

2011

OUR DECADE OF CHANGE
2010 PERFORMANCE

YOUR LONDON AIRPORT
Gatwick

WELCOME

We're competing to become London's airport of choice. We have ambitious plans and are focussed on doing what's best for our passengers, airlines, employees and community.

We're putting the passenger at the centre of our plans. Everything we do is designed to make their journey faster, easier and more rewarding. We're working hard to understand what they want and to deliver a better experience at every step of their journey.

Our credentials to transform Gatwick into a great airport are grounded in years of working closely with airlines, business partners and communities. It's about listening, sharing ideas and delivering long-term benefits that will make Gatwick the first choice for airlines.

We are modernising and developing the airport with a £1 billion investment programme that will deliver better service and more efficient operations. And we are doing it in the most efficient, and sustainable way.

Over the next few years, Gatwick will change beyond all recognition. We're changing the way we look at the world, and the world is beginning to see us differently too.



Stewart Wingate
CEO

ABOUT THIS REPORT

This report looks at the progress we have made since the launch of Decade of Change in Summer 2010. Issue by issue we set out our approach, performance and plans through to 2020. We've built on last year's report by including more information about how we run the airport responsibly every day.



HELLO

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GATWICK'S
VITAL
STATISTICS



Gatwick employs
23,000
people

80 AIRLINES
flying to more than
200
DESTINATIONS



32million
PASSENGERS

500 TRAINS
900 COACHES
and BUSES



Serve Gatwick everyday



33,000
Parking spaces



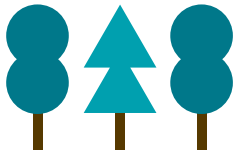
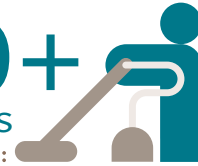
TOP 10

One of the world's top
10 international airports



53 aircraft movements each
hour - that's one every **58**
seconds at peak times

200+
companies
operating at Gatwick



ISO 14001

in recognition
of our approach
to environmental
management



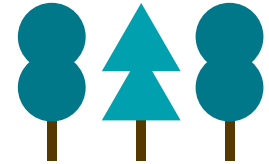
**UK'S 2ND
LARGEST
AIRPORT**

£2billion
value to the UK
economy each year



Accreditations from
both the Carbon
Trust and Airports
Council International
for our approach to
carbon management





OUR ENVIRONMENTAL PERFORMANCE

A summary of our 2010 performance data is included below. We have included data from 2008 and 2009 to indicate how things are changing. More information can be found under each section and on our website.

Issue	2008	2009	2010	% Change 09-10	Data Source
Carbon scope 1 (tCO ₂ eq)	14,317	12,451	16,499	+32.5	RSK
Carbon scope 2 (tCO ₂ eq)	87,592	87,237	79,106	-9.3	RSK
Carbon scope 3 (tCO ₂ eq)	625,897	633,510	608,687	-1.2	RSK
Total carbon emissions (tCO ₂ eq)	827,259	733,198	721,502	-1.6	RSK
Air quality - nitrogen dioxide (µg/m ³)	36	34	37	+8.7	GAL
Air quality - PM ₁₀ (µg/m ³)	22	21	21	+1.4	GAL
Noise - track keeping (%)	97.5	96.8	97	+0.2	GAL
Noise - total noise infringements	4	1	0	-100	GAL
Noise - daytime noise infringements	2	0	0	n/a	GAL
Noise - night-time noise infringements	2	1	0	-100	GAL
CDA compliance (%)	84	88	89.7	+1.7	GAL
Total waste (t)	12,297	10,177	9,685	-4.8	GAL
Waste - recycled (%)	26.6	39	41	+2	GAL
Waste per pax (kg)	0.36	0.31	0.31	n/a	GAL
Water - consumption (m ³)	1,058,000	1,059,141	956,539	-9.9	GAL
Electricity - consumption (kWh)	163,477,226	159,578,773	162,621,805	+1.9	GAL
Gas - consumption (kWh)	67,493,119	54,246,416	75,333,903	+38.9	GAL
Passenger public transport use (%)	36.3	37.2	40.4	+3.2	CAA

SKM EnviroS verified the accuracy and completeness of selected data presented in the table above for the calendar year 2010. These were selected by GAL. SKM EnviroS's full verification statement can be found on our website. The following KPIs were verified:

- Nitrogen Dioxide emissions (µg/m³)
- PM10 emissions (µg/m³)
- Noise - track keeping (%)
- Continuous Descent Approach (CDA) compliance (%)
- Waste per passenger (kg)
- Total waste generated (t)
- Waste recycled (%)
- Water consumption (m³)
- Electricity consumption (kWh)
- Gas consumption (kWh)

A RESPONSIBLE APPROACH

Our ambition is to compete to grow and become London's airport of choice. Operating a responsible Gatwick means striking the right balance between the environmental impacts and the social and economic benefits of the airport while offering our passengers a great service. With operational efficiencies come environmental efficiencies, so the better we manage our facilities, the smaller our environmental footprint will become.

We will only achieve our targets by working closely with our stakeholders and business partners to deliver joint work programmes. This means that the people we work with, the companies we engage with and the passengers travelling through Gatwick all have a part to play.

It's not simply about improving our environmental performance, it's about modernising the airport in the most sustainable way that will enable us to achieve our targets. It's also about making sure that during this period of development the benefits to the economy and to our local community are maximised.

OUR KEY PRIORITIES

Our Decade of Change strategy supports Gatwick's key priorities,

Competing to grow to become London's airport of choice	leading by example through sustained responsible growth
Help our airlines grow	responsible growth will help ensure the long term prosperity of Gatwick
Deliver the best passenger experience	encouraging our passengers to support our goals will improve their airport experience
Increase value and efficiency	recognising the environmental impacts of improved operational efficiencies
Protect and enhance our reputation	receiving recognition for what we do
Build a strong environment, health and safety culture	ensuring the health and well-being of our employees, our passengers and our environment
Develop the best people, processes and technology	being a responsible organisation with people development at its heart

NATIONAL POLICY

As a critical element of national infrastructure we want to do all we can to help the UK's drive for economic growth. The right public policy is crucial if we are to reach our full potential for doing so.

We undertake an active programme of engagement with ministers and senior officials of five major Government Departments to communicate the issues that we face and how the airport's environmental impact can be best managed.

We input to the policy process and provide required information to relevant government departments.

On a parliamentary front, senior staff also appear before parliamentary select committees to give expert insight into issues they are investigating. We see ourselves as an enabler and part of the solution to the issues that Government and parliamentarians face on both a short and long term basis.



YOUR LONDON AIRPORT
Gatwick

www.gatwickairport.com

OUR GOVERNANCE STRUCTURE

Our strategic priorities are embedded throughout the airport with a robust governance process, strong technical policies and an innovative employee engagement programme.

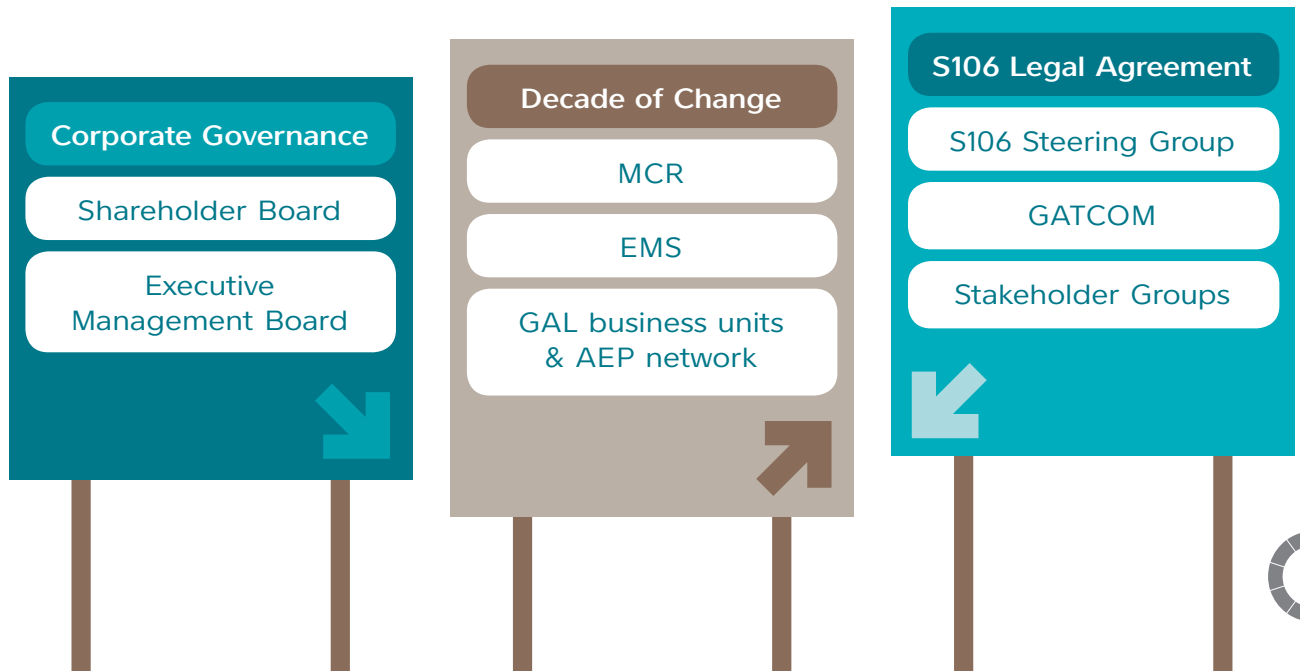
Delivery against environmental targets is driven and monitored through our Managing Corporate Responsibility (MCR) group, which is chaired by our CEO. Progress in this area is then communicated across the Gatwick Executive Management Board and our Shareholder Board.

Our environmental management system (EMS) tracks progress against

these targets and ensures that our approach meets the expectations of our stakeholders and regulators. As a result Gatwick is the largest UK airport to attain ISO 14001 certification - the international environmental standard.

With the launch of Decade of Change came the search for a network of volunteers to help deliver the strategy. These people became our Airport Environment Partners (AEPs). After putting each of them through an accredited training programme they have now been challenged with taking the Decade of Change out to all parts of the airport.

Externally our commitment to sustainable development is set out in our S106 Legal Agreement, signed in partnership with Crawley Borough Council (CBC) and West Sussex County Council (WSSC) in 2008. This document outlines our approach to growing to 40 million passengers a year sustainably. Performance against this agreement is governed and communicated through our S106 Steering Group, attended by both CBC and WSSC, and to our consultative committee, GATCOM.



MANAGING RESPONSIBLY - FOR OURSELVES, OUR PARTNERS AND OUR PASSENGERS

We've set out our vision for making Gatwick more sustainable. We need to engage our employees, business partners and passengers to make this a reality.



EMPOWERING OUR EMPLOYEES

We knew that if Decade of Change was going to be successful we'd need the support of our employees from day one. We went a step further and secured their support before we'd even gone public. By the time we launched we'd already established a network of Airport Environment Partners (AEPs).

This network covered every part of our business and each AEP is responsible for making sure that the key principles of Decade of Change are embedded into the everyday operation of the airport.

To help them succeed we worked with REED training to develop a bespoke programme to give them all the skills they would need.

GREEN MANAGER TRAINING

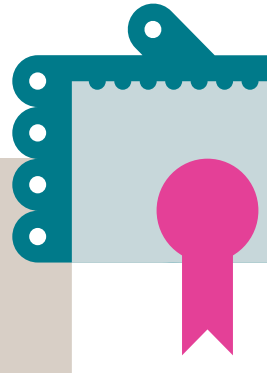
We developed our Green Manager training with REED to ensure that our AEPs had the skills, knowledge and support they required.

This programme was rolled out in 2011 and we are pleased to report that all our AEPs passed their exams.

CBI PEOPLE'S AWARD

Our AEP programme was nominated as a finalist for the CBI's Green Strategy - People Award programme.

Although we didn't quite make it this year we are pleased that our programme was recognised in this way and look forward to doing better next year.



A PARTNERSHIP FOR SUCCESS

While we were developing our targets, we recognised that much of what we wanted to achieve was outside our direct control. The only way we'd succeed was to work with the 200 businesses operating here.

We spoke to a number of our key partners during the development of Decade of Change to help shape our strategy and since then we've further strengthened these partnerships. We then set up the Gatwick Airlines Sustainability Group, which develops and delivers a rolling programme of sustainability initiatives. It's early days yet and next year's report will include more about this group's achievements.

Supporting this has been a programme of discussions with our other business partners - the retailers, construction firms, cleaning companies, hotels and other companies operating here at Gatwick. Our aim is to identify opportunities that, by working co-operatively, we can all achieve our respective targets. Our partners are often at the forefront of industry improvements wherever possible we want to enable them to deliver these improvements for the good of the airport.

One thing that is clear is that Gatwick feels very much like a community. We want to harness that spirit to build a sustainability programme that is both designed and delivered by the airport community.

GATWICK AIRLINES SUSTAINABILITY GROUP

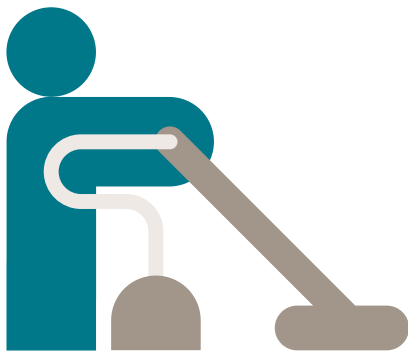
We're working with some of our key airline partners here on-airport to deliver solutions to real sustainability issues.

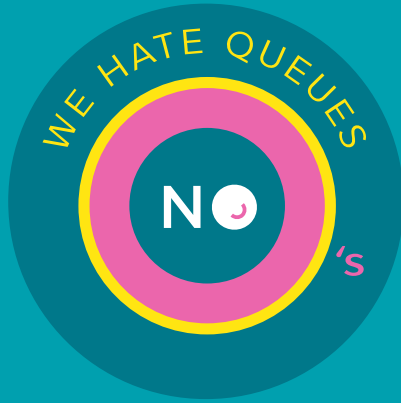
Sam Berry, Customer Services Manager, British Airways, said: "We're delighted to be working with Gatwick and the other airlines operating here, tackling real issues that can provide tangible benefits to our operations here."

THE HILTON GATWICK

When we see someone doing well we want them to receive full recognition for what they've achieved.

The Hilton Gatwick came top of their corporate sustainability league in recognition of the steps they have taken to reduce their environmental footprint and drive efficiencies throughout their operation - we congratulate them for helping to improve Gatwick's overall environmental footprint.





OUR PASSENGER COMMITMENTS

Our commitment to running a responsible airport starts with our passengers. We want to deliver the service our passengers expect at every stage of their airport journey. That's why we've developed our passenger commitments in partnership with our key airlines, handling agents and other service providers.

Our commitment to our passengers is quite simple:



- **We'll treat you as our guest** - we'll always try and offer you the very best possible airport experience or make it right if we don't;



- **We hate queues** - we know you do too, so Gatwick is working hard with our staff and airport partners to keep queues in all areas to a minimum;



- **We love to be on time** - we'll do our best to get you away on time.

To find out more about our passenger commitments visit <http://www.gatwickairport.com/business/about/our-passenger-commitments/>

SUPPORT FOR OUR PASSENGER COMMITMENTS

"On behalf of our airlines, I fully endorse Gatwick's commitment to passenger service."

Martin Spiers
Chairman, Airline Operators Committee

PASSENGER SERVICE

Our passenger commitments offer the very best possible experience, keeping queues to a minimum and doing our best to get our passengers away on time - are embedded throughout our operations. In this section we go beneath the surface to expose the plans behind our commitments.

WE'LL TREAT YOU AS OUR GUEST

TELL US WHAT YOU THINK AND WE'LL ALWAYS LISTEN

Our passenger experience team will listen to our passengers views and always respond promptly. Our twitter site has over 21,000 followers and is now a vital way of communicating to our passengers.

The number of complaints we received in 2010 reduced by 12% from 2009, while our passenger compliments increased by 94% over the same period.

IF YOU NEED EXTRA SUPPORT, WE'LL BE THERE TO HELP

Our passengers are all different and many require additional support while at the airport. To help we've created dedicated assistance lanes within security areas and border zones (Immigration) at both terminals.

We're also committed to working with our airport partners to offer the very best possible experience from the moment you arrive at the airport to when you board your plane.

GATWICK TRAVEL-CARE

Gatwick's on-airport dedicated charity offers support to passengers and their families in the event of an emergency, major incident or crisis at the airport. Now in it's 25th year, the Travel-Care team of staff and volunteers handle passengers' travel related problems.

With disruption from volcanic ash and civil unrest in North Africa and the Middle East, Travel-Care helped over 2,500 passengers in 2010.

WE'LL GIVE YOU THE RETAIL AND CATERING BRANDS YOU PREFER

We listen to passenger feedback and then use that information to improve our retail offer. To improve this process we launched Gatwick's own Qype service in 2011. This unique online function allows you to rate Gatwick's offer and the service you received here.

In 2010 we received 73 positive comments about catering and only 7 negative comments.

WE HATE QUEUES

WE'LL MAKE IT QUICKER FOR YOU AT CHECK-IN

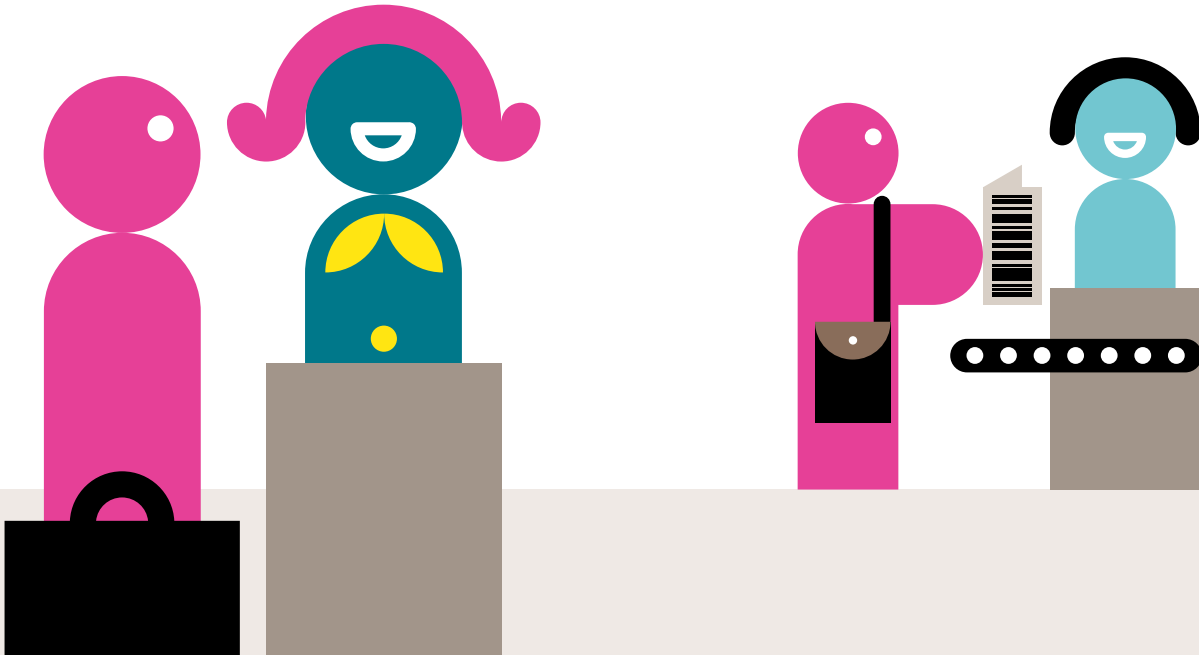
It's often a passenger's real first experience of the airport so we're investing in technology that allows our airlines to speed up the process. We're also supporting the expansion of online and self service check-in, together with new baggage systems that facilitate longer opening times, giving the passengers more options on when they want to check-in.

Norwegian Air Shuttle opened a new self-service check-in that allows passengers to manage their own check-in process. Passengers receive a quicker service and the new style allows staff to offer a better service to passengers.

WE'LL MAKE IT QUICKER FOR YOU AT SECURITY

We're investing £45m in new state-of-the-art security facilities in South Terminal. The new facility will bring together best practice from around the world including automated boarding card readers and a queuing system that lets passengers choose the shortest and quickest queue. The new technology will provide extra information that allows us to continually improve the process for our passengers.

Average queue time was 1 min 47 seconds with over 97% of passengers taking less than five minutes to pass through security. 2010 also saw us significantly reduce our longest queue time from 1 hr 52 minutes in 2009 to just 31 minutes.





WE LOVE TO BE ON TIME

WE'LL MAKE IT EASIER FOR YOU AT PASSPORT CONTROL

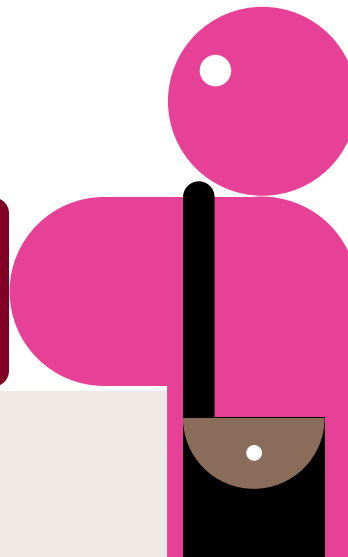
It's also about improving your journey when flying into Gatwick. So we're working with the UK Border Agency to deliver a secure and efficient passport control and they've set themselves a target of 95% of EU passengers to be processed in under 25 minutes and 95% of non-EU passengers processed in under 45 minutes.

We want to deliver performance that goes beyond these targets and through improving the consistency of passenger experience we expect 95% of EU passengers to be processed in under 10 minutes and 95% of non-EU passengers processed in no more than 20 minutes.

WE'LL DO OUR BEST TO GET YOU AWAY ON TIME

We're making the way we run the airport more efficient. The introduction of airport collaborative decision making (where we work closely with our airlines and other partners to identify operational improvements) will improve punctuality and we work closely with our airlines to monitor performance and drive improvements that ensure our runway is operated as efficiently as possible.

During 2011 we want to drive improvements to our on time performance by over 10%.





Hastings, East Sussex

© Britain On View

A SUSTAINABLE JOURNEY FOR OUR PASSENGERS

With around 33 million people travelling through Gatwick in 2010, and ambitious plans in place to increase that to 40 million by 2020, enabling our passengers to make sustainable choices is an integral part of our strategy.

This isn't just about telling our passengers about the good work that is going on behind the scenes, it's about presenting them with realistic and attractive options that make their journey to and through Gatwick more efficient and enjoyable.

We want to talk to our passengers about what they want and then build upon the start made through Decade of Change to create a programme that makes people proud to choose Gatwick. We know what we want to deliver, but we need our passengers help to shape it.

ENGAGEMENT



We'll start by simply talking to our passengers. We'll tell them what we are doing and get their thoughts on what we can do differently, and importantly, how they can participate. If we need to we'll run focus groups to help flesh things out a little more.

DEFINING GATWICK'S COMMUNITY PROGRAMME



We want our passengers, the majority of who live close to the airport, to help shape how we work with community groups. If we know what's important to them we can build an airport-wide community programme around their ideas.

RECYCLING, REDUCING AND REUSING

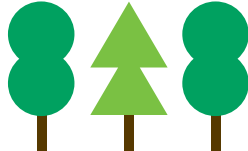


Our figures show that each passenger generates around 0.3kg of waste while consuming 0.03m³ of water and 5 kWh of electricity. We'll make sure that passengers have the choice to recycle and the facilities to reduce their impact. We'll let them know what they can do through our website, Facebook and Twitter.

SUSTAINABLE TRAVEL CHOICES



The way passengers and staff travel to the airport contributes to around 30% of Gatwick's total carbon footprint. Increasing the use of public transport through improved services will not only reduce the airport's carbon impact but also help provide an improved journey.



RUNNING A RESPONSIBLE AIRPORT

As an independent airport competing directly with Heathrow, Stansted, and other UK and European airports, we have established a management system that ensures we have the people, policies and processes to maximise the benefits of competition.

The following pages include information on the improvements we've made with regard to our people, how we manage safety and security across the airport, how we procure goods and services and how we make sure that our £1 billion investment programme is truly sustainable.



OUR PEOPLE

As Gatwick develops as a stand-alone business in a more competitive environment, the development of our people is key to our future success. We're building a world class team that will make sure we compete to become London's airport of choice.

Developing our employees is central to our success. Our priorities are all aligned to individual's objectives so that everyone can clearly see the role they have to play. Our new training and development strategy focuses on strategic and people leadership, core capabilities and customer service.

Improving how we engage with our employees is a high priority and 2011 will see the roll-out of our people strategy which focuses on developing the leadership skills of our 300 people leaders in order to improve performance and to engage positively with their teams.

CUSTOMER SERVICE

In 2010 over 1,000 security staff have achieved City & Guilds accreditation in 'Delivering Excellent Customer Service'.

By the end of 2011 our whole security workforce will have completed the programme, and we'll work with our partners to do the same for their staff.



INVESTORS IN PEOPLE

We are committed to achieving IiP accreditation by 2012.

In 2011 we will appoint and train 30 internal reviewers to manage this process as we roll it out across our business.

OUR PEOPLE - KPIs

	2008 (%)	2009 (%)	2010 (%)
Male	61.2	60.7	61
Female	38.8	39.3	39

Age range	2008 (%)	2009 (%)	2010 (%)
<20	0.5	0.62	0.33
20-29	18	18.12	16.74
30-39	21	21.24	22.47
40-49	31	31.70	30.54
50-59	22	22.41	23.39
60-69	7.5	5.91	6.53

Ethnic origin	2008 (%)	2009 (%)	2010 (%)
Asian - all categories	3.7	3.71	3.97
Black - all categories	1.4	1.42	1.13
Chinese - all categories	0.2	0.21	0.21
White - all categories	91.4	91.55	91.72
Mixed - all categories	0.9	0.87	0.84
Other	0.9	0.67	0.58
Unallocated	1.5	1.58	1.55

OUR PLANS FOR 2011/12

- Complete our 'Delivering Excellent Customer Service' training programme for all front line staff
- Roll out our plans for securing Investors in People accreditation
- Implement our People Leaders programme for all employees with managerial responsibilities
- Develop our relationship with Central Sussex College to explore the opportunity for apprenticeship schemes in other areas of our business
- Work with partners to support employee recruitment from the local area.



A SAFE AND SECURE AIRPORT

SAFETY

With around 32 million passengers using the airport every year, and in excess of 23,000 staff working here, it is imperative that we maintain a safe environment in all areas of the airport at all times.

Our approach to safety is embedded throughout our business. We also work with our airport business partners to ensure that they too adopt a rigorous approach towards safety. This includes all companies operating here - from construction to catering, and from handling agents to bus operators.

We examine all issues from making sure our passengers and employees have a safe airport environment, to maintaining a strong approach to fire safety and through to ensuring that, as a business, we effectively mitigate and manage our operational and corporate risks.

MANAGING RISK

Our risk management process is embedded throughout our business and minimises the frequency and impact of undesired and unexpected events.

Each department works closely with our risk management and business assurance teams to ensure that we have effective mitigation plans in place.

The Executive Board and Audit Committee review the entire process to verify it is fit for purpose.

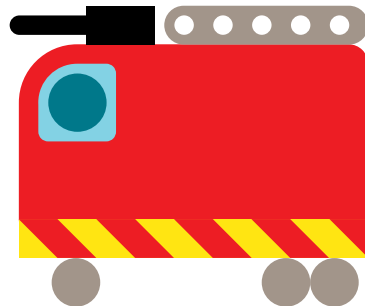
FIRE SAFETY

In 2010 we delivered a multi-million pound project to replace the entire fire alarm system in South Terminal.

This included 12,000 new parts and 69 fire alarm panels all linked together with about 200km of cables.

Billed as one of the largest fire alarm replacement projects to be carried out anywhere in Europe, the devices are all linked and controlled centrally.

The new system has already helped to improve our fire alarm monitoring and control capabilities.



SAFETY PERFORMANCE

SMART THINKING

In 2010 we ran an employee engagement programme under the Think SMART banner in support of the European Campaign for Safety and Health at Work - Safe Maintenance.

This targeted hazardous activities associated with maintenance work in our engineering department - including working at height, with noise, around asbestos, and the campaign was well received by our employees and included posters in all work areas.

DESTINATION ZERO

Managing such a large construction programme requires a strong approach to safety and this is reflected in our Destination Zero initiative.

Working with our construction partners is key to succeeding. We hold safety workshops, monthly safety meetings and require regular data from our contractors to track progress.

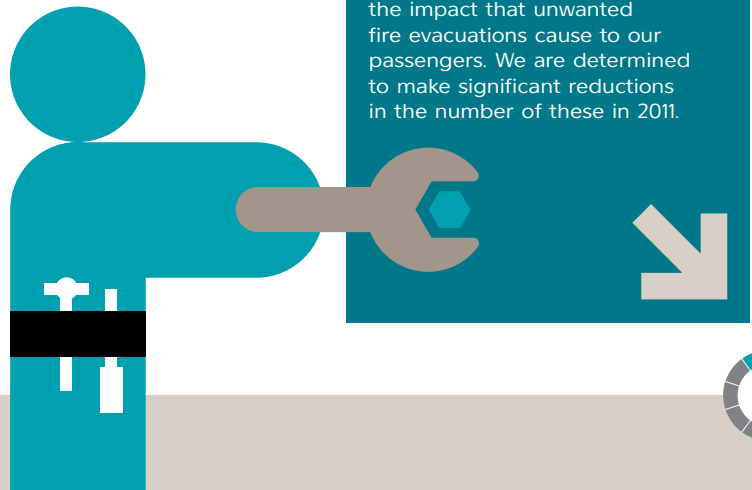
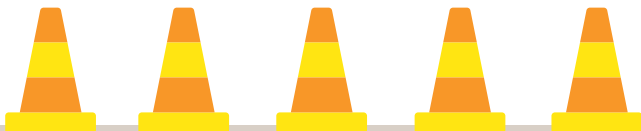
In recognition of this approach both Morgan Sindall and Vinci Construction have picked up awards under the considerate construction scheme.

OUR PLANS FOR 2011/12

Our aim is to achieve OHSAS 18001 - the internationally recognized assessment specification for occupational health and safety management systems. This will help establish a framework for continually improving the airport's health & safety performance as well as providing external assurance that Gatwick's H&S systems are effective. Stage 1 assessments are due in November and we expect to achieve certification in 2012.

We will be adopting a new incident management system in 2011. This will improve the quality and the applicability of the data we gather and enable us to better analyse the route cause of future incidents.

We will focus on reducing the impact that unwanted fire evacuations cause to our passengers. We are determined to make significant reductions in the number of these in 2011.



RESPONSIBLE PROCUREMENT

OUR APPROACH

In 2010 we made huge improvements in the way we procure goods and services. A top to bottom review led to process improvements, stronger relationships with our key suppliers and importantly, the recognition of the role our suppliers play in making sure Gatwick grows sustainably.

We've improved our tendering process through the use of the e-Delta online procurement programme, making it easier for suppliers to upload their submissions. Our previous system was not always cost-effective for smaller suppliers and did not fit with our ambition to create a more competitive market.

Our pre-qualification questionnaires were re-written. These now focus on supporting Gatwick's overall ambition and include a greater emphasis on sustainable practices. We plan to supplement this with a new green procurement policy that will include specific measures that align with our Decade of Change targets, alongside measures to ensure that our partners actively embrace our approach to health & safety.

MANAGING WASTE

We knew we could increase our recycling rates. Our airport waste contract went out to tender and we were pleased to announce Biffa as our new contractor in February 2011.

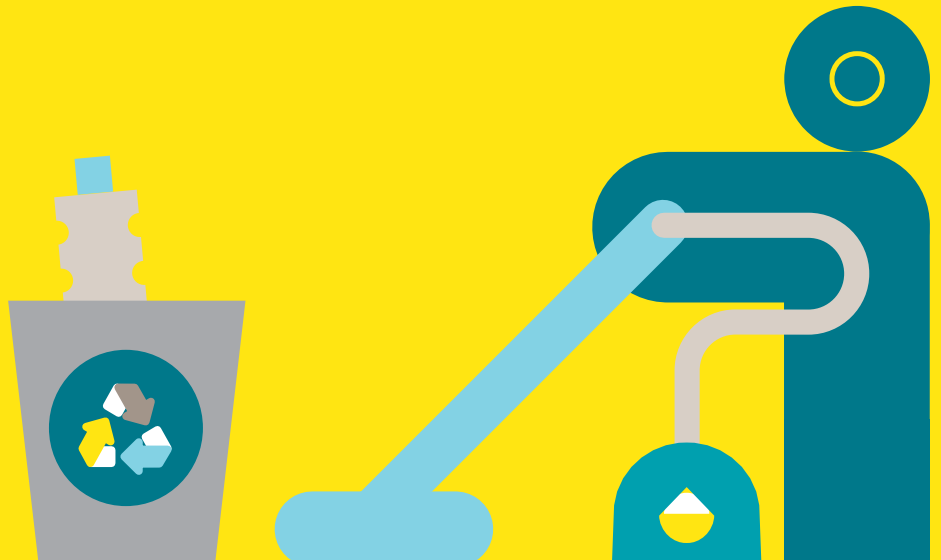
One of the deciding factors was that Biffa guaranteed they would not only meet but exceed our 2020 waste targets.

Early progress has been good with significant increases in recycling rates already seen.

SUSTAINABLE CLEANING

We worked with our cleaning contractor OCS to look at how we can use industry best practice to improve the environmental impact of their cleaning operation here at Gatwick.

Through a change in the way they work at the airport we have seen a reduction in the amount of chemicals used, and a substantial reduction in water consumption. Their innovative approach was recognised when they won a Green Apple Award earlier this year.



PROCUREMENT PERFORMANCE

SUPPORTING OUR LOCAL ECONOMY

From an operational perspective we estimate that around 15% of all our first tier suppliers are based within the Gatwick Diamond area. This equates to an annual spend of £30 million.

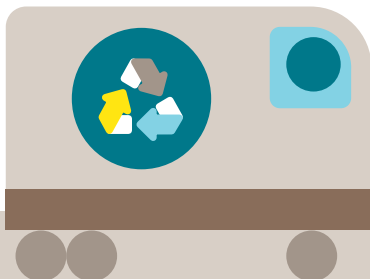
Our commitment to supporting the local economy is cemented through our involvement in the Gatwick Diamond Meet the Buyers programme. Through this we encourage our main contractors to sub-contract with local suppliers.

In 2010 all our major construction firms were present at the main event which saw around £3 million of contracts placed with local and regional firms. In total some 350 companies took part in the programme which included a series of seminars aimed at giving companies the skills and knowledge they need to tender for work.

OUR PLANS FOR 2011/12

We want to continue our improvement programme into 2011. Alongside our plan to introduce a new green procurement policy, in 2011 we are looking at

- Implementation of new purchase to pay system and increase the use of e-procurement
- Reviewing options for implementation of e-auction procurement system
- Launch supplier innovation awards scheme
- Everyone within the GAL Procurement team to be CIPS qualified
- Work with our partners to develop an improved Meet the Buyers programme.





BUILDING A SUSTAINABLE AIRPORT

We are now transforming Gatwick into the airport of choice for all our customers. One of our key priorities this year was to deliver our £1 billion capital investment programme (CIP) more effectively and efficiently.

We have re-evaluated the programme and believe that we have set out a better use of the remaining capital by focussing on the needs of our airlines and passengers. In fact, we plan to deliver more with the CIP with a fresh approach to all areas, especially security and check-in.

We are investing in new facilities, equipment and systems to modernise the airport, expand our capacity, and improve the levels of service to our passengers in all areas. Gatwick will become a bright contemporary space that works seamlessly to provide great customer experience at the same time as being flexible enough to deal with increasing passenger numbers.

We have entered the main construction phase of the revised CIP with recent completed projects including the new inter-terminal shuttle, the North West Zone development and the consolidated ST security area.

Sustainability is embedded throughout our construction process. Our project development process focuses on energy reduction, waste management and the use of sustainable materials and our targets and values are shared by our prime contractors.

NORTH WEST ZONE

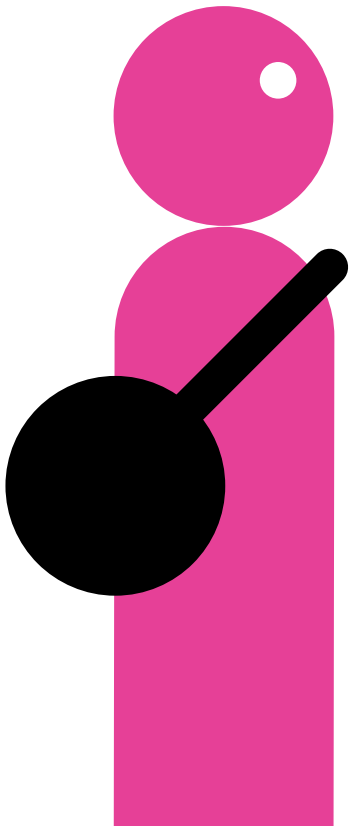
As part of Gatwick's preparation for large bodied aircraft like the A380 six new stands were opened in our North West Zone in June 2010.

We worked with our contractors to recycle 99.9% of construction, demolition and excavation waste amounting to over 150,000 tonnes of waste being recycled!

A BUSY MONTH

July 2010 saw the opening of Gatwick's new inter-terminal shuttle along with the opening of the North Terminal's new passenger interchange and forecourt.

Both projects improve the passenger experience and make Gatwick more accessible to passengers choosing to travel to and from the airport by public transport.



OUR PERFORMANCE IN 2010

Alongside the projects already mentioned 2010 also saw the replacement of the ST immigration hall ceiling and the straightening of Taxiway Juliet, that along with the North West Zone prepares Gatwick for the arrival of the A380. We also completed numerous smaller projects across the airport including the refurbishment of Pond E where over a 1,100 tonnes of silt was removed and used to fertilize local fields.



2010 ACHIEVEMENTS

In 2010 we launched our new sustainable materials strategy to provide information to our key suppliers regarding what materials they can use within airport developments. The strategy makes sure that the design of projects uses materials are in line with the BRE Green Guide to Specification, and that projects consider 'Design for Deconstruction' to maximise the opportunity for reuse or recycling at end of life.

We work closely with our construction partners to increase material reuse and waste recycling levels as much as possible. In 2010 this resulted in 98% of CIP construction waste being reused or recycled.

From a wider perspective, in 2010 the construction teams actively helped Gatwick to retain our ISO 14001 accreditation, the environmental management system.

OUR PLANS FOR 2011

- Adopt WRAP 'Halving Waste to Landfill' commitment
- Develop new construction waste targets, establishing separate reporting of excavation, demolition and construction waste streams
- Secure Environment Agency agreement regarding storage of concrete and planing waste on-site for reuse on future projects
- Reuse silt from Pond A and transplant reed beds to a local watercourse to improve water quality
- Continue replacement programme of R22 ozone depleting gases within the cooling systems
- Undertake benchmarking exercise with other large infrastructure providers to identify best practice of integrating sustainability into development programmes
- Work with our construction partners to encourage the use of local sub-contractors.





OUR SUSTAINABILITY STRATEGY

In 2010 we launched our Decade of Change sustainability strategy. This set challenging targets for delivery across ten key issues by 2020.

The following pages detail our approach, our performance and our plans for each of these.





COMMUNITY

AT THE HEART OF OUR COMMUNITY

Gatwick's status as a major source of employment in the South East means we have a significant responsibility towards our local community. Our work with the community is an integral part of Gatwick being trusted as a good neighbour.



Our community programme is led through our continuing support for the Gatwick Airport Community Trust (GACT). We donated £170,000 in 2010 in line with our S106 Legal Agreement.

On top of this we've continued our work with Gatwick Greenspace a charity that focuses on improving the health and biodiversity at Gatwick and at locations around Crawley and Horsham. To strengthen our ties with the local community we sponsored the Sussex Weald bike ride, a fundraiser for St Catherine's Hospice.

2010 also saw Gatwick become a founding member of the Crawley-Gatwick Business Community Partnership and we will look at groups like these to provide further opportunities for us to work with our local stakeholders on a range of community issues.

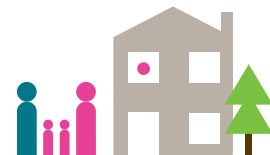
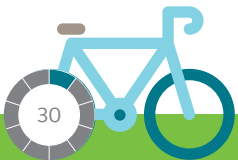
2010 PERFORMANCE

SUSSEX WEALD BIKE RIDE



In 2010 we became the main sponsor of St Catherine's Hospice annual charity bike ride.

Our aim is to encourage over 100 airport staff to take part in the event and help some much needed funds for such an important local charity.



GATWICK AIRPORT COMMUNITY TRUST



An independent charity set up with West Sussex County Council and Crawley Borough Council which has awarded some £1 million in grants to over 1,000 projects since its launch.

In 2010 we gave £170,000 to the Trust as part of our S106 Legal Agreement. Of this £21,000 was awarded to Worldwide Volunteering for Young People to part-fund a programme to inform local young people about the benefits and opportunities that volunteering presents.

Full details of all the grants can be found at <http://www.gact.org.uk/10grantlist.htm>

OUR COMMUNITY PLANS

A NEW APPROACH

We understand that it's important to work closely with our local communities and want to make sure that while the benefits of Gatwick are felt by all, any negative impacts are also openly discussed and mitigated wherever possible.

In 2011 we are revitalising our approach to community engagement, and will look to involve our airport partners, passengers and staff to help create a true community approach.

We need to know the issues that are important to our neighbours and develop a community programme that reflects this.

OUR PLANS FOR 2011/12

- The development of a revised property insulation scheme that mitigates the impact of aircraft noise
- A new community giving programme that is led by our passengers and airport staff
- Closer working with existing community groups to ensure that the airport as a whole plays its part - including education and skills
- A co-ordinated approach that looks to align our community programme with those of our airport partners
- Establish food sharing scheme between airport catering companies and community local groups
- Development of a biodiversity programme that reflects the value of maintaining a healthy estate.

By the end of 2011 we will publish a 10 point action plan that outlines our approach to community engagement to 2015.



ECONOMY

OUR CONTRIBUTION TO A STRONG LOCAL ECONOMY

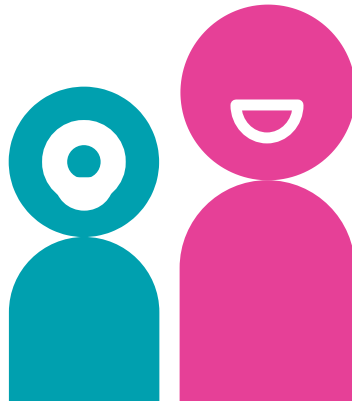
As a major catalyst for growth in the South East we have a significant role to play in ensuring the continued strength of the region's economy and in providing the international connectivity critical to the wider UK economy.



This is a responsibility we take seriously. We want to become London's airport of choice and we want to make sure that as we grow, we continue to play our part in attracting and retaining significant investment in London, the Gatwick Diamond area and the UK as a whole.

We work closely with government at a local and national level, and with our airlines and business partners to make sure the full economic value of Gatwick is realised.

At a local level our annual Meet the Buyers programme continues to go from strength to strength. We are a key sponsor of the event and supporting seminars that are designed to provide local firms with the opportunity and necessary skills to successfully tender for work at the airport.



2010 PERFORMANCE

APPRENTICESHIP PROGRAMME



In 2010 our engineering team offered 11 apprenticeships and we want to build upon this and offer 13 in 2011.

As part of our role as a responsible business we encourage the development of specialist work placements and internships within relevant areas of our business.

GATWICK MEET THE BUYERS



We were a main sponsor of the Gatwick Meet the Buyers programme in 2010.

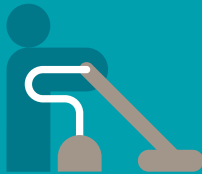
The event, designed to make the airport's supply chain more accessible to local suppliers, saw around 400 delegates from over 350 companies taking part. Initial estimates predict that nearly £3 million worth of contacts will be placed with firms that attended the event.

SUPPORTING THE LOCAL ECONOMY

ECONOMY - THE FACTS



Gatwick employs
23,000
people



200
companies
operating on-airport



£2.3 Billion
contribution to the economy



Gatwick supports around
13,000
off-site jobs across region



£360 Million
Air Passenger Duty
paid by passengers
using the airport

OUR PLANS FOR 2011/12

In 2011 we will remain focused on engaging with all levels of government to ensure Gatwick's economic value is realised. On a local level we will strive to make the airport's supply chain more accessible through events like Meet the Buyers.

- We'll look to drive forward the Meet the Buyers programme through greater involvement of airport partners, and through a re-invigorated approach with our local authority partners
- We'll work closely with the Crawley Local Economic Action Group (LEAG) to make sure our plans are aligned
- Locally, we'll talk to other business groups to identify ways of working together better
- We'll work with partners to look at how skills based volunteering can help local and regional firms

During 2011 we will develop a 10 point action plan that outlines our approach to how we work with our partners to strengthen the local economy through to 2015.



LOW CARBON

A LOW CARBON GATWICK

We have a responsibility to manage the airport's carbon emissions. Even though we are only directly responsible for less than 15% of the airport's carbon emissions we work with our partners here and across the industry to mitigate all emissions associated with Gatwick.

We have already set ourselves the target of reducing emissions under our control by 50% before 2020 and by the end of 2009 we were just over halfway to achieving this. The next few years will see us invest heavily in our buildings to improve their energy efficiency and in alternative forms of energy generation.

In order to achieve our targets we have to work with our airport partners and key stakeholders to drive industry-leading initiatives as well as ensuring we have an aligned approach to carbon management and reduction.



A CREDIBLE APPROACH TO CARBON

2010 saw our approach to carbon management receive accreditation through both the Carbon Trust Standard and through the Airport Council International's (ACI) Airport Accreditation Award.

We're proud of the fact that our approach has been recognised by these two organisations and are committed to reducing our carbon impact.

2010 CARBON KPIS

We calculate Gatwick's total carbon footprint on an annual basis

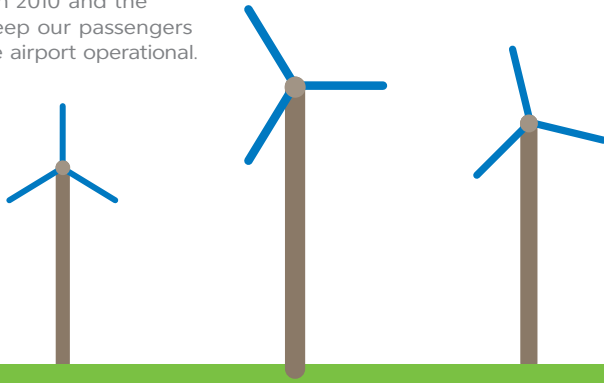
Scope 1 (tCO ₂ eq)	16,492
Scope 2 (tCO ₂ eq)	88,278
Scope 3 (tCO ₂ eq)	608,687
Total airport footprint (tCO₂eq)	713,457

2010 PERFORMANCE

We've appointed consultants RSK to calculate the airport's total carbon emissions, and asked them to include emissions generated beyond our direct control - for example, how passengers travel to the airport, aircraft movements on the airfield and up to 3,000ft.

Their assessment showed that in 2010 the airport's footprint decreased by nearly 2% to 721,502 tCO₂eq. Severe snow and the subsequent disruption to flights in the early and latter parts of the year meant that we needed to operate in a more energy intensive way to keep our passengers comfortable.

Of the total footprint we were directly responsible for only 95,605 tCO₂eq. This is an increase over 2009 and is due to an increase in gas used at the airport as a result of significant bad weather seen in 2010 and the resulting need to keep our passengers comfortable and the airport operational.



OUR PLANS FOR 2011/12

- Submission of the Climate Change Adaptation report
- Submission of the Carbon Reduction Commitment (CRC) energy efficiency report
- To attain the ACI's Airport Level 3 Carbon Accreditation
- Review Gatwick's climate change report for publication of a revised report in 2012
- Publish Gatwick's carbon action plan setting out our approach through to 2015.

OUR PLANS THROUGH TO 2020

- Define a low-carbon Gatwick
- Gatwick's low-carbon roadmap is to be assessed to seek 30% carbon reduction by 2015
- Reduce our carbon emissions (scope 1 and 2) by 50% against 1990 baseline.



AIR QUALITY

MANAGING AIR QUALITY

OUR APPROACH

We manage emissions in a responsible manner while driving compliance with air quality standards and seeking to improve on those standards where practicable.

We have been managing Gatwick's air quality impact for many years and have made significant progress. Our goal is to maintain that trend.

To achieve this and continue to grow sustainably we must act on all sources of pollution, forecast local air quality changes and continue to measure performance.



2015 AIR QUALITY MODELLING

In 2010 AEA Technology undertook the forecast emissions inventory and dispersion modelling for 2015 for Gatwick Airport. The following were identified as priority pollutants in the airport context: NO_x, NO₂, PM₁₀ (µg/m³) and PM_{2.5}.

The results of the air quality modelling shows that the concentration of all relevant pollutants is going to decrease by 2015 in comparison to current concentrations. Therefore, there are no exceedances within the dedicated air quality management area (AQMA) and the air quality objective for NO₂ for Horley Gardens will be met.

2010 AIR QUALITY KPIS

Nitrogen dioxide (µg/m ³)	37
PM ₁₀ (µg/m ³)	21



2010 PERFORMANCE

To reduce the air quality impact of aircraft operations we encourage operators to minimise the use of aircraft engines during turnaround. To enable this, we ensured that fixed electrical ground power was available over 99.9% of the time, and recorded 99% compliance with our restrictions on use of auxiliary power units.

An increase in the annual average NO₂ concentrations from 34 to 37 µg/m³ and no change in PM₁₀ concentrations, they remained constant at 21 µg/m³, were measured at our air quality monitoring sites.



PERFORMANCE AGAINST 2010 ACTIONS

A pre-conditioned air feasibility study was completed in September 2010 and circulated to appropriate stakeholders.

The air quality predictive emission inventory for 2015 was completed in March 2010 and the dispersion modelling for 2015 in June 2010.

We reviewed NO_x reduction targets with our airlines and revised our aircraft charging mechanism accordingly.

We paid £65,000 to Reigate and Bansted Borough Council in April 2010 as financial support for their activities relating to air quality in the vicinity of the airport.

OUR PLANS FOR 2011/12

- Review of the predicted emission inventory for 2010 against actual emission data for 2010, and if there are significant differences, an estimate of the likely effect on the accuracy of the modelled air quality for 2010 will be made using an appropriate method
- Review and update the air quality action plan for implementation in 2012
- Understand our impacts and develop a plan for mitigation
- Publish Gatwick's air quality action plan setting out our approach through to 2015.

OUR PLANS THROUGH TO 2020

- Improve local air quality with the launch of a Gatwick carbon management zone
- Incentivise the use of cleaner vehicles on the airfield
- Continually review our air quality impacts to maintain the positive trend.



NOISE

MANAGING OUR NOISE IMPACTS

We are committed to reducing and mitigating airport-related noise. To achieve this we actively work with Government, industry, business partners and the local communities. Limiting and reducing the impact of noise is critical to maintaining our licence to operate and grow.

We have a robust and detailed noise strategy established in conjunction with local authority partners, which is supplemented by the recent adoption of our European Noise Directive (END) action plan by the Secretary of State for Environment, Food and Rural Affairs (DEFRA).

It is important that we continue to engage with and gain the trust of our stakeholders and demonstrate best practice to reduce the impacts of aircraft noise.



2010 NOISE KPIS

CDA compliance 89.7%

Total noise infringements 0

We received 4,955 calls about noise issues from 485 callers in 2010

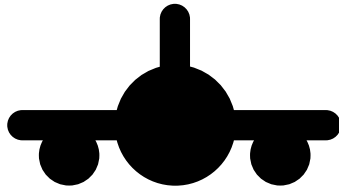
AIRCRAFT NOISE ENGAGEMENT

Our flight evaluation unit has participated in a number of airline liaison events hosted by Air Traffic Control.

Through these we explained the benefits of continuous descent approach (CDA) in which aircraft approach the airport in a constant angle of descent to reduce throttle - which saves fuel and reduces noise impacts on the local communities. Discussions were also held regarding track-keeping and exploring ways in which to improve it.

Since these meetings, improvements in both areas have been noted.





2010 PERFORMANCE

We monitor and communicate performance of our airlines in a number of ways - please visit our website for more information.

Nearly 90% of arriving flights used CDA in 2010 across a 24 hour period. The most sensitive time is the night quota period when we recorded 94% achievement, an increase of 2% from 2009.

PERFORMANCE AGAINST 2010 ACTIONS

We assessed the feasibility of operating a runway preference.

We completed a review of our 2007 -2010 noise insulation scheme.

Work is continuing with our partners in sustainable aviation to publish a best practice guide for departures.

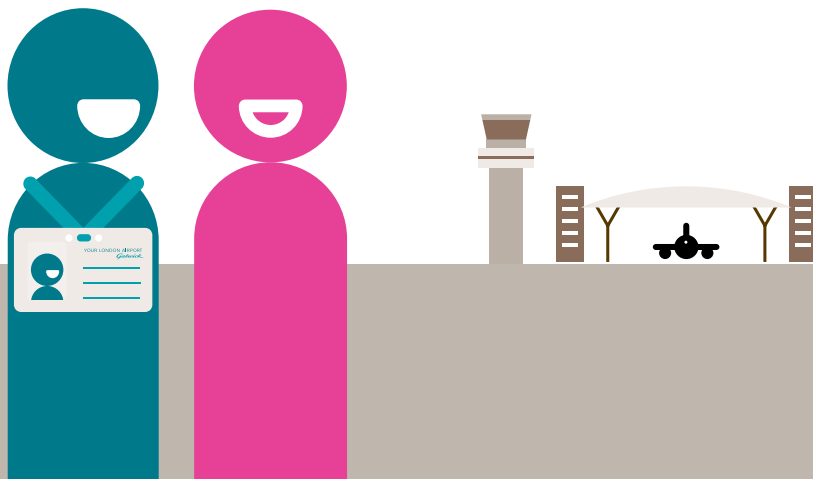
We will work with the Government on the forthcoming night flights consultation which has been rescheduled for 2012.

OUR PLANS FOR 2011/12

- Introduce a Fly Quiet and Fly Clean programme with our airline partners
- Host a local focus forum on air and ground noise
- Develop an alternative set of metrics for communicating noise issues
- The development of a revised property insulation scheme that mitigates the impact of aircraft noise
- Keep abreast of all Government research into noise and health effects
- Increase engagement with communities affected by aircraft and airport noise.

OUR PLANS THROUGH TO 2020

We aim to be recognised as the leading major international airport on noise management. To achieve this we will gain the trust of our stakeholders and ensure we are using best practicable means to minimise aircraft noise impacts.



TRANSPORT

SURFACE ACCESS

Our aim is to make sure that Gatwick is well connected through a wide range of high quality transport links both locally and nationally. We aim to maximise the choice of travel options for both passengers and staff, reflecting their different needs. Gatwick is home to the UK's busiest rail station and we already see more passengers travelling by public transport than any other UK airport.

With approximately 40 million passenger and staff journeys to and from the airport each year, the demand for travel is substantial. We estimate that this accounts for around 30 of the airport's total carbon footprint. Therefore, encouraging the use of public transport is key to reducing our carbon impact as well as reducing congestion on surrounding roads.

We work closely with local and national Government, transport operators and other stakeholders to ensure that Gatwick has the public transport services and supporting infrastructure that reflect the needs of a growing international airport.

GATWICK STATION

In partnership with Network Rail, Gatwick has agreed the £53million redevelopment of the rail station, providing an enhanced concourse and additional track and platform capacity.

This is expected to be complete by early 2014 and will provide a much better passenger experience as well as increasing capacity for more rail services in the future.

GATWICK COMMUTER

We offer a dedicated Gatwick Commuter travel service to the 23,000 staff based on the airport site.

This encourages the use of local bus, coach and rail services through substantial discounts.

We also run a liftshare scheme to reduce car use and encourage staff to cycle through discounted bike purchase schemes.



2010 PERFORMANCE

For the first time we saw over 40% of passengers consistently using rail, coach or bus services for their journey to and from Gatwick.

In 2010 we set up a bus and coach working group which has established a new local area public transport mode share target of 40% for airport workers and set out a number of priorities for investment in local bus and coach services.

PERFORMANCE AGAINST 2010 ACTIONS

We launched our surface access action plan in 2009 - so 2010 saw the delivery of the first phase of actions, with performance reviewed by the Transport Forum.

We have developed proposals with coach operators for two new coach routes serving key passenger areas - these will be launched in 2011.

Our bus and coach working group met with key partners during 2010.

OUR PLANS FOR 2011/12

- Develop proposals for a new East Grinstead local bus route
- Develop a new coach service providing improved access to one of Gatwick's key catchment areas
- Launch of Cycle to Work scheme to encourage cycling among our employees
- Completion of North and South Terminal bus and coach interchange projects
- Provision of new cycle parking facilities at South Terminal.

OUR PLANS THROUGH TO 2020

- Introduction of smartcard ticketing on local bus and rail network by 2013
- Completion of seventh platform at Gatwick Airport station
- Introduction of further coach routes on priority corridors
- Provision of further cycle parking facilities at North Terminal.



ENERGY

MANAGING OUR ENERGY USE

Gatwick as a whole uses a considerable quantity of electricity and gas. Our supplies feed a large cross section of airport buildings and many associated businesses. Our gas consumption is primarily used for heating, so varies in line with the weather. Our electricity consumption is driven by the 24-hour nature of our buildings, operational systems and associated businesses.

Our aim is to improve usage efficiency through our day-to-day operations, maintenance and strategic developments. It is equally important that we can demonstrate good practice and compliance in relation to our energy related environmental permits.

We also recognise that significant levels of the airport's energy consumption is related to third parties, so we work closely with our partners to help them reduce their energy consumption.

BEHIND THE SCENES

In 2010 we replaced around 7,000 taxiway lights with low energy light bulbs, which has led to a reduction in energy consumption. In 2011 we want to see if we can do the same with our runway lights, subject to the necessary safety clearances.

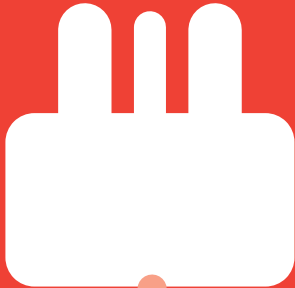
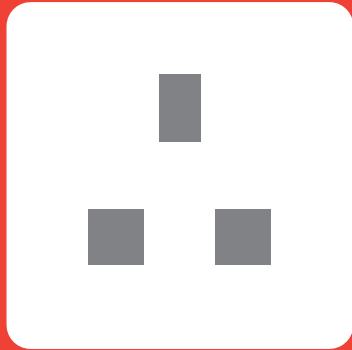
Our South Terminal baggage upgrade programme also saw the motors in our baggage belts replaced, helping reduce energy consumption by over 40%.

2010 ENERGY KPIS

Electricity consumption (kWh)
162,621,805

Gas consumption (kWh)
75,333,903





2010 PERFORMANCE

In 2010 our electricity consumption rose by 1.9% to 162,621,805 kWh, while our gas consumption rose by 39% to 75,333,903 kWh. During 2010, significant bad weather affected much of the UK, increasing the energy needed to keep our passengers comfortable and the airport operational.

PERFORMANCE AGAINST 2010 ACTIONS

We set ourselves the target of reducing year on year consumption by 2% in 2010. However, due to cold weather and heavy snow our electricity and gas consumption actually rose.

OUR PLANS FOR 2011/12

- Exploring the feasibility of installing combined heat and power systems
- Delivering a Building Management System (BMS) upgrade project which will provide energy efficiency savings through optimising the way we operate our heating, ventilation and air conditioning systems
- Developing a pilot installation for an automated energy management system that can be used to monitor, influence and manage our energy impacts
- Publish an energy action plan defining our approach through to 2015.

OUR PLANS THROUGH TO 2020

- Reduce energy consumption by up to 20%
- 25% of our energy to come from renewable sources.



WASTE

MANAGING OUR WASTE

In 2010, we and the companies operating here generated nearly 10,000 tonnes of waste from aircraft cleaning, retail, surrendered waste from security areas, from terminal bins and waste generated by engineering and operational activities.

Our aim is to manage the airport's waste activities in order to ensure legal compliance and to maximise recycling and minimising waste to landfill.

In partnership with our waste contractor and the airport community, we are committed to finding the best environmental options for all airport waste streams.

FOOD WASTE

In 2010 we introduced a food waste collection for our retail outlets.

Any food waste from kitchen preparation or out-of-date stock is collected and transferred to a digestion plant where it is converted into fertiliser.

This has two environmental benefits - it reduces the amount of waste in landfill and also reduces the need for petrochemical based fertiliser.



2010 WASTE KPIs

Recycled (%)	41
Per pax (kg)	0.31
Total waste (t)	9,685

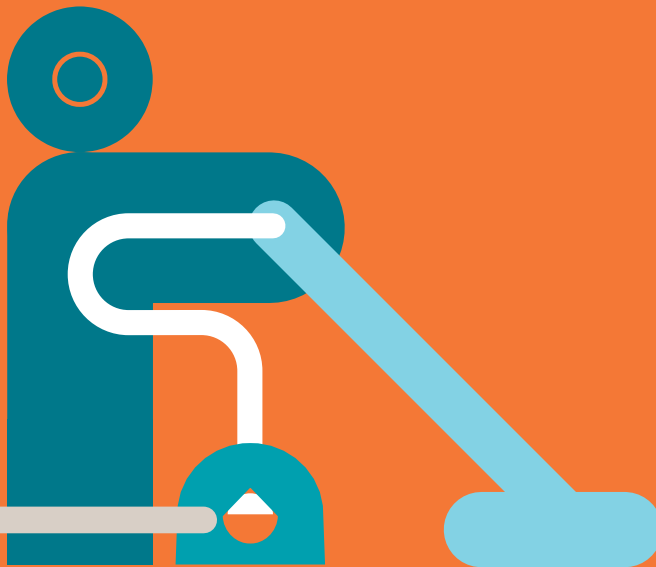
2010 PERFORMANCE

In 2010 we handled 9,685 tonnes of operational waste. Of this we reused or recycled 41%. This was an increase from the 37.9% reused or recycled in 2009.

PERFORMANCE AGAINST 2010 ACTIONS

We set ourselves the target of increasing our waste re-use and recycling levels to 40%.

In 2010 we exceeded our target by reusing and recycling 41% of operational waste.



OUR PLANS FOR 2011/12

In 2011/2012 we will be working with our new waste contractor to:

- Achieve 60% of operational waste reused or recycled
- Expand and reinforce food waste recycling
- Improve recycling facilities within terminal areas
- To continue to be an active member of the Sustainable Aviation group to pursue recycling initiatives for cabin waste
- Publish our waste action plan defining our approach through to 2015.

Through our Airlines Sustainability Group we will look to develop relationships with key airport partners to deliver the actions above and to promote the importance of a joint approach to waste management.

OUR PLANS THROUGH TO 2020

By 2020 we have a target of meeting 25% of Gatwick's energy requirements from renewable energy. We will be looking at the options for waste-to-energy schemes to achieve this.



WATER

EFFECTIVE WATER MANAGEMENT

Managing the airport's water consumption and waste water processes is integral to Gatwick's operation.

To reduce the amount of water consumed on-airport we work closely with our partners to drive efficiencies in operating systems and processes. We also recognise the importance of maintaining the integrity of our infrastructure and focus a lot of attention on identifying and fixing leaks across the airport.

Gatwick covers over 60 hectares and with two rivers running close by it is vitally important that our surface water infrastructure is robust and well maintained. On-airport our attention is on making sure we have the facilities to handle and mitigate the volumes of run-off produced across the site, while externally we work with the Environment Agency, our water companies and local authorities to reduce the impact of flooding on the airport and the local community.

A NEW POND

As part of our North West Zone stand development we built a new balancing pond to improve the way we manage surface run-off.

Pond M can detect contaminated run-off and then divert it for treatment. This represents a significant improvement in the way we manage our water impacts which means that we have much more control over the quality of the water leaving the airport.

STOPPING THE LEAKS

In 2010 we undertook a programme of water leakage surveys across the airport after which we identified five significant leaks at South Terminal. These have now been fixed saving around 1500m³ water every month.

We carried out 12 more water leakage repairs, which have played a major part in the reduction in water use seen in 2010.



2010 PERFORMANCE

As a result of the severe weather of 2010, more de-icer on aircraft and pavement surfaces was needed to maintain safety. Our on-airport balancing ponds collected the contaminated run-off of which, with Environment Agency permission, a proportion was discharged to the River Mole. This raised our average biological oxygen demand at our Pond D outlet to 19.2mg/l. However this represents a reduction of 3mg/l on 2009 levels.

During 2010 our water consumption dropped to 965,539m³, a reduction of 9.9% over 2009.

PERFORMANCE AGAINST 2010 ACTIONS

Our focus in 2010 was to deliver our leak repair programme and improve the capacity within on-airport balancing ponds.

This continued throughout 2010 and saw extensive savings in water consumption. The new balancing pond constructed as part of the North West Zone has significantly enhanced our water management capabilities.

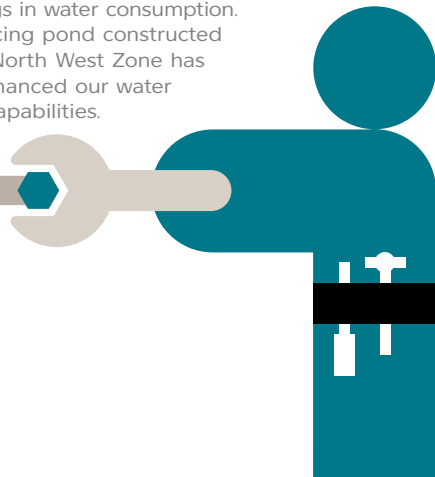
OUR PLANS FOR 2011/12

- Publish a document detailing our joint approach to flood risk management in partnership with the Environment Agency
- Continue our programme of leak detection surveys and active management of leakage repairs across our water networks
- Continue with the development of improved water metering and monitoring of water consumption
- Publish Gatwick's water action plan setting out our priorities through to 2015.

OUR PLANS THROUGH TO 2020

We will undertake an installation programme of automated metering and monitoring systems to improve our understanding and active management of water consumption across the airport through to 2015.

Our longer term goal is to reduce water consumption by 20% by 2020. We are also committed to maintaining and enhancing surface water quality and ensuring compliance with relevant legislation and discharge consents.



BIODIVERSITY

A HEALTHY ENVIRONMENT

Gatwick Airport is an area of outstanding natural beauty. Our estate extends significantly beyond the operational area of the airport and includes a mixture of habitats supporting a wide variety of species, and including some ancient woodlands.

It is essential that we manage our estate in a co-ordinated and responsible way to safeguard biodiversity. This includes maintaining the habitat as well as understanding the requirements of the species that inhabit them - including foraging routes and roosts for bats, nest sites for birds and flora for bees and insects.

We are committed to securing a biodiversity benchmark award by 2015.

A NEW HABITAT

In 2010 we completed the development of our North West Zone which extended the provision for aircraft stands.

This included building a 100m embankment along the northern edge of the area to reduce the visual and noise impacts of the construction.

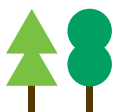
We used the opportunity to create a new habitat which is currently being managed to ensure successful species development.

A BASELINE FOR BIODIVERSITY

In 2010 we began a programme of work focussed on understanding the biodiversity at the airport.

This is an essential process to enable us to evaluate the measures needed to support struggling habitats.

The assessment will continue over the coming years and will be supported by strong intervention measures to ensure that we remain aware of our impacts.

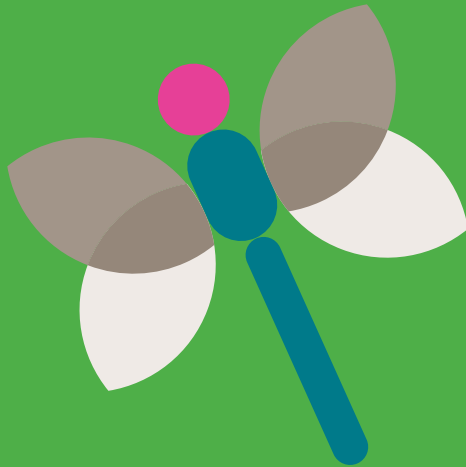


2010 PERFORMANCE



Our assessment shows we have some distance to go - but, importantly, it also shows which species and habitats we should focus our attention on. We have also chosen a key indicator species to show the health of the airport - this, appropriately, will be a dragonfly.

We will also be focusing on the hedgerow and woodland habitats on our estate.



OUR PLANS FOR 2011/12

- We will be developing a new airport landscaping strategy that will also identify how we can develop landscaping schemes that support biodiversity requirements off-airport
- We will be enhancing the educational value of our estate by publishing maps of walking trails open to the public
- We will be developing the mitigation plan for an area to the east of the airport to enhance the overall value of the area as a response to a need to increase the size and capacity of strategic pollution prevention infrastructure
- Publish our biodiversity action plan that sets out our approach through to 2015.

OUR PLANS THROUGH TO 2020

We will be maintaining the biodiversity benchmark award through species and habitat assessments.



2020 VISION



Our 10 point plan to make Gatwick more sustainable, by 2020 we want to:



1. COMMUNITY



Demonstrate we are a trusted and valued neighbour

2. ECONOMY



Fulfil our role as an economic driver of local, regional and national significance

3. CARBON



Reduce our carbon emissions by 50% (scope 1 & 2 emissions against 1990 baseline)

4. AIR QUALITY



Improve air quality impacts

5. NOISE



Reduce the impact of operational noise

6. TRANSPORT



Increase sustainable access options for our passengers and staff

7. ENERGY



20% reduction in energy (against 1990 baseline) and water consumption (against 2010 baseline)

8. WASTE



Generate no waste to landfill

9. WATER



Improve the quality of water leaving the airport

10. BIODIVERSITY



Have an award winning biodiversity approach





A FINAL THOUGHT

It's been a very exciting 12 months since we launched Decade of Change and it's great to see us now competing for airlines and passengers in one of the busiest airport markets in the world. And despite the challenges of snow and ash, and the difficult economic conditions, we've had some great successes.

Our passengers, airlines and communities have welcomed the arrival of a new Gatwick but it's only the beginning of our journey...





YOUR LONDON AIRPORT
Gatwick

GATWICK AIRPORT LIMITED

Communications and External Affairs
7th Floor Destinations Place
Gatwick Airport
West Sussex
RH6 0NP

T | +44 (0) 844 335 1802
E | info@gatwickairport.com
W | www.gatwickairport.com
T | twitter.com/Gatwick_Airport