

UNCONFIRMED MINUTES – SUBJECT TO APPROVAL/AMENDMENT AT THE NEXT MEETING OF GATCOM
GATCOM

Minutes of the meeting of the Gatwick Airport Consultative Committee held on 21 October 2010.

Present:

Dr. John Godfrey (Chairman)

Lionel Barnard	- West Sussex County Council
Keith Blake	- Crawley Borough Council
John Byng	- Environmental and Amenities Groups
David Elkin	- East Sussex County Council
Barry Ealey	- Gatwick AOC
Jane Griffin	- SEEDA
Peter Hall	- Passenger Representative
Chris Hersey	- Mid Sussex District Council
Alan Jones	- Tandridge District Council
Liz Kitchen	- Horsham District Council
Isobel Knox	- British Air Transport Association
Peter Lake (substitute)	- Kent County Council
Neil Maltby	- Mole Valley District Council
Simon Matthews	- Tourism South East
Richard Olliver	- Reigate and Banstead Borough Council
Peter Pledger	- South London Business
Eddie Redfern	- International Air Carriers' Association
Dorothy Ross-Tomlin	- Surrey County Council
Jeremy Taylor	- Gatwick Diamond Business Association (CADIA)
Jim Woodward-Nutt	- Which?
Charles Yarwood	- Charlwood Parish Council

Also present:

Stewart Wingate – Chief Executive Officer, Gatwick Airport Limited

Andrew Gillespie-Smith – Non-Executive Director, Global Infrastructure Partners

Sean McKee – Head of Public Affairs, Gatwick Airport Limited

Liz Trevor - Head of Sustainability, Gatwick Airport Limited

Tom Denton – Head of Climate Change and Environment, Gatwick Airport Limited

Frank Evans – Department for Transport

Barry Smith – Deputy Honorary Secretary

Ros Howell – Technical Adviser

Paula Street – Assistant Secretary

Apologies for absence were received from Trevor Brock, Denese Brooke-Harte, Andrew McCallum and Susan Parsons.

The Chairman welcomed Mr Andrew Gillespie-Smith, Non-Executive Director of Global Infrastructure Partnerships to the meeting.

CHAIRMAN'S UPDATE ON ACTIVITIES

49. The Chairman reported that he and Mr. Wingate had met a resident from Hever to discuss on-going concerns about disturbance caused by arriving aircraft.

50. The Chairman also thanked Mr. Jones for attending on behalf of GATCOM a meeting organised by Capel Parish Council to discuss aircraft noise with Gatwick Airport Limited (GAL). Mr Jones advised that the meeting had been productive and there were a couple of issues that GAL would further consider.

51. The Chairman also thanked GAL for organising the annual GATCOM tour which had been most informative. He advised that he had agreed to the GATCOM meeting and the tour being filmed for a television documentary on Gatwick Airport, as it was important that the work of GATCOM was included.

52. The Chairman also advised that Mr. Maltby, the Vice-Chairman, had attended on his behalf a meeting with other representatives of the Liaison Group of UK Airport Consultative

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Committees and the DfT to explore ways in which the guidelines for airport consultative committees could be revised to reflect the need to enhance passenger representation at airports. Mr. Maltby had also represented GATCOM at a conference on effective consultation with people living near to airports.

MINUTES

53. Resolved – That the minutes of the meeting held on 22 July, 2010 be approved as a correct record and that they be signed by the Chairman.

Annual Meeting of UK Airport Consultative Committees (UKACCs)

54. Mrs Street reported that UKACCs had written to the Minister for Aviation, Rt. Hon. Theresa Villiers MP, highlighting a number of issues of concern to member committees (minutes 42-44 refer). A response from the Minister had been received which provided an update on current Government thinking and also recognised the important role of airport consultative committees. A copy of the letter would be sent to members.

GATCOM Steering Group Minutes

55. Resolved – That the draft minutes of the GATCOM Steering Group held on 30th September, 2010 be received and noted (copy attached to the signed minutes).

UK BORDERS AGENCY

56. Ingrid Smith, Assistant Director, UK Borders Agency (UKBA), updated GATCOM on the work of the Agency at Gatwick. Ms. Smith advised that she was one of two Assistant Directors based at Gatwick (one based in each terminal) and acknowledged that queuing times and passenger experience were key concerns for the Agency. She outlined the Agency's priorities at Gatwick as:

- Providing excellent security and safety, the top priority
- Providing a welcoming environment to the UK
- Performing well against stringent targets to keep queuing levels down at Passport control
- Working creatively during terminal refurbishments to find new ways to tackle queues
- Working with GAL through workshops to find other tangible ways to improve performance. It was hoped to introduce some new measures by Spring 2011.
- Modernisation including more technology for low risk high volume transport, such as e-passport reading
- Fully integrating the former Immigration and Customs staff to provide a more efficient, multi-functional and cost effective service

57. Members noted that the Government had announced in the spending review that UKBA would need to find savings of 30%. Ms. Smith advised that the impact of the spending review on staffing levels and service at Gatwick was not yet known.

58. Reference was made to the UKBA "Smart Zones" established at Luton Airport and whether consideration was being given to introduce a similar initiative at Gatwick. Ms. Smith confirmed that UKBA was currently developing a proposal with GAL and was optimistic that a similar scheme could be introduced at Gatwick.

59. The airline representatives referred to the service level agreements that had been agreed with GAL and emphasised the need to engage with the airlines in setting performance targets and service standards. Ms. Smith noted the suggestion.

60. Mr. Hall referred to the use of new technology to process passengers and sought clarification on the future of IRIS recognition. Ms. Smith advised that the way forward was with e-passport reading but acknowledged that there had been problems with the performance of the e-gates which was being addressed as a matter of priority.

61. GATCOM welcomed the focus on tackling passenger queuing times at border control and hoped that new technology would be used where appropriate. Members referred to GAL's recent

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introduction of the assistance lane in security and the publication of performance statistics for baggage reclaim in the arrivals area and recommended these initiatives as areas of good practice that could be replicated by UKBA. The constructive partnership working between UKBA and GAL was welcomed and GATCOM suggested (and it was agreed by Ms. Smith) that members of the Passenger Advisory Group should be invited to participate in the good practice/performance workshops UKBA had established with GAL.

AIRPORT COMMENTARY

62. GATCOM received the Chief Executive's commentary on activity at the airport since the date of the last meeting (copy attached to the signed minutes). The commentary was supported with a presentation from Mr. Wingate (copy of slides attached to the signed minutes).

Management Team

63. Mr. Wingate reported that the Executive Team was now stabilising following a period of rapid change. The team had transformed the management priorities into strategy to deliver improved customer service, good relationships with airlines, improving perceptions of Gatwick Airport and enhancing security.

Traffic Performance

64. Mr. Wingate reported that Gatwick's performance had been better than that of Stansted or Manchester Airports last year. An average load factor of 85% had been achieved over the last quarter with the long haul load factor rising by 7% in September. He was pleased to report that both British Airways and Ryanair were introducing new routes from Gatwick.

Capital Investment Programme

65. Mr. Wingate reported that the £320m of investment was planned at the airport over the next two years. The new shuttle transit had been completed ahead of schedule, the north terminal interchange was nearing completion and two of the new north-west stands were now A380 compliant. An extension and new entrance at the north terminal, together with a new short-stay car park, would be completed during 2011. The south terminal refurbishment would improve check-in and security facilities and included plans for a new pier 1 and baggage facility. The runway would be resurfaced during 2012, without disruption to services.

Service Quality

66. GATCOM was pleased to note that levels of satisfaction with security and PRM services had significantly improved, with large reductions in the number of complaints received about these services. Queuing time targets for security were now being consistently exceeded, which had been helped by the introduction of the innovative assistance lane for passengers with special requirements and young families. Customer service training had been introduced for security staff and this would be extended to other front line staff across the airport.

67. Mr. Wingate reported that baggage reclaim performance information was now published at both the airport and on the website.

Planning Permission for Airbus A380 operations

68. Mr. Wingate confirmed that planning permission had been granted by Crawley Borough Council to permit commercial A380 flights from Gatwick Airport. Infrastructure was in place to manage up to two A380s at any one time.

69. GATCOM noted that the permission could provide good opportunities for economic investment. Members also noted that a vortex damage policy had been agreed, although it was commented that the similar scheme at Heathrow Airport included compensation for damage to properties other than private dwellings, such as schools and churches. Mr. Denton assured members that the risk of vortex damage due to A380s was negligible, but agreed to consider whether the policy should be amended to cover buildings other than private dwellings.

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Gatwick Airport Station Improvements

70. GATCOM welcomed the announcement by Network Rail and Gatwick Airport Limited that major improvements would be made to Gatwick Airport Station as a funding package had been agreed all parties; although disappointment was expressed that the project would not be completed until 2013, after the 2012 London Olympics. It was hoped that the additional platform and track improvement work would lead to the reintroduction of the full, dedicated Gatwick Express service, which had been downgraded in recent years mainly due to track capacity constraints.

71. GATCOM thanked West Sussex County Council, Crawley Borough Council and Henry Smith MP for their work in lobbying for the improvements and helping to secure a funding package. The Chairman agreed to write to Mr. Smith MP to thank him for this personal contribution to the lobbying.

Global Infrastructure Partners (GIP)

72. GATCOM received a presentation from Mr. Gillespie-Smith about GIP, the owners of Gatwick Airport Limited (copy attached to the signed minutes). He reported that GIP had a \$5.5bn fund and focussed on long term, low risk, moderate return transport and energy infrastructure assets across the globe. The main offices were in New York and London. GIP valued good customer service, growth, efficiency and well managed finance. Mr. Gillespie-Smith emphasised GIP's determination to make Gatwick the London area airport of choice for customers and had a good management team in place to achieve this.

73. GATCOM welcomed the progress that Gatwick Airport Limited had made in improving facilities and customer service at the airport. It was noted that GIP had sold a number of stakes in Gatwick and it was hoped that GIP would retain the majority stake. It was also hoped that GAL would continue to involve airlines in business cases for new projects. Mr. Gillespie-Smith provided an assurance that control would be retained while GIP remained the owner of Gatwick Airport. He clarified that GIP's infrastructure fund was generally 10 years for an asset, although this could be extended for a further two years. This meant that GIP had the option to sell Gatwick Airport in 2018-20. GIP, as the current owner, was entirely focussed on improving the existing single-runway airport and would honour the 1979 agreement, which prevented the construction of a second runway before 2019, although it was accepted that a future new owner may have different aims. Mr. Wingate advised that, as a result the safeguarding of the land required for a potential second runway would be retained.

CRAWLEY BOROUGH COUNCIL DIRECTOR FOR ENVIRONMENT AND HOUSING'S REPORT

74. GATCOM noted the report by Crawley Borough Council's Director for Environment and Housing on planning applications determined and outstanding in respect of Gatwick since the date of the last meeting (copy attached to the signed minutes). It was noted that since the issue of the report planning permission had been granted to permit scheduled operations of A380 aircraft at Gatwick.

RAIL ISSUES

75. GATCOM considered a report by the Secretariat which gave an update on issues of concern to GATCOM (copy attached to the signed minutes).

76. Mrs. Street reported that Southern Railways had confirmed that it was willing to continue to engage with GATCOM on its concerns about the use of class 442 rolling stock for Gatwick Express services (with narrow, single doors unsuitable for disabled access or heavy baggage) and on the proposed ticket barriers at Gatwick and London Victoria stations. Southern Railways had invited the Chairman and members to travel with two of their representatives on a Gatwick Express service to consider GATCOM's concerns. Members noted that, contrary to an assertion in

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the letter from the DfT, neither GAL or BAA had indicated support for the class 442 rolling stock or the introduction of ticket barriers and it was agreed this should be confirmed to Southern and the DfT.

77. The Chairman confirmed that he would be willing to meet a Southern Railway representatives at London Victoria and travel on a Gatwick Express service with them to discuss GATCOM's concerns. He hoped that members of PAG (including wheelchair-user Ann Bates) would be able to attend as well as airline and business GATCOM members. It was also suggested that the DfT franchise manager should be invited to attend the meeting to ensure that areas of responsibility were made clear and to discuss a way forward.

78. Members considered the response sent to the DfT on its rail franchising consultation and welcomed its emphasis on the need to protect customers, reduce overcrowding and its proposal that stakeholders should be consulted on proposed rolling stock before franchises were let. The announcement on Gatwick station improvements was welcomed and the new platform was highlighted as being a solution to capacity problems that could lead to the restoration of the fully dedicated Gatwick Express Service. The need to improve east-west rail links with Gatwick was also emphasised.

79. Resolved –

(1) That the submitted response to the DfT on the review of the rail franchising policy be endorsed.

(2) That the commitment of all parties involved in agreeing a funding package for the improvements to Gatwick Station be welcomed.

(3) That the Chairman together with business, airline and PAG representatives accept Southern Railway's invitation to discuss GATCOM's concerns on a journey on a class 442 Gatwick Express Service.

PASSENGER ADVISORY GROUP

80. GATCOM received the report from the Chairman of the Passenger Advisory Group (PAG) in respect of activities of the PAG since the date of the last meeting (copy attached to the signed minutes). Mr. Hall welcomed the introduction of posters detailing performance statistics in the baggage reclaim area. He thanked Gatwick Airport Limited for involving PAG in more projects and was pleased to be invited to put forward ideas for improving the airport experience for passengers travelling with young families.

81. Mr. Hall also informed GATCOM of PAG's concerns about waiting provision for people with restricted mobility and had proposed that more user friendly/welcoming lounges be provided.

82. Mr. Hall also reported PAG's concerns about the increase in car parking tariffs in the short stay car parks, particularly the south terminal's car parks which were used by the wider community. There was a need to better cater for kiss and fly users as the higher charges would result in more congestion on the airports roads and local neighbourhoods. He urged GAL to review some aspects of the new tariff. Members expressed concern about the increased parking tariffs and highlighted the problem of passengers parking in local residential roads to avoid them. Mr. Wingate advised that some parking charges had been reduced and some increased, remaining significantly cheaper than charges at Heathrow Airport. He acknowledged the concerns of members and invited business representatives' involvement in finding ways to advertise special parking offers for local commuters. He agreed to meet with representatives from Charlwood Parish, Crawley Borough, Horsham District, Reigate and Banstead Borough councils to discuss ways to tackle parking problems in residential areas.

83. GATCOM was also pleased to note that three new PAG members had been appointed following the recent recruitment campaign and a further two people were on a waiting list.

84. Mr. Evans referred to the meeting the DfT had hosted with representatives from UKACCs (Mr. Maltby represented GATCOM) and the CAA to discuss ways in which passenger

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representation could be enhanced at airports, possibly using existing airport consultative committees' structures. He reported that the discussions had been most productive and the next stage in the process was for the DfT and the CAA to develop its thinking further with airport operators leading to a consultation on revised draft guidelines in 2011.

85. Resolved –

(1) That the success of security performance and the significant decline in the level of passenger complaints be noted;

(2) That PAG's concerns about the Gatwick Express be addressed through the Chairman's meeting with Southern Railway and DfT representatives at London Victoria station;

(3) That PAG's request for GAL to provide better and more appropriate reception and waiting facilities for passengers requiring special assistance in the terminals be endorsed; and

(4) That PAG's concerns about the increases in the cost of short stay car parking be noted and that its request for a tariff review be supported.

GATWICK TRAVEL CARE

86. Mrs. Ayres, GAL and Mrs. Lloyd, Gatwick Travel Care updated GATCOM on the work of the airport charity in its 25th year (copy of presentation slides attached to the signed minutes). Mrs. Lloyd reported that the charity provided support and access to services to travellers who encounter problems when travelling, such as people being repatriated, people who had suffered robbery whilst on their travels and people encountering mental health problems. Key partners included embassies, consulates, the Police, the UKBA and social care services. Funding was provided through the Foreign and Commonwealth Office and from GAL, who also provided the charity's accommodation. Fundraising was important as cuts in funding were likely and it was therefore important to raise awareness of the charity. Mrs Lloyd asked GATCOM to help in raising awareness amongst its member organisations and local communities. The forthcoming Gatwick Airport Christmas Appeal on 1 December was an important source of funding for Gatwick Travel Care, and an invitation to attend the launch was extended to all GATCOM members.

87. GATCOM acknowledged the important work of Gatwick Travel Care and the Chairman thanked Mrs. Lloyd and Gatwick Travel Care volunteers who made the service possible.

SOUTH EAST AIRPORTS TASKFORCE

88. GATCOM received reports from the Secretariat and GAL providing an update on the work of the South East Airports Taskforce (copies attached to the signed minutes). Mrs Street reported that Minister for Aviation, Rt. Hon. Theresa Villiers MP, had responded to GATCOM's registered interest in the work of the Taskforce. The Minister had recognised the important role of airport consultative committees and had invited GATCOM to let her have any thoughts, suggestions or proposals in respect of issues at Gatwick. Members considered the suggested form of response to the Minister appended to the Secretariat's report.

89. Reference was made to GAL's recent initiative to publish airlines' performance for baggage reclaim in the baggage arrivals areas of the airport. The airlines' representatives expressed concern about the appropriateness of the current information being published in this way. The current performance data was over simplified to the advantage of small aircraft and did not portray the complexities of off-loading baggage from larger aircraft or aircraft parked on remote stands. The airlines were not therefore in favour of promoting such a poster as best practice to the Minister. It was agreed to delete reference to this from the response to the Minister. It was also agreed that GAL would discuss the presentation of the performance data with the airlines.

90. As regards the performance of UKBA and in the light of the discussion with Ms. Smith, UKBA earlier in the meeting, it was agreed that reference should be made in the response to the

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desire for UKBA performance standards being published/displayed on posters within the airport's terminals.

91. Mr. Wingate reported that the taskforce had discussed a range of important topics and GAL, along with other South East airports, had been asked provide a series of papers outlining ways in which to increase efficiency of operations, the need for partnership working on good practice in areas such as baggage handling and other issues related such as surface access that it considered the Taskforce could help to progress/resolve. He would keep GATCOM informed of the work of the Taskforce.

92. Resolved – That, subject to the following amendments:

- (i) border control section - the inclusion of reference to the need for publicity/display of UKBA performance standards;
- (ii) check-in and baggage reclaim section - 3rd paragraph last sentence delete "common" and insert "appropriate"; and
- (iii) check-in and baggage reclaim section - 4th paragraph delete from "in this area." to end;

the suggested response to the Minister for Aviation set out in Appendix 2 of the Secretariat's report be approved.

FLIGHT EVALUATION UNIT (FEU) REPORT

93. GATCOM considered the quarterly report of the FEU together with the key messages arising from the recent meetings of the Noise and Track Monitoring Advisory Group (NATMAG) and the Ground Noise Committee (copy attached to signed minutes).

94. Mr. Denton reported that there had been a 50:50 split between easterly and westerly runway operations during the period April to June 2010. There had been no infringements of the departure noise limits but there had been one ground noise complaint due to engine testing.

95. Members noted with concern the rise in the number of noise complaints which Mr. Denton advised was possibly due to track-keeping problems on certain departure routes as well as the raised awareness in the local community of the END Noise Action Plan consultation. Mr. Jones referred to the discussions with Capel Parish Council about noise issues where a mobile noise monitor had been in situ for some time. A couple of points had emerged from the meeting, which GAL was considering further. It was noted that the Capel mobile noise monitor would soon be re-deployed to undertake monitoring in another area. Mr. Wingate emphasised that noise complaints were taken seriously and advised that mobile noise monitors were deployed to affected areas to measure the impact.

96. Reference was also made to the disturbance caused by arriving aircraft, particularly in communities to the east of the airport, including Kent. Mr. Lake advised that there was determination within those communities to pursue a solution and asked whether further consideration could be given to adopting steeper approaches to help reduce noise problems. Continuous descent approach (CDA) performance was noted but some members felt that more needed to be done to address non-compliance with the airlines and to issue GATCOM with more information about the outcome of action. Mr. Denton advised that detailed information and action was raised with the airlines concerned through FLOP-C as well as individually with airlines. Mr. Denton was asked to consider with FLOP-C and NATMAG the possibility of sharing more widely the outcome of discussions with airlines on the reasons for non-compliance of CDA procedures and of the resulting action.

NOISE LEVELS DURING AIRSPACE CLOSURE APRIL/MAY 2010

97. GATCOM received a report produced by GAL's independent consultant, Applied Acoustic Design, which showed the results of noise monitoring during airspace closures due to the effects of volcanic ash earlier in the year (copy attached to the signed minutes).

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98. Mr. Denton reported that the results had given a more accurate picture of how airport noise added to existing background noise levels and had confirmed that the calculations previously used were accurate.

GATWICK AIRPORT 2009 ANNUAL MONITORING REPORT VERIFICATION REPORT

99. Members noted a report by the Technical Adviser summarising the outcome of the independent verification of annual monitoring of Gatwick Airport Limited's sustainability commitments and obligations (copy attached to the signed minutes). Members noted that of the twelve commitments and obligations selected for audit, ten were found to be on track. The two commitments not on track related to commitments on biodiversity and waste, but all the work associated with the latter commitment had been completed by Gatwick Airport Limited and was not in contention.

CALENDAR OF MEETINGS FOR 2011/12

100. GATCOM noted the calendar of meetings for GATCOM and its Sub-Groups for 2011/12 as follows:

Passenger Advisory Group

*Thursday 24 March, 2011 at 2.00 p.m.
Thursday 7 July, 2011 at 2.00 p.m.
Wednesday 5 October, 2011 at 2.00 p.m.
Thursday 12 January, 2012 at 2.00 p.m.

GATCOM Steering Group

Thursday 17 March, 2011 at 10.00 a.m.
Thursday 30 June, 2011 at 10.00 a.m.
Thursday 29 September, 2011 at 10.00 a.m.
Thursday 5 January, 2012 at 10.00 a.m.

GATCOM

Thursday 7 April, 2011 at 2.00 p.m.
Thursday 28 July, 2011 at 2.00 p.m.
*Thursday 13 October, 2011 at 2.00 p.m. (N.B. Annual Tour of airport in morning)
Thursday 26 January, 2012 at 2.00 p.m.

(*Date of meeting subsequently changed)

DATES OF NEXT MEETINGS

101. Members noted that next meetings of GATCOM as follows:

GATCOM Steering Group – Thursday 6 January 2011 at 10.00 a.m.
Passenger Advisory Group - Thursday 13 January 2011 at 2.00 p.m.
GATCOM – Thursday 27 January 2011 at 2.00 p.m.

102. GATCOM also noted that the next meetings of Gatwick Airport Limited's Ground Noise Committee and Noise and Track Monitoring Advisory Group (NATMAG) would take place on Thursday 2 December 2010 at 9.30 a.m. and 11.00 a.m. respectively.

Chairman