

YOUR LONDON AIRPORT
Gatwick

Ben Green
Head of Piers, Infrastructure and Airfield Projects



Vital statistics

- 33.7 million passengers
- 70 airlines, over 200 destinations
- Second largest airport in UK
- Changed ownership in 2009

Gatwick in new ownership



Compete
to grow and become
London's airport of choice

OUR AMBITION & STRATEGY

Deliver the best passenger experience

Help our airlines grow

Increase value and efficiency

Protect and enhance our reputation

Build a strong EH&S culture

Develop the best people,
processes and technology

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Competitive Environment

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**Stansted in new
ownership 2013**



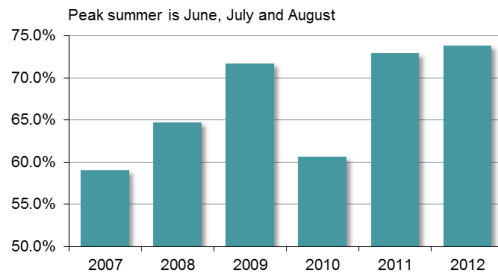
**Heathrow Terminal 2
opens 2014**



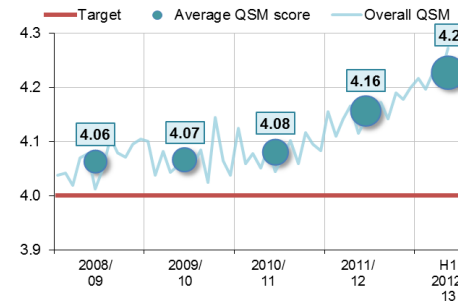
Improved service and passenger satisfaction

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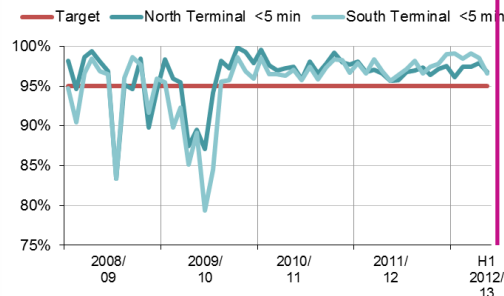
Improved on time performance



Increased passenger ratings



Above target on security queuing



All service quality targets met

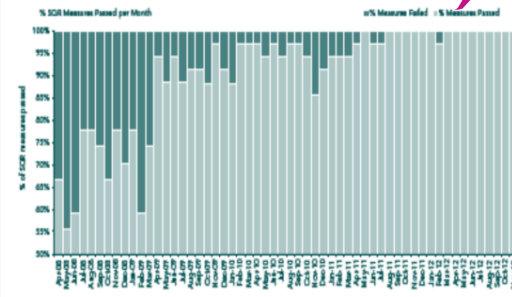


Figure 8.1
Gatwick's SQR performance



Winning new routes

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**New airlines and routes in
Winter 2013, both long and
short-haul:**

easyJet

easyJet double daily to
Moscow from March 2013



Thomson

Thomson weekly service
to **Phuket**



air arabia

Air Arabia 5 per week to
North Africa



**gambia
bird**

Gambia Bird – 2 per week to
Banjul and Freetown



ICELANDAIR

Icelandair – 2 per week to **Reykjavik**
(3 in Summer 2013)



AEGEAN AIRLINES

Aegean Airlines daily
service to **Athens**



Garuda Indonesia
The Airline of Indonesia

Garuda Indonesia choose Gatwick
for first non-stop **London -Jakarta**
service later in 2013



Building a strong EH&S culture

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Carbon emissions reduced by **45%** to date



New noise website to improve access to information



Accredited health and safety management



Construction safety
2.2 million man hours without a reportable incident, 12 months with zero injuries



ERMCVS
ISO 14001 OHSAS 18001



Award winning

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Business Travel Awards 2013
Best UK airport



British Travel Awards 2012
Best UK airport



Travel Choice Awards 2012
UK airport of the year



Future Travel Experience Awards 2012
Best Security & Immigration Experience



Loo of the Year Awards 2012
Winner – Transport Sector (England)



Snow resilience

- £8m invested in equipment
- One team response with airlines, handling agents and volunteers



New commercial products





£892m invested to date

Delivered in 2012:

- ✓ NT/ST Baggage £95m
- ✓ ST / NT Border Zone £1m
- ✓ NT Security £11m
- ✓ NT Departure Lounge £4m
- ✓ ST Departure Lounge £13m
- ✓ Runway £49m
- ✓ and much more...

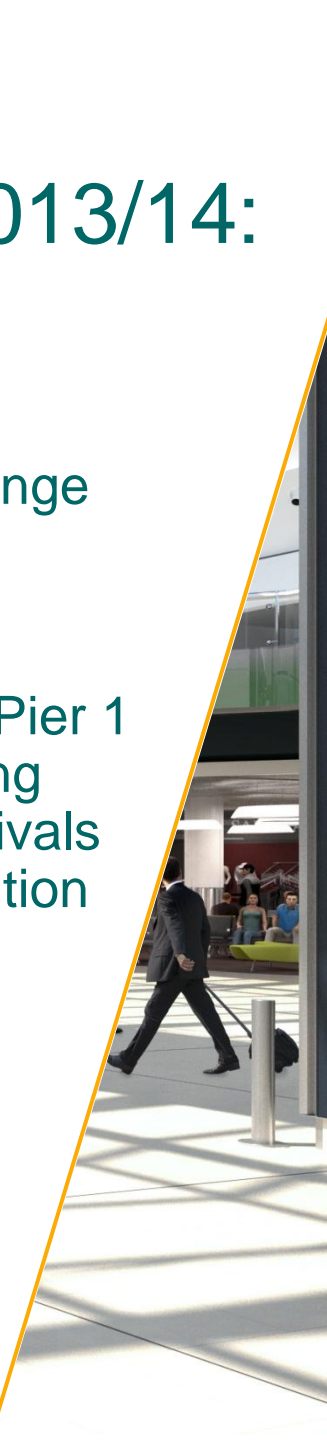
Transforming Gatwick





Projects 2013/14:

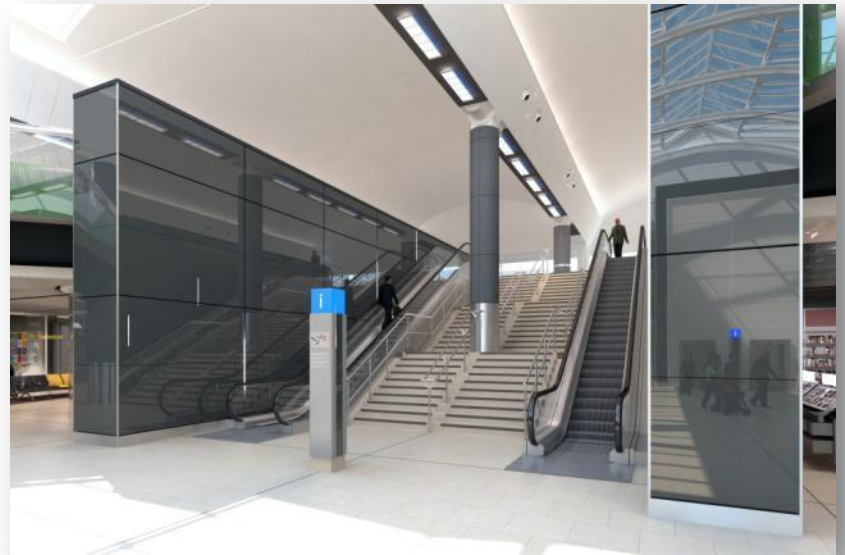
- ✓ A380
- ✓ ST Departure Lounge
- ✓ Pier 5
- ✓ ST Baggage and Pier 1
 - ✓ Crew reporting
 - ✓ Domestic arrivals
 - ✓ Pier 1 demolition



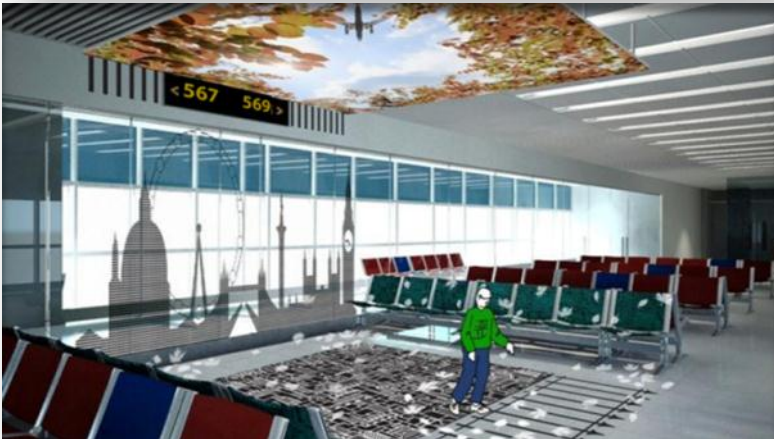
New A380 facilities in 2013



South Terminal Departure Lounge



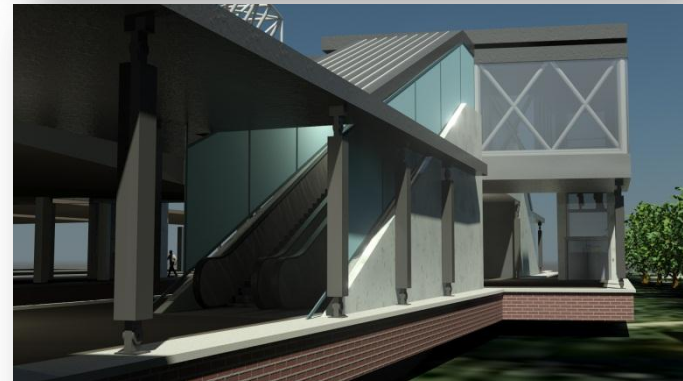
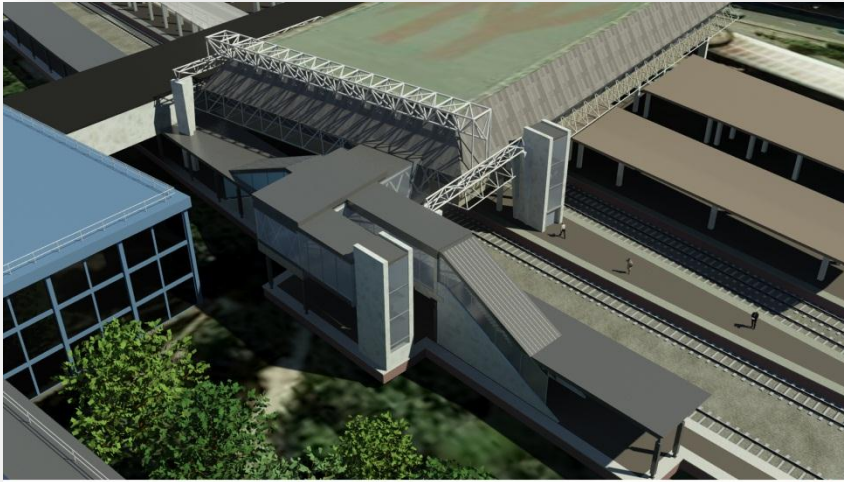
North Terminal Pier 5



South Terminal Baggage Factory and Pier 1



Gatwick station improvements



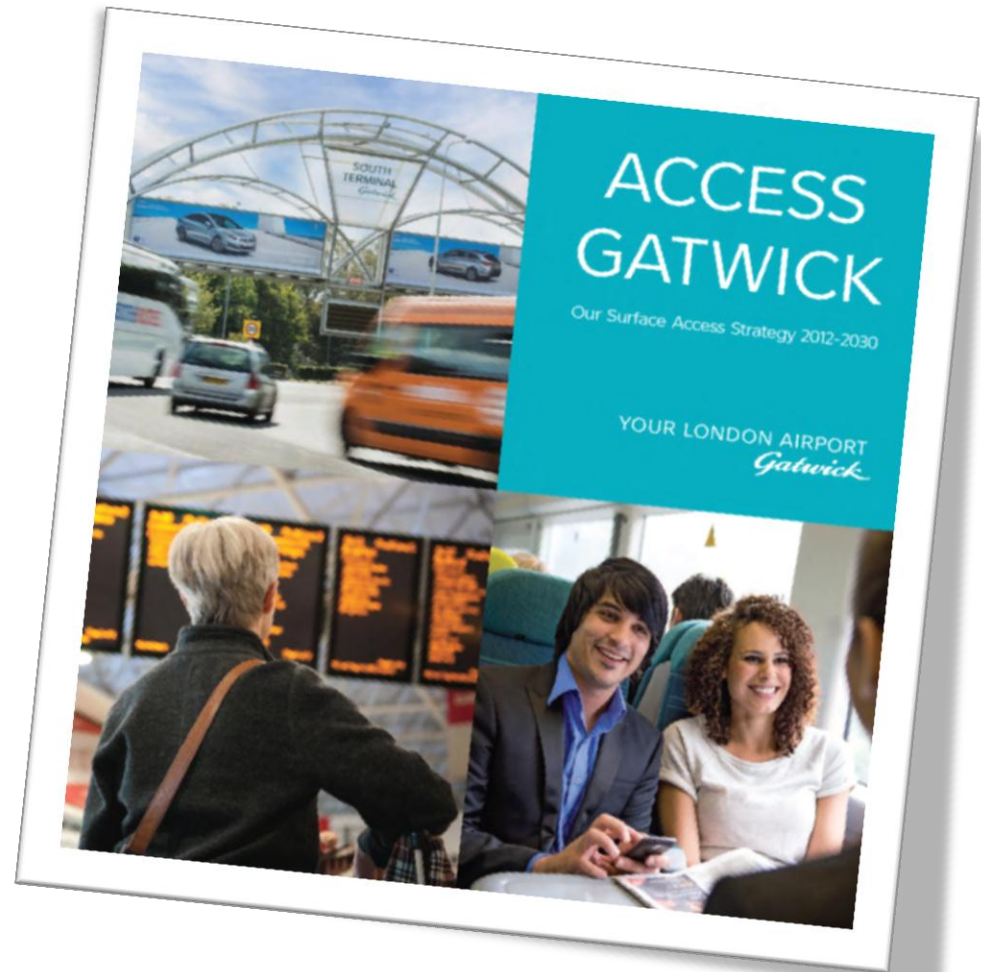
Applying industry best practice



Gatwick Surface Access Strategy

Our Vision:

- To be the best connected and accessible UK airport, delivering integrated surface transport
- Contribute to the sustainable economic growth of the local community and UK economy
- Lead the way for best practice in Surface Access strategies with innovation at its core





Future Business Plan

- ✓ 2014 - 2020
- ✓ £1bn capital investment
- ✓ New deal at Gatwick proposed

Future business plan 2014 - 2024

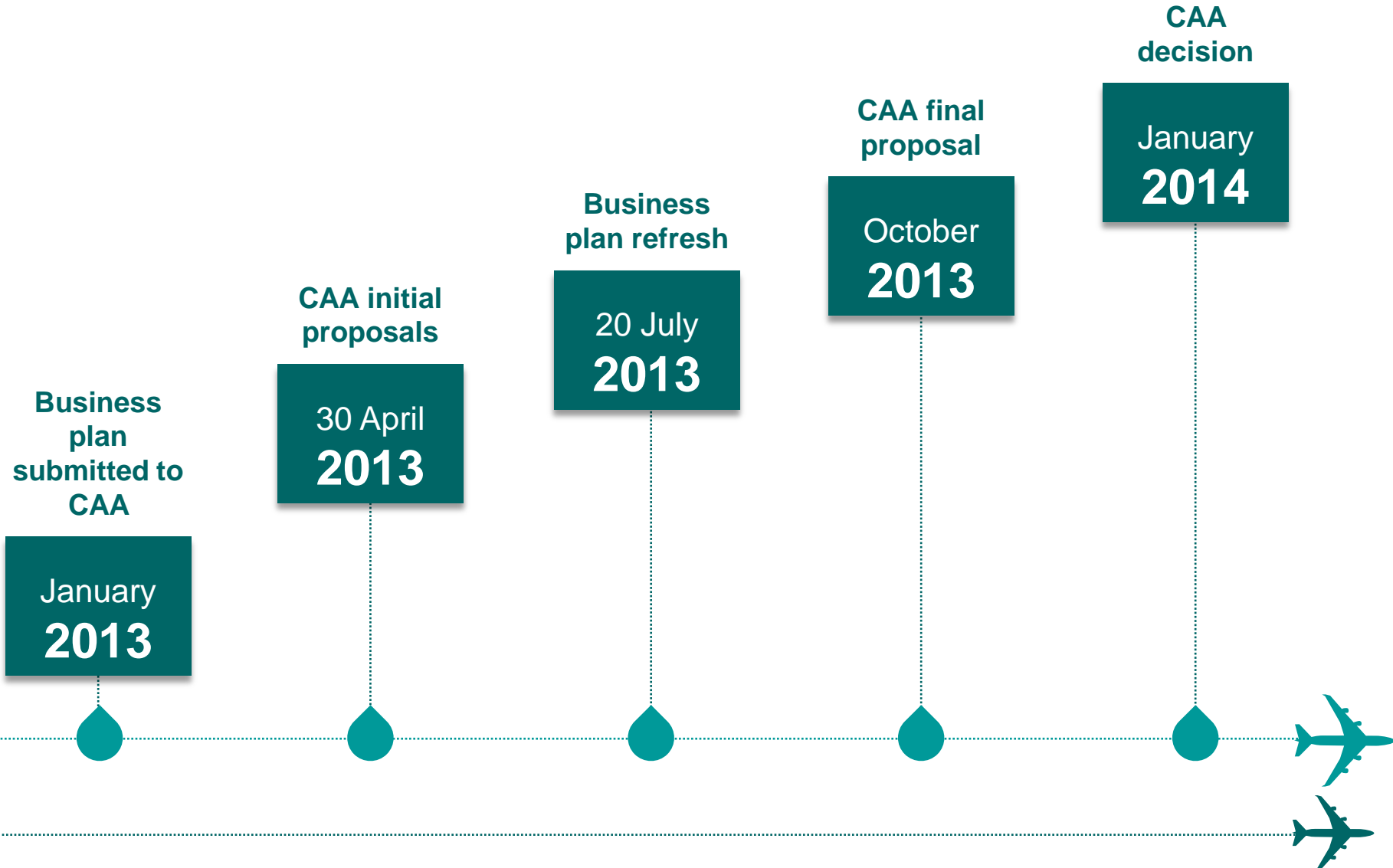
Launched 14 February 2013, including:

- £1bn capital investment programme 2014-2020
- Includes Gatwick's "new deal" – a framework of Commitments and Contracts as alternative to current Regulatory framework.



Business Plan timeline

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Capital investment programme

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Three key streams:

Carry over projects from Q5

£m

Carry over projects from Q5 ST Baggage and Pier 1, and Pier 5		89.39
Asset Stewardship and Compliance		351.36
Development Projects to secure and improve our competitive position		524.13
Total		964.88



Projects carried over from Q5

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**South Terminal
Baggage & Pier 1**



**Pier 5
Reconfiguration**



Asset stewardship and compliance

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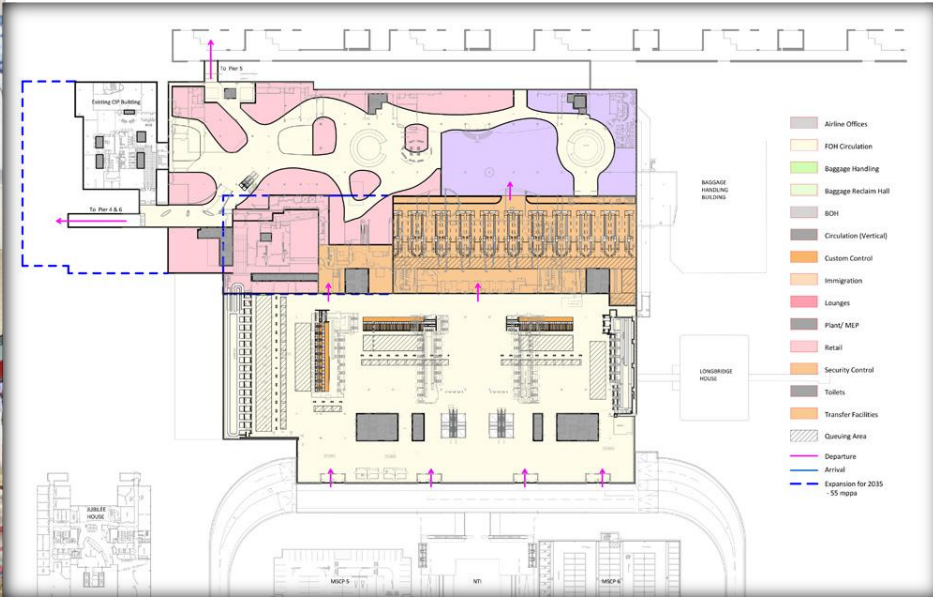
95% pier service for North Terminal

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North Terminal departure lounge

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Upgrade check-in and bag-drop

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**North
Terminal**

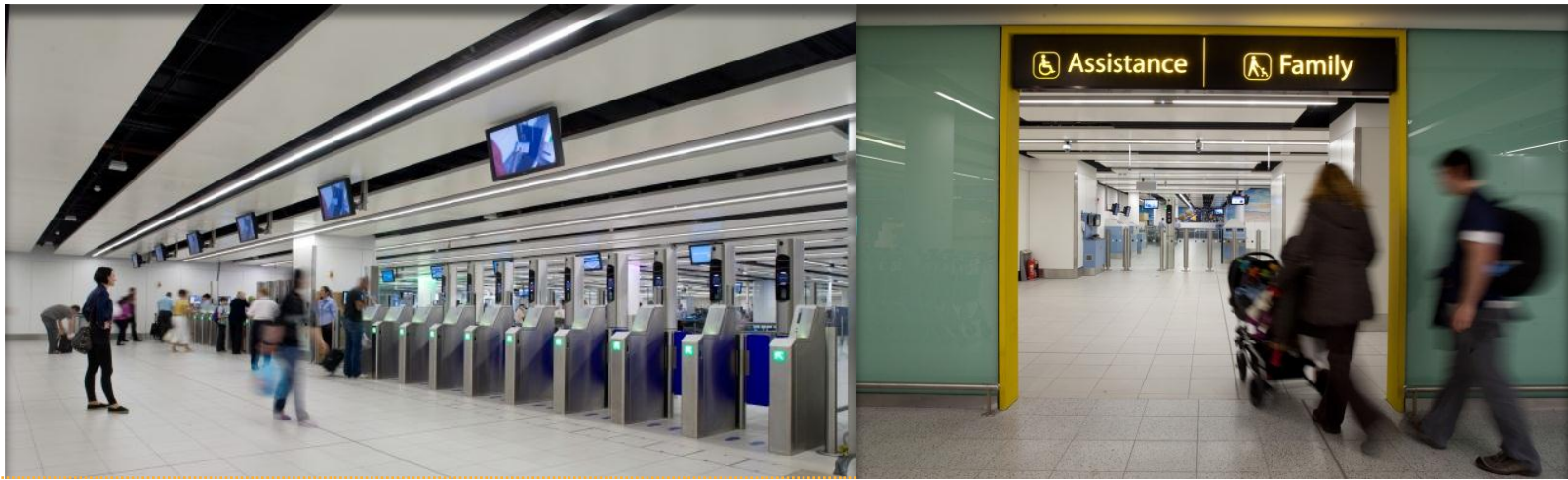


**South
Terminal**



North Terminal security

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Airports Commission

- ✓ Gatwick undertaking options work
- ✓ Timetable announced



Gatwick masterplan

July 2012

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Our work programme

A competitive and resilient airports system

Workstream	Question	Phase 1	Phase 2
Traffic forecasts	Is there sufficient need?		
Airport economics	How much 'hub' / P2P capacity does London/SE need?		
Runway options	Wide, close, parallel, staggered?		
Surface access impact	Can the networks take the increased volume?		
Environmental impact	Noise, Air quality, Carbon impacts		
Economic Benefits	Understand local and national benefits		
Business Case	Is it affordable?		





Questions...

