

YOUR LONDON AIRPORT *Gatwick*



Section 106 Legal Agreement

2017 Annual Monitoring Report

September 2018

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1. INTRODUCTION

In 2001, Gatwick Airport Limited (GAL) signed a Section 106 (S106) Legal Agreement with West Sussex County Council (WSSCC) and Crawley Borough Council (CBC) 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 our additional assurances supplementing the Obligations, 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, which include maintaining Action Plans on topics specified by the agreement, focus on the following issues:

- **Climate change**
- **Air quality**
- **Noise**
- **Surface access to the airport**
- **Land use development**
- **Community and the economy**
- **Action planning on Noise, Air Quality, Surface access, Water quality, Waste management and Utilities management**
- **Monitoring and reporting**

A copy of the Legal Agreement, our Action Plans, and S106 Annual Monitoring Reports 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 on the Obligations contained in the Legal Agreement and our additional commitments. When the S106 agreement was extended in 2015, the initial set of Commitments had been implemented. GAL, CBC and WSCC agreed that during this extension period, actions from GAL's action plans could be selected for verification in lieu of commitments. Accordingly, a selection of ten Obligations and Action Plan actions has been subject to independent verification.

The Legal Agreement also requires GAL 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**

As our Decade of Change strategy also covers these six topics together with four other topics, since 2012 we have for operational simplicity maintained ten action plans. We presently include reporting on these in the S106 AMR although these action plans and reporting on them is not required by the S106 agreement. The four additional Action Plans cover:

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

GAL's current Action Plans, for 2015-2018, were prepared 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, and the Gatwick Officers Group (GOG) comprising of officers from neighbouring local authorities.

This Annual Monitoring report therefore summarises performance against all Obligations in the S106 legal agreement and the 2015-2018 Action Plan actions. A selection of ten (10) of these being subject to external verification; the findings of which are included within this Report.

Each year, GAL publishes on its website the following Sustainability, Noise and Corporate Responsibility reports:

- **Decade of Change Sustainability Report**
- **Flight Performance Team Annual Report**
- **Annual Environmental Noise Directive Noise Action Plan Performance Report**
- **Section 106 Legal Agreement 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/

Noise

www.gatwickairport.com/business-community/aircraft-noise-airspace/noise-reports/

Section 106 Annual Monitoring Reports

<https://www.gatwickairport.com/business-community/community-sustainability/sustainability/s106-agreement/>

3. REPORT APPROACH AND STRUCTURE

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

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

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

We work closely with WSSC and CBC regarding the activities specified within the S106 Legal Agreement and report progress through regular meetings with WSSC 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 report performance against the Obligations and Commitments (presently Action Plan Actions), and also the outcome of the independent verification process for the selected 10 items.

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

Status: How we rated this through our internal review process

Reported Progress 2017: A summary of actions undertaken in 2017

Verification findings: This section details the findings of the audit for the selected items

Verification recommendations and suggestions, including GAL response:

This section will detail any recommendations and suggestions made by the auditor, or where amendment to our reported progress 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 (WSSC and CBC) are required to meet the following obligations on action planning, monitoring and reporting:

- 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), 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.

4. VERIFICATION APPROACH AND METHODOLOGY

The S106 legal agreement requires the External Consultant to select a sample of ten of GAL's obligations and commitments (presently represented by Action Plan actions).

The selection of the obligations and commitments for the annual verification must include at least two obligations or commitments 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.

In reviewing and reporting on the selected obligations and commitments the Environment Consultant is required 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.

Jacobs was commissioned by GAL, CBC and WSCC to undertake the review and verification of the GAL 2017 AMR. The approach followed by Jacobs for the verification of the 2017 AMR is as follows:

Step 1: Report review and selection of Obligations and Action Plan Actions for audit

Jacobs reviewed the draft AMR to select the 10 Obligations and 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 Reporting Guidelines;
- Obligations that have not recently been audited;
- Obligations or Action Plan Actions which required action by 31 December 2017; and
- Results of previous audits.

Step 2: Selection of Obligations and Action Plan Actions for audit

Jacobs communicated the Obligations and 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 and Action Plan 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 to the draft, general feedback on the audit process, our specific findings and recommendations in relation to each of the 10 selected Obligations and Action Plan Actions.

Step 6 Review report with Gatwick, WSCC and CBC

The draft verification report was shared with GAL, WSCC and CBC and discussed at a meeting. Following their review, Jacobs finalised the verification report incorporating any issues that had 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 ACTIONS SELECTED FOR 2017 AMR VERIFICATION

The following Obligations and action plan actions were selected for audit:

- Air Quality obligation 3.3
- GAL Air Quality Action Plan action 6
- Noise obligation 4.1
- GAL Noise Action Plan action 6
- Surface Access obligation 5.3
- GAL Surface Access Action Plan action 6
- GAL Biodiversity Action Plan action 5
- Community and Economy obligation 7.2
- GAL Local Economy Action Plan action 6
- GAL Water Management Action Plan action 6

6. AUDIT CONCLUSIONS

The auditor's verification Statement and Summary is attached to this Report at section N.

In addition, the auditor's conclusions are incorporated in the body of the Report as follows:

The verification status for each of the 10 items audited is rated using the RAG (Red, Amber, and Green) rating.

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

Two 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 were made regarding actions to be taken in 2018 for the two items rated Amber. These are listed in Table 1 of the Jacobs Verification Statement and Summary. These are specific to the individual Obligations and Action Plan Actions and are contained in the final GAL 2017 AMR.

Recommendations for revisions to the presentation of information in the draft GAL 2017 AMR were made. These are listed in Table 2 of the Jacobs Verification Summary and Statement. These are specific to the individual Obligations and Action Plan Actions and each of these revisions has been subsequently amended in the final GAL 2017 AMR.

Jacobs also made two suggestions to improve current practice. These are listed in Table 3 of the Jacobs Verification Statement and Summary which is attached at the end of this Report.

7. S106 LEGAL AGREEMENT 2017 PROGRESS REPORT

Over the following pages we detail our performance against the Obligations included within the S106 Legal agreement as at 31st December 2017 and in our current Action Plans.

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 2017

GAL's 2016 Decade of Change report, published in May 2017, continued to include a section reporting on the airport and climate change and carbon issues. Preparation of the 2017 Decade of Change report is presently underway and will include similar content to previous years, including the airport's annual carbon footprint. Dialogue with local authorities and other key stakeholders was continued by inclusion of GAL's carbon performance and accreditations in our April and July 2017 reports to GATCOM.

During 2017 we maintained an active role in the Sustainable Aviation work programme on climate change and carbon, participating in the five working group meetings held during 2017. We also participated in initial consultations by Defra with the aviation industry regarding the next round of climate change adaptation reporting.

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 2017

During 2017 we continued to progress carbon initiatives on several fronts including ongoing energy efficiency projects and renewable energy feasibility studies (Section G. Utilities, action 4 and 5), and electric vehicle infrastructure (Section B. Air Quality, action 3; Section D. Surface Access, action 8).

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 2017

As reported above: GAL's 2016 Decade of Change report, published in May 2017, continued to include a section reporting on the airport and climate change and carbon issues. Preparation of the 2017 Decade of Change report is presently underway and will include similar content to previous years, including the airport's annual carbon footprint.

In the latter part of 2017, we participated in initial consultations held by Defra with the aviation sector regarding the next round of reporting on climate change adaptation. These consultations will continue in 2018. The next

round of adaptation reporting is likely to be held in 2019-2020, following the release of the next National Adaptation Programme and the Climate Change Risk Assessment.

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 2017

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

In January 2017, Gatwick joined the RE100 initiative, a multi-sector global coalition of companies committed to purchasing 100% renewable energy. Gatwick has been doing so since 2013 and is the first airport to join the RE100 initiative.

In accordance with the updated GHG Protocol guidelines, our 2016 carbon footprint reported the Airport's CO₂ emissions from electricity on both a location basis (UK grid emissions factor) and market basis (renewable energy attribute certificates).

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 2017

During FY17-18, GAL has introduced into service thirty five new road-related vehicles, all of which are Euro 6 compliant. Of the thirty five vehicles, two are full electric vehicles and ten are hybrid electric vehicles.

During 2017, 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 third party applications seeking Permanent Airside Vehicle Permits. (Those requirements are Euro 4 or higher for vehicles less than five years old and Euro 3 or higher for vehicles five to ten years old. Vehicles more than ten years old are not granted new PAV Permits.) If the requested vehicle information is not provided on the application form, a permit will be refused.

During 2017 we completed an initial assessment of the airport's electric vehicle infrastructure needs (i.e. power supply and connectivity issues) to support known and anticipated steady expansion of electric vehicles. This validated our approach of focusing on infrastructure to support further electrification of Airport operational vehicles i.e. GAL's small and medium duty vehicles and ground support equipment; while also identifying a number of initiatives to pilot or develop that could expand low emission transport to and from the airport.

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

Status: **On Track**

Reported Progress 2017

Our updated Procurement policy, issued February 2017 following review in 2016, includes the following revised objectives: Promoting sustainability and protection of the environment through our activities; and Supporting Gatwick's Decade of Change targets through selection of strategic suppliers to provide a responsible and sustainable airport.

The Procurement policy's internal guidance also includes compliance, innovation, promoting and working in conjunction with our Sustainability team. For example, Capital Procurement projects will include tangible sustainability performance targets which will be measured throughout the life cycle of each capital project.

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 2017

In 2017, 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.

Discussions on data collection and reporting on reduced engine taxiing are continuing in the Sustainable Aviation Working Group on Operational Improvements.

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 2017

GAL's annual carbon footprint assessment for 2016 was conducted during February-March 2017. In May 2017 GAL undertook Airport Carbon Accreditation for 2016, at Level 3+ (Carbon Neutral) level. Gatwick is the first of the London airports to achieve the ACA Level 3+ accreditation.

Gatwick's biennial recertification to the Carbon Trust standards is scheduled for spring 2018 with preparations commencing in the latter part of 2017.

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

Status: **On Track**

Reported Progress 2017

Decade of Change performance for 2016, including carbon, was reported internally to the Managing Corporate Responsibility Committee (MCR), the Executive Management Board (EMB) and the Environment, Health and Safety and operational Resilience (EHSOR) Committee of the Board of Directors. Carbon initiatives also featured in Sustainability presentations to GAL business unit and leadership team meetings during 2017.

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

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 2017

We have continued to provide FEGP supply to all new and refurbished aircraft stands and it is presently available on over 90% of stands. The 2017 data shows 99.8% availability of FEGP in the agreed core hours (00:00-11:00 and 19:00-00:00) at both South and North Terminal.

We have continued to restrict the use of Ground Power Units (GPU) via the Gatwick Airport Directive Restrictions on the use of GPU on Aircraft Stands. 'Spot checks' are made randomly as part of the APU/GPU usage monitoring programme, which is three audits per month per stand, and the daily turnaround audits where FEGP usage is monitored and recorded.

We report the GPU approval requests made by airlines; FEGP availability; and the results of Auxiliary Power Unit (APU) spot checks that are made three times per month in the quarterly Ground Noise Report, and summarise the key points in the quarterly Ground Noise Commentary report.

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

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 NO₂;

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 2017

GAL 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) has continued.

The LGW3 monitoring data for 2016, compiled and ratified by Ricardo AEA, shows that all applicable Air Quality Strategy (AQS) objectives were met at Gatwick during 2016 for 1-hour mean and annual mean NO₂ concentrations, daily mean and annual PM₁₀ concentrations (VCM - Volatile Correction Model corrected), and annual mean benzene concentration.

The ratified LGW3 data for 2016 was provided to RBBC as input to the preparation of the annual Joint Report on Air Quality which was discussed at the GATCOM Steering Group in June 2017 and reported to GATCOM in July 2017.

The 2016 Joint Report shows that local air quality has generally continued to improve and that the monitoring programme is effective. The 2016 Joint Report also shows that with the exception of the RB149 diffusion tube monitoring site on the A23 Brighton Road, levels of NO₂ and PM₁₀ in the Horley Gardens Estate continue to be much lower than the annual mean air quality objective for Local Air Quality Management (LAQM) of 40 µg/m³. As the 2016 report states, the RB149 situation is due to road traffic emissions. While most of this traffic is not headed to the Airport, we recognise that airport traffic is a contributory factor and are committed to supporting RBBC in managing the issue.

The roadside diffusion tube monitoring programmes that GAL in agreement with RBBC commissioned ARUP to put in place on the Brighton Road in 2016, and in agreement with CBC to put in place on the Hazelwick roundabout area of Crawley, have also continued during 2017. The analysis report with bias adjusted and annualised numbers will be shared with RBC and CBC. GAL will continue this monitoring in 2018.

The ratified LGW3 monitoring data for 2017 showed no exceedances of Air Quality objectives in the period.



Jacobs Verification Summary

Local Authorities in England are required by the Environment Act 1995 to review air quality in their area and designate air quality management areas (AQMA) if improvements are necessary (if a breach of the limit for a pollutant has occurred or is predicted to occur). Where an AQMA is designated, the local authority is required to draw up an air quality action plan stating the measures it intends to implement to help the UK Government to meet the national air quality strategy’s objectives and its obligations under EU air quality directives.

The main pollutant of concern at Horley Gardens AQMA is NO_x. GAL and Reigate & Banstead Borough Council (RBBC) have co-operated on an air quality monitoring programme measuring NO_x and PM₁₀ at one location on airport (LGW3) and three in the vicinity of the airport (RG1, RG2 and RG3). This has continued in 2017 with GAL funding the operation and maintenance of the monitoring equipment and reviewing and agreeing the annual Joint Report prepared by RBBC. Benzene is monitored (by diffusion tube) at one location on the Horley Garden Estate and at LGW3.

RBBC, along with the S106 signatories West Sussex County Council and Crawley Borough Council, and adjoining local authorities are represented on Gatwick’s consultative committee, GATCOM, which meets quarterly. The RBBC/GAL annual Joint Report was presented by RBBC’s Environmental Health Officer and air quality lead to the GATCOM Steering Group meeting (June 2017) and main GATCOM meeting (13 July 2017).

GAL presents an annual update of its air quality studies to the Gatwick Joint Authorities Air Quality Group annual meeting attended by the local authorities above. The minutes for the 12 December 2017 meeting record that Gatwick’s Sustainability Manager presented an update on monitoring activities and initiatives carried out by Gatwick over 2016/17.

GAL further interacts with the RBBC air quality lead via ad hoc email and phone conversations throughout the year in relation to the joint report and other air quality-related matters relevant to both, such as electric vehicle charging points and public transport initiatives. GAL is pursuing a number of initiatives to reduce airport related NO_x and PM emissions.

The ratified LGW3 monitoring data for 2017 and LGW3 diffusion tube data (provided) indicate that in 2017 air quality measured at the on airport location were within the EU limit values for NO_x, PM₁₀ and benzene.

The UK Government has not promulgated standards for ultrafine particles. However, the RBBC/GAL Annual Joint Report states: “as reported to the steering group in June 2012 airports have been identified as a significant source of ultrafine particulate pollution”. We note the Report records that RBBC will commence monitoring of ultrafine particle concentrations in the vicinity of Gatwick airport during 2017/18 as part of a research programme with King’s College and Imperial College.

Meanwhile GAL intends to commence PM_{2.5} particulate monitoring in 2018 when the new equipment is installed at location LGW3. PM_{2.5} is not included in the GAL/RBBC joint monitoring programme but it is increasingly seen as a public health issue so it is a positive step for GAL to start collecting these measurements in 2018.

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

Jacobs required amendments to GAL AMR before publication

It is suggested that GAL update the final paragraph of the reported progress to reflect that the full 2017 LGW3 monitoring data is available. Suggested change is as follows: “The ratified LGW3 monitoring data for 2017 showed no exceedances of Air Quality objectives in the period”.

It is suggested that the text “40ug/m3” be replaced with “40 µg/m³”.

Jacobs Commentary and Recommendations

No recommendations.

Jacobs Suggestions

No suggestions.

GAL Response

We will, as every year, update the text referring to ratified data as that occurs after the draft AMR is prepared and prior to the final AMR.

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 2017

GAL continued to provide financial support to RBBC for air quality activities in the vicinity of the airport. The payment of £65,000 for 2017 activities was made in March 2017 and £21,000 for RG2 equipment was made in October 2017.

Regular email and telephone contact between GAL and RBBC was maintained throughout the year on air quality monitoring data and reporting, air quality studies, and electric vehicle initiatives. RBBC and CBC representatives met with GAL to discuss progress with our five-yearly retrospective air quality assessment for the airport. GAL participated in the Gatwick Joint Authorities Air Quality Group Annual Meeting, held at Crawley Town Hall in December 2017, and provided a written report on 2017 activities.

Obligation 3.4

The Company will undertake a programme of studies of NO_x/NO₂, PM₁₀ and PM_{2.5}: attributable to activity at the Airport as detailed in the Air Quality Action Plan

Status: **On Track**

Reported Progress 2017

As reported in the 2016 AMR, in October 2016, Gatwick appointed ARUP to prepare the five yearly retrospective air quality assessment (emissions inventory and dispersion modelling) for the airport for 2015.

The 2015 assessment methodology is similar to previous assessments undertaken by Ricardo AEA in 2010 and 2005. For comparability, an annex will show the 2015 methodology alongside the methodology of the previous assessments.

The 2015 assessment covers NO_x, NO₂, PM₁₀ and PM_{2.5}; and analyses the latest appropriate data and emissions factors for all relevant source types - Aircraft (Landing & Take-off Cycle), Auxiliary Power Units, Ground Support Equipment, Energy / heat plant, other airport sources, airside vehicles, and road vehicle traffic (airport-related and non-airport related).

The 2015 assessment is almost completed and we are in ongoing discussions with RBBC and CBC to obtain their feedback on the results and methodology before consulting additional stakeholders prior to finalising the assessment.

The assessment shows that air quality around the airport in 2015 has improved compared to 2010 and that actions by GAL have contributed to the improvement e.g. reduced emissions from aircraft use of auxiliary power units (APU) and airfield ground services equipment (GSE). There is a high degree of correlation between modelled and measured emission concentrations at most receptor points in the assessment area (64 km² area). Aircraft and airport operations have most impact at LGW3, a small impact at RG2 and less at RG1. Airport-related road traffic has the greatest impact at RG2 and a small impact at CR1 and LGW3.

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 2017

Regular dialogue between GAL, RBBC and Crawley Borough Council (CBC) was maintained throughout the year. As reported above, 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). We were in regular contact with RBBC in February-May 2017 to share data and analysis on air quality monitoring for 2016; and in May-June 2017 regarding the preparation of the Joint Report on Air Quality which was discussed at the GATCOM Steering Group on 22 June 2017.

GAL and RBBC and CBC met in November 2017 to discuss further progress with the 2015 air quality assessment, and in December 2017, GAL participated in the Gatwick Joint Authorities Air Quality Group Annual Meeting, held at Crawley Town Hall, and provided a written report on 2017 activities.

In addition, during 2017, GAL continued to facilitate meetings between Bluecity and local authorities including CBC, RBBC and Surrey County Council regarding the potential development of Bluecity's electric car-sharing service in the region.

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 2017

As reported above under 3.4, ARUP is presently finalising our five yearly retrospective air quality assessment (emissions inventory and dispersion modelling for 2015). This covers NO_x, NO₂, PM₁₀ and PM_{2.5}; and analyses the latest appropriate data and emissions factors for all relevant source types - Aircraft (Landing & Take-off Cycle), Auxiliary Power Units, Ground Support Equipment, Energy / heat plant, other airport sources, airside vehicles, and road vehicle traffic (airport-related and non-airport related).

When finalised, we will use the 2015 emissions inventory, together with recent GAL carbon footprint assessments, as input to reviews of our Carbon and Air Quality action plans.

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 2017

The five yearly retrospective air quality assessment includes an emissions inventory for 2015. We have used insights from this to inform ongoing activities. During 2017 we completed an initial assessment of the airport's electric vehicle infrastructure needs (i.e. power supply and connectivity issues) to support known and anticipated steady expansion of electric vehicles. This validated our approach of focusing on infrastructure to support further electrification of Airport operational vehicles i.e. GAL's small and medium duty vehicles and ground support equipment; while also identifying a number of initiatives to pilot or develop that could expand low emission transport to and from the airport.

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 2017

During 2017 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. In 2017 the working group's activities included dialogue with Government stakeholders following the publication of the SA paper on Air Quality and UK Airports; knowledge exchange on Airport electric vehicle developments, and collaboration with the SA working group on Operations Improvements which is examining data availability for potential common metrics on noise and emissions issues. This piece of work is expected to take until mid-2019. During 2017 the SA Working Group on Air Quality held three meetings and one workshop with ground handling agents.

During 2017 we undertook initial benchmarking of air quality programmes and initiatives at several UK and European airports. This work is ongoing and is informing our work plan and budgeting processes.

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 2017

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.


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

Status: **On Track**

Reported Progress 2017

During 2017 the on-airport air quality monitoring at the LGW3 site continued. As the LGW3 equipment is beginning to approach end of life cycle we commenced planning to replace it with upgraded equipment.

The established KPIs comprise the annual data for the on-airport LGW3 site and the RBBC permanent sites in Horley Gardens (RG1, RG2, RG3). In addition, we include annual data for engine testing, FEGP usage and GPU/APU compliance in our S106 AMR. As reported under Obligation 3.2, the LGW3 data for 2016 was shared with RBBC. The 2016 performance was incorporated in RBBC and GAL's Joint Report on Air Quality. In addition, LGW3 data for 2017 YTD (i.e. January to September) was included within GAL's 2017 report to the Gatwick Joint Authorities Air Quality Group Annual Meeting in December 2017. Quarterly reporting to NatMAG on engine testing, FEGP usage and GPU/APU compliance was maintained.

JACOBS VERIFICATION RESULT	 This Action Plan Action is on track
Jacobs Verification Summary	<p>The Air Quality Action Plan includes KPIs relating to meeting the legal standards for NO_x and PM₁₀ at the monitoring location LGW3 on airport and three monitoring locations off airport which are managed by RBBC (with funding from GAL). This Action Plan Action relates to the on airport monitoring location only.</p> <p>GAL has monitored NO_x and PM₁₀ (as well as benzene, via diffusion tubes) at the monitoring location LGW3, which is located at the South Terminal Perimeter Road, since 1992. The current equipment, which has an expected operational lifespan of 15-20 years, has been in operation since 2001-02.</p> <p>Ricardo AEA undertakes operation, maintenance and data ratification and reporting under a contract with GAL managed by GAL's Sustainability Manager. A contract extension covers the period April 2017 to March 2018.</p> <p>No unplanned maintenance was required in 2017 and the data capture rate was over 99%. While the current equipment is within its life expectancy, GAL decided in 2017 to upgrade it and to include capability to monitor PM_{2.5}. An application for the required budget was made through GAL's Stable Operations and Asset Replacement (SOAR) governance route and put before GAL's Development Council in December 2017. Funding has now been approved and the installation is expected to go ahead in 2018.</p> <p>As reported, the LGW3 air quality measurements for 2016 were shared with RBBC and included in the annual Joint Report which was presented to the GATCOM Steering Group and the main GATCOM meeting in June and July 2017 respectively. The 2017 data have now been ratified and will be included in the Joint Report to be published in 2018.</p> <p>Jacobs is satisfied that the level of progress on this Action Plan Action is on track.</p>
Jacobs required amendments to GAL AMR before publication	<p>It is not clear from the reported progress for "Air Quality Action Plan Action 6: Maintain on-airport air quality monitoring sites and report on performance against established KPIs", what the "established KPIs" are. It is recommended that a statement is included that sets out the "established KPIs" that GAL reports against. The second paragraph of the 'Reported Progress 2017' starts with "As reported above" with no reference to where reported above. We suggest that clarity of the document could be improved by stating "As reported in our reported progress for Obligation 3.2".</p>
Jacobs Commentary and Recommendations	No recommendations.
Jacobs Suggestions	No suggestions.
GAL Response	The established KPIs that we report in S106 AMRs are NO ₂ and PM ₁₀ annual average concentrations at LGW3, RG1, RG2 and RG3. A sentence on this will be added in our Reported Progress.

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.

Status: **On Track**

Reported Progress 2017

During 2017 we undertook initial benchmarking of air quality programmes and initiatives at several UK and European airports to inform our work plan. This included initial compilation of published metrics. We also participated in the Sustainable Aviation working group on Operations Improvements which is examining data availability for potential common metrics on noise and emissions issues.

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

Status: **On Track**

Reported Progress 2017

Quarterly data for the LGW3 site is reviewed and discussed with Ricardo AEA. The 2016 annual performance data for the on-airport LGW3 site is included in our 2016 Decade of Change report KPIs table which was externally audited. The 2016 annual performance data for LGW3 and the Horley Gardens site, together with FEGP availability data, was reported in the 2016 S106 AMR.

Internally, air quality is included in Decade of Change reporting to GAL's Managing Corporate Responsibility committee. In August 2017, MCR reviewed existing air quality monitoring and mitigation initiatives, and requested development of costings for enhancements including the upgrade of the LGW3 monitoring station.

As already reported above, GAL and RBBC exchanged data and analysis of 2016 data as part of the preparatory process for the RBBC and GAL Joint Report on Air Quality.

AIR QUALITY INDICATORS

AIR QUALITY	2010	2011	2012	2013	2014	2015	2016	2017
Nitrogen Dioxide: NO₂ annual average (µg m³) Legal standard: 40								
Site RG1	28.9	21.1	22.7	21.7	21.8	21.1	20.3	20.4
Site RG2	31.2	28.8	31.2	28.5	28.5	26.4	28.6	26.7
Site RG3	20.5	17.8	23.2	19.3	17.5	14.0	16.7	13.9
Site LGW3	36.8	32.3	33.4	32.0	30.6	28.0	30.0	29.5
Particulate Matter: PM₁₀ annual average (µg m³), VCM corrected Legal standard: 40								
Site RG1	19.7	21.7	19.4	20.1	18.7	19.2	16.5	16.2
Site LGW3	22.0	24.0	22.0	23.0	23.6	22.0	20.0	18.5

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). At the beginning of 2017, RG2 moved 44m southeast of original position becoming RG6.

LGW3 maintenance and data checking is provided by Ricardo Energy & Environment.

Data for RG1, RG2 and RG3 is from RBBC's annual reports to GATCOM Steering Group.

ANNUAL SUMMARY 2017 AIRCRAFT ENGINE TESTING, FEGP AVAILABILITY AND APU/GPU COMPLIANCE

Q1	Q2	Q3	Q4	Total
61,310	76,821	83,675	64,164	285,970

Aircraft Engine Tests 2017

Q1	Q2	Q3	Q4	Total
48	51	39	63	201

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.

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).

2017 annual	2017 Q1	2017 Q2	2017 Q3	2017 Q4
99.84%	99.75	99.87	99.86	99.89

2017 FEGP availability (monthly by Terminal)

2017	North Terminal	South Terminal
January	99.91	99.13
February	99.94	99.69
March	99.97	99.87
April	99.76	99.77
May	99.77	99.96
June	99.99	99.99
July	99.89	99.91
August	99.93	99.71
September	99.86	99.85
October	99.69	99.75
November	99.94	99.97
December	99.98	99.97
Average 2017:	99.89	99.78

% Runway Direction in Use 2017

Westerly – 77.94

Easterly – 22.06

Auxiliary Power Unit (APU) Compliance Checks 2017

- 3 random checks carried out each month. During these checks the following were observed for 2017:

Q1

- 17 aircraft running their APU which were compliant with the GAD
- 0 aircraft running their APU which were non-compliant with the GAD
- 387 aircraft parked and not running their APU

Q2

- 14 aircraft running their APU which were compliant with the GAD
- 2 aircraft running their APU which were non-compliant with the GAD
- 260 aircraft parked and not running their APU

Q3

- 20 aircraft running their APU which were compliant with the GAD
- 1 aircraft running their APU which were non-compliant with the GAD
- 212 aircraft parked and not running their APU

Q4

- 15 aircraft running their APU which were compliant with the GAD
- 1 aircraft running their APU which were non-compliant with the GAD
- 315 aircraft parked and not running their APU

GPU Usage 2017

2017 quarter	Without dispensation	With dispensation
January-March	0	10
April-June	0	12
July-September	0	18
October-December	0	9
Total	0	49

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

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 2017

From 1 April 2017 a new charging structure came into effect which included; separated demand and noise charges, a new noise framework which recognises the ICAO Chapter 14 noise standard (disaggregated into High, Base and Minus categories), and higher noise charges applied to the night period (23:30 to 05:59 local time). Night noise charges were also applied year round rather than during the summer season only, to incentivise airlines to operate outside of this period where possible.

During 2017, two aircraft noise infringements were identified. The first noise infringement occurred on 3rd April and was caused by a Medview Airline Boeing 747-400 which breached the night time noise limit by 0.5dB. It was scheduled to depart prior to 21:30 but was delayed into the night period. The second infringement occurred on the 6th April by the same aircraft where two monitors were breached by 3.8dB and 1.6dB. Once again, the aircraft was scheduled for the day period but was delayed into the night period. The airline was notified each time by letter (dated 4th and 7th April) and fined the sum of £1500.

JACOBS VERIFICATION
RESULT



This Obligation is on track

Jacobs Verification Summary

GAL charging scheme

GAL's new charging scheme for all aircraft using the airport came into force in April 2017. In addition to differential charges based on season (summer/winter) and day/night take-off times for aircraft meeting the relevant noise certification (based on meeting ICAO Chapter noise criteria), it introduced a night period noise charge during the winter as well as the summer season. It also includes new noise categories based on the new ICAO Chapter 14 noise standard, which came into effect for new large civil aircraft seeking certification from 31 December 2017.

The new scheme introduces a punitive new charge from January 2018 for aircraft in the Airbus A320 family of aircraft which have not undergone a modification of their Fuel Over Pressure Protector (FOPP). This has been done in response to a recommendation in the Independent Arrivals Review (January 2016) in order to address a recognised "whine" on their landing approach which can add up to 6dB of "extra" noise.

GAL showed that while it does not have data regarding the proportion of its fleet with the modification prior to the airlines being informed of the introduction of this charge, around 97% of the A320 aircraft using the airport in January and February 2018 had been modified, indicating that the prospect of the high charge was at least partially responsible for this. According to GAL, informal feedback provided by community noise groups at GATCOM and NMB meetings has been positive regarding reduction in the impacts of the "A320 whine".

GAL review their charging scheme annually. They issued consultation papers relating to their proposed 2018-19 charging scheme to the airlines, Noise Management Board (NMB), CAA and other stakeholders on 25th August 2017. This document refers to GAL's intention to "progressively review the structure of aircraft noise charges over time and where appropriate, to strengthen pricing signals".

Noise supplements for noise infringements

On 2 May 2017 GAL published its latest noise supplement for departure noise infringements to cover the period 3/05/2017 to 03/05/2019 (Gatwick Airport Directive Supplements for Departure Noise Infringements, GAD/F:24/17). This replaced GAD/A03/14 (in effect from 25 February 2014). No changes were made to the penalties for infringement or the limits at which they would be imposed.

In 2017 there were infringements (by the same aircraft) on two separate occasions when the aircraft take-off time had been delayed from the day period into the night period (when more stringent noise limits apply). GAL's process for informing and invoicing the airline was invoked and followed. During 2017 GAL offered the airline in question help to remediate the handling issues which caused the delays. (The airline has now ceased operating at GAL for unrelated reasons). With such a low infringement rate (four in seven years) it is difficult to track any change in the rate at a statistically robust level, that could be attributed to a specific cause.

END NAP consideration

For the purposes of the S106 agreement, the Noise Action Plan refers to the five-year END NAP. During 2017 preparation of the 2019-24 END NAP to replace the existing 2013-18 END NAP was underway.

A comparison of the current END NAP (2013-2018) Action Plan Action 11 and the new draft END NAP (2019-24) Action Plan Action 24 shows that while GAL will continue to fine aircraft which breach the DfT departure noise limits, reference to increasing fining levels for breaching the DfT departure noise limits has been removed. The recommendation is that fines should be reviewed "and set at a level that would far exceed any benefit that maybe gained from exceeding the noise limits". Fine levels are not directly addressed in GAL's response.

Current Action Plan Action (2013-18 END NAP)	New Action Plan Action (Draft 2019-24 END NAP)
Action 11. We will continue to fine aircraft in breach of the Department for Transport departure noise limits, and we will seek to increase the fining levels with the aim of penalising repeat offenders or departure noise infringements in 2010 and review levels every five years.	Action 24. We will continue to fine aircraft in breach of the Department for Transport departure noise limits with all such monies passed to the Gatwick Airport Community Trust.

The 2017 priority action and reported progress both refer to a new charging structure which GAL has introduced in 2017. It covers operational charges for every aircraft using the airport.

ANMAC Engagement/ Consultations

One of GAL's priority actions for 2017 was to continue to engage with the Aircraft Noise Management Advisory Committee (ANMAC), regarding the current noise limits. Representatives from Gatwick and from GATCOM attended an ANMAC meeting on 9 February 2017. Gatwick representatives actively participated in discussions regarding the DfT's Night flight and Airspace policy consultations, which were introduced at the meeting. They also provided updates on ongoing work to develop their external engagement processes.

Another of GAL's priority actions for 2017 was to respond appropriately to any Government - DfT or Civil Aviation Authority (CAA) consultation exercises during 2017 that may, or may not, involve fining levels. There were no public consultations specifically on noise-related fines but GAL provided a list of nine DfT and CAA public consultations and House of Commons draft policy statements to which they responded in 2017. The new charging structure for 2017 and the proposed charging structure for 2018-19 are both intended to provide a continuous incentive to airline operators to reduce the noise impacts of departing aircraft, which is a key aim of Obligation 4.1.

<p>While GAL has removed the reference to seeking to increase fining levels in the draft END NAP, it has considered the setting of noise supplements in its preparation of the action plan and is retaining (if not seeking to increase) the level of fining, as required by the Obligation.</p> <p>Jacobs is satisfied that the level of progress on this Obligation is on track.</p>
<p>Jacobs required amendments to GAL AMR before publication</p> <p>In order to more clearly show GAL’s response to the individual infringement occurrences we suggest the text: “The airline has been notified twice by letter” is replaced with “The airline was notified each time by letter”.</p>
<p>Jacobs Commentary and Recommendations</p> <p>No recommendations.</p>
<p>Jacobs Suggestions</p> <p>No suggestions.</p>
<p>GAL Response</p> <p>The requested amendment to the Reported Progress will be made.</p>

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 2017

From 1 April 2017 a new charging structure came into effect which included; separated demand and noise charges, a new noise charge framework which recognises the ICAO Chapter 14 noise standard (disaggregated into High, Base and Minus categories), and higher noise charges applied to the night period (23:30 to 05:59 local time). Across the whole of 2017, 39% of aircraft movements met the Chapter 14 noise standard. Of these movements, just over 2/3rds (63%) were of the quietest (Base and Minus) Chapter 14 standards.

Night noise charges were also applied year round rather than during the summer season only, to incentivise airlines to operate outside of this period where possible.

Take-off and landing charges still continued to be differentiated by aircraft noise certification and emissions charges continued to be differentiated by the NO_x 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.

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 2017

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 2017; and

- Quarterly reports and an annual report during 2017. 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 2017.

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 2017

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 2017, a total of 201 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.

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 2017

Gatwick Airport Ltd, as well as the Noise Management Board (NMB), undertakes a substantial programme of engagement as an Airspace and Noise team. The team actively participates in the Community Engagement programme 'Discover Gatwick' aimed at local authority members, referenced in the Community engagement section of this report.

Gatwick has hosted a visit for parliamentary assistants, who work directly for MPs around the Gatwick area. This visit was aimed to update the MPs assistants on Gatwick Airport operations, particularly on how Noise and Airspace is managed.

Through 2017, there have been four full Gatwick Airport Consultative Committee (GATCOM) meetings and four GATCOM Steering Group meetings, all of which Noise and Airspace feature within reporting and progress. There is also the full participation in the Noise and Track Monitoring Advisory Group (NATMAG), which consists of Local Authority Members and Officers, the Department for Transport, Air Navigation Services Providers and the Airport Operators Committee.

Another vital work stream through 2017, has been a full review of GATCOM, NATMAG and NMB's Terms of Reference. There are several committees and other organisations involved with the monitoring and mitigation of aircraft noise disturbance relating to Gatwick Airport. These various groups have been constituted for a variety of reasons and either have noise monitoring and management as a central basis for their existence (NATMAG, NMB), or consider noise issues among a wider range of airport topics (GATCOM, FLOPSC).

Representatives from GATCOM, NATMAG and the NMB, including the chairs and secretaries for each of the three groups met to consider whether or not there is sufficient clarity in the established purposes for each group, the associated terms of reference, constitution and responsibility. The desired outcome being to; minimise any overlap or duplication of effort (especially as regards analysis of data and preparation of reports), to clarify any uncertainty of purpose and, to identify any areas in need of more focussed effort to improve the response to any noise mitigation initiatives. The results of this review has been reported through GATCOM, NATMAG and NMB and has helped align and re-define the roles and responsibilities of members of each group.

The first public airspace meeting of 2017 was held at the end of January 2017 and details of this are found at www.gatwickairport.com/nmb. A full update document on progress through 2016 was published and is available on the NMB webpage and on Gatwick's dedicated noise website www.gatwickairport.com/noise.

The second public meeting was held at the beginning of December 2017 and this was held as a joint meeting with Gatwick's Airspace Seminar, a Section 106 obligation of Gatwick's. Two update documents and slides were published following this seminar and these are available at the websites above.

The meeting highlighted progress made on a wide range of issues. A 'Virtual Community Noise Simulator' was used to demonstrate how noise levels could be reduced as new technology is introduced. It made up one of ten stalls at the event. The new format for the annual meeting was designed to let local community members discuss noise issues first hand with a range of industry experts. Feedback from industry stakeholders who participated in the event, and attendees was extremely positive.

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 2017

The use of Key Performance Indicators and a 'Red / Amber / Green' Status allows us to track the performance against the Action Plan Actions contained within the 2013-2018 END Noise Action Plan.

The Quarterly Performance Report was presented on a quarterly basis to the Noise and Track Monitoring Advisory Group effective from the May 2017 meeting where it is a Standing Agenda item, prior to this, the END Noise Action Plan was discussed 'by exception'. In addition, an Annual Performance Report was also prepared and presented annually to the Gatwick Airport Consultative Committee as well as being published on the Gatwick Airport Noise website.

Membership of both 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.

In the END Noise Action Plan, there are 62 Action Plan Actions in total. Of these, at 31 December 2017 5 have been identified as RED - Not on track, 5 Action Plan Actions have been identified as AMBER – Neither on track nor not on track with the remaining Action Plan Actions being deemed to be GREEN – on track.

On 26 July 2017, Gatwick Airport Ltd received notification from DEFRA that the airport should revise its END Noise Action Plan. In accordance with the published guidance, the purpose of this revised Noise Action Plan is to manage and where possible reduce the impact of noise from aircraft at Gatwick Airport over the five year period from 2019 – 2024, building on the actions of the 2010 – 2015 and 2013 - 2018 action plans.

A consultation paper was presented to the meeting of the Gatwick Airport Consultative Committee, on Thursday 9 November 2017 and to the 30 November 2017 meeting of the Noise and Track Monitoring Advisory Group for discussion and the Noise Management Board for information. This paper contained details of the proposed Action Plan Actions and detailed that 26 Previous Action Plan Action have been removed, 8 Action Plan Actions have been retained, 18 Action Plan Actions have been revised and 27 Action Plan Actions are new

During this period, feedback was sought from Crawley Borough Council and West Sussex County Council, both being the Lead Authorities for the purposes of the Section 106 Memorandum of Understanding with the other Local Authorities whose areas are significantly affected by the activities of the Airport.

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 2017

As detailed above in the reported progress on Obligations 4.1 and 4.2, GAL implemented a new charging structure for aircraft noise charges.

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 2017

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.

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 2017

Gatwick Airport Ltd remained an active member of Sustainable Aviation during 2017. The airport is a ‘Council Member’ of Sustainable Aviation and actively participates in the Communications, Noise, Operational Improvements, Air Quality and Carbon Working Groups. From a noise perspective, Gatwick Airport Ltd was represented at the following meetings of the Noise and Operational Improvements Working Groups:

4 January 2017

1 March 2017

2 May 2017 – Ops. Imp. WG Only

4 July 2017

13 October 2017 – Noise WG Only

1 November 2017

During 2017, Gatwick Airport Ltd also continued its participation with the Noise Management Board to deliver the 20 activities listed on its agreed 2017/2018 work plan, this was developed through engagement with community groups and builds upon the implemented recommendations of the Independent Review of Arrivals. This requires extensive collaboration with the Government, through the Department for Transport, the Civil Aviation Authority as Gatwick’s Regulator and all aviation related stakeholders. Full details regarding the Noise Management Board and the documents relating to its meetings are available on the Gatwick Airport website.

A substantial amount of work has been undertaken for the Noise Management Board and progress has been made in all the key work areas. The majority of this activity has focused on feasibility, benefit and impact analysis which underpin future activities. That work also addresses fresh areas of concern and new proposals to achieve meaningful noise reductions and deliver sustainable growth well into the future.

Gatwick Airport Ltd attended the following meetings during 2017:

- Quarterly meetings between GAL CEO and DfT

- Future Airspace Strategy Delivery Steering Group
- Future Airspace Strategy Industry Implementation Group
- Aircraft Noise Management Advisory Committee (ANMAC)
- Aircraft Noise Management Advisory Committee Departures Technical Working Group
- Airspace Noise Engagement Group (ANEG)
- European ATM Stakeholders Forum (DfT led)
- Airspace Policy Consultation Events (DfT led)

Gatwick Airport Ltd responded to the following public consultation exercises in 2017:

- Draft Airports National Policy Statement: new runway capacity and infrastructure at airports in the South East of England.
- Revised Draft Airports National Policy Statement.
- Consultation on UK Airspace Policy: A framework for balanced decisions on the design and use of airspace.
- Consultation on UK Airspace Policy: draft Air Navigation Guidance.
- Aviation Strategy: “Beyond the Horizon: The Future of UK Aviation”.
- Night flight restrictions at Heathrow, Gatwick and Stansted.
- House of Commons Transport Committee: Airspace management and modernisation inquiry.
- CAA – CAP 1520 Airspace Design Guidance.
- CAA – CAP 1511 Strategic outcomes for the economic regulation of NERL 2020-2024: Discussion document.
- Swanwick airspace improvement programme L5250 - Airspace Deployment 1.
- London Airspace Management Programme.
- Biggin Hill Airspace Change.

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 2017

Gatwick Airport’s Independent Noise Management Board held five meetings through 2017; two of which were held in public.

The first public meeting was held at the end of January 2017 and details of this are found at www.gatwickairport.com/nmb. A full update document on progress through 2016 was published and is available on the NMB webpage and on Gatwick’s dedicated noise website www.gatwickairport.com/noise.

The second public meeting was held at the beginning of December 2017 and this was held as a joint meeting with Gatwick’s Airspace Seminar, a Section 106 obligation of Gatwick’s. Two update documents and slides were published following this seminar and these are available at the websites above.

The meeting highlighted progress made on a wide range of issues. A ‘Virtual Community Noise Simulator’ was used to demonstrate how noise levels could be reduced as new technology is introduced. It made up one of ten stalls at the event. The new format for the annual meeting was designed to let local community members discuss noise issues first hand with a range of industry experts. Feedback from industry stakeholders who participated in the event, and attendees was extremely positive.

The NMB also held dedicated workshops in order to help inform the work plan for 2017/2018. These considered Departures, Continuous Descent Operations (CDO), Fair and Equitable Dispersal (FED), Reduced Night Noise (RNN) trial, London Airspace Modernisation Programme (LAMP2) and general Flight Operations information sessions held for airlines.

NMB's work plan for 2017/2018 was agreed and prioritised by NMB Members, including community noise groups and elected representatives. These priorities are departures, FED, CDO and RNN. Key highlights through 2017 as well as the work plan initiatives have been the success of the Fuel Over Pressure Protector (FOPP) modification to the Airbus A320 series family of aircraft, with over 90% equipage and a financial penalty for those airlines using unmodified aircraft brought in on 1st January 2018. The ILS joining point was moved from 7 nm to 10 nm in order to create a better spread of aircraft across the arrivals swathe.

All details of the NMB's work, reports, outputs, updates, minutes of meetings and agendas can be found on the NMB webpage.

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

Status: On Track

Reported Progress 2017

GAL has completed work to develop a full understanding of Government's policy on aviation noise and the implications this policy has in relation to the continued sustainable growth of aviation at Gatwick. The *Noise Policy and Strategy Review* examines Government's overarching aviation noise policy, provides a summary of wider Government policy in relation to aviation and noise, reviews Gatwick's noise performance and community management over time and reviews the supplementary noise metrics referred to in the Government's 2017 Airspace Policy Consultation. As part of our noise policy and strategy review, we utilised independent consultants to benchmark noise management practices at other UK airports.

GAL has presented the review and its conclusions to Noise Management Board Community Noise Group representatives and will, as part of its next steps, share the Review more widely with elected representatives of Gatwick Consultative Committee (GATCOM) and the Noise and Track Keeping Advisory Group (NATMAG).

JACOBS VERIFICATION RESULT

▲

This Action Plan Action is partially on track

Jacobs Verification Summary

This Action Plan Action is derived from the Environmental Noise Directive Noise Action Plan (END NAP) 2013-18 in which GAL's stated aim was to "be considered by independent consultants as being in the top seven or eight airports for noise management globally using a benchmarking methodology supported by NATMAG". Actions 52 and 53 of the END NAP were; "We will benchmark internationally and publish our ranking on operational noise management (Action 52)/aircraft noise communications (Action 53) with other comparable airports in 2010 and 2014".

Minutes from the NatMAG meeting held on 26 May 2016 state that Actions 52 and 53 of the END NAP "are planned to commence in 2016". GAL informed Jacobs that a consultant was commissioned to carry out an independent benchmarking exercise but this was suspended in order for the NMB to focus on implementation of the recommendations of the Gatwick Airport Independent Arrivals Review (IAR) which was published in January 2017.

The purpose of the IAR was to review GAL's mechanisms for providing information to the local community and handling complaints and to review whether all reasonable actions were being done (by GAL, NATS, regulators or the airlines) to alleviate problems raised by communities with regard to noise. In identifying recommendations for improvements the IAR included "a review of relevant techniques and policies used elsewhere in the UK and overseas". This could be seen as independent benchmarking although it formed only part of the process and details were not explicitly set out in the report.

Gatwick carried out a Noise Policy and Strategy Review (NPSR) in 2017 the purpose of which was to look at UK government policy over the past 30-40 years and how Gatwick's operations and desire for sustainable growth fit within them. It included a comparison of the noise management practices and outcomes of the UK's seven

largest airports to see the different ways they approach noise management under the same regulatory regime. The NPSR report is not a publically available document but the section reporting on the airport comparison was provided to Jacobs and evidence provided that a summary of the work was shared with community noise groups. Aspects reviewed included noise insulation, compensation, noise penalties, noise related charging activities and community spend, but did not cover elements of 'communications' such as community engagement. The NPSR was undertaken by GAL staff with assistance from consultants. It used the concept of noise efficiency (a ratio of the number of passengers the airport moves to the number of people it disturbs as measured by the number enclosed by its 55dB Lden contour) and determined that Gatwick was the most noise efficient of the airports reviewed.

Having accepted and implemented most of the recommendations of the IAR and carried out the NPSR, GAL has moved on to develop new metrics (other than noise efficiency) for noise impacts on local communities.

The NMB 2017-18 workplan includes Activity 2: the development of metrics to allow the measurement of Fair and Equitable Distribution (FED) implementation and proposed NMB activities. This is the basis of GAL's 2018 Priority Action.

In determining whether this Action Plan Action is on track Jacobs has taken the following into account:

- The 2016 IAR report provided recommendations, based in part on a review of UK and overseas airports' practices, to improve GAL's communications and operational noise management and during 2017 GAL implemented or completed a number of these recommendations. GAL commissioned but did not complete independent benchmarking of its operational noise management and noise communications.
- In 2017 GAL employed independent consultants to carry out an internal review of its practices compared with other UK airports in relation to various noise-related parameters (and some elements of communications) as part of a wider piece of work.

Independent benchmarking was undertaken as part of the IAR prior to 2017 and GAL has used the recommendations from that report in 2017 to improve its communications and operational noise management. However, while independent benchmarking was undertaken in 2017 by consultants as part of the NPSR it was limited to operational noise management at UK airports (as pre-determined by the scope of the NPSR) and some elements of communications and therefore does not fully implement the Action Plan Action.

Jacobs considers this Action Plan Action to be partially on track.

Jacobs required amendments to GAL AMR before publication

The text "consultation of Sustainable Aviation" should be changed to "consultation on Sustainable Aviation". The "GAL 2017 Reported Progress" section contains no reference to independent benchmarking being undertaken in 2017. It is recommended that GAL add a statement explaining that GAL benchmarked noise management practices at other UK airports as part of its Noise Policy and Strategy Review.

Jacobs Commentary and Recommendations

While independent benchmarking was undertaken in 2017 by consultants as part of the Noise Policy and Strategy Review (NPSR) it was limited to operational noise management at UK airports (as pre-determined by the scope of the NPSR) and some aspects of communications and therefore does not fully implement the Action Plan Action.

It is recommended that GAL undertakes independent benchmarking of communications associated with operational noise as per the action.

Jacobs Suggestions

No suggestions.

GAL Response

Jacobs' recommendation on communications benchmarking is noted and will be considered in our work planning alongside other priorities for the airport and stakeholders. At the same time, we wish to reiterate what we advised Jacobs during the verification process, i.e. GAL has undertaken a number of activities relevant to this Action during our current Action Plan 2015-2018 which, by its nature is a multi-year plan rather than a one year annual plan; and, taken together, these activities are in keeping with our intent in formulating Action

6. In this regard we also reiterate that the aspect pertaining to communication with local communities was addressed in the IROA, as set out below.

GAL's activities relevant to this Action have included the commissioning of the Independent Review of Arrivals (IROA) in 2015, the remit of which was, among other things, to assess whether the mechanisms which GAL has adopted for providing information on noise management to the local community and for handling of complaints were fully adequate for the task. As a part of the IROA process, enquiries were made with other UK airports to identify the airport which is regarded by its peers as best in class for community relations. A key recommendation to come out of the IROA was to establish an independently chaired Noise Management Board (NMB) to oversee joint strategies to deal with noise around the airport. The inaugural meeting of the NMB took place in 2016, the remit of which was to initially oversee the implementation of recommendations of the IROA and more recently, to develop, agree, oversee and maintain a co-ordinated noise management vision and subsequent strategies for Gatwick on behalf of stakeholder organisations; the outcome of which is to reduce the impact of noise on the local community.

The additional benchmarking work undertaken in 2017 is a further activity undertaken by GAL, which when considered with the previous activities that have taken place, demonstrates that a considered and quite comprehensive assessment of all aspects of noise management at Gatwick has occurred, including comparisons with similarly regulated airports within the United Kingdom. In aggregate, these activities are of practical benefit to noise management and in keeping with the intent of our Action Plan.

GAL remains committed to achieving a measure of consensus with Community Noise Groups on future airport utilisation relative to noise impacts and will continue to work towards a basis from which a policy framework for airport utilisation and noise impacts - including metrics and measures - can be developed. GAL will work with the Noise Management Board to develop its programme of work in support of this action including through its work plan part of which - Activity 2 - focusses upon the development of suitable metrics to allow the measurement of fair and equitable dispersal implementation and proposed NMB activities.

The Government consultation on Aviation Strategy due to commence over the coming year is likely to impact, shape or change some of this work as it is developed.

Regarding Jacobs' requested amendments to GAL's Reported progress:

- We will add into the 2017 Reported Progress a sentence stating: As part of our noise policy and strategy review, we utilised independent consultants to benchmark noise management practices at other UK airports.
- We note Jacobs has requested amendment of the wording "consultation of Sustainable Aviation" to "consultation on Sustainable Aviation". Our intention was to refer to the Government's "consultation on Aviation Strategy" so we have amended the sentence to say this.
- Regarding Jacobs' Verification summary, we would note that Jacobs refers to "the Independent Arrivals Review" (IAR)". The term that GAL uses is Independent Review of Arrivals (IROA).

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 2017

Our community Noise Monitoring programme has continued with reports produced on two study areas (South Holmwood and East Grinstead) this year. These reports, since being reviewed by the Gatwick Noise Monitoring Group (GNMG) are to be published on the Airport's dedicated noise website.

The GNMG met twice during the year, on the 11 May and the 15 November.

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 2017

The programme of community noise monitoring continued throughout the year, output from which has been made available through the Noise Lab tool, which is now available on mobile devices, 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 2017 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:

- 23 February 2017
- 25 May 2017
- 21 September 2017
- 30 November 2017

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.

NOISE CONTOUR STATISTICS

	2006	2007	2008	2009	2010	2011	2012	2013	2014	2015	2016	2017
57dBA L _{aeq} daytime contour population	4,500	4,800	3,700	3,600	2,850	3,050	3,650	3,250	3,300	3,650	4,150	4,050
57dBA L _{aeq} daytime contour area (km ²)	46.7	49.0	46.7	41.0	39.6	40.4	41.2	40.9	42.2	42.8	44.2	42.7
48dBA L _{eq} night contour population								11,200	12,850	14,400	14,600	13,900
48dBA L _{eq} night contour area (km ²)								91.8	103.5	104.7	107.1	101.0

NOISE INDICATORS

NOISE	2010	2011	2012	2013	2014	2015	2016	2017
Total Aircraft Movements	240,505	251,068	246,811	250,562	259,979	267,767	280,089	285,970
Total Passengers	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,136,800	45,561,694
Night Quota Movements Summer	9,875	9,859	9,837	9,998	11,147	11,149	11,303	11,129
Night Quota Movements Winter	2,160	1,411	1,603	1,510	1,736	1,872	2,022	1,939
Percentage of Chapter 4 (or equivalent) aircraft (%)	98%	96%	99%	99%	99%	99.7%	99.8%	99%
Continuous Descent Operations (CDO) compliance %	89.70%	90.49%	88.90%	91.36%	92.61%	89.75%	88.58%	90.48%
Track Keeping %	97%	97.42%	97.63%	98.04%	99.27%	99.71%	98.56%	98.06%
Total Noise Infringements	0	4	0	0	0	0	1	2
Day-time Noise Infringements	0	0	0	0	0	0	0	0
Night-time Noise Infringements	0	4	0	0	0	0	1	2
Ground noise complaints received	2	4	3	5	0	2	0	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 2017

The Transport Forum was held on Friday 6 October 2017, hosted by Guy Stephenson (GAL, CCO). The event opened with an interview between Stewart Wingate (GAL, CEO), Guy Stephenson and Steve Richards (The Independent).

The speakers were:

- Richard Higgins (GAL, Head of Surface Access Strategy) presented an update on Gatwick's Surface Access Strategy, including new targets for Passenger Public Transport mode share of 48% and Staff Sustainable Transport mode share (public transport and active travel, excluding car share) of 42% by 2022.
- Alex Williams (Transport for London, Managing Director, Planning) discussed the Mayor's Transport Strategy and the challenges of running the transport network in a rapidly growing global city, while trying to reduce the environmental impact.
- Angie Doll (Passenger Services Director, Gatwick Express and Southern) provided an update on Govia Thameslink Railway's progress over the last year and their priorities moving forwards.
- After the coffee break, Patrick Warner (Business Development Manager, Brighton & Hove Buses) introduced David Barnett (Wright Buses) who spoke to the Forum about the potential benefits of hydrogen-fuelled buses over electric power.
- Nicola Debnam (Divisional Director, Asset Development) presented Highways England's new customer-centric approach and showed their new corporate video. She was followed by Francis Cluett (Asset Development Manager) who provided an update on Highways England's local priorities, including the M23 Smart Motorway project.
- Dave Coplin (The Envisioners, CEO) presented a lively keynote speech about the exciting potential of technologies like automation and artificial intelligence and the opportunities they may bring for improving our working and social lives.

During the morning refreshments, coffee break and lunch, GAL hosted a 'Marketplace' area where our stakeholders were invited to set up stands to present their businesses and projects to Forum delegates. Stands were provided by:

- Aone+ (Highways England asset management and maintenance contractor for Area 4)
- Smart Motorway Programme
- Evans Cycles
- Gatwick Police
- National Express
- Megabus

- CrewFlyer
- Metrobus

Regular meetings of the Transport Forum Steering Group were held on 19 January, 20 April, 20 July and 30 November 2017. Minutes were produced and circulated and an action tracker was updated for discussion at each meeting.

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 2017

The GAL Surface Access Strategy team has concluded its internal governance on setting challenging but realistic targets for higher public transport mode shares. Public transport mode share for passengers is forecast to rise from 44% in 2016 to 48% by 2022. The proportion of staff using sustainable modes for their journey to work (public transport, company transport, walking and cycling) is forecast to rise from 37% to 42% (excluding car sharing). We continue to engage with suppliers to allow us to more accurately measure car sharing, currently estimated as 6%. As well as the regular Transport Forum Steering Group meetings, a separate meeting was held for the Steering Group to provide their input and comments to the development of the ASAS objectives and targets on 12 June 2017.

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 provided 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 2017

In Financial Year 2017/18, the Public Transport Levy (PTL) contributed to the following activities: staff costs; local bus services; marketing; memberships and the annual Transport Forum; and works at Gatwick Railway Station contribution. Additionally, the PTL provided funding for additional cycling facilities. As part of our support for local Community Rail Partnerships we have increased the funding allocated in order to cover the new North Downs Line CRP. In view of the recent changes in bus services, a refresh of the passenger and staff travel leaflets was initiated with all material re-designed with the current Surface Transport branding.

Considerable emphasis has been placed on maximising value from the support of local bus services. The Bus Sub-Committee initially met monthly, though this was later changed to bi-monthly to reflect the work of the group. Analysis of the results of the 2016 Travel to Work Survey, which includes information on where staff travel from, was used to inform proposals for supporting new or extended services. GAL is undertaking a further review of the preferred plans to support up to three additional services to be operated by Metrobus. This work will conclude early in 2018, which means that some PTL funds will remain unallocated during 2017/18 and will be rolled-over for implementation of the proposals in the next financial year (2018/19).

GAL provided Tom Nutt at Crawley Borough Council in September 2017 with a statement of the funds contributed, expenditures made and balance remaining in the PTL.

**JACOBS
VERIFICATION
RESULT**



This Obligation is partially on track

Jacobs Verification Summary

As reported, in financial year 2017/18, GAL continued to meet the funding requirements set out in the Obligation (5.3.2, 5.3.3.1 and 5.3.3.2) referred to as the Public Transport Levy (PTL). As in the previous years from 2015, calculation of the funds for 2017 to be provided by GAL under the PTL, was based on the Public Car Park Count at 30 September (30/09/2016 for implementation in 2017) undertaken by Crawley Borough Council (CBC) and GAL's Staff Parking pass allocation count for September 2016. In 2017, the 30 September 2016 parking total applied included 17,429 GAL staff parking passes and 38,286 public car park spaces. The PTL is calculated by financial year which was confirmed by the GAL breakdown of calculations indicating that for the financial years 2016/17 and 2017/18 multiples of the counts were split accordingly (e.g. for 2016/17 nine months at the 2016 rate per public space of £28.75 plus three months at the 2017 rate per public space of £29.50).

The PTL statement submitted to CBC as required under Obligation 5.3.3.3 documented the funding calculations that had been applied in line with the Obligation requirements and the resulting payments made from 2014/15 to 2016/17.

It confirmed that as reported the PTL contributed to staff costs; local bus services; marketing; memberships and the annual Transport Forum; and Platform 7 contribution. The 'Platform 7 contribution' is a set agreed

S106 payment 'fund towards the financing of works at Gatwick Railway Station' referred to under 5.3.3.1 and 5.3.3.2.

The PTL statement also confirmed that, as required by Obligation 5.3.3.1, GAL has invested no less than 50% of the funds provided that year (after allowance for the spending towards Gatwick Railway Station and the amount carried over from the previous year). Also as reported, the PTL funding provided for the development of additional cycling facilities. This included new double-layer cycle parking and a bike maintenance pod at the North Terminal; a maintenance pod was added to existing facilities and a graphic was provided for the door to locker facilities to help staff identify the area at the South Terminal. In addition, there was an increase in funding allocated for community activity and liaison for Community Rail Partnerships (CRP) from £7,000 to £12,000 to cover the new North Downs Line CRP.

However, the Obligation 5.3.3.3 submission of a statement of funds to the County Council and the Borough by 30th June was submitted on 9 September 2017, that is, after the specified deadline and after prompting by CBC.

Under 5.3.1 the Obligation is for GAL to support initiatives that have been the subject of consultation with named parties. The available evidence (the minutes of Transport Forum Steering Group meetings provided) confirmed that GAL reported its progress with determining the allocation of PTL funds at the following meetings held during 2017:

- Four Transport Forum Steering Group meetings (TFSG) on 19 January 2017, 20 April 2017, 20 July 2017 and 30 November 2017. These were attended by representatives from GAL (Head of Surface Access team), Surrey County Council, West Sussex County Council, East Sussex County Council, Crawley Borough Council, Transport for London, the GATCOM Passenger Advisory Group (PAG), Metrobus, Highways England, Govia Thameslink Railway (GTR) and the Gatwick Diamond business network; and,
- Four Bus Sub-Committee meetings on 1 February 2017, 27 March 2017, 13 June 2017 and 10 July 2017. These were attended by representatives from: Metrobus, Transport for London, GAL, Surrey County Council, National Express (the Gatwick Manager), NX (Regional Manager), West Sussex County Council, Crawley Borough Council and East Sussex County Council.

Examples of GAL actions reported to the TFSG included (as recorded in the minutes of the 20 April 2017 TFSG): GAL met separately with Metrobus to "discuss and drive forward local bus services...; Looking at a mix of enhancements to existing services and potentially some new routes; more 24 hour services, frequency enhancements and use of the staff travel survey; focusing PTL money on early and late services which may need more help initially to be commercially viable; where possible services will look to integrate with existing bus and rail links and new developments".

Also during the July 2017 TFSG, GAL presented a summary of the 2016/17 spend and indicative budgets for 2017/18. We note that the meeting minutes recorded: "No issues highlighted by the group".

However, there was no evidence available to confirm whether the indicative budgets, that is the allocation of funds to initiatives, had been discussed in consultation with the parties named in the Obligation before the indicative budgets for 2017/18 were presented. We note that the minutes record a request by PAG to provide greater transparency of how the fund was calculated.

The funding breakdown calculation was provided to Jacobs but had not been provided to the County Council or TFSG members in the same format. GAL offered to provide more detail when it submitted the summary statement to CBC and CBC confirmed that sufficient detail was provided in the submission made to the TFSG but that going forward the intention would be to agree the level of detail for next year.

Further we note: West Sussex County Council's suggested "focus for PTL spend by working from Gatwick outwards" and request for greater clarity on what PTL is paying for (July TFSG); and,

PAG's request for GAL to discuss proposals before making any decisions, in particular to conduct a review of the Staff Travel Survey before committing to new routes. PAG advised that "lessons should be learned from the unsuccessful 'early bird' services from Hastings and Bognor, with a need to look at the timing and marketing of any new services". (July TFSG).

The available minutes of the first meeting of the Bus Advisory Group (1 February 2017) state "The object of this group is to generate advice on how best to spend part of the PTL to provide optimum improvement on bus usage amongst both staff and passengers", however there is no record in the minutes provided summarising the outcome of discussions from the meetings. A summary provided by GAL states:

After these initial meetings it became clear that Metrobus was the only company with a viable plan for further development, so further meetings were held between GAL, Surrey County Council and Metrobus. These were treated as separate from the Bus Sub-Committee and are covered under our Action Plan Action 4 (Bus & Coach: Work with Forum partners to review and identify opportunities to improve local bus and express coach services at Gatwick). The committee concept will be revisited for future discussions over bus and coach funding”.

From the evidence available GAL appears to have consulted with the parties listed in the Obligation for bus and coach funding following the ‘committee concept’ but not on all the initiatives included in its proposed PTL allocation. For instance, there was no evidence available to confirm that Obligation consultees were given the opportunity to discuss funding initiatives as part of the decision process to determine the PTL allocation. GAL provided a verbal description of the process, however we note that GAL has no written evidence of the process it uses to decide on the allocation of PTL funding e.g. minutes of an internal meeting held to finalise allocation of funding proposals following external discussions. The process could be made more transparent to consultees by the provision of a statement setting out the process used and roles and responsibilities in determining the proposed PTL allocation. Also ahead of submission of proposed allocations of funding the issue of a briefing note to consultees would provide the transparency to assist them when reviewing GAL’s funding proposals and provide clarity for the statement submitted under 5.3.3.3.

Jacobs considers this Obligation to be partially on track.

Jacobs required amendments to GAL AMR before publication

It is suggested that the reference to ‘Platform 7’ should be replaced with ‘works at Gatwick Railway Station’ for consistency with the wording of the Obligation and also for clarity.

Jacobs Commentary and Recommendations

From the evidence provided it is not clear that GAL has met the requirements of 5.3.1 of the Obligation to consult with the Gatwick Area Transport Forum (TFSG), the County Council and the Borough Council on the support of initiatives. For example, there was no evidence of consultation, such as the provision of a briefing note on the proposed allocation of PTL funds being circulated ahead of the TFSG meetings to provide consultees with the information required to have an informed consultation at the meeting. The minutes from the TFSG meetings in 2017 indicate that some consultees would welcome an increase in the transparency of GAL decision making in the allocation of PTL funding proposals.

In the absence of evidence to confirm that GAL follows a documented decision making and management process to consult with, and determine, the PTL funding allocation, it is recommended that:

- GAL provides the TFSG with a statement setting out its decision making and management process for consultation with the parties named in the Obligation;
- As part of the process, GAL should have a management tool such as a tracker that sets out actions and responsibilities for meeting the Obligation, for example an action to submit the annual statement required under 5.3.3.3;
- As part of the process, GAL provides a briefing note to the Obligation consultees ahead of TFSG meetings setting its proposed allocation and supporting justifications, including a breakdown of the calculations of the PTL;
- In relation to 5.3.3.3, the GAL statement includes a briefing note with explanation of the breakdown of funding to provide transparency to the TFSG members.

Jacobs Suggestions

It is suggested that GAL presents its methodology and the data sources for calculating the PTL to the TFSG as an annual agenda item, for example after submission to the County Council. This will provide additional transparency to all TFSG members.

GAL Response

GAL notes the comments made in the verification summary and the auditor’s recommendations with regard to providing greater clarity on the consultation that has taken place with the Gatwick Area Transport Forum (Transport Forum Steering Group).

We will undertake to provide the TFSG with information on the process and the initiatives for consideration. GAL will invite the TFSG to prioritise proposals and suggest additional initiatives. Investment will be made on

prioritised initiatives in accordance with the funds available, where this is justified by the outcomes achieved and to meet the objectives and targets of the Airport Surface Access Strategy.

In respect of our action under 5.3.3.3 for 2018, the calculation of the available funds for the PTL has been tabled at the TFSG meeting on 28 June 2018 and the statement of funds submitted to Crawley Borough Council by 30 June 2018. Additional supporting information was provided to CBC in July 2018.

In Financial Year 2018/19, the PTL will contribute the following as regular payments: staff costs; local bus services; marketing; memberships and the annual Transport Forum; and Platform 7 contribution. This 2018/19 payment will be the final instalment of the Platform 7 payment.

Other funding is planned for implementing the next phase of improvements to cycling facilities, printing and distribution of our passenger and staff travel leaflets following a comprehensive re-design, and further development of live travel information provision. We also plan to implement improvements to existing staff routes and new routes with Metrobus and will explore opportunities for using PTL funding to develop new routes with other providers through the Steering Group and Bus Sub-Committee.

The proposed amendment in the GAL Reported progress, replacing the words "Platform 7" with "works at Gatwick Railway Station", will be made.

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 2017

Option development continued in 2017 with the aim to agree a scheme that would meet the core objectives while remaining within the agreed budget. In July 2017 the project board approved an option that was acceptable to all stakeholders and funders. The design was further developed through the rest of the year.

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 2017

We continue to monitor and restrict the use of Povey Cross, as of February 2018 132 staff members have access. In addition, 1118 pass holders have access for operational reasons, including emergency service vehicles, public buses and airport operational vehicles.

During 2017 a series of major roadworks commenced, related to the upcoming M23 Smart Motorway project, including scheduled works on the A23 in order to avoid conflicting disruption. As a result of significant work on the A23, where London Road crosses the River Mole, it was agreed with Crawley Borough Council that the Povey Cross access would be opened under controlled conditions to allow additional staff access during disruption and in order to avoid congestion on local roads. Charlwood Parish Council were also consulted on this decision and had no objection.

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 2017

GAL continues to proactively manage its car parking provision and optimise use of passenger car parks to meet demand. In 2017 MSCP6 fully reopened in time for the peak summer months, allowing increased choice for passengers and facilitating additional car parking product options including Express Pick Up, the return of the Valet product to MSCP6 and additional short stay capacity. In 2017 the public car park provision has increased by 714 parking spaces.

GAL also undertook a programme of replacement of car park barriers and associated payment equipment, which will result in higher levels of data security and an improved passenger experience, including the use of contactless payment cards.

Car parking provision for airport staff has remained static, but improved management of spaces has allowed additional parking permits to be allocated. Annualised year-to-year figures show that in September 2017 there were 18,448 staff car parking permit allocations compared with 17,429 in 2016, 16,828 in September 2015 and 17,248 in September 2012. The impact of Monarch going into administration meant 345 additional staff car parking permit allocations became available and have been reallocated accordingly from October 2017.

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 2017

Quarterly meetings continued with Aone+ (Highways England asset management and maintenance contractor for Area 4) and other regional stakeholders. A separate working group was set up to coordinate and collaborate on plans for a major scheme by Surrey County Council on the A22 during summer 2017. A number of planning meetings were held with the aim of minimising disruption, agreeing a communications strategy and contingency planning. The strong coordination by Surrey County Council and positive engagement by other stakeholders helped the work to be completed ahead of schedule and with only relatively minor impacts.

GAL continued to engage with the M23 Smart Motorway Programme (SMP) Team through independent meetings, the Aone+ stakeholder meetings and email. A joint communications plan was developed to assist all parties when the project commences and survey work continued through the year. Work continued to develop Gatwick's Roads Strategy.

GAL has been proactive in lobbying for a more consistent approach to communicating upcoming roadworks, following concerns that insufficient notice was being provided by the M23 team. We have co-ordinated with other major stakeholders to ensure clearer information and more notice is given. Following information received from the design team on the scope of works for the M23 Smart Motorway project GAL has initiated a dialogue with Highways England with regard to the widening of the westbound M23 Gatwick Spur Junction 9a – Junction 9, which is not included in the main M23 works programme.

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 2017

The Transport Forum Steering Group, which incorporates relevant partners across local government and transport providers, met 19 January, 20 April, 20 July and 30 November 2017. The group continues to review progress against Airport Surface Access Strategy (ASAS) and Decade of Change targets, modal share and quality service measures (QSM) and identifies opportunities for improvement. A further meeting of the Steering Group was held on 12 June to obtain members' views on the development of the new ASAS targets. The annual Transport Forum, held on Friday 6 October 2017, was attended by a broader group of local, regional and national stakeholders. The Forum provides these stakeholder with an update on Gatwick's progress and wider transport trends, as well as an opportunity to ask questions about areas of interest.

Engagement also continues with Highways England, Network Rail and others to support GAL's targets and aspirations to provide excellent service to our passengers.

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 2017

Further development of the project to redevelop the rail station took place through 2017. In July 2017 all funders agreed an option that meets core objectives within the agreed budget. Further work was done on the design in 2017.

GAL continues to work with regional and industry stakeholders in the Air Rail Partnership Board to secure rail investment and to emphasise the importance of Gatwick as a regional rail hub. Meetings were held during 2017 on 16 January, 15 May and 4 September covering a range of topics around rail performance, infrastructure and investment.

GAL's work with the Gatwick Growth Board including support for a study of road and rail connectivity priorities to support regional economic growth. In addition to committed schemes the Growth Board report identified both the Brighton Main Line Upgrade and the Crawley Western Relief Road as important schemes for access to/from and around Gatwick.

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

Status: **On Track**

Reported Progress 2017

GAL continued to work with GTR to plan for rail strikes for disruption over Christmas and New Year 2017/18 with a view to minimising the impact to airport passengers, staff and broader operations. This includes a weekly briefing email from the Station Manager to various GAL stakeholders outlining Network Rail's weekend engineering work packages and the impact to services.

Through summer and autumn we planned a relaunch of the partnership agreement with GTR, which took place in late 2017. The new structure includes four working groups around Retail Strategy, Operations, Marketing and Customer Experience and provides a forum for collaboration, reporting and information sharing. In autumn 2017 we were recertified under the international BS 11000 standard for collaborative working.

GAL engaged with Govia Thameslink Railway on their 2018 Timetable Consultation, responding at all stages and were involved directly in both the Gibb Review of performance by Southern Railways and the Hansford Review into rail investment. GAL has set up a series of regular meetings to engage with Network Rail's strategy team on Control Period 6 and additional investment opportunities.

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 2017

The Bus Sub-Committee met regularly throughout the year to explore and develop options for improving bus services to and from Gatwick. Following the failure of the East and West Coastway services (to Bognor Regis and Hastings), both GAL and Metrobus have learnt important lessons in developing new services. GAL have been more challenging of proposals for new services to ensure these services are relevant and useful to airport staff. Extensive planning for new services and improvements to existing took place in 2017, utilising strong data sets developed from the 2016 Travel to Work Survey.

Separately, GAL met with various potential new bus and coach providers to discuss opportunities for new routes and services. All were given access to the results of the 2016 Travel to Work Survey to assist in planning their proposals. Megabus launched a service from Gatwick to Cardiff via Heathrow Airport and Bristol in May. In September, CrewFlyer, a new local start-up enterprise, launched a service between Gatwick and Brighton targeted primarily at airport staff. In late 2017, Megabus and CrewFlyer initiated a joint venture to allow Megabus passengers to book through journeys from Cardiff/Bristol/Heathrow to Brighton, via a connection with CrewFlyer at 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 2017

The 2016 Travel to Work Survey results were presented to the Transport Forum Steering Group at the first meeting of the year. The results were used as the basis for drafting the new ASAS and Staff Travel Plan in 2017. We shared the survey report with our public transport providers (such as GTR, Metrobus and National Express) to assist them in planning new services and supporting existing services. We also provided this to new partners like CrewFlyer and BlueCity to support the first stages of their operations and support their planning.

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 2017

An interim car parking strategy was published in April 2017 which outlined the plans to increase public car parking provision, in line with our obligations to meet predicted demand with on-airport capacity. The document is available here: <https://www.gatwickairport.com/business-community/community-sustainability/sustainability/surface-access/>

This strategy has since been updated via the evidence submitted to various planning inquiries.

JACOBS
VERIFICATION
RESULT



This Action Plan Action is on track

Jacobs Verification Summary

This action plan action is in place to ensure that GAL's provision of public car parking spaces is aligned with GAL's sustainable transport commitments to increase access to alternatives to private car use for transport to the airport. Also of consideration is Crawley Borough Council's (CBC's) GAT3 development plan policy of the CBC Local Plan (2015) that restricts airport related car park development to within the Gatwick boundary.

During 2017 GAL was reviewing its Airport Masterplan and Airport Surface Access Strategy (ASAS), both of which inform its Car Parking Strategy (the GAL ASAS 2018-2022 was published in May 2018). In the meantime, as reported, GAL published an interim Car Parking Strategy in April 2017. This was an updated version of the previous Strategy that was published in 2013.

The interim Car Parking Strategy sets out GAL's plans to increase public car parking capacity over the next five years. In relation to reflecting updated growth projections the interim Car Parking Strategy states that future passenger growth forecasts are outside the scope of the interim Car Parking Strategy and are updated through the Airport Masterplan and the ASAS. Instead, GAL addresses future passenger growth in the interim Car Parking Strategy based on assumptions, for instance that the percentage share of demand for car parking remains constant, that there is no extra growth of authorised parking off-airport and that unauthorised off-airport parking decreases; and by an assertion that demand growth will also be managed through the use of pricing, e.g. (seasonal and peak/ off-peak) variable charges for car parking services and locations to manage demand and maximise use of the car parking capacity.

GAL did not undertake a formal consultation with CBC, however the draft interim strategy was submitted to CBC and positive feedback was provided. Also as reported, information from the strategy, plus an update to the interim strategy was contained in two 'Proof of Evidence' submissions to support refusals by CBC to grant permission for off-airport car parking. The two submissions were used to demonstrate that GAL's current plans provide sufficient parking capacity to cater for forecast growth in passenger numbers without requiring additional off-airport capacity (Holiday Extras Ltd, PINS Reference: APP/Q3820/W/17/3173443). These submissions were put forward by GAL as an alternative to publishing a final Car Parking Strategy to replace the interim Car Parking Strategy as they would be publically available and provide an overview of the relationship between passenger numbers, modal share and parking capacity and the predicted demand for parking to 2021/22 in the context of passenger forecasts contained in the 2017 Capital Investment Programme (CD8/11).

GAL considers that Gatwick Surface Access Forum is concerned with GAL's direct sustainable transport commitments, for example its Transport Forum Steering Group (TFSG) oversees implementation of the GAL ASAS. Instead GAL considers that GATCOM is a more appropriate forum to discuss such capital projects, and in particular the GATCOM Passenger Advisory Group (PAG). At the GATCOM meeting of 1 January 2017, Gary Wallace, GAL's Head of Car Parking gave a presentation on GAL's car parking strategy and gave notice that an interim Car Parking Strategy was to be issued in February 2017 and that the full strategy would be published

alongside a revised ASAS following a revision to the Airport Master Plan. The timetable for this had yet to be set.

The interim Car Parking Strategy lists four expansion areas:

1. Five projects to be delivered in a five-year programme to increase on-airport capacity by 22% against 2016/17, which is 8,500 extra car parking spaces;
2. A programme of initiatives to increase use of existing spaces with the potential to add a further 1,000 – 2,000 spaces;
3. An anticipated addition of 1,500 spaces off-airport when a new site is opened (APH at Wakehams Green); and
4. The possibility of delivering a further 20,000 new spaces by over-decking the existing long-stay car parks and storage areas. This would be addressed by the new Airport Masterplan.

The implementation status for each of the above is set out in the table below:

GAL Car Parking Programme	Project	Spaces	Expected Timescale
1. Five year capital projects	Long Stay South site	1,000	2018
	Consolidation of long-stay self-park product into one site.	3,000	2018
	Phase 1 of a new MSCP* in North Terminal (“MSCP* 7”)	1,800	2020
	4th MSCP* in South Terminal	1,500	2020
	Phase 2 of MSCP* 7	1,200	2025
2. Initiatives to increase use of existing spaces	A new pricing approach to incentivise long-stay parking outside peak weekend days, or the use of block park products	1,000	2017
	Introduction of peer to peer car rental	500	2018
	Increased promotion of car-sharing for airport staff and passengers, working with companies who specialise in this field, e.g. Faxe car share.	500	2018
3. Commissioning of the new APH site at Wakehams Green.		1,500	2018
4. Over decking of existing long-stay car parks and storage areas.		20,000	2016 workshop held to discuss

*MSCP: Multi-storey car park

GAL’s future funding for car parks was confirmed in the 2017 GAL Capital Investment Plan published in July 2017 that listed ‘Car Parking – Product Development’ as a ‘Core Project – Commercial’ with a total five-year planned investment for car parking valued at (2016/17 prices) £139.9 million.

The Strategy also provides an update on how GAL’s public car park provision growth of 20% exceeded an estimated 16% growth in demand through the period 2010-2016. The growth demand estimate is based on Civil Aviation Authority (CAA) annual surveys of passenger travel choices to the airport during this period. Taking into account changes in the authorised and unauthorised off-airport parking (based on information from

Crawley Borough Council), the total capacity grew by 17%. CAA “private car” access represented 43.8% of all travel methods used in 2010 to Gatwick and reduced to 38.3% in 2015. At the time of the drafting of the interim strategy, 2016 figures had not been finalised therefore GAL assumed a similar percentage share for 2016. We note that CAA figures for 2016 were 38.5% and 37.9% indicating that the assumption used in the GAL strategy was reasonable.

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

Jacobs required amendments to GAL AMR before publication

No amendments.

Jacobs Commentary and Recommendations

No recommendations.

Jacobs Suggestions

No suggestions.

GAL Response

No comments.

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

Status: **On Track**

Reported Progress 2017

GAL continues to work with Aone+ to plan routine maintenance and larger schemes in a way that minimises disruption to airport staff and passengers. We coordinate with local authorities, Highways England and other stakeholders to support stable operations, effective communications and successful delivery of maintenance projects. A large scheme on the A22 undertaken by Surrey County Council was delivered on-time and with minimal disruption in part due to a strong collaborative effort by all parties to plan for and mitigate any potential issues. This was potentially a high-risk project because the route is also the Emergency Diversion Route for Highways England in the event of a closure of the M23. We hope that such collaboration will continue with all stakeholders on future projects.

Meetings and other engagement took place with the M23 Smart Motorway Programme Teams from Highways England, Jacobs-Atkins (design) and Carillion-Kier (construction). Gatwick provided space in South Terminal for Public Information Exhibitions on the scheme on Friday 29 and Saturday 30 September. The team also attended the Transport Forum on Friday 6 October to deepen their understanding of Gatwick’s stakeholders and provided a stand with further information to delegates. A joint communications plan for the project was developed, ready for implementation and further development as the scheme progresses.

We planned an intervention on the North Terminal forecourt, though work did not commence on site until January 2018.

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 2017

The legal agreements with Bluecity were finalised and signed in summer 2017 and work progressed on planning the installation of the charging points. A number of stakeholder engagement meetings were held with local authorities and stakeholder groups with a view to extending the scheme to create a regional network.

We continue to work with our partners, particularly Metrobus, to explore options for alternatively fuelled buses. At the Transport Forum, Patrick Warner of Brighton and Hove Buses introduced Dave Barnett of Wrights Buses who

spoke about the market outlook for electric buses and the greater opportunities provided by hydrogen fuel. We introduced 5 fast charging points in the Taxi feeder park to support Airport Car's trial of Tesla vehicles.

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

Status: **On Track**

Reported Progress 2017

GAL maintains website and Intranet sections dedicated to travel choices and information. In 2017 we updated the 'To and From' section of the Gatwick website, using information sought from transport providers. This included introducing new pages on upcoming roadworks and rail disruption and on hotel bus services to assist passengers with their planning. The GAL Surface Access team are responsible for the Gatwick intranet (Airspace) and keep this updated on a regular basis. We continue to share the results of the Travel to Work survey with partners. New live travel information screens were provided in the North Terminal baggage hall and on the South Terminal Lower Forecourt as part of the new coach waiting area.

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

Status: **On Track**

Reported Progress 2017

In 2017 we continued to report our progress on a regular basis to the Transport Forum Steering Group and Rail and Non-Rail Passenger Advisory Groups (PAG). We continued to update the Communications PAG on the Onward Travel Information Screens both pre- and post-installation. These meetings provide regular opportunities to report on performance against mode share and QSM results, as well as qualitative progress against objectives. We provide a quarterly update to the CEO GATCOM Report and utilise the annual Transport Forum to report to a broader group of local and regional stakeholders. We continued to update the Communications PAG on the Onward Travel Information Screens both pre- and post-installation.

SURFACE ACCESS INDICATORS

PUBLIC TRANSPORT USE	2010	2011	2012	2013	2014	2015
Non-transfer pax.	28,269,476	30,509,571	31,466,589	32,401,235	35,246,397	37,084,484
Passenger public transport use (%) (combined rail, bus/coach use)	40.0	42.2	43.6	42.8	41.4	44
Private car (%)	43.8	42.4	39.9	40.2	40.8	38.3
Rail	33.5	35.5	35.8	35.7	35.0	38.4
Bus/ Coach	6.5	6.7	7.8	7.1	6.4	5.6
Hire car	1.6	1.8	1.7	1.8	1.2	1.2
Taxi/ Minicab	13.2	13.3	14.5	14.6	15.6	15.1
Other	0.3	0.3	0.3	0.3	0.3	0.3
PUBLIC TRANSPORT USE	2016	2017				
Non-transfer pax.	38,940,710	41,207,473				
Passenger public transport use (%) (combined rail, bus/coach use)	44	44				
Private car (%)	38.5	37.9				
Rail	37.5	38.0				
Bus/ Coach	6.0	5.7				
Hire car	1.3	1.1				
Taxi/ Minicab	15.5	16.2				
Other	0.3	0.2				

Source: CAA data from Origins and Departures surveys. Finalised CAA data for 2017 provided in April 2018. Non-transfer figures for 2010, 2014-2016 have changed due to CAA definition of T&C (Terminate & Connect). Annual totals typically add up to c.99% as the CAA surveys may not record mode for all participants.

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 2017

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 the local planning policy which encourages both economic development and environmental protection in the local region.

GAL has consistently adopted Best Planning Practice when considering developments within the Airport boundary. Sustainable development remains a key driver for the airport 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 sought to manage noise emissions and apply effective mitigation strategies, 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 stocks.

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 2017

Gatwick's annual biodiversity management review was held on 15 March 2017. The management review updates key staff at Gatwick, The Wildlife Trust and Gatwick Greenspace Partnership on the biodiversity work being carried out at the airport. The review covers progress of ecological monitoring, survey performance and conservation, and habitat management.

Gatwick's biodiversity management system is audited annually against the requirements of The Wildlife Trusts Biodiversity Benchmark. Audit findings are documented and considered to form part of the annual biodiversity management review.

Gatwick retained the Biodiversity Benchmark Award for the fourth consecutive year following an external audit by The Wildlife Trust in August 2017.

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 2017

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 covers all areas under the ownership of GAL including both airside and landside areas, and provides a Landscape Character Assessment and recommendations for appropriate management of these areas. The Consultants' draft Landscape Strategy was completed in Q1 2017 and, following review by GAL management, the new Landscape Strategy was finalised in December 2017.

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

Status: **On Track**

Reported Progress 2017

The two Biodiversity Action Plans for Gatwick Airport covering the period from 2012 to 2017 have now been completed, and a new Biodiversity Action Plan will commence for 2018, covering the same two non-operational areas. Each area has a detailed schedule of surveys which are being tracked and data which is collated annually.

During 2017, 24 different types of wildlife surveys were completed. These surveys included our usual annual monitoring such as birds, dormice, moths, reptiles, bats, and great crested newts. It also included our repeated baseline habitat surveys for woodlands, grasslands, ponds, hedgerows and invasive species, which highlights the improvements resulting from practical habitat works. Through conducting these surveys several new notable species were observed at the Airport in 2017, including Turtle Dove, Hawfinch, Dotted Fan-foot Moth and a Six-belted Clearwing Moth.

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

Status: **On Track**

Reported Progress 2017

The annual biodiversity management review was undertaken in March 2017 and quarterly biodiversity review meetings were held in June, September and December 2017. All the review meetings were attended by and contributed to by the Gatwick Greenspace Partnership. During each quarterly review ecological monitoring, conservation, and habitat management is reviewed and any challenges discussed.

We still maintain a close working relationship with the Gatwick Greenspace Partnership, who also hold discussion and provide advice for Gatwick departments situated both in airside and landside areas.

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 2017

Gatwick's annual biodiversity management review was held on 15 March 2017. The annual report includes a summary of our biodiversity work, and a review of the two Biodiversity Action Plans ('Land East of the Railway Land' and 'North West Zone'), including any updates. Key habitats have been assessed in 2017 through repeated baseline habitat surveys to establish the success of our management regimes. Changes to the regime in 2017 included several new tasks such as the removal and recycling of old deer fencing and the control of bracken around newly planted woodland understorey.

JACOBS
VERIFICATION
RESULT



This Action Plan Action is on track

Jacobs Verification Summary

The key habitats managed by Gatwick are Woodlands, Ponds, Hedgerows and Grasslands. GAL manages its key habitats under its two biodiversity action plans (BAP) that cover GAL-owned land areas known as the 'Land East of the Railway Line' (LERL) and the 'North West Zone' (NWZ). These are five-year management plans for the period 2012-2017, therefore in 2017 the existing plans were in their last year of operation with preparations underway to set up the next five year LERL and NWZ BAPs. These five-year management plans are more detailed than the Decade of Change Biodiversity Management Action Plan 2015-2018 that is one of GAL's ten sustainability action plans and which references the detailed BAPs for the two biodiversity areas.

Gatwick conducted the annual 2017 re-evaluation of the management of key habitats as part of its annual biodiversity review on 15 March 2017. The review was undertaken by GAL's ecologist and biodiversity consultant, and the GAL Environment Leader with support from Gatwick Greenspace Partnership's (GGP) People and Wildlife Officer whose role is funded by GAL. GGP is a Sussex Wildlife Trust community project.

The annual biodiversity review meeting reviews the tools that the GAL biodiversity team use to manage key habitats including the LERL and NWZ BAP documents and the Action Tracker, and summarises the findings of the GAL EHS team's separate internal audit of the biodiversity management system. That audit is conducted annually. The internal audit process and the annual biodiversity review contents have been aligned with the Wildlife Trusts' Biodiversity Benchmarking Award requirements. GAL has adopted the Biodiversity Benchmark Award certification process to independently verify what it is doing. The Wildlife Trusts assessors carry out an annual audit and check that GAL has management systems in place to manage its BAP areas, set action targets and review progress regularly.

The LERL and NWZ BAP documents (circa 50 pages each) set out the overall management plan for each for the 5-year period, including:

- An assessment of the current condition of key habitat areas listing the associated threats, opportunities and protected and notable species;
- A list of the requirements for meeting all relevant legislation;
- The biodiversity performance indicators and condition assessment criteria to be used; and
- The biodiversity action plan, listing for each BAP Objective the:
 - Targets and actions to meet the targets;
 - Monitoring approach to be taken; and
 - Benefit.

For example, the Woodland Objective 1 for the NWZ area is 'To maintain and enhance existing semi-natural woodland; ensuring good structural and botanical diversity'. The associated target is to 'Maintain or increase woodland condition score', through nine specified actions, including conducting Woodland 2012 and 2017 condition surveys. Monitoring is by the West Weald Landscape Partnership Woodland Condition Assessment; and the benefit is 'Maintaining a structural diversity within woodland on a short-term rotational basis can benefit a number of species'.

The annual BAP action tracker is an Excel workbook that lists the planned actions and ecological surveys to be undertaken for both the LERL BAP and NWZ BAP. For each action entry there is a reference to the BAP target; a record of the planned start and finish and actual date of completion; the action owner; status, budget cost, any comments; any advisors involved and relevant planning requirements where applicable.

The quarterly 'dashboards' report produced for quarterly internal GAL meetings on the status of actions and ecology surveys (completed, underway, missed, scheduled and cancelled); the activities of the GGP People and Wildlife Officer; communications and events; and the Biodiversity Benchmark.

The results of the 2017 biodiversity review and actions were documented in a report (Gatwick's Annual Biodiversity Review 2017) written by the GAL Environment Leader and GAL ecology consultant. According to the minutes of a meeting held on 15 March 2017, the report and associated actions were presented and discussed; and actions identified to update the BAPs. Attendees at the meeting were listed as: representatives of GAL's Environmental, Health and Safety (EHS), Projects, Environment & Sustainability and Communication teams; and the GAL Water Quality Manager. Also in attendance was a representative from Gatwick's grounds maintenance services provider, Glendale; GGP's People and Wildlife Officer and a representative from the Wildlife Trust. Apologies were received from GAL's Sustainability Manager.

Inspection of the 2016 action tracker indicated that the only 'Missed' actions for both BAP areas related to invasive species weed control by the grounds maintenance contractor. This omission was recorded in the biodiversity review and an action captured in the meeting minutes confirmed that the grounds maintenance contractor has now outsourced all invasive species control.

The biodiversity review reported that a new invasive species of Goat's Rue (*Galega officinalis*) had been identified and would be added to the management regime for 2017. Inspection of the 2017 action tracker confirmed that an action was added (LERL Action 211). The meeting minutes contained an action for the grounds maintenance contractor to feedback on a proposed solution for the Goat's Rue.

As per the 'GAL 2017 Reported Progress', changes to the regime in 2017 included the addition of actions to control bracken in newly planted areas in Horleyland Wood (LERL actions 213 and 219).

Changes made to the BAPs in 2016-2017 as a result of the annual review were documented in the latest version of the BAPs. For example, in the LERL BAP an update on 14 February 2017 was 'Review and update of BPI (Biodiversity Performance Indicators) and target to ensure that they are smart'.

A review of key habitat conditions that evaluates the management of key habitats was conducted in 2017 and reported in the Habitat BPI Summaries 5-year review. Condition scoring for each type of habitat was derived from specific accepted assessment criteria that had been adapted for use at Gatwick. Overall there were improvements across most of the key habitats and the results were summarised as follows:

- Woodlands: There was an improvement across all GAL Woodland habitats compared with the 2012 baseline score with the greatest increase seen in both Horleyland Wood and Lower Picketts Wood. At this location conservation management practices had included new understory planting, the reintroduction of coppicing and the reduction in grazing by deer.

- Ponds: There was an improvement in four out of five of the ponds (against a baseline of 2012 for three of the ponds and 2014 for two). Improvements were attributed to the completion of enhancement works, planting of marginal aquatic plants and removal of invasive non-native species. The area with no reported improvement was the LERL Pond No.2 where there had been a slight reduction in condition of '-1.5' down from '27' where the maximum possible score is '39' under the selected criteria. The decline was considered to be due to the accumulation of litter and an apparent absence of amphibian species.
- Hedgerows: There was no change in condition for the only two hedgerow habitats present in one of the two biodiversity habitat areas. (Brockley Wood). The hedgerows were reported to have been brought back under active management through flailing, trimming with hand tools and planting of native shrub species to fill gaps. They were assessed as mature and overgrown and therefore not within the category of 'good' hedgerows but to reduce their size is considered to potentially have a high impact;
- Grasslands: Two of the four grassland habitats maintained or improved condition against baseline surveys undertaken in 2013 and 2014. The River Mole maintained the highest score at '11' where the highest score attainable is '13' and Scrub West of Brockley improved by a score of '1' to '8'. Active management in these areas included a hay cut and collect. The decline in the other two grasslands ('-2' down from '3' in Ashleys Field (North) and '-1' from '6' for Goat Meadow) in the LERL was attributed to the treatment of dominant weeds with a broad spectrum herbicide and problems with a green hay enhancement project.

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

Jacobs required amendments to GAL AMR before publication

No amendments.

Jacobs Commentary and Recommendations

No recommendations.

Jacobs Suggestions

No suggestions.

GAL Response

No comments.

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

Status: On Track

Reported Progress 2017

In 2017 we increased the funding for Gatwick Greenspace Partnership's People and Wildlife Officer to a full time role, leading and coordinating the volunteering and educational work on the biodiversity sites. In 2017 Gatwick Greenspace Partnership led educational visits from Sackville School, teaching a practical conservation element for their Level 2 BTEC in Countryside and Environment. Copthorne 1st Scouts also joined Gatwick Greenspace Partnership at the airport to help towards scouts in attendance winning their conservation badge by helping manage bracken and conducting butterfly surveys.

Gatwick funded and arranged for the installation of a new site container as a forest schools base and ecology equipment store.

Our fourth annual Wildlife Recording Day was conducted in July and another week of wildlife events for Gatwick 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 2017, Gatwick were the headline sponsor for the STEM Big Bang Fest at Ardingly Showground, an educational event engaging with more than 9,000 students from around 200 schools. Gatwick staff worked with the Gatwick Greenspace Partnership to run an interactive biodiversity display which included a pond dipping activity, a bat sonogram software demonstration, and a microscope live feed to a big screen.

In September 2017, a similar interactive stall was run at the Gatwick Aviation museum Fun Day. This family event engaged the local community and raised the profile of Gatwick's work for biodiversity.

In addition to the work with Gatwick Greenspace Partnership, Gatwick is also part funding a PhD with Sussex University to monitor the rare colony of Long-horned Bees on our site.

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

Status: **On Track**

Reported Progress 2017

In 2017, staff from the airport provided Gatwick Greenspace Partnership with continuous support, regularly carrying out volunteering events in Gatwick's conservation areas. These events help to raise awareness of wildlife conservation and promote wellbeing in the Gatwick family. In 2017 there were over 400 volunteers at these events. Some conservation and habitat management activities carried out by volunteers included tree planting, hand-scything grassland, coppicing and scrub clearance.

The educational events are detailed in section 6 above.

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

Status: **On Track**

Reported Progress 2017

The importance of environmental and ecological impacts are assessed during the initial design stages of all construction projects. Specific control measures are put in place for any operational or project works that are planned on Gatwick's 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 2017

The Wildlife Trust Biodiversity Benchmark recertification audit took place in August 2017. The work that we do to maximise the biodiversity of plants and animals on the land around the airport resulted in Gatwick retaining the Benchmark award for the fourth year in a row.

The assessor reported: *"Staff involved in the management of biodiversity at Gatwick airport are delivering excellent results on the ground and show commitment and enthusiasm. Gatwick's Annual Biodiversity Review is an impressive summary of biodiversity works carried out at the airport. This is an excellent example of an organisation investigating problems, taking preventative, remedial and corrective actions and recording the outcomes"*.

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

Status:

On Track

Reported Progress 2017

The work that we have done to enhance our biodiversity across the non-operational areas of the airport has continued to be reported on throughout 2017. Gatwick's performance against biodiversity KPI's continue to be reported on for our Decade of Change reports and against our two Biodiversity Action Plans.

Ecological monitoring, survey performance and habitat management is periodically reviewed and communicated through the Gatwick biodiversity blog. Biodiversity volunteering and educational work at the airport is regularly posted on the Gatwick Yammer site and to the wider Gatwick family through our communications team.

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

Status:

On Track

Reported Progress 2017

Mike Roberts and Julie Ayres continued their appointments in 2017 as Gatwick Airport's representatives on the Board of Trustees of the Gatwick Airport Community Trust and took an active role in the workings of the Trust. These two trustees, together with the other seven, ensure 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 October 2017, Mike Roberts tendered his resignation as a Trustee, and therefore as Chairman with effect from the end of the 2018 grant application process i.e. May 2018. Mike has served as a Trustee since it was first established in 2001, and as Chairman for the last seven years, and his long standing commitment to the Trust has made a very significant contribution to the local communities and those living in the Gatwick area.

Having already anticipated the need to nominate a new Trustee, a written procedure documenting the process in which GAL nominates one in line with the terms of the Gatwick Airport Community Trust (GACT) Deed was produced earlier in the year. Nominations for potential candidates was commenced in the period.

GAL's contributions to the Trust increase each year so as to provide protection against inflation and in 2017 this rose to £212,000.

The airport received revenue as a result of infringements by aircraft of departure noise thresholds imposed by Government as follows:

Date and Time	3 rd April 2017 00:22	6 th April 2017 00:49
Flight Number	MEV210	MEV210
Aircraft Type	B744	B744
Registration	TFAMV	TFAMV
Noise Monitor	RMT1	RMT1
Lmax	93.2	96.5
Limit	92.7	92.7
Fine	£500	£1000

A payment was accordingly made to the Trust in the sum of £1,500 in the period.

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).

Status: **On Track**

Reported Progress 2017

We have continued to meet our Obligations in 2017 and the relationship with Gatwick Greenspace Partnership continues to go from strength to strength. In addition to the core funding, we further extended GAL's financial support for the People and Wildlife Officer role (from 3 to 5 days per week) from April 2017. This role has provided specific support to Gatwick to assist with the management of the Gatwick estate and to develop an enhanced community programme that is not limited to volunteer opportunities.

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.

JACOBS
VERIFICATION
RESULT



This Action Plan Action is on track.

Jacobs Verification Summary

In 2017 GAL continued to provide financial support as set out under the Obligation. In addition, GAL extended the additional financial support it had been providing for provision of the role of People and Wildlife Officer three days per week in 2016, to a full time post from April 2017. The role of the Officer includes promotion of volunteering by airport staff and the wider airport community in the management of GAL's landholdings and to environmental education both on and off-site. The Gatwick Greenspace Partnership (GGP) also reports that Gatwick provide in kind support in the form of a vehicle.

As reported, Gatwick's relationship with GGP was further strengthened in 2017 as indicated by the increased level of volunteering; the number of joint initiatives that were undertaken; and Gatwick's promotion of GGP as below:

- The increased level of volunteering at Gatwick in 2017 was confirmed by GGP in its Annual Report 2017-2018 that states: "volunteer engagement has increased from 321 to 466 volunteers over 55 days, up from 35, on Gatwick's two conservation areas". This included 24 task days for GAL staff; 13 task days with businesses and 18 days supported by GGP volunteers and local residents. In addition, GGP reported that the Gatwick conservation areas were used by GGP to deliver a programme of bespoke "Digital Detox" days for Nestle employees to improve health and wellbeing in the workplace.
- During 2017 Gatwick's People and Wildlife Officer engaged with 555 students off site and 153 students visited Gatwick for environmental education and conservation days.

- GGP also reported that it delivered a varied wildlife events programme to suit families and people of all ages, including the Gatwick Goes Wild Week, Gatwick Wildlife Recording Day for beginners & experts, guided walks & Bird Box making.
- The activities of the GGP People and Wildlife Officer was publicised in the GAL internal magazine, 'Your Magazine' July 2017 feature "Wild Times";
- GAL promoted volunteering opportunities via the 'Gatwick Family' network, its Intranet and in an article in the 'Your Magazine' December 2017 Gatwick Family edition which was distributed across the airport campus. This article also provided links to GGP's Facebook page and website;
- GGP hosted a biodiversity area within GAL's exhibition stand at the regional school science event, "Big Bang Fair South East" which promotes careers in STEM (Science Technology, Engineering and Mathematics).
- GGP attendance of the Gatwick Biodiversity Quarterly Review meetings.

As reported, the GAL Community Engagement Team continued to be active in engaging with GGP. This included facilitating attendance of GGP with GAL at various community events ('Big Bang Fair South East', Gatwick Aviation Museum event) and attendance of the GGP Members Steering Group. Jacobs is satisfied that the level of progress on this Action Plan Action is on track.

Jacobs required amendments to GAL AMR before publication

It is suggested that the statement in the "GAL 2017 Reported Progress" describing the extended funding for the People and Wildlife Officer could be written more clearly to clarify that GAL's funding of the Officer is for a weekly full time role as below:

'In addition to the core funding, we further extended GAL's financial support of the People and Wildlife Officer from 3 days per week to a full time post (5 days per week) from April 2017. This role has provided specific support to Gatwick to assist with the management of the Gatwick estate and to develop an enhanced community programme that is not limited to volunteer opportunities'.

Note: if the above suggestion is rejected GAL should review the text and remove the comma (increased from 3 to 5 days from April 2017,)

Jacobs Commentary and Recommendations

No recommendations.

Jacobs Suggestions

No suggestions.

GAL Response

Jacobs' requested punctuation amendment will be incorporated in GAL's reported progress.

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.

Status: **On Track**

Reported Progress 2017

Our community investment programme includes support for a wide range of local and regional community events. In 2017 we have worked with many airport and community partners to deliver an enhanced community programme, and to promote an airport-wide approach to community investment. This was particularly evidenced with Gatwick becoming the first ever sponsor of the Community Parade at Brighton Pride, the UK's biggest Pride festival. Gatwick led the parade with a walking party of 100 airport employees, including colleagues from across the Gatwick Family to ensure an airport wide approach.

Similarly, in partnering with the Gatwick Aviation Museum in September we were able to deliver the first Gatwick Fun Day to bring together Gatwick teams (our Fire Service, Biodiversity, Airfield Operations and Surface Transport) and other third parties for members of the public to enjoy.

Bringing local residents together gives us an opportunity to connect with our nearest neighbours. Throughout 2017 we've been involved with a whole host of local events and organisations. Regional events provide us with opportunities to connect with more communities and play a positive role across a wider area. Some of the regional events and organisations we've supported this year have audiences reaching several hundred thousand people.

More detail is provided through our Decade of Change Report.

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

Status: **On Track**

Reported Progress 2017

In 2015 Gatwick Airport commissioned independent research to provide an assessment of the airport's reputation within the local community, and identify the key issues of concern to local stakeholders. The insights gained from this research were used as an input to support and inform the development and implementation of an enhanced community engagement programme during 2016, including increased team resources and a refreshed community engagement and investment strategy.

In early 2017 we commissioned a neutral assessment of opinion of Gatwick Airport within the community, including a comparative analysis of change against the assessment provided in 2015. We briefed Article 13 again to undertake a meaningful comparison with the findings reported in 2015, using the same scope in terms of sample size; catchment geography; and methodology.

The research and analysis included the following areas:

- Assessment of the level of awareness of Gatwick's community engagement and investment activity;
- Assessment of what people think of our current community engagement and investment activity - and if they perceive any change over the past year/18 months;
- Assessment of impact of aircraft noise on stakeholders relative to other drivers of opinion – including tracking any change over the past year/18 months;
- Identification of any further material drivers of local opinion about Gatwick, compared to the 2015 study.

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

Status: **On Track**

Reported Progress 2017

2017 has been another successful year for conservation at Gatwick Airport both onsite and further afield. Continued support from Gatwick Airport has helped increase the focus of the Gatwick Greenspace Partnership on environmental education, health and wellbeing and allowed them to engage with a diverse range of people across the area. They have worked with over 800 children and 300 hundred teachers and adult learners over the last year, making use of Gatwick's landholdings as a resource for forest schools and helping school children to appreciate their local wildlife.

Gatwick Airport has retained the Wildlife Trusts Biodiversity Benchmark Award for the 4th consecutive year and, once again, this success has been thanks to the Gatwick community and the huge contribution from those that volunteered their time, and hard work to make it possible. This year over 400 hundred people joined the Gatwick

Greenspace Partnership out in the woods or along the river. Volunteers have planted trees, laid hedges, built boardwalks and bug hotels, picked up litter, repaired fences, coppiced hazel and sown seeds.

Much of this has been possible with Tom Simpson's role (People and Wildlife Officer) being funded full time, 5 days a week, by Gatwick Airport from April 2017. This allows Tom Simpson to include more outdoor events and education both at Gatwick and across the project area, as well as leading the practical work on Gatwick's conservation areas. This has been further facilitated by Gatwick Airport biodiversity areas now having an onsite storage container and toilet, courtesy of Gatwick Airport. These facilities will allow increased delivery of both conservation and education events in future.

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

Status: **On Track**

Reported Progress 2017

As reported under Obligation 7.1, in 2017 GAL contributed £212,000 to the GACT.

As part of the 2017 grant application scheme, 130 applications were received by Gatwick Airport Community Trust totalling £455,047. At the end of May, the trust awarded grants of £195,428 to 107 different charities and community organisations for projects in East and West Sussex, Surrey and Kent. This included two larger grants of £10,000 per year for two years to each of The Tall Ships Trust and the Capel Sports Pavilion.

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

Status: **On Track**

Reported Progress 2017

Our charity partnerships make a big difference to the people we're helping. The airport has been supporting three charities which colleagues voted for in 2015: an on-site charity; a national charity; and a local charity. This arrangement has been in place for 4 years: two terms of a bi-yearly partnership.

We therefore have a commitment to prioritise our resources for our charity partners which are currently Cancer Research UK, St Catherine's Hospice and Gatwick TravelCare, Gatwick's resident charity for passenger welfare. A highlight from 2017 for each of the charities:

1. St Catherine's Hospice is celebrating the most successful charity partnership in its history after Gatwick Airport raised a staggering £100,000 for the hospice during the course of its partnership (now in its second year). 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.
2. As a partner of the Brighton Marathon Weekend in April 2017, the support of Gatwick for the Cancer Research UK Kids and Teens Mini Mile Races made it free to enter for children aged 7 to seventeen to run a one-mile distance around Preston Park and experience the incredible atmosphere of the Brighton Marathon Weekend. The partnership benefitted Gatwick Airport's national charity partner, Cancer Research UK, by waiving the entry fee to the Cancer Research UK Kids & Teens Mini Mile Races. Instead of paying an entry fee, entrants were invited to make an optional donation to Cancer Research UK Kids & Teens.
3. Our on-site charity, Gatwick TravelCare, have historically received an annual donation from the Foreign Commonwealth Office but in 2017 the FCO introduced a more stringent process to receive their funding. In order to bring Gatwick Airport's funding of TravelCare in line with that of the FCO and to strengthen Gatwick's presence and delivery of services across the airport, we increased the donation to further support passengers who face difficulty or distress at the airport.

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.

Awareness of our match funding has continued to build and donations in 2017 have significantly increased and benefitted not only our charity partners but many causes close to the hearts of staff.

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

Status: **On Track**

Reported Progress 2017

2017 has seen a welcome uptake in employee volunteering. 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.

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.

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

Status: **On Track**

Reported Progress 2017

In 2017 we launched our education programme Inform, Inspire and Invest across the business and with local partners, through all our internal and external channels. This included two very successful flagship projects, Learn Live Broadcasts and our involvement in the Big Bang South East.

Our Learn Live Broadcasts enabled Gatwick to reach an average of 50 schools every month, with almost 20,000 student views across the year. Working across the whole airport we were able to inform and inspire students and their teachers about the wide and varied jobs and careers available at the airport. It also gave us an avenue to further develop our relationship with some of our airport partners by featuring them in the programme. For example our broadcast from the Air Traffic Control tower featuring the ANS (Air Navigation Services) air traffic controllers.

STEM skills are important for a wide range of jobs at the airport. We have promoted STEM through our headline sponsorship of the Big Bang South East. This event exposed us to over 9000 students, of which a third entered the airport zone and took part in one of the 15 interactive activities manned by over 70 volunteers. Furthermore Gatwick was involved more locally in the STEM in the park event in Crawley and the Redhill and Reigate Big Bang events.

Our increased activity in the above programmes has also raised the profile of our engineering apprenticeship scheme and 2017 ended with Gatwick celebrating 40 years of apprentice recruitment.

The number of volunteers in our education programme has increased this year not just within Gatwick employees but amongst the wider Gatwick family. We have continued to support the 'Be the Change' mentoring programme with 10 volunteers and we have started to look into building different mentoring opportunities across the region to open up more personal development opportunities for employees.

Working in collaboration with the HR and engineering teams Gatwick delivered 4 successful structured work experience weeks with a local partnered school – with the aim of inspiring the future generation and building our pipeline of talent.

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

Status: **On Track**

Reported Progress 2017

During 2017 we continued to track all the KPIs that have been reported since 2015. These KPIs are reported in our Decade of Change report.

Our activity over the last year has been reported internally through the regular Executive Management Board (EMB) reports and in recent months by way of presentation to the EMB; and the new Community Engagement Update email. This is in addition to regular internal communications coverage. Externally we report quarterly on community engagement in the narrative to the Chief Executive's Report for the Gatwick Airport Consultative Committee (GATCOM); to subscribers of our own community e-newsletter together with features in the wider Gatwick commercial e-newsletter as well. In 2017 we have also dedicated more resource to press coverage.

Our 2017 engagement programme, Discover Gatwick, offering parish councillors and other community representatives the opportunity to visit the airport, meet our team and understand more about the airport operation and how we work to manage its impacts offers yet another route to updating progress to a wider audience.

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.

Status: **On Track**

Reported Progress 2017

Gatwick continues to take a leading role in the national debate on aviation, as well as wider issues such as the national economy, infrastructure investment, international trade, and Brexit. For example we have worked with other UK airports in lobbying Government to ensure that aviation is prioritised and protected in the Brexit negotiations.

In January 2017 Oxford Economics published a report on Gatwick Airport's local, regional and national economic impact, commissioned by the Gatwick Growth Board. This was followed by a Connectivity Study by Arup to identify the priorities and case for transport investment in schemes which benefit both Gatwick Airport and the wider region. Both reports were shared extensively with our strategic partners such as Coast to Capital LEP; South East LEP; Gatwick Diamond Initiative; local authorities and other local partners.

We have worked with our partners to promote international trade, through existing working forums and through the delivery of targeted events. For example in January 2017 we hosted a Sussex International Trade Forum event at the airport, with a keynote speech from our Chief Commercial Officer. We also teamed up with the Exporting is GREAT campaign to deliver a one day conference for local businesses - *Take of 2017, Growing your Business Abroad*, with the support of partners such as the Department of International Trade, Coast to Capital LEP, and Chambers of Commerce. More than 150 small to medium business owners attended the conference. Key speakers included PayPal, UPS, Martin McCourt and Lord Young.

As partners with Gatwick Diamond Initiative and Crawley Borough Council for the *Gatwick Diamond Meet the Buyers Programme*, we were able to include a new element to the programme promoting international trade. This included a free seminar on exploiting international business opportunities, with the Department for International Trade.

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.

Status: **On Track**

Reported Progress 2017

We have maintained a very active programme of participation this year, across a broad range of economic groups and partnerships e.g. Coast to Capital LEP; Gatwick Diamond; Greater Brighton; Croydon; Kent and East Sussex. These activities continue to provide valuable insights into the strengths and challenges of the local and regional economy today and in the future. We have used existing forums to keep people informed of key issues relating to the airport, as well as speaking at specific events, e.g. Joint Chamber event with Henry Smith MP; Business South Conference. We had regular engagement with Crawley Borough Council and West Sussex County Council throughout the year on the Crawley regeneration programme, and committed match funding in support of their bid to Coast to Capital LEP.

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

Status: **On Track**

Reported Progress 2017

We launched the new Gatwick Community Forum in June, bringing together some of the key businesses that operate at Gatwick, to share good practice and explore current community engagement activity, identifying potential opportunities to work together. A second event in September focused on Employment and Skills, and provided a valuable forum for discussion of common themes for airport companies. Following positive feedback on the value of the Forum we will continue these events in 2018.

The Gatwick Family Programme was launched in August. The programme aims to create a better place to work for everyone employed at Gatwick, uniting the Gatwick Family to deliver better together. Activities have included a communications campaign across campus, and the launch of Voice of the Family, which is being used to understand what is most important to people working for companies on airport, helping to make their organisation a better place to work.

A new Gatwick Jobs Portal was launched as a platform for all airport vacancies, and a major Jobs Fair was delivered in November, supported by 43 airport companies and attended by over 1,500 job seekers. These activities have helped to drive a campus wide approach to recruitment.

We have also worked with a small number of airport businesses and local partners to develop a new Employability programme, for launch in 2018. The programme will be targeted at helping local people who may need additional support and skills training to access job opportunities at the airport.

The Meet the Buyer Programme included a series of 9 free seminars for local businesses, including one focusing on airport suppliers. Three of Gatwick's suppliers lead the seminar sharing insights on the unique requirements of working on the airport and working effectively with Gatwick Airport Limited.

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

Status: **On Track**

Reported Progress 2017

This year we sponsored the well-established and very successful monthly Big Breakfast business networking events in Croydon, in partnership with Coast to Capital LEP. As part of our sponsorship we supported the delivery of three additional events for businesses in Surrey, Sussex and Kent.

We have also continued our programme of engagement with local business groups such as Gatwick Diamond Business; Manor Royal Business Improvement District; Reigate and Banstead Business Leaders; Business South; and the Chambers of Commerce of Sussex, Surrey, Kent, Crawley and Eastbourne. Our participation has included regular attendance at events, and senior Gatwick representatives taking part as keynote speakers or panel members at a number of events throughout the year.

Building on our long term support for the Gatwick Diamond Growth Forum, we also sponsored the new event 'Crawley Spotlight', focusing on the regeneration programme being delivered by the Borough Council and its partners. Other sponsorships included the Develop Croydon Conference; Gatwick Diamond Speaker Conference; and the first Sussex Economic Forum.

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

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

Status: **On Track**

Reported Progress 2017

In 2017 the GAL procurement team continued to focus on KPI activity on which a level of progress has been made.

The Construction framework implemented two tiers of KPI reporting, via the project and programme. The project KPI's which record performance and behaviour across each individual project went live in April 2017 and we now have live data from which to report. Each project has its own dashboard reporting tool which is reported up line. Meetings have occurred on a monthly basis to work on the key sustainable drivers and will form part of the second tier Programme KPI's and will be live in 2018 and will include a specific Sustainability reporting tool.

Through our community activity we have started to work with several of the Construction framework contractors on some of our major sponsorship events and although it is not occurred through direct procurement processes it has shown a willingness on their behalf to get involved in the wider economic impact of Gatwick. A great example of this was support given at the Big Bang SE and our Learn Live broadcasts. We have also continued to support the sustainability forum and have spoken about our apprenticeship programme and education initiatives.

For Operational Procurement, Local Economy criteria have been added to the internal checklist for use in reviewing suppliers.

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

Status: **On Track**

Reported Progress 2017

This Action has evolved to focus on airport-based businesses some of whom are also major framework suppliers. In 2017 GAL continued to work collaboratively on several local employment and skills initiatives, including with our development and procurement colleagues to identify further opportunities to work with Gatwick's wider supply chain.

In early 2017 a Gatwick Handlers and Recruiter Forum was established. The overall objective was to get the wider recruiter/HR community together with each other and with Gatwick representatives to establish some traction with local and regional employment support schemes and to collectively work on solutions. The Forum has gained in popularity with representatives of around 25 different companies and organisations. One of its successes has been that the network has continued to work outside of the Forum dates, the shared ownership of challenges and its use as a 'sounding board' for new thinking and ideas.

Several of Gatwick's major framework suppliers have local employment and skills programmes or engagement activities. During 2017, two have participated in GAL's Learn Live broadcasts. During National Apprenticeship week part of our 'Back to the floor' campaign was to encourage the Gatwick Family to get involved in a wider apprenticeship recruitment campaign. The opportunity was embraced by two of the companies and they collaborated on a 'live' apprenticeship campaign.

The new Gatwick Community Forum and the successful Gatwick Jobs Fair, attended by 43 airport companies has allowed us to really get to know and understand the recruitment needs and challenges of airport businesses. Part of this work lead to developing a set of tools and giveaways designed to support those who are looking for employment understand the complexity surrounding security referencing. This has been further supported by workshops and in depth engagement with back to work providers to upskill them.

JACOBS
VERIFICATION
RESULT



This Action Plan Action is on track.

Jacobs Verification Summary

In 2017 GAL continued to work collaboratively with some of its major framework suppliers in developing local and on-airport employment and skills programmes and extended this collaboration to its wider supply chain, referred to as the "Gatwick Family".

Through GAL's employment and skills dialogue with its major frameworks suppliers GAL developed its programme of Learn Live broadcasts to UK schools which was launched in 2017. These comprised a monthly video of an airport job role, including apprenticeships, followed by a live interactive broadcast (webinar) where school children had the opportunity to ask questions of the staff in the videos. The video and webinars are publicly accessible via the GAL website at: <https://www.gatwickairport.com/business-community/community-sustainability/education/learn-live/> to enable access by various bodies supporting employment and skills programmes.

GAL extended its local and on-airport employment skills programmes in 2017 to its wider supply chain with the following initiatives.

- Two companies from the wider supply chain took part in a GAL Learn Live broadcast during National Apprenticeship Week, 6-10 March 2017 by explaining their apprenticeship opportunities.
- The creation of a Gatwick Handlers and Recruiter Forum that caters for the specific needs of Gatwick aircraft handling agents. At the May 2017 meeting of the Forum two out of four invited handling agents attended with seven local public sector recruiters such as Jobcentre Plus and Croydon Works and Sussex Downs College. The meeting included presentations by each participant including an introduction to Gatwick's Jobs Portal and the Gatwick Family and Recruiter employment schemes; and identification of key dates for upcoming Jobs Fairs, and Recruitment Days.
- The creation of the Gatwick Community Forum in June 2017 which has a broad membership of businesses in addition to major framework suppliers. These include restaurants, hotels, retailers, airlines, a bus operator and cargo handlers.
- The holding of Gatwick's largest Jobs Fair in November 2017 attended by 43 airport companies and supported by Jobcentre Plus, Croydon Works and Crawley College.
- Development of the 5 Year Referencing Toolkit and giveaways (leaflets and bookmarks) for use by recruiters, schools, colleges, employers and anyone involved in recruiting into an airport to help communicate the security requirements that potential recruits must meet.

- The facilitation of attendance by Gatwick suppliers to promote their apprenticeships to school children at the 'Big Bang Fair South East' which promotes careers in STEM (Science Technology, Engineering and Mathematics) by accommodating them in the Gatwick zone.

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

Jacobs required amendments to GAL AMR before publication

It is suggested that the text in the reported progress section be amended from “around 25 different representatives” to “representatives of 25 different companies/organisations”.

It is suggested that the text in the reported progress section be amended from “and a ‘sounding board’” to “its use as a ‘sounding board’”.

There is no specific reference to Gatwick’s major framework suppliers’ local and on-airport employment and skills programmes despite evidence reviewed that some major framework suppliers have active employment and skills programmes or engagement, e.g. Balfour Beatty and Marco participate with Gatwick in the Learn Live initiative.

It is recommended that the text is amended to make specific reference to the local and on-airport employment and skills programmes underway by major framework suppliers, i.e. their Learn Live UK programmes.

Jacobs Commentary and Recommendations

No recommendations.

Jacobs Suggestions

As the reported activity makes no reference to ‘reporting’, it is suggested that the text references or is aligned with the “2017 Reported Progress” of Local Economy Action Plan Action 5 on the implementation of the two tiers of KPI reporting and identify the employment programme data that “is reported up line”.

GAL Response

We note Jacobs’ view that reporting on this Action should be aligned with reporting on Action 5; however, the two actions do not cover the same activity. Action 5 is about sustainability criteria in Procurement, while Action 6 is about reporting on employment and skills collaboration.

Furthermore, reporting does not necessarily entail KPIs. Action 6 is a relatively new action that is evolving through collaboration with interested major suppliers and other companies based at the airport. The main activities undertaken are being reported in the S106 AMR and highlights are included in the Decade of Change report.

We will amend our Reported progress on Action 6 to add a sentence stating that in implementing this action it has evolved to cover airport-based businesses some of whom are major framework suppliers.

We will incorporate the minor wording amends to GAL’s reported progress (25 organisations; sounding board; and add reference to Balfour Beatty and Marcos participating with Gatwick in the airport Learn Live programme).

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.

Status: On Track

Reported Progress 2017

Following the successful tender process at the end of 2016, a new delivery partner was appointed in 2017 to deliver the expanded and refreshed scope of the Meet the Buyer programme. This was supported by additional sponsorship from Gatwick to secure enhancements including developing Meet the Buyer from an annual event to a planned programme of SME (small to medium enterprise) capacity building and local supply chain development, extending to a wider area, and introducing new elements relating to innovation and international trade. Members of the GAL procurement team, and Community Engagement team represented Gatwick on the Steering Group, working in collaboration with the other key Partners.

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

Status:

On Track

Reported Progress 2017

Local economy activity is included in the annual Decade of Change report and 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, as well as through Gatwick internal communications channels, and in regular updates to the Gatwick Executive Management Board.

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 2017

We set our annual energy consumption reduction target on a financial year basis. For 2017/18 the target set was a reduction of 0.2 kWh/passenger against 2016/17 baseline of 4.7 kWh/passenger. The target is part of annual EHS objectives agreed with GAL's MCR and EHSOR committees.

Performance against the annual target has been monitored monthly and is expected to be close to target with ongoing improvement in normalised energy efficiency performance.

Whilst there has been no significant increase in facility footprint, passenger number growth has led to an increasing electricity consumption trend; circa 1.4% in 2017. Passenger numbers have increased by 5%; an additional 2.4 million passengers.

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

Status: **On Track**

Reported Progress 2017

As part of our regular monthly monitoring of water, the 'Utilities dashboard' has been enhanced to monitor GAL total and business unit consumption, and Airport third party consumption, on a 12 monthly rolling trend basis; this analysis allows us to observe high-level trends associated with energy consumption which can be correlated to facility, passenger numbers or other changes.

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

Status: **On Track**

Reported Progress 2017

This action has been completed: ESOS audit compliance was achieved in December 2015 and a number of priority measures focused on energy efficient lighting were implemented in 2016 and 2017.

Further energy efficiency projects were developed and implemented as part of our capital investment programme; see action plan item 4 for further details.

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

Status: **On Track**

Reported Progress 2017

GAL's investment in energy efficiency is integrated into the ongoing capital investment programme. The significant projects that have delivered energy efficiency improvements include:-

- Pier 2 Gate rooms – Upgrade to LED lighting including new lighting controls
- Threshold and Approach Runway Lighting – Upgrade to LED lighting
- ST and NT Reclaim - Upgrade to LED lighting including new lighting controls
- NT Departures L20 - Upgrade to LED lighting including new lighting controls

- NT Retail (WDF) – Replace air handling unit
- NT Security Search – Replace air handling unit(s); will complete in 2018

A number of GAL’s energy efficiency plans include investment across multiple years to achieve the full outcome. As examples of this, during 2017, the final phases of a multi-year project to replace/upgrade NT roofing was completed; the programme of South Terminal boiler decentralisation continued with the installation of two further boiler houses – new plant started operation in October 2017 and is operating at 15% improved efficiency compared to the previous plant.

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 2017

During 2017 a feasibility report was produced to examine the potential for using surplus biomass fuel from the waste-to-energy system to supplement a heating system in North Terminal. The report identified the space and fuel requirements, type of plant and operational changes needed to implement a solution. Another feasibility assessment report was commissioned to assess the technical and commercial implications of a scale solar PV project. These assessments will inform our ongoing consideration of renewable energy strategy.

As part of the early scheme design stages for the pier 6 extension project, solar PV has been included as an integrated part of the proposed solution; subject to continued detail design development.

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 2017

The “Energy, Carbon and Metering Technical Standard” is now an established requirement used as part of developing the design/deliver project scope. The standard requires larger projects to deliver ‘energy statements’ to estimate the energy to be used by the facility during operation; during 2017 a number of projects, including one third party retail ‘fit-out’ project, have produced these. In addition, our project teams continue to monitor/report energy used during construction.

7. Continue to improve energy metering, monitoring and reporting systems.

Status: **On Track**

Reported Progress 2017

As part of the normal monthly energy monitoring processes, further energy analysis has been developed to monitor building/system consumption. Additionally, an initial set of building level energy performance indicators (EnPI’s) have been developed for a selection of buildings.

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; it was not possible during 2017 to progress the development of an IT based reporting system but this will continue to be an energy strategy aspiration.

GAL negotiated a new three year contract with our ‘meter reader’ supplier that will deliver a phased programme of improvements related to metering, AMR and reporting. These include the launch of a new reporting platform that will allow our third parties to see their water energy consumption/invoices, the installation of AMR devices

on gas sub-meters and enhanced reporting functionality that will allow us to more easily trend consumption for different facility/type user groups.

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

Status: **On Track**

Reported Progress 2017

GAL continued to report energy performance internally through the Managing Corporate Responsibility Committee and to include it in internal communications and presentations; and to report externally in the Decade of Change report, S106 AMR and Gatwick Airport website.

ENERGY MANAGEMENT INDICATORS

Energy consumption

	2010	2011	2012	2013	2014	2015 **	2016	2017
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	209,284,365
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	154,058,267
Total 3rd party usage	60,652,406	57,297,032	54,759,313	55,535,305	57,501,854	54,692,816	55,923,104	55,226,098
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	57,810,912
Electricity – consumption (kWh)	162,621,805	161,234,426	158,798,686	152,934,224	149,607,258	144,850,628	149,393,195	151,473,453

* Total consumption is Airport consumption.

** 2015 figures were restated in 2016 to rectify omission of 2,264 kWh of electricity consumption.

*** Energy used to run GAL operations including terminals, offices, airfield and operational systems.

Additional indicators (Decade of Change)

Decade of Change energy reduction goal								
	2010	2011	2012	2013	2014	2015	2016	2017
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%	-12.8%
Energy efficiency								
	2010	2011	2012	2013	2014	2015	2016	2017
Total passengers	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,136,800	45,561,700
Total energy consumption per passenger (kWh per passenger)	7.59	6.55	6.47	6.13	5.24	4.97	4.84	4.59
GAL energy consumption per passenger (kWh per passenger)	5.65	4.85	4.87	4.57	3.73	3.61	3.54	3.38
Renewable energy								
	2010	2011	2012	2013	2014	2015	2016	2017
Renewable energy generated onsite (kWh)	n/a	n/a	54,555	52,338	55,758	53,086	43,342	57,099
% of total energy purchased or generated from renewable sources	n/a	n/a	n/a	52.3%	74.8%	72.4%	71.6%	72.4%

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 2017

During 2017 we completed the Flood Resilience Review for critical assets, with support from external consultants (Jacobs). This covers almost 100 priority assets that are critical for stable operations (people, aircraft and baggage) during flood events. The Study contains recommendations on each analysed asset, these are now being prioritised for funding and action.

The fully implemented status of the McMillan Report recommendations, and improvements made therein, has been maintained.

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 2017

Delivery of the final element of the UMFAS project at Clays Lake continued to progress during 2017 and is expected to complete in late 2018. GAL and the Environment Agency inspected the site during 2017.

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. In late 2017 the EA issued a tender for a high level options study to protect Crawley Villages from flooding. When this is completed, GAL will engage with the EA to consider the options.

3. Maintain operational performance of the drainage ponds and system to ensure compliance with discharge consents

Status: **On Track**

Reported Progress 2017

GAL has continued to maintain the operational performance of the drainage ponds and system, including more frequent sampling and monitoring than required by regulators; and to engage proactively with Thames Water and with the Environment Agency on water quality matters. During 2017, there were no actions or reports made by the Environment Agency for non-compliance with Surface Water Discharge Consents.

During 2017 we completed a feasibility study (with Jacobs) for treating glycol contaminated water from the pollution lagoons using a biological degradation system. We are presently considering the options. Discussion of recycling options for recovered glycol are continuing, these are not yet ripe for a formal assessment. We have also continued to gather data from the ongoing trial of new equipment at D Pond to monitor pollution levels. Initial indications are that the equipment returns reasonably accurate results.

In September 2017, we engaged Sweeptech services to carry out our cleansing operations on the 42 interceptors across the airport that ensure surface water run-off from car parks does not adversely affect the rivers. By using

innovative technology we anticipate continued good performance on water quality management and in addition the reduction of vehicle movements will reduce diesel emissions.

4. Maintain a rolling programme of leak detection and repair.

Status: **On Track**

Reported Progress 2017

As part of our planned maintenance programme for water networks, two leakage surveys were completed during 2017. These surveys identified a number of leaks which have been investigated and repaired. We have continued to deal proactively with the repair of reported leaks.

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 2017

In 2017 we created a schematic drawing version of the 'water consumption map' to help visualise our water supply network, understand the percentage of "accounted for" water and the metered/non-metered supplies. Based on the map we have established a baseline of "accounted for" water, identified a number of metering gaps and organised funding for a first phase project to install additional meters.

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 2017

As part of Action Plan 5, we created a schematic drawing version of the 'water consumption map' to assist us to understand and monitor the amount of water consumption that can be accounted for by sub-metering.

As part of our regular monthly monitoring of water, the 'Utilities dashboard' has been enhanced to monitor GAL, third party and sub-networks total water consumption as a 12 monthly rolling trend; this analysis allows us to observe high-level trends associated with consumption which can be correlated to facility changes, passenger numbers or leakages.

GAL negotiated a new three year contract with our 'meter reader' supplier that will gradually deliver a programme of improvements related to metering, AMR and reporting. These include the development of a new reporting platform that will allow our third parties to see their water consumption, the installation of AMR devices on water sub-meters and enhanced reporting functionality that will allow us to more easily trend consumption for different facility/type user groups.

In June 2017 we commissioned a consultant to carry out a 'water audit' on a baggage operational building with the objective to identify water saving opportunities. GAL addressed the water tank maintenance issues raised as well as some of the operational adjustments identified. In the six months following the audit the water consumption has fallen by 35%.



Jacobs Verification Summary

One of GAL's water management goals under the Decade of Change 2020 Vision was to reduce water consumption by 20% against a 2010 baseline. This refers to water consumed at the airport both by GAL and by tenants and other third party users. This target was achieved early (in 2011 they used 21.1% less water than in 2010 and this has been improved every year since) so in 2015 the target was replaced with a stretch target of 25% reduction compared to the 2010 baseline. Water consumption KPIs are based on consumption for the calendar year. (Water quality KPIs are based on monitoring from May to April rather than by calendar months so that comparisons are not affected by de-icer use/recovery which typically occurs between October and April).

At the start of 2017 water use was 23% less than baseline and by the end of the year GAL had achieved a 27% reduction, showing an improvement during 2017. This has been attributed in part to GAL's leak management programme (they checked two networks in 2017 and fixed two major leaks) as well as ongoing refurbishments of toilet facilities and the installation of more efficient fittings.

Prior to 2017 the engineering team at GAL was using a number of tools to help them monitor and manage water use, the main ones being:

- Water consumption map;
- Utilities dashboard (Excel workbook); and
- Online portal for GAL water meter readings and third party tenant "dashboard".

All of these were upgraded in 2017 to improve water management performance.

Water consumption map

During 2017 GAL enhanced its Water consumption map in order to identify water use at greater detail and identify and group sub-networks (GAL, third parties) by building use for comparison.

Utilities dashboard

The Utilities dashboard (Excel workbook) is used to track gas, electricity and water use and costs. It is used by the Gatwick utilities team for sustainability reporting and to inform business cases for maintenance and investment in new equipment. In 2017, a new tab (12m Monitor – Trends) was added. This enables the utilities team to track their water (and gas and electricity) use on a 12-month rolling basis against targets (for water, GAL's Decade of Change stretch target of 25% reduction on 2010 use by 2020). The graph shows GAL water consumption peaking in the first half of 2017 then decreasing markedly through the following two quarters. As the graph plots the rolling average this shows the effect of work carried out by GAL during 2017. In contrast, consumption by third party users continued to increase through the year. During this period passenger numbers have increased.

Consumption trends are also plotted by network and this showed the effect of GAL's 2017 leak management programme as consumption on the Povey Cross network dropped from peak levels of 386,003 m³ in April-June 2017 to 224,185 m³ in Oct-Dec 2017 (similar to 2015-16 levels) after leaks were identified and fixed.

Online portal upgrade

As part of an extended three-year utilities management contract with STC Energy which started in 2017, GAL included the upgrade of the software platform for viewing usage data. This was needed in order to enable the operation of a new portal for GAL to view the water usage data and to develop the new Tenant dashboard.

The new enhanced portal is intended to enable comparison of water use by building type or other selected groupings, for example by terminal, pier, catering facility, hotel, office building.

The new portal also allowed for the development in 2017 of a new reporting platform (Tenant dashboard) which is being rolled out to a small number of tenants in a pilot project in June 2018, with roll-out to the wider Gatwick family expected by October 2018. Note – this only works where the tenant has 1/2 hr metering. Most locations are still being read manually.

Two other aspects of the new contract designed to enhance the monitoring and sharing of water usage data are:

- Additional meters on subnetworks to give more accurate information about where water is being used;
- Installation of AMR (Automatic Meter Read) technology. This has been installed at two locations and these are being assessed for reliability prior to commencing a roll-out programme. These will enable readings to be uploaded to the portal without the need for manual readings or data recording/handling.

GAL commissioned Green Team Consulting Ltd. to carry out a water audit in June 2017 at a Transfer Baggage Facility (TBF) building. This generated recommendations to improve water efficiency including changes to fittings and equipment; repairing leaking taps in the bathrooms; and repair of an overflowing hot water heater tank. Manual water meter readings show average monthly water consumption for the building was reduced by around 33% (compared with the 12 months prior to the audit) after actions were taken.

The 2017 priority action to undertake a study to identify opportunities to reduce potable water use was not carried out in 2017. GAL decided that the new contract, AMR installations, tenant dashboard development, etc. should be prioritised over the survey in order to first give a better understanding of where water was used and for what types of activities (GAL operations, hotels, retailers, food and beverage retail etc.). These actions were undertaken to improve performance monitoring processes in order to inform GAL's water efficiency action planning in line with its water management goals.

Jacobs is satisfied that this Action Plan Action is on track.

Jacobs required amendments to GAL AMR before publication

We understand that the new reporting platform that will enable third parties to see their water consumption was under development in 2017 and the launch of the 'Tenant Portal' was being piloted in June 2018.

Therefore, we suggest that the wording of the reported progress section should be modified by replacement of 'launch' with 'development'.

In relation to the level of implementation of the recommendations from the 'water audit' we understand that not all the operational adjustments were undertaken so suggest GAL change the text from "The audit identified some water tank maintenance issues as well as some operational adjustments which we implemented" to "GAL then addressed the water tank maintenance issues raised as well as some of the operational adjustments identified."

As GAL commissioned an outside consultant to carry out the water audit we suggest a rewording from "we carried out a 'water audit'" to "GAL commissioned a third party water audit".

Jacobs Commentary and Recommendations

No recommendations.

Jacobs Suggestions

No suggestions.

GAL Response

The requested minor wording amendments will be made to our reported progress, however we will use the term consultant rather than third party.

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 2017

It has not been feasible to incorporate grey water or rainwater harvesting technology in any facility this year. In terms of identifying realistic future opportunities within our capital investment plan then this technology has been identified as a potential solution to be included in a large pier extension project; it has been included in the scope to be considered during the design phase, which is ongoing.

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 2017

At this time we have been unable to progress the development of aligned KPI's with our construction suppliers, however our project teams continue to monitor/report water used and look for efficiency improvements depending on the specific project.

As part of the Airport's capital investment plans a number of toilet facilities were refurbished using GAL technical standards.

In 2016 the Gatwick car parks team reviewed the processes used in the Valet car cleaning product and appointed a new service provider; a new location was renovated and an innovative recycling system introduced to save water. In 2017, a year after operation started, we have been able to review the performance of the recycling system – the savings are more than 90% compared to water traditionally used for car washing.

9. Update Decade of Change target on water consumption and incorporate into monitoring and reporting.

Status: **On Track**

Reported Progress 2017

In 2016 a 'stretch target' was agreed for additional reporting i.e. achieve a 25% reduction in water consumption against a 2010 base. In 2017 we have regularly monitored and reported our water consumption performance against this stretch water target. The stretch target was used as our annual 2017-18 financial year target for water.

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

Status: **On Track**

Reported Progress 2017

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.

WATER MANAGEMENT INDICATORS

River Mole – Biological Monitoring

	2010	2011	2012	2013	2014	2015	2016	2017
Upstream yearly average BOD (mg/l)	2.75	3.42	3.99	2.94	5.22	2.48	2.81	3.06
Downstream yearly average BOD (mg/l)	3.39	2.69	4.01	4.95	2.61	2.44	3.19	4.15
D Pond outlet yearly average BOD (mg/l)	61.52	3.96	64.91	45.01	25.99	17.91	8.97	9.09
Days per year when 10mg/l exceeded	16	2	77	63	9	2	9	33
D pond discharge - days per year of non-compliance with EA consents	None	None	None	None	None	None	None	None

Water quality

	2010/11	2011/12	2012/13	2013/14	2014/15	2015/16	2016/17	2017/18
Reported fuel spills								
Fuel spills (number of incidents)	40	44	32	26	21	24	16	25
Aircraft de-icer recovery								
Aircraft glycol application (Litres)	1,447,190	894,494	1,898,563	776,811	796,667	684,411	875,910	1,079,000
Aircraft de-icer recovery (glycol/water) (Litres)	295,000	183,500	311,404	120,600	217,100	128,000	180,000	241,500
% Aircraft de-icer recovery	20.38	20.51	16.40	15.53	27.25	18.70	20.55	22.3

* This data is reported on a seasonal basis (1 May to 30 April) to reflect winter use of de-icer.

Additional indicators (Decade of Change)

	2010	2011	2012	2013	2014	2015	2016	2017
Total passengers	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,136,800	45,561,700
Water consumption								
Total water consumption m ³ **	974,067	762,453	727,537	716,063	671,428	689,922	736,722	729,833
% change on 2010 baseline (974,067m ³) **	--	-21.7%	-25.3%	-26.5%	-31.1%	-29.2%	-24.4%	-25.1%
Total water consumption per passenger (litres)	31.07	22.65	21.26	20.20	17.61	17.13	17.08	16.02

** During 2016, the resolution of a multi-year Water invoicing issue, in which a small volume of water was incorrectly invoiced by the supplier, required restatement of annual Total Water Consumption from 2010 to 2015, thus also requiring restatement of the 2010 baseline (from 956,493m³ to 974,067m³).

I. 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 2017

The existing airport waste definition has been maintained. Our waste contractor (currently DHL) records and reports all weights, for each waste stream, by waste transfer note, which are sent to third party outlets. All transfer notes and weigh bills are kept/recorded by our waste management provider and audited by GAL.

GAL has maintained the pallet tracking seen in 2016 and with the introduction of further equipment (Materials Recycling Facility and Biomass boiler) has been able to track more waste outputs on the report.

The waste going into the biomass system is recorded and measured by its outputs through water, general waste residue and fuel.

Through maintaining the process of recording waste, capturing more data and building a better dashboard to monitor this we can evidence and confirm that no waste has gone direct to landfill. Furthermore, there has been a further increase in waste that has been recycled or reused in 2017 (% tbc following 2017 Decade of Change environment data audit).

2. Maximise waste hierarchy management and performance from GAL operations through new equipment and technology innovations.

Status: **On Track**

Reported Progress 2017

Installation of the Materials Recycling facility was completed as planned. Consistent operational use for the MRF began early in 2017 with the biomass system coming online in July. These have been run at 100% capacity at times during 2017 but there are still some modifications and outputs which have been identified and are in the process of being worked through to get consistency through the full calendar year.

Balers at the terminal have withstood the busiest summer peak Gatwick has seen and are consistently operational providing further segregation at source, increasing the recycling at the airport.

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 2017

The Airport Waste and Recycling Management Directive (GAD/F: 11/17) was re-issued and the Aircraft Catering and Cabin Waste Directive (GAD/F: 6/17) was revisited with this to be re-issued in 2018 following confirmation from Defra.

Quarterly business reviews with the concessions have been maintained through 2017 and there has been further engagement internally with the commercial performance managers to encourage them to incorporate waste accuracy, wastage and management of waste as agenda items in their monthly meetings.

With the new equipment (MRF and Biomass Boiler) coming online we have provided numerous tours and engagement sessions on site with a range of stakeholders at Gatwick to show them the operation and benefits we are seeing from the equipment. The aim is to help encourage them and their teams to support more waste segregation at source, providing more opportunity to utilise this equipment.

With the waste contractor, GAL released a promotional video and invited industry wide publications to visit the site and interview the onsite teams. Following this there were numerous publications and press articles on the operation and facilities.

Internally, EHS completed a “Hot Topics” item on waste and we focused on communicating the need to segregate at source.

Late in 2017 we had initial discussions with Costa Coffee and James Cropper plc to develop a process to recycle coffee cups. This is underway with a view to commencing recycling in 2018.

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 2017

There is a robust CAT1 and EU management process now in place and we have increased the focus and engagement around the airport for this particular waste output. Airline Performance teams now carry out daily audits, the Logistics Manager carries out monthly audits and the EHS team do this quarterly. All findings are fed back to the companies and brought up at the forums. Monthly emails on performance are distributed to all the cleaning companies and we held 4 quarterly meetings face to face with the cleaning managers. Along with this there has been engagement with easyJet and BA at the airport to involve the airlines in this process.

Conversations and actions with the retailers have increased through 2017. Focus has been on the food and beverage retailers supporting their segregation at source within their units and supporting with their communication within their operations. E.g. when the new Jamie’s Diner opened in August 2017; DHL worked with the retailer to find specific bins to suit their operation and maximise their waste segregation.

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 2017

GAL recruited a new Logistics Manager to join the team and help drive this engagement forward. Through this he has also collaborated with the Gatwick Family programme, becoming an ambassador in late 2017 into 2018 to help reach other stakeholders who operate at Gatwick.

6. Maintain weekly and monthly monitoring process with waste contractor to drive improved performance.

Status: **On Track**

Reported Progress 2017

Actions from the weekly and monthly meetings have been maintained. GAL has increased its focus and scrutiny on the operation and the waste types to work towards better monitoring of the waste providing more validity in the data recorded through these meetings.

1. Further performance measures can now be tracked within the operation and measured (MRF %)
2. Now have a 6 month rolling trend which can be reviewed against the operation and support in forecasting and KPI’s
3. In 2017 a dedicated account manager from DHL’s Envirosolutions was assigned to manage and oversee actions from the monthly meetings
4. Audit focus and attention increased. Now done through Gatwick’s Online Airsweb programme which provides action accountability and corrective measures.

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

Status: **On Track**

Reported Progress 2017

The reporting has become more accurate with the structure and schedule remaining the same. The waste contractor has developed a new dashboard which is better to use and provides more data for review than previously. This is shown by:

- More data gathering and a new Waste TD Dashboard to review and manage this data
- Compliance Tab updated and DHL Envirosolutions auditing third party suppliers
- Using more data in the weekly/Monthly Customer meetings to support
- Dedicated account manager to validate the data, manage compliance and actively manage the waste outlets (getting the best rates)
- Moved the monthly audit across to Airsweb, a Gatwick online portal which provides report, trackable actions and trend data.

Whilst increasing the above, the below have been maintained throughout:

- Quarterly Duty of care audit by our EHS team of the care centre including waste transfer notes, weigh bills, invoices etc.

WASTE MANAGEMENT INDICATORS

MATERIALS WASTE MANAGEMENT	2010	2011	2012	2013	2014	2015	2016	2017
Total operational & commercial waste collected (tonnes)	9,685	9,206	8,803	9,315	9,803	10,494	11,827	13,118
Operational & commercial waste recycled/reused* (%)	41%	54.6%	40%	38.7%	40%	49.0%	52%	58%
Operational & commercial waste recovered for energy (%)	not known	15%	50%	52%	39.6%	46.6%	48.0%	42.0%
Operational & commercial untreated waste sent to landfill (%) **	not known	30.4%	10%	9.3%	20.4%	4.3%	0.0%	0.0%
Operational & commercial waste per passenger (kg)	0.31	0.27	0.26	0.26	0.26	0.26	0.27	0.29
NEW INDICATOR FROM 2015	2015	2016	2017					
Construction waste: Diversion from landfill (%)	93%	95%	96%					

* 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.

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 2017

Not applicable: Obligation completed in 2016.

Obligation 8.2

The County Council and the Borough Council will be consulted on drafts of the Action Plans.

Status: **On Track**

Reported Progress 2017

Not applicable: Obligation completed in 2016.

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 2017

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. A review of the SAS is underway (see Obligation 5.2).

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 2017

Not applicable: Obligation completed in 2016.

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 2017

Not applicable: Obligation completed in 2016.

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 2017

The cost of the Environmental Consultant for the 2016 AMR verification was paid by Gatwick Airport Ltd in full and re-charged back to WSCC and CBC accordingly.

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 2017

In March 2017, our draft Annual Monitoring Report (AMR) for 2016 incorporating reporting on the Obligations and Action Plans was provided to the Borough and County Councils in accordance with the terms of the agreement. Following the verification process, the finalised AMR was provided to the Borough and County Councils in July 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 2017

The 2016 AMR contained this information as required.

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 2017

As noted above (Obligation 9.1), the 2016 AMR was prepared and issued to the Borough and County Councils and the Environmental Consultant 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 2017

The County Council and the Borough Council reporting for 2016 on their Obligations was incorporated into the finalised AMR for 2016.

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 2017

This was undertaken with regard to the 2016 AMR in April-May 2017 and the full details included in the 2016 AMR.

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 2017

This was undertaken with respect to the 2016 AMR and the full details were included in the report finalised in July 2017.

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 2017

This was undertaken with respect to the 2016 AMR and the full details were included in the report finalised in July 2017.

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 2017

This was undertaken with respect to the 2016 AMR and the full details were included in the report finalised in July 2017.

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 2017

The cost of the Environmental Consultant for the 2016 AMR verification was paid by Gatwick Airport Ltd in full and re-charged back to WSCC and CBC accordingly.

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: **On Track**

Reported Progress 2017

Two meetings took place in 2017 to discuss long term airport parking. These were held on 16 May 2017 and 23 November 2017. The Gatwick Parking Survey was undertaken 15 September 2017.

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 2017

The Borough Council met with GAL on at least two occasions in 2017 (15 June 2017 and 19 September 2017) in relation to the Legal Agreement and issues raised through GOG/GJLAM.

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 2017

The Gatwick Officers Group (GOG) met on one occasion in 2017 (7 September 2017). The meeting included an airport tour arranged with GAL. Electronic updates were circulated on 24 April, 19 May, 29 June and 29 September.

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 2017

Local Authorities are consulted on planning applications. Major development proposals are discussed at GOG/GJLAM.

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 2017

There are currently no proposals for road user charging.

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 2017

The Gatwick Joint Authorities Air Quality meeting took place on 12 December 2017 at Crawley Borough Council.

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 2017

The Borough Council has been kept informed of the Company's proposals for redevelopment of the rail station. A Planning Application has been submitted.

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 2017

The Borough Council continues to liaise with the Company regarding its investment plans through the Company's Planning Manager.

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 2017

The Borough Council provided information on compliance with its obligations at the S106 management meetings and contributed to the preparation of the 2017 AMR.

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 2017

The Borough Council has paid its contribution to the costs of the Environmental Consultant for the verification of the 2016 AMR.

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 2017

The County Council met with GAL on at least two occasions in 2017 (15 June 2017 and 19 September 2017) in relation to the Legal Agreement and issues raised through GOG/GJLAM. The Transport Forum Steering Group has also met quarterly to discuss surface access issues and related obligations.

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 2017

No such proposals were raised during the monitoring year.

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 2017

Financial contributions towards Metrobus routes 200, 400 and 460 all recovered from GAL in arrears.

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 2017

The County Council has been kept informed of the Company's proposals for redevelopment of the rail station and attended a meeting on 4 October 2017 to discuss the emerging proposals.

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 2017

The County Council continues to liaise with the Company, through the Company's Planning Manager, regarding its investment plans.

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 2017

The County Council provided information on compliance with the obligations at the S106 management meetings and contributed to the preparation of the 2017 AMR.

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 2017

The County Council paid its contribution to the costs of the Environmental Consultant for the verification of the 2017 AMR.

1. 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.

1.1 Responsibilities

The information and presentation of data within the 2017 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 2017 AMR.

1.2 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.

1.3 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 2017 AMR.

Under the S106 agreement the Environmental Consultant is required to:

- Select a sample of ten of GAL's Obligations or Commitments in line with the S106 agreement.
- In selecting the Obligations and Commitments, the annual verification must include at least two Obligations or Commitments 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.

The Environment Consultant's role is to review and report on the selected Obligations and Commitments, 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.

When the S106 agreement was extended from the end of 2015 to the end of 2018, the Commitments had been implemented. GAL, CBC and WSCC agreed that, during the extension period, actions from GAL's

Action Plans could be selected for verification in lieu of Commitments. This is regarded as a temporary measure during the extension period. It is also noted that the S106 agreement requires GAL to maintain and report on six (6) action plans, on air quality, noise, water quality and drainage, waste management, utility management and surface access. In addition, GAL maintains a further four (4) action plans, on carbon, community, local economy and biodiversity, and presently includes reporting on these in its S106 AMR although these action plans and reporting on them are not required by the S106 agreement.

1.4 Methodology

As the Commitments were implemented prior to 2017 (see above), items for verification were selected from Obligations and Action Plan Actions taking into consideration:

- 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 Commitments which required completing by 31 December 2017; and
- Results of previous audits.

The verification was undertaken in May 2018, and was conducted via meetings and email correspondence with the relevant AMR Obligations and GAL Action Plan owners. 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 2017 AMR.

For each selected Obligation and Action Plan Action, Jacobs established if the progress stated in the AMR was accurate, if the Obligation or Action Plan Action was on track and if the 2017 actions were adequate. The findings are provided for each Obligation and Action Plan Action selected in the main body of the AMR Verification report and are summarised within this verification statement.

1.5 Findings and Conclusions

1.5.1 Inclusivity, Materiality and Responsiveness

The S106 legal agreement defines what GAL, WSCC and CBC have to report against in the AMR. GAL, CBC and WSCC meet regularly during the year to discuss S106 reporting and monitoring matters.

GAL's Action Plans were updated in 2016 and have been used in the 2017 AMR.

1.5.2 Audit Findings

The verification status for each of the 10 items audited is rated using the RAG (Red, Amber, and Green) rating.

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

Two 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**).

1.5.3 Recommendations¹ and Suggestions²:

Recommendations for revisions to the presentation of information in the draft GAL 2017 AMR were made. 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 GAL 2017 AMR.

Recommendations were also made regarding actions to be taken in 2018. These are specific to the individual Obligations and Action Plan Actions and are contained in the final GAL 2017 AMR.

The following tables set out the Jacobs' recommendations for changes to GAL's 2018 Priority actions or methodology (Table 1); required changes to the text of the 2017 AMR (Table 2) and suggestions to improve current practice (Table 3).

Table 1: Recommendations for 2018 actions for Obligations and Action Plan Actions that are not on track

OBLIGATION OR ACTION PLAN ACTION	COMMENTARY AND RECOMMENDATIONS
Noise Action Plan Action 6	<p>While independent benchmarking was undertaken in 2017 by consultants as part of the Noise Policy and Strategy Review (NPSR) it was limited to operational noise management at UK airports (as pre-determined by the scope of the NPSR) and some aspects of communications and therefore does not fully implement the Action Plan Action.</p> <p>It is recommended that GAL undertakes independent benchmarking of communications associated with operational noise as per the action.</p>
Surface Access Obligation 5.3	<p>From the evidence provided it is not clear that GAL has met the requirements of 5.3.1 of the Obligation to consult with the Gatwick Area Transport Forum (TFSG), the County Council and the Borough Council on the support of initiatives. For example, there was no evidence of consultation, such as the provision of a briefing note on the proposed allocation of Public Transport Levy (PTL) funds being circulated ahead of the TFSG meetings to provide consultees with the information required to have an informed consultation at the meeting. The minutes from the TFSG meetings in 2017 indicate that some consultees would welcome an increase in the transparency of GAL decision making in the allocation of PTL funding proposals.</p> <p>In the absence of evidence to confirm that GAL follows a documented decision making and management process to consult with, and determine, the PTL funding allocation, it is recommended that:</p> <ul style="list-style-type: none"> • GAL provides the TFSG with a statement setting out its decision making and management process for consultation with the parties named in the Obligation; • As part of the process, GAL should have a management tool such as a tracker that sets out actions and responsibilities for meeting the Obligation, for example an action to submit the annual statement required under 5.3.3.3; • As part of the process, GAL provides a briefing note to the Obligation consultees ahead of TFSG meetings setting out its proposed allocation and supporting justifications, including a breakdown of the calculations of the PTL; • In relation to 5.3.3.3, the GAL statement includes a briefing note with explanation of the breakdown of funding to provide transparency to the TFSG members.

¹ All recommendations should be completed to support compliance.

² Suggestions should be completed to improve current practice.

Table 2: Required amendments to the 2017 AMR text prior to publication

OBLIGATION OR ACTION PLAN ACTION	RECOMMENDATION FOR AMENDMENTS TO AMR BEFORE PUBLICATION
Air Quality Obligation 3.2	It is suggested that GAL update the final paragraph of the reported progress to reflect that the full 2017 LGW3 monitoring data is available. Suggested change is as follows: "The ratified LGW3 monitoring data for 2017 showed no exceedances of Air Quality objectives in the period".
Air Quality Obligation 3.2	It is suggested that the text "40ug/m3" be replaced with "40 µg/m ³ ".
Air Quality Action Plan Action 6	It is not clear from the reported progress for "Air Quality Action Plan Action 6: Maintain on-airport air quality monitoring sites and report on performance against established KPIs", what the "established KPIs" are. It is recommended that a statement is included that sets out the "established KPIs" that GAL reports against.
Air Quality Action Plan Action 6	The second paragraph of the 'Reported Progress 2017' starts with "As reported above" with no reference to where reported above. We suggest that clarity of the document could be improved by stating "As reported in our reported progress for Obligation 3.2".
Noise Obligation 4.1	In order to more clearly show GAL's response to the individual infringement occurrences we suggest the text: "The airline has been notified twice by letter" is replaced with "The airline was notified each time by letter".
Noise Action Plan Action 6	The "GAL 2017 Reported Progress" section contains no reference to independent benchmarking being undertaken in 2017. It is recommended that GAL add a statement explaining that GAL benchmarked noise management practices at other UK airports as part of its Noise Policy and Strategy Review.
Noise Action Plan Action 6	The text "consultation of Sustainable Aviation" should be changed to "consultation on Sustainable Aviation".
Surface Access Obligation 5.3	It is suggested that the reference to 'Platform 7' should be replaced with 'works at Gatwick Railway Station' for consistency with the wording of the Obligation and also for clarity.
Community and Economy Obligation 7.2	<p>It is suggested that the statement in the "GAL 2017 Reported Progress" describing the extended funding for the People and Wildlife Officer could be written more clearly to clarify that GAL's funding of the Officer is for a weekly full time role as below:</p> <p>'In addition to the core funding, we further extended GAL's financial support of the People and Wildlife Officer from 3 days per week to a full time post (5 days per week) from April 2017. This role has provided specific support to Gatwick to assist with the management of the Gatwick estate and to develop an enhanced community programme that is not limited to volunteer opportunities'.</p> <p>Note: if the above suggestion is rejected GAL should review the text and remove the comma (increased from 3 to 5 days from April 2017,)</p>
Local Economy Action Plan Action 6	It is suggested that the text in the reported progress section be amended from "around 25 different representatives" to "representatives of 25 different companies/organisations".
Local Economy Action Plan Action 6	It is suggested that the text in the reported progress section be amended from "and a 'sounding board'" to "its use as a 'sounding board'".
Local Economy Action Plan Action 6	There is no specific reference to Gatwick's major framework suppliers' local and on-airport employment and skills programmes despite evidence reviewed that some major framework suppliers have active employment and skills programmes or engagement, e.g. Balfour Beatty and Marco participate with Gatwick in the Learn Live initiative.

OBLIGATION OR ACTION PLAN ACTION	RECOMMENDATION FOR AMENDMENTS TO AMR BEFORE PUBLICATION
	It is recommended that the text is amended to make specific reference to the local and on-airport employment and skills programmes underway by major framework suppliers, i.e. their Learn Live UK programmes.
Water Management Action Plan Action 6	We understand that the new reporting platform that will enable third parties to see their water consumption was under development in 2017 and the launch of the 'Tenant Portal' was being piloted in June 2018. Therefore, we suggest that the wording of the reported progress section should be modified by replacement of 'launch' with 'development'.
Water Management Action Plan Action 6	In relation to the level of implementation of the recommendations from the 'water audit' we understand that not all the operational adjustments were undertaken so suggest GAL change the text from "The audit identified some water tank maintenance issues as well as some operational adjustments which we implemented" to "GAL then addressed the water tank maintenance issues raised as well as some of the operational adjustments identified."
Water Management Action Plan Action 6	As GAL commissioned an outside consultant to carry out the water audit we suggest a rewording from "we carried out a 'water audit'" to "GAL commissioned a third party water audit".

Table 3: Suggestions to improve current practice

OBLIGATION OR ACTION PLAN ACTION	COMMENTARY AND RECOMMENDATIONS
Surface Access Obligation 5.3	It is suggested that GAL presents its methodology and the data sources for calculating the PTL to the TFSG as an annual agenda item, for example after submission to the County Council. This will provide additional transparency to all TFSG members.
Local Economy Action Plan Action 6	As the reported activity makes no reference to 'reporting', it is suggested that the text references or is aligned with the "2017 Reported Progress" of Local Economy Action Plan Action 5 on the implementation of the two tiers of KPI reporting and identifies the employment programme data that "is reported up line".

Jacobs, London, August 2018.

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