



YOUR LONDON AIRPORT
Gatwick

Airport shutdown: Planning for the unplannable

Heather Griffiths

Head of Communications



Welcome to London Gatwick



46 million passengers annually



126,000 people a day



50+ airlines flying to 200+ places



280,000 flights a year



That's 760 flights every day



And 55+ flights an hour!

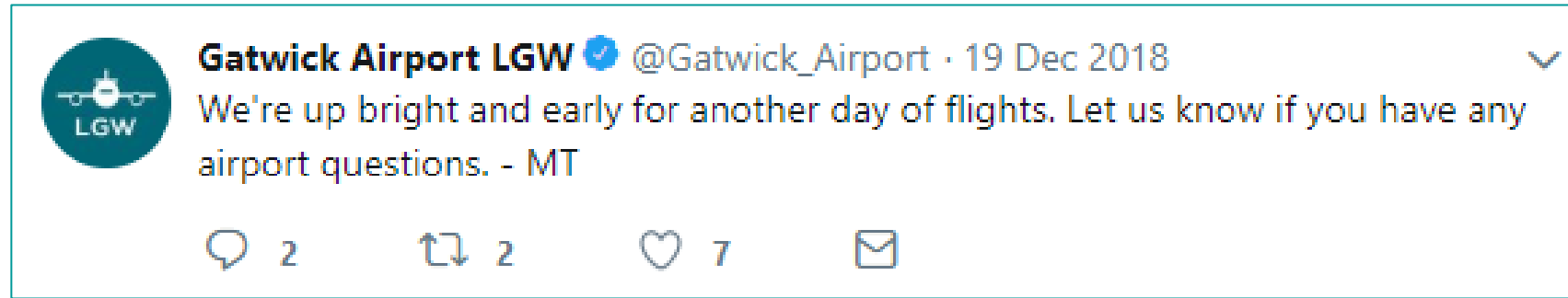


24,000 very busy employees

Busiest single runway airport in the world



19 December 2018 – the start of a crisis like no other



- 36-hour closure
- 1,000 flights
- 140,000 passengers
- \$65 million + cost







Gatwick chaos sparks call for new controls on drones

- Tens of thousands of passengers stranded as airport is shut down
- Military called in to help police in hunt for perpetrators
- Emergency Whitehall meeting to determine response to crisis

Emergency Whitehall meeting to determine response to crisis

An emergency meeting of government ministers was held on Wednesday to discuss the impact of the Gatwick drone crisis, which has caused the airport to shut down for several days.

The meeting was held at 10 Downing Street and was attended by Prime Minister Theresa May, Home Secretary Sajid Javid, and other senior ministers. The meeting was chaired by the Home Secretary.

The meeting was held in the afternoon and lasted for several hours. It was the first time that the Home Secretary has chaired a meeting of ministers since she became Home Secretary in June 2016.

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HUNT FOR HOLS FLIGHT WRECKER

Gatwick in meltdown 'as lone nut strikes'

Army and gun cops try to bring it down

Chaos for 200,000...no end in sight

THE DRONE WOLF

A lone nut strikes as a drone is used to crash-land a plane at Gatwick airport, causing chaos for thousands of passengers. The drone was used to crash-land a plane at Gatwick airport, causing chaos for thousands of passengers.



The crackers (and turkeys) of 2018
What our critics loved and loathed

Inside Times2
Custin Moran's Celebrity Watch

Army called in as drones force Gatwick shutdown

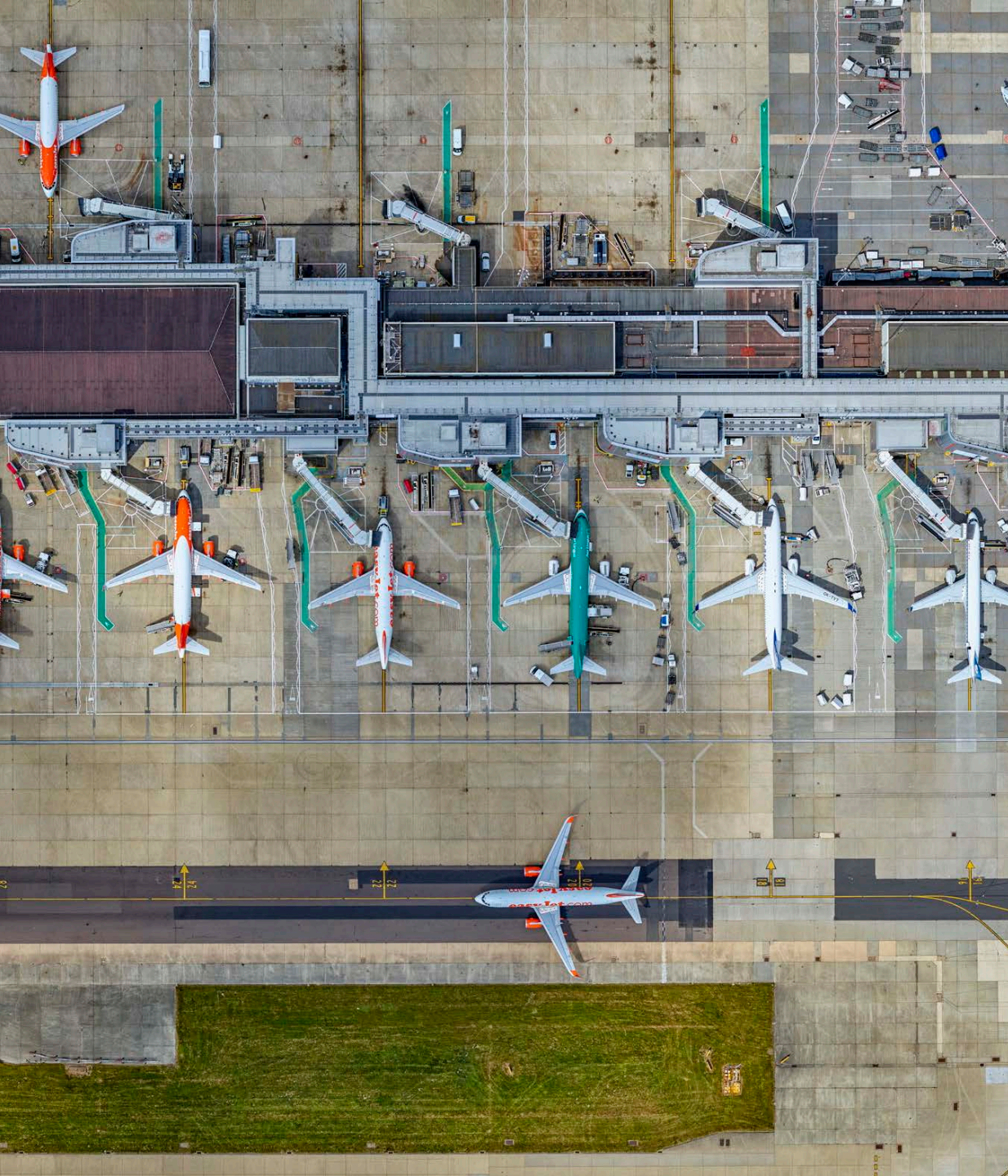


Days of travel chaos for up to 300,000 passengers. Police hunt operators behind Christmas misery.

The Gatwick drone crisis has caused chaos for thousands of passengers, with the airport shut down for several days. The drone was used to crash-land a plane at Gatwick airport, causing chaos for thousands of passengers.

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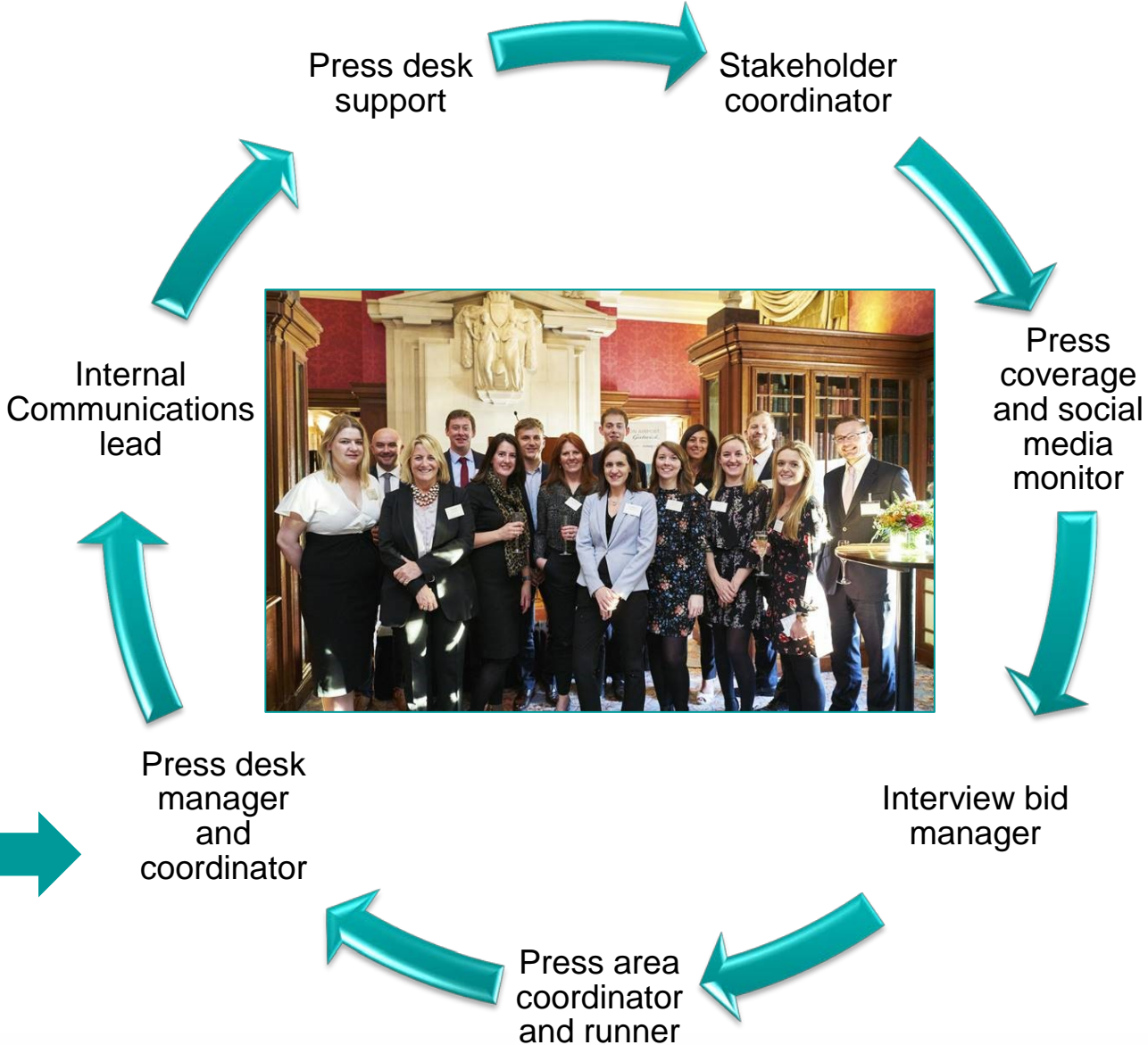
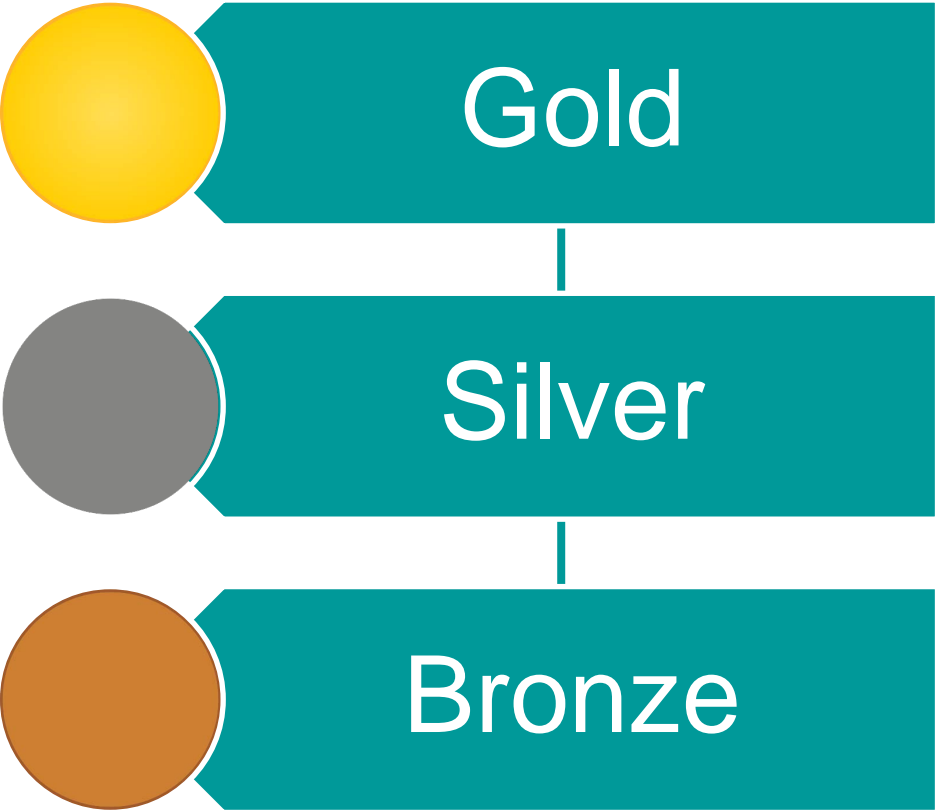


**Is it ever possible to be
ready for any potential
crisis?**

Yes...and no

YOUR LONDON AIRPORT
Gatwick

Clearly defined roles



Communications principles

Safety

Impact

Advice

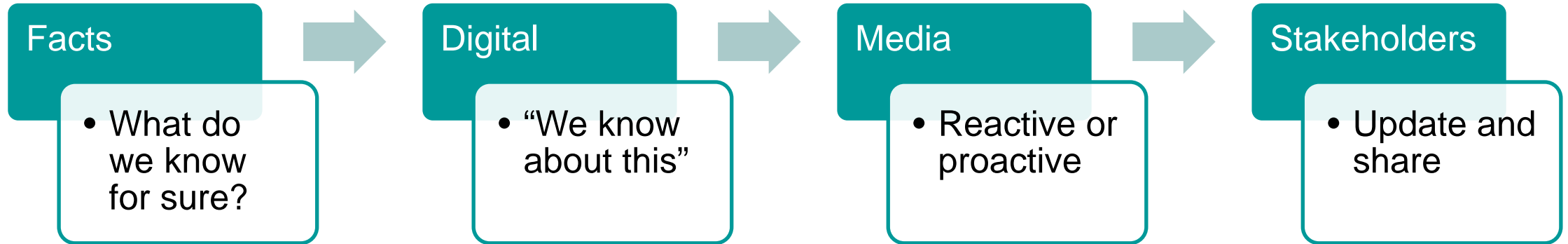
Welfare

Collaboration

Empathy



The first 30 minutes



Gatwick Airport LGW @Gatwick_Airport · 19 Dec 2018

Flight Disruption

Following reports of two drones flying over the Gatwick Airport airfield, we have had to suspend flights while this is investigated.

We apologise to any affected passengers for this inconvenience but the safety is our foremost priority

YOUR LONDON AIRPORT
Gatwick

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Gatwick Airport LGW @Gatwick_Airport · 20 Dec 2018

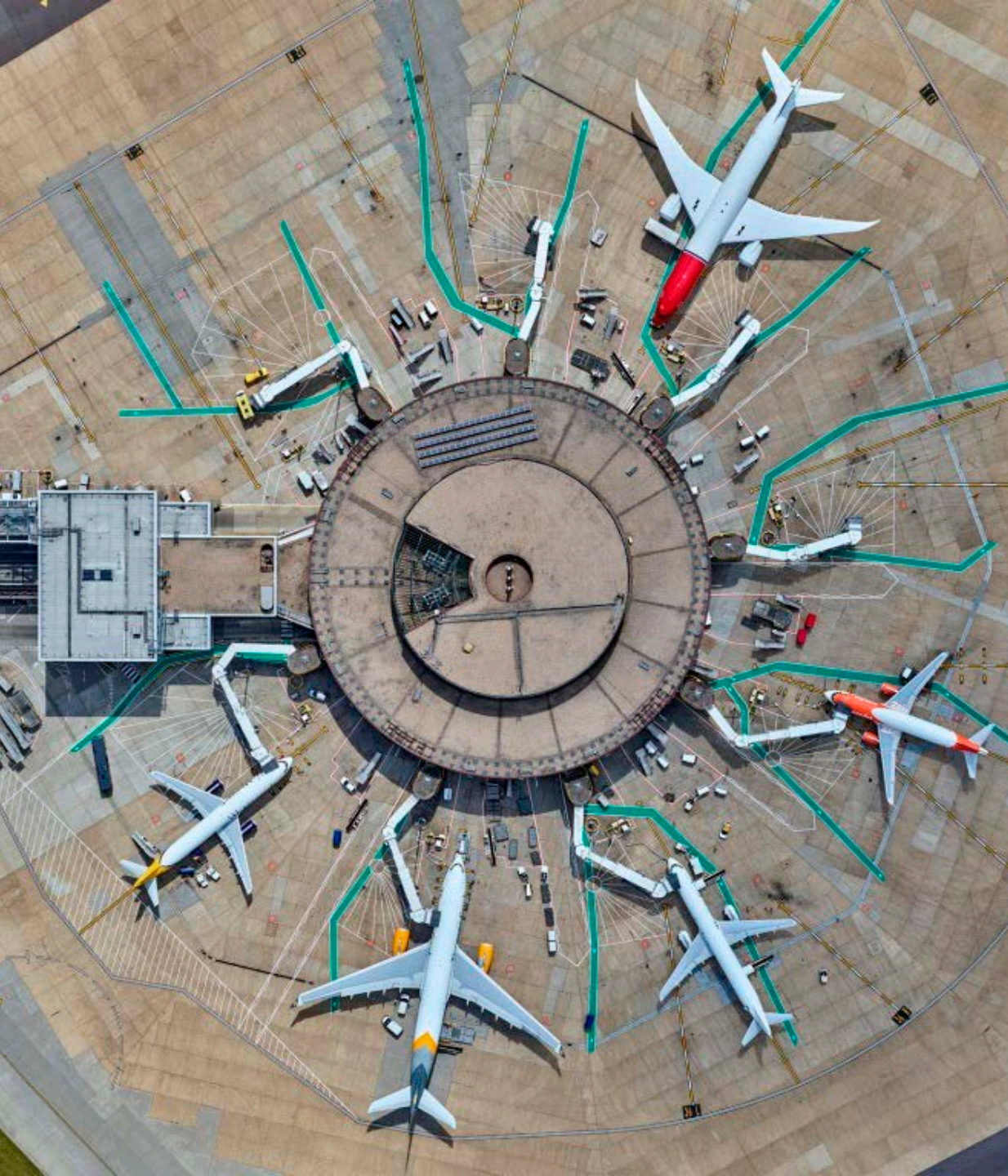
Confirmation from easyJet, that they have cancelled remaining flights from Gatwick this evening. Please check with your airline for further information. Flights from Gatwick continue to be suspended. We're very sorry for the ongoing disruption.

easyJet Press Office @easyJet_press

We are making every effort to get people to their destination but following reports of drones flying over @Gatwick_Airport, the runway remains closed and flights are currently suspended. We have cancelled all flights due to operate to or from LGW today. bit.ly/2LsKrym

30 102 109





**How can you respond to
a crisis that starts
quickly and develops
relentlessly?**

Do your best with the information and
resources you have

YOUR LONDON AIRPORT
Gatwick



Holding the team back



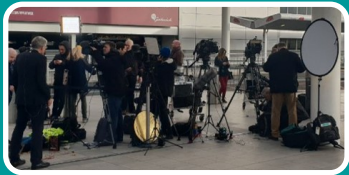
Early media interviews



WhatsApp for media



CEO statement



Access for media





Government updates

- DfT briefings
- Working with new stakeholders

Twitter narrative

- No new news
- Much more traffic than usual

Sustained resource

- Lean team
- High intensity situation

Spokesperson capacity

- Not just doing media
- Time to prep for media

You can't do everything

- Media calls may go unanswered
- Your team needs to have briefing time





Looking out for your stakeholders and team when a crisis hits

The two parts of your approach that can make things much better...or much worse

Keeping it together!



BREAKING NEWS

DRONES GROUND GATWICK FLIGHTS

Grayling: Those involved should face maximum sentence

BBC NEWS 17:37 GATWICK AIRPORT • UK'S SECOND BUSIEST AIRPORT I



FREE INSIDE
Bumper Christmas
PUZZLES
PULLOUT See contents page
£5,000 CASH TO BE WON

WHY KATE AND MEGHAN WON'T BE STAYING TOGETHER AT XMAS
ROYAL SPECIAL



PICTURED: Drone-loving double-glazing fitter and his wife accused of bringing Gatwick to a standstill

ARE THESE THE MORONS WHO RUINED CHRISTMAS?



POLICE were last night questioning a former soldier and his wife over the drone photos that submerged the Christmas holiday plans of more than 140,000 passengers at Gatwick.

Paul Galt, 47, and Elaine Kirk, 50, were arrested at their home five miles from the airport on Friday night on suspicion of using recording devices that could lead to

By Ian Gallagher
 GREAT BRITAIN

a life sentence. Friends and neighbours expressed shock and described the couple as "respectable".

Galt's wife said Mr Galt, who served in the British Expeditionary Force with the Royal Air Force but who now works as a musician,

often used to play with remote-controlled cars before graduating to model aircraft and drones. The licensed drones were used to take every Sunday afternoon, "and one night, the man was being really silly".

In other developments yesterday, it is emerged that the Christmas Eve drone would have been created in a matter of hours.

See Page 2

SUSPECTS: Paul Galt and his wife Elaine Kirk were arrested at their home near the drone photo.

POLITICS LOSES A GIANT: PADDY ASHDOWN DIES AT 77 See Page 3

FAREWELL TO A TRUE STATESMAN
LORD ASHDOWN
DIES AGED 77 TRIBUTES PAGE 9



FREE TODAY
CHRISTMAS & NEW YEAR
TV LISTINGS
INSIDE 5 MAGAZINE

Suburban husband and wife quizzed over airport 'sabotage'

REVEALED: GATWICK DRONE SUSPECTS



QUESTION: 'Can they really be the couple who brought Gatwick to a standstill?'
ANSWER: Paul Galt

By Barry Turner

A BRITISH couple being questioned by police over drone photos at Gatwick airport are "lovely people", say neighbours. Paul Galt, 47, and his wife Elaine Kirk, 50, were arrested on Friday at their home in

See Page 4

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Wellbeing





Life after drones

The aftermath of a crisis

YOUR LONDON AIRPORT
Gatwick



**SHOULD DISTRACT EVERYONE
FOR A FEW HOURS**

To the person in South London
who bought a **drone** just
before Christmas

Was it you?



BRIT
AWARDS
2019 

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Life after drones



- Sale of the airport – low key announcement
- Quiet period for proactive social media
- Slow ramp-up of consultation messages
- No media interviews on drones Jan-March
- Panorama and BBC News interviews as a close-out





Any questions?