



10
DECADE
OF
CHANGE

2017 Performance Report
Our journey to be the UK's most sustainable airport

YOUR LONDON AIRPORT
Gatwick

Welcome



ABOUT THIS REPORT

This is our annual Decade of Change Sustainability Report for 2017. It presents a summary of our 2017 performance and actions on our ten Decade of Change issues, our progress on our 2020 targets and our KPI data tables. The Report is also available as a PDF, together with additional 2017 topic reports on Carbon and on Community. The PDFs are available at www.gatwickairport.com/sustainabilityreport

Stewart Wingate
Chief Executive Officer

In the eight years since we launched our Decade of Change strategy, Gatwick has made great progress on many fronts. By investing in the airport to enhance efficiency and transform the passenger experience we've grown from serving 31 million passengers a year in 2010 to almost 46 million by the end of 2017 with continued growth anticipated in the years ahead.

As Gatwick has grown, so has our contribution to the local and national economy. At the same time, we've reduced our environmental footprint substantially while expanding our community investment programmes. We can be proud of what we have achieved so far and everyone working at Gatwick can help to build on this as we continue to grow our airport.

In 2017 we made further progress towards meeting our Decade of Change goals by 2020. It was also an award-winning year for Gatwick's approach to sustainability including for our world leading airport waste solution, our sustainable transport initiatives and our approach to consulting local communities about noise. This national and international recognition shows that Gatwick is increasingly seen as a leader in managing a highly efficient and sustainable airport.

During 2017, Gatwick played a full part in responding to Government consultations on both the Airports National Policy Statement and the Aviation Strategy. Gatwick stands by its own scheme for a second runway but also recognises that there is a capacity challenge for the UK. Our focus is on the role we can play in solving that and continue to grow the UK's connections to global destinations. The Government is right to challenge all airports to make best use of their existing runways. We are exploring how best to do this so we can continue to grow sustainably and support the local and national economy.

Gatwick continues to lead the way in efficient operations and enhancing the experience of our passengers. The Decade of Change strategy provides a strong foundation to ensure we continue to grow sustainably and maintain the ongoing trust of our stakeholders.

Gatwick's vital statistics 2017



* At 31 December 2017

10 2017 Performance



EFFICIENCY AND INNOVATION

Sustainability is a key part of Gatwick's transformation since we became an independent airport in late 2009. We've grown from 31 million to over 45 million passengers per year by investing heavily to transform the passenger experience and operational efficiency of our airport. At the same time, through our Decade of Change we're reducing our environmental footprint and strengthening our community programmes. In 2017 we continued to improve our environmental efficiency while implementing initiatives in energy efficiency, electric vehicles and community investment.

Information on our Decade of Change targets and environmental data boundaries is provided on page 27.

¹Noise data refers to 1 April 2017-30 March 2018

Carbon



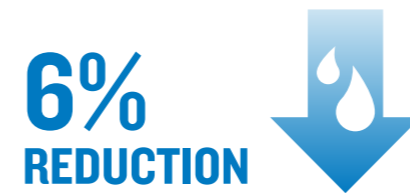
In GAL annual emissions from fuel and energy
Retained LEVEL 3+ 'Neutral' Airport Carbon Accreditation

Energy



in airport annual energy consumption per passenger
100% RENEWABLE ELECTRICITY purchased to run the airport for the 5th year

Water



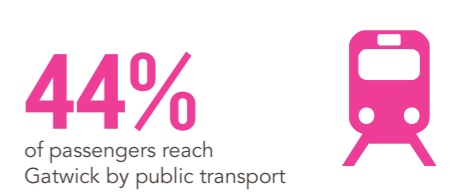
in airport annual water consumption per passenger
97% water saving from Airport Valet Company's new process

Waste



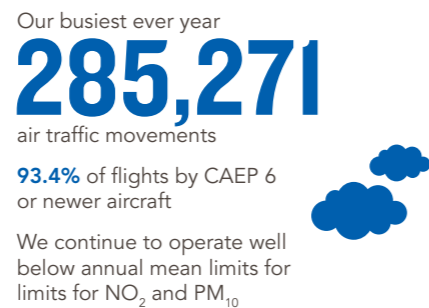
Operational and commercial untreated waste to landfill
FIRST AIRPORT to achieve Carbon Trust Zero Waste to Landfill certification
6% POINT INCREASE in reuse and recycling rate to **58%**

Surface Transport

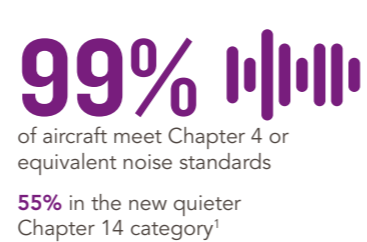


of passengers reach Gatwick by public transport
43% of airport staff commute by public transport, cycling or walking

Air Quality



Noise



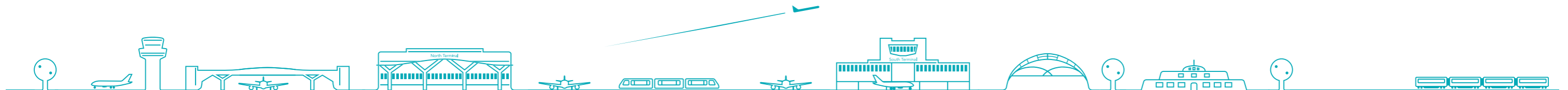
Biodiversity



Economy



Community



Zero waste to landfill

Gatwick is the first airport to achieve the Carbon Trust Standard for Zero Waste to Landfill. This independent certification recognises organisations that take a best practice approach to waste management and actively divert all appropriate waste streams from landfill. The certification applies to Gatwick's operational and commercial waste.

In addition, Gatwick sends all empty plastic bottles and coffee cups used at the airport to specialist processors for recycling. We also actively encourage reusable bottles and cups with airport staff and passengers.



Saving water at valet car wash

At Gatwick, 18,000 vehicles were cleaned at valet parking last year. On average, vehicle valeting with traditional car washing equipment needs 60 litres of water per vehicle. Gatwick's new provider, The Airport Valet Company, uses an innovative water recycling system that collects, filters and reuses the water. During cleaning the 'grey' water is extracted by Sweeptech Environmental Services, filtered and returned to be reused and topped up with rainwater collected on site. This system uses 28,000 litres of water a year, saving approximately 1 million litres of water compared with traditional methods.

Runway LED lighting

In 2017 we completed phase two of a multi-year runway lighting upgrade by installing over 550 LED 'threshold and approach' lights that guide incoming aircraft. LED lights provide a crisper light output which has received positive feedback from Gatwick pilots. The LED lights last 50,000 hours and are 50% more energy efficient than the previous halogen lights. In 2012, the main runway lighting was switched to LED, so Gatwick's runway lighting, around 1,100 individual lights, is now 100% LED.



Learn Live

In 2017, Gatwick became the first UK airport to use the 'Learn Live' streaming platform to provide monthly broadcasts for UK secondary schools about careers at the airport. On average, 50 schools join each broadcast with 20,000 students participating in 2017. Careers covered so far include Airfield Operations, Air Traffic Control, IT, Environment, Engineering Apprenticeships and Graduate roles. All the broadcasts are available on Gatwick's website.

Incentivising quieter aircraft

In April 2017 Gatwick introduced new Noise charges to incentivise further improvement in aircraft noise performance. The framework includes year round charges and summer-specific charges, higher charges for the loudest aircraft and significant incentives to operate quieter aircraft, particularly at night. Gatwick was also the first airport in the world to introduce a supplementary charge for A320 aircraft that have not been modified to eliminate a whining noise on approach. More than half of Gatwick flights use Airbus A320 aircraft and, following a 15-month lead in period to allow airlines to modify aircraft, the first 3 months of monitoring showed that 97% of A320 flights were flown by modified aircraft.



Electric Vehicles

Gatwick is investing in electric vehicle infrastructure for airport operations and public transport. GAL Fleet light and medium duty vehicles that can be replaced with suitable electric models are being replaced at the end of their life cycles. Gatwick is also trialling the Volkswagen e-Crafter van in pre-production, the first UK airport to do so. Already 40% of Airfield ground support equipment at Gatwick is electric, including baggage tugs and a growing number of push back tugs and high loaders. Gatwick is the first UK airport to take up the Bluecity electric car sharing service with ten bays on the South Terminal forecourt. In 2018/19 we will be implementing a number of further initiatives with airport partners.

GAL FUEL AND ENERGY EMISSIONS **10%** REDUCTION IN 2017



Compared to 2016

42% LOWER THAN 1990 BASELINE



CARBON NEUTRAL ACCREDITED FOR 2017 GAL EMISSIONS

GAL'S 2017 CARBON FOOTPRINT REDUCTION WAS ACHIEVED THROUGH:



Our ongoing energy and fuel efficiency projects; and



Reduction in the UK electricity grid's 2017 emissions factor. Gatwick contributes to a lower carbon grid by purchasing 100% certified renewable electricity since 2013/14

'CARBON NEUTRAL' IS ACHIEVED BY:



Purchasing 100% renewable electricity

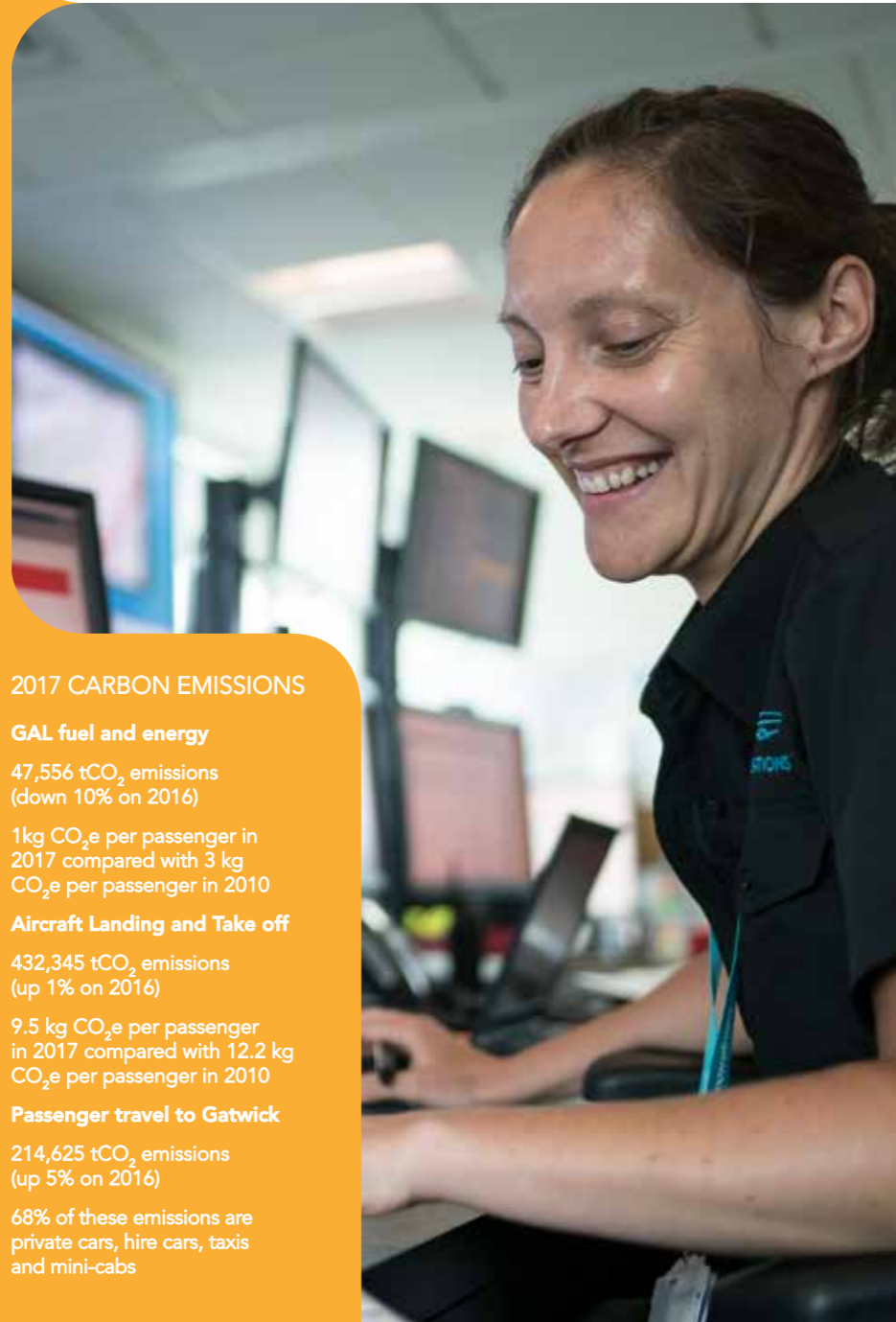


Offsetting remaining GAL emissions with Gold Standard carbon offsets from Kar-Demir Bozyaka wind farm in Izmir province, Turkey

For our 2017 Carbon report please visit www.gatwickairport.com/sustainabilityreport



Carbon



2017 CARBON EMISSIONS

GAL fuel and energy

47,556 tCO₂ emissions (down 10% on 2016)

1kg CO₂e per passenger in 2017 compared with 3 kg CO₂e per passenger in 2010

Aircraft Landing and Take off

432,345 tCO₂ emissions (up 1% on 2016)

9.5 kg CO₂e per passenger in 2017 compared with 12.2 kg CO₂e per passenger in 2010

Passenger travel to Gatwick

214,625 tCO₂ emissions (up 5% on 2016)

68% of these emissions are private cars, hire cars, taxis and mini-cabs



Air quality



99%

AVAILABILITY OF FIXED ELECTRICAL GROUND POWER IN CORE HOURS

FITTED ON OVER 90% OF AIRCRAFT STANDS

93% OF GATWICK FLIGHTS ARE BY **CAEP 6 OR NEWER AIRCRAFT***

23% ARE CAEP 8 AND 70% ARE CAEP 6

40% OF AIRFIELD GROUND SUPPORT EQUIPMENT IS

ELECTRIC POWERED



44%

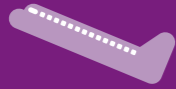
OF PASSENGERS USING PUBLIC TRANSPORT TO GATWICK AIRPORT

Gatwick's Electric Vehicles Infrastructure plan for the next five years covers GAL Fleet, Airfield Ground Support Equipment, Car Parks and Transport Partners

Ratified 2017 data from Gatwick's real-time automatic monitoring station shows all applicable air quality objectives continue to be met

* Refers to NO_x standards for aircraft engines, set by the Committee on Aviation Environmental Protection (CAEP) of the International Civil Aviation Organisation (ICAO). Overall, CAEP 8 represents an approximate 15% reduction in NO_x emissions from CAEP 6; and CAEP 6 represents an approximate 12% reduction in NO_x emissions from CAEP 4.

99%
OF AIRCRAFT IN
CHAPTER 4
OR EQUIVALENT CATEGORY



55%
IN NEW QUIETER
CHAPTER 14
CATEGORY





90%
24 HOUR CONTINUOUS
DESCENT PERFORMANCE





TRACK KEEPING
PERFORMANCE
98%



 Comprehensive Noise Management Board work plan is in place with priorities agreed by community groups and industry

 First airport to implement airline supplementary charge to incentivise modifications to A320 series aircraft to eliminate 'whining' noise on approach

 More than half of Gatwick flights use A320 aircraft and now 97% of these are flown by modified aircraft

 Improved distribution of arrival traffic on the instrument landing system (ILS) extended centerline has reduced concentration of traffic at 11 nautical miles by over 20%

For further information regarding aircraft noise management at Gatwick Airport, please visit www.gatwickairport.com/noise



Noise



Transport

44%
OF PASSENGERS USING
PUBLIC TRANSPORT TO GATWICK
38% BY TRAIN




6m+
MORE RAIL
PASSENGERS IN
2017
compared to 2010




43%
OF STAFF
COMMUTING
SUSTAINABLY





 New Megabus passenger service to Cardiff launched

 Funding and preferred option for the Gatwick railway station development agreed by all parties

 Working closely with Highways England to ensure optimum delivery of M23 Smart Motorway Programme in 2018-2020

 Supporting Airport Cars' electric taxi fleet expansion with rapid charging facilities

 Bluecity electric car hire underway at Gatwick with initial 10 bays at South Terminal

 Sustainable travel priorities in 2018 include additional support for public transport particularly local buses and staff cycling facilities



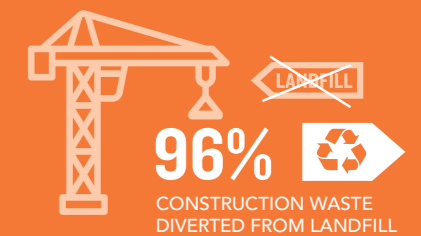
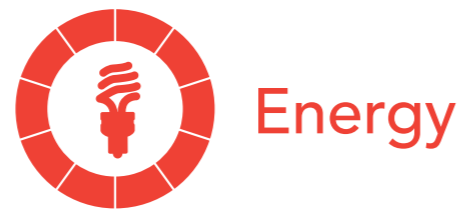
1ST AIRPORT
TO JOIN
RE 100
THE GLOBAL COALITION COMMITTED TO RENEWABLE ELECTRICITY

In 2017 we completed phase 2 of the South Terminal boiler plant decentralisation programme and three large scale terminal lighting upgrade projects

Our integrated investment in energy efficiency continues as part of the capital investment plan, including upgrading fabric, HVAC, lighting and control systems

In 2018 we will launch an online portal 'Tenant dashboard' for airport energy users

Our new electricity contract continues our commitment to renewable energy with 100% UK sourced wind and biomass electricity



Full year operation of our Recycling Facility and Biomass boiler driving increased waste sortation and recycling/reuse rates

Robust Category 1 aircraft cabin waste management with daily audits and quarterly forums

Added focus on plastic and coffee cup reuse, recycling and communications

Working with airport partners to improve waste sortation at source and drive recycling/ reuse towards 70% in 2018



Community

173 LOCAL CAUSES SUPPORTED
WITH GATWICK FUNDING*

£146,931 RAISED

FOR STRATEGIC CHARITY PARTNERS BY STAFF AND PASSENGERS



Gatwick's Learn Live programmes on working at the airport watched by 20,000 students during 2017



Partner sponsor of the Brighton Marathon Weekend for the second year



Expanded 'Discover Gatwick' tours for parish and town councils and neighbourhood groups



First Gatwick Fun Day held for local community and charity partners at Gatwick Aviation Museum



Our strategic charity partners for 2018-2019 are St Catherine's Hospice; Kent, Surrey and Sussex Air Ambulance Trust; and Gatwick TravelCare

*66 causes supported in 2017 by Gatwick Foundation Fund; 107 causes supported by Gatwick Airport Community Trust

For our 2017 Community report please visit www.gatwickairport.com/sustainabilityreport



Economy



24,000

ON AIRPORT JOBS



3,200

GAL EMPLOYEES



WITH LOCAL AND REGIONAL SUPPLIERS**

56%
OF GAL EMPLOYEES LIVE LOCALLY*



19
GRADUATE AND APPRENTICESHIP POSITIONS



Expanded the Meet the Buyer programme to include wider geographical area and broader range of sectors



Host of the Take Off 2017 Growing Your Business Abroad event



Sponsor of Big Breakfast Networking events in Croydon, Sussex, Surrey and Kent

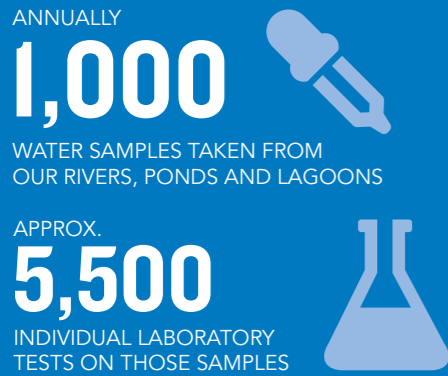
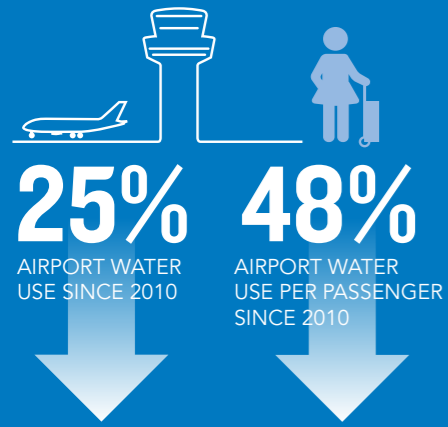


Undertook research and engagement on Gatwick's role in the national, regional and local Visitor Economy, for publication in 2018



Working with airport partners to launch One Destination employability programme and jobs portal

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



Continued focus on water network leakage surveys and remedial work

Created a 'water map' to aid understanding of where water is used and identify metering gaps; in 2018 additional meters will be installed

No actions or reports made in 2017 by the Environment Agency for non-conformance with Surface Water Discharge Consents

In 2018 we will launch an online portal 'Tenant dashboard' for airport water users



24 **BIODIVERSITY SURVEYS**

441 **VOLUNTEERS**
17% INCREASE ON 2016

73 **ON-SITE**
VOLUNTEERING AND EDUCATION DAYS

4TH **YEAR**
OF BIODIVERSITY BENCHMARK ACCREDITATION

During 2017, airport staff and community volunteers contributed to tree planting, hand-scything grassland, coppicing and scrub clearance

The rare Turtle Dove, Hawfinch, Dotted Fan-foot Moth and a Six-belted Clearwing Moth were detected at the airport for the first time

Gatwick's ecologist and our Long Horned Bees were featured on the BBC One Show

Gatwick Wildlife Week in May comprised guided walks, live talks, ecological surveys and forest schools for children

Commenced review of our 2012-2017 biodiversity action plans and preparation of new five year plan

Running a responsible airport

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

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

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

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



A Strong Environment, Health and Safety Culture

FY 17/18 PERFORMANCE



547

Senior Leader EHS audits carried out



17%

Reduction in number of significant injuries sustained by passengers



7.27%

Reduction in false fire activations that resulted in an evacuation



Every year Gatwick aims to better its Environment, Health and Safety (EH&S) performance, making sure it is a safe and stable place to work and travel from. The end goal is always to reduce incidents, minimise impact to the environment and make sure EH&S complacency does not exist within the business.

In 2017/18 Gatwick aimed to become an even more mature EH&S business focussing its attention on the six GatwickSAFE areas - Leadership; Competence and Training; Occupational Health and Well-Being; Communications and Engagement; Environmental Stewardship; and Performance Improvement.

Stand-out gains in FY17/18 included a 17 percent reduction on the number of significant injuries sustained by passengers, 547 audits completed by senior leaders and a reduction in the number of false fire activations that resulted in an evacuation.

Gatwick received its fifth consecutive RoSPA Gold Award for its high standards and continued improvement in Occupational Health, and Health and Safety for both our Construction and Operational teams. In addition, Gatwick was also awarded the RoSPA Dilmun Environmental Trophy in recognition of the airport's DoC strategy as well as the Workplace Wellbeing Charter National Award for its commitment to improving the health and wellbeing of its workforce.

Gatwick continued to maintain its accreditation to SEQOHS and certification to ISO 14001 and OHSAS 18001 following external assessments and also received The Wildlife Trusts' Biodiversity Benchmark award for the fourth time.

The Airport's online training continues to improve performance and compliance with two new training and eLearning packages being developed as well as updates to three others.

Our Passengers

Gatwick continues to invest in transforming our airport to make the passenger experience more efficient, comfortable, innovative and enjoyable. This includes Airport Essentials such as quiet zones, free Wi-Fi and charging points as well as innovative solutions such as wayfinding beacons and trialling biometric auto-boarding technology. We are also committed to being a truly accessible airport where everyone has an equal opportunity to fly. Our latest initiatives include the award-winning Hidden Disability Lanyard, being taken up by airports across the UK and around the world; biannual accessibility days and partnerships with leading charities and experts; and designing and building new accessible facilities for passengers requiring special assistance.



Our People

We operate the world's most efficient single runway airport 24 hours a day. This takes skill, resourcefulness and a can-do attitude and we rely on a motivated, skilled and friendly workforce fulfilling a wide variety of roles.

In early 2016, Gatwick Airport Limited (GAL) achieved Investors in People (IiP) Gold accreditation. We are now preparing for reaccreditation in Autumn 2018 based on the new standards and will include a survey for GAL employees.

A further 100 managers have started our Leading People Programme (LP2). In addition we are running a second leadership programme for senior leaders (GLP2). Both programmes are due to be completed this year.

PROMOTING GATWICK JOBS

Gatwick Airport continues to support our ground handlers and airport partners across the campus with the successful launch of the Gatwick Airport jobs portal which enables employers to post their vacancies on the Gatwick Airport careers page. More than 30 employers are signed up to the portal with an average of 50 jobs posted at any one time.

In addition, Gatwick Airport held its largest ever jobs fair in Crawley in November 2017. Over 1500 job seekers attended the event to meet with over 40 employers from Gatwick Airport. The spring job fair was held in May at East Surrey college with 33 employers attending the event.

Recruitment agency spend continues to decline year on year with a focus on direct sourcing as a result of growing in-house capability. Relationships continue to be maintained and built with specialist recruitment agencies for specific technical, leadership and exec search positions. Gatwick Airport Limited continues to maintain an attractive Employer proposition in the external market.

Gatwick's engineering apprenticeship programme celebrated its 40th anniversary in 2017. 6 new apprentices will join the Gatwick Airport Engineering apprenticeship programme in June 2018. In addition, the Construction graduate engineering programme continues to grow with 6 new graduates joining the programme in September 2018.

GATWICK FAMILY

The Resourcing team has been working closely with our ground handling partners to understand their Summer Resilience resourcing strategy and resource plans. Collectively the GHAs are seeking around 450+ new hires (excluding those to cover attrition).

Employment in the Crawley area (and across the Gatwick diamond) remains high, so we have launched a Gatwick jobs outreach programme to excite and pull in interest from job seekers further afield and along the south coast. This is gaining in momentum, particularly as our Gatwick concessionaires have also shared their resource plans, requiring upwards of 850 hires.

FY 17/18 RECRUITMENT



149

Airport Security Officers (ASOs)



337

Non-ASO external candidates



180

Internal moves or promotions



RESPONSIBLE PROCUREMENT

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

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

Procurement total spend with local suppliers has more than doubled in the last five years from £64m back in 2013 to £133m in 2017 which remains above 30% of our £400m spend reflecting our active focus with continuous opportunities for local businesses to supply to Gatwick.

BUILDING A SUSTAINABLE AIRPORT

The Construction team continues to be responsible for the delivery of Gatwick's £1.15 billion Capital Investment Programme (CIP) over the five year period 2017-2022.

A number of high-profile projects were successfully completed in 2017, including the opening of the new World Duty Free walkthrough store in the North Terminal. Additionally several significant projects started in 2017, including the development of a new maintenance hangar with Boeing, and the early design of an extension to Pier 6.

In accordance with the CIP, all projects are tasked with finding ways to reduce their impact on the environment and improving sustainability.



Early engagement

It is within the early stages of the project lifecycle that a project is shaped. As a result the 'Initiation' stage has proven central to achieving maximum value in relation to sustainability, particularly with many internal and external stakeholders involved in every project. The proposed Pier 6 Western Extension project is an example of this.

Incorporating sustainability into existing processes

'Front-end Loading', the process for conceptual development of projects is established at Gatwick, with the introduction of the BEAM (Business and Engineering Alignment Meeting) in 2017. Incorporating sustainability into existing processes such as this is proving very effective.

Alignment with Decade of Change

As a minimum all projects at Gatwick are to align with our Decade of Change targets and objectives where appropriate, ensuring the process considers the three interdependent pillars of sustainability – Social, Economic and Environmental – in equal measure. The wider impact of material selection and procurement, including embodied carbon, has continued in 2017.

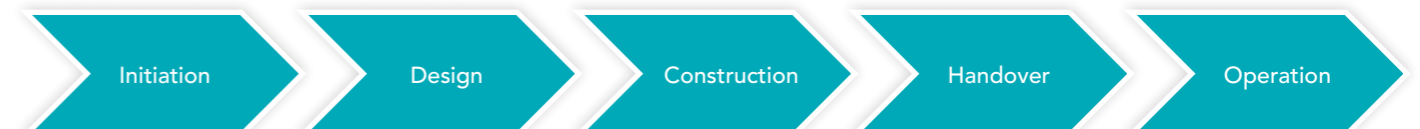
Embedding sustainability into the project lifecycle

Beyond the Initiation stage, sustainability aspects are reviewed at key phases of the project lifecycle, including Design and Construction – design scope, procurement plan, and Designer and Contractor contracts. The monitoring of project sustainability performance is then reviewed through to Handover and ultimately Operation.

Key areas of focus

Gatwick will continue to build on the success of embedding environment and sustainability into the project lifecycle, including the following areas of focus for 2018:

- Early engagement on environment and sustainability
- Collaboration between client, designers and contractors
- Staff training and awareness
- Contractor sustainability KPIs



Environmental performance indicators

A summary of our Environmental performance data is presented here. Decade of Change targets are marked with ●. 2017 data that has been externally verified is marked with ●. Information on data boundaries and on verification is provided overleaf. More information about our performance can be found in the topic sections.

	2010	2015	2016	2017	Data Source	
Passengers	31,353,547	40,267,938	43,136,800	45,561,700	GAL	

Carbon ¹						
Carbon scope 1 (tCO ₂ e)	16,499	11,332	11,364	11,020	GAL	●
Carbon scope 2 (tCO ₂ e)	79,106	44,627	41,765	36,536	GAL	●
Carbon scope 3 (tCO ₂ e)	625,897	693,910	719,837	724,286	GAL	●
Total Carbon emissions (tCO ₂ e)	721,502	749,869	772,966	771,842	GAL	●
Total Scope 1 and Scope 2 (tCO ₂ e)	95,605	55,959	53,129	47,556	GAL	●
● Scope 1 & 2 - Cumulative % change on 1990 baseline of 82,843.5 tCO ₂ e (%)	15.40%	-32.45%	-35.90%	-42.60%	GAL	●
Total Scope 1 & 2 per passenger (kg CO ₂ e)	3	1.39	1.23	1.04	GAL	●

¹ 2015 figures were restated in 2016 to rectify data gaps, resulting in increases of 181 tCO₂e (Scope 1), 1 tCO₂e (Scope 2) and 1 tCO₂e (Scope 3).

Energy efficiency ²						
Total energy consumption (kWh)	237,955,708	200,140,933	208,579,781	209,284,365	GAL	●
Electricity - consumption (kWh)	162,621,805	144,850,628	149,393,195	151,473,453	GAL	●
Gas - consumption (kWh)	75,333,903	55,290,305	59,186,586	57,810,912	GAL	●
● Total energy consumption - Cumulative % change on 1990 baseline of 240m kWh (%)	-0.9%	-16.6%	-13.1%	-12.8%	GAL	●
Total energy consumption per passenger (kWh)	7.59	4.97	4.84	4.59	GAL	●
Renewable energy generated onsite (kWh)	n/a	53,086	43,342	57,099	GAL	●
● % of total energy from renewable sources ³	n/a	72.4%	71.6%	72.4%	GAL	●

² Data is Airport consumption (see boundary notes). 2015 figures were restated in 2016 to rectify omission of 2,264 kWh of electricity consumption.

³ Gatwick purchases 100% certified renewable electricity, this is included in this figure.

Water efficiency ⁴						
Water - consumption (m ³)	974,067	689,922	736,772	729,833	GAL	●
● Water consumption - Cumulative % change on 2010 baseline of 974,067 m ³ (%)	--	-29.2%	-24.4%	-25.1%	GAL	●
Water consumption per passenger (litres)	31.07	17.13	17.08	16.02	GAL	●

⁴ 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 in 2016 of the 2010 baseline (from 956,493m³ to 974,067m³).

	2010	2015	2016	2017	Data Source	
Materials waste management ⁵						
Total operational & commercial waste collected (tonnes)	9,685	10,494	11,827	13,118	GAL	●
● Operational & commercial waste recycled/reused (%)	41%	49%	52%	58%	GAL	●
Operational & commercial waste recovered (%)	not known	46.6%	48.0%	42%	GAL	●
● Operational & commercial untreated waste sent to landfill (%)	not known	4.3%	0%	0%	GAL	●
Operational & commercial waste per passenger (kg)	0.31	0.26	0.27	0.29	GAL	●

⁵ 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.

Air quality						
Air Quality - Nitrogen Dioxide, NO ₂ annual average at on-Airfield site LGW3 (µgm ⁻³)	37	28	30	29	Ricardo	●
Air Quality - PM ₁₀ (VCM corrected) annual average at on-Airfield site LGW3 (µgm ⁻³)	22	22	20	19	Ricardo	●

Noise						
Percentage of Chapter 4 (or equivalent) aircraft (%)	98%	99.7%	99.8%	99%	GAL	●
Percentage of Chapter 14 aircraft (%) ⁶				55%	GAL	●
Noise - track keeping (%)	97%	99.71%	98.56%	98.06%	GAL	●
Noise - total noise infringements	0	0	1	2	GAL	●
Noise - daytime noise infringements	0	0	0	0	GAL	●
Noise - night-time noise infringements	0	0	1	2	GAL	●
Continuous Descent Operations (CDO) compliance (%)	89.7%	89.75%	88.58%	90.48%	GAL	●

⁶ New KPI. Data reported for 2017 is 1 April 2017-30 March 2018.

Public transport use						
● Passenger public transport use (%) (combined rail, bus/coach use)	40.4%	43.6%	44.0%	44.0%	CAA	

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

Materials waste management				
Diversion from landfill (%)	93% ⁷	95%	96%	GAL

⁷ 2015 figure was restated in 2016 to reflect construction-only output. Previously reported 2015 figure (97%) had also included Demolition and Excavation outputs.

Biodiversity				
Annual conservation actions completed (%)	88.2%	90.2%	86.4%	GAL
Annual conservation actions in progress (2015 and 2016) or deferred to following year (2017) (%)	11.8%	0%	13.6%	GAL
Surveys completed (total number of different surveys)	19	21	24	GAL
Onsite volunteering days undertaken (total number) by airport employees, community members and schools.	44	38	49	Gatwick Greenspace
Onsite education days undertaken (total number) by airport employees, community members and schools.			24	Gatwick Greenspace

Local economy and Community performance indicators

New KPIs from 2015	2015	2016	2017	Source
Local economy				
Annual spend with local and regional suppliers (East & West Sussex, Surrey & Kent postcodes)	£71.4m	£139.4m ⁸	£132.8m	GAL
Meet the Buyers - number of buyers attending	45 managers from 23 buying organisations	51 managers from 24 buying organisations	40 managers from 21 buying organisations	GAL
Meet the Buyers – number of suppliers attending	104 delegates from 79 companies	83 supplier companies ⁹	120 supplier companies	GAL
Total employed at Gatwick Airport – full site ¹⁰	21,000	24,000	24,000	GAL
GAL employees	2,704	3,128	3,204	GAL
% GAL employees from local area (RH postcodes)	56%	55%	56.3%	GAL
Number of GAL graduates and apprentices	20	17	19	GAL

⁸ 2016 and 2017 data is Purchase Order Value (committed to spend); rather than Invoice Total as in 2015.

⁹ 2016 and 2017 delegate attendance data not reported by third party organisers.

¹⁰ Data from 2012 and 2016 Airport Employer surveys

Community				
Sponsorships: number of community events supported by Gatwick (includes non-profit, charitable and business events)	32	43	40	GAL
Nominated charity partners – fundraising total				
Cancer Research UK	£32,027	£43,975.73	£42,791.80	CR UK
Chestnut Tree House	£42,004	£11,376.71	n/a	CTH
St Catherine's Hospice	n/a	£54,453.63	£46,558.40	SCH
TravelCare	£23,315.50	£46,723.85	£57,580.98	TC
In-terminal passenger donations (paid in calendar year)	£49,600	£82,864.78	£69,144.27	GAL
Employee fund-raising and GAL match-funding for charities of employees' own choice				
GAL match-funding	£17,528	£22,261	£20,179.78	GAL
Gatwick Pay as You Earn	£11,218	£12,358	£12,423	GAL

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

Environmental performance indicators

The accuracy and completeness of the 2017 calendar year data presented in this Report for performance indicators on Carbon, Energy Efficiency, Water Efficiency, Operational & Commercial Waste Management, Air Quality and Noise were verified by Ricardo Energy & Environment. The data indicators that have been verified by Ricardo Energy & Environment are marked ● in the Performance tables.

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

Additional performance indicators

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



Environmental data boundaries

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

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

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

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

Operational & commercial waste:

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

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



Assurance Statement 2017

Ricardo Energy & Environment has been working with Gatwick Airport Limited (GAL) in 2018 to independently assure the Airport's Carbon Footprint for 2017 and Decade of Change 2017 Performance Report. This statement summarises the outcome of the review. The intended users of this statement are the readers of the Decade of Change Performance Report.

RESPONSIBILITIES

The information and presentation of data within the Decade of Change 2017 Performance Report are the responsibility of GAL. This statement is the responsibility of Ricardo and represents our independent opinion and is written to be read in its entirety by readers of the GAL Decade of Change 2017 Performance Report. Ricardo Energy & Environment accepts no liability whatsoever to any third party for any loss or damage arising from any interpretation or reliance upon this assessment.

ASSURANCE PERIOD

The assurance review of GAL's carbon footprint and Decade of Change performance report has been carried out for the year 2017 covering the period from January 1st until December 31st.

LEVEL AND SCOPE OF ASSURANCE

Ricardo has carried out an assurance review, which included the review of a 5% sample of the primary data on which the carbon footprint is based. Ricardo's scope of work included the assurance of the accuracy and completeness of data presented in the carbon footprint and the Decade of Change report in relation to the Key Performance Indicators (KPIs) listed here, for the calendar year 2017. These were selected by GAL.

Decade of Change key performance indicators

- Carbon emissions scope 1, 2 and 3 (tCO₂eq)
- Carbon emissions % change on 1990 baseline
- Total scope 1 & 2 per passenger (kgCO₂eq)
- Total energy consumption (kWh)
- Electricity - consumption (kWh)
- Gas - consumption (kWh)
- Consumption % change on 1990 baseline
- Total energy consumption per passenger (kWh)
- Renewable energy generated onsite (kWh)
- % of total energy from renewable sources
- Water - consumption (m³)
- Water consumption % change on 2010 baseline
- Water consumption per passenger (litres)
- Total operational & commercial waste collected (tonnes)
- Operational & commercial waste recycled/reused (%)
- Operational & commercial waste recovered (%)
- Operational & commercial untreated waste sent to landfill (%)
- Operational & commercial waste per passenger (kg)
- Air Quality - Nitrogen Dioxide, NO₂ annual average at on-Airfield site LGW3 (µgm⁻³)

- Air Quality - PM₁₀ (VCM corrected) annual average at on-Airfield site LGW3 (µgm⁻³)
- Percentage of Chapter 4 (or equivalent) aircraft (%)
- Percentage of Chapter 14 aircraft (%) (new KPI)
- Noise - track keeping (%)
- Noise - total noise infringements
- Noise - daytime noise infringements
- Noise - night-time noise infringements
- Continuous Descent Operations (CDO) compliance (%)

Carbon footprint components

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

Scope 2: Electricity; Solar

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

METHODOLOGY

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

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

RICARDO ENERGY & ENVIRONMENT'S OPINION

Based on the review of the 2017 carbon footprint and Decade of Change key performance indicators, Ricardo Energy & Environment is able to provide the following opinions:

- GAL continues to make good progress in calculating its carbon footprints and KPIs, and has set up credible processes for collating data and calculating emissions and indicators. It should therefore be commended for the efforts that it has made.
- The data sources used to calculate the footprint and KPIs are robust and, in instances where future improvements can be made, it is clear that GAL will work towards these as part of the on-going improvement of its processes.
- In accordance with the points above, we can make the following final opinion¹:

Based on the process and procedures conducted, the 2017 KPI and GHG assertions have been found to be:

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

GAL should keep up this good effort and Ricardo Energy & Environment recommends that GAL undertakes a similar carbon footprint assurance, for its 2018 footprint, in 12 months time.

INDEPENDENCE AND COMPETENCE

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

VALIDITY OF STATEMENT

This statement is valid for the Decade of Change performance indicators and carbon footprint assurance review, for the periods from 1st January to 31st December 2017.

Ricardo Energy & Environment
May 2018



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

Current accreditations and certifications



2017 Awards

WINNER	WINNER	WINNER	WINNER	WINNER
Outstanding Sustainability Programme 2017	Environmental Awareness/Sustainability 2017	Best Solution 2017 (waste plant)	UK's Best Airport 2017	Airport of the Year 2017
<i>Airports Going Green</i>	<i>International Airports Review</i>	<i>Airport Operators Association</i>	<i>Airport Operators Association</i>	<i>National Transport Awards</i>

2020 targets

	CARBON	ENERGY	WATER	WASTE	PUBLIC TRANSPORT
2017 PROGRESS ON 2020 TARGET	42.60% ↓	12.8% ↓	25.1% ↓	58% reuse/recycling rate	44% Passengers
2017 PERFORMANCE	47,556 tCO ₂ e	209,284,365 kWh	729,833 m ³	Zero untreated waste to landfill	43% Airport Staff
QUANTITATIVE TARGET	50% reduction by 2020 in GAL CO ₂ emissions, against 1990 baseline (Scope 1 and 2 emissions)	20% reduction by 2020 in airport electricity and gas use, against 1990 baseline	25% reduction* by 2020 in airport water use, against 2010 baseline	No untreated waste to landfill and 70% reuse/recycling rate by 2020 (Operational and commercial waste)	40% public transport mode share for air passengers and staff by the time the airport reaches 40 million passengers per annum; and 45% stretch target
BASELINES	82,843.5 tCO ₂ e (1990)	240,000,000 kWh (1990)	974,067m ³ (2010)	2010 recycling/reuse rate was 41%	N/A

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



YOUR LONDON AIRPORT *Gatwick*

Cover photography:
Front: View to the west of
Gatwick's main and standby runways.
Back: Jerry Barkley, Head of Airside Compliance
and Louisa Craven, Gatwick Family Lead.

The publication of this report
supports our Decade of Change.
We've used a 100% recycled
paper and board.

We've also used a local design
agency and a local printing firm
to produce this report.



GATWICK AIRPORT LIMITED

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

E sustainability@gatwickairport.com

www.gatwickairport.com

twitter.com/GatwickVoice