

Performance Summary 2023



LONDON GATWICK

POWERED BY VINCI AIRPORTS  GLOBAL INFRASTRUCTURE PARTNERS 

About this report

This is our annual Decade of Change Performance Summary for 2023 providing an overview of our sustainability activity and performance. It is published on our website at: www.gatwickairport.com/company/sustainability.html



Introduction

London Gatwick is committed to building a sustainable future for both the airport and the local communities that surround it, including by sharing the benefits of growth. As such, sustainability is an important and continually evolving focus of our work and 2023 was an exciting year in this respect.

I was proud to announce a £250 million investment to accelerate our Net Zero (scopes 1&2) target by ten years. This major initiative will see us replace all gas boilers and switch to an all-electric vehicle fleet – among other measures – in just a few years.

We also achieved Level 4+, 'Transition', of the internationally recognised Airport Carbon Accreditation scheme in 2023. To achieve this, we were required to set out our commitment, detailed targets and action plans to reduce emissions. This included our plan to drive third parties on the airport campus, including airlines, to reduce their emissions in line with global climate goals. We've already made good progress by working with our partners to introduce a fleet of hydrogen buses running on local routes, welcoming the opening of a fully redeveloped rail station and opening Europe's first airport EV charging forecourt.

Another milestone on our carbon reduction journey is that this report contains our first full Scope 3 Greenhouse Gas assessment for categories we have data for. We will improve this process further but more accurately measuring our Scope 3 footprint is the important first step to reducing those emissions. Further details are in the annual carbon footprint report.

We also strengthened our ten Decade of Change goals with ten roadmaps. These clearly define our ambition and set out Key Performance Indicators (KPIs) for each goal. This 2023 performance report tracks our progress against these KPIs, as well as the indicators we reported in 2022. These KPIs will be used to determine whether we have met the goals set out in our Decade of Change policy in 2030.

For the first time, we also conducted Value2Society analysis. This uses accepted financial accounting structures to measure the company's performance against our Decade of Change programme, translating this into monetary value terms. I'm pleased to say that in 2023, direct operations from our Decade of Change programme generated a net positive impact – or value to society – equal to £31 million. Over the last three years, the programme is shown to have provided £75 million in net positive value. More detail on this can be found below.

Stewart Wingate
Chief Executive Officer

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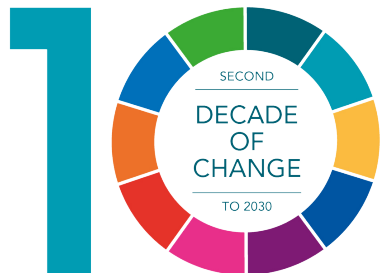
Our Second Decade of Change

In June 2021, we published our second Decade of Change sustainability policy, which looks ahead to the end of 2030. The policy is made up of 10 goals that sit across three key themes: People and Communities, Net Zero, and Local Environment.

The 2030 goals take into account local and national sustainability priorities and enable Gatwick to play its part in national and international action to deliver on the Paris Agreement to limit climate change. They also align with several of the United Nations Sustainable Development Goals (SDGs) which will be marked clearly throughout the report.

Our Decade of Change supports the global environmental action plans of our shareholders VINCI Airports and Global Infrastructure Partners (GIP).

More information on our second Decade of Change sustainability policy, roadmaps and how our goals align to the SDGs are available on our website at: www.gatwickairport.com/sustainability



Governance

Our approach to sustainability covers the entire business and is integrated into the business plan. We have two core governance forums to support the delivery of our Decade of Change goals:

- Capital, Environment and Sustainability Committee (CESC): Our Board has a dedicated sub-committee which discusses sustainability issues monthly. Membership of the subcommittee includes Board members and advisors, along with the Chief Executive Officer and Chief Financial Officer.
- Decade of Change and Sustainability Steering Group: Provides leadership and direction for sustainability across Gatwick. It includes members of the Executive management team and senior departmental leaders as well as the owners of the three Decade of Change themes.

Supporting the United Nations Sustainable Development Goals

The United Nations Sustainable Development Goals (SDGs) comprise 17 goals for 2030 to address the shared global challenges of poverty, inequality, climate change, protecting the natural environment, prosperity, peace and justice. Our Decade of Change goals align with several of the SDG goals and targets. By meeting our goals, we play our part in the UK's contribution to the SDGs. For further information on how our Decade of Change goals align to the SDGs, visit our Decade of Change to 2030 Sustainability Policy: www.gatwickairport.com/company/sustainability/our-policy.html



2023 in numbers



40.9
million passengers



2,463
Gatwick Airport
Limited (GAL)
employees



253,101
Commercial passenger air
traffic movements



60
onsite volunteering
days completed



68
Local events
supported

£93.9m
Spend in the
local & regional
supply chain



£136m
Direct and upstream
net impact
(Value2Society™)



100%
renewable electricity
used to run the airport



59.03%
of airport waste Reused or Recycled



72%
flights by the cleanest
aircraft ICAO CAEP 8
standard



67.27%
Cumulative scope 1 &
2 emissions reduction
versus 1990 baseline



Zero
untreated waste to landfill



17.5
Biodiversity surveys
conducted

Calendar year ending 31st December 2023. All core Noise, Air Quality and Water Quality monitoring continued throughout 2023. Note that throughout this report, Gatwick or GAL refers to Gatwick Airport Limited.

Awards & Certifications

Airport Carbon Accreditation Level 4+ 'Transition'

In 2023, we reached a significant milestone on the journey to meeting our net zero ambitions: reaching Airport Carbon Accreditation Level 4+ 'Transition'. It is the only institutionally endorsed, global carbon management certification programme for airports, and highlights our commitment and progress thus far in reducing our carbon emissions.

CAPA - Centre for Aviation: Large Airport of the Year

During CAPA's World Aviation Summit & Awards for Excellence 2023, we were awarded Large Airport of the Year, a recognition of our recovery post-pandemic and innovative plans as we work towards sustainable growth.

ISO 14001 & ISO 45001

Continued certification in ISO 14001:2015 Environmental Management Systems and ISO 45001:2018 Occupational Health and Safety Management

RoSPA Presidents Award: Gold Award

For the 11th consecutive year, we were recognised at the Royal Society for the Prevention of Accidents (RoSPA) President's Award for our high standards in Health, Safety and Environment.

Wildlife Trust: Biodiversity Benchmark

We have been accredited by the Wildlife Trusts with its Biodiversity Benchmark since 2014, with Biodiversity forming a significant part of our Local Environment theme.

ACI Europe: Eco-Innovation Award

In June 2023, we received the Eco-Innovation award at ACI Europe's Best Airport Awards for our sector-leading approach to protecting and enhancing biodiversity and habitats at Gatwick.

EcoVadis - 'Good'

In 2023, we put EcoVadis (the global CSR rating for measuring sustainability performance) in place for our supply chain to better understand sustainability performance and manage risk.

For the first time we also reported into EcoVadis, scoring 57/100. Our overall score put us in the 'Good' category - we have identified areas in which we can improve and look to action these in 2024.



Turning Policy into Action

Our Decade of Change Roadmaps, published in 2023, form part of a wider strategic and implementation plan for the delivery of our Decade of Change sustainability policy, as illustrated below. The roadmaps set out distinct Key Performance Indicators (KPIs) for each Decade of Change goal, which will be used to determine whether we have met our goals in 2030. As the first performance report since their publication, this 2023 report reflects the KPIs set out in the roadmaps, as well as the additional indicators as regularly reported. For some of the KPIs, data collection began once they had been defined. Consequently, some data will only be available from 2023 onwards, which means some KPIs will have no data for 2021 and 2022.

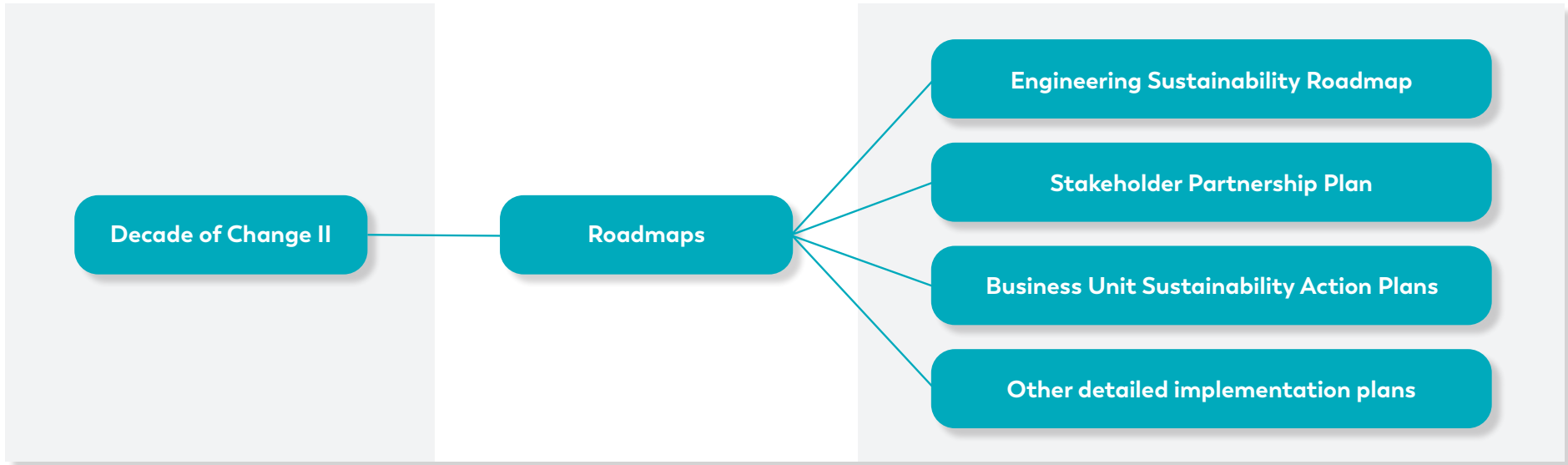
Each goal page in this performance report shows the 2023 progress made against each KPI set out in the roadmaps, and where available, any previous year's performance for the Second Decade of Change (2021 and 2022). The KPIs on pages 12 – 35 have been verified by third-parties, and the Assurance Statements can be found on pages 58 – 63.

Both our Sustainability Policy and Roadmaps can be found on www.gatwickairport.com/company/sustainability.html



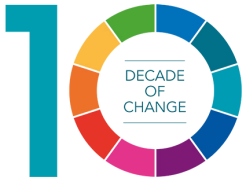
Strategy

Implementation



Our sustainability journey so far

This timeline shows some of Gatwick's sustainability achievements so far over our first and second Decade of Change.



2010

First Decade of Change sustainability policy was released



2013

Moved to 100% renewable electricity to run the airport, certified with Renewable Energy Guarantee of Origin



2014

Achieved Biodiversity Benchmark Accreditation (and has unprecedentedly been achieved every year since)



2016/2017

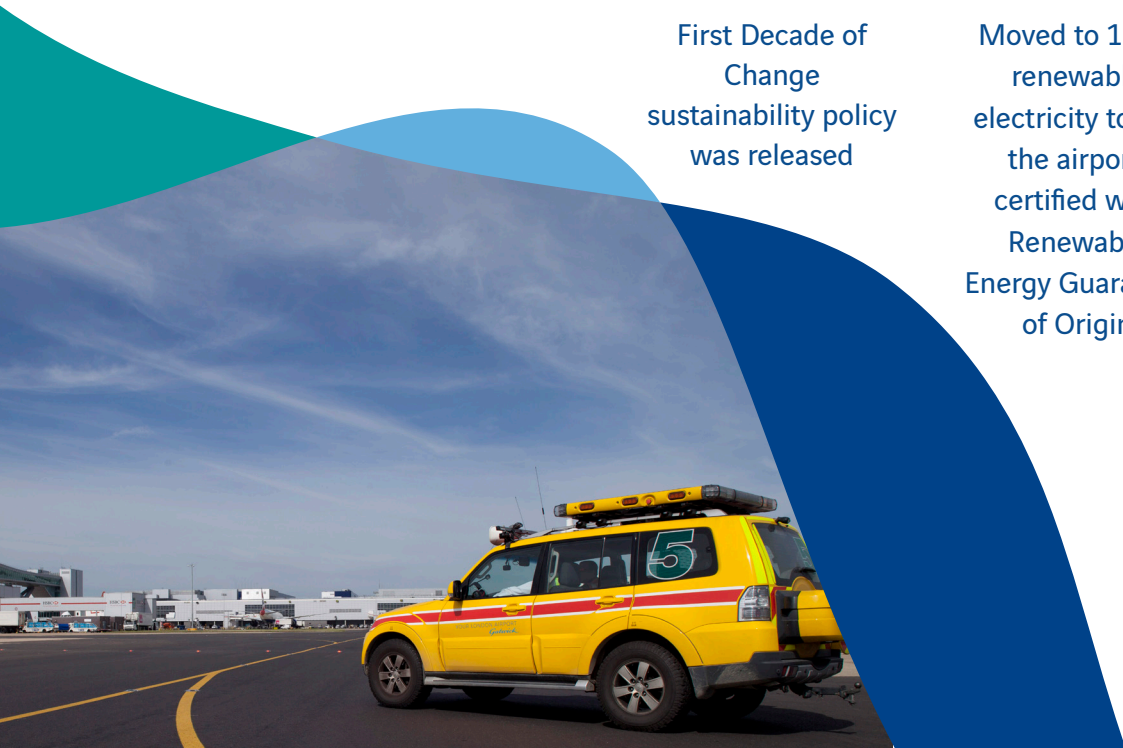
Achieved Airport Carbon Accreditation at Level 3+ 'Neutrality'



2019

Launched Noise and Track Keeping System

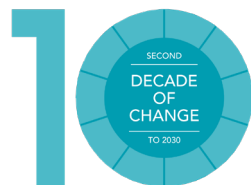
Completed an upgrade to improve access between the local bus network, the terminals and train station





2020

54% reduction in Scope 1 and 2 emissions by the end of the first Decade of Change on our 1990 baseline



2021

Published the first Gatwick Economic Value report

Launched our Second Decade of Change Sustainability policy



2022

Inaugural Economic Summit

Launched our Airport Surface Access Strategy (ASAS) at the Annual Transport Forum



2023

Accelerated our commitment to be a net zero airport (Scope 1 and 2) by 2030, ten years ahead of our previous target

Achieved Airport Carbon Accreditation at Level 4+ 'Transition'



People and Communities





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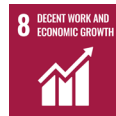
Local Economy

Our goal: Be a partner and advocate for a thriving resilient economy and contribute to local and regional workforce skills partnerships and initiatives.

New Partnership with mnAi

In October, we announced a new partnership with data, insight and analytics platform mnAi, whose headquarters are at The Beehive in City Place, Crawley. The new partnership with mnAi is not only in line with, but supports the delivery of, our procurement policy, which states all Procurement-led requests for proposals and quotes (RFPs) will include a minimum of one local or regional supplier, where suitable businesses exist.

Using a new AI tool and extensive data sets, the platform will enable the airport to identify local and regional businesses to supply goods and services. Local and regional are defined using the 12 postcode areas set out in the Second Decade of Change roadmaps. mnAi's data provides increased transparency of supply chains, with unparalleled insights and actionable intelligence.



Our progress during 2023:

- £ Spent £93.9m with local¹ and regional² suppliers in 2023, of which £41.8m was specifically with local suppliers.
- £ Hosted the second London Gatwick Economic Summit to bring together over 150 leaders from across the region to discuss driving long-term sustainable local economic growth and future inward investment.
- £ Announced that London Gatwick will support an Invest Gatwick Diamond delegation at the UK Real Estate Investment and Infrastructure Forum 2024 in Leeds, showcasing the region's investment potential.
- £ Commenced our role as Industry Partner of Sussex & Surrey Institute of Technology (IoT), with IT Director Nick Batchelor on the Strategic Consortium Panel.
- £ Completed analysis of the economic impact of the airport in 2023. This demonstrated a positive impact on the local economy, supporting 56,570 jobs and £4.1bn Gross Value Added across the Six Authorities region.
- £ Recruited 4 new engineering apprentices in 2023 and expanded the programme to include 3 new apprenticeships in Cyber Security (studying at the Sussex & Surrey IoT), IT and Corporate Affairs.
- £ Began our first graduate programme since the pandemic. The 7 graduates (from establishments including University of Sussex and University of Surrey) will work across IT, HR, Security, Operational Planning, Construction, Commercial and Corporate Affairs.

¹RH postcode area

²RH, BN, CR, KT, TN, GU, PO, SM, ME, CT, BR and DA postcode areas

Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
£ Local Economy				
% Local Spend*	15.00%	18.00%	10.02%	On Track
% Regional Spend*	26.00%	29.00%	22.52%	On Track
Cumulative specialist hours contributed**	-	-	14.5 hours	Ahead
% Local GAL employees	59.20%	59.70%	58.51%	On Track

* Across the second Decade of Change period to date (2021-2023), 25% of our total spend has been with local and regional suppliers, and 13% specifically with local suppliers.

**This new KPI established in 2023 includes specialist voluntary hours contributed through Gatwick’s role as an Industry Partner for the new Sussex & Surrey Institute of Technology (IoT). Curriculum delivery for the IoT commenced in September 2023.



“As an economic anchor, the airport plays a key role in supporting the Local Economy. I engage with a range of economic and business stakeholders from across the region to explore opportunities for London Gatwick to maximise its local economic impact” - **Richard Lennard, Economic Partnerships Manager**



Opportunity & Accessibility







Our goal: To Increase workforce diversity through recruitment, training and retention practices and partnerships; and ensure accessibility and opportunity for disabled colleagues and passengers.

The Independent Gatwick Accessibility Panel and our Business Resource Groups

Established in 2019, the Independent Gatwick Accessibility Panel is formed of experts in disability in travel and oversees the performance of our Special Assistance service and Accessibility Strategy. The panel has reached new heights in 2023, recruiting three new members and getting involved in some of our major projects such as terminal refurbishments.

Our Business Resource Groups (BRGs), though very new, have been developing very meaningful work. Equal Plane, our gender BRG, has been working on menopause support, with a peer support group, webinars and other resources. REACH (Race Ethnicity and Cultural Heritage) organised the celebrations for Black History Month and, among other initiatives, delivered an impactful awareness session at our Leadership Conference in October. Able2, our BRG supporting disabled colleagues, organised Disability History Month with the highlight being a very insightful day-long event about mental health and neurodiversity. Gatwick Pride, inceptioned in 2023, supported the local LGBTQIA+ Network in their Crawley Pride event in August. We will keep developing the work stated in both our DE&I strategy and our Accessibility strategy.

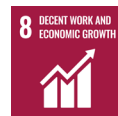
Our progress during 2023:

-  Launched our Diversity, Equality and Inclusion (DE&I) strategy.
-  Partnered with AccessAble to audit the accessibility of our terminals and produce detailed access guides for our passengers.
-  Developed a training program for London Gatwick staff focusing on disability equality and accessibility, due to be launched in 2024.
-  Expanded the Independent Gatwick Accessibility Panel - welcoming three new members focusing on hidden disabilities and deafness.
-  Created a new Business Resource Group for the LGBTQ+ community, Gatwick Pride.
-  Established partnerships with the Business Disability Forum and Stonewall to embed best practice.



“My role supports the fantastic work of our colleagues and partners in making London Gatwick a more accessible and inclusive place, which is at the heart of our mission to be the airport for everyone”

Anna-Ruth Cockerham
(Accessibility Manager)



Decade of Change Roadmap Key Performance Indicators

CAA Annual Accessibility Review:

✓ **Very Good**

(latest report: CAA Airport accessibility report – 2022/23)



	2021	2022	2023	Status
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Opportunity & Accessibility

% Women in leadership	29.00%	32.00%	34.04%	On Track
% Ethnic minorities in leadership	8.00%	9.00%	10.64%	On Track

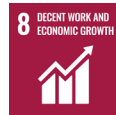
GAL staff with up-to-date training in disability equality and accessibility	Development of the diversity equality and accessibility training took place in 2023 with an aim to begin the roll out in 2024.	Behind
On airport staff with up-to-date training in disability equality and accessibility	Development of the diversity equality and accessibility training took place in 2023 with an aim to begin the roll out in 2024.	Behind



Workplace Safety

Our goal: Be a leading airport for the safety, health and wellbeing of our workforce and passengers, striving to learn and continually improve.

In 2023, we progressed our Health, Safety and Environment strategy designed to deliver projects improve the employee experience. The strategy is primarily focused on enhancing our health and wellbeing culture, which is the driving force behind good safety performance. We continue to work to enable employees to feel their best.



Our progress during 2023:


-  Recognised for the 11th consecutive year by the Royal Society for the Prevention of Accidents (RoSPA) President's Award for our high standards of Health, Safety and Environment.
-  As part of our Safety Vision, we have:
 - Focussed on reviewing and updating our policies and procedures moving away from the traditional compliance-based approach to a new risk-based approach in line with the international standard ISO 45001.
 - Driven down accident severity through the proactive analysis of our health and safety data.
-  Worked with our Mental Health and Wellbeing partners to raise awareness of our individual Health and Wellbeing, providing workshops, webinars and supporting information for our staff and third parties.
-  Participated, with many of our airport partners, in VINCI Health and Safety Week. Over 40 events took place at the airport during the week, promoting Gatwick's key philosophy of "Together We Care".
-  Hosted a Safety event for a group of international airports showcasing our Safety Vision.



"I oversee a team of Occupational Health professionals as well as a team of Fire, Safety and Environment/Biodiversity subject matter experts, who continuously strive to make Gatwick a leading airport in health, safety and well-being performance"
- Julie Medina – Head of HSE

Decade of Change Roadmap Key Performance Indicators

2021	2022	2023	Status
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 Workplace Safety				
Use of self-service health and wellbeing tools normalised by GAL staffing levels*	-	-	10.4%	On Track
Business Units with an effective Safety Management System	Following the determination and publication of this KPI in 2023, measurement will commence in 2024.			
Proportions of passenger experience projects that include Human Factors review	Following the determination and publication of this KPI in 2023, methodology for reporting to be finalised in 2024.			

*For this KPI, data collection began once it had been defined in 2023. Consequently, there is no data for 2021 and 2022.



Local Communities

Our goal: Invest resources in programmes and partnerships for those communities most affected by Gatwick’s operations.

Inspiring Local Children and Students

It has been an exciting year for our education outreach, with over 98,000 student encounters over a wide range of programmes and events designed to inspire and educate. In October we opened the doors to a brand-new STEM (Science Technology Engineering and Maths) centre, a bespoke, hands-on space to engage and teach school children across the region about STEM and aviation. With skills in STEM critical to hundreds of career options available at the airport, we hope to inspire more students to invest their careers and futures at London Gatwick. The centre will provide a unique opportunity to learn and explore careers in STEM with an array of fun activities on offer.



Our progress during 2023:

- Community groups across Sussex, Surrey and Kent have benefited from a financial boost with grants from the relaunched Gatwick Foundation Fund. A total of 57 good causes shared £300,000, benefitting nearly 35,000 people.
- Hosted the TeenTech Festival Sussex Live Event Brighton, engaging 1,000 secondary students and offering a full day of interactive learning and STEM-related activities. Teams from Engineering and Cyber-Security, together with additional colleagues serving as ambassadors, played pivotal roles in highlighting some of the airport’s innovation projects.
- Collaborated with Speakers for Schools to deliver Virtual Discovery Workshops focusing on cyber security and sustainability. These workshops reached over 1,000 students from schools and colleges across Sussex, Surrey, and West Kent.
- Proceeds from our initiative for staff to buy restored company laptops raised nearly £30,000 for two of our charity partners.



“Building thriving and sustainable communities lies at the heart of our People and Communities pillar of our Decade of Change. My role connects us with our local communities to do just that, from engagement across the region through to supporting local causes, raising aspirations, and building local careers” - **Melanie Wrightson, Stakeholder Engagement Manager**

Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
Local Communities				
Investment in community funds (£k)	£236,00	£50,000	£509,997	On Track
Student encounters	48,943	91,066	98,229	On Track
Funds raised for charity partners (£k)*	£42,960	£142,976	£211,104	On Track

* Charity partners: Surrey and Sussex Healthcare NHS Trust, Air Ambulance Kent Surrey Sussex and Gatwick Travel Care plus funds raised for the Poppy Appeal



Noise

Our goal: Limit and where possible reduce the airport’s impact on local communities by working with partners and stakeholders to create the most noise efficient operation possible.

The Airline Noise Performance Table










The Airline Noise Performance Table has been reported in the Airspace Office Quarterly Reports since Q4 2020. During 2023, the table was reviewed and now features as an interactive dashboard on the GAL website: <https://www.gatwickairport.com/company/reports/noise-reports.html>. This allows airlines and the public to view our airline performance and highlight specific airlines on the table. The data can be filtered to airline, time period or runway direction. The new format has allowed us to introduce two further dashboards which specifically focus on Continuous Descent Approach (CDA) and track keeping. We are pleased to present a more interactive version of our Airline Noise Performance Table which allows us to focus on continuous improvement by targeting airlines for engagement with performance levels that merit closer attention. The new table is proving to be very effective for with communicating with our airlines and improving the noise environment.

Airline Noise Performance Table

Name	Airline code	Final rank	Number of operations	QC/seat	Rank QC/seat	CDA achievement	Rank CDA	TK achievement	Rank TK
EasyJet	EZY	8	113441	0.00170	5	92.19%	5	99.72%	6
British Airways	BAW	22	20981	0.00265	22	87.44%	10	99.66%	10
TUI Airways	TOM	19	13345	0.00224	14	87.57%	8	99.66%	11
Vueling	VLG	16	13108	0.00188	9	87.14%	11	99.59%	12
Norwegian	DY	21	9716	0.00266	26	80.35%	7	99.69%	8
Ryanair	RFR	1	7266	0.00257	20	80.46%	1	99.02%	2
WizzAir Hungary	WZZ	25	5599	0.00167	4	83.48%	25	99.47%	16
WizzAir UK	WUK	20	4353	0.00157	3	84.09%	13	99.32%	18
Aurigny	AUR	7	3702	0.00229	17	96.76%	2	99.66%	9
Aer Lingus	EIN	18	3530	0.00216	11	83.34%	14	99.71%	7
Turkish Airlines	THY	23	2452	0.00215	10	86.38%	12	99.54%	14
TAP Portugal	TAP	17	2320	0.00217	13	78.62%	18	99.74%	5
Emirates	UAE	3	1492	0.00249	19	78.28%	19	100.00%	1
Air Europa	AEA	5	1458	0.00344	25	69.82%	21	100.00%	1
Air Baltic	BTI	2	1438	0.00130	2	82.20%	15	100.00%	1
Eastern Airways	EZE	24	1379	0.00179	7	65.22%	24	99.56%	13
Air Transat	TSC	4	1230	0.00226	16	87.48%	9	100.00%	1
WestJet	WJA	26	1176	0.00191	9	76.19%	20	99.38%	17
JetBlue	JBU	13	1144	0.00225	15	69.76%	22	99.81%	3



Our progress during 2023:

-  Continued to comply with noise abatement procedures.
-  Continued to promote the increase in aircraft movements in Chapter 14 which was 63% during 2023.
-  Maintained track keeping conformance at 91.17% during 2023. The conformance has declined from the previous year due to an amendment to the Noise Preferential Route for 26LAM/Route 4, as instructed by the Department for Transport (DfT). This has only changed the position of the monitoring corridor in the NTK system, the tracks over the ground have not been altered.
-  Reducing the number of late running aircraft operating after 11:30pm to 5,528. This does not include early morning arrivals.
-  Continued to provide fixed electrical ground power (FEGP) which was maintained at 99.9% during 2023.
-  Progressed London Gatwick’s airspace modernisation project which aims to deliver safety, environmental (including noise) and efficiency benefits through a complete re-design of the network of arrival and departure routes that serve London Gatwick.
-  Continued to engage with our stakeholders to reduce noise. During 2023 this included holding:
 - 12 Noise Management Board (NMB) meetings
 - 1 Airspace and Noise Public Meeting
 - 5 Noise and Track Monitoring Advisory Group meetings
 - 1 Gatwick Noise Monitoring Group meeting (December meeting postponed).
 - 21 Airline engagement sessions with a focus on noise & safety
-  Continued engagement with Sustainable Aviation and the London Gatwick Flight Operations Performance and Safety Committee, ensuring the development of best practice by airline operators using Gatwick.
-  Introduced the Low Noise Arrival Metric (LNAM) as of September 2023, we are now in a shadow period of 12-24 months to review the metric and will present the data quarterly to the LNAM sub-group.

Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
Noise				
Continuous Descent Operation*	90.89%	88.61%	88.83%	On Track
Track Keeping Violations**	98.20%	97.36%	91.17%***	On Track

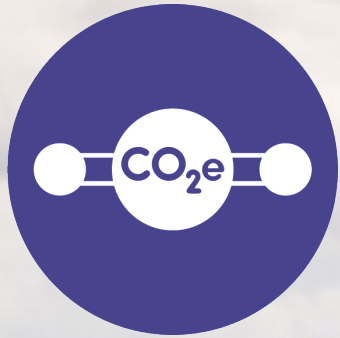
*Conformity with annual Continuous Descent Operations for arriving aircraft.

**Conformity with annual Noise Preferential Route track keeping for departing aircraft.

***On the 1st April 2023, the Noise Conformance Monitoring Swathe on the D26LAM (Route 4) was amended as per the request of the Department for Transport (DFT), which effected the Track Keeping Conformance. This did not change tracks over the ground.



"I have worked for London Gatwick for over 8 years and currently I oversee the work of the Airspace Office and manage the Noise & Track Keeping system for the airport. My team reports on a range of noise abatement metrics and meet regularly with our airlines to drive continuous improvement. I also chair the airport's Noise and Track Monitoring Advisory Group (NaTMAG)"
 - **Kimberley Heather, Airspace & Noise Programme Manager**



Net Zero





Airport Emissions
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Aircraft and Surface Access Emissions
Page 26



Airport Emissions

Our goal:

- Achieve Net Zero for GAL Scope 1 and 2 GHG emissions by 2030.
- Source 50% of airport network electricity and 50% of heat network from UK renewable sources via onsite generation and direct purchase agreements (PPAs) by 2030.
- Require all GAL and airport duty vehicles, ground support equipment and mobile construction equipment to meet zero or ultra-low emission standards by 2030.

Net Zero Theory Into Delivery

Following the acceleration of our Net Zero target from 2040 to 2030, we identified our key net zero workstreams. These include the decarbonisation of heat, reducing refrigerant leakage, and the replacing of vehicles with EV and delivery of the supporting charging infrastructure. In early 2023, we undertook a series of technical studies, resulting in a detailed strategy for each workstream being developed and endorsed by the business.

Seven pathfinder projects have now been initiated, focusing on decarbonisation of heat and electrifying our vehicle fleet. These projects will be used to understand the most suitable zero emission heating and vehicle technology options and learn best methods of delivery for future roll out across Gatwick.



Our progress during 2023:

- Identified a portfolio of projects to form our Net Zero delivery plan. This plan involves removing c. 100 gas boilers and providing an alternative heating source in our buildings; reducing refrigerant gas leakage; reducing our vehicle fleet size and transition to zero emission vehicles by 2030.
- Replaced 1000 streetlights and 3600 lights in our multi-storey car parks with a combined predicted saving 1.4GWh/year as part of our programme to convert lighting to LED.
- Reduced Scope 1 emissions by 24.7% (tCO₂e vs 2019 absolute) reflecting the reduced airport operation. This reduction included our continued practice to operate our buildings with reduced heating set-points through 2023. Analysis showed a c.25% saving in total natural gas consumption (after normalising for weather differences) *.
- Reduced total electricity consumption by 15.62% (vs 2019) kWh reflecting the reduced airport operation*.
- Continued to purchase 100% REGO certified electricity.

*Comparison to 2019, as this was the last fully operational year before COVID.



"I oversee all aspects of engineering asset maintenance and technical development across our airfield, buildings, and technical systems. My team is responsible for the development of the net zero carbon roadmap which includes a transition to using new types of heating and vehicle assets" - **Steve Kelso, Head of Engineering**

Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
Airport Emissions				
Market-based Scope 1 and 2 emissions (tCO ₂ e):				
Scope 1	10,163	8,921	9,201	On Track
Scope 2 (market-based)	128	0	0	On Track
Proportion of network electricity from onsite renewable generation & PPA	0.05%	0.03%	0.03%	On Track
Proportion of network heat from onsite renewable generation & PPA	The decarbonisation of heat using renewable sources is linked to the replacement of natural gas currently used for heating. As we make the transition away from natural gas over the next few years, this KPI will be monitored and reported.			
% of fleet assets meeting zero or ULEV standards*:				
Airport Duty Vehicles	-	-	9.44%	On Track
Ground Support Equipment	-	-	21.43%	On Track
Mobile Construction Equipment	-	-	26.15%	On Track
Total Fleet meeting zero or ULEV standard	-	-	12.88%	On Track

*Although ULEV defined as '<75g CO₂ emissions per km', stationary equipment powered by ULEV technology (i.e. electric or hybrid) has been included in the totals. For this KPI, data collection began once it had been defined in 2023. Consequently, there is no data for 2021 and 2022.



Aircraft and Surface Access Emissions

Our goal:

- Play our part in UK aviation and ground transport transition to net zero carbon.
- Work with airlines and fuel providers to implement the Sustainable Aviation decarbonisation roadmap and interim goals.
- Work with transport partners to increase airport passenger and staff usage of public transport and zero and ultra-low emission journey modes to 60% by 2030.

London Gatwick welcomes opening of redeveloped rail station

After nearly four years in construction, the new London Gatwick station concourse opened on 21st November 2023. This has been a collaborative effort between the airport, Network Rail, Govia Thameslink Railway, Costain and many others over the course of more than a decade to provide a station worthy of an international gateway as significant as London Gatwick. The new station is improving the passenger experience and, combined with a doubling in frequency of Great Western Railway’s service to Reading, will help us reach our 2030 target of increasing airport passenger and staff usage of public transport and zero and ultra-low emission journey modes to 60%.



Our progress during 2023:

- Achieved Airport Carbon Accreditation Level 4+ ‘Transition’. Key to achieving this accreditation was Gatwick Airport Limited’s Stakeholder Partnership Plan, which sets out how the airport will drive third parties on the airport campus to reduce their emissions, either through their own reduction plans or measures initiated by the airport.
- Continued to engage with the UK Sustainable Aviation Coalition’s work on decarbonisation, and the Jet Zero Council Sustainable Aviation Fuel Delivery Group.
- 99.8% of flights from London Gatwick were the cleanest available aircraft: 72% meeting ICAO CAEP 8 standard and 27.8% meeting ICAO CAEP 6.
- Civil Aviation Authority survey data showed that in 2023, 44% of non-transfer passengers used public transport to reach Gatwick, with 39% using rail and 5% using bus/coach.
- Conducted an airport-wide Travel to Work survey. This updates a survey previously undertaken in 2019 and will be used to inform a new staff travel plan aimed at increasing the uptake of sustainable transport modes by airport workers.
- Welcomed the introduction of hydrogen buses onto the Metrobus Fastway routes serving the airport and continued to provide funding to Metrobus to support local bus services.
- Continued to meet all applicable air quality objectives for NO₂, PM₁₀ and PM_{2.5} shown by ratified data from Gatwick’s real-time automatic monitoring site.



“Working collaboratively is key to decarbonising aviation and ground transport. My colleagues and I work with many airport partners to support their transition to net zero carbon. I also engage with organisations such as Sustainable Aviation to support the decarbonisation of the aviation industry and further improve local air quality” - **Laura Francis, Carbon Policy Manager**

Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
Aircraft & Surface Access Emissions				
% Passenger Journeys by Public Transport	42%	44%	44%*	Behind
% Staff Journeys by Public Transport	-	-	23%**	Behind
LTO Emissions per ATM at Gatwick (tCO ₂ e/ATM)	1.4	1.4	1.6***	Behind
LTO Emissions per PAX at Gatwick (kgCO ₂ e/PAX)	7.5	9.1	9.8***	Behind
Achieve and maintain, as a minimum, Airport Carbon Accreditation Level 4+	Level 3+	Level 3+	Achieved Level 4+	On Track

*In 2023, 44% passengers travelled to the airport by public transport. Passenger travel has been impacted by industrial strike action impacting rail connections into the airport. Data above provided by the Civil Aviation Authority (CAA) mode share data. This KPI has been verified as part of our Greenhouse Gas Assessment; the verification statement can be found on page 58.

**Staff travel survey conducted every two years and no survey took place in 2021 due to COVID-19. Ultra-low emission journey mode data to be established.

***Increase in LTO emissions per ATM/PAX is influenced by a range of variables, including: updated aircraft databases used for modelling in line with the most recent guidance (which influences fuel burn data); an increased number of jumbo wide body aircraft operating at Gatwick; and longer departure taxiing times. KPIs have been verified as part of our Greenhouse Gas Assessment; the verification statement can be found on page 58.



Local Environment





Water
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Waste
Page 32



Biodiversity
Page 34



Water

Our goal: Reduce the airport’s potable water consumption by 50% on a per passenger basis by 2030 compared to 2019, continue to improve the quality of water leaving the airport and work with partners to promote local water stewardship.

Water Treatment - Reed Bed Design

Extensive work has taken place to develop our designs for an alternative solution to treat our surface (rain) water when it becomes contaminated with de-icers during the winter season.





We already employ sophisticated infrastructure to ensure that the vast majority of our discharges to river are free of any contamination, but we strive to reduce these levels to zero.

By building our own reed bed treatment system, we will double the amount of flow that can be treated and thereby ensure we retain capacity in our large storage reservoirs to cope with winters as severe as ‘the Beast from the East’ in 2018. This nature-based solution supports our aim to improve water quality leaving the airport.

To reach our aim of reducing the airport’s potable water consumption by 50% we are now designing infrastructure that will pump some of this treated water back to the airport. This non-potable water will be used to flush the huge number of toilets used by passengers every day (the equivalent of around a thousand swimming pools per year).



Our progress during 2023:

-  Carried out extensive leakage surveys to identify further investigation areas and remedial repairs required across our network of water pipes, comprising 10km.
-  Completed the detailed design for the planned Reed Bed Treatment system.
-  Commenced a major project to replace all water quality monitoring equipment.
-  Provided financial support to the River Mole River Watch group to purchase water quality monitoring equipment and supplies.



“My passion is to solve problems and the ambitious targets we have set for this Decade of Change certainly provides a challenge. I also care deeply about our wildlife and the wider environment and my role enables me to positively impact both” - **Ian Waghorn, Water Quality Manager**

Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
Water				
% De-icer volume discharge*	-	-	1.28%	Baseline year
Potable water consumption per PAX (l)	58.96	18.19	17.40	On Track
Annual spend with local stewardship partners	The commitment to support local and national water stewardship organisations each year was published in 2023 as part of the Water roadmap, and therefore support is not forecast to begin until 2024.			Behind

*The KPI value represents de-icer volume discharged to water as a percentage of overall de-icer usage. Full year is measured as summer to summer, not calendar year. Meaning, this % is for the period of summer 2022 – summer 2023. For this KPI, data collection began once it had been defined in 2023. Consequently, there is no data for 2021 and 2022.



Waste

Our goal: Ensure that by 2030 all materials used at Gatwick in operations, commercial activity and construction, are repurposed for beneficial use i.e. repaired, reused, donated, recycled, composted or converted to fuel for heating or transport.

Hygiene Bank donations

Toiletries deposited in security bins are now segregated and sorted to enable donation to the Crawley and Horley Hygiene Bank. Over 4 tonnes of toiletries have been donated since April 2023. Delivery has been facilitated by Gatwick logistics since mid-May to further support the charity. Since implementing the new scheme, the Hygiene Bank has been able to increase the local community partners they support from 8-12. The products collected at London Gatwick support:

- 2 local schools
- 3 food banks
- 1 food club
- Ten Little Toes the Baby Bank
- Danny Gallivan trust – supporting homeless veterans.
- And other charities supporting those living with disabilities, fleeing domestic abuse and refugees.



Our progress during 2023:

- The onsite Materials Recycling Facility returned to full operation, with plastics, coffee cups, paper, aluminium cans, cardboard and glass all being collected from mixed recycling and general waste.
- Zero untreated waste to landfill maintained for the eighth consecutive year.
- Implemented segregation and sorting of confiscated toiletries to donate to the Crawley and Horley Hygiene Bank (see box).
- Lanyard and uniform recycling processes put in place, which saved around c.£60k a year.
- Installed car park recycling banks to encourage segregation of materials at source and maximise recycling, after the North Terminal International Departure Lounge (IDL) hoop bin trial showed a >30% increase in recycling/reuse performance.




“My team and I work closely with our waste partner, DHL, to maximise operational opportunities to meet our sustainability ambitions. As the Senior Commercial Operations Manager, I am accountable for the Waste goal within our second Decade of Change and oversee a number of Service delivery contracts at Gatwick, including Waste Management” - **Lauren McDaniel, Senior Commercial Operations Manager**



Decade of Change Roadmap Key Performance Indicators

2021	2022	2023	Status
------	------	------	--------

 Waste				
Construction waste beneficial reuse*	-	-	99.84%	On Track
Operational and commercial waste beneficial reuse (%)	53.39%	56.12%	59.03%	On Track

*For this KPI, data collection began once it had been defined in 2023. Consequently, there is no data for 2021 and 2022.



Biodiversity


Our goal: Have a sector-leading 'net gain' approach to protecting and enhancing biodiversity and habitats on the airport estate, including zero use of herbicides by 2030; and support biodiversity partnerships in our region.

Nightingale territory mapping

In 2023 we introduced a new survey with the aim of identifying breeding territories of nightingales (*luscinia megarhynchos*) at Gatwick. This methodology was initiated due to the apparent increase in breeding activity on Gatwick's sites since the first recent record in 2016. Survey visits were conducted along the River Mole corridor identifying areas occupied by singing males and noting other breeding evidence such as calling juveniles. We confirmed at least four breeding territories. This is up from two confirmed territories in 2020. Nightingales are on the Red List of Birds of Conservation Concern (BoCC) so this may be a promising sign of local population recovery.



Our progress during 2023:

-  Achieved category winner in the Airports Council International Eco-Innovation Award 2023 for our ambitious Biodiversity Action Plan.
-  Continued our bird ringing initiative targeting rare and declining species as part of a national monitoring programme.
-  Extended the butterfly transect in the Northwest Zone to incorporate newly created habitat. This resulted in new species records for the section, the Grizzled Skipper (*pyrgus malvae*).
-  Completed our late summer road verge wildflower cut and collect action. Most native wildflowers grow best in low nutrient soils. By cutting and removing the material off site after they have flowered and seeded, over time we remove the nutrients in the soil, reducing competition from dominant grasses and species such as dock and nettle, and allowing the wildflowers to thrive.
-  Awarded the Wildlife Trust's Biodiversity Benchmark Award for the tenth consecutive year.
-  Held 60 onsite volunteering and 36 education events with the Gatwick Greenspace Partnership.
-  Progressed with new partnerships such as Weald to Waves, a new landscape approach to nature conservation across Sussex.



Decade of Change Roadmap Key Performance Indicators

	2021	2022	2023	Status
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Biodiversity

Herbicide use:

Kantana or other	1270 grammes	400 grammes	435 grammes	On Track
Glysophare or other	567 litres	539 litres	351 litres	On Track
Habitat protected (ha)	75 ha	75 ha	75 ha	On Track



“I am overseeing the biodiversity work at Gatwick Airport which includes the Biodiversity Action Plan, Decade of Change commitments and upholding the Wildlife Trust Biodiversity Benchmark Award. I work in partnership with the Gatwick Greenspace Partnership (care of Sussex Wildlife Trust) monitoring various wildlife groups and managing habitats sensitively for our protected and declining species” - **Darcey Haldar, Senior Ecologist**

Decade of Change Performance Indicators

This data presents a summary of our Decade of Change (DoC) performance data. Performance Indicators for 2021 and 2022 have been third-party verified (2021 partially), for 2023 we have third-party verified our Decade of Change Roadmap Key Performance Indicators which can be found on pages 12 - 35.



People and Communities

2021

2022

2023



Local Economy

	2021	2022	2023
Annual spend with local and regional suppliers ^{1,2}	£42.9m (£23.7m with suppliers in the RH postcode)	£76.5m (£47.5m with suppliers in the RH postcode)	£93.9m (£41.8m with suppliers in the RH postcode)
Annual spend with local suppliers (% of total spend) ^{1,2}	15%	18%	10%
Annual spend with local and regional suppliers (% of total spend) ^{1,2}	26%	29%	23%
Total employed at Gatwick Airport – full site ³	19,410	20,449	25,716
GAL employees (as at 31st December each year)	1,751	2,192	2,463
% GAL employees from local area (RH postcodes)	59.2%	59.7%	58.5%
Number of GAL graduates (as at 31 December each year) ⁴	0	0	7
Number of GAL apprentices (as at 31 December each year) ⁵	15	17	22

¹ KPI is Accounts Payable actual PO and Manual Payments spend (AP invoices paid in the calendar year, not currently including purchase card spend).

² Local suppliers include businesses with a registered office in the RH postcode area. Regional suppliers include businesses with a registered office in the RH, BN, GU, CR, KT, TN, PO, SM, ME, CT, BR and DA postcode areas. The methodology for reporting local and regional spend and value continues to be reviewed and developed.

³ Data for 2021 is from the Local Economic Impact of Gatwick Airport 2021 analysis, August 2023; includes furloughed employees. 2022 data refers to total ID passholders as of 03/01/2023 that worked on site during 2022. 2023 data refers to total ID passholders as of 02/01/2023 that worked on site during 2023.

⁴ These numbers are net totals. Each year, existing graduates complete the programme and new graduates join the scheme. Following the COVID-19 pandemic, the graduate scheme restarted in 2023.

⁵ These numbers are net totals. Each year, existing apprentices complete the programme and new apprentices join the scheme.



Opportunity & Accessibility

Percentage of GAL employees participating in Training and Development programmes (Mandatory) ⁶	99%	99%	99%
Percentage of GAL employees participating in Training and Development programmes (Discretionary) ⁶	0.0%	2.0%	20.45%
Percentage of GAL employees using their volunteering time benefit	1.2%	3.5%	6.9%
Gender diversity: All employees: % Male / % Female ⁷	67.92% / 32.08%	62.93% / 37.07%	63.34% / 36.66%
Gender diversity: Executive Board: % Male / % Female ⁷	83% / 17%	76.93% / 23.07%	77% / 23%
Gender diversity: Board of Directors: % Male / % Female ⁷	100% / 0%	92.86% / 7.14%	84.6% / 15.4%
Passengers provided with mobility assistance (% of total passengers)	1.80%	1.52%	1.61%
Number of assisted passengers with reduced mobility (service compliments and complaints: Positive/ Negative)	76% / 24%	44% / 56%	40% / 60%
Number of accessibility initiatives and partnerships supported by GAL ⁸	1	4	17

⁶ Percentage of GAL employees participating in Training and Development programmes (Mandatory) is defined as yearly mandatory e-learning undertaken by GAL employees. Percentage of GAL employees participating in Training and Development programmes (Discretionary) is defined as any professional development training under taken by GAL employees.

⁷ Please see our Gender Pay Gap Report for further details: www.gatwickairport.com/business-community/about-gatwick/performance-reports/gender-pay-gap/. The Gender Pay Gap report for 2021 excluded all furloughed employees.

⁸ - 3 Independent Gatwick Accessibility Panel meetings held

- 4 Guide Dogs Familiarisation visits held
- Design for the Mind event held
- Attended the Department for Transport forum on assisted travel
- Attended Top UK Airports Accessibility Forum
- Took part in Purple Tuesday
- Spoke at the Airport Operators' Association conference panel on accessibility
- Supported two visits from two other airport operators to look at accessible facilities
- Vinci PRM Working Group visit to Gatwick and Lisbon
- Supported filming for ground handler training on handling mobility equipment at Gatwick
- Published Accessibility Strategy



People and Communities

2021

2022

2023



Workplace Safety

GAL lost time injuries ⁹	7	10	14
GAL lost time injury rate per 100,000 hours ¹⁰	0.28	0.24	0.28
GAL recordable injuries (RIDDOR) ¹¹	4	7	7
GAL recordable injury rate per 100,000 hours ¹²	2.01	2.35	0.14
Airport third party recordable incidents ¹³	22	65	117
Passenger recordable incidents (RIDDOR) ¹⁴	2	4	2

⁹ The number of injuries reported that lead to absence from normal working duties due to a workplace accident. (Time away from work is where an employee misses at least one day of work, not counting the day of injury).

¹⁰ The rate is calculated from the number of lost time injuries over a rolling 12 month period * 100,000 / total number of hours worked over a 12 month period.

¹¹ The number of injuries that are RIDDOR reportable (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).

¹² The rate is calculated from the total number of GAL reported injuries over a 12 month period * 100,000 / total number of hours worked over a 12 month period.

¹³ The number of reported injuries from third parties who work at the airport.

¹⁴ The number of passenger injuries reportable under RIDDOR (Reporting of Injuries, Diseases and Dangerous Occurrences Regulations).



People and Communities

2021

2022

2023



Local Communities

Sponsorships: number of community events supported by Gatwick
(includes non-profit, charitable and business events)

51

58

68

Total funds raised for nominated charity partners

Surrey and Sussex Healthcare NHS Trust

£5,755.22

£33,904.90

£44,716.48

Air Ambulance Kent Surrey Sussex

£5,578.37

£29,328.34

£56,428.25

TravelCare

£4,595.27

£34,851.96

£49,562.98

In-terminal passenger donations (paid in calendar year)

£8,263.11

£40,519.00

£73,230.55

Employee fund-raising and GAL match-funding for charities of employees' choice

GAL match-funding

£7,390.00

£8,989.00

£12,319.00

Gatwick Give as You Earn

£12,126.00

£10,748.00

£20,936.00

Gatwick's contribution to the independent Gatwick Airport Community Trust ¹⁵

£236,000.00

£50,000.00

£200,000.00

Investment in Community Funds

-

-

£509,997.00 ¹⁶

¹⁵ Contributions to the Community Trust are based on a legal agreement that reflects passenger numbers in the previous year (£50,000 per 10 million passengers), in 2022 Gatwick Airport welcomed 32.8 million passengers.

¹⁶ For 2023, this total comprises of the Vinci UK Foundation, Gatwick Foundation Fund as well as Gatwick Airport Community Trust.



People and Communities

2021

2022

2023



Noise

Percentage of aircraft movements in Chapter 14 (%) ¹⁷	58%	62%	63%
Percentage of aircraft movements in Chapter 4 (or equivalent), or a higher Chapter (%) ¹⁸	99.53% ¹⁸	99.22%	99.88%
Noise - track keeping (%)	98.20%	97.36%	91.17%
Continuous Descent Operations (CDO) compliance (%)	90.89%	88.61%	88.83%
Noise - total noise infringements	0	0	0
Noise - daytime noise infringements	0	0	0
Noise - night-time noise infringements	0	0	0

¹⁷ ICAO's Noise standards for aircraft were introduced in 2001 (Chapter 4) and 2013 (Chapter 14). Aircraft that meet the Chapter 14 will automatically meet the Chapter 4 standard. Data reported for 2021, 2022 and 2023 is 1 January - 31 December.

¹⁸ Does not include unmodified A320 aircraft (0.32% in 2021, 0.74% in 2022 and 0.08% in 2023).


Airport Emissions
Airport-wide energy and fuel consumption

Natural gas (MWh)	47,745.64	44,544.71	40,411.11
Electricity (MWh)	89,108.60	121,238.29	127,327.34
Vehicle and equipment fuel (MI)	0.96	2.01	2.56
Refrigerant gas (kg) ¹⁹	887	405	221

GAL energy and fuel consumption (sub-set of Airport)

Natural gas (MWh)	44,781.70	39,709.29	35,816.47
Electricity (MWh)	61,387.33	81,894.66	87,188.48
Vehicle and equipment fuel (MI)	0.24	0.38	0.88 ²⁰
Refrigerant gas (kg) ²¹	887	405	221
Propane (tonnes)	12	4	7
GAL direct emissions % cumulative change on 1990 baseline 82,843.5 tCO ₂ e (Total scope 1 and 2, location-based accounting) ²²	-72.01%	-70.24%	-67.27%
Total Scope 1 and 2 per passenger (kg CO ₂ e)	3.71	0.75	0.67

¹⁹ For clarity and comprehensiveness, refrigerants have been included at the airport level but these result from the GAL operations.

²⁰ Total includes HVO - trial began in early 2023. GAL took on the contract for airport buses in November 2022, which has increased fuel usage.

²¹ For clarity and comprehensiveness, refrigerants have been included at the airport level but these result from the GAL operations.

²² The cumulative change has been calculated on the basis of the same footprint composition as that in the 1990 baseline, which does not include de-icer. Including de-icer, for 2023 the cumulative change is -67.11%



Net Zero

2021

2022

2023



Airport Emissions

Percentage of electricity from renewable sources

% Sleeved renewable electricity via PPA	0%	0%	0%
% site generated or connected via private wire inc. PPA	0.05%	0.03%	0.03%
% Grid electricity	99.95%	99.97%	99.97%
% UK grid electricity REGO certified	99.62% ²³	100%	100%

²³ Temporary electricity contract for the Copthorne development, to July 2021, was not supported by Renewable Electricity Guarantee of Origin certificates.

 **Aircraft & Surface Access Emissions**

GAL business travel (tCO ₂ e)	48	362	1,315
Other airport operations (tCO ₂ e)	10,203	15,198	75,688 ²⁴
Airport staff commuting (estimated, tCO ₂ e)	19,443	38,940	42,014
Homeworking (estimated, tCO ₂ e)	-	-	1,359 ²⁵
Passenger surface access (estimated, tCO ₂ e)	28,646	149,295	182,773
Aircraft take-off and landing cycle (estimated, tCO ₂ e)	76,361	297,631	400,109 ²⁶
Aircraft engine testing (estimated, tCO ₂ e)	2,272	1,207	1,053
Surface access to the airport			
Passenger public transport use (%) – combined rail, bus/coach use	42%	44%	44%
Air Quality			
Air Quality – NO ₂ annual average at on-Airport site LGW3 (µg/m ³)	18	22	20
Air Quality – PM ₁₀ annual average at on-Airport site LGW3 (µg/m ³)	14	15	12
Air Quality – PM _{2.5} annual average at on-Airport site LGW3 (µg/m ³)	9	9	8

²⁴ Includes airport third parties ground fuels and electricity; electricity T&D losses, airport water, wastewater and waste systems. For the 2023, purchased goods and services, capital goods, and well-to-tank has also been accounted for.

²⁵ GAL operates a hybrid working model for office staff and remote working has been accounted for for the first time in this 2023 footprint.

²⁶ For 2023, we undertook an airlines survey to understand how Reduced Engine Taxiing (RET) effects this emissions source. To enable comparison to previous years, this figure excludes RET. The total estimated emissions of the aircraft landing and takeoff cycle in 2023 with RET in effect was 389,379 tCO₂e. Emissions taking into account RET will be included in a separate line in future reporting.

 Local Environment

2021

2022

2023

 Waste

Total operational & commercial waste collected (tonnes)	1,935	9,132	11,782
Operational & commercial waste per passenger (kg)	0.31	0.28	0.29
Operational & commercial waste reused or donated for reuse			
Tonnes ²⁷	64.39	1670.67	2224.78
% of total tonnes	3.33%	18.30%	18.88%
Operational & commercial waste recycled			
Tonnes	968.70	3453.54	4729.68
% of total tonnes	50.06%	37.82%	40.14%
Paper and card (%)	7.46%	6.37%	6.72%
Metal (%)	2.79%	0.91%	0.78%
Glass (%)	3.41%	4.18%	4.55%
Plastics (%)	0.45%	0.19%	0.56%
Other (%)	35.96%	31.00%	27.53%

²⁷ Reuse tonnage has increased and includes hygiene bank, pallets and drums.

2021

2022

2023

 Waste

Operational & commercial waste sent offsite for energy recovery

Tonnes 902.20 4005.87 4822.77

Energy recovery (%) 46.63% 43.87% 40.93%

Other e.g. offsite conversion to fuel (%) 1.13% 1.05% 1.16% ²⁸

Operational & commercial waste sent for secondary treatment (% of total tonnes) 0.05% 0.02% 0.04%

Hazardous waste sent for treatment

Tonnes 68.15 145.61 172.67

% of total tonnes 3.52% 1.59% 1.47%

Operational & commercial untreated waste sent to landfill (% of total tonnes) 0% 0% 0%

Construction contractors waste management diversion from landfill (% of total construction tonnes) 99.00% 99.98% 99.84%

²⁸ 2023 - tonnages were 137.18t out of 11,782t - this tonnage is from food recycled (bio diesel). This is also accounted for in the tonnages for 'recycled' as per previous years.

Local Environment

2021

2022

2023

Water

Airport potable water consumption (m ³)	368,773	597,530	711,813
Airport potable water consumption per passenger (litres)	58.96	18.20	17.40
Airport potable water consumption % change on 2019 baseline of 721,336 (m ³)	-48.88%	-17.16%	-1.32%

Biodiversity

Habitat maintained onsite (hectares)	75	75	75
Annual conservation actions completed (%)	85%	95%	64%
Annual conservation actions deferred to following year (%)	15%	5%	36%
Surveys completed (number of different surveys)	22	19	17.5 ²⁹
Onsite volunteering days undertaken (total number of days) by airport employees, community members and schools	58	68	60 ³⁰
Onsite education days undertaken (total number of days) by airport employees, community members and schools	15	35	36 ³¹

²⁹ 16 surveys fully completed and 3 surveys half completed.

³⁰ Also completed 6 offsite days

³¹ Also completed 4 offsite and 1 online.

Gatwick Airport Limited's Greenhouse Gas Emissions

Gatwick Airport Limited's Scope 1, 2 and 3 emissions are detailed below including a breakdown of each.

Information on verification is provided from page 58. For 2023, we have continued to report De-icer (Scope 1 and 3), Non-Road Construction Machinery and Aircraft Cruise emissions in accordance with Airport Carbon Accreditation (ACA), as well as four new categories; Homeworking, Purchase Goods & Services, Capital Goods and Well-to-Tank. More information can be found on our expanded Scope 3 reporting on page 49.

	2021		2022		2023	
Emissions breakdown (tCO ₂ e)	Location-based	Market-based	Location-based	Market-based	Location-based	Market-based
Scope 1 direct emissions tCO ₂ e	10,163 ¹	-	8,921	-	9,201	-
Scope 2 direct emissions tCO ₂ e	13,024	128 ²	15,830	0	18,047	0
Scope 3 indirect emissions tCO ₂ e	136,973	131,087	2,871,524	2,863,915	3,829,465	3,821,153
Total Scope 1&2 direct emissions tCO ₂ e	23,187	-	24,751 ³	-	27,247	-
Total Scope 1,2 & 3 tCO ₂ e	160,159	141,377	2,896,275	2,872,836	3,856,712	3,830,354
Scope 1						
Natural Gas	8,202		7,249		6,552	
Vehicle and equipment fuel	619		961		2,162	
Fire training materials (including propane)	36		13		20	
Refrigerant gas	1,306		600		337	
De-icer	-		98.7		130	

Emission Breakdown (tCO₂e)

	2021	2022	2023
Scope 2			
Purchased electricity (location-based)	13,024	15,830	18,047
Purchased electricity (market-based)	128	0	0
Solar	0	0	0
Scope 3			
GAL business travel	48	362	1,315
Other airport operations ⁴	10,203	15,198	16,125
Airport staff commuting (estimated)	19,443	38,940	42,014
Homeworking (estimated)	-	-	1,359
Passenger surface access (estimated)	28,646	149,295	182,773
Aircraft take-off and landing (estimated)	76,361	297,631	400,109
Aircraft engine testing (estimated)	2,272	1,207	1,053
Aircraft Climb, Cruise and Descent (CCD) (estimated)	-	2,366,897	3,122,925
De-Icer	-	704	1,431
Non-road construction machinery	-	1,290	797
Purchased Goods and Services ⁵	-	-	23,171
Capital Goods ⁵	-	-	30,271
Well-to-Tank	-	-	6,121

¹ Greenhouse gas (GHG) emissions calculated in line with the Greenhouse Gas Protocol using BEIS emission factors for the corresponding year and quantifying all six GHGs in terms of carbon dioxide equivalence (CO₂e).

² Temporary electricity contract for the Copthorne development, to July 2021, was not supported by Renewable Electricity Guarantee of Origin certificate.

³ From 2022 onwards, we have additionally included emissions from Deicer usage, as part of our Scope 1 emissions, in accordance with Airport Carbon Accreditation (ACA).

⁴ Includes airport third parties ground fuels and electricity; electricity T&D losses, airport water, wastewater and waste systems.

⁵ Emissions have been calculated for the top 36 suppliers, accounting for circa 70% of GAL's annual spend.

Expanding our Scope 3 Reporting

The Greenhouse Gas (GHG) protocol sets out 15 categories for an organisation's scope 3 emissions. We have continued to expand our scope 3 reporting, most recently with the inclusion of de-icer and aircraft climb, cruise, and descent in our 2022 footprint, as set out in the Airport Carbon Accreditation Level 4+ requirements. Our 2023 assessment expands our scope 3 reporting to an additional four categories: Purchased Goods and Services, Capital Goods, Remote Working, and Fuel and Energy related activities.

GAL is now reporting on all but one of the relevant Scope 3 categories set out by the GHG protocol. To clearly demonstrate this, we have reclassified previously reported emissions sources to align with the protocol, as set out on page 50. All future carbon footprints will align to this structure.

Category 4, "Upstream Transportation and Distribution" is the final category pertinent to the airport and its activities, but we do not currently have a credible way to calculate these emissions and they are therefore excluded from the 2023 assessment.

Methodology

Spend data has been used as a proxy for primary data to calculate the emissions from both Purchased Goods and Services and Capital Goods. Emissions have been calculated for the top 36 suppliers, accounting for circa 70% of GAL's annual spend¹. We recognise that the remaining 30% of the spend is made up of an additional 700 suppliers, and we plan to widen our calculations in future footprints.

GAL operates a hybrid working model for office staff and remote working has been accounted for within the "Employee Commuting" category for the first time in this footprint. The DEFRA emissions factors for homeworking for 2023, which take into account the use of office equipment and heating, were used to calculate the emissions associated with working from home².

¹ The emissions factors for these calculations are the DEFRA emissions factors, adjusted for inflation.

² These can be found on the [government website](#). Average days worked from home for GAL and non-GAL staff were derived from information provided in the 2023 staff commuting survey. Homeworking calculations were based on an assumption of an 8-hour working day.

Well to Tank emissions have been included in the 2023 footprint under the Fuel and Energy Related activities category. This category includes emissions related to the production of fuels and energy purchased and consumed by GAL. These emissions relate to the production of electricity, natural gas, diesel, petrol, and fire training fuels.

The future for Scope 3

GAL have been recognised by the Airport Carbon Accreditation through our Level 4+ certification for our commitment to driving third parties on the airport campus to reduce their emissions. As we continue to improve the methodology of our scope 3 reporting, it will enable us to take further action in reducing those emissions.

Emissions Source - GHG Protocol category			GHG emissions (tCO ₂ e)	Category changes
			2023	
1	Purchased Goods and Services	-	23,171	NEW
2	Capital Goods	-	30,271	NEW
3	Fuel- and Energy Related Activities	GAL WTT	6,121	NEW
4	Fuel- and Energy Related Activities	GAL electricity consumption T&D losses	1,561	Other airport operations
5	Waste Generated in Operations	-	503	Other airport operations
6	Business Travel	-	1,315	GAL business travel
7	Employee Commuting	GAL Employee Commuting	4,024	Airport staff commuting
7	Employee Commuting	Other Airport Staff Commuting	37,990	Airport staff commuting
7	Employee Commuting	Homeworking	1,359	NEW
11	Use of Sold Products	Aircraft Landing and Take-Off (LTO) (estimated)	400,109	-
11	Use of Sold Products	Aircraft Climb, Cruise and Descent (CCD) (estimated)	3,122,925	-
11	Use of Sold Products	Passenger surface access	182,773	-
11	Use of Sold Products	Aircraft engine testing	1,053	-
11	Use of Sold Products	De-icer	1,431	-
11	Use of Sold Products	Non-road construction machinery	797	-
13	Downstream Leased Assets	3rd Party Consumption	14,061	Other airport operations

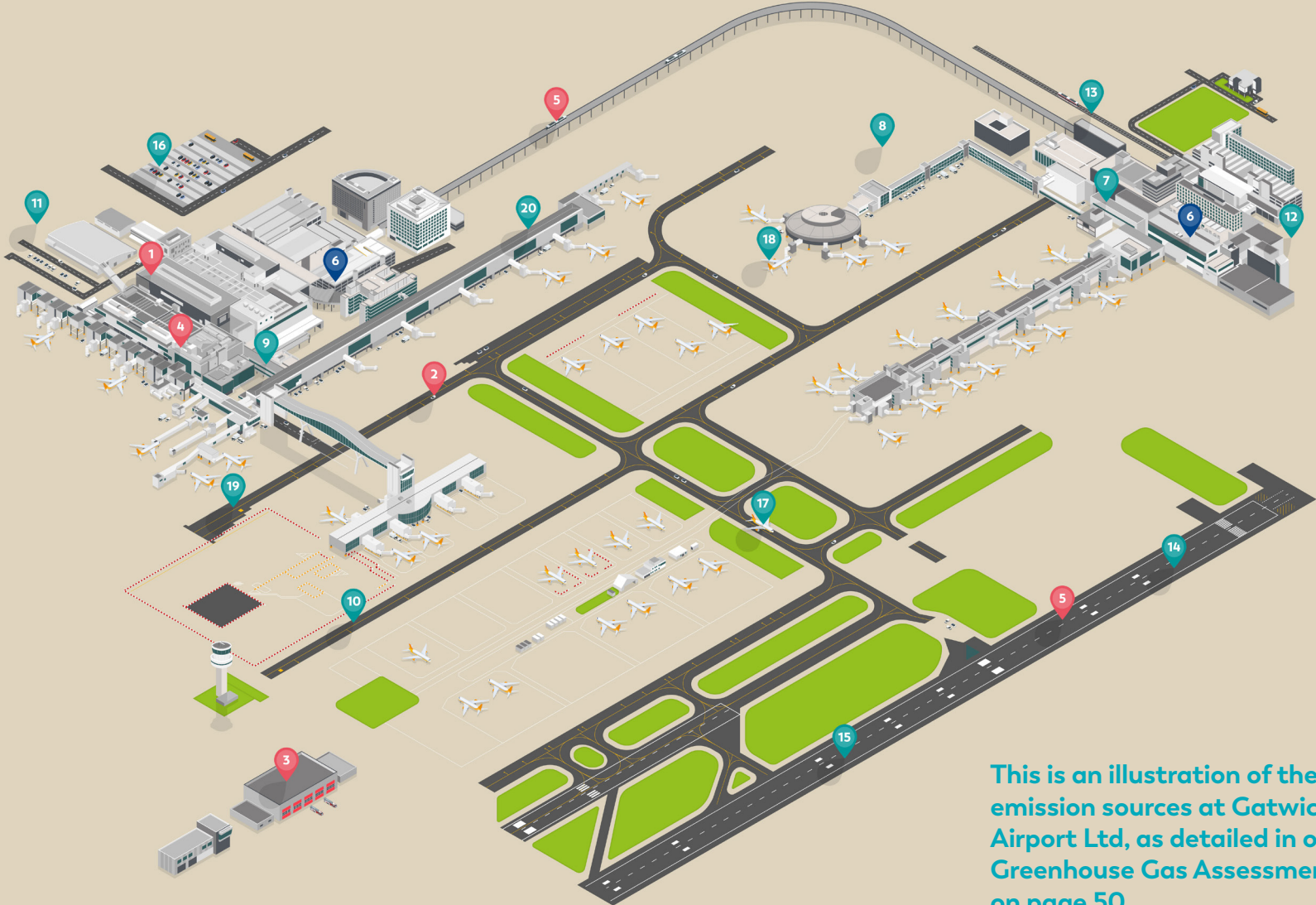
Where do our emissions come from?

Emissions sources at London Gatwick Airport

- Scope 1**
- 1 Natural Gas
 - 2 Vehicle and Equipment Fuel
 - 3 Fire Training and Materials
 - 4 Refrigerant gases
 - 5 De-Icer

- Scope 2**
- 6 Electricity

- Scope 3**
- 7 Purchased Goods and Services
 - 8 Capital Goods
 - 9 GAL electricity consumption T&D losses
 - 10 GAL WTT
 - 11 Waste Generated in Operations
 - 12 Business Travel
 - 13 Employee Commuting
 - 14 Aircraft Landing and Take-Off (LTO) (estimated)
 - 15 Aircraft Climb, Cruise and Descent (CCD) (estimated)
 - 16 Passenger surface access
 - 17 Aircraft engine testing
 - 18 De-icer
 - 19 Non-road construction machinery
 - 20 3rd party consumption



This is an illustration of the emission sources at Gatwick Airport Ltd, as detailed in our Greenhouse Gas Assessment on page 50.

Offsetting Statement 2023

Since 2017, we have been offsetting our residual Scope 1,2 and Business Travel emissions using offsets from the Voluntary Carbon Market (VCM). This has enabled us to achieve Airport Carbon Accreditation Level 3+ and more recently Level 4+. We understand the scepticism sometimes associated with offsets, and believe it is important to be robust and transparent in our approach. We have developed an Offsetting Strategy and are publishing this Voluntary Carbon Offsetting Statement to aid transparency. This is the first year of publishing this statement and we expect it to evolve over time.

Prioritising emissions reductions

Our priority is to reduce our direct Greenhouse Gas (GHG) emissions as far as possible, and to achieve net zero for our Scope 1 and 2 emissions by 2030. Section 'Gatwick Airport Limited's Greenhouse Gas Emissions' sets out our progress in 2023. Whilst we will reduce

our direct GHG emissions as far as possible, our emissions on pages 47-48 shows the volume of residual Scope 1, 2 and Business Travel emissions that need to be offset. For 2023, these are 10,516 tCO₂e¹.

Transitioning to carbon removal offsetting

The majority of offsets available on the VCM currently are emissions 'Reduction'² offsets. The offsets required for net zero are a different type: 'Removal'³ offsets. In line with best practice, we are increasing the proportion of our offsets that come from carbon removals, rather than emissions reductions.

Ensuring the integrity of offsets

We follow a strict framework which aligns to, and where possible exceeds, the Airport Carbon Accreditation's offsetting requirements⁴. An overview of the carbon offsets purchased to offset our 2023 residual emissions is provided in the table on page 53.



¹ Volumes to be offset are based on market-based accounting.

² Emissions can be avoided or reduced by deploying renewable energy to replace fossil fuel use, by improving efficiency, or by protecting ecosystems and their soils and vegetation from damage or degradation. Source: Oxford Offsetting Principles 2024: <https://www.smithschool.ox.ac.uk/sites/default/files/2024-02/Oxford-Principles-for-Net-Zero-Aligned-Carbon-Offsetting-revised-2024.pdf>

³ Anthropogenic activities that remove CO₂ from the atmosphere and durably store it in geological, terrestrial, or ocean reservoirs, or in products. Source: Oxford Offsetting Principles 2024: <https://www.smithschool.ox.ac.uk/sites/default/files/2024-02/Oxford-Principles-for-Net-Zero-Aligned-Carbon-Offsetting-revised-2024.pdf>

⁴ The latest Airport Carbon Accreditation Offset Guidance Document (2023) is available at: <https://www.airportcarbonaccreditation.org/technical-documents/>

Offsetting Retirements 2023

Project Name	Project Type	Project Overview	Certification Standard and ID Number	Volume (units)
Saur Urja, India	Reduction (Solar)	Renewable energy project generating clean electricity through five solar power plants. Co-benefits include the generation of employment opportunities.	Gold Standard 7627	7,913
Agua y Paz & Cordillera, Costa Rica	Removal (Reforestation and sustainable forestry)	Reforestation and sustainability forestry project reproducing near-natural forests on degraded grazing lands. In addition to local wildlife benefits, the restored forest helps to replenish water tables, make the soil fertile again, and provides stable and sustainable job opportunities, supporting local economies.	Gold Standard 2913	1,000
Allagash, United States	Removal (Improved Forest Management)	Improved Forest Management project to ensure long-term sustainable management.	American Carbon Registry 754	1,637

Value2Society

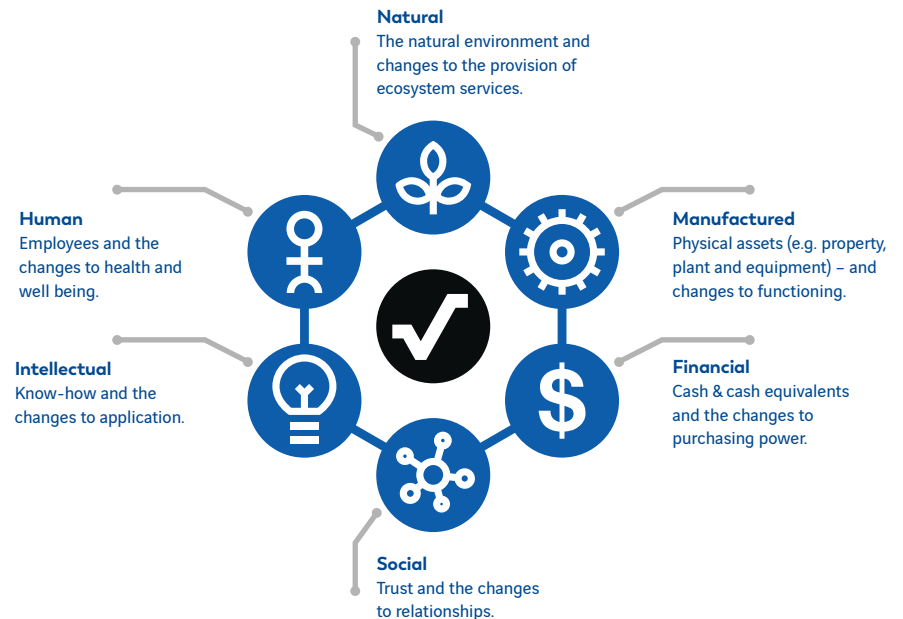
Summary

For the first time, we conducted a Value2Society™ analysis of our Decade of Change programme. This uses accepted financial accounting structures, including a full value chain perspective, to measure the company's progress against our Decade of Change ambitions in monetary value terms. This analysis has been undertaken by Route2 who have written this report.

Below we introduce the Value2Society sustainability accounting system, the methodology and how it has been applied to the Decade of Change sustainability programme. We then detail the results for 2023 and the cumulative results for the whole Second Decade of Change period to date (2021-2023)

Methodology

The Value2Society accounting approach builds on the accepted structures and rules of financial accounting, by representing a business' use of and investment in six types of capital stocks. These are shown below.



Value2Society has been applied to the Decade of Change programme, using the data Gatwick routinely collects. These Decade of Change indicators have performance translated into monetary value terms, which are then aggregated to the goal level and then to the theme level, and finally to an overall net external impact understanding. Impacts are quantified throughout the value chain, which includes Gatwick's direct operations, 'upstream' supply chain and 'downstream' airline customers. Given Value2Society application is focused on the Decade of Change, there are aspects and impacts of Gatwick's value chain that are currently excluded. The Value2Society of Gatwick's Decade of Change programme will be measured each year. Gatwick will be exploring further opportunities to exploit the Value2Society analysis within the business.

A detailed explanation of Value2Society and the methodology is provided in the appendix.

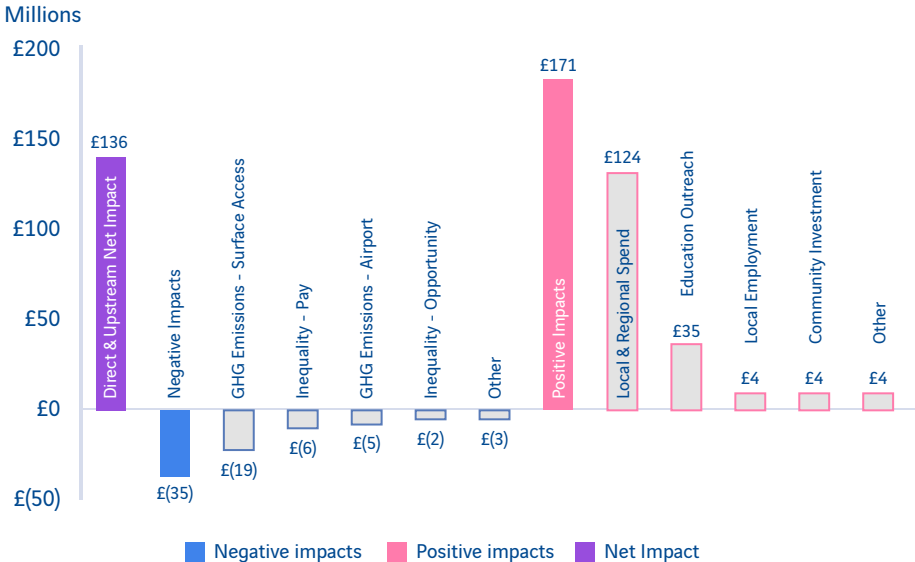
Value2Society

2023 Results

In 2023, our Decade of Change programme generated a net positive impact – or value to society – equal to £136 million. This is comprised from:

- Gatwick’s direct operations generated a net positive impact equal to £30M.
- Upstream, via Gatwick’s spend, Decade of Change generated a further net positive impact of £106M.

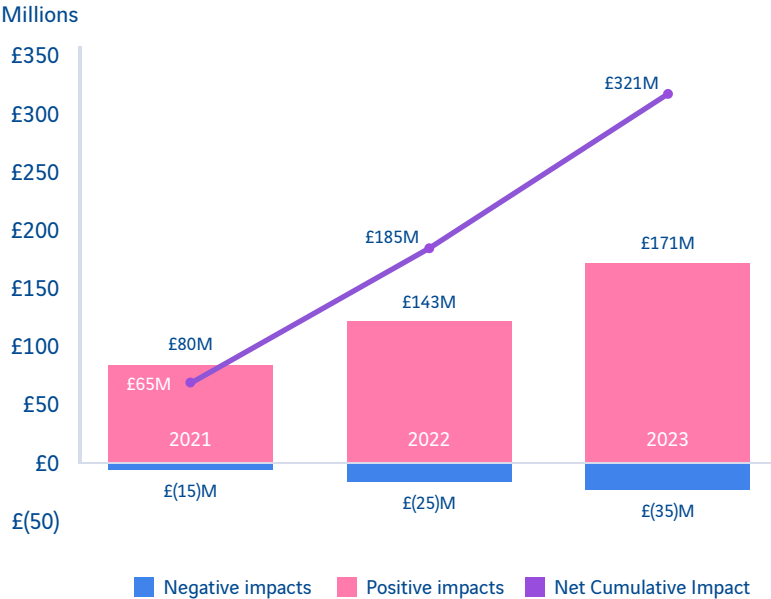
Figure 1: DoC Impact Within Gatwick’s Control



3 Year Results: 2021 to 2023

Cumulatively, between 2021 and 2023, the Decade of change programme is shown to have created a total of £321M of net positive impact from Gatwick’s direct operations and upstream, via Gatwick’s spend.

Figure 2: Cumulative DoC Value2Society analysis



Value2Society

Conclusions

Context is essential. The role of an airport operator is to ensure passengers (and cargo) arrive safely to their destinations and make the transportation and travel experience as efficient and enjoyable as possible. The infrastructure required to achieve this, particularly for international airport operators, is significant. In essence, airports become mini-cities that play an intrinsic role in the development of local, regional and national economies.

Therefore, the pursuit of sustainability requires a full value chain perspective, recognizing impacts originate from direct operations (the health and wellbeing of airport employees, an airport's energy consumption etc.), upstream through an airport's spend patterns (resulting from the manufacture and transportation of procured goods and services) and downstream via the activities of an airports customers – the airlines, their passengers and various retailers within arrivals and departure halls. Only once this perspective and the associated external impacts are quantified and understood in terms of origin and control, can effective action be taken.

The application of Value2Society has helped to crystalize the effectiveness of the Decade of Change programme. It has shown from a direct operations perspective, Gatwick makes a

positive net impact with education outreach, local employment and the training and development of employees being the key positive drivers. But it has also shown that gender-based inequalities (in pay and opportunities) in combination with the airport's own greenhouse gas emissions significantly erode value creation. Removing gender inequalities and delivering GAL's Net Zero 2030 target, both within Gatwick's control, would save £13M in societal cost per year and increase net positive impact by 42%.

With regard to Gatwick's upstream supply chain impacts the two key strands are the positive impacts associated with local and regional spend, resulting in local and regional economic development and negative impacts of greenhouse gas emissions resulting from surface access supplied services.

Despite the clear progress and benefits of Decade of Change, the downstream impacts associated with aircraft greenhouse emissions – at £771 million in 2023 - are by far the largest negative impacts associated with Gatwick's operations.

This is clearly significant, but it does exclude the societal benefit of their transportation service, for example enabling holidays and providing the connectivity essential to the formation of social capital and economic development. These positive benefits are out of scope of the V2S assessment of the Decade of Change programme.

The ability for Gatwick to influence these emissions is limited, but engaging with airlines and other stakeholders to drive down their emissions is a fundamental part of Gatwick's ACA Level 4+ efforts. Equally, positive benefits for airline services, such as enabling holidays and connectivity for societal and economic benefit are out of scope for the V2S analysis of the Decade of Change programme.

Decarbonisation and climate stability are critical. But, as perfectly highlighted by the UN's Sustainable Development Goals, climate is one of many strands to sustainable development. The Decade of Change programme is Gatwick's concerted effort to address these multiple strands, in the local and national economy and throughout its value chain. Value2Society effectively quantifies and communicates the impact and progress of DoC.

Route2, March 2024

Value2Society

Appendix

Value2Society™ (V2S), from Route2, is a sustainability accounting system and metric. V2S accounting builds on the structures and rules of financial accounting, by representing a business' use of and investment in six types of capital stocks, including the conventional financial and manufactured capital. The V2S metric builds on the accepted measure of economic contribution, Gross Value Added (GVA). Through the addition of a business' Net Externalities a new measure of the wider societal contribution is generated. Net Externalities are the sum of negative external impacts (e.g. via greenhouse gas emissions) translated as external costs, and positive external impacts (e.g. via community investment programmes) translated as external benefits.

Value2Society has been developed through more than a decade of engagements, across sectors and geographies. Examples include The Crown Estate, SGS, Aviva, Mace, Isavia, No7, The Co-Op, Heathrow, Hilti and many others. Indeed, the Value2Society approach to sustainability accounting looks inevitable. The new International Financial Reporting Standards (IFRS)¹ requires the disclosure of information about an entity's sustainability-related risks and opportunities. The increasing acceptance of the Double Materiality concept, core to the EU's Corporate Sustainability Reporting Directive (CSRD), requires companies to frame their sustainability performance in terms of both impact on society and impact on financial performance. And Harvard's Impact Weighted Accounts initiative and subsequent International Foundation for Valuing Impacts (IFVI)² are championing the adoption of 'impact accounting'.

"Impact accounting allows corporates and investors to translate their social and environmental impacts into the language of currency, making information about impact accessible, actionable, and comparable to financial performance. By monetizing environmental and social impact, we can readily analyse and act upon information using the same management systems that are already well understood by firms, investors, and regulators".

Value2Society, applied to Gatwick's Decade of Change (DoC) programme, delivers the following distinct benefits:

(i) It provides an overall, year on year comparable, measure of the DoC's annual net external

impact, in monetary terms. This makes DoC's impact and progress easier to understand;

(ii) Given DoC indicators are translated into common monetary terms, it effectively highlights the key drivers of impact and progress, throughout the value chain, assisting with the prioritisation of efforts and allocation of budgets;

(iii) Now the DoC's societal impact is represented in monetary terms, it allows for easier overall target setting and integration with finance and the wider business. For example, exploring the return on investment of increasing DoC annual performance by 5% per annum etc.; and

(iv) it helps cement a sustainability leadership position for Gatwick across international airport operators. Sustainability efforts typically remain on the fringes of day-to-day business; Value2Society helps make Gatwick's sustainability efforts and its drive to maximise societal contribution visible and central to its day-to-day operations.

The typical accounting process is applied at the company level, generating a Value2Society 'Position Statement'. This statement details a company's performance across a core set of indicators that represent the, direct and indirect, use and investment in the six types of capital stocks. For example, greenhouse gas emissions (associated with the use of natural capital), community investment programmes (associated with the investment in social capital) etc. Where data gaps exist, the accounting system auto-completes with geo-sector specific modelled estimates. These estimates can be replaced, once the benefits of further data collection become clear.

¹ <https://www.ifrs.org/issued-standards/ifrs-sustainability-standards-navigator/ifrs-s1-general-requirements/>

² <https://ifvi.org/>

Verification Statement Greenhouse Gas Emissions

Pause People Earth, Part of Pause People Collective Limited was engaged to conduct an independent verification of the Greenhouse Gas (GHG) emissions reported by Gatwick Airport Limited for the period stated below. This Verification Statement applies to the related information included within the scope of work described below. The determination of the GHG emissions is the sole responsibility of Gatwick Airport Limited. Pause People Earth's sole responsibility was to provide independent verification on the accuracy of the GHG emissions reported, and on the underlying systems and processes used to collect, analyse and review the information.

Boundaries of the Reporting Company GHG Emissions Covered by the Verification:

- Operational Control

GHG Emissions Data Verified and Results:

Scope 1: 9,200.6 tonnes of CO₂ equivalent

Scope 2: (Location Based): 18,046.7 tonnes of CO₂ equivalent

Scope 2: (Market Based): 0.0 tonnes of CO₂ equivalent

Scope 3: 3,829,465.0 tonnes of CO₂ equivalent

Period Covered by the GHG Emissions Verification:

- 1st January 2023 to 31st December 2023

GHG Reporting Protocols Against which the Verification was Conducted:

- Greenhouse Gas Protocol Corporate Accounting and Reporting Standard
- Greenhouse Gas Protocol (Scope 2) Guidance
- Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Guidance
- Airport Carbon Accreditation Application Manual Issue 13

GHG Verification Protocols Used to Conduct the Verification:

- ISO 14064-3: Greenhouse gases - Part 3: Specification with guidance for the validation and verification of greenhouse gas assertions
- Airport Carbon Accreditation Verifier Manual Issue 1



Verification Statement Greenhouse Gas Emissions

Level of Assurance and Qualifications:

- Scope 1 and 2: Reasonable Assurance
- Scope 3: Limited Assurance
- Qualifications: Airport Carbon Accreditation Approved 3rd Party Verifier (Level 4/4+)

GHG Verification Methodology:

- Interviews with relevant personnel of Gatwick Airport Limited;
- Review of documentary evidence produced by Gatwick Airport Limited;
- Review of Gatwick Airport Limited data and information systems and methodology for collection, aggregation, analysis, and review of information used to determine GHG emissions at Gatwick Airport Limited; and
- Audit sample data used by Gatwick Airport Limited to determine GHG emissions.

Statement of Independence, Impartiality, and Competence:

Pause People Earth, part of Pause People Collective Limited, is an independent professional consultancy, specialising in environmental management with over 12 years' experience in providing independent assurance services. No member of the verification team has a business relationship with Gatwick Airport Limited, its Directors, or Managers beyond that required for this project. We conducted this verification independently and to our knowledge there has been no conflict of interest. Pause People Collective Limited has implemented a Code of Ethics across the business to maintain high ethical standards during day-to-day business activities.

Assurance Opinion:

Based on the process and procedures conducted, there is no evidence that the GHG emissions assertion shown above:

- is not a fair representation of the GHG emissions data and information; and
- has not been prepared in accordance with the WRI GHG Protocol Corporate Accounting and Reporting Standards as listed above.

It is our opinion that Gatwick Airport Limited has established appropriate and robust systems for the collection, aggregation, and analysis of quantitative data for determination of these GHG emissions for the stated period and boundaries.

Attestation:

Bryony Karsenbarg, Director - Pause People Collective Limited

Approved 3rd Party Verifier - Airport Carbon Accreditation

Date: 26/02/2024

This verification statement, including the opinion expressed herein, is provided to Gatwick Airport Limited and is solely for the benefit of Gatwick Airport Limited in accordance with the terms of our agreement. We consent to the release of this statement by you to satisfy the Gatwick Airport Limited annual reporting requirements but without accepting or assuming any responsibility or liability on our part to any party who may have access to this declaration.

Verification Statement 2023

Decade of Change Roadmap Key Performance Indicators

Ricardo AEA Limited (hereafter referred to as “Ricardo”) has been working with Gatwick Airport Limited (GAL) to independently verify the 2023 Decade of Change (DoC) Performance Report. This statement summarises the outcome of the review. The intended users of this statement are the readers of the DoC Performance Report.

Responsibilities

The information and presentation of data within the 2023 DoC Performance Report are the responsibility of GAL. This statement is the responsibility of Ricardo and represents our independent opinion and is written to be read in its entirety by readers of the GAL 2023 DoC Performance Report. Ricardo accepts no liability whatsoever to any third party for any loss or damage arising from any interpretation or reliance upon this assessment.

Verification period

The verification review of GAL’s DoC Performance Report has been carried out for the year 2023 covering the period from January 1st until December 31st 2023¹.

Level and scope of verification

Ricardo’s scope of work included the verification of the accuracy and completeness of data presented in the DoC Performance Report in relation to the key performance indicators (KPIs) listed in Table 1, for the calendar year 2023. The KPIs for verification were selected by GAL.

¹ The reporting period for KPI 16 is from 1st September 2022 to 31st August 2023.



Table 1 GAL's DoC KPIs split by KPI Category, alongside the verified KPI values:

No.	KPI Name	Unit	Verified KPI
Local Economy			
1	Annual spend with local suppliers	%	10.02
2	Annual spend with regional suppliers	%	22.52
3	GAL workforce from local area (RH postcodes)	%	58.51
4	Specialist hours	hours	14.5
Opportunity & Accessibility			
5	Women in leadership	%	34.04
6	Ethnic minorities in leadership	%	10.64
7	GAL staff with up-to-date training	%	0
8	On-airport staff with up-to-date training	%	0
9	Civil Aviation Authority (CAA) Performance ranking	-	Very good (2022)
Local Communities			
10	Cumulative investment in community funds	£	509,997.00
11	Cumulative funds raised for charity partners	£	211,104.48
12	Number of student encounters	No.	98,229

No.	KPI Name	Unit	Verified KPI
Noise			
13	Noise Track Keeping	%	91.17
14	Continuous Descent Operations (CDO) compliance	%	88.83
Water			
15	Potable water consumption per passenger (PAX)	Litres (l)/PAX	17.40
16	De-icer volume discharged	%	1.28
Airport Emissions			
17	Proportion of network electricity from onsite renewable generation and power purchase agreements (PPA)	%	0.03
18	Proportion of airport duty vehicles meeting zero or ultra-low emissions (ULE) standards	%	9.44
19	Proportion of mobile construction equipment meeting zero or ULE standards	%	26.15
20	Proportion of ground support equipment meeting zero or ULE standards	%	21.43
21	Proportion of total fleet meeting zero or ULE standards	%	12.88

Table 1 GAL's DoC KPIs split by KPI Category, alongside the verified KPI values:

No.	KPI Name	Unit	Verified KPI
Waste			
22	Operational and commercial waste repurposed for beneficial use	%	59.03
23	Construction waste repurposed for beneficial use	%	99.84
Biodiversity			
24	Land area under management	Hectares (ha)	75
25	Volume of herbicide use	litres (l) or grammes (g)	Glyphosate - 114.88 l Holster XL - 0.56 l Praxys - 228 l Depitox - 6 l Prompt - 2 l Kantana - 435g

No.	KPI Name	Unit	Verified KPI
Aircraft Emissions & Surface Access			
26	Airport Carbon Accreditation (ACA) Level 4+	-	Achieved
27	Staff journeys by public transport	%	23
Workplace Safety			
28	Use of self-service health and wellbeing tools normalised by GAL staffing levels	Views/staff	0.1 ¹

¹ 0.1 staff and 10.4% both verified and discussed as correct figure for KPI - Decade of Change Summary reports 10.4% for this metric on page 16.

Verification Statement 2023

Methodology

In undertaking the verification exercise, Ricardo has reviewed GAL's KPIs against raw data sources, checking calculations, reporting periods and variance with previous years' values where possible. Material issues were raised with GAL and KPIs were amended where necessary.

Ricardo's opinion

Based on the review of the 2023 DoC KPIs, Ricardo is able to provide the following opinions:

- GAL continues to make good progress in calculating its DoC KPIs and has set up credible processes for collating data and calculating indicators.
- The data sources used to calculate the KPIs are robust and, in instances where future improvements can be made, GAL is committed to work towards these as part of the ongoing improvement of its processes.
- In accordance with the points above, we can make the following final opinion:

Based on the process and procedures conducted, the 2023 DoC KPI assertions have been found to be materially correct and a fair representation of GAL's data and information.

GAL should continue accurately reporting progress against its DoC KPIs and Ricardo recommends that GAL undertakes a similar verification for its 2024 DoC KPIs, in 12 months' time.

Independence and competence

Ricardo is one of the world's leading energy and climate change consultancies. The team performing the verification has the appropriate experience and competency to do so.

Validity of statement

This statement is valid for the DoC KPIs verification review, for the periods from 1st January to 31st December 2023.

 Local Economy

A minimum of 10% of Gatwick's total spend will be with local suppliers, with a stretch target of 20%.

A minimum of 25% of Gatwick's total annual spend will be with regional suppliers, with a stretch target of 35%.

Gatwick will employ a minimum of 55% of the total Gatwick workforce from the local area, with a stretch target of 65%.

Gatwick will contribute a minimum of 35 hours of specialist colleagues (including Executive and Senior Management) to support local workforce skills partnerships and initiatives per year, with a stretch target of 70 hours.

 Opportunity & Accessibility

40% of leaders will be women, with a stretch target of 45%.

10% of leaders will be from an ethnic minority background, with a stretch target of 12%.

Gatwick will consistently achieve "Very Good" status in the CAA's annual Accessibility Review.

95% of Gatwick staff will have received training on disability equality and accessibility, with a stretch target of 100%.

70% of on-airport staff will have received training on disability equality and accessibility, with a stretch target of 80%.

 Workplace Safety

The airport will develop its risk management and safety management systems by moving from an airport wide safety management system approach to a business unit safety management system approach. Allowing each business unit to have its own bespoke management system will improve accuracy of risk analysis, and therefore risk controls.

The airport will develop a range of health and wellbeing information portals available to employees. Its success will be measured on the percentage it is utilised. The goal is that 90% of Gatwick staff will have used the self-service health and wellbeing tools on offer.

The airport will ensure that Human Factors is considered for 100% of all passenger experience projects.

 Local Communities

Gatwick will invest £5m cumulative in community funds.

Gatwick will raise £2m cumulative for our charity partners.

Gatwick will support 1 million cumulative student encounters through GAL education programmes.

 Noise

Gatwick will see 99% conformity with annual Noise Preferential Route track keeping performance for departing aircraft, to provide certainty to communities about where aircraft fly with a stretch target of 99.5%.

Gatwick will see 92% conformity with annual Continuous Descent Operations performance for arriving aircraft, with a stretch target of 93%. This will reduce noise by requiring lower engine thrust and by keeping aircraft higher for longer.

Airport Emissions

Gatwick will achieve net zero for GAL scope 1 and 2 GHG emissions.

Gatwick will source 50% of airport network electricity and 50% of heat network from UK renewable sources via onsite generation and direct purchase agreements (PPAs).

All Gatwick and airport duty vehicles, ground support equipment and mobile construction equipment will meet zero or ultra-low emission standards.

Aircraft & Surface Access Emissions

Gatwick will achieve and maintain, as a minimum, Airport Carbon Accreditation Level 4+ or equivalent.

Gatwick will reduce landing and take off (LTO) emissions per air traffic movement and per passenger:***

Gatwick aims to achieve 60% passenger and staff travel to the airport by public transport and zero and ultra-low emissions journey modes.

The 60% target applies to both passengers and staff separately, with the following detailed targets:

- 52% of passenger journeys by public transport by 2030, with remaining journeys by zero and ultra-low emission modes,
- 48% of staff journeys by public transport shared travel and active travel by 2030; with remaining journeys by zero and ultra-low emission modes.:

 Water

Gatwick will reduce the airport's potable water consumption by 50% on a per passenger basis compared to 2019.

Gatwick will achieve 0% de-icer discharged to rivers in typical severe winters.

Gatwick will spend £80-100k per year with local and national water stewardship organisations on local catchment projects.

 Waste

100% of commercial and operational materials will be repurposed for beneficial use.

100% of construction materials will be repurposed for beneficial use.

 Biodiversity

Gatwick will increase the land area currently under management to >85ha.

Gatwick will increase the Biodiversity Net Gain habitat condition score from a baseline to be determined using the DEFRA metric in Q4 of 2023.

Gatwick will reduce herbicide application, with a stretch target of 0 litres herbicide use.



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