



LONDON GATWICK



Business Update – May 2023

New Brand Identity and Refreshed Vision

London Gatwick has unveiled its new brand identity and refreshed vision, reflecting its strong ongoing recovery from the pandemic, providing a platform for the airport's next phase of growth and supporting significant economic opportunities for the region. Acknowledging the airport's proud history, the new, modernised brand is designed to reaffirm and showcase London Gatwick's position as a major international gateway. It also recognises the airport as part of the broader VINCI Airports network.

The vision – To be the airport for everyone, whatever your journey – focuses on delivering a personalised experience to meet passengers' individual needs. Underpinning the vision is a strengthened focus and investment on simplifying the journey through the airport by focusing on ease, efficiency and experience. This will allow passengers more time to shop, have a drink, or finish some last-minute work calls or emails.

Airport & Operations

London Gatwick served 32.8 million passengers in the year ending 31 December 2022, achieving 70.4% of 2019 traffic levels. Passenger numbers increased by over 420%, from 6.3 million in 2021. In the short-haul market, recovery was slightly higher at 92% of routes flown pre-pandemic and serving 156 destinations in 2022. Long-haul connectivity has recovered strongly in recent months and 47 long haul routes are now served, which is 76% of the number flown pre-pandemic. Aeronautical income for the year was £405m, while income from retail and car parking retail were £159m and £102m respectively. The airport returned to a profit of £196.5m in 2022, after suffering £830m of losses from 2021 and the prior year. Its earnings before interest, taxes, depreciation, and amortisation (EBITDA) were £446.3m over the year.

As part of the airport's 2022 financial results, it was announced that London Gatwick will invest more than £250 million to reduce its carbon emissions by 2030, by moving to an electric vehicle fleet and replacing gas boilers and refrigerants with low carbon alternatives. The airport will also continue to reduce overall energy use, invest in on-site renewable energy and source renewable electricity through Power Purchase Agreements (PPAs).

Airlines

In March Air India commenced operations from London Gatwick to Amritsar, Cochin, Goa and Ahmedabad, all of which will be flown three times weekly using 787-8 Dreamliner aircraft.

Air China started new services to Beijing from April. Initially operating four times weekly, the flights between the countries' two capitals increased to daily from 14th April. Air China will operate this route with A330-300 aircraft.

Saudia, Saudi Arabia's national carrier, will start new direct flights to Jeddah. Saudia will operate a six-times-weekly Boeing 787-9 service from 1st June, increasing to daily from August.

Norse Atlantic Airways have announced that they will add several new services to its London Gatwick base during 2023. Los Angeles, San Francisco, Boston, Washington DC, Orlando, Fort Lauderdale, Barbados and Jamaica join the existing New York JFK route to be served direct from London Gatwick.



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Air Mauritius will commence operations to London Gatwick in October. Recognising the potential London Gatwick offered as the UK's largest leisure airport, and the ability to increase its London flights to daily, it has taken the decision to move all its flights from Heathrow to London Gatwick from the start of the winter season.

Investment & Growth

In line with DfT regulatory requirements to be implemented by June 2024, London Gatwick will be changing the way in which security screening is provided for all travelling customers. As we head towards the June 2024 compliance date, the airport will begin a programme of work to change its existing security screening equipment to enable customers to leave large electrical items and liquids in their cabin baggage whilst transitioning through the security process. London Gatwick will also increase the number of security scanners to enable the airport to screen 100% of customers. London Gatwick will be upgrading security scanners to the latest models which deliver both a better level of screening and a more user-friendly environment.

Final approval has been given for a project to refurbish the North Terminal International Departure Lounge. New flooring, seating, wayfinding, high-resolution digital orientation ribbons and refreshed ceilings and wall finishes will create a bright, modern and welcoming experience. Work commences in quarter two and will be carefully phased to avoid disruption to passengers. Work is expected to be completed in spring 2024.

Work has re-commenced on the construction of a new multi-storey car park adjacent to North Terminal. This will create over 3,000 new spaces that are directly accessible from the terminal, primarily to offer a quick and easy mid-stay proposition for passengers travelling for just a few days. The project is expected to be completed in summer 2024.

Whilst 100% of London Gatwick's electricity is from renewable sources, the airport remains committed to reducing consumption. Lighting is one of the biggest consumers of energy at the airport and London Gatwick's target is to significantly reduce this by switching 100% of lights to LED. Projects to change all 840 of the landside streetlights and light fittings throughout four multi-storey car parks were approved to start on site and complete by the end of 2023, adding circa 10% to the current LED total.

Three significant airfield projects are being undertaken in 2023; rehabilitation of Block 55, construction of a new Rapid Exit Taxiway (RET) on runway 26L and Northern Runway rehabilitation. Work has now begun on the new Rapid Exit Taxiway (RET) project. The provision of this new RET will reduce runway occupancy time on 26L, allow optimum braking strategies for aircraft, shorten taxi times and therefore less fuel will be burned. The subsequent benefit of a reduction in carbon emissions is in accordance with London Gatwick's Decade of Change goals. Work is expected to be completed by November 2023.

The Gatwick Rail Station project continues to make progress. Newly widened platforms 5 and 6 were brought back into service in January, reducing crowding and improving passenger flows. In conjunction with signal and track works undertaken over the holiday period, services between Brighton and London are enjoying faster journey times and the network is seeing greater resilience. With most works now complete, the old station concourse is now a bright and open space, with easy visibility to all platforms. Improvements this quarter include the installation of another gateline to help spread passengers across the concourse, heating throughout and enhanced signage to each platform. The new lift shaft for platforms 3 and 4 is in progress and once completed will bring a big improvement in accessibility. Further progress has been made in installing the roof trusses for the new concourse, the structure of which is now clearly visible. The project is due to complete later this year, with a final date to be confirmed.



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Northern Runway Development Consent Order

London Gatwick continues to progress preparations to submit a Development Consent Order (DCO) application for the Northern Runway Project. This includes ongoing engagement with relevant local authorities and other statutory stakeholders on specific topics. The intention is to submit the application to the Planning Inspectorate (PINS) in the summer. This will be followed by a statutory 28-day period of review by PINS before they confirm their acceptance of the application and publish its contents.

Sustainability

London Gatwick now has a dedicated resource looking after carbon policy, reporting, and [Decade of Change](#) delivery and embedment. This growth demonstrates Gatwick's dedication to sustainability improvement.

London Gatwick has developed roadmaps for delivery of each of the 10 Decade of Change Goals. These roadmaps clearly define what London Gatwick is seeking to achieve by 2030, set out key performance indicators and indicative initiatives for achieving the goals. The roadmaps will be launched in the coming months.

Alongside publishing the [Gatwick Annual Report and financial statement 2022](#) this quarter, London Gatwick announced the acceleration of its Scope 1 and 2 Net Zero target from 2040 to 2030. This reflects London Gatwick's commitment to decarbonisation.

In February London Gatwick was awarded its 9th Biodiversity Benchmark Award from the Wildlife Trust, and in March London Gatwick received its 11th consecutive gold award by the Royal Society for the Prevention of Accidents (RoSPA) in recognition of its health and safety performance during 2022.

Local Communities and Local Economy

Following the relaunch of the Gatwick Foundation Fund earlier this year, 18 grants have been awarded to projects across Sussex, Surrey and Kent totalling £100,000. There are two further rounds of funding in 2023. To find out how to apply to the Gatwick Foundation Fund, please visit www.gatwickairport.com/funding.

Donated currency from the charity globes across the airport totalling £17,511.45 has been distributed equally between London Gatwick's three charity partners: Air Ambulance Charity Kent Surrey Sussex, SASH Charity (Surrey & Sussex Healthcare NHS Trust) and Gatwick TravelCare.

London Gatwick's March Learn Live broadcast celebrated International Women's Day, with 8,500 live views from students in the local region and beyond. This was London Gatwick's most successful broadcast so far. Taking into account these student viewing numbers, in the first quarter London Gatwick had nearly 30,000 student encounters across its education programme.

London Gatwick joined the first Project Board meeting for the Crawley Innovation Centre in January, due to open in Manor Royal by the end of 2023, and the airport's IT Director joined the Strategic Consortium Panel for the new Sussex & Surrey Institute of Technology (IoT), representing London Gatwick as an industry partner. The airport returned to headline sponsor of the Gatwick Diamond Business Awards 2023, and sponsored the Business and Product Innovation Award at the FSB South East Awards 2023.