YOUR LONDON AIRPORT
Gatwick

Your guide to working at Gatwick Airport

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Road map

START

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Access to Gatwick required for works → AIRDAT registration → Mandatory training → • LGW Induction • Asbestos • Fire training

Task specific training

Request permit system access → Operational permits

Airside Operators Licence

Alcumus (SafeContractor) accreditation

All registrations, accreditation and required training complete → Access granted → **FINISH**

Key:

| Company |
| People |
| Compliance |
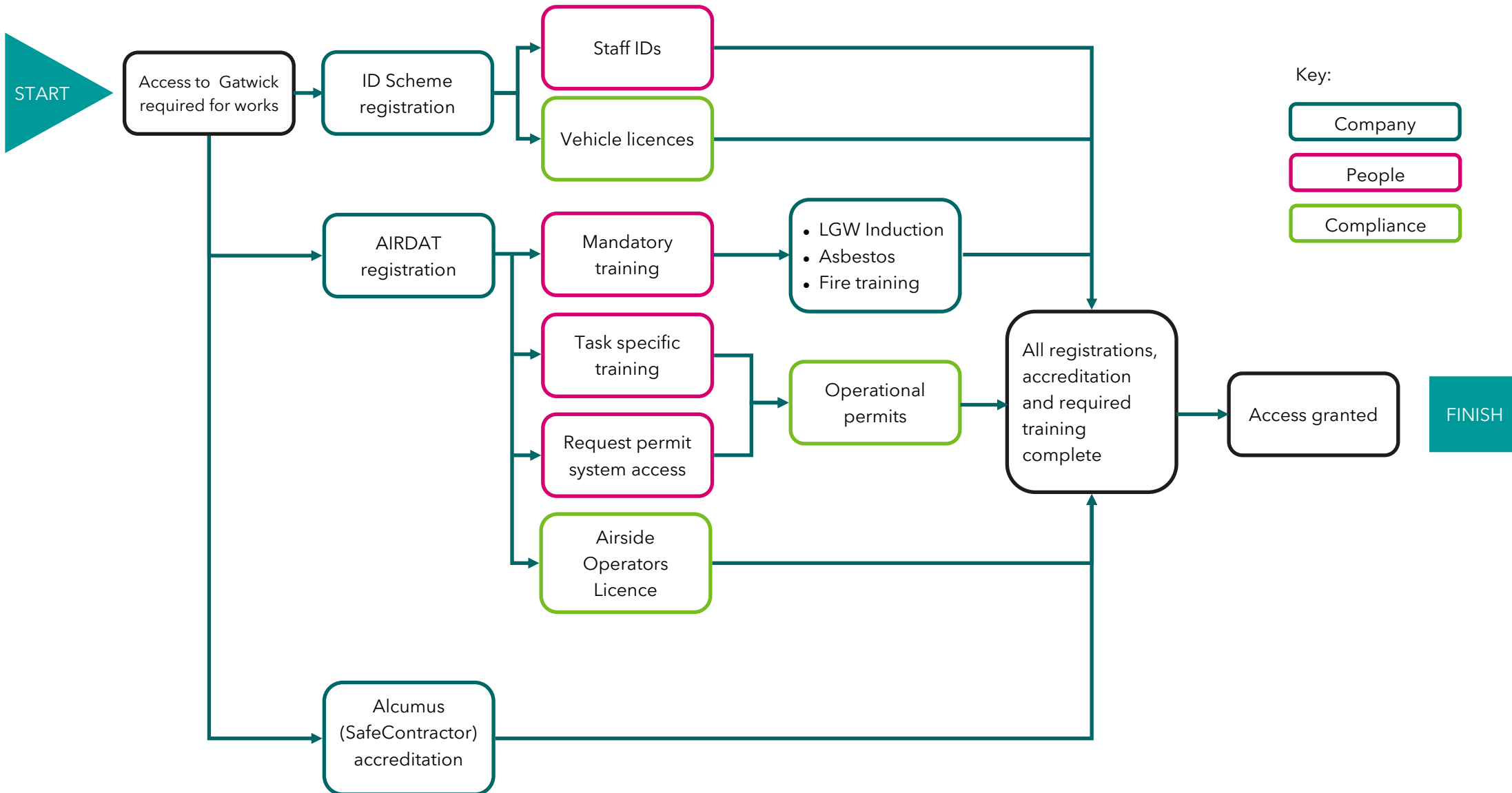
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Touch points

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The Engineering Control Centre

The Engineering Control Centre (ECC) is located at the Northgate Building and comprises of the Contractor Support Centre (CSC), Fault Line and the Engineering Control Centre.

Contractor Support Centre (CSC)

The CSC is a function within the airport that acts as an advisory service between you, our contractors, and the airport. It's there to help you navigate your way through the complexities of working at GAL, and helps to ensure that you are safe, efficient and compliant at all times. The CSC is generally your first port of call for any queries regarding work requests and hazardous permits.

Engineering Control Centre (ECC)

The Engineering Control Centre comprises of Engineering Operations Managers (EOMs) and Airport Duty Engineers (ADEs).

EOMs and ADEs are responsible for the management, control and safety of Gatwick's engineering systems, processes and safety on a 24-hour basis.

As a contractor, it is likely that you will come into contact with the EOMs and ADEs regularly, particularly in conjunction with hazardous permits or activities.

The EOMs and ADEs are also first responders at the airport and will attend all incidents with a possible engineering interface such as fires, service strikes, gas leaks and environmental spills.

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The ID Centre

Maintaining an effective airport is a 24-hour, seven day a week operation and takes many thousands of people. For the protection of both staff and passengers, security is tightly controlled and checks are regularly made.

The Gatwick ID Centre assists companies and individuals to obtain ID passes through a formal process. This process means that your company and you will be set up as members of the ID Scheme, regardless of whether you have been awarded a contract to work at Gatwick or not.

Applications to the ID Scheme are submitted via an online system called MTrust. You will be required to nominate an Authorised Signatory at the time of the MTrust registration, who will be responsible for applying for users' passes once they have completed the relevant training.

There is a lot of information required when joining the ID Scheme, and your company and new pass holders will be subject to a number of background checks, so please be aware that the process can take up to ten weeks or longer.

Please see the link below for further details and instructions on joining the ID Scheme and obtaining ID passes for staff members requiring access to the airport.

https://business.gatwickairport.com/b2b/id-centre/

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AIRDAT

AIRDAT is a Gatwick partner and provide services such as training, Airside Driving Permits (ADP), and applications for an Airside Operators Licence (AOL)

Registering your company with AIRDAT will allow you to manage and book various training courses for your staff, including the Gatwick Induction, Asbestos Awareness and fire training, which are mandatory for those coming to work onsite. It is also where you can book task specific training. As a partner, AIRDAT is a portal to register your company and staff wishing to obtain access to our permit to work system.

You can also apply for your Airside Operators Licence via the AIRDAT platform. You will need to obtain this if you are going to be operating a vehicle airside. Please be aware this is only available if you have been awarded a contract at the airport.

For more information regarding applying for an Airside Operators Licence, please contact aol@airdat.org

To register your company please visit www.airdat.org

If you have requested access to Gatwick's permit to work system (P2W) as part of your AIRDAT registration it will take 24 hours to be reflected on P2W. Please note that once the information has been uploaded to our permit to work system you will need to request specific P2W login details from the Contractor Support Centre.

Alcumus SafeContractor

Gatwick is open 24 hours a day, 365 days a year and has helped take 47 million passengers to around 230 destinations in 70 countries. In order to do this as efficiently as possible whilst meeting the needs of our customers, it is essential to minimise the likelihood of disruption, enhance and protect our reputation and, above all, keep all of our staff, passengers and stakeholders safe.

Due to the size of the airport and the number of businesses and service partners who operate on Gatwick Airport property, building and maintenance work must take place to keep us operating efficiently. We recognise that many Gatwick based companies require the use of contractors, suppliers and specialist companies to work at our airport.

To give Gatwick the confidence that any company working on site has the capability to carry out building, plant, equipment maintenance or construction activities, no matter how they are engaged or procured, it is a mandatory requirement that all contractors have SafeContractor accreditation.

This requirement shall provide Gatwick with an assurance that all contractors working on site are compliant with current legislation and able to operate in a safe and responsible manner.

To register your company please visit www.safecontractor.com

During the registration process please ensure that you are added to the Gatwick contractors list.

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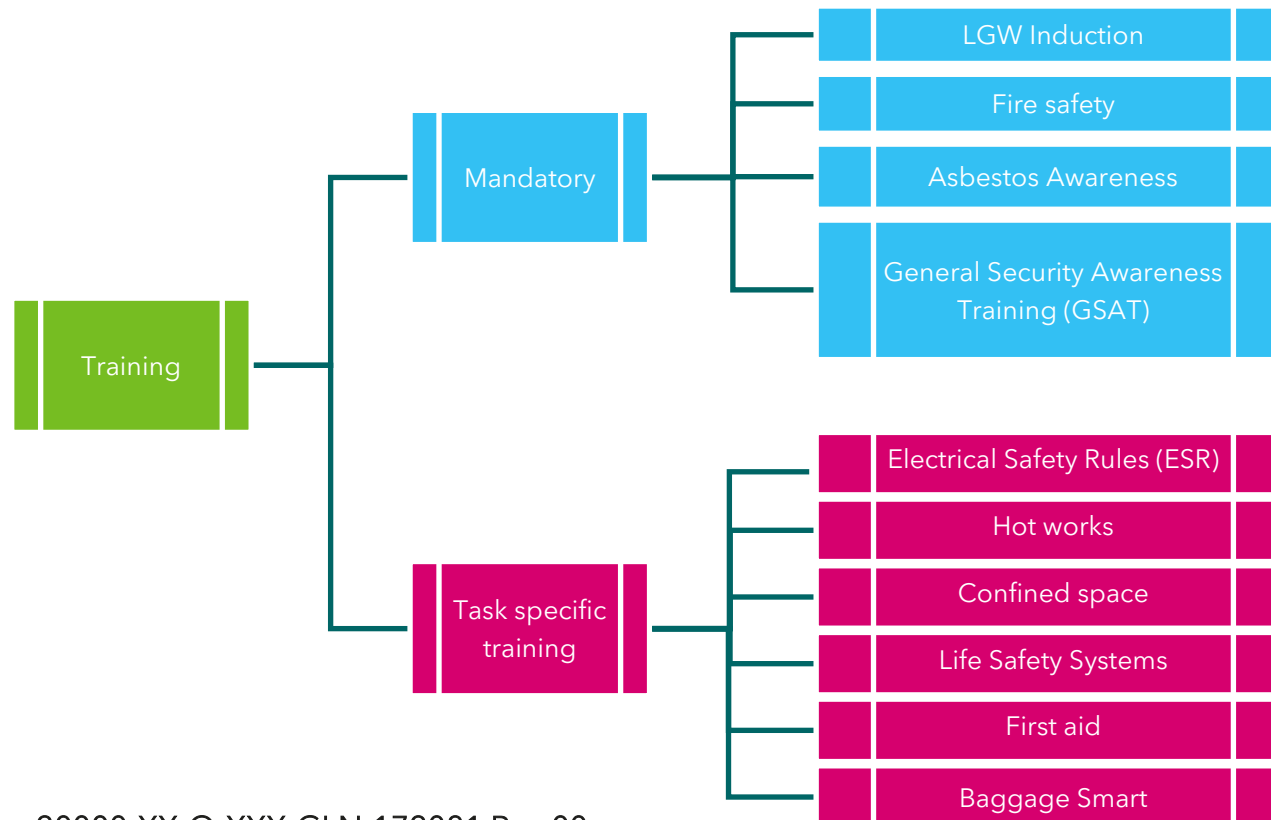*Gatwick*

General information

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Training

When working at Gatwick, you are a member of the Gatwick family and the safety of our staff and passengers is a priority. To maintain an effective health and safety culture, all contractors attending site are required to complete a number of training courses.

Our training is divided into two distinct categories: mandatory training and task specific training.

Training

Mandatory
- LGW Induction
- Fire safety
- Asbestos Awareness
- General Security Awareness Training (GSAT)

Task specific training
- Electrical Safety Rules (ESR)
- Hot works
- Confined space
- Life Safety Systems
- First aid
- Baggage Smart

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Asset management & change control

Asset management is the coordinated activity to realise value from our assets, and by working here you have a very important role to play, whether it be maintaining, changing, replacing, removing or installing new assets.

To help look after our assets effectively, compliance around document handovers is key and you shall follow our change control, permit and six stage project hand over processes. For further information on the project handover process please contact your Gatwick project manager who will be able to give you guidance.

It is vital our systems holding asset data are kept up to date with the required information for each asset. This includes, but is not limited to, certificates, as-builts and maintenance manuals. Where you require information about a specific asset, Gatwick will provide you with the most relevant information. To ensure this is always up to date in order to complete your work, you must issue all the required information at the right time.

For more information please engage with your Gatwick project sponsor.

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Change control

The purpose change control at Gatwick Airport is to provide assurance on the continuing technical integrity of existing assets and infrastructure on which changes are proposed, which as a result, alter their design, operation or function from initial Installation.

The asset change control process requires demonstration that a design has been undertaken by a competent person and the changes proposed will not impair performance and technical integrity of the overall system.

A change control request is raised through the permit to work system. As part of this you will be asked if the work you are undertaking involves a 'non like for like change'

A change control application must be supported by the following documentation:

- Layout drawing showing the location of the works
- Drawings showing the scope of works
- The basis of design
- Design calculations
- Proof of design reviews, validations and checks undertaken by a competent person/organisation

The Graphical Data Team (GDT) & document management

The GDT holds all of the drawings for the Gatwick Airport site. This includes as-builts, plans, legacy drawings and existing structures.

Obtaining drawings

At times you may require drawings of specific parts of the airport to help with your project planning. This service is not supposed to replace your own research, but instead should help you with the planning of your projects. In this instance, please email gdtrequests@gatwickairport.com directly detailing your request. It is advisable to include your contact phone number so that the team can contact you easily should there be any questions.

As-builts and handovers

For completion of a project at Gatwick Airport, you need to supply agreed deliverables and handover documentation via the GAL portal and in alignment with Master Information Delivery Plan (MIDP) and in accordance with the GAL document management standard and CAD/ BIM standard.

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Document management system

Gatwick has a document management system that holds all existing documents and information in relation to the airport, and should be referenced as the single version of the truth. It also allows for new documents to be added, providing quality control checks are met.

In order for you to be able to have access to projects on which you are awarded work, you will need to ensure your designated document control resource is set up on GAL's document control portal system.

To do this they must email the GAL document control team on galpdmc@gatwickairport.com to request access.

Once access is provided you will then be able to submit documentation formally to GAL as required by your contract.

Please note that you are able to have multiple individuals set up on the portal system if required

To ensure that the documentation you author and submit to GAL via the portal system is compliant and accepted by the document control team upon submission, you will need to refer to the GAL document management standard. This can be obtained either from your GAL project sponsor or within GAL's portal system once you have access.

The Gatwick electrical network

Electrical Safety Rules (ESR)

All electrical work must be carried out strictly in accordance with statutory requirements and conform to the current IEE wiring regulations (BS 7671 current edition) laid down under the GAL Electrical Safety Rules & Procedures. This document sets out the policies and procedures concerning the requirements for, and issue of, electrical safety documentation i.e. permits to work.

Anyone working on or around GAL's electrical network will be required to obtain a competency under GAL's Electrical Safety Rules.

The following may assist you in understanding what competency your engineers will require:

- Instructed Person – To undertake non-electrical work in areas containing electrical equipment and, while so doing, is to ensure that all necessary safety measures are taken to avoid danger and injury to themselves and others, and to prevent unplanned operation or damage to equipment.

- Skilled Person - A person who has been appointed in writing for defined work on the electrical network in accordance with the GAL Electrical Safety Rules and, while doing so, is to ensure that all necessary safety measures are taken to avoid danger and injury to themselves and others, and to prevent unplanned operation or damage to equipment.

Request for Electrical Isolation (REI)

Complex electrical isolations, including dual fed supplies need to be carried out by a Gatwick Authorised Person. In this case you will need to apply for an REI and within the application you will need to supply information about the electrical network/installation.

For more information please email the Engineering Control Centre on engineeringoperations@gatwickairport.com

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Stakeholder engagement

Airfield

The Airfield team at GAL is responsible for works that happen on the airfield to ensure that the airport operation isn't adversely affected by any planned works.

As a part of the management of everyday maintenance, the team run and manage a weekly works scheduling meeting with key stakeholders and Air Traffic Control (ATC).

If you are working on a project that will involve the airfield, then you need to talk to your Gatwick Sponsor/project manager to ensure they have contacted the Airfield team.

Baggage

The baggage operation within the airport is expansive and needs consideration when it comes to construction and maintenance works.

There are a number of processes in place and training that has to happen before a third party can enter into restricted baggage areas. Therefore, if you need to complete works within the baggage system/area then you need to make contact with the Baggage team.

Anyone who is going to work within the baggage area needs to complete Baggage Smart training, which is booked via AIRDAT.

For more information please consult with your Gatwick work sponsor/project manager

Surface Transport

The Surface Transport team is responsible for all works and projects that happen on roads, pavements, outbuildings and landside areas external to the terminals.

If your works require a skip licence or traffic management, you will need to ensure such requests are approved by the Surface Transport team before commencing with the installation.

Work requests submitted via the permit to work system must have the External Terminals asset owner selected for works requiring Surface Transport sign off.

For more information please consult with your Gatwick work sponsor/ project manager

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Gatwick Airport Directives (GADs)
& Gatwick Airport Notifications (GANs)

So that we are able to make you aware of any changes, procedures and other relevant information, we issue Gatwick Airport Directives (GADs) and Gatwick Airport Notifications (GANs)

GAD

A communication that provides you with instruction on how to approach a specific situation/process within the airport. If you do not comply with the details provided in the GAD, or act in an appropriate manner, action may be taken against you or your company.

GAN

A GAN is information about something happening in or around the airport that may affect you in your daily work. There are no mandatory actions in association with GANs, they are for information purposes only.

These communications are issued via email to the email address provided to the ID Centre, often through the Authorised Signatory. Please ensure that you check with your project team regularly so that you can stay up to date with the latest procedures, processes and updates.

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The permit system

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The permit to work system (P2W)

To effectively manage works within the airport, and to give visibility of planned projects, you will need to obtain a work request and/or permits for specific activities. Each of these requests will be required to be signed off by a number of stakeholders.

To gain access to our permit to work system please refer to the roadmap within section 2 of this guide. A number of P2W user guides are available to assist you in using our permit to work system.

General information on work requests and permits

- There are costs associated with raising work requests and permits, please ensure your are clear on what permits are required before applying.

- Please log into the permit system regularly to check the status of your works requests and permits so that you can manage your projects effectively.

For any queries relating to the permit to work system or if you require more information regarding work requests or permits, please contact the Contractor Support Centre on csc@gatwickairport.com

This icon indicates the average approval time for each individual permit

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Work requests (WR)

All work requests (WRs) are required for all works outside of, and on the boundary of a fully hoarded site (F10) and there may be supplementary permits needed depending on the scope of works.

Permits can be raised as control documents within your work request(s), or as standalone permits. Each permit type is subject to a number of sign offs by the relevant approvers.

Risk and Method Statements (RAMS) will need to be submitted as part of any work request or permits.

When applying for work request(s) and permits, there are a few points to bear in mind to ensure we have sufficient information regarding your application. The following are some key points to consider:

– Have the relevant SOPs been referred to?

– Do the works require change control?

– Is the method statement and risk assessment relevant to the works being undertaken?

– Have all workers completed the necessary mandatory training and relevant task specific training?

– Who is your Gatwick work sponsor?

– Have the relevant roof or plant room access forms been completed?

Activation and Suspension

Work requests and permits that have been submitted and approved must be activated before works can commence. All work requests must be suspended at the end of the day.

Work sponsor

A work sponsor must be specified as part of your work request/ permit application. The work sponsor is a GAL employee. In addition, they are part of the approval process for your work request(s) .

Person in charge (PiC)

The person in charge is someone within your organisation who is nominated to act in a management/supervisory capacity on site. They are also responsible for activating/suspending work requests and permits and making sure that the site is adequately managed.

Worker

A worker is someone within your organisation that is under the direction of the PiC. To add a worker to a work request or permit you must ensure they have completed the required mandatory and any task specific training.

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Permits for hazardous activities

If your works include hazardous activities, please ensure the relevant hazardous permits are also submitted and approved prior to works commencing.

Below is a list of available permits, but please ensure you refer to the list of SOPs (available via the P2W system) for more information. Also note that training may be required in order to submit permits and/or undertake works of a specific nature e.g. electrical, pressure systems, hot works.

5 DAYS — Airfield Ground Lighting (AGL)

A pre-approved switching schedule for Airfield Engineering to carry out certain tasks specifically noted within the schedule, which is initiated and operated by a AGL Authorised Person.

5 DAYS — Airfield permit

Any works that many impact the airfield such as stands, roadways, taxiways and the airfield, will require an Airfield permit. You will also be required to attend the weekly works schedule meeting to obtain approval in addition to the Airfield permit.

2 DAYS — Baggage Environment Notification of Works (BENOW)

The Baggage Environment Notification of Works is required to facilitate and manage safe working within all baggage areas. Additional training will also be required for all contractors entering this area.

2 DAYS — Confined space

You will need to apply for a confined space permit if your works include any chamber, tank, vat, silo, pit, trench, pipe, sewer, flue, well or other similar space in which, by virtue of its enclosed nature there arises a reasonably foreseeable specified risk. Please ensure you refer to the SOP.

4 Weeks — Cranes (On Airport)

Any crane activity or other tall equipment operating within the Gatwick Airport byelaw boundary will be subject to a Crane On-Airport (CRON) permit. The permit application must detail the reason why the plant is required and the exact location of the activity.

Depending upon the operation height and location, crane permits can take up to one month to approve, so early notification is advisable.

4 Weeks — Cranes (Off Airport)

Any crane activity or other tall equipment operating outside the Gatwick Airport byelaw boundary will be subject to a Crane Off-Airport (CROFF) permit.

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(2 DAYS) Hot works

Any activities that generate sparks, flame, smoke, and any other activity which generates heat deemed sufficient to present a risk will require a Hot works permit.

(2 DAYS) Hot Works Airside Outside (HWAO)

For any activity airside and outside such as stands, roadways, taxiways and the airfield that generate sparks, flame, smoke, and any other activity which generates heat deemed sufficient to present a risk will require a HWAO permit.

(5 DAYS) High Temperature Hot Water/ Medium Temperature Hot Water

For any activities relating to high and medium temperature hot water systems/installations will require a permit. The system includes all parts or fabric, including pipe work, valves, drains, vents, brackets, signage and labelling.

(2 DAYS) Limitation of Access (Electrical)

For non-electrical activities within an electrical switch room or plant room where an operative does not hold a GAL Skilled Person status.

(3 DAYS) Life Safety Systems

For any activities that have the potential to create dust, smoke, heat or vibration, which have the potential to cause a fire alarm activation will require a Fire Alarm Isolation (FAI) permit to be in place before commencing any works.

The following Life Safety Systems permits are required for those works that are not covered by a FAI permit:

- Life Safety System – Fire Hydrant, Dry Riser
- Life Safety System – Other

(3 DAYS) Service Clearance (SC)

When working on a project at Gatwick, it is possible that you will need to obtain service clearance drawings. This is required to ensure that any new works are not going to adversely interfere with existing airport assets.

The erection of cranes of other lifting equipment where the outriggers may impose a load on the ground which may result in damage to any buries services, will also require a SC and may also require a crane permit .

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Permit to Dig (PTD)

(2 DAYS)

A Permit to Dig/Drill is required when works to a building required the penetration of the surface of any structural or structural element with the exception of ground-bearing floor.

Service Clearance Permit to Dig and Drill (SCPTD)

(5 DAYS)

Any activity that requires the penetration of the ground, e.g. excavation, drill, pilling (this includes external works and the penetration of any ground bearing floor in a building e.g. ground floor or basement floor) will require the combined SCPTD permit.

Sanction for Work on or Near Live Electrical Equipment

(5 DAYS)

For activities that allow a GAL Skilled Person to work on electrical equipment that is live. This permit requires the approval of the Authorising Authority and Control Engineer.

Suspended Access Equipment

(2 DAYS)

For activities where people or cradle equipment are suspended more than 2 meters above the ground using ropes or similar non-rigid attachment will require the submission of a Suspended Access permit.

Standard Operating Procedures (SOP)

More detailed information regarding applying for hazardous permits can be found within our SOPs. The SOPs are located within our permit to work system under 'Shared Documents'.

If you require more information regarding specific activities you are undertaking, please contact your Gatwick work sponsor.

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Get in touch

Contact us

As a contractor, we know that you will come into contact with a range of departments within GAL and that you may have specific queries. Your first point of call for any queries will be your Gatwick work sponsor

Please contact the relevant departments on the numbers below if you require additional information.

AIRDAT

Training management system, airside driving, airside operator's licence

help@airdat.org

01227 200066

Airfield Operations

Overseeing all activities on the airfield

01293 503090

Commercial Facilities

Responsible for tenanted areas i.e. anyone renting office space at Gatwick

commercial.facilities@gatwickairport.com

Document Management Team

Single version of the truth for all documents

galpdmc@gatwickairport.com

Engineering Control Centre (ECC)

Supports you in working at the airport

Contractor Support Centre (CSC)

Engineering Operations Manager (EOM)

csc@gatwickairport.com

01293 502112

Environment, Health and Safety

Responsible for all environmental and health & safety matters

hs&e@gatwickairport.com

Faultline

All engineering faults should be reported to this team

01293 501111

Gatwick Control Centre (GCC)

Maintaining operational stability & reducing passenger disruption

01293 503455

Graphical Data Team (GDT)

Hold all plans and drawings for the airport

gdtrequests@gatwickairport.com

Life Safety System (LSS)

Responsible for the fire detection system across the airport

01293 502112

gen.lss@gatwickairport.com

Terminal Operations

Overseeing all activities within the airport terminals

terminalshiftmanagers@gatwickairport.com

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