

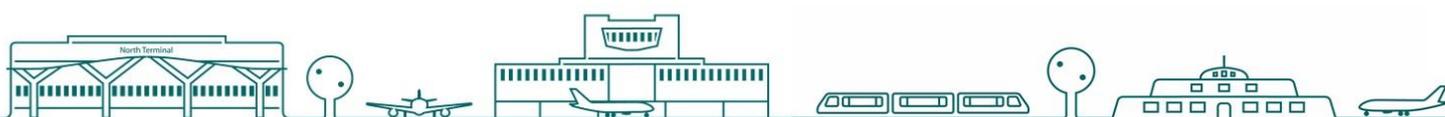
YOUR LONDON AIRPORT  
*Gatwick*



**Environmental Noise Directive Noise Action Plan**

**2016 Performance Report**

January 2017



## About Gatwick Airport

Gatwick became an aerodrome in the 1930s, but the airport we know today opened in 1958 with just 186,000 passengers passing through the airport in our first year of operation. Today, it's a different story. We're open 24 hours a day, 365 days a year, and we now help take 42 million passengers to 220 destinations every year. We are now fast approaching capacity of 45 million, years ahead of predictions.

Gatwick is the world's most efficient single runway airport and the second largest airport in the UK. Uniquely, we're the successful home to the full mix of airline operators from scheduled to low-cost and charter airlines. Around 50 airlines operate regularly from the airport including British Airways, Cathay Pacific, easyJet, Emirates, Monarch, Norwegian Air, Thomas Cook, Thomson, Turkish Airlines, Virgin Atlantic and WestJet.

Gatwick Airport is owned by a group of international investment funds, of which Global Infrastructure Partners (GIP) is the largest shareholder.

Noise matters to us and we aim to be a good neighbour. While we can't eliminate aircraft noise completely, our goal is to reduce it as much as possible.

With the introduction of new aircraft types, the noise footprint generated by aircraft operations has reduced in area as older, noisier types of aircraft have been withdrawn. While Gatwick Airport continues to grow, the airport operation strives to minimise its noise impact on the surrounding area and continues to engage with those affected communities in identifying innovative means of mitigation.

## Independent Review of Arrivals

In response to feedback from some of our local residents and resident groups, in 2015 we commissioned an independent review of air traffic around Gatwick, focusing in particular on arrivals. This was led by industry experts Bo Redeborn and Graham Lake who were asked to provide a fully independent and professional analysis and report. As part of the review, Bo, Graham and their small team, engaged with an extensive range of organisations, individuals, Parish, Town and District County Councils and MPs. They also held three interactive public meetings with local MPs which were attended by several hundred people. In addition, they received feedback and comments by email.

The review took over four months to complete and was published on 28 January 2016. Its main aim was:

- To make sure everything that can reasonably be done to alleviate issues raised by the local community is being done. This includes by Gatwick Airport as well as other agencies closely involved in the industry i.e. NATS, CAA, airlines and the DfT.
- To understand if the way Gatwick communicates with and provides information to the local community, including the handling of complaints, is fully adequate.

The report of the Independent Review of Arrivals set out 23 practical steps that can be taken to improve noise and the key recommendations and findings from the review are as follows:

- To reduce the number of aircraft holding over land
- To improve use of continuous descent operations which would generate significantly less noise, and increase the sequencing and spacing of arrivals
- To accelerate the modification of the Airbus A320 family of aircraft to reduce the whining noise they make during the approach phase of flight
- To establish an independently chaired noise management board to oversee joint strategies to deal with noise around the airport
- To develop a comprehensive online complaint management system

Gatwick welcomed the findings of the review and published a detailed response and proposed Action Plan for the implementation of the review's 23 recommendations. This included the establishment of an independent Noise Management Board, comprising main aviation stakeholders and representatives of local communities.

You can find out more about the Independent Review of Arrivals and the Noise Management Board, including meeting agendas and minutes online. Please visit [www.gatwickairport.com](http://www.gatwickairport.com) and click on 'Business and Community' then 'Aircraft Noise and Airspace' and finally the 'Airspace' tab.

## About this Report

Under the Environmental Noise (England) Regulations 2006, we are required to produce a Noise Action Plan designed to manage noise issues and effects arising from aircraft departing from and arriving at the airport. This Noise Action Plan complements our Section 106 Legal Agreement with West Sussex County Council and Crawley Borough Council, our internal Decade of Change Sustainability Strategy as well as our ongoing noise management processes and mitigation measures.

The EU Environmental Noise Directive (2002/49/EC) Noise Action Plan for London Gatwick Airport was adopted on 4th August 2014 by the Secretary of State for the Environment, Food and Rural Affairs as required by the Environmental Noise Directive and the Environmental Noise (England) Regulations 2006 (as amended).

Gatwick Airport Ltd issues an Annual Performance Report detailing our progress against our Action Plan Actions for the previous year together with an outlook for the forthcoming year.

A significant amount of information within this Performance Report is extracted from the Flight Performance Team Annual Report; a copy of which is appended to this document. Further information regarding noise management at Gatwick Airport is available online at [www.gatwickairport.com/noise](http://www.gatwickairport.com/noise)

The layout of this report will list the Action Plan Action, in the order it is listed in the original Environmental Noise Directive Noise Action Plan, followed by a **Red / Amber / Green** status, an update on the previous year and our plan for the forthcoming year.

## Executive Summary

In the END Noise Action Plan, there are 62 Action Plan Actions in total. Of these:

### **6 have been identified as RED - Not on track.**

30. We will continue to offer a range of contact options for complaints and enquires regarding aircraft noise including by post, email, lo-call voicemail facility and online on the noise website.
34. We will seek to respond to at least 95% of all complaints and enquiries within eight working days of receipt and publish our performance in Flight Performance Team quarterly reports.
37. By the end of 2011 we will review, develop and consult on alternative metrics for describing the impact of aircraft operations during the course of this action plan. We will work and liaise with other UK airports and the Department for Transport on the revised metrics whilst seeking review by Aircraft Noise Monitoring Advisory Committee (UK) ANMAC.
39. We will conduct customer service surveys for the FPT every three years commencing in 2010.
52. We will benchmark internationally and publish our ranking on operational noise management with other comparable airports in 2010 and 2013.
53. We will benchmark internationally and publish our ranking in aircraft noise communications with other comparable airports in 2010 and 2013.

Full details regarding why these Action Plan Actions have been assessed as being not on track are provided later in this report.

### **53 Action Plan Actions have been identified as GREEN – On-track.**

### **3 Action Plan Actions have been identified as AMBER – Neither on track nor not on track.**

19. d) Gatwick Airport Ltd will write to the Department for Transport requesting research be undertaken to fully understand the effects of aircraft noise on human health.
44. We will publish on our website the night quota period 48dB (A) Leq contour.
45. We will publish annually on our website the summer Leq contours as produced by the Department for Transport.

## Noise Key Performance Statistics

NOISE KPIs	2010	2011	2012	2013	2014	2015	2016
Total Aircraft Movements	240,505	251,068	246,811	250,562	259,979	267,767	275,633
Total Passengers	31,353,547	33,660,146	34,222,461	35,447,009	38,127,690	40,267,938	43,130,306
Night Quota Movements Summer	9,875	9,859	9,837	9,998	11,147	11,149	11,303
Night Quota Movements Winter	2,160	1,411	1,603	1,510	1,736	1,872	TBC
Percentage of Chapter 4 (or equivalent) aircraft (%)	98%	96%	99%	99%	99%	99.7%	99%
Continuous Descent Operations (CDO) compliance %	89.70%	90.49%	88.90%	91.36%	92.61%	89.75%	88.58%
Track Keeping %	97%	97.42%	97.63%	98.04%	99.27%	99.71%	98.58%
Total Noise Infringements	0	4	0	0	0	0	1
Day-time Noise Infringements	0	0	0	0	0	0	0
Night-time Noise Infringements	0	4	0	0	0	0	1

## Noise Contour Statistics

	2007	2008	2009	2010	2011	2012	2013	2012	2014	2015	2016 <sup>1</sup>
57dBA L <sub>aeq</sub> daytime contour population	4,500	4,800	3,700	3,600	2,850	3,050	3,650	3,250	3,300	3,650	TBC
57dBA L <sub>aeq</sub> daytime contour area (km <sup>2</sup> )	46.7	49.0	46.7	41	39.6	40.4	41.2	40.9	42.2	42.8	TBC
48dBA L <sub>eq</sub> night contour population								11,200	12,850	14,400	TBC
48dBA L <sub>eq</sub> night contour area (km <sup>2</sup> )								91.8	103.5	104.7	TBC

## Ground Noise Statistics

MONTH	Number of Engine Tests	ENGINE TESTS (6 month rolling average)	ENGINE TESTS (6 month totals)	APU non-compliances <sup>2</sup>	Operations Duty Team audits <sup>3</sup>	Operations Duty Team non-compliances	FEGP <sup>4</sup> Availability NT	FEGP Availability ST	GPU dispensations <sup>5</sup>
January	15	17	104	0	101	0	99.96	99.96	1
February	18	17	101	0	76	0	99.97	99.78	5
March	16	17	99	0	96	0	99.88	99.96	2
April	19	17	101	1	92	1	99.91	99.93	1
May	12	17	101	2	95	0	99.76	100	6
June	8	15	88	0	87	0	99.89	99.95	7
July	12	14	85	0	85	0	99.94	99.74	1
August	11	13	78	0	96	0	99.92	99.98	0
September	8	12	70	0	131	0	99.95	99.89	0
October	12	11	63	0	128	0	99.21	99.97	3
November	22	12	73	1	151	0	99.66	100	2
December	8	12	73	0	152	0	99.66	99.92	3

<sup>1</sup> Currently not available.

<sup>2</sup> The operation of aircraft Auxiliary Power Units (APU) is restricted and their operation permitted only in certain circumstances.

<sup>3</sup> This includes monitoring of aircraft auxiliary power unit usage.

<sup>4</sup> FEGP – Fixed Electrical Ground Power (power supplied to aircraft from the electrical grid).

<sup>5</sup> The operation of Ground Power Units (GPU) is only permitted in certain circumstances.

## Noise Action Plan Performance Report

### Demonstrating we are doing all that is reasonably practicable to minimise noise impacts.

#### Quietest Fleet Practicable

- 1. We will develop and consult with airlines on policy prioritising airlines operating Chapter 4 aircraft, or equivalent when introducing new business to Gatwick with the aim of increasing the percentage of Chapter 4 or equivalent aircraft operating at Gatwick to 83% by 2015.**

**Performance Indicator:** Track fleet mix including % of Chapter 4 or equivalent aircraft.

**RAG Status:** GREEN

**2016 Update:** New charging structure announced that recognises the Chapter 14 noise standard and also separates the existing movement charge into two components; a demand charge and a noise charge. For all noise charge categories, charges at night are substantially higher than those during the day (>10x). From a demand perspective, the Night period has been reclassified as Off-peak. When the demand and noise charges are combined, the combined charge for Chapter 14 aircraft are lower during the Night period than they are during the Base period but higher than the Off Peak period.

**Plan for 2017:** Introduce the new charging structure and progressively review the structure of charges over time and that this may include strengthening pricing signals with respect to aircraft noise, particularly during the sensitive night period.

- 2. We will consult with our airline partners on the voluntary phase out of Chapter 3 high aircraft in favour of Chapter 4 or equivalent at Gatwick.**

**Performance Indicator:** Track fleet mix including percentage of Chapter 3 high aircraft.

**RAG Status:** GREEN

**2016 Update:** There have been no movements by aircraft classified as Chapter 3 High this year.

**Plan for 2017:** Maintain this position.

- 3. We will review the landing fee differential at least every five years commencing in 2010. From 2015 onwards this will be with due regard to CAP 119.**

**Performance Indicator:** Publication of landing fees.

**RAG Status:** GREEN

**2016 Update:** New charging structure announced as per Action 1, end of year reported progress.

**Plan for 2017:** As per Action 1 – plan for 2017.

- 4. In conjunction with our airline partners we will seek to introduce a ‘fly quiet and clean’ programme. This will rank our airline partners in relation to their overall performance for noise and emissions impacts using metrics such as compliance with abatement techniques, fleet age, engine fit and passenger loads per km. critical to this programme will be the continued delivery of high CDA performance through partnership work with airlines.**

**Performance Indicator:** Actions/minutes of meetings Introduction and Publication of ‘fly quiet and clean’ policy. An Airline league table to be published in 2014.

**RAG Status:** GREEN

**2016 Update:** Continuous Descent Operations (CDO) achievement rate now measured from 7,000ft as opposed to 6,000ft as recommended by the Independent Review of Arrivals.

Airline / Air Traffic Control CDO workshop held in October 2016.

Annual / quarterly performance by airline is also published in Flight Performance Team reports.

**Plan for 2017:** We will continue to engage with airlines through the regular Flight Operations Performance and Safety Committee meetings and also work to improve CDO performance across the board.

Potentially explore the operational feasibility of extended the CDO measurement to 8,000ft as outlined in Recommendation IMM-07 of the Independent Review of Arrivals..

**4. a) Gatwick Airport Ltd will write to its largest fleet operators of A320 family aircraft seeking their intentions to retrofit A320 family aircraft with vortex generators to eliminate noise created by air passing over the Fuel Tank Pressure Equalisation Vents.**

**Performance Indicator:** Positive airline responses received.

**RAG Status:** GREEN

**2016 Update:** While work to address the characteristic 'whining' sound produced by the A320 family of aircraft has been underway for some time, the Independent Review of Arrival team recommended Gatwick incentivise this work to be fast tracked.

The proportion of modified aircraft increases each month as part of established airline initiatives, about half of the affected fleets are now modified.

**Plan for 2017:** An adapted charging mechanism to further speed up the process of modifying aircraft which will be introduced in January 2017

### **Quietest practicable aircraft operations, balanced against NO<sub>x</sub> and CO<sub>2</sub> emissions**

**5. We will continue to promote adherence to the Arrivals Code of Practice and in particular the achievement of Continuous Descent Operations through forums such as the Flight Operations Performance and Safety Committee, the Gatwick Airport Pilots Forum, Sustainable Aviation and other communication events.**

**Performance Indicator:** Improving Continuous Descent Operations performance statistics.

**RAG Status:** GREEN

**2016 Update:** Compliance with both the Arrivals Code of Practice and Continuous Descent Operations continue to receive a high level of focus at our Flight Operations Performance and Safety Committee and Noise and Track Monitoring Advisory Group. At both meetings, the Flight Performance Team representative provides full details of our achievement rates. In instances where individual airline performance is displaying a negative trend, assistance is offered by the airport to explore opportunities for improvement.

**Plan for 2017:** We will continue to monitor and report performance against this metric, and offer assistance to airlines as and when required.

**6. We will continue to promote, monitor, seek to improve and report on adherence to the departure noise abatement procedures detailed in the Gatwick Aeronautical Information Publication. The detail of this is described within the main body of this (END Noise Action Plan) document.**

**Performance Indicator:** Performance tracked through quarterly FPT reports and NATMAG minutes.

**RAG Status:** GREEN

**2016 Update:** Performance against the Aeronautical Information Publication Departure requirements continues to be monitored and reported on a regular basis in the Flight Performance Team Quarterly and Annual Reports, all of which are presented to the Flight Operations Performance and Safety Committee, the Noise and Track Monitoring Advisory Group and the Gatwick Airport Consultative Committee.

Gatwick Airport Ltd also published the Flight Performance Team annual and quarterly reports to the Gatwick Airport Noise website.

**Plan for 2017:** We will continue to monitor and report performance against the Aeronautical Information Publication Departure requirements.

**7. We will continue to promote, monitor, seek to improve and report on adherence to the arrival noise abatement procedures detailed in the Gatwick Aeronautical Information Publication. See section six (of the END Noise Action Plan).**

**Performance Indicator:** Performance tracked through quarterly Flight Performance Team reports.

**RAG Status:** GREEN

**2016 Update:** Performance against the Aeronautical Information Publication Arrival requirements continues to be monitored and reported on a regular basis in the Flight Performance Team Quarterly and Annual Reports, all of which are presented to the Flight Operations Performance and Safety Committee, the Noise and Track Monitoring Advisory Group and the Gatwick Airport Consultative Committee.

Gatwick Airport Ltd also published the Flight Performance Team annual and quarterly reports to the Gatwick Airport Noise Website.

**Plan for 2017:** We will continue to monitor and report performance against the Aeronautical Information Publication Arrivals requirements.

**8. We will continue to administer the Department for Transport night restrictions regime and ensure that the number of operations at night is within the limits prescribed. We will also be actively involved in the Government night noise consultation in 2010.**

**Performance Indicator:** Seasonal night quota reports.

**RAG Status:** GREEN

**2016 Update:** The Flight Performance Team continued to monitor the night quota usage and provided daily updates to both airlines and Airfield Operations so they were aware of the current usage, with weekly report issued to the Department for Transport.

DfT Night Flight focus groups were attended with evidence submitted to the review as required.

**Plan for 2017:** The Flight Performance Team will continue to closely monitor the night quota usage and provide daily updates to both airlines and Airfield Operations, and weekly reports to the Department for Transport.

Gatwick Airport Ltd will continue to actively engage with the Department for Transport Night Flying Public Consultation process during 2017.

**9. We will continue to monitor adherence to and review the effectiveness of our ground noise operational controls.**

*The current controls are set out below.*

- ***Aircraft engine testing. To ensure that the environmental impact of aircraft engine running on the local community is kept to a minimum, aircraft operators with maintenance commitments at the airport are expected to plan their schedule to avoid the need for ground running of engines at night. (Night for these purposes is defined as the period between 23:00 - 07:00 local time. Aircraft engine testing is also subject to controls in our Section 106 Legal Agreement)***
- ***Use of Ground Power Units (GPU). The placing of GPU on stands without prior permission will not be allowed. Permission will only be granted if:***
  - ***There is no Fixed Electrical Ground Power unit (FEGP) installed on the stand.***
  - ***The FEGP which has been installed at the stand is temporarily out of service: or***
  - ***The relevant aircraft is incapable of utilising FEGP by reason of design or a technical malfunction or the power so supplied is insufficient for the aircraft.***
- ***Limitations on the use of Auxiliary Power Units (APU). The purpose of this Gatwick Airport Directive is to reduce aircraft related noise and emissions by limiting the use of the APU under certain conditions on arrival and departure from stand at Gatwick Airport.***

**Performance Indicator:** Airside Operations quarterly review statistics reported at the Noise and Track Monitoring Advisory Group under the Ground Noise standing agenda item.

**RAG Status:** **GREEN**

**2016 Update:** Airside Operations quarterly review statistics reported at the Noise and Track Monitoring Advisory Group under the Ground Noise standing agenda item. Minutes of the meeting are published online and circulated, together with key messages to the Gatwick Airport Consultative Committee.

**Plan for 2017:** We will continue to monitor compliance with our operational controls and report in the Ground Noise Report, to be presented at Noise and Track Monitoring Advisory Group meetings.

**10. In conjunction with our partners in Sustainable Aviation we will continue to lobby for and seek to support continual improvements in technology and operations towards the ACARE goal of 50% reduction in perceived external noise by 2020 based on new aircraft of 2020 relative to equivalent new aircraft in 2000.**

**Performance Indicator:** Progress towards goals reported in Sustainable Aviation bi-annual report.

**RAG Status:** **GREEN**

**2016 Update:** Gatwick Airport Ltd remained an active 'Council Member' of Sustainable Aviation throughout the year participating in a range of environmental working groups, including noise, air quality and operational improvements.

**Plan for 2017:** Gatwick Airport Ltd will continue to remain an active member of Sustainable Aviation and contribute to the various sub-groups thereof.

**10. a) We re-affirm our support of the recently published Sustainable Aviation Noise Road-Map and commit to working with Sustainable Aviation during the period 2013 -2018 to develop and publish an implementation plan.**

**Performance Indicator:** Publication of the implementation plan.

**RAG Status:** **GREEN**

**2016 Update:** Gatwick Airport Ltd continues to remain active member of Sustainable Aviation throughout 2016. The Sustainable Aviation Noise road-Map was launched in 2013 and has been incorporated into our revised Environmental Noise Directive Noise Action Plan (adopted August 2014) and referenced in our Sustainability Report, Gatwick's Decade of Change.

**Plan for 2017:** Gatwick Airport Ltd will continue to remain an active member of Sustainable Aviation and contribute to the Noise Working Group and Operational Improvements Sub-Group.

**11. We will continue to fine aircraft in breach of the Department for Transport departure noise limits, and we will seek to increase the fining levels with the aim of penalising repeat offenders or departure noise infringements in 2010 and review levels every five years.**

**Performance Indicator:** Number of noise infringements.

**RAG Status:** **GREEN**

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

One aircraft noise infringement identified during the night period in December 2016. Details available in the Flight Performance Team quarterly report.

**Plan for 2017:** Gatwick Airport Ltd will continue to engage with the Aircraft Noise Management Advisory Committee regarding the current noise limits should the committee reconvene. Gatwick airport Ltd will also respond appropriately to any Government / DfT / CAA consultation exercises expected during 2017 that may, or may not involve fining levels.

**12. We will work with our partners in Sustainable Aviation to develop and promote low noise flight procedures through evaluation of future operational methods and implementation of best practice, e.g., evaluating the feasibility of introducing a steeper approach as part of an international initiative.**

**Gatwick Airport will implement any recommendations resulting from feasibility studies in conjunction with the Civil Aviation Authority and the Department for Transport as and when they are released.**

**Performance Indicator:** Progress reported in Sustainable Aviation's bi-annual report.

**RAG Status:** **GREEN**

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

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

**Plan for 2017:** Gatwick Airport Ltd will continue to remain an active member of Sustainable Aviation and contribute to the Noise Working Group and Operational Improvements Sub-Group. Updates from the implementation of the recommendations arising from the Independent Review of Arrivals will continue to be considered by the Noise Management Board and full details published on the Gatwick Airport Noise Website.

**13. In conjunction with our airline partners and NATS (Air Navigation Services Provider) we will undertake a review in 2010 of our stand planning procedures to identify any opportunities to prioritise stand allocation so as to minimise ground noise impacts.**

**Performance Indicator:** All stands are equipped with fixed electrical ground power.

**RAG Status:** **GREEN**

**2016 Update:** Completed

All stands at Gatwick Airport are equipped with Fixed Electrical Ground Power.

**Plan for 2017:** Not Applicable.

### **Effective and credible noise mitigation schemes**

**14. We will make a financial contribution towards the acoustic insulation all eligible properties within the boundary of our new residential noise insulation scheme. This is scheduled for launch in January 2014 and benefits from a larger scheme boundary than in previous schemes.**

**Performance Indicator:** Number of applications received and properties insulated.

**RAG Status:** **GREEN**

**2016 Update:** The domestic Noise Insulation Scheme was launched in 2014 with approximately 2150 homes eligible for the scheme. The boundary is based on the Civil Aviation Authority's 60Leq boundary plus a 15km extension from the runway both east and west (250m wide) to take into account those under the Instrument Landing Approach path.

Eligible homes are entitled to £3000+VAT each, for the supply and installation of double glazed windows, external doors, or acoustic loft insulation.

Over 850 properties have had their installations completed with a further 75 – 100 in progress.

**Plan for 2017:** The current scheme closes in March 2017, after which time all outstanding requests for insulation will be fulfilled. During 2017, the next incarnation of the scheme will be devised.

**15. We will request that the Department for Transport review and explore in conjunction with Gatwick Airport the possibility of updating the current departure noise limits.**

**Performance Indicator:** No response received, now being addressed through the Aircraft Noise Management Advisory Committee sub-group.

**RAG Status:** **GREEN**

**2016 Update:** This matter is now being addressed through the Aircraft Noise Management Advisory Committee sub-group. No meetings held in 2016.

**Plan for 2017:** Not Applicable.

**16. We will continue to offer households subject to high levels of noise (69dB (A) Leq or more) assistance with the costs of relocating**

**Performance Indicator:** Number of eligible applications receiving assistance.

**RAG Status:** **GREEN**

**2016 Update:** These schemes remained in place during 2016. No applications were received.

**Plan for 2017:** The Relocation Assistance and Property Bond schemes will remain in place for 2017.

**17. We will request that the Department for Transport review and explore in conjunction with Gatwick Airport the possibility of updating the current night departure noise limits.**

**Performance Indicator:** No response received, now being addressed through the Aircraft Noise Management Advisory Committee sub-group.

**RAG Status:** **GREEN**

**2016 Update:** No response received to initial request, this matter is now being addressed through the Aircraft Noise Management Advisory Committee sub-group. No meetings held in 2016.

**Plan for 2017:** Not Applicable

**18. We will continue to offer acoustic insulation to other noise sensitive buildings such as schools and hospitals, exposed to medium to high levels of noise (63dB (A)  $L_{eq}$  or more)**

**Performance Indicator:** Number of eligible noise sensitive buildings receiving assistance.

**RAG Status:** GREEN

**2016 Update:** This scheme remained in place during 2016.

No requests for such eligible buildings were received during the year.

**Plan for 2017:** The current scheme closes in March 2017, after which time all outstanding requests for insulation will be fulfilled. During 2017, the next incarnation of the scheme will be devised.

**19. We will request that the Department for Transport review current airspace utilisation around Gatwick.**

**Performance Indicator:** London Airspace Consultation Phase 1 launched (October 2013 – January 2014).

**RAG Status:** GREEN

**2016 Update:** London Airspace Consultation Phase 1 launched (October 2013 – January 2014) - all Gatwick specific activities remain on hold until further notice.

**Plan for 2017:** Respond to all relevant airspace consultations throughout the year.

**19. a) We will explore the feasibility of providing 'rotating respite' to those communities affected by noise from arriving aircraft.**

**Performance Indicator:** Report findings from trial undertaken to explore the possibility of such an initiative.

**RAG Status:** GREEN

**2016 Update:** Rotating respite trials conducted 2013. Any permanent option would be considered as part of the wider London Airspace Management Programme which is currently on hold at Gatwick.

**Plan for 2017:** Rotating Respite may potentially be considered by the Noise Management Board in the future however all London Airspace Management Programme activities are on hold till 2020 at the earliest.

**19. b) In conjunction with the London Airspace Management Programme we will explore innovative new methods to control both inbound and outbound aircraft to strive for operational best practice with a view to minimising their impact on the communities below.**

**Performance Indicator:** Outcomes from the London Airspace Management Programme.

**RAG Status:** GREEN

**2016 Update:** The London Airspace Management Programme is currently on hold at Gatwick. The Independent Review of Arrivals report that was published in January 2016 established further actions Gatwick Airport Ltd can undertake with respect to inbound aircraft and their impact to local communities.

**Plan for 2017:** Continue to implement the actions arising from the Independent Review of Arrivals under the supervision of the Noise Management Board.

**19. c) We will consult appropriately in respect of actions 19a and 19b.**

**Performance Indicator:** Proof of appropriate levels of consultation.

**RAG Status:** GREEN

**2016 Update:** The Independent Review of Arrivals report that was published in January 2016 established further actions Gatwick Airport Ltd can undertake with respect to inbound aircraft and their impact to local communities. The Final Action Plan arising from the recommendations of the Review was subject of a

period of stakeholder engagement and implementation of the recommendations has the oversight of the Noise Management board that comprises community representation.

**Plan for 2017:** Continue to implement the actions arising from the Independent Review of Arrivals under the supervision of the Noise Management Board.

**19. d) Gatwick Airport Ltd will write to the Department for Transport requesting research be undertaken to fully understand the effects of aircraft noise on human health.**

**Performance Indicator:** Outcome from Department for Transport.

**RAG Status:** **AMBER**

**2016 Update:** This has not taken place during 2016.

**Plan for 2017:** This will be undertaken during the period this Noise Action Plan is in existence

**Note:**

The United Kingdom Civil Aviation Authority (CAA), at the request of the Department for Transport has undertaken a literature review on the effects of night time aircraft noise on local residents. The CAA's review concluded that:

- It is possible to estimate the proportion of the population who are likely to self-report being highly sleep disturbed for a given noise exposure. Chronic sleep disturbance is regarded as a health effect in its own right with a measurable impact on quality of life, which can be expressed as Years Lost due to Disability (YLD).
- For impacts on cardiovascular health, there is evidence that noise exposure above 55 dB  $L_{night}$  results in increased risk of myocardial infarctions (heart attacks).
- There is evidence for a correlation between noise exposure and hypertension and there is sufficient evidence in order to value the impacts in terms of hypertension leading to a stroke or dementia.
- For stress and mental health effects, the evidence is inconclusive or limited, showing a possible correlation between noise exposure and mental health symptoms (e.g. depression, anxiety) but not problems such as clinically defined psychiatric disorder.
- For next day effects, there is some evidence to suggest that environmental (night) noise has an effect on heart rate, subjective sleep quality and mood the next day, but there is no consistent scientific evidence of chronic objective effects on stress hormone levels, immune system or performance the next day.
- In relation to the impact on children, the evidence is inconclusive. There is a growing amount of research that noise exposure has effects on cognitive development (particularly on reading) and chronic noise may affect children's stress levels, blood pressure and mental health. There is evidence to suggest that aircraft noise may be associated with poorer reading comprehension and recognition memory. However, it is unclear whether the effects are attributable to daytime or night time noise, and there is no evidence for long-term persistent effects on cognitive development.

Following their literature review, the CAA developed a methodology paper, which proposes how the following health impacts associated with aircraft night noise may be quantified and monetised as part of an appraisal:

- Sleep disturbance
- The increased risk of myocardial infarctions (heart attacks); and
- The increased incidence of hypertension (including secondary effects of stroke and dementia).

The CAA have recently published a new paper, 'Aircraft noise and health effects: Recent findings' which examines evidence on the relationship between aircraft noise and health that has been published since 2009. The report concludes that with regards to night noise and sleep disturbance, there is growing recognition that average indicators, such as  $L_{night}$ , are insufficient to fully predict sleep disturbance and sleep quality.

**20. To address the impacts of future growth we will continue to offer acoustic insulation to any residential property which suffers from a medium to high level of noise (66dB(A)  $L_{eq}$  or more) and a large increase in noise (3dB(A)  $L_{eq}$  or more)**

**Performance Indicator:** Number of properties offered assistance.

**RAG Status:** **GREEN**

**2016 Update:** This scheme remained in place during 2016. No requests for such eligible buildings were received during the year.

- Plan for 2017:** The current scheme closes in March 2017, after which time all outstanding requests for insulation will be fulfilled. During 2017, the next incarnation of the scheme will be devised.
- 21. To address the impacts of future growth we will continue to offer to purchase those properties suffering from both a high level of noise (63dB(A)  $L_{eq}$  or more) and a large increase in noise (3dB(A)  $L_{eq}$  or more), In accordance with the Terms of Reference of the property market support bond and home owners support scheme.**
- Performance Indicator:** Number of properties offered assistance.
- RAG Status:** **GREEN**
- 2016 Update:** These schemes remained in place during 2016. The overall total number of Property Market Support Bonds Completed is 37.
- 6 new Bond applications entered in 2016 of which 2 were completed with 4 awaiting completion.
- Plan for 2017:** These schemes will remain in place during 2017.
- 22. We will undertake and publish a feasibility study to assess the potential economic and environmental costs and benefits of operating a runway preference by the end of 2010.**
- Performance Indicator:** Study commissioned in 2010, presented to the Noise and Track Monitoring Advisory Group and published.
- RAG Status:** **GREEN**
- 2016 Update:** Initial study commissioned in 2010, the recent consideration of an operating protocol for the runway is now subject to analysis and implementation through the Noise Management Board; details of which are available on the Gatwick Airport Noise Website.
- Plan for 2017:** Potentially devise a clearly define time-limited trial in order to provide real data on the noise and respite impacts of the proposed protocol.
- 23. We will continue to engage with our aviation partners through the Flight Operations Performance and Safety Committee to seek to improve adherence to the Aeronautical Information Publication.**
- Performance Indicator:** Flight Operations Performance and Safety Committee Action Tracker and Aeronautical Information Publication adherence rates.
- RAG Status:** **GREEN**
- 2016 Update:** The Flight Performance Team continued to produce monthly statistics which were reviewed at the bi-monthly Flight Operations Performance and Safety Committee meetings during 2016.
- Plan for 2017:** We will continue to engage with our aviation partners through the Flight Operations Performance and Safety Committee to seek to improve adherence to the Aeronautical Information Publication during 2017.
- 24. We will develop a strategy to minimise Auxiliary Power Unit use in order to reduce ground noise and local air quality emissions, and replace with and roll out through 2010. Impacts will be reviewed on an annual basis.**
- Performance Indicator:** Issue of strategy and issue of Gatwick Airport directives relating to Auxiliary Power Unit usage.
- RAG Status:** **GREEN**
- 2016 Update:** Audits of Auxiliary Power Unit compliance continued to be undertaken during 2016 and the audit results included within the Ground Noise Report, which is discussed at meetings of the Noise and Track Monitoring Advisory Group. On a shift basis, audits of aircraft turnaround are conducted, during which Auxiliary Power Unit compliance is also monitored and reported to the Noise and Track Monitoring Advisory Group.
- Plan for 2017:** To continue with this approach.

**Engagement with communities affected by noise impacts to better understand their concerns and priorities, reflecting them as far as possible in airport noise strategies and communication plans**

**25. We will publish each quarter on our website the level of adherence with the noise abatement procedures in the Gatwick Aeronautical Information Publication.**

**Performance Indicator:** Publish reports on website highlighting performance.

**RAG Status:** GREEN

**2016 Update:** The Flight Performance Team produced quarterly and an annual report during 2016. The quarterly reports were reviewed by the Noise and Track Advisory Group, circulated to the Gatwick Airport Consultative Committee and published on the Gatwick Airport website.

**Plan for 2017:** The Flight Performance Team will continue to produce and publish quarterly and annual reports as was the case in 2016.

**26. We will continue to keep abreast of government research and guidance in relation to issues of tranquillity and overflight of Areas of Outstanding Natural Beauty (AONB).**

**Performance Indicator:** Implementation of any revised guidance to the Civil Aviation Authority.

**RAG Status:** GREEN

**2016 Update:** New Air Navigation Guidance to the Civil Aviation Authority in respect of Areas of Outstanding Natural Beauty overflight was published in 2013 and remains current. This is included in the revised Environmental Noise Directive Noise Action Plan.

**Plan for 2017:** We will remain compliant with the current guidance and await new future guidance.

**27. We will continue to engage with local community representatives on air noise through appropriate consultation groups, such as the Gatwick Airport Consultative Committee, Noise and Track Monitoring Advisory Group and the Flight Operations Performance and Safety Committee.**

**Performance Indicator:** Meetings held, notes and actions including feedback from meeting attendees and Local Authorities

**RAG Status:** GREEN

**2016 Update:** Throughout 2016, Gatwick Airport Ltd produced or commissioned reports for review by, and attended the Gatwick Airport Consultative Committee, the GATCOM Steering Group, the Noise and Track Monitoring Advisory Group, the Gatwick Noise Monitoring Group and the Flight Operations Performance and Safety Committee.

Implementation of the recommendations arising from the Independent Review of Arrivals continued under the supervision of the Noise Management Board, itself formed of community representation (pressure groups and elected members).

**Plan for 2017:** To continue with this approach.

**28. We will report on the progress of the (Environmental Noise Directive) action plan to the Noise and Track Monitoring Advisory Group as a standing agenda item.**

**Performance Indicator:** On-going Report to Noise and Track Monitoring Advisory Group and inclusion in the minutes.

**RAG Status:** GREEN

**2016 Update:** Our Flight Performance Team reports progress of the Environmental Noise Directive Noise Action Plan at the Gatwick Airport Consultative Committee annually and Noise and Track Monitoring Advisory Group quarterly (standing agenda item).

**Plan for 2017:** To continue reporting in this manner.

**29. We will continue to engage with the Gatwick Airport Consultative Committee on noise management providing quarterly reports of performance and the work of the Flight Performance Team, Noise and Track Monitoring Advisory Group and the Flight Operations Performance and Safety Committee.**

**Performance Indicator:** Meetings held, minutes, notes and action trackers.

**RAG Status:** GREEN

**2016 Update:** Gatwick Airport Ltd has engaged with and reported quarterly to the Noise and Track Monitoring Advisory Group, The GATCOM Steering Group and the Gatwick Airport Consultative Committee and bi-monthly to the Flight Operations Performance and Safety Committee during the year regarding the work of the Flight Performance Team and wider airspace issues.

**Plan for 2017:** To continue with this approach.

**30. We will continue to offer a range of contact options for complaints and enquires regarding aircraft noise including by post, email, lo-call voicemail facility and online on the noise website.**

**Performance Indicator:** Availability of complaint channels.

**RAG Status:** RED

**2016 Update:** For the first three quarters of the year, the public were able to contact the Flight Performance Team either by phone, online, email or post. In line with the recommendations of the Independent Review of Arrivals, Gatwick Airport Ltd has now adopted an online channel as the main method of contact for noise related enquiries / complaints. This is complimented by a Freepost address.

**Plan for 2017:** To continue with this approach subject to any further amendments that may be made to the method of receiving aircraft noise complaints.

**31. We will continue to provide public access to flight track information (delayed by 20 minutes) via the online flight tracking facility.**

**Performance Indicator:** Availability of an online flight tracking facility.

**RAG Status:** GREEN

**2016 Update:** Both the Casper (provider of the Gatwick Airport Noise and Track Keeping system) Flight Tracking and Noise Lab tools were available on line during 2016.

**Plan for 2017:** Explore the possibility of enhancing these tools for use of tablet devices and remove the 20 minute time delay.

**32. We will continue to provide a Flight Performance Team service and implement service improvements where identified. The Flight Performance Team will continue to provide accurate and timely data to aid strategy development and noise complaint handling.**

**Performance Indicator:** Efficient complaint handling and resolution and any FPT customer service survey.

**RAG Status:** GREEN

**2016 Update:** Gatwick Airport Ltd. continued to maintain a Flight Performance Team function during 2016. A recommendation of the independent Review of Arrivals report in January 2016 was to adopt an online method, supported by a Freepost address, of registering aircraft noise complaints in order for more robust and consistent data to be created plus also to allow multiple complaints be registered per day, per complainant, this came into effect in late September 2016.

**Plan for 2017:** We will continue to provide a Flight Performance Team service during 2017, subject to any further improvements that may be identified in providing this service.

**33. We will continue to log all complaints relating to aircraft operations and publish the statistics on our website quarterly.**

**Performance Indicator:** Performance track through quarterly Flight Performance Team reports.

**RAG Status:** **GREEN**

**2016 Update:** During the first three quarters of the year, we logged complaints in line with our 'Complaints Handling' policy. As a result of the online noise complaints system, introduced in quarter 4 as a recommendation of the Independent Review of Arrivals, all complaints are logged (including multiple complaints received per day, per complainant). In both scenarios, statistics were published with the Flight Performance Quarterly report, which is published online.

**Plan for 2017:** We will continue to register and report complaints statistics in this manner during 2017, subject to any further improvements that may be identified in providing this service.

**34. We will seek to respond to at least 95% of all complaints and enquiries within eight working days of receipt and publish our performance in Flight Performance Team quarterly reports.**

**Performance Indicator:** Performance tracked through quarterly Flight Performance Team reports.

**RAG Status:** **RED**

**2016 Update:** The 2016 response rate was: 63.4%. This has been severely impacted by the volume of complaints received regarding an amendment to a departure route from Gatwick Airport called 'Route 4' where over 16,000 items of feedback were received in six months.

**Plan for 2017:** To improve our response time in order to meet the target.

**35. Through our work with the Noise and Track Monitoring Advisory Group and the Gatwick Noise Monitoring Group we will seek to further develop our community noise monitoring programme to help gain greater understanding of the impacts in communities affected by Gatwick operations.**

**Performance Indicator:** Status and development of Community Noise Monitoring Programme.

**RAG Status:** **GREEN**

**2016 Update:** The programme of community noise monitoring continued throughout the year, output from which has been made available through the introduction of our new Noise Lab tool.

Two meetings of the Gatwick Noise Monitoring Group took place and quarterly updates provided regarding the community noise monitoring programme to the Noise and Track Monitoring Advisory Group, the minutes of which are available on the Gatwick Airport Noise Website.

**Plan for 2017:** To continue with this approach.

**36. We will continue to direct all money raised by noise infringements to the Gatwick Airport Community Trust.**

**Performance Indicator:** Monies paid to the Gatwick Airport Community Trust.

**RAG Status:** **GREEN**

**2016 Update:** Departure aircraft noise limits were continuously monitored throughout the year.

One noise infringement was detected, with the monies raised from the fining of the aircraft operator forwarded to the Gatwick Airport Community Trust.

**Plan for 2017:** We will continue to direct all money raised by noise infringements to the Gatwick Airport Community Trust.

**36. a) In conjunction with the Gatwick Noise Monitoring Group and the Noise and Track Monitoring Advisory Group we will continue to commission noise studies to gain an insight into the noise climate in a particular area and we will publish these on our website.**

**Performance Indicator:** Reports commissioned and published.

**RAG Status:** GREEN

**2016 Update:** Our community noise monitoring programme has continued with reports produced on 2 study areas this year. These reports once reviewed are published on the Airports dedicated Noise website.

**Plan for 2017:** In conjunction with the Gatwick Noise Monitoring Group we will continue to commission noise studies to gain an insight into the noise climate in a particular area and we will publish these on our website.

**37. By the end of 2011 we will review, develop and consult on alternative metrics for describing the impact of aircraft operations during the course of this action plan. We will work and liaise with other United Kingdom airports and the Department for Transport on the revised metrics whilst seeking review by Aircraft Noise Management Advisory Committee.**

**Performance Indicator:** Publish methodology and measures used in our Sustainability Report.

**RAG Status:** RED

**2016 Update:** Gatwick Airport Ltd supports the view that the current noise metrics, such as noise contours, do not provide a full picture of the noise impacts experienced by communities around the airport, however research into alternative noise metrics is now being led by the Department for Transport's Aircraft Noise Management Advisory Committee therefore Gatwick Airport Ltd has not commenced this action as it is being undertaken on a national basis.

No meetings of the Aircraft Noise Management Advisory Committee took place during 2016.

**Plan for 2017:** As the issue of noise metrics is now being discussed at Government level, at a subgroup of Aircraft Noise Management Advisory Committee, we will continue to play an active role in the Aircraft Noise Management Advisory Committee sub-group (once resumed) as this, and other matters are progressed.

**38. We will continue to engage with local community representatives on ground noise issues through the ground noise agenda item of the Noise and Track Monitoring Advisory Group.**

**Performance Indicator:** Ground Noise Quarterly Key messages (Gatwick Airport Consultative Committee update).

**RAG Status:** GREEN

**2016 Update:** Ground Noise Committee amalgamated with the Noise and Track Monitoring Advisory Group which met quarterly during 2016 with the Ground Noise Report remaining a standing agenda item and the minutes published to the airport website and circulated to the Gatwick Airport Consultative Committee for consideration.

**Plan for 2017:** Quarterly meetings will continue in 2017 with the minutes circulated and published as in 2016.

**39. We will conduct customer service surveys for the FPT every three years commencing in 2010.**

**Performance Indicator:** Results published.

**RAG Status:** RED

**2016 Update:** This action has not been completed because the Independent Review of Arrivals assessed the way the Flight Performance Team communicates noise issues with the community, meeting with a wide range of individuals, community groups and stakeholders during the consultation process.

Gatwick Airport Ltd is in the process of implementing all of recommendations of the Review, which is anticipated to improve the noise climate around the airport, and how the Flight Performance Team receives and handles aircraft noise complaints.

**Plan for 2017:** Gatwick Airport Ltd will continue to implement the recommendations of the Independent Review of Arrivals in line with the published Action Plan, under the supervision of the Noise Management Board. Full details of the Independent Review of Arrivals, the Action Plan and Noise Management Board, including the minutes of the meetings are all available online.

**40. We will host a local focus forum/seminar every two years, inviting local interest groups and other key stakeholders.**

**Performance Indicator:** Hosting of event.

**RAG Status:** GREEN

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

**Plan for 2017:** In 2017, the public meeting of the Noise Management Board will take place in January which will provide an update regarding the implementation of the recommendations of the Independent Review of Arrivals and opportunities to reduce the impact of aircraft noise on local communities. It is envisaged that a further Airspace Seminar will take place later in 2017 to provide an update on the public consultation exercise that are envisaged during the year and emerging governmental thinking on an update to the Aviation Policy Framework.

**41. We will commission and publish night forecast contours for ground noise for 2015 in 2010.**

**Performance Indicator:** Complete and publish.

**RAG Status:** GREEN

**2016 Update:** Completed as part of the Gatwick Airport Masterplan in 2012.

**Plan for 2017:** Not applicable.

**42. We will commission and publish summer 16 hour day forecast  $L_{eq}$  contours for air noise for 2015 in 2010.**

**Performance Indicator:** Complete and publish.

**RAG Status:** GREEN

**2016 Update:** Completed as part of the Gatwick Airport Masterplan in 2012.

**Plan for 2017:** Not applicable.

**43. We will commission and publish forecast  $L_{den}$  contours for air noise for 2015 in 2010.**

**Performance Indicator:** Complete and publish.

**RAG Status:** GREEN

**2016 Update:** Completed as part of the Gatwick Airport Masterplan in 2012.

**Plan for 2017:** Not applicable.

**44. We will publish on our website the night quota period 48dB (A) L<sub>eq</sub> contour.**

**Performance Indicator:** Complete and publish.

**RAG Status:** **AMBER**

**2016 Update:** The annual noise contours commissioned from the Department for Transport and published by the Civil Aviation Authority Environmental Research and Consultancy Department were not issued during 2016 therefore Gatwick Airport Ltd has not been able to extract the relevant contour maps to publish on the website.

**Plan for 2017:** Publish the 2016 and 2017 as and when they become available.

**45. We will publish annually on our website the summer L<sub>eq</sub> contours as produced by the Department for Transport.**

**Performance Indicator:** Complete and publish.

**RAG Status:** **AMBER**

**2016 Update:** The annual noise contours commissioned from the Department for Transport and published by the Civil Aviation Authority Environmental Research and Consultancy Department were not issued during 2016 therefore Gatwick Airport Ltd has not been able to extract the relevant contour maps to publish on the website.

**Plan for 2017:** Publish the 2016 and 2017 as and when they become available.

**Organising ourselves to manage noise efficiently and effectively**

**46. We will continue to engage with local planning authorities in order to ensure they are well informed about noise issues at Gatwick Airport.**

**Performance Indicator:** On-going Engagement.

**RAG Status:** **GREEN**

**2016 Update:** Section 106 Legal Agreement meetings, Gatwick Airport Consultative Committee meetings, Planning Meetings and the Land Use Planning workshop all took place during the year all involve engagement with the local planning authority to ensure they are well informed about noise issues.

**Plan for 2017:** These meetings will continue in 2017.

**47. We will continue to monitor adherence and review the effectiveness of our ground noise operational controls and publish data in the Noise and Track Monitoring Advisory Group meeting minutes.**

**Performance Indicator:** Number of new controls. Reduction in number of complaints

**RAG Status:** **GREEN**

**2016 Update:** The Ground Noise Report was issued to the Noise and Track Monitoring Advisory Group four times during 2016 and recorded in the minutes of the meeting which are available online. This report includes among other things, the number of daily 'aircraft turnaround audits' conducted by the operational teams (that includes aircraft Auxiliary Power Unit operating compliance) and the number of audits conducted by the Airside Compliance team. Further details included in the report are the number of aircraft engine tests, Fixed Electrical Ground Power availability and the number of Ground Power Unit dispensations. Gatwick Airport Directives detailing the regulations around aircraft Auxiliary Power Unit and Fixed Electrical Ground Power usage remain in place. The Fixed Electrical Ground Power Gatwick Airport Directive was re-issued on 12 December 2016.

**Plan for 2017:** The quarterly meetings and reporting will continue in 2016. Any relevant Gatwick Airport Directives will be re-issued as required.

**48. We commit to maintaining a suitable Noise and Track Keeping system to manage noise, track-keeping and to provide an online self-service flight tracking / complaint facility. We will also enhance this service when upgrades become available.**

**Performance Indicator:** Service improvements / upgrades implemented.

**RAG Status:** GREEN

**2016 Update:** The Airport continues to maintain a Noise and Track Keeping system which also includes an integrated complaint handling system which includes a public interface allowing interested parties to view aircraft activity and noise levels in areas surrounding the airport. As recommended by the Independent Review of Arrivals, complaints are to be made through this channel, a freepost address exists for those who do not possess a means of doing so electronically.

**Plan for 2017:** Improve the system further by removing the 20 minute time delay and allowing its use on mobile devices.

**49. We will continually review and amend as appropriate the Gatwick Airport Directives relating to noise management.**

**Performance Indicator:** Number of amendments implemented.

**RAG Status:** GREEN

**2016 Update:** The Auxiliary Power Units (APUs) Gatwick Airport Directive reviewed and issued 02/05/2014, and remains in force.

The Gatwick Airport Directive Restrictions on the use of Ground Power Units (GPUs) on aircraft stands reviewed and issued on 4 September 2015 and is scheduled to expire on 30 August 2017.

The Fixed Electrical Ground Power (FEGP) Gatwick Airport Directive was re-issued on 12 December 2016. Gatwick Airport Directives regarding the night flying restrictions applicable to the aerodrome are issued on a seasonal basis by the Flight Performance Team.

**Plan for 2017:** Issue the seasonal night flying restrictions Gatwick Airport Directive for the summer 2017 and winter 2017/8 seasons.

Re-issue the Gatwick Airport Directive - Restrictions on the use of Ground Power Units (GPUs) on aircraft stands.

**50. We will continue to operate and enhance our Noise Management systems.**

**Performance Indicator:** Action Removed.

**RAG Status:** GREEN

**2016 Update:** Action removed from the Environmental Noise Directive Noise Action Plan due to duplication with Action Plan Action 48.

**Plan for 2017:** Not Applicable.

**51. We will monitor the performance indicators listed within the action plan and where we determine that a discouraging trend is emerging, we will seek to set an annual target to help address it.**

**Performance Indicator:** Issues addressed through annual target setting.

**RAG Status:** GREEN

**2016 Update:** None identified during 2016.

**Plan for 2017:** Continue to monitor during 2017.

## **Achieving a full understanding of aircraft noise to inform our priorities, strategies and targets**

### **52. We will benchmark internationally and publish our ranking on operational noise management with other comparable airports in 2010 and 2014.**

**Performance Indicator:** Noise operational management ranking reports published.

**RAG Status:** **RED**

**2016 Update:** This action has not been completed because the Independent Review of Arrivals assessed the way Gatwick Airport Ltd manages operational noise impacts on local communities and identified further opportunities to improve this, meeting with a wide range of individuals, community groups and stakeholders during the consultation process.

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

**Plan for 2017:** Gatwick Airport Ltd will continue to implement the recommendations of the Independent Review of Arrivals in line with the published Action Plan, under the supervision of the Noise Management Board. Full details of the Independent Review of Arrivals, the Action Plan and Noise Management Board, including the minutes of the meetings are all available online.

### **53. We will benchmark internationally and publish our ranking in aircraft noise communications with other comparable airports in 2010 and 2014.**

**Performance Indicator:** Noise communication ranking reports published.

**RAG Status:** **RED**

**2016 Update:** This action has not been completed because the Independent Review of Arrivals assessed the way Gatwick Airport Ltd communicates with local communities regarding noise and airspace issues and identified further opportunities for improvement, meeting with a wide range of individuals, community groups and stakeholders during the consultation process.

Gatwick Airport Ltd is in the process of implementing all of recommendations of the Review, which is anticipated to improve noise and airspace communications.

**Plan for 2017:** Gatwick Airport Ltd will continue to implement the recommendations of the Independent Review of Arrivals in line with the published Action Plan, under the supervision of the Noise Management Board. Full details of the Independent Review of Arrivals, the Action Plan and Noise Management Board, including the minutes of the meetings are all available online.

### **54. We will participate fully, through groups such as the Aircraft Noise Management Advisory Committee in discussing arrival and departure policies.**

**Performance indicator:** Notes from the Aircraft Noise Management Advisory Committee.

**RAG Status:** **GREEN**

**2016 Update:** Gatwick Airport Ltd remains a member of the Aircraft Noise Management Advisory committee however no meetings were held during 2016.

**Plan for 2017:** Gatwick Airport Ltd will continue to attend Department for Transport, Aircraft Noise Management Advisory Committee meetings as well as the associated sub-group once they have been re-convened.

### **55. We will continue to monitor Government research into the effects of noise on human health where applicable and appropriate we will adopt the findings of any research and adopt the guidelines outlined by latest World Health Organisation reviews.**

**Performance Indicator:** Delivery against set objectives and targets

**RAG Status:** **GREEN**

**2016 Update:**

Gatwick Airport Ltd attends meetings of the Aircraft Noise Management Advisory Committee, which monitors Government research and World Health Organisation reviews. Meetings of the committee haven't been scheduled by the Department for Transport during 2016.

**Plan for 2017:**

We will continue to monitor and review Government and World Health Organisation research once the meetings of the Aircraft Noise Management Advisory Committee resume.

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YOUR LONDON AIRPORT  
*Gatwick*