

London City Airport 2018 Annual Performance Report

(Compliance with Planning Permission)

31 May 2019



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Photo courtesy Michael Tomas

Chief Executive's Foreword

Thank you for taking the time to read London City Airport's Annual Performance Report 2018, during a truly exciting phase for the airport and Newham. This report provides a review of the airport's planning compliance in 2018. It also provides a snapshot of how we delivered against the comprehensive environmental and operational controls throughout the year.

This is the second annual performance report in my time at the airport and it's an important moment to take stock of the achievements over the past year, and the pace of change across our borough, as the abundant potential of Newham and its people is realised.

The airport is one of the borough's largest private sector employers with over 2,200 employees. We are currently undertaking a £500m transformation project, City Airport Development Programme (CADP), and we have a real opportunity to ensure the benefits of that development and our continued growth are shared among our residents.

Tangible measures, like becoming London Live Wage accredited, help us be a catalyst for prosperity, so that local people who work at the airport have a fair and decent wage. But bigger than that, the adoption of London Living Wage represents how businesses can support political ambitions to create communities that are empowered - and an area that's proud to be creative, diverse and energetic.



*Robert Sinclair, CEO.
Photo courtesy Matt Grayson*

And we are proud to be part of the fabric of this borough, which is why we want to attract more visitors to experience Newham and tell its story to audiences across London, the UK and globally. Our recent 'Beyond Zone 1' video series with Londonist.com perfectly represented this - showcasing the world-class Queen Elizabeth Olympic Park but also SMEs like the Well-Bean Company and true community projects like the superb Cody Dock.

Our inaugural Royal Docks Meet the Buyer event in 2018 encouraged opportunities for local businesses, not just in relation to our own projects, but also the wider enterprise zone, including ABP London and Newham Council itself.

Already this event has generated £1.1 million in contract value for local businesses, and will be even bigger in 2019.

This report is also an important yardstick to measure and evidence our continued work to deliver for the communities around us. That includes creating a variety of jobs, pathways to employment, opportunities for local businesses, and raising aspirations for school children as they forge their further education or future career. A reflection of these effects resulted 42% of new job recruits in 2018 coming from Newham.

Our contribution to Newham's society goes hand in hand with our role as an enabler for London, providing air connections for business, and increasingly, leisure travellers between the UK capital and 45 domestic, European and US destinations. These new routes are not just for business travellers - they mirror the diversity of the borough. For instance, LOT Polish Airlines' connection to Vilnius in Lithuania links Newham's large Lithuanian communities with families and friends more conveniently than ever before. I want to see more of this trend so we can be of real service to Newham residents.

During 2018 our service, speed and convenience attracted record-breaking passengers – rising 6.4% year-on-year to 4.8 million. We also recorded over 80 thousand aircraft movements. It demonstrates the increasing demand for the unique service of London City Airport, on the doorstep of fast-growing East London.

CADP reached several milestones during 2018, as we transform our facilities to cement our status as a world-class gateway for London. As we progress with these plans, I am acutely aware that we must continue to mitigate the effect of our operations, including construction activity, so that we remain a good neighbour to our communities.

As this report sets out, during 2018 we took very significant steps in this respect. We started to roll out a new and improved Sound Insulation Scheme; an incentives and penalties scheme (which provides further incentives for airlines to emit less noise); and a finalised detail of one new aircraft noise categorisation scheme (ANCS), which was implemented earlier in 2019. The ANCS means that no noisier aircraft can operate at London City than at present, as part of a broader Noise Action Plan.

Importantly, high quality, low-carbon transport links such as DLR has enabled us to maintain our position as the airport with the highest use of public transport in the UK, at 69%. I want our growth to be sustainable and environmental considerations to be at the forefront of our decision-making and investments, which is why we will be carbon neutral from 2020.

We will continue to strive to operate with our planning controls. This commitment to the environment sits alongside my personal commitment to create more opportunities for local people and invest in our communities so they can achieve their full potential. I am excited to be creating an airport that will be one of the best in Europe – a gateway for London in the heart of Newham, and all the brilliant opportunities that exist within it. We want to undertake this journey with the people of Newham, creating a business they can take pride in and one where they have a stake in its success.



Robert Sinclair
Chief Executive Officer

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1.1 The CADP Permission

- 1.1.1 In July 2016, the Secretaries of State for Communities and Local Government and Transport granted planning permission for the City Airport Development Programme (CADP1) following an appeal and public inquiry which was held in March/April 2016. CADP1 will deliver new infrastructure at the airport including new aircraft parking stands, a new parallel taxiway and extended terminal buildings.
- 1.1.2 The permission includes an increased number of planning controls compared to the previous 2009 permission, with 97 conditions and around 100 obligations in a new Section 106 (S106) Planning Agreement covering a variety of issues such as operations; construction mitigation; environment; employment; surface access and a programme of regular reporting.
- 1.1.3 The CADP1 permission was implemented on 25 October 2017.
- 1.1.4 Whilst a number of obligations in the new Planning Agreement were triggered and satisfied before construction of CADP1 started, the start of construction in November 2017 triggered the full terms of the CADP1 permission including the S106 Planning Agreement and 97 CADP1 planning conditions (including the details approved under 42 pre-commencement conditions).
- 1.1.5 42 of the 97 CADP1 conditions required details to be approved prior to commencing construction of CADP1. All details were approved by London Borough of Newham (LBN) prior to June 2017. However, since a number of programme improvements to the original programme of 5-year build was identified, the duration of the original construction programme was reduced by one year and delivered in an accelerated single phase. As such, further planning consents for discharging the identified 27 conditions documents needed to be updated and secured. These planning consents were all secured by July 2018.
- 1.1.6 The 2009 permission and associated Planning Agreement fell away upon triggering the CADP1 permission. However, the Sound

Insulation Scheme works previously offered to properties under the 2009 Planning Agreement must still be completed until the new noise monitoring regime under the CADP1 permission comes into force (see Section 2.8).¹

1.2 CADP1 APR Requirements

- 1.2.1 The CADP1 permission requires the submission of the Annual Performance Report (APR) to LBN by 01 June each year in respect of performance and compliance with the CADP1 permission in the preceding calendar year; and to use reasonable endeavours to ensure publication on the website of the London City Airport Consultative Committee (LCACC) by 30 June each year. The full reporting requirements for the APR under the CADP1 permission are listed at Annex 1.
- 1.2.2 As well as quarterly reporting of specific operational and noise performance data, the CADP1 permission also requires a rolling programme of compliance meetings with LBN. The 2018 rolling programme of meetings was shared with LBN officers and includes a Quarterly Strategic Review (QSR) to monitor compliance at a strategic level against agreed key performance indicators (KPIs) and to inform the Annual Performance Report.
- 1.2.3 The QSRs are supported by a number of technical working groups which meet more regularly to track progress on more detailed matters of compliance including environment & operations; surface access; construction; education, and employment.

1.3 2018 Annual Performance Report

- 1.3.1 The 2018 APR identifies that for the second year in succession there were no reported issues of non-compliance with the CADP1 permission in 2018.
- 1.3.2 The structure and reporting requirements of the 2018 APR were reviewed and agreed in

¹ The saved provisions from the 2009 Agreement are set out at Clause 10 of the new CADP1 S106 Planning Agreement



writing by LBN on 25 February 2019. A draft of the APR was shared with LBN for review in April 2019. The APR focusses on reporting key headlines across five themes:

- Environment (Section 2);
- Employment and Local Procurement (Section 3);
- Surface Access (Section 4);
- CADP Construction (Section 5); and
- Financial Contributions and Payments (Section 6).

1.3.3 The reporting requirements of the CADP1 permission as per Annex 1 are fully addressed in this APR which documents compliance with the CADP1 permission for 2018 only.

1.3.4 A draft of the 2018 APR was provided to LBN for review in April 2019. A number of comments were received from LBN and, where appropriate, these have been addressed in the final APR which was submitted to LBN on 27 June 2019, and will be available

to download from the airport's website and LCACC website from 27 Jun 2019 at the following links:

- <http://www.londoncityairport.com/aboutandcorporate/page/ourenvironment>
- <http://lcacc.org/meeting-papers-key-documents/airport-annual-performance-report/>

1.3.5 Additional information on the airport's ongoing community engagement programme, including initiatives beyond the stipulated planning obligations can be found at the following URL:

- <http://www.londoncityairport.com/aboutandcorporate/page/communityprogrammes>

1.3.6 On 31 May 2019, LBN wrote to the airport in respect of its performance against the requirements of the CADP1 permission for 2018. A copy of this letter is provided at Annex 12.



2.1 2018 Headlines

- 2.1.1 Noise Action Plan – the airport continued to develop and improve the way that aircraft noise is managed throughout 2018 through collaboration with airlines and the local community. Following a consultation in the summer of 2018, the airport's Noise Action Plan for 2018–2023 was produced and subsequently adopted by the Department for Environment, Food and Rural Affairs (Defra). This replaced the airport's previously adopted Noise Action Plan of 2013–2018.
- 2.1.2 Noise Factored Scheme – All aircraft operated within the permissible noise limits in 2018.
- 2.1.3 Aircraft Noise Categorisation Scheme (ANCS) – The ANCS was approved by LBN in December 2017 and introduced by the airport in January 2018. It ran alongside the previously established Noise Factored Scheme (NFS) for 12 months and was subject to a planned review at the end of 2018. The review was carried out in consultation with LBN and Greater London Authority, and it concluded that the ANCS is operating effectively and as intended. The review was formally approved by LBN in March 2019 (ref. 19/00548/AOD). The ANCS is now in place and has superseded the previous NFS. Further details on the new scheme are included below in Section 2.3.
- 2.1.4 Incentives and Penalties Scheme (IPS) – The ANCS is supplemented by an approved IPS that works by rewarding improved aircraft noise performance and penalising poor noise performance. The IPS was introduced in August 2017 and following a planned review with LBN, introduced

the charging financial penalties in November 2018. These penalties will be added to the annual Community Fund of £75,000 to be spent in the local area. The Fund was launched in May 2019 (see Section 2.5 below).

- 2.1.5 Sound Insulation Scheme (SIS) Performance – Substantial progress was made in 2018 in delivering sound insulation to qualifying properties, including the new Intermediate Tier scheme introduced under the CADP1 permission. All properties eligible under the 2009–2016 APRs that expressed interest and provided permission have been insulated in accordance with the necessary obligations². Progress on the 2017 APR has been positive with, 88% of Tier 2 properties successfully treated. Access has not been granted or permissions to complete the works outstanding for the remainder. Treatment of properties under Tier 1 and the Intermediate Tier are ongoing.
- 2.1.6 Air Quality – There were no exceedances of the annual mean objective for PM10 or nitrogen dioxide (NO₂) at the airport in 2018. The annual mean PM10 concentration was 20.0 µg/m³, well below the objective value of 40 µg/m³. There were just two recorded exceedances of the PM10 24-hour mean objective of 50 µg/m³ (there are 35 exceedances allowed in a calendar year), with no 24-hour mean concentrations within the 'High' or 'Very High' pollution bands. The annual mean NO₂ concentration was 29.2 µg/m³ at City Aviation House and 24.7 µg/m³ at Newham Dockside, both below the objective value of 40 µg/m³. There were no exceedances of

² The airport has submitted evidence to LBN confirming that the 2015–2016 obligations have been fulfilled in May 2019. LBN confirmed in June 2019 that the 2015–2016 obligations have been fulfilled.

the 1-hour mean objective value (200 µg/m³) at either site, with all of the 1-hour mean concentrations falling into the “Low” pollution band (see Section 2.7 below).

2.1.7 Environmental Management System – the airport continues to be recognised for its commitment to managing environmental impacts, being accredited to the internationally recognised ISO14001 standard for its Environmental Management System and renewing Stage 3 ‘optimisation’ status as part of the Airport Carbon Accreditation (ACA) programme in August 2018. This demonstrates that we continue to measure and reduce our carbon footprint and engage business partners to do the same.

2.2 Annual Aircraft Categorisation & Operations

[Condition 31; Condition 33; S106 Schedule 8]

2.2.1 During 2018 the airport handled 80,668 movements all of which complied with the requirements of the CADP1 permission which sets out permissible movement numbers and times. Annex 3 Annual Categorisation Report³ outlines the numbers and types of aircraft using the airport during the 2018 calendar year.

2.2.2 Condition 7 of the 2009 Permission previously required all aircraft operating at the airport to operate within the Noise Factored Scheme (NFS) comprising five departure noise categories, ranging from Category E (Noise reference level less than 82.6 PNdB) to Category A (noise reference level 91.6 to 94.5 PNdB). This scheme remained in place under the CADP1 permission (Condition 18 (e)) during 2018 until the review of the new Aircraft Noise Categorisation Scheme (ANCS) was completed as explained further below. All aircraft complied with the maximum noise limit (94.5 PNdB) of the NFS in 2018.

2.2.3 Following a review of annual categorisation in 2016, it was found that the average noise levels for the E190 aircraft were fractionally

above the upper limit for Category A (94.5 PNdB) by 0.1 PNdB. Whilst this fractional non-compliance was imperceptible to the human ear and had no impact on local residents, the airport worked closely with the airlines and LBN to successfully bring the E190 back into category in 2017. This was maintained during 2018 with noise levels decreasing slightly, averaging 94.3 PNdB.

2.2.4 Flight trials took place and provisional categorisation of three new aircraft was granted in 2018, including the Challenger 350, the GVI Gulfstream and the Pilatus PC24, all achieving a Category A. Flight and parking trials for the E190–E2 were also carried out at the airport in 2018, however this isn’t anticipated to be operational at the airport for a couple of years. The Bombardier CS100, Cessna 680A Citation Latitude, Dassault Falcon FA8X and the Gulfstream G280 aircraft all had their provisional categorisation confirmed in 2018, meaning they comply with the requirements of the NFS.

2.2.5 The categorisation of aircraft under the NFS is reviewed against noise monitoring data on an annual basis. Full details of this review are provided in Annex 3. The NFS has now been replaced by the Aircraft Noise Categorisation Scheme as detailed in Section 2.3.

2.3 Aircraft Noise Categorisation Scheme (ANCS)

[Condition 18; 19]

2.3.1 The new Aircraft Noise Categorisation Scheme (ANCS) the CADP1 permission (Condition 18) on 09 December 2017 following a period of public consultation between 02 June and 14 July 2017.

2.3.2 Prior Notice of the ANCS commencing was given to interested parties including airlines, and adverts were placed in local newspapers in the LBN, London Borough of Tower Hamlets and Royal Borough of Greenwich in January 2018.

2.3.3 The ANCS began to operate alongside the Noise Factored Scheme from the end of

³ Details in the Appendix 11 of the Annex 3 Annual Categorisation Report.



January 2018 and did so for a period of 12 months. Following this the airport submitted a planned review of the ANCS to LBN in January 2019. The review concluded that the ANCS is operating effectively and as intended.

2.3.4 LBN approved this review on 29th March 2019, following which the previous NFS was superseded and the transition to the new scheme was complete in accordance with the requirements of CADP1 Condition 18 (e).

2.3.5 The ANCS introduces a new and improved method of noise management that uses manufacturers' independently assessed noise certification data to categorise each aircraft, taking into account sideline, flyover and approach noise. The scheme ensures that no noisier aircraft than currently operate at the airport will be allowed to do so in the future and provides a more robust approach to categorising aircraft based on noise.

2.3.6 The ANCS also introduces a quota count system, mirroring the approach adopted by other UK airports to control noise at night, but applies this to daytime operations. The airport is the first UK airport to adopt this method of noise control for daytime flights. This requires a quota count to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each

aircraft type, with a quota budget set at 22,000 per calendar year and 742.5 in any one week. Full details of quota count are provided in Annex 4.

2.4 Noise Management and Mitigation Scheme (NOMMS)

[Condition 31; Appendix A, A.8]

2.4.1 The NOMMS was approved under the 2009 Planning Permission (4th Schedule/Part 7/5 & Part 10/1) and under the CADP1 permission (Condition 31) in May 2017, replacing the Noise Management Scheme dated December 2009 that was previously in effect. The approved NOMMS which came into force on 18 August 2017 and was amended in March 2019 includes:

- The combined noise and track monitoring system;
- Quiet operating procedures;
- Penalties and incentives;
- The control of ground noise;
- The airport consultative committee;
- Annual noise contours;
- Integrity of NOMMS;
- Auxiliary power units;
- Reverse thrust; and
- Sound insulation scheme

2.4.2 The full report on the operation of NOMMS in 2018 is in Annex 2.

2.5 Incentives and Penalties Scheme

[Condition 18]

2.5.1 A new Incentives and Penalties Scheme (IPS) is included as part of the NOMMS that became operational on 18 August 2017. The IPS was agreed with LBN in principle in October 2018 after a one-year review process, incorporated into a revised NOMMS in September 2019 (ref. 19/00835/AOD).

2.5.2 In summary, the approved IPS includes:

- i) The introduction of an incentives scheme to encourage airlines to operate aircraft more quietly, rewarding those airlines with credits towards partnering the airport to deliver the Community Fund each year; and
- ii) The introduction of a fixed financial penalty of £600 (per decibel) for infringement of an upper noise limit to penalise airlines producing departure noise above the expected range for an aircraft. All financial penalties will be added to the Community Fund each year.

2.5.3 The Community Fund of £75,000 will be available on an annual basis and throughout

the year during four trustee meetings. The fund will be used to deliver projects in the local community and will be delivered in partnership with the most improved airline and sponsor up to three projects each year. For 2019 this partner is Flybe, which has the best performance in the trial. The fund was launched in May 2019. Further information on the fund can be found here:

<https://www.londoncityairport.com/corporate/responsible-growth/community-fund>

2.5.4 No financial penalties were charged during the first year of operation, and a review with LBN was scheduled to be carried out 6 and 12 months after implementation to ensure it was operating as intended. The 6-month review began in March 2018 and continued into the 12-month review period due to the technical nature of the discussions. As a result of the review process it was agreed with LBN to remove the fixed penalty limit for sideline noise and to make more stringent the fixed penalty for flyover noise to bring it closer in line with other airports. The full details of the scheme were agreed in principle in September 2018, and the financial penalties came into full effect on 1st November 2018. These changes were incorporated into a revised NOMMS in



Photo courtesy Michael Tomas

2019. One penalty was issued during the last 2 months of 2018, totalling £600. This was from a Saab 2000 operated on wet lease by BA Cityflieger.

2.5.5 A summary of the performance of the IPS since implementation is provided in Annex 2.

2.6 Ground Noise

[Condition 44, para 4.3; Condition 51, para 4.1.2 and 5.1.1 & Condition 52]

2.6.1 The ground running of aircraft engines is required for testing and maintenance purposes. There were no exceedances of the ground running noise limit for the 2018 calendar year. Details are included in the report on the operation of the NOMMS at Annex 2.

2.6.2 The ground engine running strategy approved by LBN under the CADP1 permission (Condition 48) provides annual summaries by airline and aircraft for Engine Run of Stand time (ERS); Taxi Time for Departures (TTD); Taxi Time for Arrivals (TTA); and Hold Time (HT). A summary of TTA; TTD; and ERS for 2018 is included at Annex 2 of this APR⁴.

2.6.3 Having consulted with National Air Traffic Services (NATS) who operate the system to record the above data, Hold Time (HT) is typically recorded at airports where remote holds are available for aircraft delayed on departure. The airport does not operate remote holds due to space constraints and therefore HT data cannot be recorded at the airport.

2.7 Air Quality

[Condition 58, Box 1]

2.7.1 The airport's air quality monitoring regime includes the operation of two automatic stations located on the roof of its administration building, City Aviation House, and at a location on the north side of Royal

Albert Dock, adjacent to the Newham Dockside building. In addition, diffusion tubes located in and around the airport are also operated to enhance monitoring of air quality.

2.7.2 Quarterly air quality data has been reported to the LCACC and posted on the LCACC website (<http://www.lcacc.org>) throughout 2018. This data, together with other results for the full 2018 calendar year, are summarised in the Air Quality Measurement Programme: Annual Air Quality Report 2018 which is included at Annex 7 to this report.

2.7.3 The annual mean NO₂ concentration was 29.2 µg/m³ at City Aviation House and 24.7 µg/m³ at the Newham Dockside, both below the objective value of 40 µg/m³. There were no exceedances of the nitrogen dioxide 1-hour mean objective value (200 µg/m³) at either site, and all of the 1-hour mean concentrations fell into the "Low" pollution band.

2.7.4 The annual mean PM₁₀ concentration was 20.0 µg/m³, below the objective value of 40 µg/m³. There were two recorded exceedances of the 24-hour mean objective (50 µg/m³) compared with the 35 exceedances allowed in a calendar year. The majority of these 24-hour mean exceedances were classified as "Low" (99.4%), with concentrations classified as "Moderate" for the remaining 0.6% of the time. There were no 24-hour mean concentrations within the 'High' or 'Very High' pollution bands.

2.7.5 In December 2018 a new PM_{2.5} monitor was installed at the airport. Data from the monitor will be available in next year's APR.

2.7.6 An Air Quality Monitoring Strategy (Condition 57) and Air Quality Management Strategy (AQMS, Condition 58) for the airport were approved by LBN in May 2017 and became operational in October 2017. Both strategies supersede the previous Air Quality Action Plan 2016-2018.

2.7.7 A progress update against the targets set out in AQMS is included at Annex 6.

⁴ Details in the Section 5.2 and Appendix 4 of the Annex 2 NOMMS report

2.8 CADP1 Sound Insulation Scheme and Purchase Scheme

[S106 Schedule 9 & Annexures 2, 7 and 12]

2.8.1 Under the CADP1 permission, the airport now operates an improved 3 tier Sound Insulation Scheme (SIS) offering sound insulation treatment to eligible residential properties within the 57 dB LAeq,16h (Tier 1) and 66 dB LAeq, 16h (Tier 2) and a 63 dB LAeq,16h (Tier 3: Intermediate) noise contours. The Tier 1 lower threshold for eligibility remains the joint lowest daytime threshold in the UK. The eligibility contours are reviewed on an annual basis and the potentially newly eligible properties under the CADP1 3 tier SIS are included within this APR (see Section 2.10. and Annex 2, Appendix 9).

The 3 tier scheme comprises:

2.8.2 Tier 1: offers properties that are eligible under the scheme acoustic ventilation, and any existing single glazed properties will be offered 100% of the cost for replacement standard thermal glazed windows or secondary glazing, whichever is preferred;

2.8.3 Tier 2: offers improved secondary glazing or a 100% contribution towards high performance double glazing, together with acoustic ventilation. Second Tier properties are treated as a priority given their exposure to the higher levels of noise relative to the Tier 1 and 3 eligible properties; and

2.8.4 Tier 3 (intermediate): offers secondary glazing and acoustic ventilation or, alternatively, a contribution of £3,000 towards high performance acoustic double glazing and acoustic ventilation.

2.8.5 Those residents that would prefer the high performance double glazing option may choose to treat only one or two rooms, such as those most affected by aircraft noise, as opposed to all rooms, to remain within the £3,000 budget available or they may use the £3,000 as a contribution towards more extensive works.

2.8.6 Residential premises and Public Buildings that are newly eligible for Tier 1 Works under the 2018 APR are listed in Appendix 9 of Annex 2 of this APR (together with the noise contour defining the eligibility boundary in Appendix 6). There are provisionally 628 new residential premises potentially eligible for Tier 1 Works.

The number of properties actually eligible is likely to reduce given that some may already meet the required acoustic standards. There are 5 potentially eligible Public Buildings. The procedures involved implementing the works are explained further in the CADP1 S106 Agreement (Annexure 2).

2.8.7 Residential premises that are newly eligible for Tier 2 Works under the 2018 APR are listed in Appendix 9 of Annex 2 of this APR (together with the noise contour defining the eligibility boundary in Appendix 6). In summary there are a total of 5 new residential premises potentially eligible for Tier 2 Works. There are no potentially eligible Public Building this year. The procedures involved implementing the works are explained further in the CADP1 S106 Agreement (Annexure 7).

2.8.8 Residential premises and Public Buildings that are newly eligible for Tier 3 (Intermediate) Works under the 2018 APR are listed in Appendix 9 of Annex 2 of this APR (together with the noise contour defining the eligibility boundary in Appendix 6). In summary there are provisionally 56 new residential premises potentially eligible for Tier 3 (Intermediate) Works. The number of properties actually eligible is also likely to reduce given that some properties may already meet the required acoustic standards. There is one potentially eligible Public Building. The procedures involved implementing the works are explained further in the CADP1 S106 Agreement (Annexure 12, Sections 8 & 9).

2.8.9 Three properties are eligible for re-inspection in 2018, (Annex 2, Appendix 9). Properties become eligible for reinspection 10 years after treatment, and replacements will be provided for any mechanical parts if they are no longer fit for purpose.

2.8.10 The following Noise Contours are presented in Annex 2 (Appendix 6) of this report:

- Actual 54 dB (2018 actual contour)
- Actual 57 dB (2018 actual contour)
- Actual 63 dB (2018 actual contour)
- Actual 66 dB (2018 actual contour)
- Actual 69 dB (2018 actual contour)
- Predicted Reduced 57 dB (2018 best estimate forecast contour)
- Predicted Reduced 63 dB (2019 best estimate forecast contour)
- Predicted Reduced 66 dB (2010 best

- estimate forecast contour)
- Predicted 57 dB
- Predicted 63 dB
- 1998 57 dB

2.8.11 The primary purpose of the noise contours listed above is to determine the eligibility boundaries for the SIS and/or Purchase Scheme under the terms of Schedule 9 of the CADP1 S106 Agreement.

2.9 Extent of Noise Contour

[Condition 33]

2.9.1 CADP1 (Condition 33) requires that the 57 dB(A) LAeq, 16hr contour does not exceed 9.1 km². During 2018 the contour spanned 7.6 km² and the 2019 forecast predicts a contour area of 8.3 km².

2.10 SIS Performance 2018

[S106 Schedule 9 & Annexures 2, 7 and 12]

2.10.1 In the 2017 APR 2,531 residential properties were originally identified as potentially eligible under the Sound Insulation Scheme due to the extent of the 57 and 66 dB LAeq, 16hr noise contours, as well as the introduction of the 63 dB LAeq, 16h noise contour. Over half of these properties were in the Tier 1 contour. One property was also identified for re-inspection due to the fact that 10 years had lapsed since it was originally treated under the scheme.

2.10.2 Since then 498 properties have been removed from the Tier 1 scheme and 632 from the Tier 3 (Intermediate) scheme as they were required to meet the necessary acoustic standards when built under the terms of their individual planning permissions, and therefore we agreed with LBN that no further enhancement is offered under the SIS. Therefore 1,401 residential properties were subsequently confirmed as being eligible under the SIS, 857 in Tier 1, 48 in Tier 2 and 496 in Tier 3 (Intermediate).

2.10.3 In accordance with the procedures set out in S106 Annexures 2, 7 and 12, letters indicating potential eligibility were sent to all properties on 26th July 2018, and a reminder letter was sent on 4th December 2018. A final letter will be sent in 1st May 2019 to continue seeking permissions.

2.10.4 The treatment of properties from the 2017 APR commenced in January 2019 (although one Tier 1 property was prioritised in for early treatment in September 2018). Between January - April 2019, 45 properties were treated in Tier 2, the priority tier (94% of those eligible), with the remaining properties refusing access. Interest has been received from 258 properties in the Tier 1, and as of 24th May 2019, 172 installs have been completed (24% of those eligible) and 47 further properties have refused the works. Interest has also been received from 90 properties in Tier 3 (Intermediate) and 2 have so far been treated. Where work is yet to be completed this is due to permission from the freeholder and/or not yet being granted, access not being granted or responses expressing interest in the scheme not being received. All eligible properties that have expressed interest in the scheme and provided full permission to proceed are targeted to be completed by the end of 2019.

2.10.5 Sixteen public buildings were also identified as potentially eligible for treatment in the 2017 APR (four in Tier 1, one in Tier 2 and 11 in the Tier 3 (Intermediate). Letters informing of eligibility were again sent in July 2018 and December 2018. Surveys have been undertaken on one of these buildings so far and recommendations made, with surveys being arranged for the outstanding properties in 2019.

2.10.6 One property was identified for re-inspection from the 2017 APR. Letters were sent on 26th July 2018 and 4th December 2018 notifying of this, however no response has been received.

2.10.7 The airport continues to hold bi-weekly meetings with LBN to provide an update on SIS delivery. In February 2019, LBN formally agreed that the airport had fulfilled its compliance obligations against the SIS requirements of the CADP1 permission for the 2009-2014 APR period for properties in Tier 1 and Tier 2. However, if property owners or tenants that have not yet received insulation come forward from these lists, the airport will still endeavour to treat these properties.

2.10.8 The airport has also made substantial progress on properties identified in the 2015 and 2016 APRs in the last year. From these two APRs, 63 properties have been treated under Tier 1 and 49 under the Tier 2 scheme. We have sought full permission to undertake the work for the remaining properties that have

expressed an interest in the scheme, and believe that reasonable efforts have been made to progress with these properties. LBN confirmed in June 2019 that obligations have been fulfilled for properties identified in these APRs. The offer of treatment will however remain open should these properties wish to be treated in the future.

2.10.9 The airport has recently developed a guidance note for residents and freeholders on the options available under the Tier 3 (Intermediate) scheme to help provide clarity and progress installations. This was published in April 2019 and is available on the airport's website.

<https://www.londoncityairport.com/corporate/Environment/Sound-insulation>

2.10.10 In addition, in February and December 2018 the airport published advertisements for the SIS in the following local newspapers: The Greenwich, Lewisham & Bexley Mercury, Newham Magazine, The Wharf (Canary Wharf), East London Advertiser and Greenwich Info.

2.11 Sustainability and Biodiversity

[Condition 56]

2.11.1 Condition 56 of the CADP1 permission requires a Sustainability and Biodiversity Strategy to be produced prior to the CADP1 construction works commencing. This document covers the period from 2017 to 2020. In 2018, the airport published a safeguarding guidance for developers, which specifically details safe methods of increasing local biodiversity within developments.

2.11.2 A progress update against the initial targets is included at Annex 8.

2.12 Environment Complaints/Enquiries

[Condition 59]

2.12.1 The annual incidence of environmental complaints and enquiries relating to airport operations is amongst the lowest of any London Airport; at less than five complaints

per thousand aircraft movements for 2018.

2.12.2 A total of 405 complaints regarding the airport's operation were received during 2018 from 208 complainants. 92 of these were received from 1 individual and a further 63 were from 3 individuals. This was an increase in complaints of 26.6% compared to the previous year and was mainly attributed to complainants from Lambeth and Lewisham. This is likely to be due to an increase of Runway 09 operations in 2018 compared to the previous year. The direction of operation solely depends on wind direction, with aircraft taking off and landing into the wind to maintain safety and stability. In 2017, departures and arrivals were 25.5% easterly operations compared to 2018 which was 40.7%

2.12.3 In addition, 20 environmental complaints received in 2018 were not relating to the airport operations. 8 of these non-LCY complaints were regarding aircraft noise experienced during the hours the airport was not operating. Figure 2.1 shows a comparison between complaints and enquiries for 2018 and 2017. A breakdown of complaints by area has also been provided in Figure 2.2.

Of the 405 received relating to the airport:

- 286 related to aircraft noise,
- 50 were related to flight paths; and
- 25 were related to aircraft frequency.

The remainder related to other topics. Figure 2.3 shows a full breakdown of the types of complaint received.

2.12.4 All complaints have been investigated in accordance with the airport's environmental complaints procedure and reported in summary to LBN. All complaints were reported within 15 days of receipt as required by CADP1 permission. The airport also reports environmental complaints and enquiries to the Airport Consultative Committee as part of the Quarterly Airport Environment Report.

2.12.5 Complaints and enquiries relating to construction are reported separately in Section 5.4.

Figure 2.1 Environmental Complaints and Enquiries 2018 v 2017

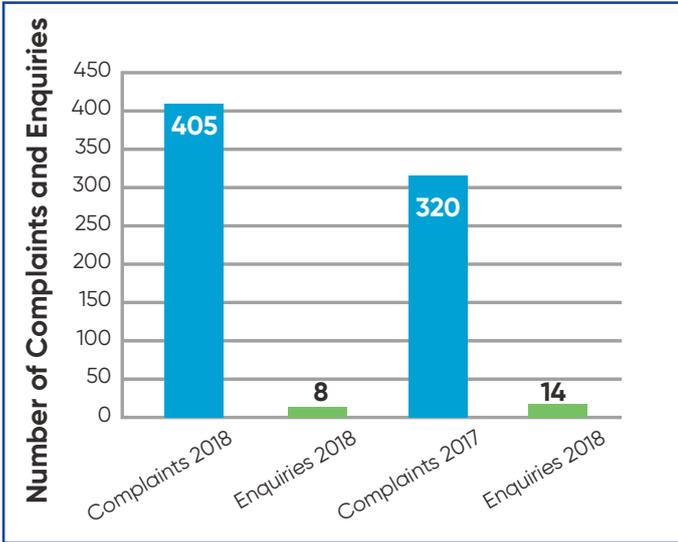


Figure 2.3 LCY Complaints Received (405 in total)

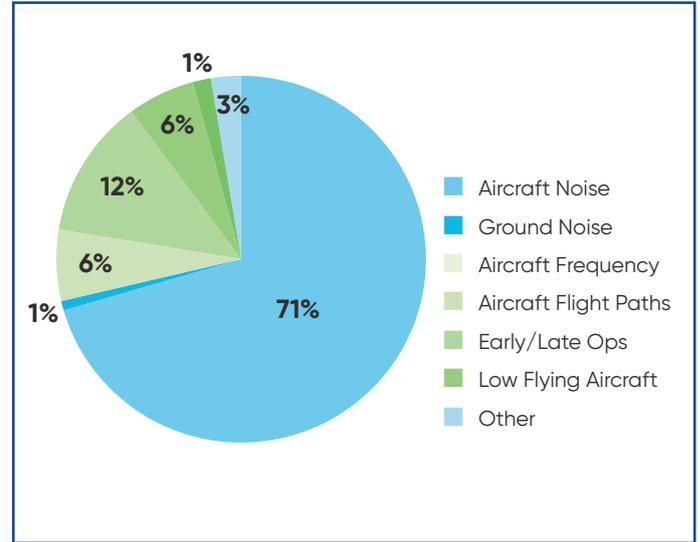
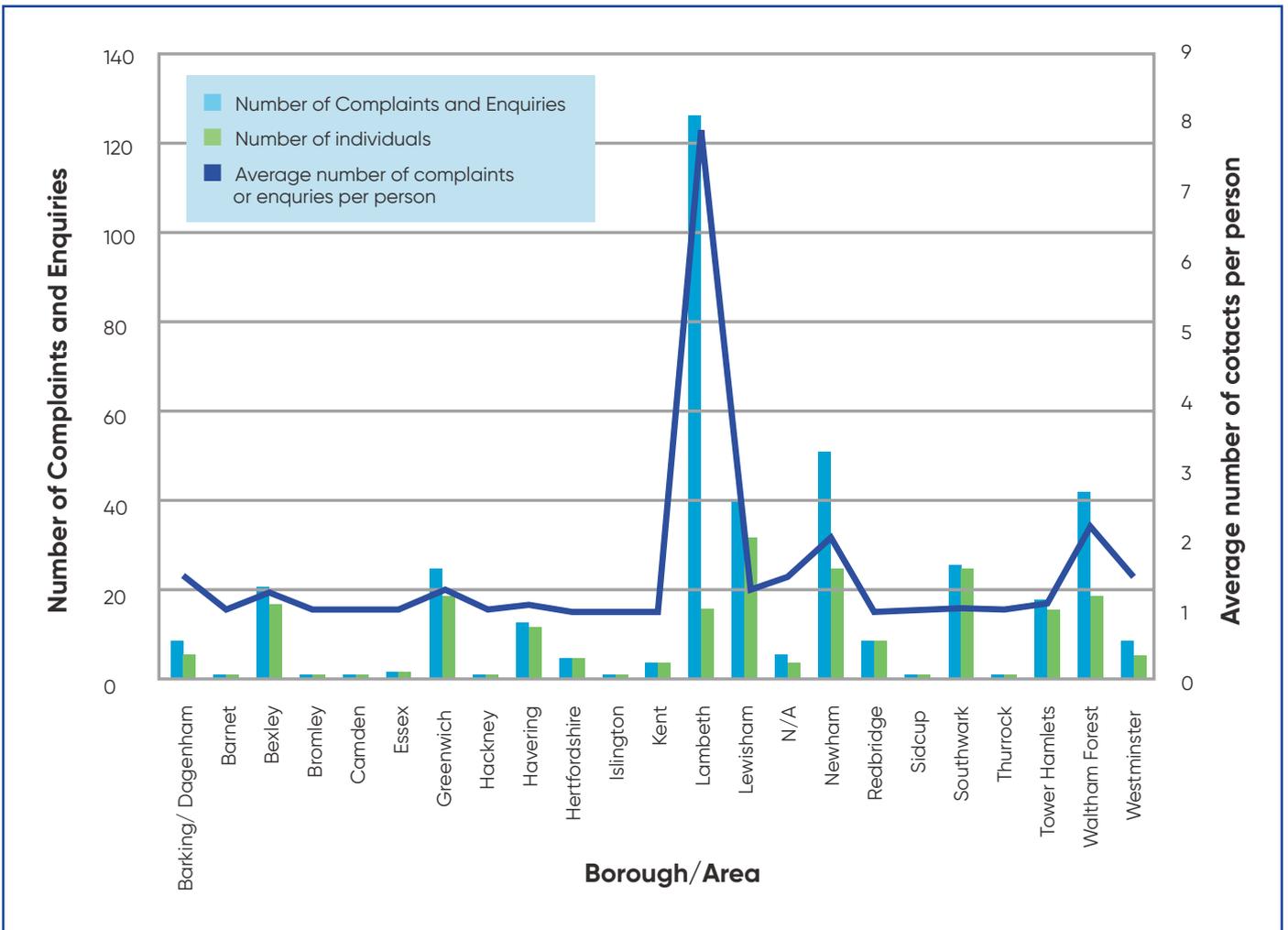


Figure 2.2 Number of Correspondents and Individuals by area





Employment, Local Procurement And Education

3.1 2018 Headlines

3.1.1 Increased employment – the total number of staff employed onsite at the airport in December 2018 was 2,261 – a slight increase of 0.5% from 2017. The data set excluded the CADP1 construction staff which accounted for an additional 790 over the course of year.

3.1.2 New recruits from Newham and Local Area – in 2018, 42% of the employees recruited by the airport lived in the LBN (a significant increase from 27% achieved in 2017) with 68% living in the Local Area⁵. The successful increase is in part due to improved collaboration between the airport and Newham workplace and joint initiatives such as recruitment runs and awareness campaigns through the newly designed 'Inside E16' local magazine, with the aim of supporting Newham residents to gain employment at the airport (see Sections 3.3 and 3.4 below).

3.1.3 Local Procurement – the airport organised the 'Royal Docks Meet the Buyer' event in April 2018 and subsequent 3 local business skills workshops in collaboration with East London Business Place and local East London Chambers of Commerce. This resulted in £1.1 million in contract value wins for local businesses and engaging with nearly 300 local businesses (see Section 3.6 below).

3.1.4 Employment and Education Payments – In 2018, the airport paid to LBN the annual employment contribution (£681,956.10) and

education contribution (£119,594.50) to fund initiatives to improve opportunities (see Sections 6.1.1).

3.1.5 Employment Partnership Board (EPB) – the newly established EPB, with representatives from LBN and the airport, met twice during 2018 and executed initiatives to increase employment opportunities for Newham residents, including additional resources at Newham Workplace, interview training and STEM focused education programmes (see Section 3.7).

3.1.6 Take Off into Work (TOIW) – Local residents were supported to gain employment at the airport through the TOIW scheme which has run for 10 years since 2009. A total of 76 Newham residents gained employment at the airport in 2018 as a result of TOIW scheme in various roles including: Retail Team leader, Airline Passenger Handling Agent, Security Officer, Customer Service Agent and sales advisor. This represents an increase of 12% over 2017. The airport has recruited 731 Newham residents since the commencement of this programme (see details in Annex 10).

3.2 Community Engagement & Opportunities

3.2.1 The airport is a responsible and inclusive business, that ensures local communities benefit from its presence through a variety of activities stemming from four key objectives:

- recruiting people from local areas into jobs available at the airport wherever possible;
- creating pathways into employment for East Londoners

⁵ The "Local Area" is defined by the Planning Agreement to include the 11 East London Boroughs of Newham, Tower Hamlets, Greenwich, Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council.

through awareness raising and skills training;

- raising aspirations of young people through education programmes with a focus on Science Technology, Engineering and Math's (STEM) to address a skills gap and a diversity within the aviation industry; and
- investing in community partnerships with a particular focus on stronger, safer and healthier communities.

3.2.2 A total of 16 East London students participated in one-week long Work Experience Placements at the airport, during which they familiarised themselves with different departments, e.g. finance, customer service, corporate affairs and the jet centre.

3.2.3 The airport also engaged with nearly 2,000 students to inspire them to think about careers in the aviation industry. The airport initiated various bespoke STEM education programmes with partners in East London. Nearly 700 East London pupils participated on STEM focused initiatives such 'the STEM in Aviation Event' and the 'Women in Aviation Programme'. In addition, a number of community partnerships were initiated such as Royal Docks Ferry Festival, Royal Docks biodiversity events, Bridges charity Christmas dinner and Barking and Dagenham Summer of Festivals and others.

3.3 Onsite Employment

[S106 Schedule 11, para 3.2]

3.3.1 The CADP1 S106 Agreement requires that all onsite employers use reasonable endeavours to ensure that at least 40% of new recruits for jobs advertised at the airport are residents of Newham and at least 70% are filled by residents living in the Local Area. This is the first time the dataset has been collected from onsite employers for a full year.

3.3.2 On 31 December 2018 there were:

- 43 employers operating on-site at the airport; a complete list of these is included at Annex 9 of this report. This is a 7.5% increase from the 40 employers in 2017 and is due to the CADP1 works which have demanded increase in services for example

staff bussing services, campus security services.

- 2,261 employees working on-site (excluding CADP1 employees), equating to 2,032 full time equivalent (FTE) jobs.
- A total of 1,871 full time jobs and 345 part time jobs.
- 28% of the newly recruited employees onsite lived in Newham, with 63% living in the Local Area.

3.3.3 A total of 24 other contractors and sub-contractors work at the airport on a regular basis but are not based on-site and are therefore not included in the figures reported above. These organisations include IT, communications, advertising installers, maintenance, project management and others.

3.4 LCY Employees

[S106 Schedule 11, para 3.2]

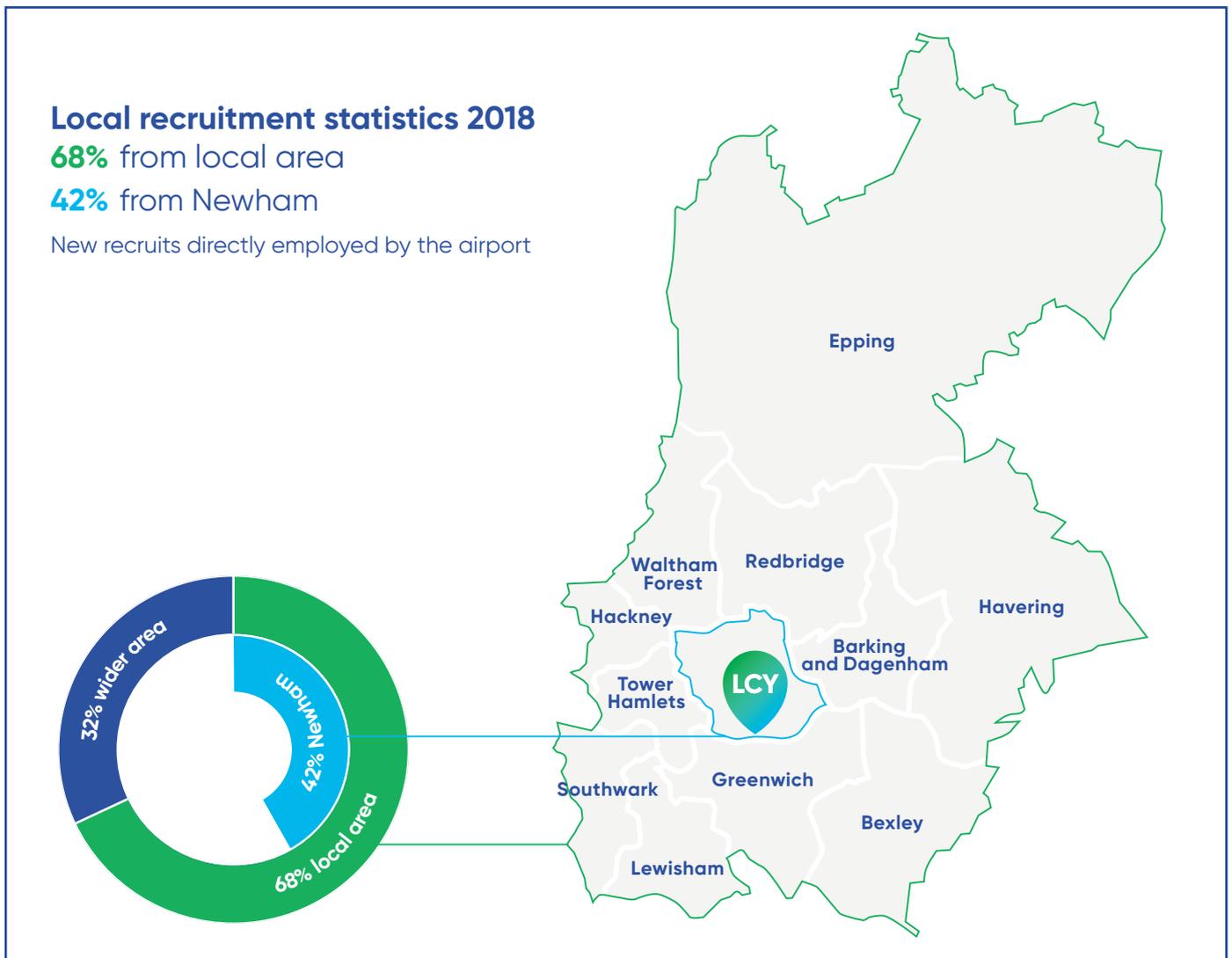
3.4.1 The airport is committed to use reasonable endeavours to ensure that at least 70% of its new recruits for jobs advertised are residents of the Local Area, including 50% of the new recruits are residents of the LBN. The targets for new recruits from Newham represent a 15% increase over the previous targets in the 2009 Planning Agreement.

3.4.2 In 2018:

- the number of LCY employees grew by 2% over 2017 to 663, equating to 616 Full Time Equivalent (FTE) jobs.
- 571 employees are in full time jobs and 92 part time.
- 42% of the employees recruited by the airport lived in the London Borough of Newham with a significant increase from 27% in 2017. 68% of the employees recruited by the airport lived in the Local Area with a slight increase from 67% in 2017.

3.4.3 The type and level of LCY job filled by Newham residents in 2018 varied across the business. The majority of new positions, a total of 79%, filled were in front line services including jobs in airside operations, security, customer service and baggage handling. These roles are typically known as level 1 positions and

Figure 3.4 Local Recruitment Statistics 2018



command an annual salary in the region of £23,000+. The remaining jobs (21%) were split across the Commercial; Customer Service and Health and Safety and Quality.

3.4.4 In 2018, a total of 8 (nearly 5%) of new recruits from Newham secured senior management roles (level 4-5). Examples of the management positions filled by Newham residents in 2018 included:

- Director of Customer Service Operations; and
- Head of Health and Safety Quality.

3.4.5 This significant increase in Newham new recruits compared to 2017 is due to

collaborative efforts of the airport and Newham Workplace to raise awareness and upskill Newham residents to be able to secure a role at the airport. Additionally, for some of the level 1 roles available, for example the role of Campus Security roles, it was possible to remove the requirement of a full UK driving licence which had a positive effect for some residents from Newham securing the roles. However, there are still challenges such as the requirement to have lived continuously in the United Kingdom for a 3-year period as well as the basic employability skills for candidates to be successful at the interview stage.

3.4.6 LBN and the airport are working jointly through

the Employment Partnership Board (EPB) to identify opportunities to remove these barriers going forward and to employ more Newham and local residents.

3.5 CADP Supply Chain Opportunities

[S106 Schedule 11, para 3.2]

3.5.1 The CADP1 S106 Agreement requires that all CADP1 contractors use reasonable endeavours to ensure that at least 40% of new recruits for jobs which related to the construction of CADP1 are residents in the LBN. This is the first time this dataset has been formally submitted since the commencement of CADP1 construction.

3.5.2 In 2018, a total of 21 contractors were used on site to deliver, a number of highly skilled

specialised marine based construction activities including unexploded ordnance (UXO) investigation, piling and decking as well as other works including utilities diversion works. A total of 8 main contractors employed 853 staff throughout 2018. A list of the contractors is included in Annex 9.

3.5.3 Over 9% of the employees recruited by the airport lived in LBN with 35% living in the Local Area. Whilst admittedly these figures are not reflective of the efforts to encourage and facilitates more job opportunities for LBN and local residents, they are reflective of the highly skilled roles, including specialised divers, civil engineers and construction project managers.

3.5.4 To address the 2018 performance, a monthly Industrial Relations forum was initiated by the airport to raise awareness about the recruitment services offered by the LBN and encourage contractors to use reasonable



endeavours to recruit Newham residents. In addition, the airport is working with Newham Workplace to provide specific construction staff support for promoting construction jobs. This includes advice on qualification skills for applicants as well as recruitment support. We also anticipate broader employment opportunities in 2019 for traditional construction jobs such as the construction of terminal buildings.

3.6 CADP Procurement & Contractors

[S106 Schedule 11, para 3.2]

3.6.1 In 2018, a total of 21 contractors were awarded contracts as part of CADP1. A total of 9.5% have offices in Newham and 14.3% in the Local Area. To support future supply chain opportunities CADP1 contractors attended the 'Royal docks Meet the Buyer event' in April 2018 to meet with East London businesses and discuss potential future business. The airport also spent £9 million with businesses in the Local Area in 2018.

3.7 2019 Initiatives

3.7.1 The airport and LBN are collaborating closely through the bi-annual EPB Board as well as through quarterly technical employment working groups to support the upskilling of Newham residents to increase their success in obtaining a role at the airport. The joint initiatives established through the EPB in 2018 include:

- Newham Workplace increasing recruitment support by introducing an CADP1 recruitment advisor to the team and two additional part-time staff members to support the referencing of new recruits will be added in Q1 2019;
- Identifying bespoke courses such as a two-week interview training and Security Industry Authority (SIA) security training and implementing these as of Q1 2019;
- Newham Workplace Advisers receiving airport tours to familiarise themselves with

the airport environment and skills requirements;

- Creating marketing material to increase awareness of Newham residents of roles at the airport and the recruitment support of Newham Workplace, i.e. Newham Workplace leaflets and the quarterly 'Inside E16 Magazine' (4 in total in 2018) which is distributed to nearly 9,000 Newham residents
- Newham Workplace representatives attending monthly contractors meetings and a focused. The airport also holds CADP1 Industrial Relations forum which has been established by the airport to encourage contractors to use reasonable endeavours to recruit locally, raise awareness about the recruitment services offered by Newham Workplace and initiate community engagement activities, recruiting; and
- LBN and the airport are developing a 14-19 year youth education programme for Newham youth. The programme is prepared for the youth to develop their skills for the future potential job opportunities.

3.8 Employer's Forum

[S106 Schedule 11, para 1.2 & 1.4]

3.8.1 The CADP1 S106 Agreement requires the airport to hold the Employer's Forum twice per calendar year. Two forums were held in April and October 2018.

3.8.2 The bi-annual forums focus on the local employment, targets and progress and also the onsite businesses participation in corporate responsibility initiatives organised by the airport. The forum shared best practice with regards to local employment and community engagement and shared information with onsite businesses on the recruitment support which the airport's HR department and Newham Workplace can provide for local residents recruited through the Take off Into Work Programme.



↑ Way out

Escalators

↑ Lift

Thank you for using
Docklands Light Railway

↓ London City
Airport ↑

↓ Way out

Arsenal → Central London →
via Bank & Canary Wharf
Platform 2

↓ Way out

4.1 2018 Headlines

- 4.1.1 Highest proportion of Public Transport Use of UK Airports – In 2018 we maintained our position as the airport with the highest use of public transport in the UK at 69% with a slight increase from 68% in 2017.
- 4.1.2 CADP Construction – the airport made use of 97 barges in KGV Dock to move construction material and dispose of soil from the site. This has had the effect of removing around 1,360 Heavy Goods Vehicles (HGV) trips from Hartmann Road and the local area, illustrating the airport's commitment to reducing its impacts on the local community (see Section 4.2).
- 4.1.3 Airport Surface Access Strategy (ASAS) – The airport published a Surface Access Strategy in January 2018. It sets out a strategy for all passengers and staff to access the airport sustainably and effectively, both now and into the future (See Section 4.3).
- 4.1.4 TfL Rail Map – To improve visibility of the airport to users of the London public transport network Transport for London (TfL) has modified the Central London in-carriage map on the DLR and on London Underground trains to so that it now includes London City Airport.
- 4.1.5 Staff Car Share –The airport commenced its staff car sharing scheme in November 2018 with the company Liftshare. The scheme attracted 80 members. This has saved around 500kg of CO₂, the equivalent of running a typical family house for 14 days.

4.2 Construction Traffic Management

(Condition 60)

- 4.2.1 CADP1 has made use of the dock for moving construction material and plant. The piling work for the new terminal and taxiway has been carried out by barge, supply of concrete, pile casings and reinforcement, as well as general construction material which has removed HGVs from Hartmann Road and from the wider area.
- 4.2.2 The airport estimates that in 2018 this has saved approximately 1,360 HGV trips along Hartmann Road. Approximately 180 of these trips were also removed from the wider transport network as the barges used the River Thames and Albert Dock to enter and exit the site.
- 4.2.3 Bidders for the individual works contracts who demonstrate a robust methodology to maximise the use of the River Thames will receive a higher overall score in the process of procurement of services of contractors. To supplement this, we also operate a Construction Environmental Management Plan (Condition 88), Construction Logistics Plan (as part of Condition 88) (ref. 18/01312/AOD) and the Traffic Management plans (Condition 77) (ref. 18/00741/AOD).

4.3 Airport Transport Forum and Surface Access Strategy

- 4.3.1 The ATF met three times in 2018 – in March, August and November. Nuisance parking in surrounding

residential areas remained a standing agenda item to ensure this was reviewed on a regular basis and no further problems were identified. The ATF reviewed the airport's short, medium and long term plans with regard to Crossrail and the best connections to the airport. CADP1 construction update has been a regular agenda item with the ATF is being kept aware of the construction programme and changes as work progresses.

4.3.2 The Airport Transport Forum (ATF) is the airport's primary mechanism for the development and delivery of the Airport Surface Access Strategy (ASAS). It involves key local and transport stakeholders who work collaboratively to define and deliver the ASAS and its supporting objectives. In 2018 the Forum met in March, August and November. The Terms of Reference for the ATF can be found on the airport's website:

<http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport>

4.3.3 Through the ATF, the draft 2013 ASAS document was updated and replaced by an ASAS that covers the period 2018 – 2025. The strategy identifies targets including by 2025, 75% of passengers travelling by public transport with 70% by DLR. This can be found on the airport's website:

<http://www.londoncityAirport.com/aboutandcorporate/page/sustainabletransport>

4.3.4 The 2018 passenger mode share performance is included at Table 4.3.1 compared to 2017, and staff performance from the previous survey in 2016 included at Table 4.3.2.

Table 4.3.1 Summary Passenger Travel Statistics⁶

Mode	2017%	2018%
DLR	64	60
Black Taxi	4	71
Bus	1	1
Total Public Transport	69*	68*
Minicab	12	14
Ride sharing	6	5
Total car usage**	11**	12**
Other transfer	2	-
Total private transport	31*	31*

**Please note the figures are subject to rounding, hence the discrepancies in totals presented.*

***Total car use is now the only presented statistic by the ASQ therefore the total car usage statistic is compared.*

4.3.5 Of note is the decrease in black taxi usage by 3 percentage points in 2018 and also in minicab by 2 percentage points from the previous year. That is positive news as this shows an increase in passengers using DLR, shown by its corresponding 4 percentage point increase. Whilst black cab is generally considered as part of the public transport offer and its reduction in use is unfortunate, the increase in DLR usage is important for the airport's future. The ride-sharing / transport as a service mode share demonstrates the increasingly popular and convenient mode that it presents over traditional minicabs and black cabs.

4.3.6 All types of Taxi including black cab, mini-cab and ride-sharing are an important transport option for our passengers and promotion of them all provides a balanced transport offer for our passengers. As Taxis are replaced by Electric Vehicles (EV)/Hybrid vehicles they will have a role in promoting greener transport as they offer multiple car trips as oppose to signal car use and its associated parking demands. The airport remained committed to ensuring it is promoting DLR and healthy and sustainable means of transport as its key modes of access through 2018, Section 4.4 provide further detail on this.

⁶ Source: ASQ, an independent provider of the Quarterly Passenger Survey



4.3.7 The previous staff survey data reported for 2016 is shown in Table 4.3.2. The intention will be to update the survey in 2019 to ascertain the effect that this has had on behaviour. The questions and distribution of the survey will be discussed by the ATF. Reducing single car usage is a high priority for 2019 and is identified in Section 4.4.

Table 4.3.2 Summary Staff Travel Statistics

Mode	2016%
DLR	29
Taxi/Minicab	1
Car	57
Car with passenger	1
Bus	6
Walk	2
Cycle	3
Motorbike	1
Other	1

4.4 Projects planned for 2019

4.4.1 The focus of the ATF in 2019 will be on healthy transport, to provide input to LBN scheme to link their proposed North Woolwich Road cycle scheme to Hartmann Road, and also on improving the interaction between the DLR station and terminal building – to minimise queuing around ticket machines and promote used of contactless card usage by introduction of travel ambassadors. Crossrail will remain an issue for the ATF to ensure it can react to further decisions on its opening and how best to link it and the airport.



Photo courtesy Bam Nuttall Ltd

CADP Construction

5.1 2018 Headlines

- 5.1.1 CADP construction commenced in October 2017 with transformational works taking place across the airport campus, including piling and decking in King George V Dock; reconfiguration of the terminal forecourt parking area and works on the airfield. Ground works also started in late 2018 in front of City Aviation House, to prepare the area for the construction of the East Terminal Extension. The programme, once complete, will include a new passenger terminal building, roughly four times the size of today's facility; a parallel taxiway, and eight new aircraft stands as well as surface access upgrades south of KGV Dock.
- 5.1.2 Piling and decking works commenced in June 2018. Some delays have been experienced with the piling program due to protracted of Unexploded Ordnance clearance. A total of 201 piles in the dock were completed in 2018. As of 17th May 2019, 553 piles were installed.
- 5.1.3 Construction Sound Insulation Scheme (CSIS) – Installations of the CSIS began in November 2017 to protect nearby local residents from the noisier CADP1 construction works. The project was fully completed in June 2019, with a total of 554 properties treated.. The programme was extended to allow properties to be treated that accepted the works late, and as a result the total uptake was over 90%, which is one of the highest for a scheme of this type.
- 5.1.4 Unexploded Ordnance (UXO) surveys on over 400 sites in the dock were completed in January 2019. It resulted in the discovery and safe removal of a 500kg WW2 bomb in February 2018.

- 5.1.5 Digital Air Traffic Control Tower (DATCT) – the airport is to become the largest airport on a global scale to install a digital air traffic control system. This is an opportunity to future-proof our air traffic control. The digital tower structure was completed early in 2019. It offers the latest in camera technology to provide a 360-degree view of the airfield and immediate surroundings. Following a year of rigorous testing and close working with the Civil Aviation Authority, our regulator, from 2020 the airport's air traffic controllers will be based at an off-site control room at NATS in Swanwick.

5.2 Construction Sound Insulation Scheme

[Condition 89, 90 & 91; S106 Schedule 9]

- 5.2.1 The approved Construction Sound Insulation Scheme (CSIS) includes sound insulation works for properties that may be exposed to elevated construction noise levels.
- 5.2.2 The airport identified 396 eligible properties at risk of being exposed to elevated construction noise levels and offered these properties the Advance Works⁷ on 24 August 2016 well ahead of the start of CADP1 construction in October 2017.
- 5.2.3 In July 2018 an Accelerated Construction Phasing Plan under the CADP1 permission (Condition 4) (ref. 18/01290/AOD) was approved by LBN to achieve a reduction in the duration of the overall CADP1 programme. This change required a reassessment of those properties eligible for Advanced

⁷ Advance Sound Insulation Works will comprised a package of replacement high acoustic performance windows and acoustic ventilation.

Works under CSIS, and resulted in 111 additional properties entering the scheme. Furthermore 91 additional properties have been offered treatment through verification. As treatment progressed, we identified 15 additional properties that could be impacted by the construction works.

5.2.4 Installations under the CSIS began in November 2017, and all CSIS eligible properties that expressed interested and provided permission have been insulated in accordance with the necessary obligations by February 2019. The programme was however extended to allow properties to be treated that accepted the works late. The project was fully completed in June 2019, with a total of 554 properties treated. As a result the total uptake was over 90%, which is one of the highest for a scheme of this type.

5.2.5 The airport continues to assess CSIS eligibility throughout the works using up-to-date information on construction activities and attended noise monitoring data. CADP activity has not triggered any further properties previously offered CSIS.

5.3 CADP Construction Noise

5.3.1 The airport has deployed 4 construction noise monitors at the southern site boundary and 6 noise meters within each construction work site to measure construction noise levels to assess compliance with LBN approved noise criteria. The noise monitors are linked to a dedicated webserver, enabling site specific noise criteria to be set, with trigger alerts sent to the construction team, should a breach of the aforementioned criteria occur.

5.3.2 In 2018, the airport has continued to provide weekly and monthly construction noise and vibration reports to LBN on an ongoing basis. Access to a web-based noise monitoring system has also been made available to LBN with a traffic light alert system and historic data showing whether thresholds for CSIS are being approached. The use of the system enables the construction teams to assess their systems of mitigation, whilst promoting further improvement measures where applicable.

5.3.3 The airport obtained Section 61 consents⁹ in May and November 2018 under the Control of Pollution Act to ensure construction works were carried out in accordance with Best Practical Means (BPM) and that appropriate noise mitigation measures were deployed throughout the works.

5.4 Construction Complaints/Enquiries

5.4.1 In 2018, the airport received a total of 71 construction related complaints with the majority of these complaints raised in the summer months (July – September 2018) as local residents opened their window due to hot weather in conjunction with piling works. . In accordance with our construction complaints procedure the airport acknowledges complaints within 2 days and shares the results of an investigation within 7 working days.

5.4.2 Community members can contact the airport either through community@londoncityairport.com or through our 24hours contact line via: 020 3858 0261. In addition, the airport actively aims to engage with our neighbours either through community meetings or on an individual basis to hear about their concerns and to find solutions to address the complaints raised where feasible.

⁸ The airport has submitted evidence to LBN in April 2019 confirming that CSIS obligations have been fulfilled in February 2019. LBN subsequently sought further information for final confirmation of CSIS completion.

⁹ Section 61 of the Control of Pollution Act 1974 is referred to when a construction or demolition firm applies to the local authority for consent to carry out works, which are likely to have a significant impact on the neighbourhood due to its generation of noise and vibration.

Financial Contributions & Payments

6.1 2018 Headlines

6.1.1 The airport paid a number of contributions to LBN in 2018 under the CADP1 S106 Agreement. These are listed below.

- Development Management Contribution - £53,255.46 paid in January 2018 [Part 4, Schedule 14]
- Annual Monitoring Contribution - £128,895.99 paid in July 2018 [Part 3, Schedule 14]
- Employment Contribution - £681,956.10 paid in October 2018 [Part 3.1 (b) of Schedule 5]
- Education Contribution - £119,594.50 paid in October 2018 [Part 3.3 (a) of Schedule 5]
- Environmental Health Monitoring Contribution - £76,105.59 paid in October 2018 [Part 5.1 of Schedule 13]

6.1.2 Prior to triggering the CADP1 permission, a Biodiversity Project Fund of £15,000 was paid in December 2018.

6.2 Claims under Planning Agreement Compensation Schemes [S106 Annexures 3, 4, 6, 8, 9]

6.2.1 The Value Compensation Scheme (VCS); Noise Insulation Payments Scheme (NIPS) and 69dB Purchase Scheme were all operated in 2018. Second generation VCS and NIPS schemes became operational under the CADP1 permission when triggered in October 2017. The schemes are available to download [to be actioned prior to APR publication] from the airport's website at the link below:

<http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>

6.2.2 There were no successful claims under any of the compensation schemes in 2018.

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MAY 2019