

Andrew Flower
Managing Director
Gatwick Airport
West Sussex
RH6 0NP

24 November 2009

Dear Andy

6 months service failures

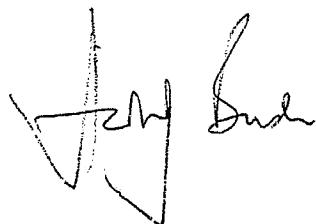
In the service quality regime when an airport has failed to meet the standard for a particular service in a particular terminal for six months the maximum amount that can be paid in penalties for the year is reached. In these instances the CAA writes to the Managing Director of the airport asking for an explanation of why the standard has been persistently missed and to set out the airport's plans and timescales for meeting the target in future.

I note that two standards have been missed for six months of 2009/10 at Gatwick. These standards are for:

- wayfinding in the South Terminal; and
- security queuing in the South Terminal.

For both of these services I would be grateful if you could explain why the standard has been persistently missed and set out your plans and timescales for meeting the standard in future.

Please could you send me your reply within 3 weeks. As with previous correspondence, this letter will be placed on the CAA website, and we anticipate that we would also place your reply on our website.



Harry Bush CB