



Welcome to Gatwick Airport

Everything you need to
know about working here

YOUR LONDON AIRPORT
Gatwick



Welcome to Gatwick Airport!

As the UK's second largest airport, serving over 45 million passengers a year, you're now part of our Gatwick Family, a diverse group of around 30,000 people that keep us operational every day of the year.

Our mission is to compete and grow to become London's airport of choice. We want to get there by setting the standard both for airport service and being a great place to work. In turn, we know that Gatwick will be known for a warm welcome, ease of use and on-time performance.

This guide is designed to give you the essential information about working at Gatwick. There is a lot to take in when you first start somewhere, so you may wish to refer back to this guide over the next few months and throughout your time with us – it's here to help you.

I hope you will enjoy working with all of us and help Gatwick to become London's airport of choice.

Stewart Wingate
CEO of London Gatwick Airport

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No matter what you are doing, we ask that there are always three things you should have in mind: the safety of yourself and others; airport security; and ensuring a great passenger experience.

Whenever your airport ID pass is displayed, passengers and your fellow airport colleagues will expect professional behaviour.

PROVIDING A GREAT PASSENGER EXPERIENCE

Treating our passengers as guests is a cornerstone of good business – and keeps them coming back to Gatwick.

If you're wearing an ID pass, uniform or a high-vis in the airport areas, you may be stopped by people needing your assistance or advice. Please do your best to point people in the right direction when they ask. Remember, they may not speak your language, so actively showing them how to get somewhere can help.

Hidden disabilities

Travelling through an airport can be stressful at the best of times, but for people with a disability, airports can pose extra challenges. In the UK, around 70% of all disabilities are invisible, and aren't obvious at first glance. These are also known as hidden disabilities.



Keep a special eye out for this green lanyard we give to passengers with hidden disabilities, as it's their way of telling us discretely that they need extra assistance. Lanyards are available from the Special Assistance desks in both terminals.

If you spot someone wearing a green lanyard, here's how you may be able to assist them:

- ▶ Ask them if and how you can help (if required).
- ▶ Allow them additional time to process information or to prepare themselves and their belongings at security.
- ▶ Understand they may need to remain with their family at all times, and must not be separated from their accompanying persons.
- ▶ Be sensitive to the fact they may react to sensory overload. Being surrounded by too much information or sounds can be overwhelming.
- ▶ Use clear verbal language as they may find it difficult to understand facial expressions and/or body language.
- ▶ Some people may prefer that you are visual with instructions to assist them through the airport.
- ▶ Be willing to explain a clear step-by-step guide on what they can expect as they travel through the airport.

You're not expected to be an airport knowledge expert, but you're likely to know more about getting around than our airport visitors. A smile and a little reassurance goes a long way!



HELPFUL TIP

Get a head start on what you might be asked on the frequently asked question (FAQ) section on our website at gatwickairport.com



SAFETY OF YOURSELF AND OTHERS

In a place that's always evolving, we can't afford to lower safety standards. We want you and your colleagues to remain safe throughout your day, which is why we have a few basic principles that apply to everyone.

- ▶ On-airport emergency services (police, fire, ambulance and first aid) will respond immediately when you dial **222** from a white internal phone or call **01293 501 222** from your phone. Please save this number in your mobile as you'll never know when you may need it!
- ▶ You can access airport emergency contacts and safety reporting on the free Gatwick Visa app available at www.gatwickvisa.com.
- ▶ Please report any equipment faults or failures to the Engineering fault line on **01293 501 111**. Calls will be logged and a fault number will be provided for reference.
- ▶ Speak to your line manager or authorised signatory about receiving the relevant training required for your role, such as annual fire training, general security awareness training (GSAT), airside driving or obtaining permits to work.
- ▶ If the maintenance or contract work you're carrying out requires a permit to work (P2W), this can be arranged through the Contractor Support Centre (CSC) on **01293 501 439**.
- ▶ If you see something unsafe or something that doesn't look quite right, report it to your line manager or use our reporting tool on the Airport Community App (learn more on the last page).
- ▶ For your own safety, please adhere to all directions, road signs and markings, whether you're driving or a pedestrian.



HELPFUL TIP

Get answers to common questions through the live operational updates on flight, road, rail and airport info from the free Gatwick Airport Community app. Details on the back page of this guide.



AIRPORT SECURITY

The terrorist threat to aviation has been at a high level for some time and looks unlikely to change in the near future. It's up to all of us to be vigilant and make it more difficult for terrorists to operate.

We are all responsible for looking out for the security of the airport, and therefore, our passengers and each other.



Should you sense a more immediate threat, please report it to our emergency line **222** from an internal phone or **01293 501 222** from your mobile.

The general rule is to be alert, not alarmed. If you see something that seems or feels suspicious and you can't contact our emergency line, report it to the national anti-terror hotline on **0800 789 321**.

If you see unattended bags

It's fairly common to see unattended luggage as passengers have so many other things in mind when they're visiting the airport. Whether it's a trolley-load of luggage or a solitary bag, it's important that we don't take any risks and ignore it as there could be something suspicious or malicious in the bag.

Here's how to respond if you spot an unattended item:

1. Look around for a sign that someone may have walked away from their possessions, and if you think you've spotted them, ask if the bag belongs to them. If so, politely remind them to stay with their belongings at all times.
2. If no one appears to claim the item, report its location and a description of it to the designated unattended bag number on **01293 50 1212** or internally on **61212**. If possible, remain a safe distance from the item and keep passengers away from it until help arrives.

If you encounter a warning of a bomb or other threat

Hopefully you won't experience this during your time at Gatwick, but if you do, the main role you have is to gather as much information as you can about the threat. Try to locate a pen and paper to record any relevant information.

The five key questions you should try to ask are:

1. **WHO** are you?
2. **WHAT** is it?
3. **WHERE** is it/will it be?
4. **WHEN** will it happen?
5. **WHY** are you doing this?



HELPFUL TIP

One great way to understand the security threats unique to our airport is to go on the Project Griffin training course that's part of a national anti-terror education programme. To learn more, please email projectgriffin@sussex.pnn.police.uk.



Your company authorised signatory is the designated person who can help you with any queries relating to your ID pass.

All airport ID pass holders are subject to the same rules and responsibilities to keep our airport safe. Your ID pass is a security pass and remains the property of Gatwick Airport Ltd, who reserve the right to remove an ID pass for misuse or when the ID pass has expired.

Passes must be displayed at chest height or using an armband when your health and safety is at risk from wearing a pass around the neck. ID passes must be displayed at all times when you are on duty.

Will my pass work straight away?

Yes, unless a pass is issued before your actual start date. Please be aware that airside passes will be temporarily stopped (referred to as “parked”) if not used airside within a 60 day period. To reactivate your pass, please speak to your authorised signatory who will complete a reinstatement form to un-park your pass.

When would I use my PIN?

You may have been given a PIN (personal identification number) if required for your job function, this is to be used in conjunction with your ID pass when you need to open certain doors around the airport. You will need to enter your PIN when a card reader message displays that a PIN is needed.

SECURITY ID PASS ZONES

The diagram opposite explains the numbers that are displayed on each ID pass, which zone they represent, and what areas you can access depending on what colour your pass is. The critical part refers to airside areas.

Area	Zones
Zone 1	Internal airside
Zone 2	Baggage reclaim halls
Zone 3	Baggage sort areas
Zone 4	Ramp
Zone 5	Aircraft and their footprints
Zone 6	All other external areas of the critical parts e.g runways, taxiways
Zone 7	All areas within the critical parts (inc Contingency access)

External & Internal Airside/All Areas

External & Internal Airside

Internal Airside

Landside Areas

Non-security restricted areas

Check and challenge

Don't be afraid to ask someone where their ID pass is if it's not being displayed. It is also OK to challenge what they're doing in secured areas if their movements look suspicious.

Changes to your access requirements

Requests for changes of access requirements should be requested by your company using a CEM access request form and this will be processed by the ID Centre once it is received.

Authorised signatories must provide written authorisation of any changes, and where a physical change is required on an ID pass, the pass holder will need an appointment booked to attend the ID Centre.

HELPFUL TIP

Everything you need to know about being an ID pass holder can be found in the Gatwick Airport Directive (GAD) entitled “ID pass holder responsibilities”, available by searching our website on www.gatwickairport.com.



Changes to your personal details

The ID Centre must be informed of any changes to an individual's pass or ID pass record, such as a change of address. Your company authorised signatory must complete a change of details form for any of the following reasons:

- ▶ Change of appearance, name or job title
- ▶ Change of home address or telephone number
- ▶ Change of ID pass colour or new zones required

Authorised signatories must provide written authorisation of any changes. Where a physical change is registered, the pass holder will need an appointment with the ID Centre.

Lost or stolen passes

The loss of an ID pass is a serious matter and must be reported immediately to the ID Centre on 0844 335 6886, or if out of hours call the Gatwick Control Centre on 01293 501636.

A replacement ID pass can be obtained only if your authorised signatory completes a lost/stolen ID pass form on MTrust. ID pass replacements do not require an appointment with the ID Centre.

Leaving us?

All airport issued ID and vehicle passes remain the property of Gatwick Airport Ltd and must be returned to the ID Centre or your authorised signatory upon completion of your role or airport responsibilities.

Access control messages

The ID Centre works closely with your company to ensure you have the access you require to carry out your role. If you encounter problems when you swipe your pass, take note of the reader number and the message which appears on the swipe reader.

Here is an explanation of what some of these messages mean:

- ▶ **WRONG ZONE** - You do not have access to this area and you need to contact your company's authorised signatory. Please make a note of the reader number to help with access requests.
- ▶ **NOT IN SYSTEM** - This may be an ID pass or reader fault.
- ▶ **READER OFFLINE** - This reader is offline and should be reported to Engineering fault line 01293 501111 or x1111.
- ▶ **PASS EXPIRING** - 60 days before your pass expires, you will hear an unusual beep when you use the readers. Your authorised signatory can assist with what you need to do.

Ops status and door hold functions

You may have been given "Ops status", which means you have the facility to hold secure doors open if required for your job function. When you swipe your ID pass you will be asked to enter your PIN, you can then select OPEN or PASS. Select OPEN if you simply need to walk through the door alone or PASS if the doors need to be held open for a limited time, such as in the case of passenger boarding.



HELPFUL TIP

Equipment or ID pass reader faults must be reported to the Engineering faults line on 01293 50 1111.

Preparing for airside security

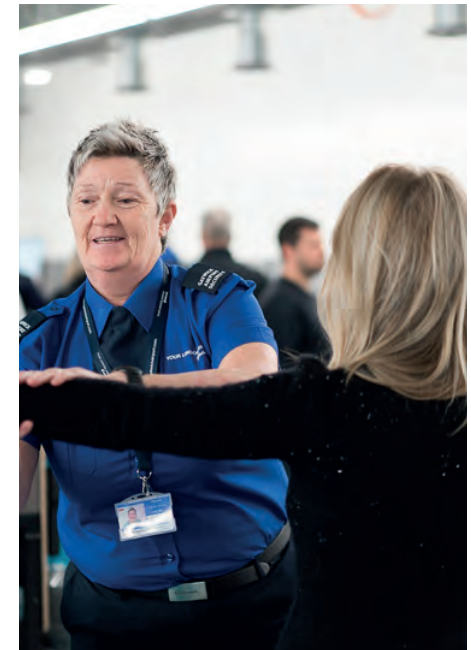
If you're heading airside for work, the same security screening rules apply to you as to passengers, each and every time you go through staff search areas. Please remember that:

- ▶ You will need to remove coats and jackets and place them in the screening tray. You may be asked to remove your shoes, boots and belt before going through the security archway.
- ▶ All large electrical and electronic items greater than A5 in size including laptops and tablets must be taken out of your bag to be x-rayed separately.
- ▶ You can bring fruit, vegetables and all solid foods airside. However, foods in sauces or with a high liquid content (such as sauces, yogurts, pastes, soups and stews) cannot come through security.
- ▶ You must have all your liquids (including creams, gels, pastes, sprays, aerosols and electronic cigarettes) or food items under 100ml or 100g in a transparent re-sealable plastic bag of 20cm x 20cm in size ready to be x-rayed separately from your bag.
- ▶ The size of container must not exceed 100ml, regardless of the amount contained inside.
- ▶ You will need to carry a registered T-pass (which stands for tools of the trade) if you plan to bring tools airside, and only the tools listed on the pass will be permitted.

Some of the items will be prohibited if they can be perceived as a weapon or threat; this is at the discretion of the security staff member(s) on duty.

If you're on a temporary escorted pass, you must display your ID at all times, and your details will be checked at security screening points. Please wear the red "Escorted" lanyard provided, unless you need to use the arm-band ID holder for health and safety reasons.

You are required to remain within a reasonable line of sight of your named escort for the duration of your visit to the airport. Escorted passes must be returned to the issuing party.



Pass uses and restrictions

WHAT YOUR PASS GIVES YOU

- ▶ Access all airport areas in which your pass is valid, as long as your visit serves a business purpose.
- ▶ Authority to check and challenge: if you spot someone in a pass-controlled area who is not displaying an ID pass, you're encouraged to ask to see their pass. If in any doubt, report it by calling Security in the Gatwick Control Centre on 01293 501 636.
- ▶ Benefits such as discounts in many of our restaurants and shops, as well as staff travel (more on that on page 15). It's always worth asking if you can get a discount at the till. Get even more deals through signing up to the free myGatwick (see helpful tip p20).
- ▶ With an airside pass, you can browse the shops and restaurants during your lunch breaks or before or after your shift, often with tax-free discounts off high street prices.



WHAT YOUR PASS IS NOT USED FOR

- ▶ Parking in the staff car parks or getting into access-controlled areas when you're not on duty.
- ▶ Tailgating – be sure to swipe your pass in and out of restricted areas where required. Do not allow people to follow closely behind you through an access point where you have swiped your ID pass and they try to follow without swiping their ID pass (known as tailgating).
- ▶ Please don't display your pass while travelling as a passenger (although you can still show it to get discounts!).



HELPFUL TIP

Through the myGatwick programme, ID pass holders can get exclusive discounts and updates on our shopping, food and beverage outlets, and subscribe to news on any sales coming up. Sign up for free at www.gatwickairport.com/mygatwick/staff.



STAFF TRAVEL OPTIONS AND DISCOUNTS

As someone who works at Gatwick, you can benefit from a variety of exclusive discounts with nearby travel providers. If you have any queries about your commute to work, please email the team at staff.travel@gatwickairport.com. Please note that intentional failure to pay correct fares on public transport can be grounds to revoke your airport ID.



Up to 30 local Metrobus services stop at Gatwick every hour, with many services running 24/7 and with free Wi-Fi. A Gatwick Travelcard provides unlimited travel on most local bus routes with close to 40% off standard ticket prices. Search 'Gatwick staff' on Metrobus.co.uk to learn more.

A new dedicated Gatwick-Brighton staff minibus service now offers heavily discounted fares 24 hours a day. Learn more on Crewflyer.com.



Over 900 trains a day connect Gatwick to locations throughout the region, and our station is now Oyster and contactless-ready for travel to and from London.

You can purchase a staff discount card worth 25% off your fares within the Southeast on Thameslink, Southern, Gatwick Express and Great Western Railway services within the travel area. The card costs £105 for a full year, or £29 quarterly. Full T&Cs for the discount card are available on the Southern website, if you search 'Gatwick staff discount'.



Employees at Gatwick can save up to 30% on National Express services by purchasing an Airport Coach Card for just £5 for the year. Other tickets, such as 'Multiride' and Season Tickets offer substantial savings on coach travel. Take your airport ID pass to any airport National Express ticket desk to start saving.



Cycle racks and shower facilities are provided in areas all around the airport. A secure locker facility is also available in the South Terminal for the exclusive use of cyclists riding into work.

Learn more by e-mailing your contact details to staff.travel@gatwickairport.com.



A range of staff parking spaces are available across the airport for staff parking whilst on duty. Some locations have a free bus service which will take you to the airport terminal. Your authorised signatory can request a space for you from staffparking@gatwickairport.com.

Staff car park users are asked to display a sticker inside the windscreen, which can help us identify you if your car has been damaged or if you've left your windows open on a rainy day! Just ask a member of the ID Centre for a free car sticker.

If you run into car trouble or have an accident in the staff car park, call the helpline on **0800 678 3353**. Please share feedback on staff bus services to customer.services@gatwickairport.com.

You could lose your staff parking privilege if you are found to use your space for holiday car parking.

HELPFUL TIP

You (and your friends and family) can book our South Terminal Valet car park service for £25 up to 48 hours before you'd like to use the service, which offers premium parking and a full clean of your car. Visit bookings.gatwickairport.com and enter the discount code GALVCC into the promo box.




Useful phone numbers



Here's who can help when you, a colleague or a passenger has a problem. All numbers are 24 hours a day unless specified. For any internal extensions - dial 6 ahead of the last four digits except where designated below with an asterisk (*).

Airport emergency services*	01293 501 222 is a direct line for on-airport police, fire, ambulance or first aid also available by dialling x222 on an internal phone
Engineering faults*	01293 50 1111 or x1111 is the number for reporting any equipment faults such as heating, cooling, plumbing, electrical, lifts/escalators, etc.
Airside Operations	01293 50 3090 or x63090
Anti-terror hotline	0800 789 321
Contractor Support Centre (CSC)	01293 50 1439 or x61439. Used for applying for work permits and managing contractors on Gatwick sites
Gatwick IT	01293 50 5552 or x65552. To report any IT faults (including flight information display screens)
ID Centre enquiries	0844 335 6886 during office hours; otherwise, call 0129350 1636

Lost property	01293 50 3162 or x63162
Special assistance service desk	Ring South Terminal landside team on 01293 507618 (or x67618) or North Terminal landside on 01293 502007 (or x62007) if you encounter a passenger needing special assistance to get around
Public address calls	01293 50 8656 or x68656
Report spills	Terminal: 01293 50 3455 or x63455 Airfield: 01293 50 3090 or x63090
TravelCare	01293 50 4283 or x64283. Gatwick's on-airport charity for passengers in need, open during office hours.
Multi-faith chaplain	01293 50 3857 or x63857
Unattended bags or items	01293 50 1212 or x61212, giving location and a description of the suspect package or item that no one is claiming. Remain a safe distance from the item and keep passengers away from it until help arrives.

For a handy list of useful contacts you can ring directly from your mobile, download the Airport Community app, available as a free download to your Android, Windows or Apple device. Further details are on the back page. 

Becoming part of it all



You're part of something special at Gatwick, and here are just some of the reasons.

Being a part of the Gatwick community doesn't have to stop when you leave the airport. There are plenty of ways for you to get involved with the work we do on and off the airport to build our community links.

Airmail

We send out a quarterly newsletter to anyone who's interested in hearing what we're up to in the community. Sign up on our website by searching 'Airmail' on gatwickairport.com.

Gatwick Greenspace Partnership (GGP) – working with the Sussex Wildlife Trust

Volunteers are always welcome to help support the biodiversity and conservation activities around our airport sites like we've done since 1994. To learn more, phone the team on [01293 550730](tel:01293550730).

Read more about our award-winning biodiversity programme at <http://biodiversitygatwick.blogspot.co.uk>.

TravelCare

Our on-site charity located in the South Terminal helps passengers who find themselves in troubling circumstances. Join our team of 100% volunteers who help to look after them by e-mailing travel.care@gatwickairport.com.



950 aircraft movements on a single day in September 2017.



Direct connections to over **129** other rail stations.



We've achieved the **WILDLIFE TRUST'S BIODIVERSITY BENCHMARK AWARD** every year since 2014.



£1.6BILLION generated for the UK economy.



GATWICK'S PIER 6 BRIDGE is the world's longest passenger air bridge.




Gatwick connects to **MORE DESTINATIONS** than any other UK airport.



SELF-SERVICE check in zone in the North Terminal opened in 2016 as the world's biggest.



WASTE PROCESSING FACILITY uses waste biofuels to power itself and has the potential to heat the North Terminal!



10 We've reduced our overall environmental footprint in spite of increasing passenger figures.



TRIPLE ACCREDITATION from the Carbon Trust Standard for reducing carbon emissions, water use and for improving waste management.



WHAT DO ALL THESE ACRONYMS MEAN?

Here are the most commonly-used terms at Gatwick. A more extensive list is available from the free Airport Community App (download instructions are on the back page).

Term Definition

ADP	Airside driving permit
AFS	Airport Fire Service
AGL	Aeronautical ground lighting
AOB	Airside Operations Building
AOL	Airside operator's licence (airside driving licence)
AOR	Airport operational readiness - when projects are tested before they go live
ATC	Air Traffic Control
CAA	Civil Aviation Authority - UK's specialist aviation regulator
CP	Critical part - any airside areas
CRC	Criminal Records Check- a basic disclosure certificate is required for full airside passes
CTC	Counter Terrorist Check
CSC	Contractor Support Centre – the office which coordinates third parties and permits to work
CSA	Central search area - secure zone which is used to process passengers from landside to airside
CSS	Core service standards – the minimum levels of service and quality we are required to offer our passengers and airlines
DfT	Department for Transport

EHS	Environment, Health and Safety
FCC	Flight Connections
FOD	Foreign object debris – any item or substance which could potentially cause damage to aircraft
FIDS	Flight Information Display System
GAD	Gatwick Airport Directive – mandatory airport directive
GAN	Gatwick Airport Notice – airport notice
GCC	Gatwick Control Centre - the team that monitors and coordinates Gatwick operations
GHA	Ground handling agent
GSAT	General security awareness training
IBB	In-bound baggage (alias baggage reclaim)
IDC	ID Centre
IDL	International Departure Lounge
MOC	Management of Change – A process designed to manage any amendments to airport areas, services or schedules that might impact stable operations
NT	North Terminal
OTD	On-time departures – an aircraft is considered on time if it leaves the stand under 16 minutes from its scheduled time
OTP	On-time performance – measuring whether an aircraft turn operates to its schedule
PAG	Passenger Advisory Group
PAX	Short-form name for passengers
PRM	Passengers with reduced mobility
SEGS	Stand Entry Guidance System
ST	South Terminal
TBF	Transfer Baggage Facility

The airport community app

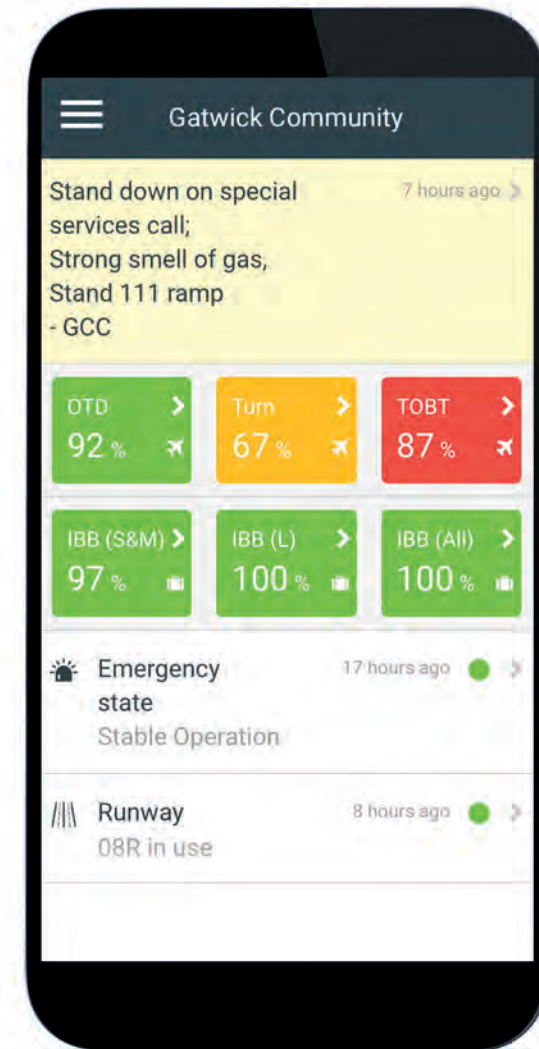
THE AIRPORT COMMUNITY APP

This app is the go-to tool for knowing what's happening at Gatwick. It's available to everyone who works here as a free download for Apple, Android and Windows devices.

With new features coming all the time, the app features a wealth of operational information including:

- ▶ Airport status including disruption, runway state, weather and travel updates
- ▶ Extensive airport contacts list
- ▶ Searchable, detailed live flight information with full turn timeline
- ▶ Hourly arriving and departing passenger numbers
- ▶ Real time flight and turn performance with league tables
- ▶ Safety reporting tool
- ▶ Status of staff security entrances
- ▶ Jargon buster with all Gatwick codes and acronyms
- ▶ Subscribe to a flight to be notified of updates
- ▶ Information on cancelled or delayed flights
- ▶ Get exclusive staff discounts and offers using the built-in myGatwick portal

You can customise alerts so that you are only notified when you choose to be. To download: Search for 'Airport Community' in your device app store and register using your work e-mail address. If you don't have one, please ask your manager for the special company PIN. To enable this feature on the app, have your manager e-mail CommunityApp@gatwickairport.com.



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