

WE ARE THE
GATWICK FAMILY

Assistance in Airports

The European Model



YOUR LONDON AIRPORT
Gatwick

A photograph of a man in a flight attendant uniform and two children in a cockpit. The man is smiling and looking towards the camera. The child next to him is wearing a headset and looking down. The child in the foreground is wearing a red jacket and looking up with a wide smile. The cockpit interior is visible, including a radio and a yellow jacket.

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PRM Performance

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SERVICE LEVEL AGREEMENT

For passengers of reduced mobility and disabled persons

Gatwick Airport Limited became accountable for the service for 'People of Reduced Mobility and Disabled Persons at Gatwick' with effect from 1 April 2008 to address the implementation of EC Regulation 1107/2006 effective from 26 July 2008

The EC Regulation 1107/2006 specifies the following minimum standard levels of service to be applied to the handling of People of Reduced Mobility and Disabled Persons.



DEPARTING PASSENGERS

For pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 10 minutes
- 90% should wait for no longer than 20 minutes
- 100% should wait for no longer than 30 minutes.

For non pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes
- 90% should wait no longer than 35 minutes
- 100% should wait no longer than 45 minutes.



ARRIVING PASSENGERS

For pre-booked arriving customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes.

For non pre-booked arriving customers

Assistance should be available at the gate-room / aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes.

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Key Performance Indicators

Notified

Meet departing passengers – 100% within 30 minutes.

Delivery to gate in time to pre-board, at latest in time for gate close.

Aim to reduce all PRM delays such as high volume, although no specific target.

Missed passengers - Nil

Meeting arriving passengers – 100% within 20 minutes.

No Pre-Notification

Meet departing passengers – 100% within 45 minutes.

Delivery to gate in time to pre-board, at latest in time for gate close.

Aim to reduce all PRM delays such as high volume, although no specific target.

Missed passengers - Nil

Meeting arriving passengers – 100% within 45 minutes.

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Month	2018	2017	Yearly Increase
April	49289	46008	7%
May	66402	64362	3%
June	66667	61548	8%
July	56718	52281	8%

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Month	PRM movements 2018	As a % of LGW total aircraft movements
April	14048	60%
May	17384	68%
June	18461	69%
July	18236	65%

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PRM Statistics (June 2018)



Gatwick provides a range of services to passengers with reduced mobility (PRM) or who require special assistance.

For information on how to access these services please go to gatwickairport.com/prm

Number of flights with PRM passengers met		18,461
Number of passengers needing special assistance met		66,667
Percentage of pre-notifications at least 48 hours before flight*		51.17%
Number of compliments received (per 1000 PRM passengers)	12 Month Average 0.46	June 2018 0.51
Number of complaints received (per 1000 PRM passengers)	12 Month Average 1.14	June 2018 1.32

* Passengers pre-notification to their airline is required by EU regulation EC 1107/2006/.

PRM Statistics (June 2018)

departing

PRE-BOOKED

Standard*	Target	October	November	December	January	February	March
10 mins	80%	87.53%	86.43%	87.19%	89.22%	-	99.80%
20 mins	90%	94.11%	93.23%	95.10%	95.37%	-	99.83%
30 mins	100%	96.54%	98.76%	98.48%	98.53%	-	99.88%

* waiting time once PRM made themselves known.



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The Gatwick Family

A new approach

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Gatwick

Aiming to be the most accessible airport in the UK,
where everybody has an equal opportunity to fly.

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Our Gatwick Family



Why?

Everyone feels proud to be part of our Gatwick Family

“Creating a better place to work for everyone, uniting the Gatwick Family to deliver better together”

- ✓ **We are a family of 30,000 who want to work at Gatwick**
- ✓ **We set decent workplace standards**
- ✓ **We are doing the “right thing” to encourage advocacy and help to make Gatwick a better place to work for 30,000 people**

Let's meet the family!



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Video

What?

Collaborative Working

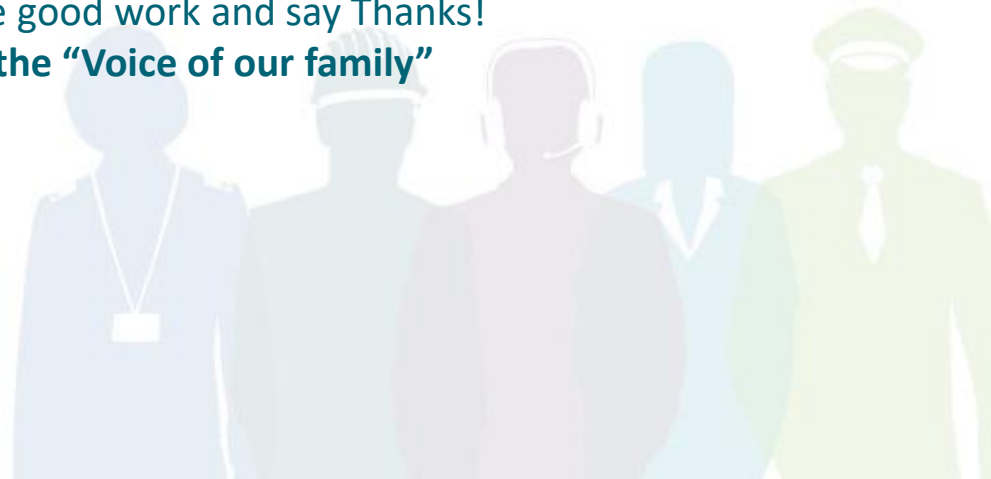
- ✓ Facilitate a campus-wide approach to Recruitment and Training

Alignment & consistency for everyone

- ✓ Generate alignment & consistency for our passengers and staff
- ✓ Focus on our vulnerable passengers
- ✓ Celebrate Diversity

Make Gatwick a better place to work

- ✓ Make Gatwick a better place to work
- ✓ Recognise good work and say Thanks!
- ✓ Listen to the “Voice of our family”



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Everyone feels proud to be part of our Gatwick family



AT THE HEART OF IT

JOBS AT GATWICK

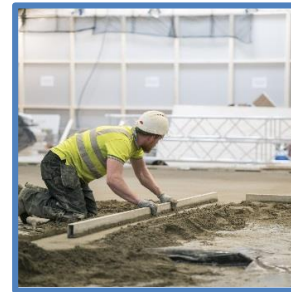
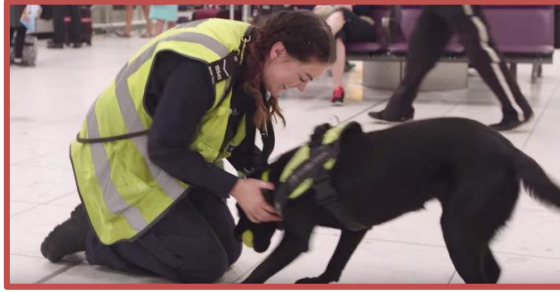
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BROWSE ALL JOBS>	



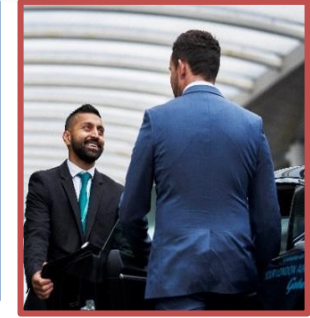
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Your family needs you



GatwickFamily@gatwickairport.com



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Questions?

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