



 Departures

YOUR LONDON AIRPORT

Gatwick

MONTHLY PERFORMANCE REPORT

AUGUST 2018

gatwickairport.com/performance

YOUR LONDON AIRPORT
Gatwick

At Gatwick we are committed to ensuring all areas of our business live up to the expectations of our passengers, our partners and our regulator. As part of this commitment we publish monthly reports which we have now brought together into one easy to follow report.

You can view or download these reports at any time at gatwickairport.com/performance

If you have any comments or feedback to help us improve please send them to customer.services@gatwickairport.com

CONTENTS

Core Service Standards



Airline Service Standards



PRM Service and Notification



On-time Performance



ACI Airport Service Quality Ranking



CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
Gatwick



departure lounge seating availability

Ease of finding a seat

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

| | | | |
|-------------------|-----------------------|------------------------------|----------------------------|
| NORTH TERMINAL | Target 3.80 | Average score 4.01 | August 2018 4.02 |
| SOUTH TERMINAL | Target 3.80 | Average score 3.95 | August 2018 3.94 |



airport cleanliness

Overall cleanliness of the terminal

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

| | | | |
|-------------------|-----------------------|------------------------------|----------------------------|
| NORTH TERMINAL | Target 4.00 | Average score 4.13 | August 2018 4.11 |
| SOUTH TERMINAL | Target 4.00 | Average score 4.14 | August 2018 4.15 |

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

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airport wayfinding

Ease of finding your way around our airport

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

| | | | |
|----------------|----------------|-----------------------|---------------------|
| NORTH TERMINAL | Target 4.10 | Average score 4.21 | August 2018 4.20 |
| SOUTH TERMINAL | Target 4.10 | Average score 4.26 | August 2018 4.26 |



airport flight information

Accuracy and ease of finding flight information

Results from our passenger surveys
Measured as a score from 1-5
5 = Excellent 1 = Extremely Poor

| | | | |
|----------------|----------------|-----------------------|---------------------|
| NORTH TERMINAL | Target 4.20 | Average score 4.41 | August 2018 4.40 |
| SOUTH TERMINAL | Target 4.20 | Average score 4.50 | August 2018 4.50 |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
Gatwick



waiting time at central security search

Percentage of time when passengers queued for 5 minutes or less

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

| | | | |
|----------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 95.00% | Average score 97.37% | August 2018 95.81% |
| SOUTH TERMINAL | Target 95.00% | Average score 97.77% | August 2018 96.05% |



waiting time at central security search

Percentage of time when passengers queued for 15 minutes or less

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

| | | | |
|----------------|-------------------------|--------------------------------|----------------------------|
| NORTH TERMINAL | Target 98.00% | Average score 99.94% | August 2018 100% |
| SOUTH TERMINAL | Target 98.00% | Average score 99.98% | August 2018 100% |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
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waiting time at central security search

Instance where a single queue is measured at 30 minutes or more

The waiting time is the delay imposed by the queue for security including ticket presentation and facial capture, up to the point that the passenger reaches the security roller bed.

| Terminal | Target | Average score | August 2018 |
|----------------|--------|---------------|-------------|
| NORTH TERMINAL | 0 | 0 | 0 |
| SOUTH TERMINAL | 0 | 0 | 0 |



flight connections security search

Percentage of time when passengers queued for 10 minutes or less

This measure applies to 95% of core hours.

| Terminal | Target | Average score | August 2018 |
|----------------|--------|---------------|-------------|
| NORTH TERMINAL | 95.00% | 99.80% | 100% |
| SOUTH TERMINAL | 95.00% | 98.12% | 98.69% |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
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staff security search

Percentage of time when staff
queued for 5 minutes or less

This measure applies to 95% of core hours. North Terminal Staff performance calculated as average performance of both search areas.

| | | | |
|-------------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 95.00% | Average score 99.66% | August 2018 99.95% |
| SOUTH TERMINAL | Target 95.00% | Average score 99.81% | August 2018 99.80% |



external control posts security search

Percentage of time when queue time
is 15 minutes or less

This measure applies to 95% of core hours.
Performance for the Northern Approach Gate.

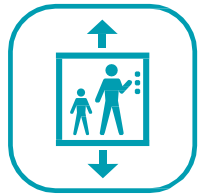
| | | | |
|------------------------------|-------------------------|--------------------------------|----------------------------|
| EXTERNAL CONTROL POSTS | Target 95.00% | Average score 99.94% | August 2018 100% |
|------------------------------|-------------------------|--------------------------------|----------------------------|

Measures defined and targets set in agreement
with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
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passenger sensitive equipment priority availability

Availability of priority equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of priority Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH
TERMINAL

Target

99.00%

Average score

99.61%

August 2018

99.71%

SOUTH
TERMINAL

Target

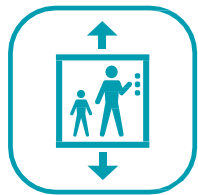
99.00%

Average score

99.58%

August 2018

99.56%



passenger sensitive equipment general availability

Availability of general equipment including lifts, escalators and passenger conveyors

This covers instances of equipment breakdown or unplanned maintenance affecting the availability of general Passenger Sensitive Equipment (PSE) during core operational hours.

NORTH
TERMINAL

Target

99.00%

Average score

99.62%

August 2018

99.67%

SOUTH
TERMINAL

Target

99.00%

Average score

99.67%

August 2018

99.70%

Measures defined and targets set in agreement with the airlines and endorsed by the CAA. Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

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baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler 25 minutes or more before the scheduled time of departure

This is a **daily** event based measure; the score shown relates to the lowest daily performance

| | | | |
|----------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 97.00% | Average score 99.85% | August 2018 99.93% |
| SOUTH TERMINAL | Target 97.00% | Average score 99.84% | August 2018 99.78% |



baggage outbound baggage process

Percentage of flights when bags are delivered to the airline ground handler 25 minutes or more before the scheduled time of departure

This is a **monthly** average measure

| | | | |
|----------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 99.00% | Average score 99.99% | August 2018 99.99% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.98% | August 2018 99.99% |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
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airfield stand availability

Percentage of time when aircraft stands are available

Stand availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

| | | | |
|-------------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 99.00% | Average score 99.80% | August 2018 99.92% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.84% | August 2018 99.99% |



airfield jetty/airbridge availability

Percentage of time when aircraft jetties (airbridges) are available for aircraft boarding/disembarking

Jetty availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00

| | | | |
|-------------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 99.00% | Average score 99.85% | August 2018 99.88% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.84% | August 2018 99.86% |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
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airfield pier service

Percentage of time when stands with pier service are available as opposed to remote stands

This measure is based on the total number of passenger movements (arrivals and departures). If a passenger is able to walk into the pier, then the stand is classed as a pier served stand.

| | | | |
|-------------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 95.00% | Average score 96.69% | August 2018 96.26% |
| SOUTH TERMINAL | Target 95.00% | Average score 97.85% | August 2018 98.36% |



airfield fixed electrical ground power

Percentage of time when fixed electrical ground power (FEGP) units are available for aircraft

FEGP availability is measured between the following agreed core hours: 00:00-11:00 and 19:00-00:00. FEGP powers aircraft when on a stand allowing engines to be turned off.

| | | | |
|-------------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 99.00% | Average score 99.89% | August 2018 99.87% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.90% | August 2018 99.88% |

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
Gatwick



inter-terminal shuttle one shuttle available

Percentage of time when one shuttle with a minimum of one car is available

Core hours vary dependent on agreed maintenance periods.

| | | | |
|----------------|-------------------------|------------------------------|----------------------------|
| INTER-TERMINAL | Target 99.00% | Average score 100% | August 2018 100% |
|----------------|-------------------------|------------------------------|----------------------------|



inter-terminal shuttle two shuttles available

Percentage of time when two shuttles with a minimum of one car each are available

Core hours vary dependent on agreed maintenance periods.

| | | | |
|----------------|-------------------------|--------------------------------|------------------------------|
| INTER-TERMINAL | Target 97.00% | Average score 99.08% | August 2018 99.55% |
|----------------|-------------------------|--------------------------------|------------------------------|

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

CORE SERVICE STANDARDS

AUGUST 2018

YOUR LONDON AIRPORT
Gatwick



arrivals baggage reclaim carousels

Availability of our baggage reclaim carousels for arriving flights

For information on the arrivals baggage performance please refer to the Airline Service Standards section of this report.

| | | | |
|-------------------|-------------------------|--------------------------------|------------------------------|
| NORTH TERMINAL | Target 99.00% | Average score 99.90% | August 2018 99.92% |
| SOUTH TERMINAL | Target 99.00% | Average score 99.86% | August 2018 99.88% |



aerodrome congestion term

An event occurs which is the responsibility of the airport or its agents which causes an impact in terms of a number of aircraft movements lost or deferred

| | | | |
|--------------------|--------------------|---------------------------|-------------------------|
| AIRPORT OVERALL | Target 0 | Average score 0 | August 2018 0 |
|--------------------|--------------------|---------------------------|-------------------------|

Measures defined and targets set in agreement with the airlines and endorsed by the CAA.
Average score measured over the last 12 months.

AIRLINE SERVICE STANDARDS

AUGUST 2018



small/medium aircraft baggage performance

Target time for small/medium aircraft – last bag delivered within 35 minutes

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.
Airlines achieving 95% or higher are considered to have met the target successfully.

| | |
|------------------------------|---|
| AIRPORT OVERALL | Flights within target time in August 2018 |
| SMALL/ MEDIUM AIRCRAFT | 92.79% |

AIRLINES 1-10 BY VOLUME OF FLIGHTS

| Airline & Handling Agent | Number of flights | Flights within target time | Airline & Handling Agent | Number of flights | Flights within target time |
|--|-------------------|----------------------------|----------------------------------|-------------------|----------------------------|
| easyJet DHL | 4,264 | 96.90% | TUI Airways AIRLINE SERVICES | 206 | 41.75% |
| British Airways GATWICK GROUND SERVICES | 1,580 | 96.46% | Aurigny AURIGNY HANDLING | 177 | 99.44% |
| Norwegian RED HANDLING | 921 | 95.11% | Aer Lingus MENZIES AVIATION | 173 | 93.06% |
| Ryanair MENZIES AVIATION | 294 | 88.78% | TAP Portugal MENZIES AVIATION | 109 | 81.65% |
| Vueling MENZIES AVIATION | 285 | 84.91% | Flybe AIRLINE SERVICES | 77 | 97.40% |

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours:

0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 14

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

AUGUST 2018



small/medium aircraft baggage performance

Target time for small/medium aircraft – last bag delivered within 35 minutes

AIRLINES 11-21 BY VOLUME OF FLIGHTS

| Airline & Handling Agent | Number of flights | Flights within target time | Airline & Handling Agent | Number of flights | Flights within target time |
|--|-------------------|----------------------------|-------------------------------------|-------------------|----------------------------|
| airBaltic AIRLINE SERVICES | 70 | 97.14% | Royal Air Maroc MENZIES AVIATION | 34 | 61.76% |
| Iberia Express MENZIES AVIATION | 62 | 70.97% | Cobalt MENZIES AVIATION | 33 | 81.82% |
| Air Europa MENZIES AVIATION | 58 | 77.59% | Air Malta AIRLINE SERVICES | 31 | 61.29% |
| Ukraine International Airlines MENZIES AVIATION | 54 | 68.52% | Rossiya Airlines DNATA | 31 | 100% |
| Enter Air AIRLINE SERVICES | 35 | 62.86% | WOW Air AIRLINE SERVICES | 20 | 90.00% |
| Turkish Airlines AIRLINE SERVICES | 35 | 42.86% | All other airlines | 136 | 66.18% |

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 15

AIRLINE SERVICE STANDARDS

AUGUST 2018



large aircraft baggage performance

Target time for large aircraft – last bag delivered within 50 minutes

Time from the 'on-chocks' time supplied by the airlines' handling agents to delivery to the baggage carousel.
Airlines achieving 95% or higher are considered to have met the target successfully.

| | |
|--------------------|---|
| AIRPORT OVERALL | Flights within target time in August 2018 |
| LARGE AIRCRAFT | 94.58% |

AIRLINES 1-10 BY VOLUME OF FLIGHTS

| Airline & Handling Agent | Number of flights | Flights within target time | Airline & Handling Agent | Number of flights | Flights within target time |
|--|-------------------|----------------------------|-----------------------------|-------------------|----------------------------|
| British Airways GATWICK GROUND SERVICES | 367 | 99.18% | WestJet AIRLINE SERVICES | 124 | 96.77% |
| Thomas Cook Airlines MENZIES AVIATION | 339 | 89.97% | Air Transat SWISSPORT | 97 | 91.75% |
| Norwegian RED HANDLING | 292 | 93.84% | Emirates DNATA | 93 | 94.62% |
| TUI Airways AIRLINE SERVICES | 256 | 92.58% | Vueling MENZIES AVIATION | 88 | 97.73% |
| Virgin Atlantic SWISSPORT | 184 | 90.76% | easyJet DHL | 73 | 98.63% |

AIRLINE SERVICE STANDARDS

YOUR LONDON AIRPORT
Gatwick

AUGUST 2018



large aircraft baggage performance

Target time for large aircraft – last bag delivered within 50 minutes

AIRLINES 11-21 BY VOLUME OF FLIGHTS

| Airline & Handling Agent | Number of flights | Flights within target time | Airline & Handling Agent | Number of flights | Flights within target time |
|--------------------------------------|-------------------|----------------------------|--------------------------------------|-------------------|----------------------------|
| Qatar Airlines SWISSPORT | 71 | 100% | Wizz Air MENZIES AVIATION | 27 | 100% |
| Turkish Airlines AIRLINE SERVICES | 66 | 89.39% | China Airlines DNATA | 22 | 100% |
| Level Airlines MENZIES AVIATION | 60 | 100% | Air China MENZIES AVIATION | 13 | 92.31% |
| WOW Air AIRLINE SERVICES | 42 | 97.62% | RwandAir AIRLINE SERVICES | 13 | 76.92% |
| Icelandair MENZIES AVIATION | 31 | 96.77% | Tianjin Airlines AIRLINE SERVICES | 7 | 85.71% |
| Cathay Pacific DNATA | 31 | 100% | All other airlines | 9 | 100% |

Measures defined and targets set in agreement with the airlines. Baggage performance is measured between the following agreed core hours: 0400-2200 from June to October for both terminals, 0500-2100 between November to June for North Terminal and 0500-2200 between November to June for South Terminal. 17

AIRLINE SERVICE STANDARDS

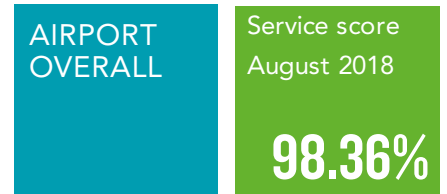
AUGUST 2018



waiting time at check-in

Percentage of time when passengers queued for 30 minutes or less

The waiting time is the delay imposed by the queue for check-in or bag drop within a defined airline check-in area, up to the point that the passenger reaches the check-in desk or bag drop desk/kiosk. Airlines achieving 95% or higher are considered to have met the target successfully.



AIRLINES 1-11 BY VOLUME OF DEPARTING PASSENGERS

| Airline/Operator | Departing Passengers | Service Score | Airline/Operator | Departing Passengers | Service Score |
|----------------------|----------------------|---------------|--------------------|----------------------|---------------|
| easyJet | 966,863 | 100% | Virgin Atlantic | 57,208 | 100% |
| British Airways | 387,626 | 97.80% | Ryanair | 53,061 | 99.87% |
| Norwegian | 299,703 | 98.90% | Emirates | 50,840 | 98.72% |
| TUI | 160,808 | 99.58% | WestJet | 28,979 | 100% |
| Thomas Cook Airlines | 119,641 | 92.57% | Qatar Airways | 16,759 | 100% |
| Vueling | 66,760 | 96.79% | All other airlines | 243,307 | 98.43% |

Measures defined and targets set in agreement with the airlines. Check-in queue performance is measured for the time in which an airline's individual check-in is open or the agreed defined time of an airline's check-in operation.

PRM STATISTICS

AUGUST 2018



Gatwick provides a range of services to passengers with reduced mobility (PRM) or who require special assistance.

For information on how to access these services please go to gatwickairport.com/prm

| | | | |
|--|------------------|-------------|-------------------------|
| Number of flights with PRM passengers met | | | 18,217 |
| Number of passengers needing special assistance met | | | 56,436 |
| Percentage of pre-notifications at least 48 hours before flight* | | | 62% |
| Number of compliments received (per 1000 PRM passengers) | 12 month average | 0.51 | August 2018 0.92 |
| | | | |
| Number of complaints received (per 1000 PRM passengers) | 12 month average | 1.17 | August 2018 1.15 |
| | | | |

* Passengers' pre-notification to their airline is required by EU regulation EC 1107/2006/. Pre-notification furthermore helps us provide a better service

PRM STATISTICS

AUGUST 2018

departing

PRE-BOOKED

| Standard* | Target | October | November | December | January | February | March |
|----------------|--------|---------|----------|----------|---------|----------|--------|
| 10 mins | 80% | 87.53% | 86.43% | 87.19% | 89.22% | - | 99.80% |
| 20 mins | 90% | 94.11% | 93.23% | 95.10% | 95.37% | - | 99.83% |
| 30 mins | 100% | 96.54% | 98.76% | 98.48% | 98.53% | - | 99.88% |

* waiting time once PRM made themselves known.

PRM STATISTICS

AUGUST 2018

YOUR LONDON AIRPORT
Gatwick

arriving

PRE-BOOKED

| Standard* | Target | October | November | December | January | February | March |
|----------------|--------|---------|----------|----------|---------|----------|--------|
| 10 mins | 80% | 95.01% | 94.93% | 93.44% | 95.53% | 58.38% | 52.45% |
| 20 mins | 90% | 97.46% | 97.42% | 96.28% | 97.52% | 65.43% | 59.32% |
| 30 mins | 100% | 98.94% | 98.92% | 98.79% | 99.07% | 77.94% | 72.63% |

NON PRE-BOOKED

| Standard* | Target | October | November | December | January | February | March |
|----------------|--------|---------|----------|----------|---------|----------|--------|
| 10 mins | 80% | 94.60% | 97.05% | 96.64% | 96.04% | 79.36% | 75.86% |
| 20 mins | 90% | 99.09% | 100% | 98.66% | 97.95% | 89.48% | 85.31% |
| 30 mins | 100% | 99.73% | 100% | 98.66% | 100% | 94.09% | 90.61% |

* time assistance available at gate from arrival on chocks.

** Please note that due to a change of systems the arrival performance data for February and March was compromised and therefore these scores do not reflect the service received by passengers.

ON-TIME PERFORMANCE

AUGUST 2018

YOUR LONDON AIRPORT
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departures on-time performance

Percentage of flights departing Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

August 2018
57.2%



arrivals on-time performance

Percentage of flights arriving at Gatwick within 16 minutes of the scheduled time

AIRPORT
OVERALL

August 2018
57.4%

ACI ASQ – HOW DO WE COMPARE?

YOUR LONDON AIRPORT
Gatwick

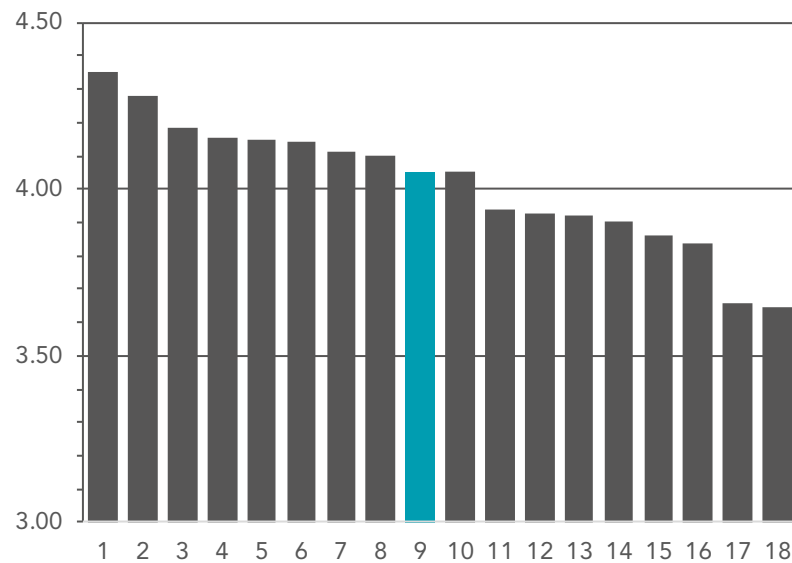
Q2 2018



Airports Council International produce a measure of overall satisfaction with the airport. It shows how we compare against a panel of 18 European competitor airports, as well as how our score (out of 5) has changed over time.



Gatwick ranked 9 out of 18 in Q2 2018



How we have performed over time

