

Gatwick Airport

Corporate Responsibility Report

2005/2006



Note

This report was initially produced in 2006 as an online document only. It has been reproduced in its current format in 2009 to maintain a continuous record of corporate responsibility reports. All references were accurate at time of publication although they may not necessarily represent the current situation (Dec 2009).

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1 Managing Directors foreword

Why is corporate responsibility important to Gatwick?

The aviation industry brings huge social and economic benefits to the UK. However, at the same time we are acutely aware of the need to limit the impact of our operations on the environment and our local communities. Corporate responsibility is about recognising the need to limit our impacts and being a good neighbour. It is also about establishing the principles for the long-term success of our business, and moving forward with our stakeholders in our plans for Gatwick's development.

Some people say aviation can't be sustainable – what do you say?

BAA recognises that the aviation industry must take action to reduce its environmental impacts, that's why we have pressed for the inclusion of aviation in the EU emissions trading scheme. We carefully manage ground and air noise and the impact of our operations on air quality. We also safeguard the biodiversity around our operations, reduce and recycle waste and actively promote the use of public transport by both passengers and airport employees. While we will never be able to completely eradicate all of the negative impacts of the aviation industry, we believe that a balance has to be struck against its social and economic benefits.

What is Gatwick particularly good at?

Gatwick's well-established community relations programme was set up as part of our commitment to being a good neighbour. We have contributed to the local community for many years through financial donations, and the efforts of our staff. Our 'Meet the Buyer' event has enabled us to take the benefits of an international airport to the community by bringing together local suppliers with airport buyers. The 2005 event generated business worth almost £1million – twice the amount of the 2004 event. 'Meet the Buyers' also gives us the opportunity to communicate the sustainability principles that BAA demands of its suppliers and why they are so important. I also value the very positive relationships we have with a wide range of airport stakeholders who have an equally wide range of interests. This isn't something that we take for granted, and we work hard to maintain open channels of communication and to gain their trust.

What could you do better?

Last year we realised that Gatwick's corporate responsibility agenda needs greater commitment and leadership at Board level to become fully embedded in every level of the organisation. As a result a review was carried out which focused on Gatwick's governance structure and sustainability issues. We now have two key forums to take forward sustainability issues: one deals with more immediate short-term matters; and the other takes a more strategic, long-term approach to sustainability.

What did you find out from your consultation with the local community on the draft master plan?

The Government's White Paper, 'The Future of Air Transport', created uncertainty for our local people by not ruling out a possible second runway at Gatwick after 2019. This will only be considered if the Government's preferred option of an additional runway at Heathrow cannot be built for environmental reasons. We introduced blight schemes to maintain local property values, and our final master plan will be published at the end of summer 2006 to define the scale and character of future growth. We will continue to work with our stakeholders to address the challenges that the White Paper brings. Losing the Gatwick Express would be a huge blow to the business and in my opinion it would be a backwards step. We have put forward a proposal with the service's operators National Express to save the Gatwick Express, and lobbying for its retention will remain a key focus in the coming year.

What did you find out from your consultation process with the local community on the draft master plan?

The master plan follows an approach we developed together with our stakeholders in setting up Gatwick's Sustainable Development Strategy, which we launched back in 2000. The strategy set a ground-breaking approach to future airport development which included over 140 commitments and we signed up to a range of legally binding obligations. This set the approach for all future consultation processes. We were pleased with the diversity of the responses to the consultation and with the detailed nature of the comments that many of them sent to us. They confirmed the importance of us paying close attention to Gatwick's environmental and surface transport impacts, subject to which there was a broad measure of support for Gatwick's growth to make full use of its single runway capacity. The possibility of a second runway was widely, but not universally, opposed.

What's top of your strategic agenda as you look to the future?

Our overall aim is to maximise the full capacity of Gatwick's runway to reach at least 40 million passengers a year. We will maintain Gatwick's position as the second busiest UK airport by continuing to build the right balance of routes and services, ensuring that passengers have a great choice of worldwide destinations. We are also working with our business partners to promote the idea of 'one team', ensuring that passengers will always enjoy a seamless, high quality service across the airport. Our campaign to retain the Gatwick Express will also remain a high priority in the next year as we continue in our efforts to increase the number of passengers using public transport. I fully expect Gatwick's increased commitment to lead to improved performance as we report on corporate responsibility throughout the year, and have a personal interest in ensuring this happens.

Paul Griffiths,
Managing Director of Gatwick Airport.

2 Introduction

Welcome to Gatwick's corporate responsibility website. This year, for the first time, we have built a dedicated website covering all our corporate responsibility activities at Gatwick. This site reports on our progress on a range of environmental, economic and social areas during the period 1 April 2005 to 31 March 2006.

This website marks a step change in how we report on our performance and management of corporate responsibility. In previous years we have produced a printed report on our performance, backed up by online information on our main website. This year, the majority of the information is online as it enables us to include more information and data, it also means we can update the website frequently and also offers clear environmental benefits.

We have also produced a printed summary report of our corporate responsibility performance. If you would like to receive a copy please contact us by email **corporateresponsibility@baa.com** or call **01293 507061**.

For more information on Gatwick's aircraft noise management and track keeping performance please go to: **www.gatwickairport.com/noise** where you will find a detailed account of the work of our Flight Evaluation Unit (FEU).

As in previous years, performance data, including performance against our targets, has been externally verified by independent consultants Environmental Resources Management Ltd (ERM).

Our parent company, BAA, publishes an annual report which covers all aspects of our operating and financial performance. Our group-wide approach to corporate responsibility is also backed up by a printed summary report.

3 Who we are

BAA owns and operates seven UK airports: Gatwick, Heathrow, Stansted, Southampton, Glasgow, Edinburgh and Aberdeen. Outside the UK, we have stakes in airports in Australia, Hungary, Italy and the USA. Gatwick is the busiest single runway airport in the world, the second largest airport in the UK and the seventh busiest international airport in the world. Around 90 airlines operate from Gatwick's two terminals, serving around 250 destinations. We have a long and proud record of commitment to managing the environmental impacts of our airport and negotiating its growth with the communities directly affected. We aspire to be a leader among UK companies in the field of corporate responsibility.

4 Airport at a glance

Opened: 1958

Runways: One

Terminals: Two

Airlines: 90

Destinations: 250

Passengers per year: 32.8 million

Air transport movements per year (passenger and cargo): 254,000

Air cargo per year: 224,000 tonnes

Total land area of the airport: 678 hectares

Total retail space: 37,000m²

Rail: Gatwick Express, First Capital Connect and Southern services Five year summary –aircraft movements, passengers and cargo tonnage

	2001/02	2002/03	2003/04	2004/05	2005/06
Total passengers (millions)	30.5	29.6	30.1	32.0	32.8
Change from previous year (%)	-5.1	-2.8	1.4	6.5	2.6
Air transport movements (000's)	239	237	234	245	254
Change from previous year (%)	-5.2	-0.6	-1.3	4.6	3.6
Cargo tonnage (000's)	263	240	223	216	225
Change from previous year (%)	-17.2	-8.6	-6.9	-3.3	3.9

5 How we work

BAA corporate responsibility policy provides the overall framework for our approach at Gatwick. This is supported by more detailed strategies and policies which provide guidance in specific areas ranging from air and water quality to people-related issues such as equal opportunities and diversity.

We also work within our Sustainable Development Strategy which was published in 2000 following extensive consultation with our business partners and local communities. It encompasses 143 commitments providing stakeholders with assurances about our approach to Gatwick's management and development. Our master plan will supersede the strategy, and at the time of writing we are currently working together with our local authority stakeholders on a revision of supporting commitments.

Management framework

BAA Gatwick's corporate responsibility programme is supported by management systems that have long-term objectives and annual targets. Our management systems currently focus on security, health and safety and environmental performance. We are exploring ways of further aligning these systems. Our environmental management system process, which is consistent with our approach to health and safety, is outlined below. We acknowledge that while there are some gaps in our systems with respect to formalising some processes, document control, and some aspects of site environmental management, we employ best practice standards in terms of stakeholder dialogue, external verification of airport environmental targets and external reporting of our overall performance, which are consistent with, and go beyond, the requirements of ISO 14001 - the recognised environmental management quality standard.

Assurance and verification

BAA recognises the importance of accountability to stakeholders and the need to produce transparent, robust and credible information in our public reporting. This is the eighth year that independent assurers have reviewed the information presented within our public reporting. Casella-Stanger provided an external independent verification of the corporate responsibility information reported by BAA between 1998 and 2003. Following a tender process, Environmental Resources Management (ERM) was commissioned to undertake this exercise from the 2003/04 reporting season onwards. Over the last year we have undertaken a major review of how we use our external assurers in order to better respond to the needs of internal and external stakeholders. The review identified three key requirements for assurance – data accuracy, target performance and the completeness and materiality of our reporting.

Within BAA, senior managers need assurance that policies are being delivered and that we have an accurate assessment of our performance. Externally, our stakeholders require assurance that our reporting provides a comprehensive and accurate assessment of BAA and that it is addressing all of the material issues for the company.

We deliver that assurance in a number of different ways, including:

- A regular audit of our performance by our internal audit team. In 2005/06, BAA's group health, safety, security and environment compliance unit carried out an audit at Gatwick focusing on the management of risks. We also have a programme of internal auditing which is reported to the Gatwick Directors Team.
- Environmental Resources Management (ERM), review our approach each year. This year, they assessed the achievement of our airport targets, verified data accuracy on specific key performance indicators, and reviewed the materiality, completeness and accuracy of our corporate responsibility reporting.
- External input from Forum for the Future, a sustainable development charity, which provides feedback on our reporting.

To meet best practice standards of accountability in our reporting we aim to align ourselves to the AA1000 assurance standard and the principles that underpin it. We are currently reviewing the options for formal assurance of our reporting against the AA1000 standard. Guidelines for the Global Reporting Initiative have been used to compile non-financial information.

ERM statement

Scope & Activities BAA engaged ERM to assess whether the seven UK airports, including Gatwick, accurately reported within BAA achievement of their corporate responsibility targets. As part of this process ERM:

- Reviewed self-assessment reports provided by Gatwick on the extent of achievement of its eight corporate responsibility targets;
- Undertook a site visit to Gatwick airport to interview management about a sample of six targets, relating to noise track keeping and continuous descent approach, air quality, surface access, waste recycling, waste reduction and water quality.

ERM did not review Gatwick's 2005/06 Corporate Responsibility Report (print and online – in which this statement is presented) to evaluate the accuracy of external reporting on target achievement.

ERM Findings Subject to the scope of ERM's assessment and based on information provided by BAA, ERM believes that BAA's internal monitoring process fairly states target achievement.

Gatwick achieved the targets set on surface transport, waste recycling, waste reduction and water quality. Through the target assurance activities set out above, ERM identified the following highlights in target achievement:

- Surface transport: The number of passengers using public transport increased this year as a result of Gatwick's efforts to tackle surface transport issues.
- Energy use: Gatwick made progress implementing energy efficiency technologies that contributed to a reduction in the carbon dioxide emissions from energy consumed, against the business as usual forecast.
- Waste: The amount of waste recycled was greater than last year.
- Water quality: Gatwick continued to implement activities to improve water quality management and ensure compliance with its surface and foul water discharge consents.

ERM also noted that BAA Gatwick experienced challenges in achieving targets during the year:

- Noise: Gatwick experienced challenges meeting its noise targets. The use of the continuous descent approach by aircraft was lower than last year. The number of aircraft going off track was fewer than last year (i.e. performance improved), but the airport's target was not achieved.
- Air quality: Gatwick did not move up to the next stage of the Clean Vehicles Programme. This was due to a lack of planning, resource allocation and monitoring of progress during the year.
- Waste reduction: The amount of wastes managed through the waste contract was lower than the previous year due to reduced generation of construction related wastes, rather than as a result of planning and implementation of waste reduction measures.

Recommendations ERM recommends that BAA Gatwick:

- Makes senior managers track more closely achievement of targets not linked to the S106 planning approvals; and
- Enhances processes for planning and resource allocation for sustainability targets to ensure higher levels of achievement particularly for air quality and waste reduction targets.

ERM May 2006

BAA management has prepared BAA Gatwick's Corporate Responsibility Report and is responsible for the collection and presentation of the information in it. Our responsibility in performing our work is to BAA management in accordance with the terms agreed. We do not therefore accept or assume any responsibility for any other purpose or to any other person or organisation.

Environmental Resources Management Limited (ERM) is an independent, global environmental, social and corporate responsibility consultancy. ERM has experience in the design, development and assurance of sustainability/ corporate responsibility reports in a wide range of industry sectors, and operate strict conflict checks to ensure complete independence of our assurance activities.

Policies and position

BAA Gatwick reflects BAA's approach to corporate responsibility, which means managing our business in a way that enhances the positive and minimises the negative impacts of our activities.

Our position

Our approach is to ensure we run an airport which is safe and secure, that we treat our employees fairly and with respect and we minimise our environmental impacts. By managing all of those impacts well, we do our best to earn the trust of our stakeholders.

At Gatwick, this means continuing to work together with our stakeholders to understand and resolve issues together, and at the same time contributing towards maximising the positive benefits that our airports bring to society and the economy. Gatwick's community relations programme supports initiatives that make a difference to the local community, and our economic development programme promotes sustainable local and regional prosperity. Gatwick Airport provides jobs for around 25,000 people directly and up to three times as many indirectly.

However, aviation and airport expansion also have significant negative impacts, particularly on the environment. Aircraft burn fossil fuels and emit greenhouse gases, contributing to climate change. Aircraft noise affects the quality of life of people around Gatwick, and airport activity has impacts on local air quality. Our challenge is to try to reconcile these different impacts in order to earn our licence to grow. We use the concept of 'sustainable development' to help us do that.

Responding to the challenge

People have different views on how corporate responsibility relates to sustainable development. Sustainable development means enabling people around the world to meet their basic needs and enjoy a better quality of life, without compromising the quality of life of future generations. In the UK, the Government aims to pursue that goal through an integrated approach: achieving a productive economy and a just and healthy society in ways that protect and enhance the environment. We see corporate responsibility as the contribution we can make as a company to the wider goal of sustainable development.

We believe that we can contribute to this agenda in a number of ways. In part, this means maximising the positive benefits of aviation. This does not mean that aviation can avoid its negative impacts or that growth should be met at any cost. We have to minimise negative impacts, improving performance where we have direct control and use our influence to lead changes. Our corporate responsibility policy, as detailed on BAA's website link, sets out in more detail the commitments that we have made to contribute to sustainable development.

Acting on recommendations from last year's assurance exercise by external auditors ERM, we have this year reviewed our governance structure at Gatwick to promote greater leadership, co-ordination and accountability on all aspects of the Corporate Responsibility agenda. From summer 2006, a new executive board will be established to ensure Gatwick's growth is responsible, complementing the existing management board which ensures effective systems are in place to manage and improve our performance.

Our stakeholders

Many of our sustainable development strategy commitments are driven by the need for good stakeholder relationships. We are committed to maintaining a regular programme of communication and consultation about airport-related issues with local authorities and other community representatives.

Engaging with our stakeholders

The issue There is a wide range of people and organisations who might be affected by or have an interest in the airport and its operations. These include local residents, local authorities, community groups, local MPs, local and regional businesses and economic partnerships, our staff and business partners, shareholders and non-governmental organisations. Our overall aim is to ensure we have open communication channels with our stakeholders, that we understand their points of view and are able to work together in addressing common issues.

Our objectives This year the main focus in stakeholder communications has been the Government's White Paper 'The Future of Air Transport', published in December 2003. One of the White Paper requirements was to develop our master plan, which defines the scale and character of the airport's future growth. We finalised noise and blight schemes to support the possible development of Gatwick as a two-runway airport. Further topics of communication this year included the threat to the Gatwick Express, and issues relating to noise and air quality.

The White Paper The White Paper set out Government policy for future airport capacity in the UK which proposes:

A second runway at Stansted

A third runway at Heathrow – or, if this is not environmentally sustainable,

A second runway at Gatwick.

At Gatwick we remain committed to our agreement with West Sussex County Council not to build a second runway before 2019. A key challenge facing BAA is how to respond to local uncertainty arising from the White Paper.

Master plan We are developing Gatwick's master plan in response to the Government's White Paper, which requires us to safeguard land for a possible second runway (after 2019) in case runway expansion at Heathrow does not go ahead. However, if we remain a single runway airport, we estimate that we will reach runway capacity of 280,000 flights a year by 2010. Our master plan focuses on defining the scale and character of our growth in the next ten years, taking economic, social and environmental factors into account. In spring 2005, we conducted an extensive consultation with local Government, business and community organisations, local MPs and members of the public to see if there was broad agreement with proposals in our outline master plan. A report on the consultation can be viewed at www.gatwickairport.com/masterplan. We expect to finalise the plan in late summer 2006.

Blight Property initiatives When we produced last year's Corporate Responsibility Report, we explained that we were in the process of finalising two schemes to address generalised blight and support the property market. These have now been implemented.

- **Property Market Support Bond** This scheme is for homeowners who live within the proposed boundary of the new airport, whose houses would have to be demolished were the second runway to go ahead. In this event, BAA Gatwick guarantees that it would pay the 'unblighted' price of property to homeowners, thus maintaining property values.
- **Home Owner Support Scheme** This initiative is designed to help homeowners currently living some distance from the airport, but would be exposed to higher levels of noise if the airport boundary were to be expanded. It commits BAA Gatwick to buying the affected property at an unblighted price if we announce an intention to build a second runway. In addition to the two schemes above, we have implemented a scheme to help people affected by existing noise within the current 69 decibel leq noise contour (averaged over a 16-hour period).

Defending the Gatwick Express To free up capacity for commuters between London and Brighton, the Strategic Rail Authority (SRA) proposed scrapping the non-stop Gatwick to Victoria service. Gatwick, allied with the airport community and many external stakeholders, strongly oppose this move because it would severely limit the options for passengers travelling to and from the airport. We are lobbying to retain the service, and have submitted plans for a viable alternative to the Department for Transport (DfT) in partnership with the National Express Group.

The Gatwick Airport Consultative Committee (GATCOM) GATCOM, which meets four times a year, is the main channel through which BAA Gatwick communicates with its stakeholders. The committee is made up of local authorities, consumer groups, trade bodies and the airline industry, and is a forum for the open discussion of matters relating to the airport, such as passenger services, the master plan, noise-related and car parking issues. A new chairman-elect, Dr John Godfrey, was appointed this year, and will be shadowing GATCOM's current chairman Peter Bryant OBE until his retirement in summer 2007. The committee's website address is www.ukaccs.info/Gatwick. Details and membership of the committee can be found on the website, together with formal minutes of the quarterly meetings.

Other communication channels We are involved in specialist GATCOM sub committees including the General Purposes sub committee which explores issues such as transport, noise and air quality in more detail before reporting back to the main committee and the Passenger Services sub committee (PSSC). In addition the Noise and Track Monitoring Advisory Group (NatMAG) and the Ground Noise committee look at issues related to air and ground noise and track keeping, as required by the Government. We continue to host a liaison group for local planning officers. In addition, we maintain direct communication with a wide range of stakeholders and this year arranged a number of airport familiarisation visits for local MPs, business representatives and local authority members and officers. We keep the wider public informed of our business developments via regular reporting, meetings, direct correspondence, our website, and in the local press.

Going forward We will continue to reinforce the positive relationships and strong links we have built with our stakeholders through practical action and maintaining regular, clear and open channels of communication.

Key issues and priorities

This section lists the key environmental, social and economic issues that are associated with our business. They are based on our business strategy, risk management process and the frequency with which they are raised by stakeholders as issues of concern.

The BAA Corporate Responsibility Board oversees an annual exercise to determine these priorities taking into account information from stakeholder surveys, auditor feedback and BAA's overall business objectives. At Gatwick we also identify priority issues through dialogue with our local stakeholders. For some of these issues we have direct or significant control, for others, we need to exert influence and leadership, working with our airline customers and other business partners. Within these webpages we discuss in more detail how we seek to manage each issue. We describe our approach to our key social and environmental issues in the following way:

The issue: An overview of why the issue is important.

Our objectives: Sets out what our goal is in relation to the issue.

Our strategy: Outlines what steps we are taking to deliver our objectives.

Our performance: Illustrates how we have performed over the last year.

Going forward: Discusses the next steps that we are planning to take. We also publish a series of issues briefs that provide an overview of BAA policy and actions on each key issue. They can be read in conjunction with the information given here, which provides more detail on the Gatwick approach and the latest performance data.

We are part of the Air Transport Action Group (ATAG) which brings together organisations throughout the air transport chain that are committed to addressing challenges facing the industry. You can also find out more about aviation and the environment by visiting www.enviro.aero, a cross-aviation-industry initiative that redresses the balance in the debate. The website demonstrates that aviation is serious about the environment and is taking practical measures to limit emissions.

Air quality

Target 2005/06:

To ensure that BAA Gatwick's airside fleet has moved up to the next step of the clean vehicles programme: not achieved. See Our performance - clean vehicle programme below.

The issue BAA supports the Government's air quality strategy (AQS), which sets out air quality objectives for a number of atmospheric pollutants. Limits for these pollutants come into force in 2010 and there is a legal requirement on all local authorities to assess whether there will be breaches in their residential areas. Where there is a risk of a breach of these limits local authorities are required to declare an air quality management area (AQMA).

Our objectives Our overall objectives are to:

- use our influence and practical measures within our control to achieve industry good practice in airport air quality management, including management strategies, measurement and action programmes promoting alternative fuels and emissions abatement technology operating on the airport
- work with local authorities and the airport community to achieve the Government's national air quality strategy (NAQS) objectives.

The main emissions associated with Gatwick Airport are nitrogen dioxide (NO₂) and particulates, mainly arising from road traffic and aircraft movements. Analysis and monitoring of these emissions shows that an area of south Horley, to the north east of our airfield, risks being close to or above the limits by 2010. Reigate and Banstead Borough Council have therefore declared an AQMA in this area, and there is a requirement for both the councils and Gatwick Airport Limited to produce action plans to reduce concentrations of NO₂ by 2010. Reigate and Banstead Borough Council are looking at their boiler installations and road traffic emissions, while we are identifying where and how we can make improvements to ensure the NO₂ limits are not breached.

Our strategy We aim to meet the 2010 NO₂ limit by:

- Working closely with Reigate and Banstead Borough Council in developing our action plan
- Continuing to tackle ground-based emissions
- Improving the accuracy of airport air quality assessment
- Influencing aircraft emissions through industry dialogue
- Continuing to understand the contribution of non-airport activities to reducing emissions
- Continuing to understand industry developments and develop best practice relating to air quality management.

Our performance Working group with Reigate and Banstead Borough Council This group was set up to define the parameters of the action plan: what should be considered and how it should be monitored and reported. We also invested in new software for air quality scenario testing (FAST) which has proved invaluable in developing our action plan. This enables us to assess the relative importance of different emission sources in a way that was not possible before. An interesting outcome of this has been that while the activities of airside fleet vehicles might seem significant, analysis revealed that they contributed less than airport sources. For this reason our focus has shifted from the Clean Vehicles Programme to other areas. For example, we are looking at ways to shorten the running time

of auxiliary power units while aircraft are on the stand. A list of activities will be drawn up in our forthcoming air quality action plan, giving details of our commitments to air quality improvement through to 2010.

Clean vehicles programme FAST indicated that improvement in airside fleet activity offered less potential to help meet the NO₂ objective compared with other potential measures. However, in our desire to follow good practice we remain committed to improving the Gatwick airside fleet. The programme consists of a ten-step plan that takes a company through an assessment of their motor vehicle fleet and operation. It is designed to identify opportunities to make quick improvements and identify longer term strategic plans to reduce emissions. To explain and promote the programme to our partner companies, we held a seminar this year for airside fleet managers. Representatives from Reigate and Banstead Borough Council also took part, putting the programme in the wider context of their own efforts to improve the area's air quality. Managers were encouraged to think how they could modernise their fleet and optimise routes and journeys to reduce carbon emissions. Our efforts to achieve a step change improvement in our airside fleet have not progressed as we would have liked. We have been undergoing a significant re-organisation programme throughout the year and unfortunately this has diverted attention and resources away from this area. Air quality monitoring funding We reinforced our commitment to ongoing monitoring in the Horley area with a significant financial contribution to a seven-year monitoring programme with Reigate and Banstead Borough Council. Going forward

- We will publish the air quality action plan arising from our joint working group with Reigate and Banstead Borough Council
- We will report on the updated emissions inventory we are undertaking to further assess sources of emissions and to improve data resolution
- Stringent air quality and noise targets relating to the proposed third runway at Heathrow have been addressed with state-of-the-art modelling. We will use it to help refine our own modelling when it becomes available next year
- We will review whether the Clean Vehicle Programme is the most appropriate aspect of air quality management to target.

Target 2006/07:

To publish our air quality action plan and implement those actions scheduled to commence in 2006/07.

Biodiversity

Our programme for this year was to implement biodiversity action plans for enriching non-operational land.

The issue BAA recognises that biodiversity is an essential factor in the sustainable development of its business and is committed to supporting both national Government and local community groups in adopting good practice principles for business and biodiversity.

Our objectives BAA's policy is to support the responsible growth and operation of its airport and non-airport businesses, in accordance with good practice principles for business and biodiversity.

Our strategy At Gatwick, our focus is on maintaining a 68-hectare area of our land, which is mainly woodland and grassland, to the east of the London to Brighton railway line. This is managed through our Sustainable Development Strategy (SDS) commitments (see panel) and ensures that any new airport development projects using greenfield land must include corresponding enhancements to biodiversity in the land east of the railway. We have four biodiversity action plans (BAPs), covering the management of the airport's grassland, woodland, hedgerows and watercourses. We also have a landscape strategy, which informs the ongoing development of Gatwick's landscape appearance, and which supports the delivery of our SDS commitments.

5 How we work

Our performance There were no large scale developments during 2005/06, and work within these action plans has focused on review, rather than implementation of specific initiatives. We have however made progress on other SDS commitments relating to general airport development.

Education ranger As well as safeguarding the variety of plant and animal life in the east of railway area, we have opened it up for local communities to use as an educational resource. Last year, together with the Gatwick Greenspace Partnership (see panel), we appointed a ranger to promote the use of the area as an education resource. In partnership with local authorities and schools, the ranger has developed programmes that support the national curriculum and promote understanding of biodiversity issues. Activities so far include:

- Two community volunteering events focusing on clearing pathside 'rides' (areas between two pathways of particular ecological value)
- Tapping into the specialist skills of our employees, who include amateur botanists, to help with tree, fungus and plant surveys
- Nature trails, bird nest box building and forest survival skills training for children.

Many of these activities take place in the custom-designed yurt which serves as the Gatwick Environment Centre (GEC). Some 19 activities took place here with local schools over the year. See the Community section of this website for more details.

On-airport landscape improvements The landscape strategy has focused on tree planting over the year. Sometimes trees do need to be removed within developed areas of the airport. This year we had to remove 63 trees in and around car parks and a commitment has been made to plant 126 trees (we plant two trees for every tree we have to remove) in carefully selected areas where the trees should thrive, while also providing additional benefits such as drainage improvement.

River Mole diversion and biodiversity The five-year programme to monitor the impact of diverting the River Mole has been completed, with encouraging results, and we continue to support its ecology and encourage biodiversity. The programme encompassed both flora and fauna, focusing on invertebrates, fish, reptiles and mammals. The river forms an important feeding corridor for bats and we continue to monitor bat activity in this area, which is showing no cause for concern. We are also encouraged to record in the last year's monitoring results within land east of the railway that bats are now using artificial roost boxes installed as part of the BAPs, which help to meet the requirements of the woodland BAP.

Going Forward In line with the Sustainable Development Strategy we will continue to use our environmental assessment process to help ensure we remain on track to deliver those commitments and obligations. The process will be redesigned to make it easier for development and project managers to identify what environmental impacts (including biodiversity) a project may have and what actions could be taken to mitigate or minimise them. We will complete a review of our BAPs and update them to ensure they continue to guide appropriate ecological management. We also plan to continue supporting community volunteer events and utilising the specialist skills of our staff in relation to biodiversity.

Climate change

Target 2005/06:

Achieve a reduction of 2% on forecast business-as-usual Carbon Dioxide (CO₂) emissions: Not achieved.

CO₂ emissions are calculated on the basis of the total gas and electricity used at the airport. We achieved a reduction of around 1% less than business as usual. Factors influencing this year's performance included an unusually cold March - mainly affecting gas consumption, and some building management system control issues, as well as closing down the main boiler too late in the summer. Despite not quite reaching the target, the result has

shown that forecasting and management is improving. It also indicates that Gatwick remains on track to meet the BAA group target to deliver a 15% reduction (compared to 1990 levels) in absolute CO₂ emissions from energy use by 2010.

The issue The aviation industry contributes to global warming in a number of ways, but the burning of fossil fuel in flight has the biggest impact. Ground emissions from airport vehicles and vehicles used by passengers to get to and from the airport also contribute to the global warming effect, and green house gases are generated by the production of energy used in airport buildings. However, in the UK aviation is responsible for just 6% of carbon emissions compared to 37% from the energy industry, 21% from road transport and 16% from the domestic sector. This section largely focuses on the energy management of our airport buildings. For more details of how we try to reduce our impact on the environment by tackling ground-based emissions and increasing the percentage of passengers travelling to and from the airport by public transport please refer to the air quality and transport sections under the Key issues area of this website.

Our strategy To address aviation's impacts, our strategy is to work closely at BAA corporate level with key stakeholders in Europe including Governments, industry and NGOs. Over the last two years we have been actively engaged in the debate over climate change and have built support for incorporating aviation into the European emissions trading scheme. Boilerhouses at five different Gatwick sites have been registered in the scheme since 2004. [Insert link to climate change page on baa.com.](#) As a Group, BAA is one of the UK's major industrial energy customers. To address the issue of energy saving, our approach is to make savings in incremental steps, year by year, through energy conservation and energy-efficient refurbishment. We balance this work with the need to provide a safe, comfortable environment for our passengers and staff.

Our objectives By 2010 BAA is committed to deliver a reduction of 15% in absolute CO₂ emissions from energy use compared to 1990 levels. BAA Gatwick will make a significant contribution to this reduction.

Our performance Our focus for 2005/06 has been to improve energy management in existing facilities and to implement further awareness training to drive energy efficiency.

Electricity Our most recent development project, a 197 metres long and 32 metres high bridge to take passengers from the North Terminal to a new pier, which opened in May 2005, benefited from a range of energy and emissions saving technologies. These included lighting controls that are sensitive to the presence of people and natural daylight. The significant energy savings that these technologies can make are well illustrated by 'start on demand' escalators, which reduced consumption on average from 1,500-2,000kWh per month to 300-600 kWh per month.

Other activities This year we engaged an energy management consultancy - the Carbon Trust - to investigate issues and identify energy reduction opportunities. Among their recommendations were to:

- Heat our buildings only during the 'heating season' from 1 October to 30 April
- Move from an inefficient, central water-heating boiler to localised water heating
- Investigate lighting projects (eg Pier 4 improved control systems) and lighting management issues (upper forecourt lighting and Pier 2 roadway)
- Include energy efficiency/awareness as part of engineering maintenance programmes.

These will be built into our energy efficiency action plan for 2006/07 (see 'Going forward'). As part of ongoing improvement work to our external lighting we replaced the aircraft stand floodlighting on Pier 3. As a result, the lighting is 40% more efficient and the new floodlights also significantly reduce the amount of upward light pollution.

Metering Metering enables us to measure our energy use and potential savings. We use meters extensively and install them with every new build and refurbishment project. The purpose is to track energy targets, and also to provide benchmark data to give us a better understanding of how each facility in the airport uses energy, so that we can make the most cost-effective improvements. It also allows the opportunity to review building or equipment performance.

Gas initiatives Gas consumption was higher than anticipated and contributed to our disappointing target performance, despite strict measures on our main boiler operation. Initial investigations have indicated that low temperatures in March this year had an impact on our energy performance.

Going forward We are implementing an energy efficiency action plan for 2006/07, which will include:

- A closer focus on the performance of passenger sensitive equipment (such as baggage systems and escalators) led by a logistics group
- A review of the building management system
- A strategy for air conditioning
- The behavioural changes recommendations identified by the Carbon Trust energy consultancy.

Target 2006/07

Reduction of 2% on forecast business-as-usual CO₂ emissions

Noise

Air noise targets 2005/06:

- Increase the use of Continuous Descent Approach procedures for arriving aircraft at night from an average of 89% to more than 90% Actual: 83% - target not achieved
- Reduce track deviations by 10% based on 2004/05 baseline: Actual: reduced deviations by 3% against a 3.5% increase in aircraft movements

Targets 2006/07:

The issue Aircraft noise is an important issue for local communities and one that we see as a priority. Air noise is generated primarily from aircraft arriving or departing from Gatwick. Ground noise comes from sources within the airport perimeter such as aircraft taxiing or engine testing. Much progress has been made in reducing individual aircraft noise in the last 30 years and today's aircraft are significantly quieter. However, the increase in the number of flights over the same period has to some extent offset the reductions achieved. Government policy influences how Gatwick tackles air noise. The Government White Paper 'The Future of Air Transport', published in December 2003, outlines several ways to control, mitigate and compensate for noise.

Our objectives Our objective is to work together with a wide range of community and industry stakeholders to ensure that we are using all practicable means to minimise existing aircraft noise impact. This approach will continue into the future, within the framework established by the Government's White Paper.

Our strategy The Flight Evaluation Unit (FEU) is at the heart of all our noise management activities. The FEU works within an integrated strategy that is largely contained within the Sustainable Development Strategy for the airport and includes:

- Establishing close working relationships with airlines, air traffic controllers, regulators, local authorities and community groups through forums such as the Noise and Track Keeping Advisory Group (NaTMAG) and Flight Operations Performance Committee (FLOPC) (See the Stakeholders section for more information)
- Improving compliance with quieter operating practices, such as continuous descent approach (CDA)
- Rewarding the use of quieter aircraft through differential landing charges
- Providing good quality information to local people
- Encouraging the manufacture of quieter new aircraft and engines by influencing Government standards and aircraft manufacturers.

Our performance Air Noise Communicating with local stakeholders on noise remains an important issue. This year we produced "Bothered by Aircraft Noise: We're Listening", a publication aimed at making this complex issue as accessible as possible.

Track keeping Track keeping is a term we use to describe compliance with departure routes known as noise preferential routes (NPRs). Aircraft are required to follow these to a specified height (3,000/4,000ft), unless instructed otherwise by Air Traffic Control (ATC). We monitor deviations from the NPRs very carefully. Our performance against this year's target shows that 98.08% of aircraft at Gatwick were on track. Although we managed to reduce the actual number of deviations by 3% we did not achieve as much as we would have hoped. This is largely due to the fact that we were unable to go live with some departure trial procedures we had planned at the start of the year.

Continuous Descent Approach The most effective way to reduce noise from arriving aircraft is to keep them higher for longer. The technique most effective in achieving this is known as a Continuous Descent Approach, or CDA. We failed to achieve our night-time CDA target this year, mainly due to a prolonged period of works on the main runway, and to new airlines being unfamiliar with CDA practices and procedures. We have identified the airlines involved and will make communicating the objectives of CDA a key part of our action plan for 2006/07. However, daytime CDA has improved for the fifth year running, from 77% to 78% this year. The impact of the Arrivals Code of Practice, a document promoting good practice in arrivals noise management, was completed this year and confirmed that CDA remains the best technique for mitigating arrivals noise. An updated version of the Code will be issued in 2006.

Noise contours The 2005 noise contours were not available at the time of writing. They will be published on the DfT's website, www.dft.gov.uk when available.

Departure noise limits All departing aircraft are subject to noise limits set by the DfT. The FEU checks that airlines comply with these limits, and charges a 'noise supplement' for any infringements. Infringements rose from 28 last year to 36 this year. The figure includes 26 infringements from one airline, and FLOPC is working with the airline concerned to improve performance. The proceeds from noise supplements go to the Gatwick Airport Community Trust to fund local community projects. This year £14,500 was donated.

Mobile noise monitoring This ongoing project to record noise data at five community locations close to the airport continued this year. We work closely with NaTMAG and local Environmental Health Officers to monitor and understand the trends, so that we can find out why specific variations occur. See the latest figures on Mobile noise monitoring data analysis.

Complaints and enquiries The public can ask questions or lodge complaints by contacting the FEU on freephone 0800 393070 or emailing lgwnoise_line@baa.com. Over the past year there has been a reduction in the number of callers contacting the FEU. However there has been an increase in the number of enquiries and specific events. Despite this increase the FEU exceeded its target of responding to 95% of calls within eight days.

Upgrading noise management systems Last year we reported that we were developing a new noise and track keeping system. The new web-based system will be more accessible and reduce time spent on verification, while enabling more in-depth analysis and simplification of current procedures. As part of this project we have sought to make noise information more accessible to airlines and the community, promoting better communications. Members of the public will be able to log their own complaints and find out, for example, what type of aircraft flew past their house at a certain time. The system will be going live in phases during 2006.

Silent aircraft initiative We are active members of this multi-disciplinary group, which brings together representatives from industry and academia to look at the future of aviation and aircraft design 20-30 years in the future. Throughout the year the FEU have provided noise and track data for this group in order to assist their research. (Start on a new page so there are two sections within the section – Air Noise & Ground Noise)

Ground noise Noise from taxiing aircraft, airfield vehicles and construction can also be disturbing for our neighbours.

Ground run pen (GRP) One source of noise we can influence is the testing of aircraft engines on the ground. The number of these tests has more than halved over the last seven years, from 980 in 1999 to about 450 in 2005/06. Under our Sustainable Development Strategy, we agreed to provide a dedicated GRP for engine testing and in 2005/06 we continued our discussions with the local authorities with regard to its location.

Auxiliary Power Unit (APU) APUs provide electricity to the aircraft while it is on the stand. To mitigate noise from this source, there are regulations governing the length of time after arrival and before departure that the APU can be used. We audit this 12 times a year and present the results to the ground noise committee, one of the sub-committees of our consultative committee, GATCOM. (See the Stakeholders section for more information.)

Ground noise survey As part of our Sustainable Development Strategy we have also undertaken to conduct a ground noise survey every three years. The latest survey was held in September and October 2005 and the findings were reported to the Ground Noise Committee. The report showed that little had changed since the last survey carried out at the same time of year in 2002.

Going Forward

- We will be consulting this year on our proposed Residential Noise Insulation Scheme.
- We will seek to agree the location and draft the planning application for the Ground Run Pen.
- We will be going live with the first phase of our noise and track keeping system in the summer of 2006 and expect to complete the project by the end of March 2007.
- We will also be hosting a noise seminar in the first quarter of 2007.
- We will continue to monitor adherence to prescribed noise abatement techniques such as CDA, track keeping and departure noise limits and report performance to our various stakeholder forum and in an annual FEU Report. We will be closely monitoring CDA compliance in particular, and we will work closely with our airline and National Air Traffic Services partners to improve the performance of Gatwick aircraft.

Targets 2006/07:

- Achieve an 8% reduction in the annual number of track deviations on the 2005/06 baseline

Increase achievement of CDA procedures for arriving aircraft from an annual average of 83% to 90% for all night time (23:30-06:00) arrivals.

Surface transport

Target 2005/06:

- Ensure there is no increase in the number of non-transfer passengers using private transport. Target achieved.

Ongoing target: to increase the proportion of passengers using public transport to travel to the airport to 40% by 2012. 2005/06 figure: 32% We also have staff travel mode share targets according to home location and availability of public transport. The issue BAA aims to reduce the growth in the number of airport-related vehicle trips to mitigate the impact on the environment. Good road and rail links are vital to the successful operation and continuing growth of Gatwick. In the interests of customer choice and convenience, we aim to achieve a sensible balance in the mix of public and private transport. Moreover, by working in partnership with others, we can influence local and regional transport programmes in order to protect and develop public transport options.

Our strategy Our transport strategy centres on the provision and promotion of a choice of safe, affordable and reliable travel options for passengers, staff and other visitors. Managing the growth in the number of people who travel to and from Gatwick by car is a particular area of focus, and we actively encourage the use of public transport. In the case of employees, we also promote car sharing, cycling and walking for staff who live locally, together with flexible working practices.

Our performance Rail The future of the Gatwick Express remains uncertain and although BAA does not operate the Gatwick Express, we have, together with the operators National Express, presented the Department for Transport with an alternative proposal to its Brighton Main Line Route Utilisation Study. The proposal seeks to retain the standard of service of a dedicated airport express but also allows additional capacity for commuters to be provided on other train services. The retention of this much valued and highly praised service is critical to our ability to achieve our targets. In other developments for rail operators serving Gatwick:

- Southern Trains' performance has continued to improve, and both staff and passengers now benefit from 100% utilisation of modern, air conditioned trains
- First Capital Connect took over the former Thameslink franchise on 1 April 2006, and has announced plans to double the frequency of the Reading-Gatwick route on its Greater Western franchise. We welcome this move given the importance of this gateway for passengers from the West of England and South Wales.
- We meet regularly with the Southern team and plan similar meetings with First Capital Connect in the coming year.

Bus and coach One of the commitments included in Gatwick's Transport Strategy was the investment in a new bus scheme for the Crawley – Gatwick – Horley route. Fastway is the first of its kind to serve a major international airport and it supports Gatwick's strategy to reduce car use in the local area. The final phase of the scheme was completed in September 2005, and Fastway now handles over 6,000 passengers a day. This comfortable, low-emission service runs along 24 km of bus lanes, greatly reducing journey time on the route. Generous staff discounts add to the appeal of the service for many of the 8,000 airport employees living in the area. Passengers travelling by coach now benefit from a level interchange at the South Terminal following the relocation of coach bays from the lower to the upper forecourt. The former coach station was closed due to refurbishment of the adjacent car parks, and we are reviewing the best long-term strategy for coaches as part of a general review of forecourt traffic management. We are working with National Express to maintain and improve the customer experience for coach passengers, and to encourage more air travellers to use coach services.

Gatwick Commuter We launched the 'Gatwick Commuter' initiative in March 2006 at the Gatwick Employment Forum following the BAA Gatwick travel plan and discussions with other airport companies. The overall aim of the Gatwick Commuter is to reduce private car use, decrease congestion at peak times and improve local air quality. The updated travel plan is for the entire airport community and it brings together various transport initiatives such as a new car share scheme, discounted train and coach fares, and pedestrian and cycling routes. We are using the Gatwick Commuter scheme to promote alternative travel options to our business partners and to ensure that they are widely known and used by the airport's 24,000 employees. We are also running an ongoing monitoring programme to analyse the success of the scheme.

Staff car parking As part of our strategy to increase the number of employees using public transport or car sharing, we have begun discussions with trade union representatives about the Gatwick staff car parking policy. There is general agreement that this needs to be viewed as part of the wider debate on staff travel, and we will be working to develop a more integrated policy.

Going forward We will continue our work in all the above-mentioned areas (with particular emphasis on retaining the Gatwick Express rail service) to achieve our targets for increasing passenger and staff use of public transport.

Target 2006/07:

- To increase the public transport mode share of non-transfer passengers to 33%.

Waste

Targets 2005/06:

- Increase percentage of waste recycled to 24. Target achieved – actual figure 24.7
- Reduce rate of growth in waste by 5% against 2004/05 baseline. Target achieved – actual figure 10%

The issue BAA Gatwick manages waste contracts for over 18,215 tonnes of airport waste each year (excluding waste from our own airport construction and refurbishment programmes). Sources of waste include activities relating to almost 33 million passengers this year passing through the airport, such as aircraft servicing together with the range of cargo operations, retail, catering, offices and many other activities. While we don't have direct responsibility for producing much of this waste, it is our role to ensure that waste is appropriately managed.

Our objectives By influencing activities within our control and introducing practical measures, Gatwick aims to control the amount of waste generated in line with the Government's vision for sustainable waste management. The BAA group target is to recycle 40% of waste by 2010.

Our performance We track waste performance by a range of measures, including total airport waste managed through the airport waste contract, waste per passenger and percentage of waste recycled. Total airport waste for 2005/06 fell by around 2,566 tonnes compared to last year. Although construction waste is excluded from total airport waste figures, the completion of several major construction projects had an positive impact on overall airport waste figures, which will help us to develop future strategies for project waste management. In terms of waste minimisation, we continue to promote behaviour and awareness changes, such as double-sided printing and copying. However we recognise that there is a need to engage further with our business partners on developing clear minimisation strategies. This year our recycling efforts have focussed on retail operations and offices at the airport. We have well established infrastructure and services for recycling and good recycling performance is reinforced through ongoing dialogue. In 2005/06 BAA Gatwick recycled over 4,384 tonnes including:

- Cardboard – 1198.19 tonnes
- Metal – 642.36 tonnes
- Glass – 516.30 tonnes
- Office paper – 441.56 tonnes
- Wood – 325.48 tonnes
- Newspapers – 264.10 tonnes
- Used cooking oil – 38.61 tonnes
- Aircraft engine oils – 19.86 tonnes

Other items recycled included electronic equipment, vehicle batteries, cargo pallet wrapping, refrigerators and compostable waste. Recycling facilities have been re-introduced for terminal lighting fluorescent tubes. Other lamps sent for recycling through this facility include airfield lighting and street lighting lamps.

Going forward The focus for the coming year will be:

- sharing best practice developed across the airport to improve consistency and raise performance
- reviewing ways of encouraging waste minimisation
- ensuring, as part of our ongoing commitment to provide appropriate infrastructure and facilities to our business partners, that new and refurbished assets include waste facilities.

Target 2006/07:

- Increase the percentage of waste recycled to 26%.

Water

Target 2005/06:

- Ensure there are zero incidents of non-compliance. Target achieved.

The issue We work hard to manage surface water run-off from the airport before its discharge to local watercourses to ensure compliance with legal environmental standards. Gatwick Airport has a large impermeable surface which causes rainfall to run off it quickly rather than gradually absorbing into the ground. Combined with potentially polluting airport activities such as the de-icing of aircraft and airside areas, vehicle and aircraft washing, vehicle and aircraft maintenance, the run-off from construction sites, aircraft refuelling and waste and cargo handling, Gatwick creates a risk to local watercourses that must be carefully monitored and managed.

Our objectives Our overall objective is to meet Environment Agency discharge consents by managing the surface water control system and the activities that impact on it. The surface water control system incorporates a number of balancing ponds and an aerated pollution lagoon to ensure that water quality is maintained and environmental standards are met. If water is unsuitable for discharge to the River Mole it is diverted to the pollution control lagoon for treatment under consent at the local sewage works. We constantly strive to improve our surface water control system and we also work with our airport partners to ensure that they comply with best practice.

Our performance This year we focused on the key areas of risk assessment, water recycling, raising awareness, de-icer recycling trials and monitoring systems for our balancing ponds.

Biological monitoring It is critical that we understand the quality of the watercourses around Gatwick. Last year we reported that we had begun quarterly biological monitoring on the River Mole and the Gatwick Stream, which involved sampling the river's invertebrate population. This is because the number and type of species present give an indication of a river's health. Last year the consultant ecologists who carried out the work reported that: 'Generally, the data set reveals that discharges from airport operations are having no detrimental impact upon the invertebrate assemblage and biological water quality.' 'Year 1 Interim Report 2004/05,' Penny Anderson, Consultant Ecologists. We will continue to monitor and report on the quality of our watercourses in this ongoing programme of work.

Flood and drought Flooding is a potential risk at Gatwick. Following our work with the Environment Agency and its consultants, we are examining internal flood prevention measures such as river level monitoring and the protection of electrical sub-stations and telecommunications rooms to reduce our vulnerability. At the other extreme we are looking at ways to deal with the effects of drought. Using recycled grey water (domestic waste water) for some airport operations can make a real difference in the event of a period of water shortages.

Property manager training We are undertaking a programme of training for our property managers which will enable them to assist and advise our airport partners in the correct storage and disposal procedures for oil and chemicals, and it will also stress the importance of having 'spill kits' to deal with any accidents.

De-icer recovery trials De-icer fluid can have a harmful effect on local watercourses, but its speed and effectiveness in preventing and removing ice build-up on aircraft and the ground make it essential to the safe and efficient running of the airport. We have trialled a de-icer suction sweeper machine in partnership with Nordic. The sweeper recovers de-icer on the ground following the process of aircraft de-icing, recovering around 25% of the product originally applied. This not only reduces the quantity of pollutants in Gatwick's surface water control system but it also enables the de-icer to be reused after processing.

Monitoring systems Last year we reported that we planned to install river flow monitoring equipment to help us to regulate the volume of water we discharge from balancing pond D (the final pond in the cleaning process) in line with the flow of the river. Unfortunately we were unable to achieve this in 2005/06 as we underestimated the time needed to obtain planning permission and land drainage permits. During the next financial year one of our key priorities will be to install the river flow monitoring equipment and complete the project. We are, however, in the final stages of commissioning oil monitors to provide early warning of contamination in our more remote balancing ponds. We have also installed an aeration monitoring system in the pollution lagoon so that we can very accurately control how much oxygen goes into it. This will enable us to create optimum conditions for pollution-eating bacteria while saving on energy costs. Water consumption Gatwick's water consumption in 2005/06 was about 2.8% higher than planned, which was around 25,000m³. We undertook a survey of our water supply pipe network across the whole airport, which showed that we were losing around 5% of water through leaks. We have replaced a very old pipe (dating from 1889) which has also been a factor in last year's disappointing performance and a number of underground leaks were investigated and fixed during the year. An action plan has now been set up to take this work forward.

Going forward We plan to introduce de-icer recycling as a standard procedure at Gatwick Airport during 2006/07. The Pollution Prevention Best Practice Guide will be updated and re-issued internally to our airport partners and a new 'environmental incident response' course will be rolled out to teach Gatwick staff about cleaning procedures for spillages. We will aim to ensure that there are zero incidences of non-compliance in 2006/07 and to reduce at least 1% of forecast business as usual water consumption. We will also continue to work on flood prevention measures during the year. A high standard of water quality management is always a key aspect of our environmental agenda and we will continue to strive to meet the Environment Agency's requirements for pollution control.

Our people

The issue BAA Gatwick's success to date has been down to its people, who have helped make Gatwick the world's busiest single runway airport. However, the aviation and travel industry has undergone massive change in recent years and we must make sure our people are equipped to succeed in this new, highly commercial environment. We understand that we must create the right conditions to attract and retain high calibre people and enable them to give their best.

Our objectives Making Gatwick a great place to work is key to our future success – this means creating both a great environment to work in and providing the support and development for our people to succeed. We want to place decision-making in the hands of those closest to the customer, making us a frontline-led organisation. This means that employee involvement will shape the way we do things, and we will use our understanding of our customers to improve our performance.

Our performance Customer service change programme The change programme announced in 2005/06 involves our operational teams throughout Gatwick and is reducing the number of management layers to create a more responsive structure with the customer service benefits of a frontline-led organisation. Much of this year has seen us review how we operate at Gatwick and how we can improve our performance. The involvement of our people in this change programme will help shape how we do things in the future. The programme has had an impact on the number of employee and roles available in the new structure. We have worked with our people and trade unions to avoid compulsory redundancies of employees whose roles are affected. Our trade unions play a key role in helping us to engage with employees and implement change successfully. The change process saw us work together to introduce two important initiatives: The Gatwick Future Development Group has been set up to promote greater understanding between the unions and management at Gatwick and to ensure that there is a shared agenda and understanding of the airport's future direction. This informal approach has had a positive

impact, enhancing collaborative working and decision making. The Gatwick Employment Security Agreement is a new, groundbreaking agreement designed to offer job security to employees affected by the change programme. The result of constructive dialogue with the unions and staff, the agreement aims to create an environment where 'If I want to stay, I can'. While this can never be guaranteed, the management and unions at Gatwick are doing their utmost to maintain this principle. We aim to avoid compulsory redundancies by giving affected employees the opportunity to move into a different role made vacant by members of staff seeking replacement redundancy.

Communication and cultural development Delivering our vision requires a change in culture as well as a change in structure. Our annual 'Make Your Mark' survey allows employees to tell us what they think as well as giving us an insight into the culture at Gatwick. The 2005 survey results showed that people feel proud to work at Gatwick, but there are also some definite views on where there is room for improvement! One such area is employee communication. Keeping our employees informed about our business and helping them to see the value of their contribution underpins our strategy. Since the 2005 survey, we have introduced monthly team briefings to improve face-to-face communication for frontline employees. In the spring, around 50% of employees attended a workshop which included an introduction to our future plans and helped develop an understanding of the commercial pressures on the airport and the change programme. Interactive sessions also looked at how the directors make decisions and allowed employees the opportunity to quiz them on any subject. Feedback has been largely positive and although attendance was subject to operational demands, we will be looking to repeat the workshop for more employees. Employees have also been involved in shaping our recognition strategies as well as the working environment that will help Gatwick become a great place to work. Improved facilities such as the new staff restaurant and rest areas have already been completed, while the refurbishment of our office accommodation will also help to promote cross-functional working within the open plan workspace. Employee participation is at the heart of Gatwick's change programme. In the next year the emphasis will be on coaching our staff as we seek to embed this principle into our culture and enhance the development of our people.

Leadership and talent People development underpins the sustainability of change programmes and part of our strategy is to raise our leadership capability. We are implementing a leadership development framework for our directors and managers and a team development plan to help with succession planning. We are establishing a mechanism to identify talent both internally and externally and are also using the new BAA competency framework to develop a leadership and talent strategy. Both measures will help us remain an employer of choice.

Equal opportunities and diversity BAA is committed to operating a business in which equality of opportunity in employment is a reality. We encourage a diverse range of candidates and are committed to treating staff equally whatever their race, colour, nationality, ethnic or national origin, sex, marital status, sexual orientation, religious belief, disability, age or community background. We also have a comprehensive bullying and harassment policy which is publicised to all employees. We have developed a plan to strengthen our diversity performance, based on an audit in 2005/06 and responses to 'Make Your Mark'. This includes training for managers and staff and a review of policies to make sure they support our diversity aims. The training will be attended by all managers and form part of the new joiners' induction programme. The diversity programme will also be evaluated throughout the year to ensure that we meet our objectives.

Going forward The tools are in place to achieve our goals for our people and our business and in the Gatwick Future Development Group we have a well-established mechanism for communication between the unions and Gatwick's management team. We are confident that the change programme will result in improved business performance and that next year will see us move closer towards delivering consistent and high quality customer service.

Health and Safety

The issue BAA's core strategy is to 'earn the trust of our stakeholders by operating and growing the airport responsibly, safely and securely'. At Gatwick we put this commitment into practice with a comprehensive approach to making our airport safe for the people who visit and work here. In recognition of the need for greater flexibility and focus as the airport grows, the former Health, Safety, Security and Environment (HSSE) function at Gatwick is undergoing an organisational change. It is now part of 'Operational Solutions', a directorate responsible for business development, internal assurance, liaison with key external stakeholders and continual improvement in the operation of the airport.

Our strategy Our strategy is to 'achieve best-in-class management of safety and security'. Our safety development plan, summarised at the end of this section, sets out our specific goals in this area over the next three years. That's the big picture, but there's obviously a very human dimension to health and safety too. We work hard to make awareness of the issues part of everyday working life by integrating them into successful existing schemes such as 'Great Place to Work'.

Our performance To ensure we make best use of resources, we prioritised our 'top ten' risks in 2004/05. In 2005/06 we extended the list to cover airport-wide issues such as fire safety and workplace transport, setting up cross-functional teams to address them. Here we report on our performance in key risk areas.

Fire safety Fire safety is top of our priority list at Gatwick. In 2005/06 we comprehensively reviewed all our activities and recommended redefining governance arrangements covering structure, terms of reference, reporting and the creation of a forum for our fire safety enforcer, West Sussex Fire & Rescue Service. These recommendations have been fully implemented. The new arrangements will pursue continuous improvement on our fire safety processes and performance.

Asset stewardship 'Assets' refers to all facilities in the airport, from bridges to escalators – each of which has its own safety inspection scheme and record file. Keeping these records up-to-date is a huge undertaking and we have a dedicated team in place to do so. This year we instigated a data storage project allowing dynamic access to the evidence collected. Asset stewards are accountable for the condition of assets. As the stewards are business leaders rather than technical specialists, we are rolling out a programme of training for them in 2006/07 in the principles of asset stewardship.

Workplace transport (vehicle & pedestrian safety) This year we held a risk workshop with consultant engineers Halcrow to rank our road safety issues. A number of development projects followed, including improvements to long-stay and multi-storey car parks and landside roads. We have also begun keeping records of minor car bumps to identify possible accident hotspots.

Slips, trips and falls Our investigations show that the places where passengers are most at risk of an accident at Gatwick are the escalators. Wherever possible, escalators are now fitted with barriers to prevent trolleys being taken onto them. These replace a previous design which posed a snagging risk for passengers. Slippery floors are a lesser but persistent hazard so we have installed a device that measures flooring friction co-efficients. This gives us a scientific basis on which to manage floor maintenance, replacement and cleaning, and defend any insurance claims.

Communication with customers and employees This year we continued to raise traveller awareness of safety. The 'teddy bear' campaign to keep children off trolleys was followed by a 'penguin' campaign to address slips, trips and falls. 'Welcome hosts' (see Community section) and other frontline staff handed out teddy bear stickers to children who climbed down off trolleys. The concept of reaching out to our travellers with a safety message fits well with our aim of greater customer service and we will follow this principle in future initiatives. It's also important that we maintain regular contact with employees. We work closely with safety representatives from the workforce who attend monthly meetings; and we have ongoing dialogue with representatives from the trade unions active at Gatwick.

Going forward Our safety development plan sets out how we will realise the benefits of proactive, cost-effective and consistent health and safety management to our business, by:

- Understanding safety risks, and putting plans in place to optimise controls
- Managing and communicating with stakeholders appropriately
- Providing assurance on the management of health and safety risk
- Delivering and sustaining processes, people and technology to meet Gatwick's health and safety needs.

We also plan to meet internal targets on our lost time injury frequency rate, passenger injury rate, fire frequency rate and unwanted alarm frequency rate.

Security

2005/06:

- Security remains the highest priority at Gatwick. Government regulations are applied to the highest standard and we monitor our performance vigorously.

The issue The safety and security of passengers, staff, visitors and organisations operating at our airports is our number one priority. We pride ourselves on the high standards we maintain at Gatwick and are focused on continuous improvement in this key area of the business. The London bombings of July 2005 reinforced the need for us to remain vigilant at all times, and we work closely with the police, Her Majesty's (HM) Immigration, HM Revenue and Customs and the Security Airline Operators' Committee. Over half of BAA Gatwick staff work in our security function, undertaking access control and screening responsibilities, and all staff have security awareness training. We continue to invest in the training and development of this professional workforce.

Our strategy Our objective is to protect and defend the people and businesses in our care from all aspects of crime and terrorism, which we achieve through the ongoing risk assessment and improvement of protective and defensive measures. No single organisation can provide the constant, all-pervasive vigilance required to combat crime and terrorism. That is why we are committed to working with the Government and our airport partners at our Multi-Agency Threat and Risk Assessment (MATRA) group to pioneer new ways of sharing intelligence.

Our performance Awareness We have set up a joint working group with the local crime prevention officer, the police, HM Immigration and HM Revenue and Customs to look at how we can raise security awareness. Programmes include:

- Retail Business Watch – working in partnership with Crawley Borough Council, we have set up a neighbourhood watch-type scheme for the airport's shops. Radio links between businesses mean that they can alert each other to shoplifters, potential fraud, etc
- Joint Ports Intelligence Unit – a group including the police, HM Immigration and HM Revenue and Customs that works to reduce crime at the airport.

MATRA Our Multi-Agency Threat and Risk Assessment (MATRA) group ensures we have optimum controls in place to assess and mitigate security risks. One of the measures we have taken since the July 2005 London bombings has been to increase security to protect our perimeter.

Security Development Programme This is the overarching programme for security at Gatwick and the vehicle through which we constantly improve our performance. Activities include:

- Developing partnerships with the Airline Operators' Committee (AOC), stakeholders and airport third parties such as catering companies and retailers
- Improvements to surveillance equipment
- Training for our security staff in customer awareness
- Terminal trainers to coach, support and provide on-the-spot expertise to security staff
- Joint training with the police airport security officers, both to counteract low-level crime at the airport and to help the police with their specific concerns, such as drugs and trafficking.

Human trafficking Trafficking, the forced movement and exploitation of men, women and children, is the world's fastest growing area of criminal activity. It is an increasingly important issue for UK airports. We assist the police with their nationwide operations and have established a focus group looking at what protection vulnerable individuals need and how we can reach them.

Going forward We will continue to put the highest priority on meeting or exceeding the Department for Transport's standards while minimising inconvenience to passengers. We will maintain progress in security initiatives while working in close co-operation with our airport partners.

Local communities

The issue BAA aims to be a good neighbour in the communities in which it operates. Local people are the ones most affected by our business activities and we want to make a positive impact on their lives. At Gatwick, in particular, we want to encourage local young people to stay in the area to build satisfying and rewarding careers for themselves and contribute to the region's prosperity.

Our objectives Our overall objective is to make a positive contribution to the quality of life of the local community. We work in partnership with local authorities, schools, community and environmental groups to understand their current issues and priorities, identifying and developing projects which really make a difference. Strategically, we focus on the Government's 14-19 year old education agenda with a range of programmes to help young people develop key skills to support their personal development and future employability. We also recognise the fact that our staff devote an enormous amount of free time and effort to local voluntary work, and we are keen to support and celebrate this.

Our performance Welcome Hosts This scheme was introduced last year with great success. Local young people, instantly identifiable by their bright yellow t-shirts, acted as Welcome Hosts during the summer months in both the North and South Terminals. Their role is to welcome travellers to the airport and help them get their journey off to a great start, by giving information and offering friendly assistance in the busy airport environment. This year we increased the number of Welcome Hosts to more than 30, extending their operating zone to the immigration halls, as well as the landside check-in and forecourt areas. They were all in further education and received additional customer service training. The scheme was an undoubted success as 77% of travellers surveyed found the Welcome Hosts very helpful and welcoming.

Construction classroom Another popular initiative has been the construction classroom. This mobile learning unit toured seven secondary schools in the boroughs of Reigate and Banstead and Tandridge, introducing students to the world of building and construction. Experienced trainers gave practical classes in brickwork, health and safety, electrical and other skills, to encourage young people to consider a career in construction. This is the second year we have supported the scheme with a further donation of £10,000.

Gatwick Environment Centre The Gatwick Environment Centre is located in 68 hectares of airport-owned land set aside to encourage biodiversity. Opened in autumn 2005, the Centre offers local people the chance to experience a range of ecological activities in a woodland environment. The Centre is actually a huge Mongolian tent - a yurt - which has captured the imaginations of children and adults alike. BAA Gatwick and the Gatwick Greenspace Partnership (see panel) have jointly funded an education ranger, who, in partnership with local education authorities and schools has developed an innovative environmental education strategy, supporting the national curriculum, through both a site-based programme and outreach work. Some 19 activities have taken place, based on the Scandinavian 'Forest School' concept. These have included festive holly-wreath making, bird nest box building and "forest survival" skills training for children.

Sussex Wildlife Trust Our partnership with the Sussex Wildlife Trust continued this year. Following a staff volunteering project to build a wildlife haven at Arunside Primary School in Horsham (part of Make a Difference Day - see below), we gave the Trust £5,000 to fund an outreach officer to show the children how to care for what they'd created. In ten after-school 'makeover' sessions held throughout the year, children learned how to look after the plants and maintain the wildlife area.

Make a Difference Day Gatwick's contribution to Make a Difference Day, the UK's biggest day of volunteering, was for a 28-strong team of volunteers from the airport to create an outdoor classroom and wildlife haven for Arunside Primary School. The project was done in conjunction with the Sussex Wildlife Trust. In this year's Make a Difference Day awards, Gatwick was 'highly commended' and placed in the top four UK companies for its work in this field.

Community Foundation for Sussex This Foundation is a charity designed to make it easy for businesses and individuals to make donations that will fund local charitable and voluntary causes. Through the BAA Communities Trust, BAA Gatwick contributed £10,000 towards its start-up costs and will donate a further £10,000 in each of the next two years. In its first year, the Foundation plans to make grants totalling more than £100,000 available to a range of local groups in need. The Foundation aims to develop new sources of funding, promote philanthropy and build a substantial endowment to support communities across Sussex.

Volunteer awards At this year's BAA I-Volunteer Awards – a high-profile, annual ceremony to recognise employee volunteering across BAA – Gatwick won three out of seven category prizes. This year we entered 45 applications, double last year. Forty local charities benefited from the £5,000 prize money won by each of the category winners and the £250 awarded to all entrants, which was donated by the BAA Communities Trust, BAA's own charity.

Education support for schools Building on our commitment to the Government's 14-19 year-old education agenda, this year we supported schools seeking specialist status, donating a total of £42,000. Over the last ten years we have donated £192,000 to 23 schools in Surrey and Sussex. In a separate initiative, we ran language workshops at an event hosted by Chailey School in East Sussex. Students had the opportunity to develop a frequent flyers magazine in a European language and practise their foreign language skills in role play exercises with colleagues from our information desk teams. A similar event was held at Worthing High School in West Sussex with 29 schools from across the region participating in a wide range of business-led language activities.

Crawley Foyer Radio Project As part of our ongoing support for the Crawley Foyer, BAA Gatwick, via the BAA Communities Trust, donated £15,000 to the Foyer as part of a three-year project to teach radio broadcasting skills to its young residents aged 16-24. The Foyer Foundation is an organisation established to help young, single, homeless people reverse previous patterns of under-achievement by motivating them to engage with education, training and employment, and to then resettle them into permanent accommodation.

BAA Gatwick Youth Games We have been proud to support the Youth Games in both Surrey and Sussex during the past 10 years. We've maintained our links with these games this year by the sponsoring an annual 'Volunteer of the Games' award which reinforces our commitment to volunteering.

Going forward We will continue to create and contribute to opportunities to support local environmental and skills development projects across the communities directly affected by the airport's operation, making a positive influence on the quality of life in our region.

Our Economic Role

The local economy

Gatwick is the UK's second largest airport. The airport provides direct employment for more than 25,000 people. An additional 4,000 people have jobs directly related to the airport but are employed off-site. The airport also supports around 9,000 indirect jobs, for example in the airport supply chain and jobs supported by the expenditure of the direct and indirect employees.

The airport is an international gateway and makes a significant contribution to the regional and national economy, supporting business development, employment and skills in the wider economy as well as in Gatwick's immediate area.

Our approach

We work with local, regional and national business groups to improve understanding of the relationships between airport activities and the wider economy in order to promote and maximise the airport's economic benefits.

We recognise the importance of:

- Working with business groups to understand the range and nature of social and economic impacts
- Understanding employment, learning and skill benefits, including education links
- Networking with local businesses through our airport supply chain.

The Gatwick Diamond sub-region is important for Gatwick's profile in the region. This initiative is a partnership with the public sector and business, and its vision is for the sub-region to be a world-class, internationally recognised business location delivering sustainable prosperity by 2016. Its strategy, launched in March 2007 focuses on transport, inward investment, smart growth and skills.

Our Performance

Our performance In 2007 we focused on:

- Developing links with local authorities and business partnerships such as: the West Sussex Economic Partnership, Sussex Enterprise, Crawley's Local Economy Action Group and CADIA – a Crawley business organisation
- Hosting our employment forum in July 2007, which identified important issues for us to consider in terms of expansion of the Gatwick Skills Centre and associated training and development offers, and how to build transport links to and from the airport for companies and employers
- Developing an employers' network to improve links between private and public sectors for the airport campus as a whole. The network includes BAA Gatwick, airlines, handling agents and retailers. It focuses on three areas: recruitment/retention, training/development and employee engagement

Hosting our annual Meet the Buyers event. The 2007 event generated £526,000 worth of business, with around 70% of this directly benefiting businesses within the Surrey and Sussex area.

Going Forward

Our plans for 2008 include:

- Working with local and regional groups (including the Gatwick Diamond) to promote Gatwick's role in the economy.
- Developing the Gatwick Skills Centre and marketing the opening of the 'landing zone' in the staff restaurant and its expanded facilities at the airport.
- Working with our airport business partners through the employers network to ensure the Skills Centre continues to meet the training and development requirements for airport employers.

Undertaking an employment survey to bring our data up to date.

Data

Air quality

Table 1
Nitrogen dioxide (NO₂)

	2001	2002	2003	2004	2005
1 hour mean value of 200 µg m ³ not to be exceeded more than 18 times per year	achieved	achieved	achieved	achieved	achieved
Annual mean µg m ³ (AQS annual mean objective = 40 µg m ³)	49	47	43	36	38

Table 2
Particulate matter (PM)

	2001	2002	2003	2004	2005
24 hour mean value of 50 µg m ³ not to be exceeded more than 35 times per year	achieved	achieved	achieved	achieved	achieved
Annual mean µg m ³ (AQS annual mean objective = 40 µg m ³)	16	17	27	24	25

Table 3
Carbon monoxide (CO)

	2001	2002	2003	2004	2005
Maximum daily eight hour running mean of 10 mg m ³	achieved	achieved	achieved	achieved	achieved
Annual mean mg m ³	0.5	0.4	0.6	0.4	0.3

Table 4
Benzene and 1,3 butadiene

	2001/02	2002/03	2003/04	2004/05	2005/06
Benzene - estimated annual mean µg m ³ (AQS annual mean objective = 5 µg m ³)	achieved	1.4	1.8	0.9	0.9
1,3 butadiene - estimated annual mean µg m ³ (AQS annual mean objective = 2.25 µg m ³)	0.5	0.3	0.9	0.5	0.1

Table 5
Vehicle fuel sales (in litres)

	2001	2002	2003	2004	2005
Gas oil	0	0	0	0	0
Derv	0	0	0	0	0
Unleaded	379,929	394,681	427,240	389,358	383,888
Leaded	0	0	0	0	0
Ultra low sulphur diesel	1,043,558	881,312	1,022,054	1,096,140	1,043,443
Ultra low sulphur gas	437,646	321,414	659,056	373,901	475,864
Liquid petroleum gas (LPG)	1,046,954	790,304	1,038,422	1,045,779	1,094,381

People

Table 6
Gender split of BAA Gatwick - April 2006

	Number	%
Female	597	32.9
Male	1220	67.1
Total	1817	100

Table 7
Service length profile of BAA Gatwick by gender - April 2006

	Total	%
Under 1 year	77	4.2
1 to 5	594	32.7
6 to 10	240	13.2
11 to 15	147	8.1
16 to 20	560	30.9
21 to 25	53	2.9
26 to 30	122	6.7
31 to 35	16	0.9
Over 35	8	0.4
Total	1817	100

Table 8
Ethnic mix of BAA Gatwick - April 2006

	Female	Male	Total	%
Any other ethnic background	3	2	5	0.28
Asian or Asian British - any other Asian background		1	1	0.06
Asian or Asian British - any other Asian background	2	1	3	0.17
Asian or Asian British - Indian	5	20	25	1.38
Asian or Asian British - Pakistani	2	1	3	0.17
Black - Caribbean		3	3	0.17
Black or Black British - African	1	1	2	0.11
Black or Black British - any other Black background	2	1	3	0.17
Black or Black British - Caribbean	1	3	4	0.22
Chinese		1	1	0.06
Chinese or Chinese British - any Chinese background	3		3	0.17
Indian	4	9	13	0.72
Irish	3		3	0.17
Mixed - any other Mixed background		5	5	0.28
Mixed - White and Asian	1	1	2	0.11
Mixed - White and Black Caribbean	1	1	2	0.11
Not known	16	11	27	1.49
Other	5	6	11	0.61
Pakistani	2	3	5	0.28
Undisclosed	8	11	19	1.05
White	134	419	553	30.43
White - any other White background	2	1	3	0.17
White - British English	350	636	986	54.27
White - British other background	7	14	21	1.16
White - British Scottish	7	17	24	1.32
White - British Welsh	5	10	15	0.83
White - Irish	3	3	6	0.33
White - other White background	19	15	34	1.87
White - White British	9	18	27	1.49
White - White English	2	5	7	0.39
White - White Scottish	1		1	0.06
Total	597	1220	1817	100.00

Climate change

Table 9
Energy consumption

		2001/02	2002/03	2003/04	2004/05	2005/06
Natural Gas	(million kWh)	64.5	65.5	69.0	73.1	81.9
Electricity	(million kWh)	186.4	179.1	176.3	172.9	181.2
Total energy	(million kWh)	250.9	244.6	245.3	246.0	263.1

Table 10
CO² emissions

		2001/02	2002/03	2003/04	2004/05	2005/06
Site emissions CO ² emissions	('000 tonnes)	95.1	89.5	88.9	88.3	93.5
Site emissions CO ² emissions	(tonnes per '000 passengers)	3.12	3.02	2.96	2.76	2.89

Health and safety

Table 11
Health and safety

		2003/04	2004/05	2005/06
Staff reportable		12	12	10
Staff non-reportable injuries		196	241	219
Fires		87	81	51
False alarms		478	449	411

Ground noise

Table 12
Ground Noise

		2001/02	2002/03	2003/04	2004/05	2005/06
Number of Ground noise complaints		33	29	22	20	16

Water consumption

Table 13
Water usage

	2001/02	2002/03	2003/04	2004/05	2005/06
Water consumption ('000 m ³)	930.1	933.8	900.0	998.0	918.1
Water consumption per passenger (litres)	30.5	31.5	29.9	31.1	29.0

Surface transport

Table 14
Mode of transport to Gatwick Airport (%)

	2002	2003	2004	2005	2006
Private car	50	53	51	52	51
Hire car	2	2	2	2	2
Taxi/minicab	17	15	15	15	14
Bus/Coach	9	8	7	7	7
Rail	21	22	25	24	25
Total public transport	30	30	32	31	32

Source: CAA Survey

Table 15
Surface origin of Gatwick non-transfer passengers (%)

	2002	2003	2004	2005	2006
Inner London	18.8	18.5	18.7	20.2	20.3
Outer London	17.3	17.6	16.9	16.3	16.9
Rest of South East	45.4	46.1	46.6	46.6	47.4
Rest of UK	18.5	17.8	17.8	16.9	15.4

Source: CAA Survey

Waste

Table 16
Disposal routes for waste (%)

	2001/02	2002/03	2003/04	2004/05	2005/06
Recycled	16.1	15.8	19.7	22.0	24.0
Incinerated for energy recovery	0.0	0.0	0.0	0.0	0.0
Landfill	83.9	84.2	80.3	78.0	76.0

Table 17
Waste per passenger (kg/passenger)

	2001/02	2002/03	2003/04	2004/05	2005/06
Waste per passenger	0.60	0.52	0.59	0.65	0.55

Water quality

Table 18
River Mole biological oxygen demand (BOD)

	2001/02	2002/03	2003/04	2004/05	2005/06
Upstream	3.83	3.64	3.09	3.85	4.6
Downstream	3.71	3.07	3.23	4.41	3.0

Table 19
Yearly average biological oxygen demand (BOD) occurring at main outlet 2005/06

	2004/05	2005/06
Average outlet BOD	4	3.6
Consent limit = 10 mg l ⁻¹ BOD at main outlet		

Table 20
Fuel spillages

	2001/02	2002/03	2003/04	2004/05	2005/06
Number of fuel spills	56	81	47	43	37

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www.gatwickairport.com

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