

YOUR LONDON AIRPORT
Gatwick

Gatwick Airport Employment and Travel Survey



May 2012

Table of Contents

Summary	3
1 Introduction	5
Background	5
Survey Method	5
The Report.....	6
2 Employment at Gatwick Airport	7
Jobs at Gatwick	7
Workforce Profile	14
3 Travel to Work at Gatwick	17
Gatwick Catchment	17
The Journey to Work	21
Sustainable Transport Options	29

Appendices

- A Methodology
- B Employer Survey Questionnaire
- C Employee Survey Questionnaire

Annex

- 1 Full survey tables

Summary

This report presents the results of the 2012 Employment and Travel Survey with employers and employees at Gatwick Airport.

There are estimated to be 21,019 staff employed on the Gatwick campus in 2012. This represents a 7% decrease from the total number employed in 2008 which stood at 22,711.

The total number of companies with staff who report to work at Gatwick is 230 compared with 200 in 2008.

There has been an increase in staff employed in professional and management roles since 2008 with 13% of staff now employed in these types of occupation. Fewer staff are employed by airlines and handling agents.

The vast majority of Gatwick employees work shifts although this has gone down to 84% since 2008. Many more staff now work a 4 day shift pattern than previously.

There has been an increase in the proportion of employees earning relatively low incomes with an estimated quarter of permanent employees earning less than £13,000 a year in 2012. This is 5% more employees when compared with 2008.

Gatwick employs an older workforce than was previously the case at the time of the last survey. Now more than a third of employees are over 45. The workforce is also predominantly male (63%) and this proportion has gone up since 2008. The majority of employees are white (86%) and this has also gone up.

More than one third of the workforce at Gatwick live in Crawley; 7% in Horley, and 6% each in Brighton and Horsham. Almost half of all employees are from these towns.

Just under two thirds of staff drive to work at the airport and most travel without passengers. This has remained at a consistent level since 2008. 12% travel by bus, fewer than in 2008 whilst the proportion commuting by train has stayed the same at 11%.

Almost half of all employees travel 10 miles or less to work. However, the mean average commute is 25 miles and staff usually take on average around 38 minutes to get to Gatwick.

The time that staff travel to work is fairly well distributed throughout the day. Just under a third start between 7am and 9am. More employees now start work in the afternoon and evening compared with 2008.

All those who drive to work said that they could have used an alternative method of transport, most usually by train (40%). The main reasons for not choosing to go by train were the train station being too far from home and the train taking longer, being more expensive and not running at the time of starting or finishing. Those who could go by bus chose not to do so primarily because the bus takes more time.

The vast majority of the workforce never work at home (83%) and only 12% have the type of job where they could do so.

Most employees are aware of the Gatwick Commuter bus (62%) and rail discounts (61%) as well as the Car Share scheme (56%). 8% of employees make use of the bus discount, 4% the rail discount and, fewer than 2%, the Car Share scheme

1 Introduction

Background

Gatwick Airport has regularly undertaken surveys of employers and employees on the airport campus. Previous surveys have been undertaken in 2003 and 2008 and now 2012. The research provides vital information about the composition of the workforce and type of employment provided at the airport. This data is used as a basis for employment forecasting and planning. The survey also provides essential travel to work information for the Gatwick staff across all companies which informs surface access strategy.

This report provides the core results for the survey and comparisons with previous years. It includes information on the size of the workforce, work patterns and profile of the workforce as well as the type of employment and companies that work here. It also covers where employees at Gatwick live, how they travel to the airport, how long their journeys take and attitudes to using sustainable modes of transport.

Survey Method

Both the employer and employee survey were undertaken using a mixed method approach and made use of an on-line survey method for the first time. The employer survey was emailed to contacts for completion and a follow up telephone survey was undertaken with non-respondents to the online survey. A number of employers did not complete the survey at all including a number of key employers known to have a significant workforce at the airport. These employers were contacted and asked to provide the number of total staff that they employ at Gatwick. All complied with this request thus enabling a total count of the airport workforce to be estimated.

The employee survey was undertaken using a combination of on-line, self-completion and face to face interviewing. All employers who said they would be able to distribute the survey to their employees were sent a web-link for their employees to access. In addition, the questionnaire was made available on the Gatwick intranet and included in briefings to key employers. The on-line survey and initial phase of face to face interviewing did not achieve sufficient responses from front line staff despite a number of cash prizes as incentivisation. Consequently the survey deadline was extended and face to face interviewing undertaken, as well as handing out questionnaires for self-completion, targeted at categories of staff where response rates had been poor.

Both survey questionnaires were kept broadly consistent to maintain comparability with previous years. A number of new questions were added to the employer survey to provide additional information to inform GAL's surface access strategy. These were: the alternative methods of transport staff could have realistically used for their journey to work today; whether they could start/finish at different time to establish flexibility of the time they travel; for car drivers, the reason for their mode choice; the duration and distance of their journey to work and awareness and use of Gatwick commuter scheme initiatives. Questions that were in previous surveys but no longer required were concerned with skills training.

The Report

This report presents the key results from the 2012 employer and employee surveys with comparisons with 2008 where the question has been repeated. Details of the survey methodology, the questionnaires and full tables for the 2012 survey are presented in the appendices.

2 Employment at Gatwick Airport

Jobs at Gatwick

Gatwick Airport provides employment across a range of different occupations. Table 1 below shows an increase in management and professional staff since 2008 with 4% now employed in management or professional roles that are airport/airline specific compared with 2% in 2008 and growth from 7% to 9% in other management/professional jobs. In contrast employees engaged in passenger services, sales and clerical roles has decreased considerably. In 2008 this represented almost a quarter (24%) of the workforce but this has gone down to 17% by 2012. The proportion of staff who are employed as air cabin crew or pilots, air traffic control and flight operations has remained about the same with just over one in five Gatwick employees being cabin crew (21%) and 8% pilots/ATC/Flight operations. There has been a 4% increase in maintenance, trades and other skilled employment from 5% of the workforce to 9%. The proportion employed in security roles has also increased going up from 8% in 2008 to 10% in 2012.

Table 1 Job type (Employer Survey)

	2008 Employees %	2012 Employees %
Management/Professional Airport/Airline Specific	2	4
Management/Professional Other	7	9
Passenger Services, Sales And Clerical Staff	24	17
Air Cabin Crew	22	21
Pilots/ATC/Flight Operations	8	8
Maintenance Trades Staff And Other Skilled Workers/Supervisors	5	9
Apron, Ramp, Cargo, Baggage Handling, Drivers, Other Semiskilled And	10	10
Catering, Cleaning And Housekeeping	9	10
Customs, Immigration, Police And Fire Staff	4	3
Security, Passenger Search, Security Access Control	8	10
	100	100
	22542	18620
missing		2399
Total	22542	21019

The vast majority of employees at Gatwick airport are permanent and this has remained broadly the same since 2008.

Table 2: Temporary and Permanent Employees (Employer Survey)

	2008	%	2012	%
Temporary	1313	6	1045	5
Permanent	21398	94	19974	95
	22711	100	21019	100

There has been a notable increase in the number and proportion of employers engaged in building, development and maintenance at the airport from 8% in 2008 to 27% in 2012. This is a direct corollary of GAL's considerable capital investment programme. In contrast retail and catering employers have gone down from 36% to 18% of employers as various outlets have been closed down over the intervening period to permit capital development works. Also some employers were categorised by individual outlet in the 2008 survey whereas in 2012 they are counted as a single employer by parent company (e.g. Wetherspoons).

Table 3: Employer type (Employers)

	2008		2012	
	N	%	N	%
Catering/Retail	71	36	41	18
Other Passenger Services	43	22	28	12
Airline/airline Handling Agent	33	17	29	13
Building/development/maintenance contractor	16	8	61	27
Government Services	3	2	3	1
Cargo/freight/courier service	3	2	2	1
Gatwick Airport Ltd	1	1	1	-
Other	30	15	65	28
	200	100	230	100

The employer type, based on the number of employees rather than number of companies, indicates that 39% of employees at the airport are employed by airlines and 9% by airline handling agents giving a total of 48%. This type of employment still accounts for the highest

proportion of work at the airport but has declined marginally since 2008 when the majority of staff (51%) were employed by airlines or airline handling agents.

Table 4: Employer Type (Employees)

	Employer Survey		
	2008 %	2012 %	
Airline	51%	39%	48%
Airline Handling Agent		9%	
GAL (BAA 2008)	11%	13%	
Catering	14%	5%	14%
Retail		9%	
Government Services	4%	3%	
Building/Development/Maintenance Contractor	4%	4%	
Cleaning	16%	4%	18%
Other Passenger Services		2%	
Car Park Operator		1%	
Hotel		3%	
Other		8%	
	100%	100%	
Total reported	22542	18620	
Missing		2399	
Total		21019	

Almost half of all staff work between 36 and 40 hours per week (48%) whilst 17% work more than 46 hours a week.

Table 5: Hours per week

	2012 %
1-20 hours	8
21-25 hours	4
26-30 hours	7
31-35 hours	5
36-40 hours	48
41-45 hours	11
46-50 hours	13
51-55 hours	1
56-60 hours	2
61+ hours	1
	100
Total (all stated)	4236

There has been some reduction in the proportion of people working shifts at Gatwick. The vast majority do work shifts but this has gone down from 88% to 84% since 2008.

Table 6: Shift work

Do you work shifts?	2008	2012
	%	%
Yes	88	84
No	12	16
	100	100
Unweighted base	6668	4546

From the 2012 survey it is apparent that for those who work shifts, just over a third work five days per week and the same proportion work four days per week. 11% work 6-7 days per week and 15% work 1 to 3 days a week. This contrasts with those who do not work shifts where the majority (78%) work 5 days per week.

There has been a significant change in work patterns since 2008. At that time most staff who worked shifts worked 5 days per week (81%). This has decreased to 36% in 2012 with many now working a 4 day shift pattern instead (36%).

Table 7: Number of days work per week (employees)

	2008 Work shifts %	All 2012	2012 Work shifts %	Don't work shifts
Unweighted Base	2490	4597	3752	790
0	-	3%	2%	1%
1	2%	1%	1%	1%
2	2%	5%	6%	3%
3	5%	7%	8%	6%
4	6%	31%	36%	9%
5	81%	43%	36%	78%
6	3%	9%	10%	2%
7	-	1%	1%	*
	100%	100%	100%	100%

The survey provides evidence of salary levels for the Gatwick workforce. This is based on reported data for 79% of employees in 2008 and 68% in 2012. A quarter (25%) of permanent employees earn under £13,000 in 2012. This represents a 5% increase from 2008. The proportion earning higher level salaries of £41,000 a year or more has remained broadly the same at around 7 to 8%. The most common income (mode) is in the range £13,000 to £19,999 in both 2008 and 2012 and the estimated mean average salary in 2012 is £23,144¹ to £24,584².

¹ This assumes £4999 for the bottom range, £75000 for the top range and the mid point of all other categories

² This assumes £49999 for the bottom range, £120,000 for the top range and the mid point of all other categories

Table 8: Permanent Staff Salaries (Employer Survey)

	2008		2012	
	count	%	count	%
Under £5000 per annum or Under £95 per week	613	4	342	3
£5000 - £8,999 per annum or £95 - £175 per week	718	4	404	3
£9,000 - £12,999 per annum or £176 - £250 per week	1966	12	2,651	19
£13,000 - £19,999 per annum or £251 - £385 per week	5195	31	3,725	27
£20,000 - £23,999 per annum or £386 - 462 per week	3429	20	2,292	17
£24,000 - £30,999 per annum or £463 - £596 per week	1803	11	1,683	12
£31,000 - £40,999 per annum or £597 - £788 per week	1755	10	1,134	8
£41,000 - £49,999 per annum or £789 - £962 per week	658	4	516	4
£50,000 - £74,999 per annum or £963 - £1442 per week (2008 50k+)	684	4	414	3
£75,000+			435	3
Total	16821	100	13596	100

One in five companies (20%) had job vacancies for airport-based staff and of these 11% said they had been unfilled for more than 3 months. Just 4% of companies said they anticipated any problems in the longer term in recruiting and/or retaining staff with the necessary skills in the future.

Table 9: Vacancies for airport based staff and whether been unfilled for more than 3 months

Vacancies for airport based staff	%
Yes	20
No	73
Don't know	8
	100
Base: all companies	210
Been unfilled for more than 3 months?	
Yes	11
No	87
Don't know	3
	100
Base: companies who have vacancies	38

Gatwick now has a lower turnover of staff. Just over two thirds of staff have been employed by their present company for more than three years (68%) whereas in 2008 only just over half (53%) had been employed with the same company for this length of time. In 2012 one quarter (25%) have been at the airport for less than two years, whereas 37% had been with the same company for less than 2 years in 2008. At the same time as having a more stable workforce the airport also has an older employee profile (see Table 12).

Table 10: How long have worked for current company?

	2008 %	2012 %
Less than 1 year	22	13
Up to 2 years	15	12
Up to 3 years	10	6
More than 3 years	53	68
	100	100
Unweighted base		4597

Almost half of all employees at Gatwick were previously employed outside of the airport campus. Almost a quarter were working for another employer at the airport indicating that there is quite a high level of transfer between airport-based companies or transfer of ownership. Amongst GAL employees, for example, 68% said that they were employed by another company which will include those previously employed by BAA.

Table 11: What were you doing previously?

	%
Working for your present employer but not at the Airport	8
Working for another employer at the Airport	23
Employed by another company elsewhere or self employed	48
Unemployed/Not working	2
In Education	10
Other	6
	100
	4597

The Workforce Profile

Looking at the age groups of employees across the airport it is apparent that the profile of the workforce is somewhat older in 2012 when compared with 2008. Previously 19% of the workforce were in the 16 to 24 year old age group and this has gone down to 13% in 2012. One third of the workforce is now over 45 whereas 28% were over 45 in 2008.

Table 12: Age of staff

	2008 %	2012 %
16 - 24	19	13
25 - 34	30	29
35 - 44	22	23
45 - 54	19	22
55 - 64	9	10
65 and over	-	1
Unweighted base		4597

The workforce at Gatwick Airport is predominantly male (63%) and this proportion has increased since 2008 probably due to a greater proportion being engaged in the construction sector.

Table 13: Gender of Workforce at Gatwick (employer survey)

	2008 N	%	2012 N	%
Male	11769	60	10492	63
Female	7896	40	6150	37
	19665	100	16642	100

Employers provided ethnic group information for 12,189 staff in 2008 (54%) and 11,450 staff in 2012 (51%). This shows that the vast majority of employees are white (86%) and there could have been a small decrease in employees from minority ethnic groups since 2008 with

8% being Asian and 6% Black. The breakdown between EU and non EU nationality was also established for a proportion of employees. 95% of staff were EU nationals and 5% non EU.

Table 14: Ethnic Group and Nationality of Workforce at Gatwick

	2008		2012		
Ethnic Group	Employer survey count	Employer survey %	Employer survey count	Employer survey %	Employee survey %
White	10228	84	9790	86	
Asian Bangladeshi	35	-	43	-	
Asian Chinese	56	1	46	-	
Asian Indian	551	5	417	4	
Asian Pakistani	122	1	264	2	
Asian Other	392	3	187	2	
Black African	483	4	189	2	
Black Caribbean	157	1	149	1	
Other Black	165	1	365	3	
	12189		11450	100	
Nationality					
UK			10613	95	81
Other EU					10
Other European			571	5	3
Non EU					3
Dual nationality					2
			11184	100	

The workforce at Gatwick encompasses staff with a wide range of educational levels. 14% have no or level 1 qualifications (GCSEs D-G) and 21% are educated to degree or postgraduate level or equivalent. 28% of airport/airline specific management staff have a degree level qualification or equivalent or higher compared with 52% of other management/professional staff. More than one in five cabin crew have level 6 (degree) education or higher.

Table 15: Highest level of education achieved

	All	Management/Professional Airport/Airline Specific	Management/Professional Other	Passenger Services sales, Clerical Staff	Air Cabin Crew	/ATC/ Flight Ops	IT	Skilled Maintenance etc	Unskilled Baggage handling etc	Catering Cleaning House-keeping	Customs Police & Fire	Security
Level 1 Certificate/NVQ GCSE Grades D-G	6%	5%	3%	6%	5%	1%	3%	5%	15%	6%	1%	9%
Level 2 Diploma/NVQ GCSE Grades AC (or O	23%	19%	11%	28%	24%	8%	13%	13%	34%	18%	23%	37%
Level 3 Certificate/NVQ A Levels	18%	21%	13%	19%	25%	21%	5%	15%	14%	13%	22%	19%
Level 4 Certificate of Higher Education	5%	4%	4%	5%	5%	4%	3%	8%	2%	7%	7%	5%
Level 5 Certificate/BTEC Higher	10%	14%	8%	8%	12%	6%	13%	30%	3%	5%	10%	7%
Level 6 Diploma (Bachelor Degrees,	16%	18%	31%	13%	18%	43%	40%	6%	5%	11%	24%	8%
Level 7 Diploma (Masters, Post Grad and	5%	9%	20%	3%	3%	9%	13%	3%	1%	4%	3%	1%
Level 8 Specialist Awards (Doctorates)	0%	1%	1%	0%	0%	0%	3%	1%	0%	0%	0%	0%
Educated abroad and no equivalent	5%	0%	3%	7%	3%	4%	0%	0%	6%	17%	0%	4%
None of these	8%	5%	4%	9%	2%	3%	10%	12%	16%	15%	4%	9%
Unweighted base:	4597											

190 companies provided information on the number of registered disabled staff in their workforce. They reported a total of 75 employees who were registered disabled. In 2008 only 101 companies provided this information of which 20 companies had around 31 registered disabled staff.

3 Travel to Work at Gatwick

Gatwick Catchment

Gatwick's workforce is predominantly drawn from Crawley. More than one third of the workforce (35.2%) live in Crawley postcode districts RH10 and RH11. 7% of employees live in Horley, 6% in Brighton and 5.7% in Horsham. Around 2% to 3% of the workforce come from each of Redhill, Burgess Hill and East Grinstead.

Table 16: Where do you live?

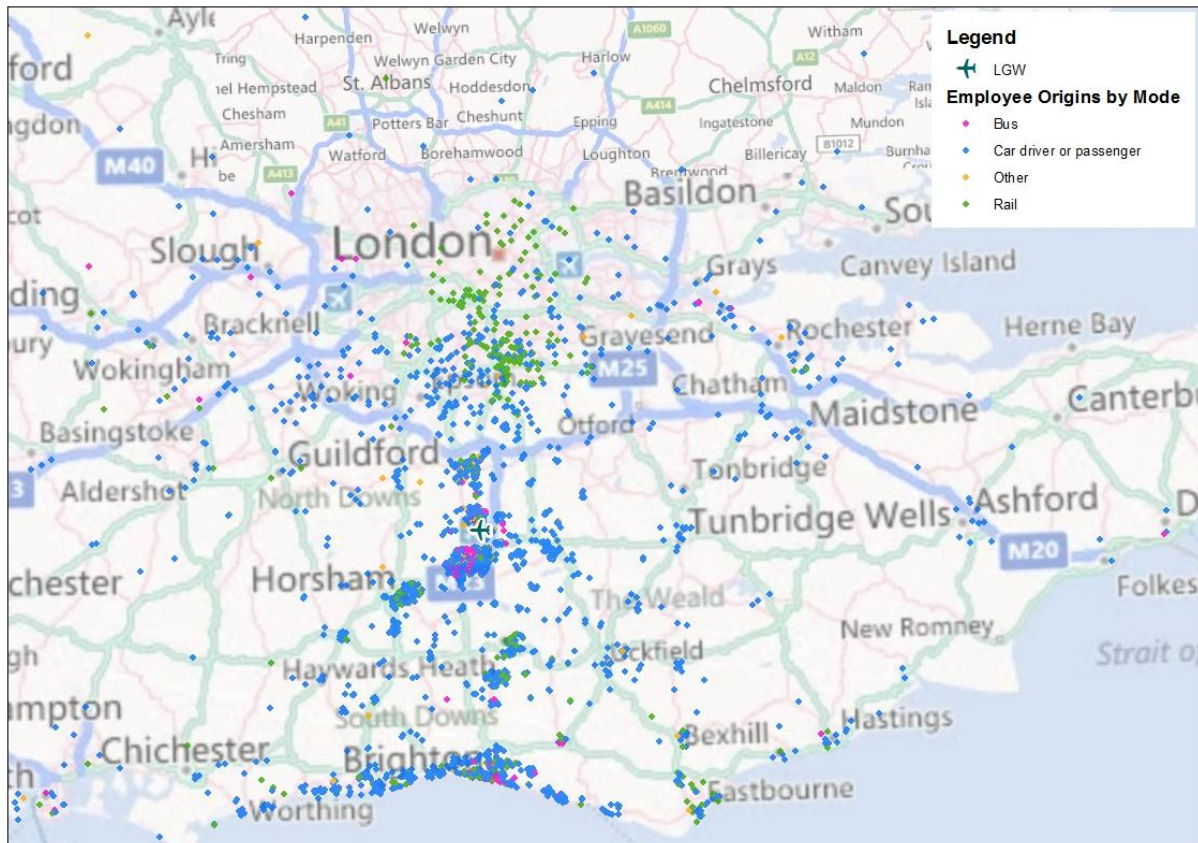
Postcode	Postcode district	Weighted count	%
RH11	Crawley	780	17.9
RH10	Crawley	752	17.3
RH6	Horley	303	7.0
BN1 2 3 33 41 42	Brighton	261	6.0
RH12 13	Horsham	246	5.7
RH1	Redhill	108	2.5
RH15	Burgess Hill	99	2.3
RH19	East Grinstead	82	1.9
RH16	Haywards Heath	73	1.7
SW1 2 3 4 6 8 9 11 12 13 15 16 17 18 19	London SW	67	1.5
CR0	Croydon	67	1.5
BN11 12 13 14	Worthing	59	1.4
RH2	Reigate	56	1.3
SE1	London SE	56	1.3
BN20 21 22 23	Eastbourne	52	1.2
RH20	Pulborough	44	1.0
RH4 5	Dorking	44	1.0
TN22	Uckfield	42	1.0
BN16 17	Littlehampton	40	0.9
RH17	Haywards Heath	39	0.9
BN7 8	Lewes	32	0.7
RH14	Billinghurst	29	0.7

BN15	Lancing	25	0.6
TN1 2 3 4	Tunbridge Wells	24	0.6
BN6	Hassocks	23	0.5
BN43	Shoreham	22	0.5
E1 3 5 7 9 10 11 14 16 17	London E	22	0.5
KT17 18 19	Epsom	22	0.5
BN27	Hailsham	20	0.5
RH7	Lingfield	19	0.4
CR3	Caterham/Whyteleafe	19	0.4
CR2	South Croydon	19	0.4
CR5	Coulsdon	18	0.4
GU1 2 3 4 5	Guildford	18	0.4
SM1 2 3	Sutton	18	0.4
BN25	Seaford	18	0.4
PO21 22	Bognor Regis	17	0.4
GU21	Woking	15	0.3
PO18 19 20	Chichester	15	0.3
BR5 6	Orpington	14	0.3
DA11 12 13	Gravesend	14	0.3
N1 4 7 13 16 17 19 20	London N	14	0.3
CR8	Kenley/Purley	13	0.3
BN10	Peacehaven	13	0.3
ME14 15 16 17 18 19	Maidstone	12	0.3
TN6	Crowborough	12	0.3
TN4	Tunbridge Wells	12	0.3
CR4	Mitcham	11	0.3
CR7	Thornton Heath	11	0.3
ME4 5	Chatham	11	0.3
TN23 24 25 27	Ashford	11	0.3
TN34 35	Hastings	11	0.3
SM6	Wallington	11	0.2
RG1 2 4 5 7 8 10	Reading	10	0.2

TN21	Heathfield	10	0.2
	Other	493	11.3
Not stated		250	5.8
Unweighted base		4597	

This information has been mapped as shown in Figure 1. This illustrates the concentration of staff drawn from Crawley and Horley, Redhill, Reigate, Horsham and along the south coast

Figure 1: Where staff live by mode



The majority of employees moved to their current home for reasons other than to work at Gatwick. However, this has gone down from 72% in 2008 to 62% in 2012. Similarly those moving to their current address specifically to work for their employer at Gatwick has nearly halved from 15% to 9%. Those moving to their current home for a combination of personal and work reasons has more than doubled from 13% in 2008 to 28% in 2012.

Table 17: Why moved to that address?

	2008 %	2012 %
Reasons unconnected with current job	72	62
Personal and work reasons	13	28
To work for current employer	15	9
	100	100
Unweighted base		4480

The Journey to Work

Table 18 shows the mode of travel that staff used for their journey to work the day of the survey. Where employees use more than one mode they were asked to identify the mode for the longest part of their journey. Overall, over two thirds of employees come to work by car (69%) and this has stayed the same as four years ago. Of these 59.5% are car drivers travelling alone, 5.8 are drivers with a passenger and 4.5% are passengers. The level of rail use has also stayed consistent with 11% of all employees coming to work by train. There has been a small decrease in the level of bus use with 11.8% of employees now coming to work on the Gatwick campus by bus compared with 13.2% in 2008.

Just under two thirds of staff (65%) drive to work and this has remained the same when compared with 2008. Most (59.5%) are travelling without passengers in their car but 5.8 are drivers with one or more passengers. Rail accounts for 11.4% of Gatwick employees journeys to work, the same as 4 years ago whilst bus share has declined by 1.4% to 11.8%. Overall, public transport accounts for 23% of mode share for employees' journeys to work. There has been a small increase in those who walk or cycle to work from 1.6% to 2.6%. Cycling in particular, although starting from a small base, has doubled since 2008.

Table 18: Mode of travel for journey to work today

	2008 %	2012 %
Car driver alone	65.0	59.5
Car driver with passenger		5.8
Car passenger	4.3	4.5
Rail	11.4	11.4
Public bus or coach	13.2	11.8
Taxi	1.6	0.9
Company transport	1.2	1.2
Walk	0.8	1.0
Motorcycle	0.6	0.7
Bicycle	0.8	1.6
Plane	0	0.6

Almost half of all employees at the airport (46%) travel 10 miles or less to work. However, there are many who commute relatively long distances with 13% travelling more than 40 miles to work. The mean average distance journey to work at Gatwick is 25 miles.

Table 19: Distance to work (self estimated)

	2012 %
1-3 miles	9
4-10 miles	37
11-15 miles	9
16-20 miles	8
21-25 miles	7
26-30 miles	8
31-35 miles	5
36-40 miles	4
41-50 miles	6
51-70 miles	3
71+ miles	4
Mean	25 miles

38% of employees at Gatwick estimate their journey to work as usually taking 20 minutes or less and the majority (56%) have a journey of half an hour or less. However, 12% of the workforce have a journey to work that takes them an hour or more. The mean average journey to work time is estimated to usually take 38 minutes.

Table 20: Journey to work duration (self estimated)

	%
1-10 mins	12
11-20 mins	26
21-30 mins	18
31-40 mins	12
41-50 mins	12
51-60 mins	9
61-70 mins	2
71-80 mins	3
81-90 mins	3
91+ mins	4
Mean	38 mins
Unweighted base	4510

The amount of time between leaving home and starting work that day, some or all of which is spent travelling to work, has been calculated. This is generally longer than the usual estimated journey time. The mean average time between leaving home and starting work on the day employee's completed the survey is 65 minutes compared with their estimated usual journey time of 38 minutes.

Table 21: Lapsed time between leaving home and starting work

	%
1-15 mins	2
16-30 mins	14
31-45 mins	17
46-60 mins	25
61-75 mins	10
76-90 mins	12
91-105 mins	4
106-120 mins	6
121+ mins	9
mean	65 mins
median	55 mins
Mode	60 mins

The time that staff are travelling to work at Gatwick is fairly well distributed throughout the day. Just under a third (31%) start work between 7am and 9am but there is probably less concentration on peak hour travel than is the case with employment destinations with fewer shift workers. 16% of Gatwick employees started work before 6am and 12% start after 2pm throughout the afternoon and evening. The same can be said of the time that employees travel home – 39% of staff finish work between 4pm and 8pm with the rest at different times outside this extended evening peak.

When comparing with 2008, there are now fewer staff starting early in the morning. In 2008, 39% of employees started before 7am but this is now 33% and 58% started before 8am compared with 49% now. There are now more starting shifts later in the day, with 20% of employees starting their shift in the afternoon/evening in 2012 whereas 14% started at this time in 2008. The time that employees finish work has also altered with twice as many staff now finishing before 9am (8%, 2012 v 4%, 2008)

Table 22: Time left home, start and finish work

	2008		2012		
	Time started work %	Time finished work %	Time left home %	Time started work %	Time finished work %
00:01-00:59			0%	0%	1%
01:00-01:59			0%	0%	1%
02:00-02:59			2%	0%	0%
03:00-03:59			6%	1%	0%
04:00-04:59			12%	5%	0%
05:00-05:59			17%	10%	1%
06:00-06:59	21%	1%	16%	17%	2%
07:00-07:59	19%	1%	12%	16%	2%
08:00-08:59	13%	0%	7%	15%	1%
09:00-09:59	8%	1%	3%	6%	1%
10:00-10:59	4%	1%	4%	4%	1%
11:00-11:59	2%	1%	5%	4%	1%
12:00-12:59	4%	6%	3%	5%	4%
13:00-13:59	3%	9%	2%	3%	7%
14:00-14:59	2%	10%	2%	3%	9%
15:00-15:59	1%	7%	1%	1%	6%
16:00-16:59	1%	9%	2%	1%	9%
17:00-17:59	1%	9%	2%	1%	10%
18:00-18:59	1%	12%	1%	2%	11%
19:00-19:59	-	9%	1%	2%	9%
20:00-20:59	-	5%	1%	0%	6%
21:00-21:59	-	6%	1%	1%	5%
22:00-22:59		6%	0%	1%	6%
23:00-23:59	1%	4%	0%	0%	3%
	100	100	100	100	100
Weighted base			4597	4597	4597

The highest percentage of staff reported to work in South Terminal which includes Destinations Place and Norfolk House (37%). 19% reported to North Terminal, 15% at Concorde House and 11% to Jubilee House. The proportion of staff working in South Terminal has gone up since 2008 whilst there has been a reduction in North Terminal.

Table 23: Where report to work

	2008	2012
South Terminal	31%	37%
North Terminal	26%	19%
Concorde House	17%	15%
Jubilee House	12%	11%
Atlantic House	0.5%	3%
Schlumberger House	3%	2%
Ashdown House	10%	1%
World Cargo Centre (transit sheds)		1%
Maintenance Area		1%
Control Tower (inc Control Tower Road)		1%
Fuel Farm (Povey Cross)		1%
Airfield Ops		1%
Longbridge House		-
First Point		-
World Cargo Centre (Timberham House)		-
Beehive/City Place		-
Southside Industrial Area		-
Hilton Hotel		-
Marriott Courtyard		-
Sofitel		-
Other		7%
	100%	100%
Weighted base		4597

The 2012 travel survey has shown that there are proportionally fewer people parking in Car park Y (down 5.2% from 14.4% to 9.2%); Car Park Z down from 10.5% to 7.7%; to Car Park M (down from 6.7% to 3.5%) and small reductions in Car Parks J and H. This is offset by

increased levels of parking particularly in Car Park X which has gone up 8.2% from 31.1% in 2008 to 39.3% in 2012.

Table 24: Where park

Where parked	2008	2012
Car Park B (Ashdown/Atlantic House/South TTS)	3.6	5.8
Car Park G (Maintenance Area , Tower Gate)	0.7	1.7
Car Park H (Next to Hilton)	13.8	13.2
Car Park J (Jubilee House)	3.3	2.4
Car Park L (Timberham House)	0.5	1.7
Car Park M (North Terminal)	6.7	3.5
Car Park R (Perimeter Road East)		0.1
Car Park V	2.1	
Car Park W (Control Tower/ Fire station)	0.7	2.5
Car Park X (Perimeter Road South)	31.1	39.3
Car Park Y(North of BP Garage)	14.4	9.2
Car Park Z (Perimeter Road South overflow)	10.5	7.3
Maintenance Area 1	0	0.3
Fuel Farm	0.3	1
First Point	0.5	0.2
Beehive/City Place	0.1	0.4
Police Station	1.1	0.3
South Terminal Multi Storey Short Stay Car Park	0.6	0.8
North Terminal Multi Storey Short Stay Car Park	0.3	0.4
Other place within Airport boundary	9.0	6.3
Other place outside Airport boundary	0.7	2.7
Don't know		0.3
	100	100

There are differences between airlines in the number of staff who drive to work and where they park. 97% of Monarch staff drive to work alone. This contrasts with just 57% of GAL staff and 50% of Virgin employees. For all airlines, the majority of staff park in Car Park X whilst GAL staff are most likely to be allocated to H or X.

Table 25: Where staff park by airline and GAL

	British Airways	Easyjet	Thomson	Virgin	Thomas Cook	Monarch	GAL
Total sample	370	342	265	241	182	115	820
Drivers without passengers	298	240	238	121	149	111	465
	81%	70%	90%	50%	82%	97%	57%
% drivers without pax	-	-	1%	9%	-	1%	15%
B	31%	-	12%	1%	-	-	19%
Y	2%	36%	7%	4%	11%	16%	2%
Z	1%	-	-	-	-	-	-
Maintenance area	1%	-	-	13%	-	-	1%
Other within airport boundary	-	-	-	-	-	-	6%
G	-	-	*	17%	-	-	*
Other outside airport boundary	-	5%	8%	2%	7%	18%	26%
H	12%	-	4%	-	-	-	2%
J	1%	-	11%	-	-	-	1%
M	-	-	-	1%	-	-	*
R	-	3%	-	-	-	-	2%
W	53%	56%	57%	52%	82%	64%	25%
X	-	-	-	2%	-	1%	*
Don't know							

Sustainable Transport Options

All staff who had driven to work alone were asked whether they could have realistically used an alternative method of transport for their journey to work that day. Everyone identified at least one alternative to driving that they could use. 40% of unaccompanied drivers said that they could have gone by train, 29% by bus and 20% by taxi. 14% indicated that they could have car shared and one in ten could have cycled. 4% of drivers said that they could have walked to work rather than driven.

Table 26: Potential alternative methods of transport (car drivers alone)

	2012 %
Train	40
Bus/coach	29
Taxi	20
Car share	14
Motorcycle	5
Bicycle	10
Walk	4
Unweighted base	2733

The main reasons for choosing to travel by car rather than by train were that the station is too far from home, that the journey takes more time by train, is more expensive and do not run at the time of starting or finishing work. In each case around a third of employees said that these factors influenced their decision to drive to work. Unreliability, and having to change trains, were also cited as factors for choosing to travel by car.

Table 27: Reasons for choosing to travel by car rather than train

Railway station too far away from home	37%
Journey takes more time by train	36%
Trains more expensive than going by car	35%
Trains not running when I start or finish	32%
Trains not reliable	16%
Have to change trains too many times	15%
Railway station too far away from workplace	11%
Trains overcrowded	7%
Don't know train times or how often they run	7%
Do not feel safe on trains	4%
Have to drop someone off at another location	2%
Other	12%
Weighted base: All drivers alone	2733

The key reason for not travelling by bus rather than car is the time taken. 43% of unaccompanied drivers said that they chose to travel by car rather than bus because the bus takes more time.

Table 28: Reasons for choosing to travel by car rather than bus

Journey takes more time by bus	43%
Buses not running when I start or finish	32%
Bus stop too far away from home	20%
Have to change buses too many times	19%
Buses not reliable	16%
Buses more expensive than driving	16%
Don't know bus times or how often they run	12%
Bus stop too far away from workplace	9%
Buses overcrowded	5%
Do not feel safe on buses	4%
Have to drop someone off at another location	3%
Other	15%

All employees were asked if they could start or finish at a different time if they chose to do so? Whilst three quarters of all staff do not have this flexibility, a quarter are able to start or finish at a different time if they choose to do so. Whilst the vast majority have to report to work at a set time there is nevertheless a sizeable proportion of the workforce who have some flexibility which might be used to avoid peak time travel and congestion.

Table 29: Work flexibility

	2012
Yes: I have some flexibility when I start or finish	25
No: I have to start or finish at this time	75
	100
Unweighted base	

The majority of employees on the Gatwick airport campus do not work at home. 11% do work at home sometimes and just 3% do so frequently – 3 to 4 times a month or more. However the likelihood of working at home is much higher amongst those who do not work shifts. For this group 38% work at home sometimes and 8% do so 3 to 4 times per month or more. There has been a significant increase in working at home compared with 4 years ago amongst non shift workers. In 2008 17% of this group worked at home sometimes. This has more than doubled to 38% in 2012.

Table 30: Frequency of working at home

	2008 Non Shift workers %	2012 Non Shift workers %	2012 Shift workers %	2012 All employees %
3-4 times per month or more	17	8	2	3
1-2 times per month		10	1	4
Less than once a month		20	1	4
Never	83	62	95	89
	100	100	100	100
Unweighted base		745	3779	4573

The limited number of employees working at home is because most employees do not have the type of job where they are able to work at home. Just 12% said that they had the type of job where they could sometime work at home if they had access to their computer files and email.

Table 31: Potential to work at home (employees)

	%
Yes	12
No	86
Don't know	2
	100
Unweighted base	

Around 60% of both employers and employees were aware of the discounts on bus, coach and rail travel available through the Gatwick Commuter scheme. 59% of employers and 56% of employees were aware of the Car Share scheme. Cycling initiatives had the lowest level of awareness with 54% of employers and 45% of employees being aware of these benefits aimed at encouraging cycling.

Table 32: Aware of Gatwick Commuter initiatives

	2012 Employers Aware %	2012 Employees aware %
Discounts on rail travel	63	61
Discounts on bus and coach travel	59	62
Gatwick Car share scheme	59	56
Cycling - cycle routes, discounts on bicycles, accessories, & secure storage	54	45
Unweighted base:	211	4597

Of those employees who were aware of the scheme, 12% make use of bus/coach discounts and 7% rail discounts. This represents 8% and 4% of all employees taking up bus and rail discounts respectively.

Table 33: Take up of Gatwick Commuter initiatives (employees)

	Used before but not now %	Currently use %	Don't use %	Not stated %	Unweighted base (all aware)
Discounts on bus and coach travel	8	12	73	7	2847
Discounts on rail travel	11	7	72	10	2812
Cycling cycle routes, discounts on bicycles, accessories, & secure	4	1	85	10	2042
Gatwick Car share scheme	6	4	83	7	2058

Around half of all employers were aware of the different materials available for promoting the Gatwick Commuter scheme. More than a third were not aware of these materials.

Table 34: Company aware of Gatwick Commuter materials to promote scheme to employees (employers)

	Leaflets	Posters	Website
Yes aware	50%	49%	47%
No not aware	34%	35%	36%
Don't know	17%	17%	17%
	100%	100%	100%
Base: 211 companies			

Just over a quarter of employers make use of the Gatwick commuter scheme materials and 41% do not use them but said they would be interested. Only a third of companies show no interest in these materials.

Table 35: Use Gatwick Commuter materials to promote scheme to employees (employers)

	%
Yes already use some of these materials	27%
Do not currently use but would be interested	41%
Not interested	21%
Don't know	12%
	100%
Base: 204 companies	

Table 36: Provide any of the following for home to work journeys for airport based staff (employers)

	Companies %	Employees who benefit (reported)
Public transport season ticket loans	10	378
Car sharing scheme (not Gatwick Carshare)	11	400
Company minibus	11	566
Discounted taxi fares	-	100
Facilities for cyclists e.g. lockers/showers	16	Not asked
Total	210	1444

Appendix A

Methodology

Employer Survey

Employer Survey Sampling

The survey aimed to include all companies that work within the boundaries of Gatwick airport. The boundary for the purpose of this survey is that used by the planning authorities. This is different from the land or property owned by Gatwick Airport Ltd (GAL) and also differs from the boundary defined by the Gatwick Commuter scheme. This means in practise that employers such as Premier Inn were included in this survey but do not have access to the Gatwick Commuter scheme.

No single definitive sample list of companies with employees on site was available for the survey. It was decided that the database held by the ID centre would be the best source for assembling an up to date and thorough list as this provides the details of authorised signatories within companies applying for Gatwick airport ID passes for airport. This list also included companies with employees based elsewhere who need to access the airport so an initial telephone screening process was undertaken to identify companies with employees who work on site. This screening also confirmed the correct contact for the survey where possible, and who would be the person who should have information on the composition of their workforce.

Where possible, the parent company of multiple outlets (e.g TRG, Boots) was surveyed to obtain the data for all their operators on site. If this was not possible the individual retailers were surveyed separately and responses added together to provide a single employer record.

Employer Survey Questionnaire

The 2008 survey questionnaire was reviewed with staff from the Strategy Team. A number of questions on recruitment and training were considered no longer necessary and were therefore removed but otherwise the questionnaire remained the same to ensure consistency with previous years. The questionnaire was set up using SurveyMonkey for on-line completion. The employer questionnaire is included at Appendix B.

On-line survey and telephone interviewing

The survey was primarily undertaken on-line. The questionnaire was emailed to the identified email addresses with a covering email (see below) from GAL's Commercial Director explaining the purpose and importance of the survey.

Dear Gatwick Employer

Gatwick Airport Limited (GAL) is undertaking a new survey of all employers and employees working on the airport to provide vital information that is used for economic development and planning purposes. As a valued partner at the airport we are writing to ask for your co-operation with this survey. The last time that we did this in 2008 all companies completed the questionnaire, as well as around 7,500 employees, so we are hopeful that this can be achieved again this time.

The survey provides important information that is used by GAL as well as local and regional government, for planning services and facilities for the airport workforce including public transport and road access. It also provides vital evidence on how the airport contributes to the local economy and is used in planning future sustainable development. All in all it will help in ensuring that Gatwick plays a part in generating sustainable and secure employment in different sectors into the future.

This year we are, for the first time, doing the employer survey on-line and can be accessed via the link below. The survey asks questions about your workforce and also the best way of getting in touch with employees in your company. Please could you take the time to complete the questionnaire by Monday 23rd January 2012. If you have any questions about the survey please contact Clare Lowe in GAL's Market Research Department on 01293 503644 or by email to clare.lowe@gatwickairport.com.

Please click here to go to the survey <http://www.surveymonkey.com/s.aspx>

Thank you for your help.

Yours sincerely

Guy Stephenson
Commercial Director
Gatwick Airport Limited

A follow-up telephone survey was undertaken with non-respondents to the online survey. At this stage respondents were reminded to complete the survey on-line, an alternative contact was given and the survey sent to them; confirmation was given that the company had no employees on site or an interview was completed by telephone. A number of calls were also made to employers who had not completed the survey correctly to clarify their response.

A number of employers did not complete the survey including a number of key employers known to have a significant workforce at the airport. These employers were contacted and

asked, at a minimum, to provide their total number of employees. All complied with this request thus enabling a total count of the airport workforce to be estimated.

Employee Survey

Approach

The employee survey was undertaken using a combination of on-line, self-completion and face to face interviewing. A question was included in the Employer Survey which asked whether they would be able to distribute an on-line questionnaire to their employees on our behalf. All employers who said they would do this were sent the link to the employee questionnaire and asked to forward to employees with an email explaining the purpose of the survey. In addition the questionnaire was made available on the Gatwick intranet for GAL employees and included in briefings to key employers. The on-line survey did not achieve sufficient responses from front line staff such as cabin crew, baggage handlers, maintenance staff and security officers amongst key employers such as GAL, BA, Easyjet, Thomson and Thomas Cook, in part because some of these employees do not have ready access to a PC. The survey period was therefore extended and face to face or handout/self completion interviewing undertaken with these staff groups. In addition a prize draw was introduced with a first prize of £250 and 5 further prizes of £100 as an incentive to encourage participation in the survey.

Employee Survey Questionnaire

The previous employee survey questionnaire (2008 version) provided the basis for this year's survey. It was adapted to make it appropriate for on-line and self-completion. A number of additional questions were incorporated which it was felt would be useful in informing surface access strategy. These were:

- Alternative methods of transport that could have realistically used for journey to work today?
- Whether employees could start/finish at different time (flexibility)
- Why employees choose to travel by car rather than train
- Why employees choose to travel by car rather than bus
- Distance from home to work
- Time taken on journey to work
- Awareness/use of the Gatwick Commuter schemes

Questions on training were removed from this year's survey. A copy of the full questionnaire is reproduced at Appendix C.

Data Cleaning (Employee)

A total of 1747 responses were received on-line via SurveyMonkey and downloaded to an Excel file. Within this there were 38 duplicate entries and 142 incomplete records. These were removed giving a final on line employee sample of 1567. In addition 3030 paper questionnaires were completed giving a total sample size of 4597. The manually punched and online data sets were matched and a unique reference number added to each record.

The following processes were also undertaken to specific variables:

Hours worked - where respondents had entered a range this was replaced with the mid point in that range.

Postcodes were aligned in the format XX11 1XX or XX1 1XX to capture the 3 or 4 'outward' digits of the postcode. These were matched to official Post Office postcode district names giving an additional geographic variable definition.

Employer type (new variable) – created from company name/employer category list consistent with previous survey and new employers added.

Time to Work (new variable) time between leaving home and starting work

Time at Work (new variable) time between starting and finishing (hours worked)

Weighting and Expansion

The employee survey data was weighted and expanded based on the job type data provided in the employers survey. The derived weighting factors are shown in the table below.

	EMPLOYER SURVEY				EMPLOYEE SURVEY		weight
	permanent employees	temp employees	Total employees	% (a)		% (b)	a/b
MANAGEMENT/PROFESSIONAL - AIRPORT/AIRLINE SPECIFIC	515	232	747	4.01	262	5.70	0.70
MANAGEMENT/PROFESSIONAL - OTHER and IT	1,667	15	1,682	9.03	494	10.75	0.84
PASSENGER SERVICES SALES AND CLERICAL STAFF	2,772	366	3,138	16.85	950	20.67	0.82
AIR CABIN CREW	3,902	40	3,942	21.17	1194	25.97	0.81
PILOTS/ATC/FLIGHT OPERATIONS	1,435	0	1,435	7.71	282	6.13	1.26
MAINTENANCE TRADES STAFF AND OTHER SKILLED	1,451	173	1,624	8.72	156	3.39	2.57
APRON, RAMP, CARGO, BAGGAGE ETC SEMI/UNSKILLED	1,767	45	1,812	9.73	234	5.09	1.91
CATERING, CLEANING AND HOUSEKEEPING	1,735	120	1,855	9.96	401	8.72	1.14
CUSTOMS, IMMIGRATION, POLICE AND FIRE STAFF	588	0	588	3.16	189	4.11	0.77
SECURITY, PASSENGER SEARCH, SECURITY ACCESS CONTROL	1,751	49	1,800	9.67	435	9.46	1.02
(nb IT combined with other management/professional)			21,109	100%	230	100%	

Appendix B Employer Survey Questionnaire

Gatwick Employers Survey 2012 paper copy	
1. YOUR COMPANY	
1. Company name? (please write in) <input type="text"/>	
2. What is the nature of your airport business or on airport activity? (TICK ONE ONLY)	
<input type="radio"/> Airline	<input type="radio"/> Fuel company
<input type="radio"/> Airline Handling Agent	<input type="radio"/> Hotel
<input type="radio"/> Government Services	<input type="radio"/> Bus or taxi operator
<input type="radio"/> Gatwick Airport Ltd (GAL)	<input type="radio"/> Car park operator
<input type="radio"/> Catering	<input type="radio"/> Cargo/freight/courier service
<input type="radio"/> Retail	<input type="radio"/> Building/development/maintenance contractor
<input type="radio"/> Other Passenger Services	<input type="radio"/> Other
<input type="radio"/> Cleaning	
2. TEMPORARY STAFF	
3. Does your company employ any temporary or seasonal staff at Gatwick, that is with contracts for less than 6 months? IF YES ANSWER SECTION 3 BELOW (Q4-Q9). IF NO GO TO Q10	
<input type="radio"/> Yes	<input type="radio"/> No
3. TEMPORARY STAFF	
4. How many airport based TEMPORARY employees do you have? (airport based = reporting for work within the boundaries of the airport) THIS NUMBER IS IMPORTANT, PLEASE MAKE SURE THE BREAKDOWNS YOU GIVE IN THE FOLLOWING QUESTIONS ON THIS PAGE ADD UP TO THIS TOTAL	
total temporary employees	<input type="text"/>
5. How many DIRECTLY EMPLOYED TEMPORARY airport staff are males and how many are females working part time or full time? (NOTE Q5 AND Q6 MUST ADD UP TO THE NUMBER OF TEMPORARY STAFF THAT YOU SAID ABOVE)	
Males working full time (more than 16 hours per week)	<input type="text"/>
Males working part time (16 hours or less per week)	<input type="text"/>
Females working full time (more than 16 hours per week)	<input type="text"/>
Females working part time (16 hours or less per week)	<input type="text"/>

Gatwick Employers Survey 2012 paper copy

6. How many **AGENCY EMPLOYED TEMPORARY** airport staff are males, and how many are females, working part time or full time?

Males working full time (more than 16 hours per week)

Males working part time (16 hours or less per week)

Females working full time (more than 16 hours per week)

Females working part time (16 hours or less per week)

7. How many of the following **TEMPORARY** staff do you employ at Gatwick? in each of these categories **NOTE THE TOTAL HERE MUST ADD UP TO THE SAME AS THE TOTAL NUMBER OF TEMPORARY STAFF YOU SAID ABOVE**

Management/Professional - Airport/Airline specific

Management/Professional - Other

Passenger Services, Sales And Clerical Staff

Air Cabin Crew

Pilots/ATC/Flight Operations

Information Technology

Maintenance Trades Staff and Other Skilled Workers/Supervisors

Apron/Ramp, Cargo, Baggage Handling, Drivers, Other Semi-skilled and Unskilled workers/Supervisors

Catering, Cleaning and Housekeeping skilled and unskilled staff including Supervisors

Customs, Immigration, Police and Fire Staff non management including Supervisors

Security, Passenger Search, Security Access Control

8. Do you expect these numbers to be the same for **TEMPORARY** staff during the summer period?

☐ Yes

☐ No

4. TEMPORARY STAFF

Galwick Employers Survey 2012 paper copy

9. And what do you expect these numbers to be for TEMPORARY staff during the summer period (July-Sept)

Management/Professional - Airport/Airline specific

Management/Professional - Other

Passenger Services, Sales And Clerical Staff

Air Cabin Crew

Pilots/ATC/Flight Operations

Information Technology

Maintenance Trades Staff and Other Skilled Workers/Supervisors

Apron/Ramp, Cargo, Baggage Handling, Drivers, Other Semi-skilled and Unskilled workers/Supervisors

Catering, Cleaning and Housekeeping skilled and unskilled staff including Supervisors

Customs, Immigration, Police and Fire Staff non management including Supervisors

Security, Passenger Search, Security Access Control

5. PERMANENT STAFF

10. How many airport based PERMANENT employees do you have? (airport based = reporting for work within the boundaries of the airport) THIS NUMBER IS IMPORTANT, PLEASE MAKE SURE THE BREAKDOWNS YOU GIVE IN THE FOLLOWING QUESTIONS ON THIS PAGE ADD UP TO THIS TOTAL

total permanent employees

11. How many PERMANENT airport staff, including fixed term contract staff, are males, and how many are females, working part time or full time? (THE TOTAL MUST ADD UP TO THE SAME AS THE NUMBER OF PERMANENT STAFF YOU SAID ABOVE)

Males working full time (more than 16 hours per week)

Males working part time (16 hours or less per week)

Females working full time (more than 16 hours per week)

Females working part time (16 hours or less per week)

Gatwick Employers Survey 2012 paper copy

12. How many of the following PERMANENT staff do you employ at Gatwick in each of these categories? NOTE THE TOTAL MUST ADD UP TO THE SAME AS THE NUMBER OF PERMANENT STAFF YOU SAID ABOVE

MANAGEMENT/PROFESSIONAL - AIRPORT/AIRLINE SPECIFIC (Passenger Service Directors and Managers, Airline station management, Terminal management, Planning and Property Management, Operations Management, Maintenance Engineering Management, Airport Security Management, Cargo Management, Import/Export Management)

MANAGEMENT/PROFESSIONAL - OTHER: (General Management, Personnel Management, Financial Management, Accountants, Civil Engineers, Surveyors, Architects, Sales and Marketing Management, Catering Management, Hotel Management, Government Dept management, Concessionaire Management, Medical Staff, Scientific Staff, General Engineering and Construction Management, Ground Transport Management (rail/bus) IT Management)

PASSENGER SERVICES SALES AND CLERICAL STAFF (Secretaries/typists, Clerical Assistants, Clerks, Data Entry operators, Computer operators, Telephonists, General Admin staff, Accounts and Supplies staff, Passenger Ground Handling Staff, Check in staff and receptionists, Crew rostering assistants, Sales and Shop staff, Cashiers, Ticket desk staff, Import/Export clerks, Cargo assistants, Cargo Agents, Public transport Drivers, Public Transport Support Staff)

AIR CABIN CREW (Stewards/Stewardesses, Purser, Cabin Service Directors, Cabin Flight Directors)

PILOTS/ATC/FLIGHT OPERATIONS (Captains, First Officers, Navigators, Flight Engineers, Operations and Movement Controllers, Despatchers, Ground Operations Supervisors, Air Traffic Controllers/Assistants, Route Controllers)

INFORMATION TECHNOLOGY (Systems Analysts, Computer Programmers, Network Engineers)

MAINTENANCE TRADES STAFF AND OTHER SKILLED WORKERS/SUPERVISORS (Licensed Aircraft Engineers and Apprentices, Mechanics, Fitters, Aircraft Sprayers, Craftsmen, Maintenance Representatives, Electronics Engineers, Technical Assistants, Electricians, Plumbers, Glaziers, Painters, Bricklayers)

APRON, RAMP, CARGO, BAGGAGE HANDLING, DRIVERS, OTHER SEMI-SKILLED AND UNSKILLED

WORKERS/SUPERVISORS (Baggage Handlers, Apron based ground operations staff, Aircraft refuellers, stores staff, Warehouse staff, Drivers and Aircraft loaders, trolley services, porters, Cargo Officers, Cargo Duty Officers, Import/Export Supervisors, semi-skilled & unskilled construction workers)

CATERING, CLEANING AND HOUSEKEEPING (All non management skilled and unskilled staff including supervisors) - (Catering/Food preparation and bar staff, Aircraft cleaners, Building and Office cleaners, Housekeeping staff)

CUSTOMS, IMMIGRATION, POLICE AND FIRE STAFF (All non management staff including supervisory grades (Fire Officers, Customs Officers, Police Officers/Detectives, Immigration Officers)

SECURITY, PASSENGER SEARCH, SECURITY ACCESS CONTROL (Passenger search, Pedestrian / Vehicle Access Control, Building Premises Security)

6. PERMANENT STAFF

13. Do you expect these numbers to be the same for PERMANENT staff during the summer period? IF NO COMPLETE Q14 BELOW

☐ Yes

☐ No

7. PERMANENT STAFF

Gatwick Employers Survey 2012 paper copy

14. And what do you expect these numbers to be for **PERMANENT** staff during the summer period (July-Sept)

Management/Professional - Airport/Airline specific	<input type="text"/>
Management/Professional - Other	<input type="text"/>
Passenger Services, Sales And Clerical Staff	<input type="text"/>
Air Cabin Crew	<input type="text"/>
Pilots/ATC/Flight Operations	<input type="text"/>
Information Technology	<input type="text"/>
Maintenance Trades Staff and Other Skilled Workers/Supervisors	<input type="text"/>
Apron/Ramp, Cargo, Baggage Handling, Drivers, Other Semi-skilled and Unskilled workers/Supervisors	<input type="text"/>
Catering, Cleaning and Housekeeping skilled and unskilled staff including Supervisors	<input type="text"/>
Customs, Immigration, Police and Fire Staff non management including Supervisors	<input type="text"/>
Security, Passenger Search, Security Access Control	<input type="text"/>

8. TRAVEL TO WORK

15. Are you aware of the 'Gatwick Commuter' range of staff travel to work initiatives? (TICK ONE IN EACH ROW)

	Yes	No	Don't know
Discounts on bus and coach travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discounts on rail travel within the Gatwick Commuter area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling - cycle routes, discounts on bicycles and accessories and secure cycle storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gatwick Car Share Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

16. Is your company aware of the Gatwick Commuter leaflets, posters and website that are available to promote the scheme to your employees? TICK ONE IN EACH ROW

	Aware	Not aware	Don't know
Leaflets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Do you use any of these materials to promote the scheme to your company's employees or would you be interested in using these materials? TICK ONE ONLY

- ☐ Yes already use some or all of these materials
 ☐ Not interested
- ☐ Do not currently use but would be interested
 ☐ Don't know

9. TRAVEL TO WORK

Gatwick Employers Survey 2012 paper copy

18. Does your company provide any of the following facilities for home to work journeys for airport based staff? TICK ONE IN EACH ROW. IF YES ALSO ANSWER Q19 OTHERWISE GO TO Q20

	Yes	No	Don't know
Public transport season ticket loans	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Car sharing scheme (not Gatwick Carshare)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Company minibus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discounted taxi fares	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facilities for cyclists e.g. lockers and showers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. How many staff who work at Gatwick benefit from each of these? WRITE IN THE NUMBER OF STAFF

Public Transport Season Ticket loans	<input type="text"/>
Car sharing scheme	<input type="text"/>
Company minibus	<input type="text"/>
Discounted taxi fares	<input type="text"/>

10. RECRUITMENT

20. Does your company have any job vacancies for airport based staff where you are trying to recruit? TICK ONE ONLY. IF YES ANSWER Q21 and Q22 OTHERWISE GO TO Q23

- ☐ Yes do have vacancies ☐ No do not have any vacancies ☐ Don't know

11. RECRUITMENT

21. Have any of these vacancies been unfilled for more than 3 months

- ☐ Yes ☐ No ☐ Don't know

Gatwick Employers Survey 2012 paper copy

22. In which of these categories do you find it most difficult to recruit staff? TICK ALL APPLICABLE

- ☐ Management/Professional - Airline specific
- ☐ Management/Professional - General
- ☐ Passenger Services - Sales and Clerical Staff
- ☐ Air Cabin crew
- ☐ Pilots/ATC/Flight Operations
- ☐ Information Technology
- ☐ Maintenance Tradesmen and other Skilled workers/Supervisors
- ☐ Apron, Ramp, Cargo, Drivers, Baggage Staff and other Semi-skilled and Unskilled workers supervisors
- ☐ Catering, cleaning, housekeeping
- ☐ Customs, Immigration, Police and Fire Staff
- ☐ Security, Passenger Search, Access control

23. Thinking about your business in the longer term, do you anticipate any problems recruiting and/or retaining staff with the skills necessary to meet your company's needs in the future? IF YES ALSO ANSWER Q24 OTHERWISE GO TO Q25

☐ Yes

☐ No

☐ Don't know

12.

24. Why do you say that? WRITE IN UP TO 2 REASONS

1

2

13. ABOUT YOUR STAFF

Gatwick Employers Survey 2012 paper copy

25. Could you tell me the approximate number of permanent staff at Gatwick earning gross wages/salaries including overtime but excluding allowances in the following income bands? THIS SHOULD ADD UP TO THE TOTAL NUMBER OF PERMANENT STAFF YOU HAVE REPORTED

Under £5000 per annum or Under £95 per week	<input type="text"/>
£5000 - £8,999 per annum or £95 - £175 per week	<input type="text"/>
£9,000 - £12,999 per annum or £176 - £250 per week	<input type="text"/>
£13,000 - £19,999 per annum or £251 - £385 per week	<input type="text"/>
£20,000 - £23,999 per annum or £386 - 462 per week	<input type="text"/>
£24,000 - £30,999 per annum or £463 - £596 per week	<input type="text"/>
£31,000 - £40,999 per annum or £597 - £788 per week	<input type="text"/>
£41,000 - £49,999 per annum or £789 - £962 per week	<input type="text"/>
£50,000 - £74,999 per annum or £963 - £1442 per week	<input type="text"/>
£75,000+ per annum or £1443+ per week	<input type="text"/>

26. What is the breakdown of your company's total airport staff by ethnic group? NOTE THIS SHOULD ADD UP TO THE TOTAL NUMBER OF STAFF AS PREVIOUSLY REPORTED

Asian Bangladeshi	<input type="text"/>
Asian Chinese	<input type="text"/>
Asian Indian	<input type="text"/>
Asian Pakistani	<input type="text"/>
Asian Other	<input type="text"/>
Black African	<input type="text"/>
Black Caribbean	<input type="text"/>
Other Black	<input type="text"/>
White	<input type="text"/>

27. And what is the breakdown by EU/Non EU nationality? NOTE THE TOTAL SHOULD ADD UP TO THE SAME AS THE TOTAL NUMBER OF STAFF YOU SAID AT Q3

EU	<input type="text"/>
Non EU	<input type="text"/>

28. How many of your company's total airport staff are registered disabled?

Number registered disabled	<input type="text"/>
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14. FOLLOW UP

Gatwick Employers Survey 2012 paper copy

29. We will also be undertaking a survey of staff that work at Gatwick airport. To help us with this would you....

- ☐ Be able to provide us with email addresses for all staff so that they can take part in an online survey
- ☐ Be able to distribute the survey to all staff by email on our behalf
- ☐ Help arrange suitable times and places where we can interview your staff face to face (this is particularly important if all or most of your staff do not have email)

comment

30. Gatwick Airport may from time to time want to communicate with employers and employees at the airport. Can we use this email address for these mailings?

- ☐ Yes, happy for this email address to be on employer mailing list
- ☐ Yes but please use alternative email (enter below)
- ☐ No, please do not send mail

31. alternative email address

32. Your name?

33. Contact telephone number

34. your email

Appendix C Employee Survey Questionnaire

Gatwick Employees Survey

Dear Employee at Gatwick Airport

Gatwick Airport Limited (GAL) is undertaking a new survey of all employees working on the airport site to provide vital information about the workforce. As an employee at the airport we would like to invite you to take part in this survey.

The survey provides important information that is used by GAL as well as local and regional government, for planning services and facilities for the airport workforce including public transport and road access. It also provides vital evidence on how the airport contributes to the local economy and is used in planning future sustainable development. All in all it will help in ensuring that Gatwick plays a part in generating sustainable and secure employment in different sectors into the future.

The survey is restricted to airport employees only and all those taking part will be entered into a PRIZE DRAW with a 1st prize of £250 and 5 further prizes of £100. Winners of the prizes will be published on the Gatwick website, and will be invited to collect the prizes in person from the Commercial team's offices above South terminal.

The deadline for taking part in the survey is FRIDAY 23rd MARCH 2012.

Thank you very much for your help with this important survey.

Alex Authers
Head of Market Research and Insight
Gatwick Airport Limited

This survey is only for staff who report to work with any company at the Gatwick airport site. Only complete this survey once. If you have already done the survey on line please do NOT complete this questionnaire.

1. Which company or organisation do you work for?

Gatwick Employees Survey

2. What is your job? (tick one only)

- ☐ MANAGEMENT/PROFESSIONAL - AIRPORT/AIRLINE SPECIFIC (Passenger Service Directors and Managers, Airline station management, Terminal management, Planning and Property Management, Operations Management, Maintenance Engineering Management, Airport Security Management, Cargo Management, Import/Export Management)
- ☐ MANAGEMENT/PROFESSIONAL - OTHER: (General Management, Personnel Management, Financial Management, Accountants, Civil Engineers, Surveyors, Architects, Sales and Marketing Management, Catering Management, Hotel Management, Government Dept management, Concessional Management, Medical Staff, Scientific Staff, General Engineering and Construction Management, Ground Transport Management (rail/bus) IT Management)
- ☐ PASSENGER SERVICES SALES AND CLERICAL STAFF (Secretaries/typists, Clerical Assistants, Clerks, Data Entry operators, Computer operators, Telephonists, General Admin staff, Accounts and Supplies staff, Passenger Ground Handling Staff, Check in staff and receptionists, Crew rostering assistants, Sales and Shop staff, Cashiers, Ticket desk staff, Import/Export clerks, Cargo assistants, Cargo Agents, Public transport Drivers, Public Transport Support Staff)
- ☐ AIR CABIN CREW (Stewards/Stewardesses, Purser, Cabin Service Directors, Cabin Flight Directors)
- ☐ PILOTS/ATC/FLIGHT OPERATIONS (Captains, First Officers, Navigators, Flight Engineers, Operations and Movement Controllers, Dispatchers, Ground Operations Supervisors, Air Traffic Controllers/Assistants, Route Controllers)
- ☐ INFORMATION TECHNOLOGY (Systems Analysts, Computer Programmers, Network Engineers)
- ☐ MAINTENANCE TRADES STAFF AND OTHER SKILLED WORKERS/SUPERVISORS (Licensed Aircraft Engineers and Apprentices, Mechanics, Fitters, Aircraft Sprayers, Craftsmen, Maintenance Representatives, Electronics Engineers, Technical Assistants, Electricians, Plumbers, Glaziers, Painters, Bricklayers)
- ☐ APRON, RAMP, CARGO, BAGGAGE HANDLING, DRIVERS, OTHER SEMI-SKILLED AND UNSKILLED WORKERS/SUPERVISORS (Baggage Handlers, Apron based ground operations staff, Aircraft refuellers, stores staff, Warehouse staff, Drivers and Aircraft loaders, trolley services, porters, Cargo Officers, Cargo Duty Officers, Import/Export Supervisors)
- ☐ CATERING, CLEANING AND HOUSEKEEPING (All non management skilled and unskilled staff including supervisors) - (Catering/Food preparation and bar staff, Aircraft cleaners, Building and Office cleaners, Housekeeping staff)
- ☐ CUSTOMS, IMMIGRATION, POLICE AND FIRE STAFF (All non management staff including supervisory grades (Fire Officers, Customs Officers, Police Officers/Detectives, Immigration Officers)
- ☐ SECURITY, PASSENGER SEARCH, SECURITY ACCESS CONTROL (Passenger search, Pedestrian / Vehicle Access Control, Building Premises Security)

3. How many hours per week do you usually work?

4. Is your job permanent or temporary?

- ☐ Permanent ☐ Temporary

5. Do you work shifts?

- ☐ Yes ☐ No

6. How many days do you report for work in a typical week?

7. What time did you leave home today? (If not working today, answer for the last time you went to work)

Time left home? (24 hour clock)

HH	MM	AM/PM
<input type="text"/>	<input type="text"/>	<input type="text"/>

Gatwick Employees Survey

8. What time are you starting or did you start today? (or last shift if not working today?)

Start time? (24 hour clock)

HH	MM	AM/PM
<input type="text"/>	<input type="text"/>	<input type="text"/>

9. Where did you report for work today at the beginning of your shift?

- | | | |
|---|--|--|
| <input type="radio"/> South Terminal (Including Destinations Place and Norfolk House) | <input type="radio"/> World Cargo Centre (Timberham House) | <input type="radio"/> Control Tower (Inc Control Tower Road) |
| <input type="radio"/> North Terminal | <input type="radio"/> Atlantic House | <input type="radio"/> Schlumberger House |
| <input type="radio"/> Longbridge House | <input type="radio"/> Concord House | <input type="radio"/> Fuel Farm (Povey Cross) |
| <input type="radio"/> Ashdown House | <input type="radio"/> Beehive/City Place | <input type="radio"/> Airfield Ops |
| <input type="radio"/> Jubilee House | <input type="radio"/> Maintenance Area | <input type="radio"/> Marriott Courtyard |
| <input type="radio"/> First Point | <input type="radio"/> Southside Industrial Area | <input type="radio"/> Softtel |
| <input type="radio"/> World Cargo Centre (transit sheds) | <input type="radio"/> Hilton Hotel | <input type="radio"/> Other |

Other (please specify)

10. And when do you expect to finish?

Finish time

HH	MM	AM/PM
<input type="text"/>	<input type="text"/>	<input type="text"/>

11. Could you start or finish at a different time if you chose to do so?

- | | |
|---|--|
| <input type="radio"/> Yes, I have some flexibility when I start or finish | <input type="radio"/> No, I have to start or finish at this time |
|---|--|

12. Do you ever work from home?

- | | |
|---|--|
| <input type="radio"/> 3-4 times per month or more | <input type="radio"/> less than once a month |
| <input type="radio"/> 1-2 times per month | <input type="radio"/> Never |

13. Do you have the type of job where you could sometimes work at home if you had access to your computer files and email?

- | | | |
|---------------------------|--------------------------|----------------------------------|
| <input type="radio"/> Yes | <input type="radio"/> No | <input type="radio"/> Don't know |
|---------------------------|--------------------------|----------------------------------|

14. In which town/village or London borough do you live? If Crawley write in neighbourhood.

15. And what is your home postcode?

ZIP/Postal Code:

Gatwick Employees Survey

16. Did you move to that address

- ☐ For reasons unconnected with your current job
- ☐ For both personal and work reasons
- ☐ In order to work for your current employer

17. Can you tell me how you arrived at the airport today? (if more than one tick the main mode that you used for the longest part of your journey - tick one only)

- | | |
|---|--|
| <input type="checkbox"/> Car driver alone | <input type="checkbox"/> Works bus/other company transport |
| <input type="checkbox"/> Car driver with passenger(s) | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Car Passenger | <input type="checkbox"/> Motorcycle |
| <input type="checkbox"/> Rail | <input type="checkbox"/> Bicycle |
| <input type="checkbox"/> Public bus or coach | <input type="checkbox"/> Plane |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Other |

ALL CAR DRIVERS WITHOUT PASSENGERS PLEASE ANSWER THE FOLLOWING QUESTIONS OTHERWISE GO TO QUESTION 22

18. Where did you park? (tick one only)

- | | |
|---|---|
| <input type="radio"/> Car Park B (Ashdown/Atlantic House/South TTS) | <input type="radio"/> Maintenance Area 1 |
| <input type="radio"/> Car Park G (Maintenance Area , Tower Gate) | <input type="radio"/> Fuel Farm |
| <input type="radio"/> Car Park H (Next to Hilton) | <input type="radio"/> First Point |
| <input type="radio"/> Car Park J (Jubilee House) | <input type="radio"/> Beehive/City Place |
| <input type="radio"/> Car Park L (Timberham House) | <input type="radio"/> Police Station |
| <input type="radio"/> Car Park M (North Terminal) | <input type="radio"/> South Terminal Multi Storey Short Stay Car Park |
| <input type="radio"/> Car Park R (Perimeter Road East) | <input type="radio"/> North Terminal Multi Storey Short Stay Car Park |
| <input type="radio"/> Car Park W (Control Tower/ Fire station) | <input type="radio"/> Other place within Airport boundary |
| <input type="radio"/> Car Park X (Perimeter Road South) | <input type="radio"/> Other place outside Airport boundary |
| <input type="radio"/> Car Park Y(North of BP Garage) | <input type="radio"/> Don't know |
| <input type="radio"/> Car Park Z (Perimeter Road South overflow) | |

19. Which of the following alternative methods of transport could you realistically have used for your journey to work today? (tick all possible)

- | | | |
|------------------------------------|-------------------------------------|-------------------------------|
| <input type="checkbox"/> Train | <input type="checkbox"/> Car share | <input type="checkbox"/> Walk |
| <input type="checkbox"/> Bus/coach | <input type="checkbox"/> Motorcycle | |
| <input type="checkbox"/> Taxi | <input type="checkbox"/> Bicycle | |

Gatwick Employees Survey

20. Why did you choose to travel by car rather than by train? (tick all reasons that apply)

- | | |
|---|---|
| <input type="checkbox"/> Railway station too far away from home | <input type="checkbox"/> Have to drop someone off at another location |
| <input type="checkbox"/> Don't know train times or how often they run | <input type="checkbox"/> Trains more expensive than going by car |
| <input type="checkbox"/> Have to change trains too many times | <input type="checkbox"/> Journey takes more time by train |
| <input type="checkbox"/> Trains not reliable | <input type="checkbox"/> Do not feel safe on trains |
| <input type="checkbox"/> Railway station too far away from workplace | <input type="checkbox"/> Trains overcrowded |
| <input type="checkbox"/> Trains not running when I start or finish | |

Other (please specify)

21. Why did you choose to travel by car rather than by bus? (tick all reasons that apply)

- | | |
|---|---|
| <input type="checkbox"/> Buses not reliable | <input type="checkbox"/> Have to change buses too many times |
| <input type="checkbox"/> Do not feel safe on buses | <input type="checkbox"/> Buses more expensive than driving |
| <input type="checkbox"/> Have to drop someone off at another location | <input type="checkbox"/> Buses not running when I start or finish |
| <input type="checkbox"/> Don't know bus times or how often they run | <input type="checkbox"/> Bus stop too far away from workplace |
| <input type="checkbox"/> Bus stop too far away from home | <input type="checkbox"/> Journey takes more time by bus |
| <input type="checkbox"/> Buses overcrowded | |

Other (please specify)

22. How far is it from your home to work?

Distance in miles?

23. How long does your journey to work usually take you?

Number of minutes

24. Are you aware of the following Gatwick Commuter schemes?

	Yes aware	No not aware
Discounts on bus and coach travel	<input type="radio"/>	<input type="radio"/>
Discounts on rail travel within the Gatwick Commuter area	<input type="radio"/>	<input type="radio"/>
Cycling - cycle routes, discounts on bicycles and accessories, showers and secure storage	<input type="radio"/>	<input type="radio"/>
Gatwick Car Share Scheme	<input type="radio"/>	<input type="radio"/>

25. Have you previously taken up any of these schemes or are you currently using them?

	Used before but not now	Currently Use	Don't use
Discounts on bus and coach travel	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Discounts on rail travel within the Gatwick Commuter area	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cycling - cycle routes, discounts on bicycles and accessories and secure storage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gatwick Car Share Scheme	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Gatwick Employees Survey

26. How long have you been working for your company? (tick one only)

- ☐ Less than 1 year
- ☐ Up to 2 years
- ☐ Up to 3 years
- ☐ More than 3 years

27. What were you doing previously? (tick one only)

- ☐ Working for your present employer but not at the Airport
- ☐ Working for another employer at the Airport
- ☐ Employed by another company elsewhere or self employed
- ☐ Unemployed/Not working
- ☐ In Education
- ☐ Other

28. What is the highest level of education you have achieved? (tick one only)

- ☐ Level 1 Certificate/NVQ GCSE Grades D-G
- ☐ Level 2 Diploma/NVQ GCSE Grades A-C (or 'O' Levels)
- ☐ Level 3 Certificate/NVQ 'A' Levels
- ☐ Level 4 Certificate of Higher Education
- ☐ Level 5 Certificate/BTEC Higher National Diploma
- ☐ Level 6 Diploma (Bachelor Degrees, Graduate Diplomas and Certificates)
- ☐ Level 7 Diploma (Masters, Post Grad and Certs)
- ☐ Level 8 Specialist Awards (Doctorates)
- ☐ Educated abroad and no equivalent qualification above
- ☐ None of these

29. Which of these age groups do you come into?

- ☐ 16 - 24
- ☐ 25 - 34
- ☐ 35 - 44
- ☐ 45 - 54
- ☐ 55 - 64
- ☐ 65 and over

30. Are you male or female?

- ☐ Male
- ☐ Female

31. What is your nationality?

- ☐ UK
- ☐ Other EU
- ☐ Other European
- ☐ Other (outside Europe)
- ☐ Dual nationality

In order to be entered into the PRIZE DRAW with a 1st prize of £250 and 5 further prizes of £100 please enter your contact details below. This information is confidential and will be held securely. Winners of the prizes will be published on the Gatwick website, and will be invited to collect the prizes in person from the Commercial team's offices above South terminal.

32. Your name?

33. Daytime telephone number

34. Email