aeq</sub> daytime contour area (km <sup>2</sup> )	46.7	49.0	46.7	41.0	39.6	40.4	41.2	40.9	42.2	42.8	TBC
48dBA L <sub>eq</sub> night contour population								11,200	12,850	14,400	TBC
48dBA L <sub>eq</sub> night contour area (km <sup>2</sup> )								91.8	103.5	104.7	TBC

\* Noise contour information for 2016 is provided by the CAA ERCD and was not available at the time of publication; this is expected in summer 2017.

### NOISE INDICATORS

NOISE	2010	2011	2012	2013	2014	2015	2016
<b>Total Aircraft Movements</b>	240,505	251,068	246,811	250,562	259,979	267,767	280,089
<b>Total Passengers</b>	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,136,800
<b>Night Quota Movements Summer</b>	9,875	9,859	9,837	9,998	11,147	11,149	11,303
<b>Night Quota Movements Winter</b>	2,160	1,411	1,603	1,510	1,736	1,872	2,022
<b>Percentage of Chapter 4 (or equivalent) aircraft (%)</b>	98%	96%	99%	99%	99%	99.7%	99.8%
<b>Continuous Descent Operations (CDO) compliance %</b>	89.70%	90.49%	88.90%	91.36%	92.61%	89.75%	88.58%
<b>Track Keeping %</b>	97%	97.42%	97.63%	98.04%	99.27%	99.71%	98.56%
<b>Total Noise Infringements</b>	0	4	0	0	0	0	1
<b>Day-time Noise Infringements</b>	0	0	0	0	0	0	0
<b>Night-time Noise Infringements</b>	0	4	0	0	0	0	1
<b>Ground noise complaints received</b>	2	4	3	5	0	2	0

## D. SURFACE ACCESS TO THE AIRPORT

### The Company's Objective:

To ensure that the Airport's passengers and employees have access to a range of travel options that meet their particular needs and in so doing to:

- Reduce the rate of growth of trips by private car and taxi to and from the airport by encouraging greater use of public transport;
- Ease congestion by better traffic management and implementing strategic road improvements; and
- Manage on-site traffic emissions.

### Obligation 5.1

Hold an annual meeting of the Gatwick Area Transport Forum and meetings of the Transport Forum Steering Group at quarterly intervals unless agreed otherwise.

Status:

On Track

### Reported Progress 2016

The annual Transport Forum was held on Friday 7<sup>th</sup> October 2016, hosted by Guy Stephenson (GAL, CCO). The event opened with an interview between Stewart Wingate (GAL, CEO) and Steve Richards (Chief Political Columnist, *The Independent*). Simon Calder (Senior Travel Editor, *The Independent*) hosted 'Question Time' with the Surface Transport team.

The speakers were:

- Leon Daniels (Managing Director, Surface Transport - Transport for London) spoke about the challenges of encouraging sustainable transport use amid fast-rising demand in London. He also spoke about how advances in technology are helping the system to cope with this demand and improve processes.
- Professor Iain Gray (Director of Aerospace, Cranfield University) discussed how advances in technology are changing the aviation industry and passenger experience of flying.
- Angie Doll (Passenger Services Director: Gatwick Express and Southern) gave a rail performance update.
- Emma Rees (GAL, Head of Surface Transport) announced new electric vehicle initiatives for Airport Cars and a partnership with Bluecity.
- Cedric Bolloré (Director of Development, BlueSolutions) presented Bluecity's plans to electrify London with a new electric vehicle car-sharing scheme.

The event closed with a number of interactive experience sessions. Delegates were invited to the opening of the new Gatwick Express Portal in the station and to ride on the new rolling stock. There were also electric vehicles from Tesla and Bluecity for guests to explore.

Regular meetings of the Transport Forum Steering Group were held on 21 January, 14 April, 21 July and 15 September 2016. Minutes were taken and circulated and an action tracker was updated for discussion at each meeting.

### Action Plan for 2017

The date for the 2017 Transport Forum has been set for Friday 6 October. Speakers are still to be confirmed. Steering Group meetings have been organised for 19 January, 20 April, 20 July and 19 October 2017. The final meeting of the year has been realigned to better complement the annual Transport Forum, providing an opportunity to reflect on the event and gather feedback from Steering Group members.

### Obligation 5.2

To maintain an Airport Surface Access Strategy and to commence the review of the Strategy by 31st December 2018 or to coincide with and support any material review of the Master Plan if that is sooner.

**Status:**

**On Track**

#### Reported Progress 2016

Development of an updated Airport Surface Access Strategy (ASAS) started, with the intention of launching the new strategy in October 2017. The new ASAS will be accompanied by an updated Staff Travel Plan and will reflect data collected during 2016 on staff travel to work and traffic flows in the vicinity of Gatwick.

#### Action Plan for 2017

A full strategy review and update of the ASAS will take place this year. We have an internal working group for developing the ASAS which meets regularly and this group will engage the Transport Forum Steering Group throughout the review process.

### Obligation 5.3

5.3.1 The Company will support initiatives (such initiatives to be the subject of consultation with the Gatwick Area Transport Forum the County Council and the Borough Council) which promote in accordance with the Airport Surface Access Strategy the use by passengers and staff travelling overland to and from the Airport of modes of transport other than the private car and with regard to staff travel the encouragement and promotion of car sharing.

5.3.2 The funds provided for such initiatives in each calendar year from 2015 to 2018 will be based on the sum of:

5.3.2.1 a monthly charge amounting to £10 per annum for each pass validated for entry to a staff car park operated by or on behalf of the Company;

5.3.2.2 a levy on the total supply of spaces in public car parks operated or available for operation by or on behalf of the Company on 30 September in the preceding year at the rate per space of:

£28.00 in 2015

£28.75 in 2016

£29.50 in 2017

£30.25 in 2018 - Note: This Obligation continues until 2019 by virtue of an agreement dated the 19th July 2011 made between GAL (1) WSCC (2) and CBC (3)

5.3.2.3 any sums brought forward from previous years

5.3.3 Unless otherwise agreed with the County Council and the Borough Council the Company shall:

5.3.3.1 each year invest in the chosen initiatives a substantial proportion being no less than 50% of the funds provided that year after giving an allowance for the payment in that year from the fund towards the financing of works at Gatwick Railway Station as proved for in an agreement of the 19th July 2011 and of those carried over from the preceding year or such lesser sum if the expenditure of further sums is not justified by the outcomes achieved; and

5.3.3.2 by the end of the period of this Agreement have used a substantial proportion being no less than 50% of total funds after giving an allowance for the payment in that year from the fund towards the financing of works at Gatwick Railway Station as proved for in an agreement of the 19th July 2011 to support the introduction or operation or use of bus services that promise to facilitate a material increase in the proportion of airport staff or air passengers choosing to use public transport for their surface journeys between the Airport and neighbouring communities or such lesser percentage if the expenditure of further sums is not justified by the outcomes achieved;

5.3.3.3 by the 30th June in each year to submit to the County Council and the Borough Council a statement of the funds contributed to the car parking levy in the previous calendar year, the details of all expenditure of the levy and the balance remaining

**Status:** On Track

**Reported Progress 2016**

In financial year 2016/17 the Public Transport Levy (PTL) contributed the following regular payments: sundry staff costs; support for local bus services operated by Metrobus; miscellaneous marketing, memberships and the annual Transport Forum; and Platform 7. Additional funding was provided for other sustainable transport initiatives, including cycling facilities and the interim station project developed with Govia Thameslink Railway (GTR).

**Action Plan for 2017**

In financial year 2017/18 the PTL will contribute regular payments relating to: staff costs; local bus services; marketing; memberships and the annual Transport Forum; and Platform 7.

We have decided to roll forward some funds from 2016/17 into the new financial year in order to spend on larger projects. Gatwick will review the allocation of funding to local bus services with Metrobus and other Transport Forum Steering Group members through a newly-formed Bus Sub-Committee. This will report to the wider Steering Group on the use of PTL funding for routes and service development that would not otherwise be commercial, but could provide important benefits for staff and passengers. The Sub-Committee will meet on a monthly basis through the year to explore and debate the best options to improve local services. The Sub-Committee will particularly focus on early morning, evening and overnight services to support staff travel at times when there is a lack of public transport options. Additional funding has also been allocated for further development of cycling facilities.

**Obligation 5.4**

5.4.1 To work with Network Rail and other stakeholders to assist the planning and implementation of a project to redevelop the railway station serving the Airport in a manner which in conjunction with the Company's proposals for South Terminal and its landside infrastructure including that serving Fastway and other local bus services provides the Airport with an efficient transport interchange suiting the needs of all users.

**Status:** On Track

**Reported Progress 2016**

There was considerable development of the station project during 2016, against a set of objectives agreed between GAL, Department for Transport (DfT) and Network Rail. A preferred option was agreed in March 2016 subject to finalising work on the expected scheme costs. Following the cost review, it was clear that the capital cost for the solution that best met the objectives was greater than the existing funding agreement. Further work began at the end of the year to determine if the outputs and benefits could be maintained with a lower cost scheme. This includes different construction options to minimise disruption and works duration.

**Action Plan for 2017**

Discussions with DfT will continue in 2017, along with a number of parallel workstreams being undertaken. Work in 2017 will continue with the aim to agree a scheme and funding that still meets the core objectives of the project at the optimum, affordable cost.

**JACOBS VERIFICATION**

**Jacobs verification result:** This Obligation is on track 

**Jacobs verification summary**

GAL has continued to work with Network Rail and other stakeholders (such as Department for Transport, Govia Thameslink Railway, Costain etc.) to assist the planning and implementation of the re-development of the railway station project in 2016. The team at GAL is led by Emma Rees, head of real estate and surface transport.

The development of the railway station is funded through a tripartite funding agreement of £120.5 million between GAL, Network Rail and the Department for Transport. GAL facilitates the on-site meetings, providing access and support where needed. Network Rail is the delivery partner and has engaged Costain to support the development of the station.

More than 10 meetings and several workshops took place in 2016 regarding the rail station redevelopment. In addition to formal meetings, further engagements took place via phone and email. Some of the key meeting/workshop dates and the subject of the meeting are listed in the table:

Date	Subject of Meeting	Location	Stakeholders
07/04/2016	Option Review Workshop	Network Rail, Cottons Centre, London Bridge	GAL Network Rail Costain
11/05/2016	Gatwick Airport Station Development: Security Elements	Gatwick Airport	Network Rail GAL British Transport Police Sussex Police DfT GTR
16/05/2016	Passenger and Operational Management Strategy	Gatwick Airport	Network Rail GAL GTR
11/07/2016	Ops Management Strategy Workshop	Three Bridges Rail Operations Centre	GAL Network Rail GTR Costain

The meetings included discussions on the various design options, security elements of the station, passenger management and passenger impact.

GAL also attended the Gatwick Station Steering Group meetings held at the Department for Transport. The dates of the meetings were:

- 20/05/2016
- 20/07/2016
- 30/11/2016

It is understood that an option had been agreed on in 2016, but following a cost review, the capital cost required exceeded the funding agreement of £120.5 million. The details of the discussions are confidential but it is understood that the design options will be reviewed in 2017 and there will be further discussions on bridging the funding gap.

GAL also engaged with other stakeholders through the Gatwick Transport Forum Steering Group which meets quarterly and the Gatwick Transport Forum meeting that is held annually. The forum was held on 7 Oct 2016 and the attendees from GAL included GAL's Chief Executive Officer (Stewart Wingate). The forum comprises members of local authorities, regional and national government, transport operators (includes Metrobus that runs the Fastway services), airport companies and other local businesses. Over 70 organisations are represented at the forum.

Jacobs is satisfied that the level of progress on this Obligation is on track.

#### **Jacobs commentary and recommendations**

No recommendations to date.

## Jacobs suggestions

No suggestions to date.

## GAL response

No comments.

### Obligation 5.5

Restrict the use of the Airport entrance/exit at Povey Cross to buses, emergency service vehicles, Airport operational users and a maximum of 375 staff car park pass holders, subject to these users satisfying the criteria specified in Appendix 2 to this Agreement and to report annually on the number of passes issued to staff and readily available data on vehicular use of the entrance/exit.

**Status:** **On Track**

#### Reported Progress 2016

As of February 2017 160 staff members have access to Povey Cross, compared to 218 as of June 2015. In addition, 933 emergency service vehicles, public buses and airport operational vehicles currently hold access.

#### Action Plan for 2017

Continue with regular review of access and data collection.

### Obligation 5.6

Having regard to the Company's Car Parking Strategy:

5.6.1 Provide sufficient but no more on-Airport public car parking spaces than necessary to achieve a combined on and off airport supply that is proportionate to 40% of non-transfer passengers choosing to use public transport for their journeys to and from the airport and to identify feasible measures to achieve 45% in the future.

5.6.2 Provide sufficient but no more Company managed on-airport staff car parking spaces than is consistent with the mode share targets detailed in the Airport Surface Access Strategy 2012 - 2030 and subject to working with stakeholders to revise the local bus target in line with agreed service enhancements.

**Status:** **On Track**

#### Reported Progress 2016

GAL continues to monitor car parking provision for both passengers and staff in the context of rising passenger numbers, in doing so aiming for a proportionate rise in public transport modal share.

In 2016 we increased the amount of public car parking provision by approximately 2,500 spaces, principally through re-designing our block park storage areas to increase utilisation of the land available.

Multi-Storey Car Park (MSCP) 6 continues to be closed to use, however this impact was mitigated by the continued use of staff parking areas, as well as the temporary use of the ground floor during peak Summer months to support our Valet Parking operation in North Terminal.

Car parking provision for Airport staff has remained broadly static. Annualised year-to-year figures show that in September 2016 there were 17,429 staff car parking spaces, compared with 16,828 in September 2015, and 17,248 in September 2012.

Civil Aviation Authority (CAA) data for 2016, provided in May 2017 shows that public transport modal share by passengers was 44% (the same as 2015). The target laid out in ASAS of 2012 is 40% at 40 million passengers per

annum and a stretch target of 45%). Rail modal share of 37.5% and private car use (38.5%) were also similar to 2015. The CAA modal share data for 2010-2016 is included at the end of this section

Our Employee Travel to Work survey undertaken in Summer 2016 indicates that the proportion of staff travelling along by car has fallen 7% since 2012 (from 61% to 52%), with a corresponding increase in public transport use.

### **Action Plan for 2017**

MSCP 6 is planned to re-open in April 2017. Other longer-term capacity initiatives will be outlined in our Capital Investment Plan and Interim Car Parking strategy which will not be completed in 2017.

In association with the new ASAS we will be preparing an updated Staff Travel Plan, which will include further initiatives for sustainable travel aimed at reducing driving to work. It is intended that provision for alternatives to single occupancy car travel will include a relaunch of the staff car share scheme.

#### **Obligation 5.7**

5.7.1 The Company will actively engage with the Local Highway Authorities with the objective of:

5.7.1.1 reaching agreement on the location and characteristics of such improvements to the highway access to the Airport as may be justified by growth in the volume of Airport related traffic and on the anticipated timeframe for their implementation; and

5.7.1.2 subject to there being reliable estimates of the costs of the said improvements, agreeing the financial contributions that the Company is to make towards the cost of the agreed works

5.7.2 The Company agrees that prior to the commencement of the calendar year in which the works are to be carried out it will use reasonable endeavours to enter into appropriate agreements with the relevant Local Highway Authority for the works concerned

**Status:**

**On Track**

### **Reported Progress 2016**

Balfour Beatty Mott McDonald's (BBMM) contract as Highways England's principal contractor for Area 4 came to an end on Tuesday 7 June 2016. GAL met with the new contractor, Aone+, in advance of the transition on Wednesday 25 May 2016.

GAL have continued to emphasise the importance of avoiding clashes with rail engineering work and minimising the impact to airport passengers and the local community. We continue to engage with Highways England and its framework contractors to ensure timely communication of upcoming works so that disruption to journeys is kept to a minimum and both staff and passengers are well informed when works are taking place.

Engagement on the M23 All-Lane Running (ALR) 'Smart Motorway' scheme intensified in the latter half of the year, with three meetings held at Gatwick. The first, on 18 August 2016, was chaired by the design team from Jacobs Atkins and provided a broad initial overview of scope, design and anticipated timelines to GAL, Highways England, West Sussex County Council, Surrey County Council and Connect Plus. A follow-up meeting was held between Gatwick and Carillion Kier on 19 October to introduce the delivery team. A final update meeting was held on Thursday 15 December 2016 including representatives from Jacobs Atkins, GAL, Highways England, West Sussex County Council, Surrey County Council and Crawley Borough Council. Initial survey works (and associated traffic management) to inform the scheme began 28 November 2016.

GAL has collected additional traffic and journey time data for routes around the airport to inform the continued assessment of local and Gatwick roads. This will be used during 2017 to develop a strategy for further road improvements based on traffic modelling and analysis of potential growth in airport and background traffic.



## Action Plan for 2017

Quarterly Stakeholder Meetings will continue with Aone+ to keep all informed of roadworks schemes, along with regular ad hoc communication on any operational issues. GAL will continue to try to avoid clashes with rail improvement works and maintain dialogue with all parties through our established communications channels. The M23 ALR team will regularly attend the quarterly meetings to keep stakeholders informed and up to date with progress on design and programme. GAL will also engage with the team on a regular basis. Survey works to inform the development of the scheme will continue through the first two quarters of 2017.

We intend to implement a minor improvement at North Terminal forecourt that will reduce the risk of queuing from North Terminal Roundabout. Data collected in 2016 has been used to update GAL's traffic simulation model. This will be used during 2017 to test future traffic growth and inform a roads strategy. This strategy will be discussed with local highway and planning authorities during the course of the year.

## SURFACE ACCESS MANAGEMENT ACTION PLAN

**1. Continue to work in partnership with key local, regional and national stakeholders to deliver the targets set out in Gatwick's Airport Surface Access Strategy 2012-2030, and Decade of Change transport targets.**

**Status:** **On Track**

### Reported Progress 2016

The Transport Forum Steering Group, which incorporates all relevant partners across local government and public transport providers, met 21 January, 14 April, 21 July and 15 September 2016. The Steering Group continues to review progress against ASAS targets and Decade of Change and identifies further opportunities for improvement, including modal share and quality service measures. The annual Transport Forum, held on Friday 7 October 2016, was attended by a broader group of local, regional and national stakeholders and provides an update on events, achievements and business updates from Gatwick and other stakeholders, as well as wider transport trends.

### Action Plan for 2017

Steering Group meetings have been scheduled for 19 January, 20 April, 20 July and 19 October 2017. The Transport Forum Steering Group will continue to monitor progress against targets set out in the 2012 ASAS and will be engaged with GAL on informing the new ASAS, with the intention of launching it at the Transport Forum, to be held Friday 6 October 2017.

**2. Rail Station: Continue to represent airport interests with Network Rail and other partners on the redevelopment of Gatwick station to provide an efficient multi-mode transport interchange suiting the needs of all users.**

**Status:** **On Track**

### Reported Progress 2016

There was considerable development of the station project during 2016, against a set of objectives agreed between GAL, DfT and Network Rail. A preferred option was agreed in March 2016 subject to finalising work on the expected scheme costs. Following the cost review it was clear that the capital cost for the solution that best met all of the objectives was greater than the existing funding agreement. Further work to determine if the outputs and benefits could be maintained with a lower cost scheme began in late 2016 and is ongoing. This includes different construction options to minimise disruption and works duration.

More widely, GAL has instigated an Air Rail Partnership Board, chaired by the Coast to Capital LEP. This has wide representation from stakeholders along the Brighton Main Line corridor and meets to discuss and agree actions in support of continued investment in rail services and infrastructure. This group recognises the significance of

Gatwick Station as an important regional transport hub within the wider route context. The Board's meetings were held on 31 May and 19 October 2016.

### **Action Plan for 2017**

Development work on the railway station project continues with DfT and Network Rail to determine the optimum solution that meets the agreed objectives within the current funding constraints. This work is focused on developing the optimum solution that delivers a wide range of benefits for passengers and meets DfT's value-for-money business case assessment.

Work will continue with the Air Rail Partnership Board to secure investment in rail, including the importance of Gatwick Station as a regional hub. The Partnership Board is scheduled to meet quarterly in January, April, July and October 2017.

We will work alongside Govia Thameslink Railway (GTR) to deliver an upgrade of ticket machines in the station and review options for additional ticket-purchasing facilities within the airport terminals. Further engagement on the 2018 Timetable Consultation will be undertaken with GTR's timetable planners and we will continue to engage with Network Rail's strategy team regarding Control Period 6 and additional investment.

### **3. Rail services: Maintain quarterly meetings with principal rail operators and respond to relevant government and industry consultations.**

**Status:**

**On Track**

#### **Reported Progress 2016**

Although the working group meetings were disrupted by operational issues as a result of ongoing industrial action on GTR's network, the formal partnership agreement between GAL and GTR achieved BS11001 status for Collaborative Business Relationships. A review meeting was held on 18 November 2016 to reflect on progress for the year. Regular operational meetings regarding strike action and rail improvement works have significantly improved the relationship between the Airport and the rail operator.

After some minor operational issues as a result of rail replacement buses, the operational teams from the station and Surface Transport established a weekly meeting to discuss upcoming rail improvement schemes which impact services through Gatwick. This enabled us to improve our communications to staff and passengers and be better prepared for rail replacement buses.

The teams worked closely together to plan for ongoing disruption due to strike action by RMT conductors and ASLEF drivers and mitigate the impact on rail and airport passengers through improved communication.

GAL met with the GTR timetabling team on 21 October 2016 as part of their key stakeholder engagement relating to the planning of the 2018 timetable adjustments, which will see considerable service changes as a result of the completion of the Thameslink Programme infrastructure improvements. Following this consultation, Gatwick directly responded to the 2018 Thameslink timetable consultation.

GAL has met with Network Rail's strategy team to discuss proposed improvements planned for the next round of funding, Control Period 6 (CP6), for 2019-2024.

### **Action Plan for 2017**

GAL will continue to work closely with GTR on the targets set out in the partnership agreement and with the station's operational teams to improve the rail and airport experience for passengers. Work will continue to mitigate the impact of any further industrial action or engineering work.

GAL will continue to engage Network Rail and DfT to gain commitments for the planned improvements to services and infrastructure in Control Period 6 and beyond. This will include discussions via the Air Rail Partnership Board,

with other regional stakeholders and direct lobbying of Government, recognising the regional importance of the railway.

The Gatwick Growth Board has commissioned a study into the importance of road and rail links in the region around Gatwick and the potential economic, social and employment benefits that would result from investment, including addressing any gaps in provision. The study will report in 2017.

**4. Bus & Coach: Work with Forum partners to review and identify opportunities to improve local bus and express coach services at Gatwick.**

**Status:** **On Track**

**Reported Progress 2016**

The 'Early Bird' routes to the South Coast (Bognor Regis and Hastings) were discontinued by Metrobus due to poor passenger numbers and low uptake which meant the routes were not considered likely to become commercially viable. National Express ended the Kent route for the same reason. Terravision ceased their brief operation at the airport due to wider operational and financial issues in the UK.

In September 2016, Metrobus launched two new routes within the Gatwick Travel Area, including route 21 which links Crawley, Gatwick and Dorking. Both routes also provide access for Charlwood.

An action was taken from the Transport Forum Steering Group in 2016 to set up a Bus Sub-Committee to explore in greater depth and detail options for improving bus services to and from Gatwick. The Sub-Committee will include local authorities, Transport for London and local and national bus providers. The aims of the Sub-Committee include establishing the most efficient means of funding new routes and best allocating the PTL. Its work will be informed by data from the 2016 Travel to Work Survey to identify and prioritise areas that are currently underserved by public transport and have high concentrations of airport staff.

**Action Plan for 2017**

Work with other members of the Bus Sub-Committee to explore and develop options for improving bus services to and from Gatwick.

**5. Staff travel: Conduct airport staff survey on commuting in 2016 and use results to inform initiatives to maintain and improve Gatwick's staff travel plan that is available to airport employers and employees.**

**Status:** **On Track**


**Reported Progress 2016**

The Travel to Work Survey was undertaken through the summer months and the data processed during the autumn. This was undertaken in conjunction with the airport-wide Employer Survey, which provides a census of airport staff. The reported statistics were analysed and the data was cleaned in 2016; the final results will be presented at the Transport Steering Group in early 2017.

**Action Plan for 2017**

The results of the Travel to Work Survey will be used to inform the strategy for the ASAS and to support the development of a new Staff Travel Plan. It will be used to provide evidence in support of initiatives to encourage staff to choose sustainable transport options and public transport, such as cycling, car share and bus. It will also inform the targeted investment of the PTL in local bus services and other initiatives.

**JACOBS VERIFICATION**

**Jacobs verification result:** This Obligation is on track 

## Jacobs verification summary

GAL completed the Travel to Work survey in the summer of 2016. The last time a similar survey was conducted was in 2012. Typically the surveys are conducted every 5 years; however GAL decided to bring forward the timeframe for the survey to get up to date information on staff travel and this has been reflected in the Action Plan Action. The survey was conducted between May to September 2016. The data from the survey was collated between September 2016 and January 2017.

The survey was developed by the Surface Transport team and the Gatwick Marketing team. Similar questions have been used in the 2016 survey to ensure consistency with the survey issued in 2012. The purpose of the survey is to track travel to work characteristics to help inform Gatwick's surface transport policy.

A mixture of paper copies and electronic copies were issued as some staff such as those working in security do not have access to a laptop. The electronic version was distributed via GAL's intranet and internal communication tool, Yammer. To maximise participation, the market research team also went to crew rooms to encourage staff to complete the survey.

A total of 5,323 staff completed the survey which is 22% of total staff numbers. The survey found that the percentage of staff that travelled to work by car has decreased by 9.2% to 61% compared to 2012. Bus/coach travel has gone up by 4% along with the number of staff using company transport which has also gone up by 4%. This is due to more companies providing company transport to get their staff to Gatwick and aircrew being bussed from Heathrow. It is important to note that the survey provides a snap shot of the day and the results could be impacted by external factors such as the rail strikes.

The details of the results have been published in the 2016 Travel to Work Survey Report - Summary of Results. The methodology and the questionnaire have also been included in the appendices of the report. The results will also be presented at the Transport Forum Steering Group in January 2017.

The Gatwick Commuter Package referred to in the Action Plan Action refers to a package that was part of an old car share scheme that ended in 2014. The results of the survey will now be used to update and improve the Staff Travel Plan instead. The plan was first published in 2013 and can be found here:

[https://www.gatwickairport.com/globalassets/publicationfiles/business\\_and\\_community/all\\_public\\_publications/corporate\\_responsibility/lgw\\_staff\\_travel\\_plan\\_v11\\_dm.pdf](https://www.gatwickairport.com/globalassets/publicationfiles/business_and_community/all_public_publications/corporate_responsibility/lgw_staff_travel_plan_v11_dm.pdf).

The Staff Travel Plan supports Gatwick's Surface Access Strategy and aims to:

- improve the choice of transport options and facilities available to all employees working at Gatwick;
- reduce the local national and global environmental impact of airport staff travel to and from work by raising awareness; and
- promote more sustainable means of transport.

## Jacobs commentary and recommendations

As the commuter package is now obsolete, it is suggested that GAL updates Action Plan Action 5 to replace the Gatwick Commuter package with Gatwick's staff travel plan instead.

## Jacobs suggestions

No suggestions to date.

## GAL response

The programme is not 'obsolete', its name has simply been updated. The Action Plan wording will reflect this.

**6. Car Parking: Further update and implement the updated Car Parking Strategy and related actions reflecting updated growth projections and as agreed with Crawley Borough Council and the Gatwick Surface Access Forum.**

**Status:** **On Track**

#### **Reported Progress 2016**

We have increased the amount of public car parking provision by approximately 2,500 spaces, principally through re-designing our block park storage areas to increase utilisation of the land available.

MSCP 6 continued to be closed to use, however this impact was mitigated by the continued use of staff parking areas, as well as the temporary use of the ground floor during peak Summer months to support our Valet Parking operation in North Terminal.

#### **Action Plan for 2017**

We have drafted an interim car parking strategy outlining our plans to increase public car parking provision, and intend to publish this shortly. A full car parks strategy, aligned to passenger growth projections and our mode share targets, will be published in line with the review and update of the ASAS.

### **7. Highways: Facilitate the delivery of highway improvements required in line with the S106 and any other legal agreements.**

**Status:** **On Track**

#### **Reported Progress 2016**

GAL continued to work closely with BBMM and, after the transition, Aone+ to ensure information on roadworks are well-communicated to passengers, staff and local people. Regular meetings were held to consult on upcoming schemes.

Meetings with the M23 ALR team were held on 18 August, 19 October and 15 December 2016 to ensure stakeholders are engaged in the design phase and throughout delivery.

Following collection of road traffic and journey time data for routes around the Airport, we are using these to inform the continued assessment of local and Gatwick roads. During summer 2016 we implemented a traffic management plan at North Terminal forecourt through the deployment of extra marshalling resources to reduce queuing. This was successful in maintaining adequate performance through our busiest period.

#### **Action Plan for 2017**

Further meetings and engagement on the M23 ALR scheme and preliminary survey works. Quarterly stakeholder meetings will be held with Aone+, other contractors, Highways England and local authorities, as well as ad hoc meetings and regular communication on operations and roadworks.

Having monitored the performance of our road network, we intend to implement a minor improvement at North Terminal forecourt that will reduce the risk of queuing from North Terminal Roundabout. GAL has used data collected in 2016 to update its traffic simulation model and this will be used during 2017 to test future traffic growth and inform a new roads strategy. This strategy will be discussed with local highway and planning authorities during the course of the year.

### **8. Cleaner Vehicles: Engage with airport landside partners on electric/ hybrid options for public transport to and from the airport.**

**Status:** **On Track**

#### **Reported Progress 2016**

In 2016 the Surface Transport team helped facilitate an airside trial of electric operational vehicles for Virgin Atlantic. The trial was completed over the Summer and Virgin Atlantic are now considering the best way to progress, which it will take forward with GAL's airfield team.

After initiating conversations with Bluecity in late 2015, further meetings took place through spring 2016, culminating in a visit to Paris in June to see the successful electric vehicle car-sharing scheme. Senior leaders from both organisations held an in-depth discussion on the opportunity to extend the London-based scheme to Gatwick and develop a partnership which additionally supports Gatwick's Decade of Change targets and local community. Legal discussions started over the summer and a letter of intent was signed before the Transport Forum, where the partnership and plans were announced to stakeholders by the Head of Surface Transport. Cedric Bolloré did a presentation at the Transport Forum to inform stakeholders about Bluecity and their vision for the scheme in London.

In the final months of 2016, further discussions over contracts and plans for civil works were worked through. In late November, the team initiated the first engagement days with local authorities and other stakeholders, which will continue into 2017.

#### **Action Plan for 2017**

The legal documents formalising the partnership are due to be completed during the first quarter of 2017. Further engagement days are planned for late February to continue discussions with local authorities and other stakeholder groups with a view to extending the scheme beyond Gatwick into the local community. GAL will facilitate a meeting between National Express and Bluecity to discuss the potential for electric buses around the Airport. GTR have also expressed an interest in exploring the extension of the scheme to railway stations.

### **9. Work with partners to maintain an accurate database of relevant information showing passenger and staff travel choices.**

**Status:** **On Track**

#### **Reported Progress 2016**

GAL regularly undertakes research amongst companies and their employees for strategic planning purposes. The Employers Survey and Travel to Work Survey are conducted every 4-5 years and both were undertaken in 2016. The surveys seek to build a picture of the economic importance of the airport at a local, regional and national level. It also provides data on where people employed on the Gatwick Campus travel from, what their surface transport needs are likely to be in the future and what is required to address those needs. The survey work was undertaken through the summer, with the final report released in January 2017.

#### **Action Plan for 2017**

GAL's Surface Access team will utilise the results and data from the Employers and Travel to Work Surveys to inform the redeveloped ASAS and Staff Travel Plans. We will share the data with our partners and stakeholders, including the Bus Sub-Committee, to support plans for expanding public transport and other sustainable travel options for passengers and staff.

### **10. Report performance through internal governance processes and externally via stakeholder groups, websites and annual reports.**

**Status:** **On Track**

#### **Reported Progress 2016**

In 2016 we continued to report on a regular basis to the Steering Group and the Rail and Non-Rail Passenger Advisory Groups (PAGs), as well as the annual Transport Forum. These meetings provide regular opportunities to

report on performance against mode share and QSM results, as well as qualitative progress against objectives. We also engaged the Communications PAG on a project to install Onward Travel Information Screens in the baggage reclaim hall in North Terminal.

### Action Plan for 2017

We will continue to work towards our stretch target of 45% of passengers using public transport, and our target for 40% of staff travelling to work by sustainable modes, and use the experience and knowledge of our stakeholders to assist us in meeting that goal. Dates have been organised for the Transport Forum, Steering Group and PAG for regular reporting to our stakeholders.

## SURFACE ACCESS INDICATORS

PUBLIC TRANSPORT USE	2010	2011	2012	2013	2014	2015	2016
Non-transfer pax.	28,390,194	30,509,571	31,466,589	31,842,916	34,645,346	36,467,143	38,275,597
Passenger public transport use (%) (combined rail, bus/coach use)	40.0	42.2	43.6	42.8	41.4	44	44
Private car (%)	43.8	42.4	39.9	40.2	40.8	38.3	38.5
Rail	33.5	35.5	35.8	35.7	35.0	38.4	37.5
Bus/ Coach	6.5	6.7	7.8	7.1	6.4	5.6	6.0
Hire car	1.6	1.8	1.7	1.8	1.2	1.2	1.3
Taxi/ Minicab	13.2	13.3	14.5	14.6	15.6	15.1	15.5
Other	0.3	0.3	0.3	0.3	0.3	0.3	0.3

Source: CAA data from Origins and Departures surveys. Data for 2016 reflects data available in May 2017.

## E. DEVELOPMENT

### The Company's Objective:

**To develop the Airport in a manner that achieves efficiencies in the use of land and resources whilst seeking to minimise adverse visual and environmental impacts.**

In devising and bringing forward proposals for Airport development, the Company will:

#### Obligation 6.1

Have due regard to relevant national and local planning policies and guidance;

#### Obligation 6.2

Attend to the visual impact of the development in terms of its urban design, landscaping and relationship with its surroundings;

#### Obligation 6.3

Support its proposals with information about the management of any particularly significant ongoing impacts that would be attributable to the development in question, e.g. ground noise, light pollution, flood risk, energy consumption; and



#### Obligation 6.4

Replace or otherwise compensate for any loss of trees as a consequence of the development.

#### Obligation 6.5

To have regard to the impact of flooding, and design such development and, where necessary, include mitigation measures to avoid any harmful impact on surrounding communities.

**Status:** **On Track**

#### Reported Progress 2016

All planning applications have continued to conform to the national planning requirements of the National Planning Policy Framework, as well as the local planning policy adopted by the local planning authorities surrounding the Airport. GAL has proactively engaged with the local planning authorities to encourage collaborative working in order to bring forward sustainable forms of airport related development and to positively shape planning policy which encourages both economic development and environmental protection. GAL held a Land Use Planning workshop inviting all local planning authorities to discuss how land use planning and airport related development can be effectively managed especially in terms of reducing impacts from aircraft related noise.

GAL has consistently adopted Best Planning Practice when considering developments within the Airport boundary. Sustainable development remains a key driver and GAL has within its planning applications fully considered sustainability matters such as biodiversity, noise nuisance, air quality, visual impact, water quality and flooding. GAL have managed noise emissions and mitigation, continued to closely monitor air quality, and where possible have undertaken biodiversity enhancement through its planning applications. GAL has an employed Ecologist who surveys, manages and reports on the Airport's natural environment and biodiversity.

#### Action Plan for 2017

GAL will continue to adopt Best Planning Practice and drive sustainable design and practice through all planning proposals. GAL will aspire for habitat protection and enhancement where possible and continue to explore innovative solutions to deliver sustainable development whilst continuing to improve the operational efficiency of the Airport. GAL is developing an online 'Planning Portal' to assist the wider business in accessing the diversity of environmental and planning data held by Gatwick.

### BIODIVERSITY MANAGEMENT ACTION PLAN

#### 1. Annually review Gatwick's overall approach to biodiversity as part of maintaining the airport's certification to the Biodiversity Benchmark award.

**Status:** **On track**

#### Reported Progress 2016

The Biodiversity Management System annual review was held on 31 March 2016. The review was attended by representatives within GAL and Gatwick Greenspace Partnership. The annual review included review and updates of the Biodiversity Action Plans, Habitat Action Tracker and the Survey Trackers.

The ongoing review of performance against GAL's two Biodiversity Action Plans ('Land East of the Railway Land' and the 'North West Zone') and the annual review of the Biodiversity Management System are required to ensure that we retain certification of the Wildlife Trust Biodiversity Benchmark Award.

We retained the Biodiversity Benchmark Award after an external audit in July 2016.

### **Action Plan for 2017**

Reviews will continue to be held quarterly and an annual review is scheduled for March 2017. Reviews will be attended by GAL representatives and Gatwick Greenspace Partnership.

**2. Following the re-let of the Airport landscaping contract in Q1 2016, GAL will create a new landscaping strategy during 2016 for implementation by 2017. This will detail landscape and wildlife design guidelines, maintenance specifications and how local environmental/ landscape initiatives will be supported; and an implementation schedule.**

**Status:** **On Track**

#### **Reported Progress 2016**

Following the re-let of the Airport landscaping contract to Glendale Services in April 2016, STRI Group Consultants were appointed in July 2016 to develop the new Landscape Strategy. The Strategy will cover all areas under the ownership of GAL including both airside and landside areas, and provide a Landscape Character Assessment and recommendations for appropriate management of these areas.

In delivering this work, the Consultants undertook rigorous research and analysis of past and present records of key factors influencing the environment and landscape in which GAL is situated, including geology, hydrogeology, soils, topography and biodiversity studies. The Consultants also held detailed discussions with GAL's in-house ecology and property teams, along with other organisations and agencies that have worked with GAL on landscape issues.

The Consultants completed the draft Landscape Strategy in early 2017 and it is presently being reviewed by GAL management. It is expected that the new Landscape Strategy will be finalised by spring 2017.

### **Action Plan for 2017**

Finalise and commence implementation of the new Landscape Strategy.

**3. Maintain a regular schedule of biodiversity surveys to support development of biodiversity action plans.**

**Status:** **On Track**

#### **Reported Progress 2016**

GAL has two Biodiversity Action Plan areas, the 'Land East of the Railway Line' and the 'North West Zone'. Both areas are actively managed via site specific biodiversity action plans that cover the period from 2012 to 2017. New Biodiversity Action Plans will be developed in 2017 to start in 2018. Each area's Action Plan has a detailed schedule of surveys.

During 2016, 21 different types of surveys were scheduled and completed. These surveys include (but not limited to): birds, butterflies, moths, reptiles, bats, bumblebees and invasive species. Through conducting these surveys several new species were discovered at the Airport in 2016, including the Purple Emperor butterfly, slow worm and Sallow clearwing moth.

The 2015 s106 AMR verification recommendations have been completed. The Biodiversity Action Plans have been updated to reference both the aquatic invertebrate and Harvest Mouse surveys.

### **Action Plan for 2017**

Continue to deliver the surveys as detailed in the Biodiversity Action Plans. In addition, as 2017 will be the end of our current Biodiversity Action Plan period (2012-2017) we will also be repeating the baseline habitat surveys to determine the habitat improvements that have resulted from the Biodiversity Action Plans.

#### **4. Review outputs of survey work on a quarterly basis with Gatwick Greenspace.**

**Status:** **On Track**

##### **Reported Progress 2016**

In 2016 quarterly meetings were held in June, October and December and an annual review in March. All reviews were attended by Gatwick Greenspace Partnership. Each of the quarterly reviews included a report and discussions on the survey work that had been completed that quarter and any issues of note.

We maintain a close working relationship with Gatwick Greenspace Partnership and maintain discussions in between quarterly meetings.

##### **Action Plan for 2017**

Quarterly meetings are scheduled to continue in 2017 and survey results will continue to be discussed.

#### **5. Re-evaluate the management of key habitats at the airport on an annual basis to inform the review of biodiversity action plan.**

**Status:** **On Track**

##### **Reported Progress 2016**

The annual review was conducted on 31 March 2016. The annual review includes review and updates of the two Biodiversity Action Plans ('Land East of the Railway Land' and 'North West Zone'). This includes the Habitat Action Tracker and the Survey Tracker which contain the actions and surveys required to meet the Biodiversity Action Plans. The re-evaluation of the management of key habitats in 2016 included increased emphasis on Goats Meadow and a reduction in coppicing in Upper Pickets Wood due to dangers of over management.

##### **Action Plan for 2017**

Site visit with ecologist and conservationist to annually review scheduled and extra conservation works. Next annual review meeting scheduled for March 2017.

#### **6. Continue to work closely with Gatwick Greenspace to ensure the full educational benefit of biodiversity is realised.**

**Status:** **On Track**

##### **Reported Progress 2016**

In 2016 we continued to work closely with Gatwick Greenspace Partnership. Gatwick Greenspace Partnership's People and Wildlife Officer is funded by GAL to lead volunteering and educational work for three days per week. In 2016 Gatwick Greenspace Partnership led educational visits with Sussex University, Worth School and Tower Convent School.

GAL worked with Gatwick Greenspace Partnership to install four biodiversity interpretation boards in public areas depicting site maps and notable species to be found.

Our third annual Wildlife Recording Day was conducted in June and a week of wildlife events for GAL staff and their families was held at the end of May. This event included guided walks, live talks, ecological surveys and forest schools for children.

In June 2016 a Bee workshop was held at Gatwick in partnership with Gatwick Greenspace Partnership and The Bumblebee Conservation Trust.

In addition to the work with Gatwick Greenspace Partnership, GAL also supports university summer work experience placements with two completed in 2016. Further ecological volunteer surveys engaged around 30 volunteers and trainee ecologists.

#### **Action Plan for 2017**

In 2017 we will continue to work with Gatwick Greenspace Partnership to deliver and look for opportunities to increase the educational benefit of our conservation areas.

### **7. Maintain volunteering and education programmes to engage and educate airport partners and staff in the value of biodiversity.**

**Status:** **On Track**

#### **Reported Progress 2016**

In 2016 GAL continued to promote volunteering and educational programmes to raise awareness of the biodiversity work. In 2016 there were over 300 volunteers at these events. Volunteering in 2016 included Himalayan Balsam control, boardwalk and signpost construction, coppicing and scrub clearance. The educational events are detailed in section 6 above.

In 2016 we also had volunteers developing a pollinator garden in the Jubilee House staff canteen areas.

#### **Action Plan for 2017**

Continue current volunteer programme with People and Wildlife Officer including staff educational events.

### **8. Ensure that all airport development aligns with S106 requirements and biodiversity action plans.**

**Status:** **On Track**

#### **Reported Progress 2016**

As part of GAL project control processes all projects are assessed for their ecological impact. Additional controls are in place for any work within the Biodiversity Action Plan areas.

#### **Action Plan for 2017**

Continue to assess development projects for ecological impact and ensure controls are in place for any works within Biodiversity Action Plan areas.

### **9. Retain Biodiversity Benchmark status for existing habitats and ensure that adequate measures are in place to secure the retention of this standard.**

**Status:** **On Track**

#### **Reported Progress 2016**

The Wildlife Trust Biodiversity Benchmark recertification audit took place in July 2016 and the Benchmark was retained. The assessor reported:

*“An impressive ‘wildlife week’ was organised by the Biodiversity Manager for Gatwick staff and their families. This was well attended by departments across the organisation and included a range of practical and educational activities related to biodiversity.*

*The Biodiversity Benchmark logo is displayed on four new interpretation boards across the site. It is also displayed within the biodiversity section of the publicly available ‘Decade of Change’ performance report 2015.”*

In addition, on the 15 September 2016, Gatwick Airport received the Client Award in the CIRIA BIG Biodiversity Challenge.

#### **Action Plan for 2017**

Retain the Biodiversity Benchmark certification for 2017

### **10. Report performance through internal governance processes and externally via stakeholder groups, websites and annual reports.**

**Status:** **On Track**

#### **Reported Progress 2016**

Biodiversity continued to be reported in 2015 and upcoming 2016 Decade of Change reports, and AMRs which are posted on the Gatwick website. The Biodiversity blog continues to be updated regularly, and articles are regularly posted on the GAL Yammer site. Biodiversity KPIs were included in the Action plans and are continually reported on.

#### **Action Plan for 2017**

Continue this approach of reporting and communicating progress.

## **F. COMMUNITY AND THE ECONOMY**

### **The Company's Objective:**

**To make a positive contribution to the economy and quality of life in and beyond the Gatwick Diamond area.**

#### **Obligation 7.1**

7.1.1 To nominate (in accordance with the terms of the Gatwick Community Trust deed) two persons to be considered for appointment as trustees by the board of the Community Trust;

7.1.2 To pay to the Community Trust all revenue received by the Company as a result of infringements by aircraft of departure noise thresholds imposed by the Government

7.1.3 To pay to the Community Trust no later than 31st January in the years 2016 to 2018 inclusive:

- £206,000 in 2016
- £212,000 in 2017
- £218,000 in 2018

#### **Reported Progress 2016**

**Status:** **On Track**

During 2016 Mike Roberts and Julie Ayres continued their appointments as GAL's representatives on the Board of Trustees of the Community Trust by taking an active part in the workings of the Trust. These two trustees, together with the other seven, ensured that as the Airport continues to grow, funds are ploughed back in to the local communities most affected by the Airport and its operations.

In the 2015 AMR verification, it was suggested that GAL develops a written procedure documenting the process in which GAL nominates a trustee in line with the terms of the Gatwick Airport Community Trust (GACT) Deed. Given that there has been no change in the nominated trustees since their appointment, we are still considering codifying the process by which GAL nominates a trustee.

GAL's contributions to the Trust increase each year so as to provide protection against inflation and in 2016 this rose to £206,000. The Trust received no money in 2016 through noise fines. One noise infringement occurred, in December 2016; the fine will be processed in early 2017.

#### **Action Plan for 2017**

Continue to meet all grant Obligations to GACT to support schemes that benefit diverse sections of the local community and are targeted towards the development of young people, the arts, sporting facilities, environmental improvement and conservation, improvements to community facilities, volunteering, the elderly and the disabled.

#### **Obligation 7.2**

In each calendar year up to and including 2018 to support the Greenspace Partnership either financially or in value terms to a figure that is the lesser of:

7.2.1 20% of the total sums paid to the said Partnership for the purposes of its activities in the twelve months ending 31st March in the year in question by local authorities; and

7.2.2 Twelve thousand five hundred pounds (£12,500)

SAVE that this Obligation shall determine absolutely if annual local authority support should reduce to a sum less than Twenty five thousand pounds (£25,000).

#### **Reported Progress 2016**

**Status:** **On Track**

We have continued to meet our Obligations in 2016 and the relationship with Gatwick Greenspace Partnership has been further strengthened over the course of 2016. The extended financial support of the People and Wildlife Officer (increased from 2 to 3 days from April 2016,) which is in addition to the core funding, has provided specific support to Gatwick to assist with the management of the Gatwick estate and to develop volunteer opportunities for the Airport community.

The Community Engagement Team continue to play an active role in the work of Gatwick Greenspace Partnership by attending their Members Steering Group and the Gatwick Biodiversity Quarterly Review meetings at which Gatwick Greenspace Partnership is represented.

We continue to meet our Obligations to share with staff and the local community the work of Gatwick Greenspace Partnership particularly in and around Gatwick and promote their work both internally and externally.

#### **Action Plan for 2017**

Continue to meet our Obligations in 2017 and explore further opportunities for working with and promoting the work of Gatwick Greenspace Partnership.

### **COMMUNITY ACTION PLAN**

**1. Work with airport and community partners to deliver an enhanced community programme, and to promote an airport-wide approach to community investment.**

#### **Reported Progress 2016**

**Status:** **On Track**

In recognition of the need for Gatwick to demonstrate a level of engagement commensurate with a 40 million passengers per annum airport, in December 2015 the GAL Board committed additional resources to enhance the level of community engagement activity. Two additional team members have been recruited – an additional

Community Engagement Manager and a Community Engagement Assistant - bringing the team to a headcount of four.

In reviewing Gatwick's level of activity and forming an enhanced programme, it was important to articulate clear objectives. Our community engagement strategy has been refined:

1. Demonstrate we are a trusted and valued neighbour
2. Fulfil our role as an economic driver of local, regional and national significance

This strategy is being delivered through an enhanced programme of activity which aims to target Gatwick's resources to the issues of greatest concern to the local community. The majority of investment in 2016 has been targeted at our charitable giving and sponsorship programmes, to demonstrate that Gatwick is taking an active role in supporting the community. The activity has fallen in to the following core themes:

- Local community projects and events
- Environment and biodiversity
- Education, employment and skills
- Local economy/business success
- Health and wellbeing
- Diversity and inclusion

The delivery programme enabled greater support for our nearest neighbours in Crawley, Horley and Charlwood, as well as involvement in higher profile events and projects with a wider regional reach and impact and in conjunction with airport and community partners.

A significant new area of investment has been the launch of the Gatwick Foundation Fund, a collaboration between Gatwick and the Community Foundations in Sussex, Surrey and Kent, who will oversee £300,000 of annual grants to worthy causes across the region.

We have chosen to partner with The Community Foundations for Sussex, Surrey and Kent as they each have detailed knowledge and understanding about the community needs across their respective counties. Their invaluable experience of working with a wide range of local community and voluntary groups will ensure that the grants awarded by GAL are focused where they can make the most difference.

The Gatwick Foundation Fund will award grants to non-profit organisations including charities, social enterprises, community groups and voluntary organisations to promote employment, training and skills, support to families, the elderly and young people at a local level in Sussex, Surrey and Kent.

We have also continued to build on the programme of increased engagement started in 2015, with the regular publication of a community newsletter, and direct engagement with local parish, town and neighbourhood representatives through a series of half day engagement events at the Airport.

### **Action Plan for 2017**

Delivery of engagement and partnerships require a significant investment of time and people resource in the development and maintenance of strong meaningful relationships, mainly through face to face communication and engagement. A simple count of events therefore overlooks the very large number of individual, personal encounters taking place with stakeholders which aggregated together deliver our objective of building trust and reputational value. In 2017 we will review how we commit resource most effectively.

Achieving our community engagement goals will take time and in 2017 we intend to continue this process which relies on strong and valued relationships, consistent action and consistent delivery over a sustained period of time.



## 2. Commission independent analysis of best practice community engagement programmes to inform forward development of Gatwick's community engagement plans.

### Reported Progress 2016

**Status:** On Track

Independent stakeholder research undertaken late in 2015 was used to inform our enhanced community engagement programme in 2016, using the data collected on the priority issues identified by local residents to shape our plans. We also reviewed other airport and corporate community engagement programmes to provide insights into industry good practice.

Benchmarking by way of community engagement was a vital aspect of the Independent Arrivals Review which took place in 2015, and this has continued in 2016. Residents and organisations concerned about aircraft noise have responded to the publication of the Independent Arrivals Review, action plans and final action plans. Continuing on from 2015 we have taken forward a series of initiatives to address recommendations from the Independent Arrivals Review. The new independent Noise Management Board (NMB) is now up and running (one of the recommendations of the Review). The NMB is made up of a wide range of industry and community representatives. The core role of the NMB is to develop, agree, oversee and maintain a co-ordinated noise management vision and subsequent strategies for Gatwick on behalf of stakeholder organisations.

We are encouraged that the efforts of the past year have yielded tangible benefits in terms of reducing the impact of noise on the local community and with the continued support of all stakeholders future work will lead to continued improvement in noise performance.

As part of our ongoing community engagement programme we have been working to increase opportunities for further engagement with parish and town councils and neighbourhood groups. In October and November we held a series of half day engagement events for parish and town councils and neighbourhood groups, hosted at the Airport. Each event included an overview of Gatwick's business and operations, including noise and airspace management. Over 100 community representatives attended these events and the feedback was overwhelmingly positive and endorsed our developing community engagement plans. This engagement was in addition to our ongoing programme of activity.

### Action Plan for 2017

We are pleased to report that feedback received from GATCOM and from other local stakeholders is that the enhanced level of activity and change of approach is being noticed and is having an impact. Whilst such anecdotal feedback is valued, a more rigorous review and analysis of community attitude will need to be undertaken in 2017 to assess progress against the baseline and provide input to continued refinement and improvement. This piece of work will be commissioned in early 2017.

## JACOBS VERIFICATION

**Jacobs verification result:** This Obligation is on track 

### Jacobs verification summary

GAL commissioned Article 13 in 2015 to complete a community engagement study. The outcome of the study was presented to GAL in September 2015. This included a neutral assessment of the community's view of the airport, the community's thoughts on GAL's community engagement and the study also looked to unearth any hidden drivers of materiality. The report found besides noise, other key issues that were important to the community included – infrastructure, biodiversity, opportunities for employment and training and air quality.

The study also benchmarked GAL to airports nationally and internationally (e.g. Amsterdam Schiphol and Frankfurt). It looked at the stakeholders that these airports engaged with and the community engagement activities conducted. GAL used the results of the study to shape its community engagement strategy for 2016-2017 and to identify the

key areas that matter most to the community for investment e.g. noise, wildlife, transport/surface access, jobs and education.

An area of particular focus and of importance to GAL has been improving employment skills through shaping the local education programme in the areas of Science, Technology, Engineering and Mathematics (STEM). GAL commissioned Arup to conduct an employment and skills research and the findings were published in July 2016. The report can be found here:

[https://www.gatwickairport.com/globalassets/documents/business\\_and\\_community/2016-07-29-gatwick-employment-and-skills-research-final.pdf](https://www.gatwickairport.com/globalassets/documents/business_and_community/2016-07-29-gatwick-employment-and-skills-research-final.pdf)

One of the opportunities identified in the study was working with education and skills providers to support local people in gaining the right skills and competencies to take advantage of current and future employment opportunities at the airport. GAL has used the findings to develop an Education Plan as part of their community engagement strategy.

GAL has also taken on board feedback from residents and organisations who responded to the publication of the Independent Arrivals Review, action plans and final action plans. Through the establishment of the NMB as discussed in Section 4.2 of this report, GAL has continued to engage with the community in 2016 and has shaped the engagement programme to improve the level of engagement with local parishes and town councils.

The community engagement team at Gatwick, led by Alison Addy (Head of Community Engagement) introduced a new initiative in 2016, organising half day engagement sessions. These sessions included airside, noise and airspace updates followed by an airside tour. A total of 5 sessions took place in 2016 on the following dates:

- 27th Oct 2016
- 1st Nov 2016
- 11th Nov 2016
- 22nd Nov 2016
- 29th Nov 2016

The first tour in October 2016 was arranged at the request of Horley Town Council and was also offered to Horley businesses. The invites for subsequent tours were then sent to parishes in West Sussex & Surrey and Kent & East Sussex. The half day engagement sessions gave the attendees an appreciation of the scale and complexities of work that goes on behind the scenes to ensure that adverse effects on local communities due to the activities at the airport are minimised.

Jacobs is satisfied that the level of progress on this Action Plan Action is on track.

#### **Jacobs commentary and recommendations**

No recommendations to date.

#### **Jacobs suggestions**

It is suggested that GAL continues to use the findings from the existing and future studies and research to shape its engagement strategy and engagement programme for 2017.

It is also suggested that GAL updates its Community Engagement Planner so that it is clear which stakeholders attended the events, the reason for the engagement, the key messages delivered at the event and how it was communicated. This will provide a clear overview of the programme for the year and its alignment with the overall engagement strategy.

An example of how an engagement programme can be structured is shown in an example on the next page.

WHEN? Date	WHAT? Activities	WHO? Stakeholders	WHY and Key Messages	HOW? Communication Method	% complete and RAG
Stage / Phase of Programme					
October 2017	Noise Management Board meeting	Industry and community representatives	Agree noise management goals and objectives	Meeting	
November 2017	Airside tour	West Sussex parishes	Awareness raising of airport procedures; relationship building	On site tour	
November 2017	Airside tour	East Sussex parishes	Awareness raising of airport procedures; relationship building	On site tour	
November 2017	Airside tour	MPs	Awareness raising of airport procedures; relationship building	On site tour	
...	...	...	...	...	
Next Stage / Phase of Programme					
January 2018	Newsletter submission	Public and stakeholders	Update on progress with engagement / action plan	Email	
...	...	...	...	...	

### GAL response

The suggestions are already covered in our work programme.

### 3. Continue to fund and work with Gatwick Greenspace to deliver community and environmental activities, supported by the airport and its partners.

#### Reported Progress 2016

Status: On Track

With the enhanced funding of the People and Wildlife Officer (rising from 2 days to 3 from March 2016) we have had increased opportunities for delivery of community and environmental activities. This has allowed us to provide and promote opportunities for individuals, community and corporate groups through a programme of practical volunteering and access to the local countryside/green spaces, through a programme of guided walks.

Specific support has been crucial to GAL maintaining the Biodiversity Benchmark Award and Gatwick Airport being awarded the client award by CIRIA (Construction Industry Research and Information Association) as part of the BIG biodiversity challenge awards.

Notable activities in 2016 included:

- Over 300 volunteers across Gatwick's landholdings
- 309 conservation volunteers (20 days of GAL staff, 15 days external organisations and a few mixed – all supported by GGP volunteers from the wider community)
- Continued volunteer input to the management of the Airport estate from; UK power Networks, EDF, the Temple Group, Santander, Dyer and Butler and Amadeus Ltd
- Delivery of the first "Gatwick Goes Wild"; a week of wildlife recording, guided walks, bushcraft and outdoor education events for GAL staff and the wider community
- Facilitating the Bumblebee Conservation Trust's delivery of a Bee walk workshop at Gatwick Airport for the second time

- Delivery of the third Gatwick Wildlife Recording day focusing on the newly landscaped Gatwick stream flood plain. This event saw 60 experts and local enthusiasts working together for 24 hours to record over 200 species.
- Working in partnership with the University of Sussex to regenerate a staff restaurant garden in the North Terminal into a “Plants for Pollinators” garden which will contribute towards an ongoing citizen science project
- Carried out 4 breeding bird surveys on Gatwick land.

#### **Action Plan for 2017**

In 2017 we will look to work with local residents, businesses and schools to engage, inspire, educate and motivate them about their local environment and build on the achievements of 2016. In particular the focus will be to increase school engagement on the airports landholdings which is presently on an ad-hoc basis.

Continue working with Gatwick staff, contractors, Airport partners and the wider community to deliver aspects of the management plans for our conservation areas and increase the offering of activities.

#### **4. Fund the Gatwick Airport Community Trust (GACT) to deliver an enhanced programme of community support.**

##### **Reported Progress 2016**

**Status:** On Track

The independent charity has been awarding grants annually to local community projects in parts of East and West Sussex, Surrey and Kent for the past 14 years, funded via GAL’s S106 Legal Agreement with Crawley Borough Council and West Sussex County Council. During that time hundreds of projects have benefitted from funds.

The Trust has encouraged and supported schemes that benefit diverse sections of the local community and are targeted towards the development of young people, the arts, sporting facilities, environmental improvement and conservation, improvements to community facilities, volunteering, the elderly and the disabled.

The GACT awarded grants to 137 different projects totalling over £192,000 in 2016. Beneficiaries ranged from scouts and village halls to museums, sports clubs, choirs, theatre groups, pre-schools, the elderly and people with disabilities. A full list of grant awards can be viewed on [www.gact.org.uk](http://www.gact.org.uk).

The demand for grants always exceeds the funds available and the normal level of grants is between £500 and £3,000. Occasional larger grants may be considered if the impact is targeted to benefit a significant number of people and is considered to make a valuable and noticeable difference longer term.

In 2016 in addition to giving further prominence to the GACT on our website we promoted the Trust to our stakeholders ahead of the closing date for applications which the GACT told us resulted in an increase in applications.

With the establishment of the Gatwick Foundation Fund we have been careful to ensure that communications are clear that the GACT runs independently from the Gatwick Foundation Fund.

#### **Action Plan for 2017**

In 2017 our contribution increases to £212,000 and we will seek to do more to promote applications for grants using our available channels. We also hope to find ways in which the GACT can work with The Community Foundations that administer the Gatwick Foundation Fund.

#### **5. Continue to deliver a programme of charitable giving led and supported by Gatwick employees and passengers.**

##### **Reported Progress 2016**

**Status:** On Track

Over the past two years the Airport has been supporting three charities which colleagues voted for in 2014. In anticipation of those partnerships coming to an end, a shortlist was drawn up (from charities who asked to be considered) ensuring that there was a broad range of charities tackling different issues for staff to consider. Some of those issues included raising aspirations through training and development, combatting social isolation and disadvantage, those providing care for progressive life-shortening conditions and those concentrating their resources on research. Those shortlisted charities were put to a staff vote.

Cancer Research UK was selected as the national charity for another two years and St Catherine's Hospice was voted the local charity partner. The Airport chose, of course, to proudly continue its 30-year relationship with Gatwick TravelCare, the on-site charity which helps passengers in need. These charities will benefit from a two-year fundraising partnership with Gatwick.

The charity globes across the Airport which collect donated foreign currency from our passengers and staff continue to provide our charity partners with a steady income. In 2016 these generated approximately £82,864.78 distributed evenly between the three charities.

Our on-site charity, Gatwick TravelCare, celebrated 30 years at the Airport and to mark the occasion, and to pay tribute and thanks to the staff and volunteers who help thousands of passengers in need at the Airport, a small anniversary celebration was hosted by the Airport. In May Gatwick hosted "Safer Gatwick", an event showcasing Gatwick's partnership work with The A21 campaign, Barnardo's, TravelCare and Streetlight combating slavery, trafficking, child exploitation and prostitution. Princess Eugenie attended.

Gatwick sponsored St Catherine's Hospice Christmas fundraiser, Santas v Elves. The competitive fun run was the first event of its kind for the Crawley based hospice. St Catherine's Hospice provides end-of-life care and support to terminally ill people and their families across Crawley, Horsham, East Surrey and Mid Sussex. Some 80 per cent of them are cared for in their own homes throughout Surrey and Sussex. The four Santa v Elves runs raised an estimated £30,000.

We raised just over £4,000 for our local charity thanks to the efforts of two Gatwick teams who took part in this year's Dragon Boat Festival in aid of St Catherine's Hospice.

During 2016 we implemented an international charity partner for emergency response purposes (the Nepal Appeal in 2015 had highlighted this as an opportunity to strengthen our response).

We worked with The Royal British Legion for an on airport Poppy Appeal (absent in 2015) and raised just over £30,000.

Awareness of our match funding has continued to build following promotion through internal channels and donations in 2016 significantly increased and benefitted not only our charity partners but many causes close to the hearts of staff.

Our charity engagement is not limited to just charitable giving. The National Autism Society joined forces with the airport to mark World Autism Awareness Week in April by hosting an Autistic Awareness Day for children on the autism spectrum and their families. In the airport's North Terminal, two sessions were hosted, attended by over 50 autistic children and their families, to provide a fun and engaging overview of the airport environment and security processes. This involved many airport partners.

### **Action Plan for 2017**

Develop strong relationships with the charity partners to maximise fundraising activities to meet joint objectives. In particular to deliver a successful staff charity fundraising drive in 2016 for our charity partners.

## 6. Continue to support our employees in their volunteering efforts to benefit the local community.

### Reported Progress 2016

**Status:** **On track**

Awareness of our volunteering programme has continued to build both in terms of personal volunteering and also team activities, with Gatwick employees volunteering their time and skills to support a range of projects and events. For example through speaking at local community forums; representing the Airport at community events; or participating in specific community projects. All of these interactions provide employees valuable opportunities to engage directly with local communities and build understanding of community needs and Gatwick's role within the area.

In launching the new Gatwick Foundation Fund, one of the objectives was to provide local community volunteering opportunities for our employees with a view to widening participation. The geography of the Foundation reflects the large region within which Gatwick operates in the South East and Gatwick's travel to work. Given that the Foundation Fund was only launched in the autumn of 2016, we are only just embarking on developing these expanded volunteering opportunities.

### Action Plan for 2017

We will continue to support our employees in their volunteering efforts to benefit the local community. Thirty-one exceptional projects across Kent, Surrey and Sussex have become the first recipients to be awarded £150,000 in grants from the newly established Gatwick Foundation Fund and we will work to encourage volunteering with these (and future) projects.

## 7. Consult schools, colleges and other educational bodies to inform Gatwick's educational programme.

### Reported Progress 2016

**Status:** **On Track**

2016 has been spent building on existing education partnerships, piloting various programmes and shaping Gatwick's future education programme.

Our partnerships with local FE colleges and Universities still continues to be strong with both our Apprentices and Graduates programmes. We have worked with Tomorrows Engineers based at Brighton University to help shape our engineering and STEM programmes and our Engineering Manager and Apprentice have spoken at several events. GAL has also invested in a PHD at Sussex University.

We spent the year compiling and researching our education offering – and this in turn gave us a great opportunity to work across the airport campus with our colleagues. An example of this was in working in collaboration with Balfour Beatty, using a programme called 'Learn Live'. We were able to broadcast into a local school – reaching 200 students in one session, enabling us to speak to and answer questions about apprenticeships and construction related careers.

In developing our education programme we wanted to look at programmes that were able to offer volunteering opportunities for our colleagues as development tools. We sponsored a programme called 'Be the Change' – where we had 5 of our employees take part in mentoring disengaged students from local schools. Working with other local businesses the programme targeted 7 schools across the region and engaged with over 100 students.

During 2016 the Community Engagement team has grown in size – with the recruitment of an additional Community Engagement Manager who has responsibility for developing and delivering the education programme.

### Action Plan for 2017

Gatwick's education programme will be prioritised into three key areas of Inform, Inspire and Invest.

Following on from the success of the Learn Live pilot in 2016 – Gatwick will be investing in the programme and delivering a series of monthly broadcasts to schools and colleges in 2017. The aim will be to INFORM students of the career paths and the range of job opportunities available and to create a pipeline of talent for the future. We will also be offering structured Work Experience programmes – giving students real life exposure to the various employment avenues. We will also continue to forge relationships across the airport campus to develop a strong employment resource.

We will INSPIRE students on STEM subjects through our continued involvement with the Lego League, Teen Tech and most significantly becoming the Headline Sponsor at the Big Bang SE 2017.

Gatwick will continue to INVEST in engineering graduates and increase the amount of apprentices it recruits across more disciplines. We will also explore opportunities to offer targeted scholarships across our local region.

## **8. Track progress against expanded set of KPIs and report progress through GATCOM and our annual Decade of Change report.**

### **Reported Progress 2016**

**Status:** **On Track**

We continue to track all the KPI's in 2015 and track progress against the expanded set of KPIs for 2016 and also reported in our Decade of Change full and short report.

In 2016 we devoted an entire section to reporting on community engagement in the narrative to the Chief Executive's Report for the Gatwick Airport Consultative Committee (GATCOM). Updates on our developing community engagement strategy and programme have been presented to the Steering Group and have been placed on the agenda for the main meeting.

### **Action Plan for 2017**

Continue the approach of reporting and communicating our progress. An update on Community Engagement is scheduled on the agenda for the April 2017 GATCOM meeting, and other opportunities to report on progress will be taken through the year.

## **LOCAL ECONOMY ACTION PLAN**

### **1. Continue to develop and strengthen direct relationships with Government, and with national, regional and local partners to ensure Gatwick's economic value is recognised and realised.**

#### **Reported Progress 2016**

**Status:** **On Track**

We have tailored our activity this year to build greater strategic engagement with economic partners and business groups, including representation on the executive boards of Gatwick Diamond Initiative and Gatwick Diamond Business. This has helped to build common understanding of local and regional economic priorities, share information and develop joint approaches to ensure that the economic benefits of the airport are maximised.

We have continued an active programme of engagement through presentations and involvement in steering groups. We published a report on Gatwick's current and future employment and skills requirements, sharing its contents directly through local networks. We supported other priority issues locally either through direct participation or by providing financial support. We have continued our regular dialogue with local government with priority given to County Councils of West Sussex, East Sussex and Surrey; and District/Borough Councils of Crawley; Mole Valley; Reigate and Banstead; Brighton and Hove; and Croydon; using Memoranda of Understanding as a mechanism for structuring joint working on these issues.



We have engaged GAL colleagues in Human Resources; Procurement; Information Technology; Development; Surface Transport; and Engineering in relevant networking, workshops and meetings. We have also worked closely with the GAL Public Affairs team to ensure that local economy actions are aligned with and input to relationships with local MP's and discussions with Government.

### **Action Plan for 2017**

In 2017 our priority will be to continue to maintain positive and active participation with strategic partners and local government across the region. We will also work with Government and business organisations to promote International Trade in the region.

**2. Participate in economic groups and partnerships, such as the Crawley LEAG, to build understanding of Gatwick's role in the regional economy, including employment, skills and business growth.**

### **Reported Progress 2016**

**Status:** **On Track**

We have used our participation in local and regional partnerships to align our work with identified priorities and gather insights and feedback to inform our engagement programme. We have taken a more proactive role in local and regional economic groups and partnerships, including Coast to Capital Local Enterprise Partnership (LEP) and its component local economic partnership areas (e.g. Gatwick Diamond Initiative). We have been actively involved in the Chambers of Commerce of Sussex; Surrey; also reaching out to Kent Invicta Chamber where we have started to explore opportunities for further participation in this area. We continue to participate in Crawley Borough Council's Local Economy Action Group (LEAG), including presentations on Airport related issues as set out in the 2016 action plan. We have attended and secured speaking opportunities at more regional events for example Team East Sussex and Skills East Sussex, which form part of the South East LEP. We continue to work with Develop Croydon hosting a Forum meeting at Gatwick including presentations from the Gatwick team showcasing all the Airport has to offer for business. We have also been working with the Manor Royal BID and provided a financial contribution to their Transport Study and have partnered with Gatwick Diamond Initiative and Coast to Capital LEP on the commissioning of a study by Centre for Cities into the economic performance of the Gatwick Diamond region, which will be published early in 2017.

### **Action Plan for 2017**

We plan to build on existing relationships to continue to keep people informed of key issues relating to the Airport and use this engagement to gather insights to inform our approach, identifying opportunities for joint working where appropriate. We will also work on developing new relationships to further build understanding and enable us to play an active role in economic matters across the wider region.

**3. Facilitate dialogue between Gatwick and the airport business community to explore opportunities for collaboration on business development, employment and skills matters.**

### **Reported Progress 2016**

**Status:** **On Track**

Building on the employment and skills study in 2015, we participated in the resourcing alliance led by GAL Human Resources which brings together airport businesses to focus on employment and recruitment priorities across the campus and has resulted in increased collaboration. We have also reached out to other airport businesses and suppliers as part of our employment and education workstream (see Local Community Action 7).

### **Action Plan for 2017**

We will work with colleagues to identify further opportunities for dialogue and collaboration with airport businesses, particularly linked to employment, skills and procurement.

#### **4. Support local business innovation and networking through a targeted programme of sponsorships and memberships.**

##### **Reported Progress 2016**

**Status:** **On Track**

We have maintained our business engagement programme in 2016 through our membership of business organisations and partnerships. We have used these relationships to undertake a more planned approach to engagement to help build stronger relationships and identify further opportunities for networking and engagement.

This year we have participated in events and activities with local business and networking groups such as Gatwick Diamond Business; Manor Royal Business Improvement District; Reigate and Banstead Business Leaders; South East Business Leaders Forum; the Platinum Business Club; and the Chambers of Commerce of Sussex, Surrey, Crawley and Eastbourne. We also signed up as a Surrey Business Champion with Business South and Surrey County Council.

We have continued our support for the Gatwick Diamond Growth forum as a key sponsor, and participation of our CEO as keynote speaker and senior IT leader as panel member. We hosted the Develop Croydon Partner Forum at Gatwick; the Develop Croydon Conference; and the Gatwick Diamond Speaker Conference.

We continue to support business innovation and excellence through our sponsorship of awards programmes including the Gatwick Diamond Business Awards; Surrey SME Awards; Brighton and Hove Business Awards; and the Croydon Business Excellence Awards.

##### **Action Plan for 2017**

We will continue to build on our programme of memberships and sponsorships, targeting new opportunities over a wider area, and involving colleagues in participation and engagement with businesses at these events.

#### **5. Continue to embed local economic impact criteria into Gatwick's procurement processes.**

##### **Reported Progress 2016**

**Status:** **On Track**

We have continued to include a local economy component in the relevant procurement processes such as construction and development. We also continue to report on and proactively share data on the level of GAL procurement spend with local businesses. The tender process for new construction frameworks in 2016 also included proactive engagement with local suppliers to raise awareness and support their participation in the procurement process. The outcome was that 11 of the 17 successful suppliers joining the new construction framework were companies from the local area.

##### **Action Plan for 2017**

We will work with the procurement and development teams to continue to embed local economy impact criteria in GAL's procurement processes. We will also reach out to key suppliers to explore further opportunities to share information and develop consistent approaches.

#### **6. Review and report on local and on-airport employment and skills programmes by Gatwick's major framework suppliers.**

##### **Reported Progress 2016**

**Status:** **On Track**

We published a summary of the 2015 employment and skills report in July 2016. A key component of the research included workshops with GAL's framework suppliers and other airport companies. We proactively communicated

the results via relevant external meetings and working groups across the region. We used the key findings to work collaboratively with our HR team on developing GAL's employment and skills strategy. We also worked with our recruitment team on identifying appropriate recruitment events and areas to target activity.

In conjunction with the launch in 2016 of GAL's new Procurement Frameworks for construction-related services we have introduced seven working groups with the aim of increasing collaboration across our supply chain and improved performance to support contractual KPIs. One of these is the Sustainability Working Group. Its purpose is to identify opportunities in order to enhance supply chain performance in the broader aspects of sustainability not covered within existing construction governance arrangements, such as local economy and local community - local supply chain development, employment and skills. A key aim of the Working Group is to improve alignment between GAL's Sustainability Strategy 'Decade of Change' and sustainability objectives and targets within construction projects, to enable defined outcomes and improved performance, whilst building on the good practice and innovation amongst our partners. Performance KPIs relating to local employment and local spend, training schemes etc. are being developed with our contractors.

#### **Action Plan for 2017**

We will continue to collaborate with our colleagues in HR in the development of Gatwick's employment and skills development and will work with our development and procurement colleagues to identify further opportunities to work with Gatwick's major framework suppliers.

**7. Support local businesses through the Meet the Buyer programme, working closely with Gatwick Diamond Initiative and other delivery partners to build its value in improving accessibility to the airport supply chain for local and regional firms.**

#### **Reported Progress 2016**

**Status:** On Track

We have continued our commitment to the annual Meet the Buyer programme in 2016. This event has been running in a consistent format for many years, and through discussions with the Gatwick Diamond Initiative and other partners we identified an opportunity to refresh and expand the scope from an annual event to a planned programme of SME (small to medium enterprise) capacity building and local supply chain development, extending to the wider region, and introducing new elements relating to innovation and international trade. A tender process has been followed to establish a new format and potential new delivery partner for 2017.

#### **Action Plan for 2017**

We will work with Gatwick Diamond Initiative and other partners to support the delivery of the refreshed Meet the Buyer programme in 2017, including active participation from the GAL procurement team. We will look for opportunities to link this programme to other activities already taking place across the region, to provide a more joined up network of activity.

**8. Share relevant and available information with stakeholders, and report performance internally and externally, including GATCOM and Decade of Change report.**

#### **Reported Progress 2016**

**Status:** On Track

Local economy activity is regularly reported to the quarterly GATCOM and steering group meetings; on the Gatwick website; and in the Community newsletter. Employment and supply chain information is regularly included in presentations as part of our engagement programme with stakeholders across the region. Following the formation of the Gatwick Growth Board, we have supported the proactive engagement of local stakeholders and have

provided input to the commissioning of a study into the economic contribution of Gatwick to the region, which will be published in early 2017.

#### **Action Plan for 2017**

We will continue to undertake planned and proactive approach to communicating local economy initiatives both internally and externally.

## **G. UTILITIES MANAGEMENT**

### **ENERGY MANAGEMENT ACTION PLAN**

#### **1. Agree annual energy reduction targets in line with our Energy and Carbon strategy and Decade of Change goals, and monitor performance monthly.**

**Status:** **On Track**

#### **Reported Progress 2016**

A 1.5% electricity reduction target was set for financial year 16-17 (against a 2015-16 base) and this has been monitored monthly.

Previously, the Airport's electricity consumption had decreased year-on-year from 2010 to 2015 even as passenger numbers increased each year. In 2016, passenger numbers increased by 7% compared to 2015.

In 2016 electricity consumption increased by circa 3.1% compared to 2015 and so the annual electricity reduction target for FY 16-17 will not be met.

The main reasons for this trend change are related to the expansion of facilities particularly related to the opening of our new Pier 1 facility, the significant work ongoing in North Terminal to facilitate the airline moves programme and security changes, and increased demand arising from an additional 3 million passengers and increases in third party consumption.

Nevertheless, normalised energy efficiency i.e. our overall energy consumption per passenger, has continued to fall.

#### **Action Plan for 2017**

Update the annual target-setting metrics for energy in light of the Airport having passed 40 million passengers per annum. Continue to set challenging targets to promote continued energy efficiency.

#### **2. Review performance trends and update our action plan through to 2020.**

**Status:** **On Track**

#### **Reported Progress 2016**

In 2016 GAL commissioned external consultancy to forecast the Airport's energy consumption by 2020 taking into consideration the known capital investment programme and energy saving initiatives. From this work a calculation tool was produced to help us understand our future energy footprint in the context of continued growth in passenger numbers. The study concluded that with continued passenger growth beyond 40 million per year, it will be difficult to reduce absolute energy consumption further. However there is considerable scope to continue driving energy efficiency. Towards addressing this we would need to set higher expectations for incorporating energy efficiency into capital works via our own technical standards, prioritise energy efficiency measures identified by Energy Savings Opportunities Scheme (ESOS) as well as influence third party consumption. In support of these

conclusions the “Energy, Carbon and Metering Technical Standard” was re-published to incorporate specific energy targets for capital works.

Our Energy Action Plan was reviewed as part of the triennial S106 independent ‘fit for purpose’ review during 2016; this identified minor changes to wording and format, several of which have been incorporated.

#### **Action Plan for 2017**

Energy performance trends will continue to be monitored as part of our Environment, Health and Safety and Decade of Change KPI reporting framework.

### **3. Complete site-wide energy audit as part of achieving compliance with the Energy Savings Opportunities Scheme (ESOS).**

**Status:** **On Track**

#### **Reported Progress 2016**

A number of ESOS measures identified in the compliance report have been completed, this includes the upgrade of all aircraft stand lighting to LED, the upgrade of all external car park lighting to high efficiency induction lighting and the upgrade of North Terminal immigration hall lighting to LED.

A further set of three internal lighting upgrade projects, two of which were identified within the ESOS compliance report, have been prioritised by the terminals team, these included the North Terminal and South Terminal reclaim halls and North Terminal departures check-in areas. The projects have been designed and will be completed during 2017.

#### **Action Plan for 2017**

Complete the three large internal lighting upgrade projects with terminals started in 2016 and develop a further set of energy efficiency projects for implementation as part of our capital works programme.

### **4. Continue to evaluate and invest in energy efficient technologies for operational asset base.**

**Status:** **On Track**

#### **Reported Progress 2016**

GAL increased its capital investment programme to circa £230m for FY 2016-17 which includes investment in energy efficiency. In April 2016 GAL opened its new Pier 1, a modern pier and combined baggage handling facility designed to meet our latest technical standards for energy efficiency and our first new terminal facility with 100% LED lighting. Major project work was undertaken in North Terminal to create a new security area, complete a large new airline check-in facility and the refurbishment of international arrivals; all these projects allowed us to upgrade the efficiency of plant, controls and lighting.

Gatwick also embarked on an ambitious programme to relocate three airlines to different terminals; the Airline Moves project. This project involved the refurbishment of numerous office, passenger lounge, workshop, check-in and other facilities to be upgraded in terms of energy efficiency – many directly by GAL. In particular third party office accommodation in Jubilee and Atlantic House have been fully fitted out to GAL standards which included energy efficient LED lighting.

Some of GAL’s energy efficiency plans include investment across multiple years to achieve the full outcome. As examples of this: during 2016, the final phase of a 3 year project to upgrade all of Gatwick’s aircraft stand lighting to LED was completed; while a 3 year programme of South Terminal boiler decentralisation was started – a new local gas network was installed as well as the first of fourteen modern boiler plant rooms. This project, planned to be completed by 2019, will make a significant contribution to improved heating energy efficiency; whilst at an early stage initial data analysis shows a circa 8% normalised benefit.

A further notable example of an energy efficiency project completed in 2016 includes the completion of work to upgrade the external long term car park lighting and controls; this has proved highly successful in terms of passenger experience, product standardisation and controllability.

#### **Action Plan for 2017**

The capital investment plan will continue to emphasise energy efficiency measures; examples of such projects include:

- Pier 2 gate rooms - Lighting upgrade
- MSCP 1,2,3 and 6 - Lighting upgrade
- South Terminal redevelopment - Lighting and HVAC replacements
- North Terminal - HVAC air handling unit replacements

As part of implementation of ISO14001 our EHS team will lead a new process to monitor environmental stewardship actions within the operational business units; this will include an action to identify and implement initiatives to support our Decade of Change targets.

#### **5. Continue to evaluate the feasibility and economic justification of alternative sources of energy production to reduce imported energy use.**

**Status:** **On Track**

#### **Reported Progress 2016**

During 2016, as part of GAL's wider investment in our new onsite Materials Recycling Facility, construction commenced on a new onsite waste-to-energy system. The waste-to-energy system is an integral part of the Materials Recycling Centre, which has been constructed and is being operated in partnership with DHL, our new Airport waste contractor. Once recyclables have been removed from the waste stream, residual waste will go through a drying/heating process to produce a biomass material; this will be used as the fuel for the heating process as part of a self-fuelling cyclic process. The design, permitting and installation work for the new plant started in 2016 and operations will start in early 2017.

During 2016, GAL has continued to explore options and issues regarding the feasibility of scale solar projects.

#### **Action Plan for 2017**

The feasibility of using surplus biomass fuel from the waste-to-energy system to supplement other heating systems at Gatwick will be considered in more detail.

#### **6. Continue to use and review technical standards based on recognised best practice approaches to deliver energy efficient buildings and systems, and engage with and encourage third party airport occupants to improve their energy efficiency.**

**Status:** **On Track**

#### **Reported Progress 2016**

The 'Energy, Carbon and Metering' technical standard was re-published during 2016; the document sets out clear and challenging quantitative targets for energy reduction in development projects and defines the methodology for energy metering and meter data acquisition.

GAL's annual capital investment plan results in significant construction activity, which in turn has a bearing on our consumption of energy and energy efficiency measures. In 2016 GAL has started the process of aligning the sustainability goals of its construction suppliers with our own Decade of Change sustainability objectives.

As part of our development plans further hangar facilities are being explored; such facilities would be built and operated by third parties. This project is at an early stage of design development and as part of this the third party designers are considering a 'BREEAM' approach, which includes consideration for energy efficiency and renewable solar energy within the proposed solution.

#### **Action Plan for 2017**

Push adoption of the "Energy, Carbon and Metering Technical Standard" on development projects and undertake in house briefing/training sessions.

Develop a set of aligned KPIs, including energy efficiency, for construction suppliers operating at Gatwick.

Launch the Gatwick environment, health and safety awards, aimed at GAL staff, airport third parties and suppliers which will encourage teams and individuals parties to tell us about excellence in environmental practices being used on site.

### **JACOBS VERIFICATION**

**Jacobs verification result:** This Obligation is on track 

#### **Jacobs verification summary**

GAL has a rolling programme for developing and updating a suite of technical standards that contribute to delivering energy efficient buildings and systems in line with best practice approaches and meeting GAL's energy related Decade of Change targets.

GAL's team of Principal Engineers in electrical, mechanical and civil engineering review and develop the standards which are published following approval by the Head of Engineering. The review process is cyclical typically on a three year cycle but not fixed being responsive to aspects such as developments in best practice, technology developments, and feedback on the application of the existing standard.

In 2016 the 'Energy, Carbon and Metering' technical standard was re-published by a team led by the GAL Principal Mechanical Engineer. It contains a clear statement of GAL's energy targets and the obligations of project teams in meeting them, (in addition to full compliance with all UK regulations). It applies to all construction and asset replacement projects inclusive of "non-occupied" structures, e.g. car parks. It requires project teams to provide an energy statement at the outset of the project to be updated to quantify the expected energy and carbon savings at three stages: concept, detailed design and following construction. Under the meter strategy section the requirements to install meters to record and apportion energy consumption during the lifetime of the asset are specified. Under the standard, which was introduced in October 2016 each new project will be assessed on its anticipated annual energy reduction using a red ( $\leq 20\%$ ); amber (20%-40%) or green ( $>40\%$ ) colour coding. The standard also references other GAL standards that have a significant effect on energy consumption, including its Heating, Ventilation and Cooling (HVAC) System; Lighting and Pipework standards.

There is no requirement to undertake recognised best practice approach such as BREEAM, LEED or CEEQUAL "unless specifically required for an individual project".

Contractors are required to apply the technical standards throughout the process of designing, building and managing GAL's buildings and equipment under the terms of their contracts. Project documentation includes listings of the specified standards that apply to the project. For example for the design and construction of Pier 1, the contract specifications referenced the relevant standards for lighting and heating and ventilation. GAL's Principal Engineering team is responsible for monitoring how the contractors are applying the standards from pre-design through to construction and then commissioning. In the event that the contractor considers that they cannot meet the requirements of a standard there is a concessions process where the contractor is required to submit a



justification for a deviation from the requirements of the standard. Any such justification must be approved by GAL's Principal Engineering team.

GAL's contractors are encouraged to collaborate with GAL on the development of their standards, e.g. the Energy, Carbon & Metering standard has a clear statement inviting contributions on the continuing development of the standard with a contact point to discuss points, albeit the contact named has left the business.

GAL's approach to encouraging third party occupants to improve their energy efficiency is focussed on encouraging them to specify energy efficient refits or new facilities with automated controls. This is through communication of GAL standards and GAL's energy efficiency targets and aspirations. GAL considers that it has minimal direct influence over users and occupants of third party assets to use them efficiently but can minimise wasteful energy use through encouraging specification of automated controls and energy efficient equipment.

GAL standards are not mandated for use by third party airport occupants, however in 2016 they were applied to some refits by third parties. For example Easy Jet applied GAL standards for the fit out of its new office area, including specific energy efficient LED lighting units.

Jacobs is satisfied that the level of progress on this Action Plan Action is on track.

#### **Jacobs commentary and recommendations**

No recommendations to date.

#### **Jacobs suggestions**

It is suggested that GAL updates the Energy, Carbon and Metering Technical Standard so that the details for the point of contact is current and up to date.

The standard could be improved by tabulising all the GAL requirements to be met under the standard, in particular a consolidated list of the specific GAL technical standards that relate to the energy efficiency standard, e.g. HVAC, lighting.

It is suggested that standard requires contractors to consider as to whether or not to adopt BREEAM etc. approaches in any given instance, with a reason given for the decision.

#### **GAL response**

The first and second suggestions are noted. The third suggestion is not practical or reasonable, as the Technical Standard is not the appropriate mechanism for this issue.

### **7. Continue to improve energy metering, monitoring and reporting systems.**

**Status:** **On Track**

#### **Reported Progress 2016**

New energy metering has continued to be provided as part of our capital investment programme in accordance with our technical standards with progressively more metering being connected to automated data collection systems. Notable additions in 2016 included the Pier 1 facility where all the installed energy and water metering was fully integrated with our reporting systems; this included around 75 meters connected to the building management system (BMS) covering heat and cooling energy, hot and cold water supplies, HVAC (high voltage and air conditioning) and lighting power supplies as well as 70 meters connected to the LV (low voltage) power management system.

Work was carried out on the BMS to consolidate the information related to energy and water metering. BMS users can now find all available metering information using a progressive screen drill down from site level to individual building-area-system level.

A monitoring report was created in 2016 to track trends in third party gas consumption. This is embedded within our normal processes for monitoring monthly gas consumption.

#### Action Plan for 2017

Undertake development of a utilities KPI dashboard to improve understanding of where energy and water is used; also consider a study to investigate the feasibility of providing an IT based meter reporting system that would integrate with the various meter data collection systems.

#### 8. Report performance through internal governance processes and externally via stakeholder groups, websites and annual reports.

Status: On Track

#### Reported Progress 2016

GAL continued to report energy performance internally through the Managing Corporate Responsibility Committee and to include it in internal communications and presentation; and to report externally in the Decade of Change report, S106 AMR and Gatwick Airport website.

#### Action Plan for 2017

Continue to report energy performance and include in internal and external communications and presentations.

#### ENERGY MANAGEMENT INDICATORS

ENERGY	2010	2011	2012	2013	2014	2015 *	2016
Total energy consumption (kWh)	237,955,708	220,443,201	221,459,900	217,423,082	199,885,353	200,140,933	208,579,781
Total energy consumption - cumulative % change on 1990 baseline of 240m kWh (%)	-0.9%	-8.1%	-7.7%	-9.4%	-16.7%	-16.6%	-13.1%
Total energy consumption by user							
Total GAL usage **	177,303,302	163,146,169	166,700,587	161,887,777	142,383,499	145,448,117	152,656,677
Total 3 <sup>rd</sup> party usage	60,652,406	57,297,032	54,759,313	55,535,305	57,501,854	54,692,816	55,923,104
Total energy consumption by fuel							
Gas - consumption (kWh)	75,333,903	59,208,775	62,661,214	64,488,858	50,278,095	55,290,305	59,186,586
Electricity – consumption (kWh)	162,621,805	161,234,426	158,798,686	152,934,224	149,607,258	144,850,628	149,393,195
Renewable energy generated onsite (kWh)	n/a	n/a	54,555	52,338	55,758	53,086	43,342
% of total energy purchased or generated from renewable sources	n/a	n/a	n/a	52.3%	74.8%	72.4%	71.6%
Energy efficiency							
Total energy consumption per passenger (kWh per passenger)	7.59	6.55	6.47	6.13	5.24	4.97	4.84
GAL energy consumption per passenger (kWh per passenger)	5.65	4.85	4.87	4.57	3.73	3.61	3.54
Total passengers	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,136,800

\* 2015 figures have been restated to rectify omission of 2,264 kWh of electricity consumption.

\*\* Energy used to run GAL operations including terminals, offices, airfield and operational systems.

### WATER MANAGEMENT ACTION PLAN

**1. Continue to implement the Gatwick Flood Management and Reduction Strategy, maintain the fully implemented status of the McMillan Report recommendations, and review and maintain the improvements made through these programmes.**

**Status:** **On Track**

#### **Reported Progress 2016**

During 2016 we continued to focus on detailed analysis of flood risk and our asset base and operations. Supported by external consultants (Jacobs), we are undertaking a GAL Flood Resilience Review which focuses on critical infrastructure at risk from flooding. This has included an appraisal of the existing flood modelling. The Review is expected to be completed by mid-2017.

In July 2016, we undertook a desktop exercise on flood readiness with the Environment Agency. GAL participants included Terminals, Stable Operations, Engineering, Airfield Operations and Met Office. Findings from the exercise have been incorporated in GAL's Adverse Weather Plan.

As reported in Section A. Carbon and Climate Change, in April 2016 we submitted GAL's three-yearly update on Climate Change Adaptation to Defra. This covered the main elements of our adaptation strategy, with a particular focus on flood risk reduction including McMillan Report implementation. Our report is available online at <https://www.gov.uk/government/collections/climate-change-adaptation-reporting-second-round-reports>

#### **Action Plan for 2017**

Complete the GAL Flood Resilience Review and develop implementation plan.

**2. Continue to support the delivery of the Upper Mole Flood Alleviation Scheme (UMFAS) project, monitor its progress and engage proactively in new initiatives**

**Status:** **On Track**

#### **Reported Progress 2016**

Delivery of the final element of the UMFAS project at Clays Lake continued to progress during 2016 and is expected to complete in 2018. GAL and the Environment Agency inspected the site in late 2016. GAL Engineering and Operations staff participate in monthly meetings with the Environment Agency to review and discuss flood risk management at Gatwick, including current projects and options for future consideration.

#### **Action Plan for 2017**

Continue to develop strategies in collaboration with the Environment Agency to reduce and mitigate flood risk at Gatwick.

**3. Maintain operational performance of the drainage ponds and system to ensure compliance with discharge consents**

**Status:** **On Track**

#### **Reported Progress 2016**

GAL has continued to maintain the operational performance of the drainage ponds and system, including more frequent sampling and monitoring than required by regulations; and to engage proactively with Thames Water and

with the Environment Agency on water quality matters. During 2016, there were no actions or reports made by the Environment Agency for non-compliance with discharge consents.

Also during 2016, we periodically tested the feasibility of remote de-icing using the 170 Stands area when weather and operations permitted. This approach proved successful from an aircraft movement perspective. In terms of glycol recovery, we have found that the most successful strategy has been to wait until the first wave of aircraft have departed and then clean the area using our recovery vehicle. Due to the viscosity of the glycol/ water mixture it does not reach the surface water drains before we are able to recover it.

#### **Action Plan for 2017**

Several potential new water quality initiatives are being investigated:

1. Feasibility study for treating glycol contaminated water from the pollution lagoons using a biological degradation system.
2. Feasibility study with DHL Waste Management to recycle the recovered glycol with an on-site treatment plant.
3. An ongoing trial of new equipment at D Pond to monitor pollution levels. Current Biological Oxygen Demand equipment is nearing the end of lifecycle and alternatives are being trialled.

#### **4. Maintain a rolling programme of leak detection and repair.**

**Status:** **On Track**

#### **Reported Progress 2016**

As part of our planned maintenance programme for water networks two leakage surveys were completed during 2016. These surveys identified a small number of potential leaks which have been investigated and where possible, repaired. We have continued to deal proactively with the repair of reported leaks.

#### **Action Plan for 2017**

The planned maintenance programme of leakage surveys will cover our largest, Northern network, during 2017. We will also consider an additional survey for the East of Railway network where our water monitoring analysis is highlighting an increase in the 'unaccounted' water consumption.

#### **5. Update water consumption map annually as part of ongoing analysis to understand where water is used on the Airport in order to maintain performance towards our efficiency targets and to help mitigate water stress in our region.**

**Status:** **On Track**

#### **Reported Progress 2016**

The 'water consumption map' which is a hierarchical list of circa 120 active main and sub-water meters installed in our private water networks was further developed in 2016; sub-meters within our Pier 2 building and North Terminal arrivals retail development were added. The list is used as the basis for producing a monthly consumption report that allows us to monitor consumption trends.

#### **Action Plan for 2017**

Continue to develop the water consumption map, adding meters where appropriate.

#### **6. Continue to implement and improve performance monitoring processes to inform our water efficiency action planning in line with our water management goals.**

**Status:** **On Track**

## Reported Progress 2016

During 2016 we had planned to investigate the opportunity for additional AMR – Automated Meter Read water meters as well as to actively use the ‘water consumption map’ (see action plan item 5) on a monthly basis to highlight significant changes in water use, however insufficient resource time was available to undertake these actions.

We have continued to monitor our water consumption on a monthly basis using the Gatwick Utilities dashboard and a more detailed monthly analysis. Absolute water consumption has risen by circa 7% due to circa 3 million more passengers in 2016 compared to 2015, additional third party consumption, as well as certain water intensive activities e.g. the refurbishment of multi-storey car park 6 where the process of hydro-demolition was used. However, we are still seeing overall water efficiency in litres/passenger reducing; see the Water KPIs table below.

As noted above, in the planning phase for the refurbishment of multi-storey car park 6 it was identified that significant water would be needed; the GAL project team, in partnership with the project contractor, agreed a 30% water reduction target against the original estimate. Water consumption has been monitored monthly by the project team and data gathered so far demonstrates a circa 50% reduction has been achieved.

## Action Plan for 2017

Continue to use and develop the water consumption map to improve performance monitoring.

We also plan to undertake a study into how potable water is currently used for GAL and third party processes that may not necessarily require high quality potable water; this study will seek to identify the potential opportunities to reduce potable water consumption through different processes or technology.

**7. Continue to evaluate the feasibility and economic justification of further use of grey water and rainwater recycling at the airport as a potential means of improving water efficiency.**

Status: **On Track**

## Reported Progress 2016

GAL uses a Sustainability Assessment process internally referred to as SA1 and SA2 to ensure all project teams evaluate the environmental impacts and opportunities that arise from project activity. This process was reinforced during 2016 with the intention to ensure a consistent approach to reviewing the environmental opportunities on all types and scale of projects.

During 2016, using our SA1 process, we have identified a new public toilet facility which has the potential to incorporate rain water harvesting. During the design phase, to be completed during 2017, its feasibility will be evaluated in more detail.

Looking ahead at the capital investment plan the most realistic opportunities for incorporating this technology lie within the larger new build facilities; GAL has been exploring the options for pier service facility expansion and, again as part of SA1 activity, the opportunity for water efficiency has been flagged. Additionally, as part of our development plans further hangar facilities are being explored; such facilities would be built and operated by third parties. This project is at an early stage of design development and as part of this the third party designers are considering a ‘BREEAM’ approach which includes consideration for rain water harvesting within the proposed solution.

## Action Plan for 2017

Continue to use the SA1 and SA2 process and GAL’s wider influence on property development to identify projects within the asset replacement and capital investment plan that might be suitable for grey water and rainwater recycling in the context of improving water efficiency.

**8. Continue to use and review technical standards based on recognised best practice approaches to influence airport development processes and third party airport partners to improve their water efficiency.**

**Status:** **On Track**

**Reported Progress 2016**

As part of the Airport's capital investment and asset replacement plans three main toilet facilities were refurbished using GAL technical standards during 2016.

As a one-off item of monitoring/analysis exercise on one of these busy toilet facilities we conducted a pre & post refurbishment analysis of water consumption; this showed a 30% reduction in absolute water used. This demonstrates that our current technical standards for toilets are using latest technologies to improve the efficiency with which we use potable water in our terminal facilities.

GAL's annual capital investment plan results in significant construction activity, which in turn has a bearing on the Airport's water consumption and efficiency. In 2016, GAL has started the process of aligning the sustainability goals of its construction suppliers with our own Decade of Change objectives.

**Action Plan for 2017**

Develop a set of aligned KPIs, including water efficiency, for construction suppliers operating at Gatwick.

Launch the GAL Environment, Health and Safety awards aimed at GAL staff, airport third parties and suppliers which will encourage teams and individual parties to tell us about excellence in environmental practices being used on site.

**9. Update Decade of Change target on water consumption and incorporate into monitoring and reporting.**

**Status:** **On Track**

**Reported Progress 2016**

GAL set a 'Decade of Change' water reduction target in 2010. The 2020 target was to achieve a 20% reduction in water consumption against the 2010 baseline. This target has been met every year between 2011 and 2015 and hence, in 2016 a 'stretch target' was agreed for additional reporting i.e. achieve a 25% reduction in water consumption against a 2010 base.

The 'stretch' Decade of Change water reduction target has been used as an annual target for financial year 16-17 and incorporated into normal annual target monitoring.

During 2016, the 2010 baseline of 956,493 m<sup>3</sup> required minor upward adjustment due to resolution of a multi-year invoicing issue. The restated baseline, of 974,067 m<sup>3</sup> with explanatory annotation, will be incorporated in our 2016 AMR and Decade of Change reports.

**Action Plan for 2017**

Not applicable, target updated in 2016.

**10. Report performance through internal governance processes and externally via stakeholder groups, websites and annual reports.**

**Status:** **On Track**

## Reported Progress 2016

GAL continued to report water efficiency and water quality performance internally through the Managing Corporate Responsibility Committee and to include it in internal communications and presentation; and to report externally in the Decade of Change report, S106 AMR and Gatwick Airport website.

## Action Plan for 2017

Continue to report water performance and include in internal and external communications and presentations.

### WATER MANAGEMENT INDICATORS

WATER	2010	2011	2012	2013	2014	2015	2016
<b>Total passengers</b>	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,136,800
<b>Water consumption</b>							
Total water consumption m <sup>3</sup> *	974,067	762,453	727,537	716,063	671,428	689,922	736,722
% change on 2010 baseline (974,067m <sup>3</sup> ) *		-21.7%	-25.3%	-26.5%	-31.1%	-29.2%	-24.4%
Total water consumption per passenger (litres)	31.07	22.65	21.26	20.20	17.61	17.13	17.08
<b>Water Quality **</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
<b>River Mole – Biological Monitoring</b>							
Upstream yearly average BOD (mg/l)	2.75	3.42	3.99	2.94	5.22	2.48	2.81
Downstream yearly average BOD (mg/l)	3.39	2.69	4.01	4.95	2.61	2.44	3.19
D Pond outlet yearly average BOD (mg/l)	61.52	3.96	64.91	45.01	25.99	17.91	8.97
Days per year when 10mg/l exceeded	16	2	77	63	9	2	9
D pond discharge - days per year of non-compliance with EA consents	None	None	None	None	None	None	None
<b>Reported fuel spills **</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Fuel spills (number of incidents)	40	44	32	26	21	24	16
<b>Aircraft de-icer recovery**</b>	<b>2010/11</b>	<b>2011/12</b>	<b>2012/13</b>	<b>2013/14</b>	<b>2014/15</b>	<b>2015/16</b>	<b>2016/17</b>
Aircraft glycol application (Litres)	1,447,190	894,494	1,898,563	776,811	796,667	684,411	875,910
Aircraft de-icer recovery (glycol/water) (Litres)	295,000	183,500	311,404	120,600	217,100	128,000	180,000
% Aircraft de-icer recovery	20.38	20.51	16.40	15.53	27.25	18.70	20.55

\* During 2016, the resolution of a multi-year Water invoicing issue, in which a small volume of water was incorrectly invoiced by the supplier, requires restatement of annual Total Water Consumption from 2010 to 2015, thus also requiring restatement of the 2010 baseline (from 956,493m<sup>3</sup> to 974,067m<sup>3</sup>).

\*\* This data is reported on a seasonal basis (1 May to 30 April) to reflect winter use of de-icer.

## I. WASTE MANAGEMENT

### WASTE MANAGEMENT ACTION PLAN

**1. Maintain definition of airport waste for benchmarking purposes and review annually to ensure relevance and continuous improvement in performance towards our Decade of Change targets.**

Status: **On Track**



## Reported Progress 2016

Annual assessment of Airport waste definition and reporting methods was done in May 2016 as part of the handover of the Airport operational and commercial waste contract (from Biffa to DHL). The existing airport waste definition and reporting system has been retained, as it is effective in driving performance (e.g. the Carbon Trust Waste Standard was achieved in 2016). Within this system, one minor change to record keeping has been made reflecting improved tracking procedures for pallets which since May 2016 are counted as reused materials rather than as recycled materials, as previously.


Following an initial review of construction contractors' waste data, a project to gradually align construction waste management into the DHL-run airport waste system has been initiated in the latter part of 2016. This is expected to take two to three years.

Regarding operational and commercial waste performance, zero untreated waste to landfill was maintained throughout 2016; and the 2016 recycling and reuse rate was 52% compared to 49 % in 2015 and 40% in 2014. For construction waste, the diversion from landfill rate for 2016 was 95%.

## Action Plan for 2017

Continue to maintain operational and commercial waste definition for benchmarking consistency. Continue to develop construction contractor waste data collection system with a view to reporting construction recycling/reuse rates, in addition to the diversion from landfill rate, by 2018.

## JACOBS VERIFICATION

**Jacobs verification result:** This Obligation is on track 

### Jacobs verification summary

GAL completed its annual review of the definition of waste used for benchmarking purposes. This included the list of waste types (e.g. general waste, cardboard), disposal methods (i.e. reused, recycled, recovered and landfilled) and total waste per passenger. The review was undertaken as part of the May 2016 handover of the Airport operational and commercial waste contract to a new contractor (DHL).

DHL is to provide additional on-site facilities to segregate recyclable waste and treat and process non-recyclable waste streams to be fully operational in 2017. In 2016 GAL gave notice to airport employers of proposed simplification of segregation of waste in the waste areas into two main waste types: "Dry Recycling" and "Wet Waste" in line with proposed changes to waste management.

DHL's responsibilities also include the monthly reporting of waste data and the auditing of its waste sub-contractors to determine the waste hierarchy percentage breakdowns (e.g. reuse, recycling) which are applied to the data reported for each waste stream. These requirements are consistent with the previous contractor responsibilities.

The monthly waste data reporting spreadsheet was under development in 2016 as part of the transition towards full commissioning of the new contract waste systems. This included the addition of the reporting of the reuse of pallets that is now possible with the availability of pallet reuse data from the new contractor's retail logistics operations at the airport. Waste reporting will be further extended to include the new waste streams of ash and water that will be generated from the new onsite waste treatment facilities.

GAL also commenced a project to align construction waste management into the new contractor's responsibilities. This is expected to take two to three years to complete.

GAL achieved The Carbon Trust Waste Standard in 2016 (based on 2015 waste recycling and energy from waste recovery rates) which demonstrated the successful third party verification of its waste performance to the Carbon Trust accreditation requirements.

In 2016 GAL improved performance against their Decade of Change operational and commercial waste targets by achieving 0.0% untreated waste to landfill compared with 4.3% in 2015; and an average monthly recycling and reuse rate of 52% compared with 49% in 2015.

Jacobs is satisfied that the level of progress on this Action Plan Action is on track.

#### **Jacobs commentary and recommendations**

No recommendations to date.

#### **Jacobs suggestions**

It is suggested that GAL considers reviewing the 'Definition of Waste' when construction waste is included going forwards.

As part of the transition to full commissioning of new onsite processing and inclusion of construction waste, it is suggested that GAL considers reviewing the data reporting documentation and processes. This could include:

- Provisions to improve the clarity of the data collection methodology;
- Minimising the use of manual data entry by setting up data sheets that are linked; and/or
- Introducing internal quality control checks, e.g. with colleagues checking each other's data input periodically.

#### **GAL response**

The suggestions are already covered in our work programme.

### **2. Maximise waste hierarchy management and performance from GAL operations through new equipment and technology innovations.**

**Status:** **On Track**

#### **Reported Progress 2016**

The installation of our new onsite Materials Recycling Facility commenced in mid-2016. The first stage was completed in July 2016, and comprises a major upgrade to the Goods In/Waste Away system, including onsite sorting line and larger balers to compress waste, resulting in 50% reduction in lorry journeys to external waste plants and enabling significantly increased recycling rates.

The second stage of the project commenced in September 2016 and is due for completion in February 2017. This involves the construction of an onsite dryer and biomass boiler, to process waste that cannot be recycled, including Category 1 airline waste, other wet food waste and organic food packaging. This waste will be dehydrated in a Gobi Dryer and turned into solid biomass fuel pellets that will be used in the small biomass boiler to run the Materials Recycling Facility. Water recovered from the waste-drying stage is used to clean the large waste bins, helping to reduce airport water consumption by 2 million litres per annum. Ash recovered from the biomass boiler can be used to make low carbon concrete.

#### **Action Plan for 2017**

Complete installation of the second stage of the Materials Recycling Facility and ensure the equipment achieves its potential for the segregation and recycling/reuse of waste. We will also be focusing on improving segregation in the Terminals, and fine-tuning performance data keeping and monitoring.

### **3. Utilise existing airport forums and employee communications channels to raise awareness of airport users, partners and employees about waste management facilities and performance.**

**Status:** **On Track**

## Reported Progress 2016

Communication with airport business partners and employees on the new Materials Recycling Facility and waste management procedures was a major focus during 2016. We distributed this information to all our stakeholders and discussed this in depth with our main retail customers at the quarterly business reviews (QBR's). An example of content from one of these QBRs is illustrated below.

The Gatwick Airport Standard Operating Procedure on Waste Management (GAL/PRO/ENV/01) was updated and reissued in November 2016 to reflect the change of waste contractor and inclusion of CAT 1 waste.

In addition, two Gatwick Airport Notices were issued to advise Airport business partners about the new Facility and procedures - GAN/F:151/16 on New Waste Management Provider for Gatwick Airport and GAN/F:309/16 on Changes to Retail Waste Route - South Terminal. In early 2017, updated Gatwick Airport Directives on Airport Waste and Recycling Management (GAD/F: 11/17) and on Aircraft Catering and Cabin Waste (GAD/F: 6/17) were issued to incorporate changes arising from the new Materials Recycling Facility.

As well, briefings and engagement sessions were held between May and October 2016 with drivers, retail concessions and other on-airport stakeholders. And new signage and bin labels were added throughout the Airport waste collection system.

A feature story on the new Materials Recycling Facility was published in the all-staff 'Your Magazine' in October 2016, along with a feature story on the intranet home page.

The Facility was also part of the Airport Tour conducted for GATCOM members in October 2016.

## Action Plan for 2017

We will be seeking to engage on a quarterly basis, utilising existing engagement mechanisms, with Airport stakeholders such as cleaners, airlines and retailers to continue improving awareness and adherence to the new procedures. We will also continue to communicate through articles on staff intranet & bi-monthly staff magazine.

### 4. Work with retail, airline and construction partners to improve recycling and waste management processes and ensure compliance with relevant legislation.

Status: **On Track**

## Reported Progress 2016

During 2016 we focused on securing approval from the Department for Environment, Food and Rural Affairs (Defra) and the Animal Plant and Health Agency (APHA) for the Category 1 and 3 waste labelling and Hazard Analysis and Critical Control Point (HACCP) plan associated with the Airport's new Materials Recycling Facility. This was achieved in November 2016.

Following labelling trials and operational planning in 2015, during 2016 we commenced daily compliance checks with our Airline Performance teams (one EU and one non-EU flight on alternate days) which they report back to the cleaners on compliance performance.

To support adoption by retail concessions, two staff from the waste management team were embedded with the Terminals team during September 2016, and the Goods In/Waste Away areas were manned from August to November.

## Action Plan for 2017

Maintain the focus on implementation and adherence to the Defra/APHA regulations.

**5. Continue to engage across all relevant industries, including through groups like Sustainable Aviation, to drive best practice here at Gatwick.**

Status: **On Track**

**Reported Progress 2016**

During 2016, the Sustainable Aviation Working Group on waste met quarterly, with GAL represented by the Senior Logistics Manager to continue sharing knowledge from the installation of the new onsite Materials Recycling Facility. Gatwick will host a meeting of the Sustainable Aviation Working Group during 2017. The Senior Logistics Manager also participated in a national recycling industry conference in Birmingham.

**Action Plan for 2017**

Continue active participation in the Sustainable Aviation Working Group and in industry conferences and awards.

**6. Maintain weekly and monthly monitoring process with waste contractor to drive improved performance.**

Status: **On Track**

**Reported Progress 2016**

As reported under Action 1 above, in May 2016 the Airport operational and commercial waste contract transferred from Biffa to DHL. Throughout the year, the regular schedule of weekly and monthly operational meetings and monthly and quarterly audits were maintained.

**Action Plan for 2017**

Continue weekly and monthly operational meetings and monthly and quarterly audits.

**7. Report performance through internal governance processes and externally via stakeholder groups, websites and annual reports.**

Status: **On Track**

**Reported Progress 2016**

During 2016, internal reporting and auditing on waste management performance through the Environment, Health and Safety system and to the Managing Corporate Responsibility Committee was maintained. Operational and commercial waste management performance, and initial construction waste data, was also reported externally in the 2015 Decade of Change reports, and AMRs. In addition, in 2016 we undertook and secured the Carbon Trust Waste Standard which included external verification.

**Action Plan for 2017**

Maintain the current structure and schedule for internal and external reporting and auditing.

**WASTE MANAGEMENT INDICATORS**

MATERIALS WASTE MANAGEMENT	2010	2011	2012	2013	2014	2015	2016 *
Total operational & commercial waste collected (tonnes)	9,685	9,206	8,803	9,315	9,803	10,494	11,827
Operational & commercial waste recycled/reused (%)	41%	54.6%	40%	38.7%	40%	49.0%	52%
Operational & commercial waste recovered for energy (%)	not known	15%	50%	52%	39.6%	46.6%	48.0%
Operational & commercial untreated waste sent to landfill (%) **	not known	30.4%	10%	9.3%	20.4%	4.3%	0.0%
Operational & commercial waste per passenger (kg)	0.31	0.27	0.26	0.26	0.26	0.26	0.27

NEW INDICATORS FROM 2015	2015	2016
Construction waste (tonnes) **	2,372	4,040
Diversion from landfill (%) ***	93%	95%

\* 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. DHL's retail logistics operation has provided further visibility into the tracking of all pallets on to site and those returned to suppliers for reuse. Previously, only pallets sent for recycling were tracked.

\*\* The variation in operational waste to landfill performance between 2010 and 2015 was due primarily to shifts in supply chain waste recovery capabilities including Category 1 airline waste-handling. This supply chain capability expanded between 2011/12, experienced constraints in 2014 and then expanded again.

\*\*\* 2015 figure has been restated to reflect construction-only output. Previously reported figure for 2015 (97%) had also included Demolition and Excavation outputs.

## J. ACTION PLANNING

### The Company's Objectives:

To secure the appropriate and timely compilation scrutiny and implementation of the Company's proposed Action Plans.

#### Obligation 8.1

The Company will no later than 31 December 2017 review and update Action Plans specifying its prioritised programme of activities to address the following issues:

- Air quality
- Noise (for the purpose of this Agreement the Company's Environmental Noise Directive Noise Action Plan as approved from time to time)
- Water quality and drainage
- Waste management and
- Utility management

Status: **On Track**

#### Reported Progress 2016

In parallel to the finalisation of the S106 agreement extension in late 2015, we reviewed and updated our Action Plans for 2015-2018 on Air Quality, Noise, Water Management, Waste Management, Energy and Surface Access (i.e. the issues listed in Obligation 8.1 and 8.3) and on Biodiversity, Carbon, Community, Local Economy. In doing so we took into account feedback on the 2012-2014 Action Plans. The draft Action Plans were shared in January 2016 with the Borough Council and the County Council for their feedback,

#### Action Plan for 2017

Not Applicable.

#### Obligation 8.2

The County Council and the Borough Council will be consulted on drafts of the Action Plans.

Status: **On Track**

#### Reported Progress 2016

In January 2016 the draft Action Plans were shared with the Borough Council and the County Council for feedback which was incorporated in a further round of updates to the Action Plans during February 2016.

### Action Plan for 2017

Not Applicable.

#### Obligation 8.3

The Company in consultation with the Transport Forum Steering Group will as and when it publishes an updated Surface Access Strategy to replace the 2012-2030 version produce a Surface Access Action Plan containing a prioritised programme of activities pursuant to such Strategy.

**Status:** **On Track**

#### Reported Progress 2016

The 2012-2030 Surface Access Strategy remains in place with the associated Surface Access Strategy Action Plan. In addition, we have included a summary Surface Access Action Plan within the setup of the ten Section 106 / Decade of Change Action Plans 2015 – 2018.

### Action Plan for 2017

Not Applicable.

#### Obligation 8.4

The Environmental Consultant appointed to review the Monitoring Report referred to in Obligation 9.2 in accordance with Obligation 9 shall coincident with that review separately scrutinise any new or materially altered Action Plan produced in the preceding calendar year in accordance with paragraphs 8.1 and 8.3 above but not one altered pursuant to paragraph 8.5 below and shall submit to the Company and the Councils a report containing its views on:

8.4.1 whether the Action plan is fit for purpose, and

8.4.2 whether and in what manner and to what end the Company should consider revisions to the Action Plan

**Status:** **On Track**

#### Reported Progress 2016

Discussion on 'Fit for Purpose Review' of the updated Action Plans commenced with the Borough Council, County Council and Environmental Consultant in March 2016. The 'Fit for Purpose' review was conducted in the period April-July 2016, and concluded in September 2016.

### Action Plan for 2017

Not Applicable.

#### Obligation 8.5

The Company shall consider the Environmental Consultant's report and consult the Councils on its intended response to the Environmental Consultants report and shall make such changes as are reasonably appropriate.

**Status:** **On Track**

#### Reported Progress 2016

The Environment Consultant's report was reviewed and the Councils were consulted on appropriate changes to our Action Plans. These changes were mostly minor relating to clarity of wording and formatting. The set of ten Action Plans were amended and reissued by GAL in early 2017.

### **Action Plan for 2017**

Not Applicable.

#### **Obligation 8.6**

The cost of the Environmental Consultant shall be paid in the following proportions:

- 50% by the Company
- 25% by the County Council
- 25% by the Borough Council

**Status:** **On Track**

#### **Reported Progress 2016**

The cost of the Environmental Consultant will be paid by Gatwick Airport Ltd in full and re-charged back to WSCC and CBC accordingly.

### **Action Plan for 2017**

Not Applicable.

## **K. MONITORING AND REPORTING**

### **The Company's Objective:**

**To ensure appropriate monitoring and reporting of the Company's activities in relation to its Obligations and Action Plan Actions.**

#### **Obligation 9.1**

To monitor compliance with the Obligations of the Company contained in this Agreement and the Commitments contained in the Commitments Document and to report the results to the County Council and the Borough Council annually in accordance with the following provisions.

**Status:** **On Track**

#### **Reported Progress 2016**

The Obligations and Action Plan Actions were reported to the Borough and County Councils as required.

### **Action Plan for 2017**

To adopt this approach in 2017.

#### **Obligation 9.2**

The report ("the Monitoring Report") shall list:

- 9.2.1 each Obligation and Commitment;
- 9.2.2 the Company's assessment of whether the Obligation or Commitment has been met or the progress made towards the Obligation or Commitment including any remedial action proposed in the Monitoring Report for the preceding year; and
- 9.2.3 as a minimum the following environmental indicators:



- the results of both its continuous and random monitoring of the air quality impact of the operation of the Airport with regard to the levels of carbon monoxide PM10, oxides of nitrogen/nitrogen dioxide and periodic monitoring of benzene, 1,3-butadiene and other hydro-carbons;
- the availability and serviceability of Fixed Electrical Ground Power;
- engine testing (including time place duration and need);
- complaints related to the impact of ground noise;
- waste collected by the Company's contractor and the proportions recovered and disposed to landfill;
- the number of reports made by the Environment Agency on non-compliance by the Company with discharge consents;
- the average biological oxygen demand discharged at the Outfall; and
- the energy consumption of infrastructure within the Company's control

9.2.4 any proposed remedial action where the Obligation or Commitment has not been met together with an appropriate timescale or where no remedial action is proposed the reasons why the Company considers remedial action is not appropriate

**Status:** **On Track**

**Reported Progress 2016**

The 2016 AMR contained this information as required.

**Action Plan for 2017**

To include this information in the 2017 AMR.

**Obligation 9.3**

The Monitoring Report shall be prepared by the Company for each Calendar year 2015 to 2017 and shall be issued to the County Council the Borough Council and the Environmental Consultant by 31 March in the year next following.

**Status:** **On Track**

**Reported Progress 2016**

The AMR was prepared and issued to the Borough and County Councils and the Environmental Consultant within the agreed timescales.

**Action Plan for 2017**

To continue to circulate the AMR within the agreed timescales.

**Obligation 9.4**

The County Council and the Borough Council shall each produce in a format similar to that of the Company a Monitoring Report relating to their Obligations.

**Status:** **On Track**

**Reported Progress 2016**

The County Council and the Borough Council issued a Monitoring Report for inclusion in the AMR detailing their Obligations and performance.

**Action Plan for 2017**

To continue with this approach.

### Obligation 9.5

The Monitoring Reports shall be reviewed by the Environmental Consultant who subject to the provisions of paragraph 9.6 will select a sample of ten of the Company's Obligations and Commitments.

**Status:** **On Track**

#### Reported Progress 2016

This was undertaken and the full details included in the 2016 AMR.

#### Action Plan for 2017

To undertake the selection of Obligations and Action Plan Actions with regard to this requirement in the 2017 report (to be issued in 2018).

### Obligation 9.6

In selecting those of the Company's Obligations and Commitments for review the Environmental Consultant shall:

9.6.1 each year include no fewer than two relating to each of:

- surface access
- aircraft noise and
- air quality

9.6.2 in any two year period include at least one relating to each of:

- climate change and utility management
- community and economy
- land use development and biodiversity
- water quality and drainage; and
- waste management

**Status:** **On Track**

#### Reported Progress 2016

This was undertaken and the full details included in the 2014 AMR prepared in 2015.

#### Action Plan for 2017

To undertake the selection of Obligations and Action Plan Actions with regard to this requirement in the 2017 report (to be issued in 2018).

### Obligation 9.7

In reviewing and reporting on the selected Obligations and Commitments the Environmental Consultant shall:

9.7.1 Seek to verify the accuracy of the information included in the Monitoring Report; and

9.7.2 Comment on the adequacy of the work undertaken pursuant to the Commitment or Obligation and in the case of remedial actions the adequacy of the work that they propose.

**Status:** **On Track**

#### Reported Progress 2016

This was undertaken and the full details included in the 2014 AMR prepared in 2015.

### Action Plan for 2017

To continue with this approach as required and to include the commentary in the 2017 AMR (to be issued in 2018).

#### Obligation 9.8

The Company will compile into the Monitoring Report the Environmental Consultant's recommendations and conclusions and its own response to such recommendations and issue the combined document to the County Council and the Borough Council by 31st August in the year following the year being reported.

**Status:** **On Track**

#### Reported Progress 2016

This was undertaken and the full details included in the 2016 AMR.

#### Action Plan for 2017

To continue with this approach as required and to include the commentary in the 2017 AMR (to be issued in 2018).

#### Obligation 9.9

The cost of the Environmental Consultant shall be paid in the following proportions:

- 50% by the Company
- 25% by the County Council
- 25% by the Borough Council

**Status:** **On Track**

#### Reported Progress 2016

The cost of the Environmental Consultant was paid by Gatwick Airport Ltd in full and re-charged back to WSCC and CBC accordingly.

#### Action Plan for 2017

The cost of the Environmental Consultant will be paid by Gatwick Airport Ltd in full and re-charged back to WSCC and CBC accordingly.

## L. THE BOROUGH COUNCIL

### The Borough Council's Obligations:

#### Obligation 10.1

To meet with the Company, the County Council and the Adjoining Authorities on at least two occasions a year in order to discuss issues relating to long term Airport parking both on and off Airport in order to minimise the level of unauthorised parking.

**Status:** **Neither on track nor behind schedule**

#### Reported Progress 2016

A meeting took place on 27th January 2016 to discuss long term airport parking. It was agreed between authorities to postpone the Nov 2016 meeting to 2017 which took place on 16th May. It was agreed between the Company, County Council and Adjoining authorities in 2011 to undertake one survey of parking per year in September to better represent the peak period at the airport. This resulted in one post count meeting rather than the previous

two. It was also agreed that should there be sufficient issues to discuss between the annual surveys, another meeting in May would be arranged as and when needed. An additional meeting was not necessary in 2015.

#### **Action Plan for 2017**

GAL, Local Authorities and West Sussex County Council will continue to be invited to meetings with the other local authorities to discuss long term parking.

#### **Obligation 10.2**

To meet with the Company on at least two occasions a year in order to provide feedback on issues being raised through the Gatwick Joint Local Authorities meetings and Gatwick Officers Group and to consider:-

- any emerging planning, transport or environmental policies or issues of relevance to the operation and development of the Airport;
- employment trends and other matters bearing on the economy of the sub-region; and
- progress on the implementation of Commitments and Obligations.

**Status:** **On Track**

#### **Reported Progress 2016**

The Borough Council met with GAL on at least two occasions in 2016 (08/02/2016 and 12/12/2016) in relation to the Legal Agreement and issues raised through GOG/GJLAM.

#### **Action Plan for 2017**

Meetings will continue to be scheduled and matters discussed as required.

#### **Obligation 10.3**

To run a Gatwick Officers Group comprising officers from the Borough Council, the County Council and the Adjoining Authorities, charged with discussing and considering amongst other things:-

- Implementation of the Gatwick Master Plan, S106 Agreement, GAL Commitments and Action Plans, and the Gatwick Supplementary Planning Document;
- Current and emerging issues related to the operation, growth and development of the Airport including future forecasts and topics;
- To invite the Company as appropriate to discuss the above
- Preparing reports and issues to be discussed by Councillors at the Gatwick Joint Local Authorities meeting.

**Status:** **On Track**

#### **Reported Progress 2016**

The Gatwick Officers Group (GOG) met on 2 Occasions in 2016 (08/06 and 06/12).

#### **Action Plan for 2017**

The Borough Council will continue to organise GOG. Agendas and notes to be saved into a central folder.

#### **Obligation 10.4**

To maintain appropriate mechanisms to consult with the County Council and Adjoining Authorities on any proposals for Development at the Airport.

**Status:** **On Track**

### **Reported Progress 2016**

Local Authorities are consulted on planning applications. Major development proposals are discussed at GOG/GJLAM.

### **Action Plan for 2017**

The Borough Council will continue liaison with other local authorities in line with current arrangements.

#### **Obligation 10.5**

To consult the Company on any future Council proposals for road user charges that would apply to staff or passengers travelling to or from the Airport and to give fair consideration to the Company's response on the appropriateness and use of such charges.

**Status:** **On Track**

### **Reported Progress 2016**

There are currently no proposals for road user charging.

### **Action Plan for 2017**

No actions proposed as there are currently no proposals for road user charging in the area.

#### **Obligation 10.6**

To hold an annual meeting with other relevant local authorities and the Company on issues relating to air quality impact of operations at the Airport and to exchange all relevant data/information at the time.

**Status:** **On Track**

### **Reported Progress 2016**

The Gatwick Joint Authorities Air Quality meeting took place on 15th November 2016 at Crawley Borough Council.

### **Action Plan for 2017**

The Borough Council will hold the meeting in 2017.

#### **Obligation 10.7**

To use reasonable endeavours to work with Network Rail and/or the Company regarding the redevelopment of the railway station serving the Airport in order to provide the Airport with an efficient railway interchange which suits the needs of all users and where opportunities arise to improve multi modal interchangeability of the Airport.

**Status:** **On Track**

### **Reported Progress 2016**

The Borough Council has been kept informed of the Company's proposals for redevelopment of the rail station.

### **Action Plan for 2017**

The Borough Council will continue work with Network Rail/GAL on redevelopment of the rail station and to improve the intermodal interchange.

#### Obligation 10.8

To work with the Company on the implementation of its investment plans and in particular those directed at the enhancement of the Airport's Terminals forecourt areas.

**Status:** **On Track**

#### Reported Progress 2016

The Borough Council continues to liaise with the Company regarding its investment plans through the Company's Planning Manager.

#### Action Plan for 2017

The Borough Council will maintain liaison with the Company through meetings with management and planning representatives.

#### Obligation 10.9

To monitor compliance with the Obligations of the Borough Council and to provide the results of that monitoring to the Company for inclusion in the Monitoring Report to be prepared by the Company in accordance with the timetable and requirements set out in Schedule 9.

**Status:** **On Track**

#### Reported Progress 2016

The Borough Council provided information on compliance with its obligations at the S106 management meetings and contribute to the preparation of the 2016 AMR.

#### Action Plan for 2017

The Borough Council will continue to review compliance and provide results to GAL for the Monitoring Report.

#### Obligation 10.10

To pay an equal contribution with the County Council towards the 50% cost of the Environmental Consultant to be appointed pursuant to Schedule 9.

**Status:** **On Track**

#### Reported Progress 2016

The Borough Council has paid its contribution to the costs of the Environmental Consultant for the verification of the 2015 AMR.

#### Action Plan for 2017

The Borough Council will continue to contribute its share of the costs of the Environmental Consultant.

### M. THE COUNTY COUNCIL

#### The County Council's Obligations:

#### Obligation 11.1

To meet with the Company on at least two occasions a year in order to provide feedback on issues being raised through the Gatwick Joint Local Authorities meetings and Gatwick Officers Group and to consider:

- any emerging planning, transport or environmental policies or issues of relevance to the operation and development of the Airport.
- employment trends and other matters bearing on the economy of the sub-region
- progress on the implementation of Commitments and Obligations.

**Status:** **On Track**

**Reported Progress 2016**

The County Council met with GAL on at least two occasions in 2016 in relation to the Legal Agreement and issues raised through GOG/GJLAM.

**Action Plan for 2017**

Meetings will continue to be scheduled and matters discussed as required.

**Obligation 11.2**

To consult the Company on any future County Council proposals for road user charges that would apply to staff or passengers travelling to or from the Airport and to give fair consideration to the Company's response on the appropriateness and use of such charges.

**Status:** **On Track**

**Reported Progress 2016**

No such proposals were raised during the monitoring year.

**Action Plan for 2017**

No such proposals are anticipated.

**Obligation 11.3**

To use all monies received by the County Council from the Company pursuant to Obligation 5.7.2 strictly towards the cost of the transport or highway scheme in respect of which the payment or payments were made provided that the payment to a relevant Highway Authority for such purpose will release the County Council from any further Obligation in respect thereof.

**Status:** **On Track**

**Reported Progress 2016**

No such monies received during the monitoring year in question.

**Action Plan for 2017**

No payments directly to the WSCC are anticipated in 2017.

**Obligation 11.4**

To use reasonable endeavours to work with Network Rail and/or the Company regarding the redevelopment of the railway station serving the Airport in order to provide the Airport with an efficient railway interchange which suits the needs of all users and where opportunities arise to improve multi modal interchangeability of the Airport.

**Status:** **On Track**



### **Reported Progress 2016**

The County Council has been kept informed of the Company's proposals for redevelopment of the rail station.

### **Action Plan for 2017**

The County Council will continue work with Network Rail/GAL on redevelopment of the rail station and to improve the intermodal interchange.

#### **Obligation 11.5**

To work with the Company on the implementation of its investment plans and in particular those directed at the enhancement of the Airport's Terminals forecourt areas.

**Status:** **On Track**

### **Reported Progress 2016**

The County Council continues to liaise with the Company regarding its investment plans through the Company's Planning Manager.

### **Action Plan for 2017**

The County Council will maintain liaison with the Company through meetings with management and planning representatives.

#### **Obligation 11.6**

To monitor compliance with the Obligations of the County Council and to provide the results of that monitoring to the Company for inclusion in the Monitoring Report to be prepared by the Company in accordance with the timetable and requirements set out in Schedule 9.

**Status:** **On Track**

### **Reported Progress 2016**

The County Council provided information on compliance with the Obligations at the S106 management meetings and contribute to the preparation of the 2016 AMR.

### **Action Plan for 2017**

The County Council will continue to review compliance at quarterly S106 management meetings with GAL and WSCC.

#### **Obligation 11.7**

To pay an equal contribution with the Borough Council towards the 50% cost of the Environmental Consultant to be appointed pursuant to Schedule 9.

**Status:** **On Track**

### **Reported Progress 2016**

The County Council paid its contribution to the costs of the Environmental Consultant for the verification of the 2016 AMR.

### **Action Plan for 2017**

The County Council will continue to contribute its share of the costs of the Environmental Consultant.

## N. VERIFICATION STATEMENT AND SUMMARY

The intended users of this verification statement are Gatwick Airport Limited (GAL), West Sussex County Council (WSCC), Crawley Borough Council (CBC) and associated stakeholders.

### Responsibilities

The information and presentation of data within the 2016 Annual Monitoring Report (AMR) is the responsibility of GAL, WSCC and CBC. This statement is the responsibility of Jacobs and represents our independent opinion and is intended to be read in its entirety by readers of the GAL 2016 AMR.

### Reporting Organisations

The reporting organisations are the signatories to the Section 106 (hereafter S106) legal agreement. These being:

- GAL – the Airport Operator at Gatwick;
- WSCC – the Local Highway Authority; and
- CBC – the Local Authority.

Whilst WSCC and CBC are the reporting organisations, they also represent the interests of the neighbouring authorities as part of the S106 Steering Group.

### Scope of the Verification

As part of the S106 legal agreement, GAL and the other signatories of the agreement (WSCC and CBC) are required to appoint an Environmental Consultant to review and verify their AMR. Jacobs was commissioned to review the 2016 AMR.

Jacobs was required to:

- Select a sample of 10 of GAL's obligations or Action Plan Actions in line with the S106 agreement. In previous years, Jacobs has been required to audit GAL's obligations and commitments. In 2011, new Action Plans were drafted by GAL which incorporated all the commitments within the Action Plan Actions. These Action Plans were further reviewed and updated in 2015. As a result, the verification of GAL's 2016 AMR will select items for audit from the obligations and these new Action Plan entries.
- In selecting the obligations or Action Plan Actions, the annual verification must include at least two obligations or Action Plan Actions relating to each of surface access, aircraft noise and air quality, and in any two years at least one relating to each of the following:
  - climate change and utility management;
  - community and economy;
  - land use development and biodiversity;
  - water quality and drainage; and
  - waste management.

Jacobs' role is to review and report on the selected obligations/Action Plan Actions to:

- Verify the accuracy of the information included in the monitoring report; and
- Comment on the adequacy of the work undertaken including any proposed remedial action.

### Methodology

The process of selecting the obligations/Action Plan Actions for verification considered the requirements of the:

- S106 legal agreement;
- Principles of the AA1000 Accountability Principles Standards (2008);
- Global Reporting Initiative Reporting Guidelines;

- Obligations that have not recently been audited;
- Obligations or Action Plan Actions which required completing by 31 December 2016; and
- Results of previous audits.

The verification was undertaken between April and May 2017, and was conducted via meetings and email correspondence with the relevant AMR obligations/Action Plan owners at GAL. During the audit, evidence of progress was provided in the form of quantitative and qualitative data. These documents were reviewed to verify the accuracy of the information included in the 2016 AMR.

For each obligation/Action Plan Action, Jacobs established if the progress stated in the AMR was accurate, if the obligation/Action Plan Action was on track and if the 2016 actions were adequate. The findings are provided for each obligation/Action Plan Action selected in the main body of the AMR Verification report and are summarised within this verification statement.

## Findings and Conclusions

### Inclusivity, Materiality and Responsiveness

The S106 legal agreement defines what GAL, WSCC and CBC have to report against in the AMR. The contents of GAL 2016 AMR reported progress and 2016 AMR Action Plans are decided through the S106 steering group meetings (attendees include GAL, WSCC and CBC).

GAL held three meetings with WSCC and CBC to discuss the S106 legal agreement and RAG (Red, Amber, and Green) status reported within the AMR in 2016. The Action Plans were updated in 2015 and 2016. The draft Action Plans were sent to CBC and WSCC for circulation to the Gatwick Officers Group (GOG) at the start of 2016. GAL incorporated the feedback received from GOG in the final revisions of the Action Plans in March 2016. A fit for purpose review of the Action Plans was then completed in October 2016. The revised Action Plan Actions have been used in the 2016 AMR.

### Audit Findings

The verification status for each of the 10 items audited is rated using the RAG (Red, Amber, and Green) rating.

**Ten** out of ten obligations / Action Plan Actions audited were found to be **on track** (i.e. **GREEN**).

**No** obligations / Action Plan Actions were found to be **partially on track** (i.e. **AMBER**).

**No** obligations / Action Plan Actions were found to be **not on track** (i.e. **RED**).

### Recommendations<sup>1</sup> and Suggestions<sup>2</sup>:

Recommendations for revisions to the presentation of information in the AMR were made for 2016. These are specific to the individual obligations and Action Plan Actions and are noted within our full verification report. Each of these revisions has been subsequently amended in the final AMR.

Recommendations were also made regarding actions to be taken in 2017. These are specific to the individual obligations and Action Plan Actions and are contained in the AMR.

**The following points summarise the recommendations:**

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<sup>1</sup> All recommendations should be completed to support compliance.

<sup>2</sup> Suggestions should be completed to improve current practice.

- It is recommended that GAL discusses with Arup how the 2015 emissions inventory can be directly compared with the 2010 and 2005/2006 data sets (e.g. recalculate previous data sets using the new methodology i.e. use the Aviation Environmental Design Tool and the exact same assumptions).
- As the commuter package is now obsolete, it is suggested that GAL updates the Surface Access Action Plan Action 5 to replace the Gatwick Commuter package with Gatwick's staff travel plan instead.

**In addition to the above recommendations there are a number of suggestions:**

- It would be useful if GAL documents its programme of air quality studies in a tracker for sharing with stakeholders to demonstrate how it is meeting this obligation. The tracker could list the start and proposed end dates for each study; a description of the study; which of the NO<sub>x</sub>/NO<sub>2</sub>, PM<sub>10</sub> and PM<sub>2.5</sub> emissions are associated with the study; progress to date and scheduled actions for the following year.
- It is suggested that GAL documents the meetings and events it attends that relate to Air Quality Action Plan Action 4.
- It is suggested that GAL continues to use the findings from the existing and future studies and research to shape its community engagement strategy and engagement programme for 2017.
- It is suggested that GAL updates its Community Engagement Planner so that it is clear which stakeholders attended the events, the reason for the engagement, the key messages delivered at the event and how it was communicated. This will provide a clear overview of the programme for the year and its alignment with the overall engagement strategy.
- It is suggested that GAL updates the Energy, Carbon and Metering Technical Standard so that the details for the point of contact is current and up to date.
- The Energy, Carbon and Metering Technical Standard could be improved by tabulising all the GAL requirements to be met under the standard, in particular a consolidated list of the specific GAL technical standards that relate to the energy efficiency standard, e.g. HVAC, lighting.
- It is suggested that the Energy, Carbon and Metering Technical Standard requires contractors to consider as to whether or not to adopt BREEAM etc. approaches in any given instance, with a reason given for the decision.
- It is suggested that GAL considers reviewing the 'Definition of Waste' when construction waste is included going forwards.
- As part of the transition to full commissioning of new onsite processing and inclusion of construction waste, it is suggested that GAL considers reviewing the data reporting documentation and processes. This could include:
  - Provisions to improve the clarity of the data collection methodology;
  - Minimising the use of manual data entry by setting up data sheets that are linked; and/or
  - Introducing internal quality control checks, e.g. with colleagues checking each other's data input periodically.

**Jacobs, London, May 2017.**

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