

# Airport Consultative Committee – Gatwick Airport (ACC)

Freya Whiteman  
CAA House  
45-49 Kingsway  
London  
WC2B 6TE

1<sup>st</sup> August 2014

Dear Freya

**Re: Gatwick Airport Limited's economic licence: Consultation on additional guidance for operational resilience plans required under Condition D2.**

Further to the CAA's publication of the draft guidance for operational resilience plans required under Condition D2 of the licence. Please find the ACC's response.

We have commented on the points that we believe need to be looked at further before guidance is issued. The ACC is only commenting on points with regard to Gatwick.

6.7 states that GAL hosts a regular Gatwick Resilience Planning Group and while airlines can have an input, "GAL felt they generally had a "low appetite" to do so." We disagree with the suggestion that airlines are not interested in resilience planning. This issue is of vital importance, however, the Gatwick Resilience Planning Group does not currently take the lead on resilience issues. However, we will ensure that in the future there is an ACC or AOC representative at these meetings.

The ACC agree with the statement made in 6.15 where it is believed that the AOC would be a good forum to share contingency plans and the AAG is a suitable forum for more strategic cooperation on managing resilience and for defining the practice exercise programme. We will implement this approach.

6.16 states that; "GAL uses the standard integrated emergency management (IEM) command and control structure (hierarchy of Gold, Silver and Bronze levels). It has fully equipped dedicated facilities for the Bronze and Silver command functions. We did not see the Gold facilities...." The ACC believes that the CAA should have sight of the Gold command facilities and their functions and that airlines should be represented at Gold events and meetings.

In section 7; the initial proposals on CAA guidance, the ACC welcomes that the CAA should audit the resilience plans that the airport holds.

7.12 We note that there should be agreement between airport and airlines on protocols for communicating with passengers. However airports must remember that the passengers are the customers of the airlines and the airport staff should acknowledge that airlines will take the lead in communicating to their customers and that the airports hold the support role.

ACC Office, 3<sup>rd</sup> Floor, South Terminal, Gatwick Airport, West Sussex. RH6 0DW  
Tel: +44 (0) 1293 501872 Mb: +44 (0)7855 521825 or email: Jorette@mac.com

7.17. The CAA states that "Contingency planning at airports should be a collaborative exercise in which airlines, ground handlers and other significant contractors are fully involved. We recommend that the CAA ensure that the airports' contingency plans have been developed with the airlines and other relevant parties, that the plans are properly tested and widely disseminated." This is currently work in progress at the AOC, to an agreed timeline with a date of completion in October 2014.

7.22. This formal process should be done at the Airport, Airlines group (AAG), and this has been discussed and agreed with GAL.

In 7.23 the ACC feel that there should be an amendment whereby actual events can be considered instead of tabletop exercises, provided that effective lessons learned exercises are completed after the event.


7.26. The annual meeting we believe should be held at the AAG, between GAL and the ACC.

7.33. The ACC doesn't agree that there should be a separate annual briefing session with the CAA but agrees that the process should be open to audit by the CAA. The ACC proposes that the CAA is invited to attend the annual meeting between the ACC and GAL.

Airlines consider it is important that the airport develops a process for balancing capacity and demand during periods of disruption. This must be done and developed in full agreement with the airlines, and we are currently discussing this with GAL.

If there are any other recommendations or points from the report that would benefit from further clarification or expansion of the ACC position, we will be happy to provide further feedback.

Yours Sincerely

PP: 

Chris Hope  
ACC Chairman

CC. Jamie Hobbs (ACC Deputy Chairman)  
William McGillivray (GAL)