

# LONDON CITY AIRPORT 2016 ANNUAL PERFORMANCE REPORT

(COMPLIANCE WITH PLANNING PERMISSION 07/01510/VAR)

01 July 2017

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# Chief Executive's Foreword

Welcome to the London City Airport (LCY) Annual Performance Report. The report is a review of airport compliance with our Section 106 (Planning) Agreement with the London Borough of Newham (LBN) during 2016.

The Planning Agreement provides a framework for the delivery of the 2009 planning consent which permits 120,000 flight movements per year at LCY. The agreement sets out almost 200 obligations in areas such as operations, local transport and the environment as well as initiatives to provide benefit to the local community. It also includes provision for financial contributions and the sponsorship of community projects in the airport's locality.

2016 was another record-breaking year for LCY, over 4.5m passengers travelled through the airport from January to December – a 5% increase on 2015. We were named 'Best Regional Airport in the World' at the CAPA World Aviation Summit and our work in the local community was recognised with the Corporate Social Responsibility Award at The Wharf Innovation in Business Awards. Our staff donated over 2,000 hours of their time to support local organisations.

From an education perspective, over 4,000 students participated in our educational programmes in 2016. Future Prospects, a new pre-16 work experience programme, was launched with 80 students from schools across Newham attending aviation-focused workshops; 20 finalists were offered a week of work experience at the airport and a total of 107 East London students completed work experience placements throughout the year. 110 students from local schools attended our new flagship educational event, STEM (Science, Technology, Engineering and Mathematics) in Aviation Day.

LCY continued to support Richard House Children's Hospice with fundraising activities and events through 2016. 29 employees participated in our annual charity bike ride; 110 employees took part in our annual football tournament and in total over £25,000 was donated to our nominated charity.

Recognising the importance of upskilling the community, we continued to recruit local residents through the Take Off Into

Work employment scheme. The award-winning programme helped 70 people gain roles at the airport in 2016 in departments such as Security, Customer Services, Ramp Services, Airline Passenger Handling and Retail. The success of the scheme continues as it passed a milestone of 600 people supported into work at the airport.

We are particularly proud of our environmental achievements in 2016, investing in a number of carbon reduction initiatives and reducing carbon emissions per passenger by 32% in 2016. LCY was awarded an ISO14001 accreditation which certified our environmental management system, and we were issued a Stage 3: Optimisation certificate by the Airport Carbon Accreditation. The only level higher than this is Carbon Neutral which we aim to achieve by the end of 2020.

69% of our passengers travelled to the airport via public transport, the highest figure for any UK airport. Also, in The Independent's annual survey of transport links to the UK's leading airports, LCY was rated no.1.

By introducing new dry mixed recycling bins in the airport's terminal and incentives to third parties, we achieved a 55% recycling rate for the year with the other 45% being converted into electricity and 0% sent to landfill.

On the commercial side, our airlines announced more new routes with British Airways adding Bergerac and Berlin to our destination map and Flybe, who celebrated their second year at LCY, adding Cardiff. Meanwhile, KLM announced their return to the airport after almost 8 years, with daily flights to Amsterdam Schiphol planned to commence in January 2017.

2016 was also notable for infrastructure delivery at LCY with the significant upgrade of the existing West Passenger Pier. 600 additional seats and approximately 1600m<sup>2</sup> of additional floor space were added and the new open-plan gate lounges are now open. Three new retail spaces were also added, the first of which opened in November 2016, with the two remaining set to open in 2017. The West Pier project is due to be fully completed in the first half of 2017.



In July 2016, the Secretaries of State for Communities and Local Government and Transport granted planning permission for the City Airport Development Programme (CADP) following an appeal and public inquiry which was held in March/April 2016. CADP includes seven new aircraft parking stands, a new parallel taxiway and extended terminal buildings. It will allow us to make best use of the airport's existing runway and offer more flights in the morning and evening peaks when our passengers most want to travel, and have more of the quieter, more fuel

efficient next generation aircraft operate at the airport to link it directly to America, Russia and the Middle East. It is planned to start CADP construction later in 2017.

Declan Collier  
Chief Executive Officer



Photo courtesy of Ben Walsh

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# 1 INTRODUCTION

## 1.1 OVERVIEW

### 1.1.1

London City Airport (LCY) is the UK's leading business airport<sup>1</sup> serving 45 destinations across the UK, Europe and USA with connections to the rest of the world through major European hubs. LCY is just two miles east of Canary Wharf, six miles east of the City of London and two miles from the Queen Elizabeth Olympic Park. The airport's location on the doorstep of London's financial districts is considered vital to business and plays an integral part in contributing to the prosperity of the UK's capital city. The airport is a committed member of the local community and actively engages with its neighbours providing:

- extensive environmental programmes to minimise its impact on the surrounding areas;
- significant employment and training opportunities for local residents; and
- support and participation with community partners such as local schools, colleges, charities and businesses.

### 1.1.2

In 2016 the airport had its busiest ever year handling over 4.5 million passengers. This represented an increase of 5% over 2015. The total number of aircraft movements at the airport increased almost 1% from 84,502 in 2015 to 84,955 in 2016.

## 1.2 Context of Annual Performance Report - The Planning Agreement

### 1.2.1

On 09 July 2009, the LBN approved LCY's planning application (LBN ref: 07/01510/VAR) for an increase in the total number of permitted aircraft movements at LCY to 120,000 per annum. The framework for the delivery of this planning consent is contained in a "Planning Agreement" (under Section 106 of the Town and Country Planning Act 1990 as amended) between LCY and LBN. This 2009 Agreement supersedes all previous planning agreements.

### 1.2.2

Planning agreements are used as a way of delivering or addressing planning related matters that are necessary to make a development acceptable. The conditions attached to the 2009 permission, in addition to the obligations in the Planning Agreement provide a comprehensive regulatory framework for LCY's ongoing operation, including controls such as (but not limited to):

- Noise monitoring and mitigation programmes;
- Air quality monitoring and mitigation programmes;
- Sustainability and environmental strategies;

- Transport and surface access;
- Education, employment and training programmes; and
- Financial contributions by LCY to local community programmes and infrastructure projects.

### 1.2.3

In the early years under the Planning Agreement much of the work put in place the strategies, systems and processes which, once established, now drive the delivery of the provisions in the Planning Agreement. A number of these strategies have been subject to or are currently undergoing review.

### 1.2.4

The Airport has an excellent overall planning compliance record as evidenced in the published Annual Performance Reports (APR) from 2009 through to 2015. Each APR provides a comprehensive report that monitors and records the airport's operational and planning performance throughout the previous calendar year. The most recent 2015 APR, was submitted to LBN in June 2016, further to which LBN wrote to the Airport on 15 July 2016 confirming that the vast majority of planning obligations were met, and all financial contributions paid. This was reported to LBN's Strategic Development Committee on 12 October 2016.

### 1.2.5

In addition, quarterly review meetings are held between the Airport and LBN to discuss compliance matters and to ensure that the Airport continues to operate within its legal planning controls and obligations. Quarterly reports detailing the airports' operational statistics and performance of the noise monitoring system are provided to LBN and the London City Airport Consultative Committee and included in the APR. In between quarterly review meetings there is regular dialogue between the Airport and LBN, in particular with the Council's Airport Monitoring Officer (AMO).

## The CADP Permission

### 1.2.6

In July 2016, the Secretaries of State for Communities and Local Government and Transport granted planning permission for the City Airport Development Programme (CADP) following an appeal and public inquiry which was held in March/April 2016. CADP1 proposes new infrastructure including seven new aircraft parking stands, a new parallel taxiway and extended terminal buildings.

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<sup>1</sup> Civil Aviation Authority

<http://www.caa.co.uk/default.aspx?catid=80&pagetype=88&pageid=3&sglid=3>

### 1.2.7

Until such time as construction of CADP1 begins, the airport continues to operate under the 2009 permission and this APR therefore reports on compliance with the 2009 permission only.

### 1.2.8

Whilst a number of S106 obligations are triggered before construction of CADP1 starts, only once CADP1 works commence will the full terms of the new CADP1 planning permission and associated S106 Planning Agreement be triggered, and the terms of the 2009 permission fall away.

### 1.2.9

Ahead of starting construction of CADP1, 42 of the 97 planning conditions on the CADP1 permission must be approved by LBN as well as a number of S106 obligations. Many of these “pre-commencement requirements” were approved by 01 July 2017 and work continues to address the few remaining schemes ahead of construction starting later in 2017. No schemes approved under the CADP1 permission apply until construction of the consented scheme starts.

#### 1.2.10

Compliance with the CADP1 planning requirements will be reported in the first APR (and all subsequent APRs) following its start of construction.

## 1.3 APR Requirements

### 1.3.1

The Planning Agreement requires LCY to submit an Annual Performance Report (APR) to LBN on 1 July each year. Each APR provides a comprehensive report that monitors and records LCY's operational performance throughout the previous calendar year, including our compliance with the Planning Agreement. As required under the Planning Agreement, the APR is also published online on the LCACC website along with the LCY website (see section 1.4 below).

### 1.3.2

As agreed with LBN and to assist ease of review, the structure of the 2016 APR follows that of the previous APRs for each of the years 2009-2015.

## 1.4 How to Read this Document

### 1.4.1

To indicate what is required to be reported under the Planning Agreement, references to the relevant section of the Planning Agreement have been included throughout this report and are

generally indicated in square brackets in the following way: [Schedule/ Part/ Paragraph – Page]. Corresponding extracts of the Planning Agreement outlining a description of the Planning Agreement requirements (as well as LBN's previous comments on the proposed structure of the APR) are provided in Appendix 2.

### 1.4.2

A glossary of terms used throughout the APR is provided at the end of this document.

## 1.5 2016 Annual Performance Report

### 1.5.1

From 31 July 2017, the APR will be available to download from the LCY website at the following URL:  
<http://www.londoncityairport.com/aboutandcorporate/page/ourenvironment> It will also be made available on the LCY Consultative Committee (LCACC) website at the following URL:  
<http://www.lcacc.org/>

### 1.5.2

Additional information on LCY's ongoing community engagement programme, including initiatives beyond the Planning Agreement, can be found at the following URL:  
<http://www.londoncityairport.com/aboutandcorporate/page/communityprogrammes>

### 1.5.3

A first draft of the 2016 APR was provided to LBN for review in May 2017, with a second draft in June 2017. A number of comments were received from LBN and, where appropriate, these have been addressed in the APR.

### 1.5.4

On 21 July 2017 LBN wrote to LCY in respect of its performance against the Planning Agreement obligations for the period 1 January to 31 December 2016 [8th Schedule / Part 2 – Page 62]. A copy of this letter is provided at Appendix 1.

## AIRCRAFT MOVEMENTS

### 2.1 Numbers and Types of Aircraft using the Airport [4th Schedule / Part 7 / 6 – Page 45]

#### 2.1.1

During the 2016 calendar year the airport handled 84,955 total aircraft movements and 92,401 noise factored aircraft movements.

#### 2.1.2

Table 2.1 overleaf outlines the numbers and types of aircraft using the airport during the 2016 calendar year.

### 2.2 Daily Numbers of Movements Including Noise Category

#### 2.2.1

Details of daily numbers of movements for the 2016 calendar year are provided in Appendix 9.

#### 2.2.2

Condition 8(1)(a) to (j) attached to planning permission 07/01510/VAR restricts the daily number of aircraft movements permitted at the airport and Condition 8(4)(a) and (b) restricts the weekly number of factored movements permitted at the airport.

#### 2.2.3

During the 2016 calendar year, all movements were in compliance with Condition 8 (1) (a) to (j) and Condition 8(4) (a) and (b) which are reproduced in full in Appendix 3.

**Table 2.1 – Numbers and Types of Aircraft Using the Airport (Jan – Dec 2016)**

Aircraft Type	AC Code	Nr of Aircraft Movements
Airbus A318	A318	956
ATR-42	AT42	2,502
ATR-72	AT72	704
Beechcraft Super King Air 350	B350	-
BAe-146-100	B461	6
BAe-146-200	B462	508
BAe-146-300	B463	26
Beechcraft Super King Air 200	BE20	6
Beechcraft Beechjet 400	BE40	10
Cessna Citation CJ2	C25A	94
Cessna Citation CJ3	C25B	106
Cessna Citation CJ4	C25C	24
Cessna Citation Mustang	C510	182
Cessna Citation CJ1	C525	10
Cessna Citation Bravo	C550	92
Cessna Citation V	C560	18
Cessna Citation Excel	C56X	1,139
Cessna Citation Sovereign	C680	123
Canadair Challenger	CL60	36
Dornier 328	D328	2,026
Dash 8 Q400	DH8D	12,860
Embraer 135	E135	117
Embraer 170	E170	10,821
Embraer 190	E190	26,429
Embraer Legacy 500	E550	4
Embraer Phenom 300	E55P	260
Fokker 50	F50	1,076
Dassault Falcon 2000	F2TH	80
Dassault Falcon 900	F900	62
Dassault Falcon 10	FA10	-
Dassault Falcon 50	FA50	30
Dassault Falcon 7X	FA7X	510
Bombardier Global Express	GLEX	72
Gulfstream G150	G150	10
Gulfstream G280	G280	6
Hawker 800	H25B	788
Dornier 328Jet	D328J	532
LearJet 45	LJ45	42
Piaggio 180 Avanti	P180	49
Piper PA-31	PA31	23
Avro RJ-100	RJ1H	3,760
Avro RJ-85	RJ85	14,860
Saab 2000	SB20	3,996
<b>TOTAL</b>	<b>-</b>	<b>84,955</b>

Source: Bickerdiike Allen Partners



## 2.3 Times of Flights and Maintenance

### 2.3.1

Conditions 6(a), 6(b), 6(c) attached to planning permission 07/01510/VAR restrict the times that the airport shall be used for the taking off or landing of aircraft. During the 2016 calendar year, all flights fell within the permitted times as set out in Conditions 6(a), 6(b), 6(c) which are reproduced in full in Appendix 3.

### 2.3.2

In addition, Conditions 9 and 10 attached to planning permission 07/01510/VAR restrict the number of aircraft movements permitted at the airport in the early morning (0630-0659 hours) period<sup>2</sup>. Conditions 9 and 10 are reproduced in full in Appendix 3. In 2015 the airport and NATS introduced a series of improved protocols to ensure that all flights operate within permitted times following some rare and exceptional occasions where flights

operated outside of these controls in 2013 (one flight), 2014 (three flights) and 2015 (two flights). The improved measures have proved successful in ensuring that all flights in 2016 fell within the permitted times as set out in Conditions 9 and 10.

### 2.3.3

Condition 5 attached to planning permission 07/01510/VAR and reproduced in full in Appendix 3 restricts the times during which ground running of aeroplane engines for testing or maintenance is permitted. During the 2016 calendar year, all ground running occurred within the permitted times as set out in Condition 5.

### 2.3.4

There were no occasions when aircraft maintenance took place outside of operational hours where noise generated by these works was discernible at the boundaries of the airport site. No complaints were received by LCY in relation to this matter at any time during the year as reported in Section 9 of this APR [3rd Schedule / Part 2 – page 30].

<sup>2</sup> These conditions impose a restriction of 6 aircraft movements between 0630 and 0659 hours, of which no more than 2 shall be between 0630 and 0645 hours.

# 3 NOISE

## 3.1 Noise Management Scheme

(until the Noise Monitoring and Mitigation Strategy (NOMMS) is fully operational) [4th Schedule / Part 7 / 5 – Page 45]

### 3.1.1

During the 2016 calendar year, LCY continued to operate its existing Noise Management Scheme. This scheme requires:

- The combined monitoring of noise and aircraft flight tracks in order to identify any deviations from the standard routes that should be followed by aircraft using the airport and to verify the noise contours;
- A system of incentives and penalties to incentivise quieter departures and penalise noisy departures;
- The minimising of noise disturbance arising from the operation of any aircraft overhaul facility or from aircraft at the Approved Ground Running Location or generally from any aircraft ground noise source subject to the requirement to ensure the safe operation of aircraft at all times; and
- Regular meetings and consultation with the Airport Consultative Committee and such other statutory body or bodies as may be reasonably nominated by the Council, and provision to the Local Authority of all relevant information indicating the efficacy of the Noise Management Scheme.

### 3.1.2

The Noise Management Scheme is supplemented by the Temporary Noise Monitoring Strategy during an interim period until NOMMS is fully operational and replaces the existing Noise Management Scheme. Further information on the operation of the Noise Management Scheme in 2016 is set out in a report at Appendix 9.

## 3.2 Temporary Noise Monitoring Strategy [4th Schedule / Part 11 / 1 – Page 47]

### 3.2.1

The Temporary Noise Monitoring Strategy (approved by LBN and implemented by LCY in 2009) includes a requirement to provide quarterly reports that record the daily operational status of each noise monitor together with the total monthly correlation rate of noise events to aircraft departures. In 2016 the target minimum correlation rate of 80% was exceeded, with the measured annual correlation rate being 92%. [Para A6.0 in Temporary Noise Strategy]

### 3.2.2

Copies of the four quarterly reports (January to March, April to June, July to September and October to December) that were provided to LBN for the 2016 calendar year are included at Appendix 11 of this report.

## 3.3 Noise Monitoring and Mitigation Strategy (NOMMS) [4th Schedule / Part 10 / 1 – Page 46]

### 3.3.1

The Airport satisfied its obligations with respect to NOMMS which require a draft scheme to be prepared and submitted to LBN for approval. The draft NOMMS was submitted to LBN on 8 October 2009 and a letter was subsequently received from LBN on 26 February 2010 confirming the draft NOMMS was acceptable, subject to the full details set out in the Implementation Guidelines being submitted to LBN for approval.

### 3.3.2

The Implementation Guidelines were originally submitted for approval in July of 2010 and were subject to securing planning permission for and installing two off-site noise monitors (NMTs) at Lee Valley Park and Thamesmead. These are required to operate NOMMS as well as the Noise and Track Keeping System which will deliver an improved noise and track keeping system as part of the Aircraft Categorisation Review (ACR) – a separate requirement of the Section 106 Agreement (see 3.4 below).

### 3.3.3

The two NMTs were installed in 2016 and are now fully operational. Accordingly, the Implementation Guidelines for NOMMS can now be finalised. The NOMMS Implementation Guidelines were submitted to LBN for approval on 20 March 2017 to satisfy the requirements of condition 31 of the CADP1 permission and Part 10 of the Fourth Schedule of the 2009 S106 Agreement. The NOMMS was approved by LBN on 19 May 2017. The Implementation Guidelines applicable to the 2009 Planning Agreement will be implemented by 19 August 2017 as required by the S106 Agreement.

### 3.3.4

A new Incentives and Penalties Scheme (IPS) is included as part of NOMMS. The IPS includes the setting up of an annual Community Projects Fund of £75,000 which will be used to deliver projects in the local community. The Community Projects Fund will be delivered in partnership with the most improved airline and sponsor up to three projects each year. This will run from 2018.

### 3.3.5

In summary, the approved scheme includes:

- i) The introduction of an improved incentives scheme to encourage airlines to operate aircraft more quietly, rewarding those airlines with credits towards partnering the airport to deliver the Community Projects 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



Photo courtesy of Ben Walsh

expected range for an aircraft. All financial penalties will be added to the Community Fund each year.

### 3.3.7

As reported in the 2015 APR, the current 'Penalties and Incentives' scheme will be replaced by the IPS. The existing scheme does not include the charging of financial penalties or a Community Projects Fund but has still been effective in managing aircraft noise through continuous dialogue with airlines via the Pilots Forum and publishing a table of aircraft performance each year. A table ranking aircraft performance under the existing scheme in 2016 is included at Appendix 9.

## 3.4 Aircraft Categorisation Review

[4th Schedule / Part 13 – Page 47]

### 3.4.1

As previously reported in the 2015 APR, the Airport satisfied its obligations with respect to the Aircraft Categorisation Review which required a draft scheme to be prepared and submitted to LBN for approval. On 1 July 2010, LCY consulted LBN on the draft Aircraft Categorisation Review (prepared by its noise consultants Bickerdike Allen Partners) which reassessed the methodology, categories, noise reference levels, noise factors and procedures for categorisation with the objective of providing further incentives for aircraft operators using the airport to emit less noise.

### 3.4.2

The draft ACR was originally submitted to LBN for approval on 07 Jan 2011 and has been subject to detailed review and technical discussion since. A number of detailed technical papers and revised drafts have been submitted for discussion over the intervening period. The Airport reported in the 2015 APR that the revised ACR would be submitted to LBN for approval in September 2016 following public consultation.

### 3.4.3

The CADP planning permission<sup>3</sup>, issued in July 2016, includes Condition 18, a requirement to prepare and submit the Aircraft Noise Categorisation Scheme (ANCS). The effect of that condition has been to require the draft ACR to be adapted to make provision for it to transition from the existing planning permission to the CADP1 ANCS. With the agreement of LBN, the ACR process has been combined with the ANCS process. Further technical dialogue and consultation with both LBN and the GLA was required as a result. The draft ANCS has now been agreed in principle between the parties and the London City Airport Consultative Committee briefed on its content. Public consultation commenced on 02 June

2017 for a period of six weeks. The draft ANCS can be viewed at [www.londoncityairport.com/ANCS](http://www.londoncityairport.com/ANCS) and representations can be made until 14 July 2017 to [ANCS@londoncityairport.com](mailto:ANCS@londoncityairport.com)

### 3.4.4

Following completion of the public consultation, the ANCS will be submitted to LBN for approval in August 2017. The ANCS will satisfy the requirements of both the 2009 permission and the 2016 CADP permission once it is implemented.

## 3.5 Annual Aircraft Categorisation

[Condition 7(4) Planning Permission]

### 3.5.1

The Annual Aircraft Categorisation Report for 2016 is included at Appendix 12 of this report. This report provides a review of any provisional categorisation for an approved aircraft type having regard to departure noise levels; it provides the basis for provisional categorisation either to be approved or amended.

### 3.5.2

In 2016 the Embraer Legacy 500 was given provisional noise categorisation by LBN as a Category A aircraft. This was confirmed in writing by LBN in correspondence dated 21st January 2016. On 28 June 2017 the Airport wrote to LBN to seek confirmation that the Legacy 500 is a Category A aircraft. Confirmation has also been sought from LBN (dated 28 June 2017) that the ATR 72 will move up from Category B to Category A for 2017.

### 3.5.3

The categories for the Gulfstream 280 (05 December 2016); Global 6000 (17 October 2016) and Phenom 300 (17 October 2016) were confirmed by LBN following provisional categorisation in 2015.

### 3.5.4

Condition 7 of the 2009 Permission requires that all aircraft operating at the airport must operate within 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).

### 3.5.5

In February 2017 following a review of annual categorisation for 2016, it was found that the average noise levels for the E190 aircraft were also fractionally above Category A in 2016 by 0.1 dB – also imperceptible to the human ear. The level of harm to the public that resulted from the E190 being slightly above Category A noise levels was zero.

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<sup>3</sup> See Chief Executive's Foreword for more details

### 3.5.6

A full Position Statement has been provided to LBN to explain the reason for this as well as the steps being taken to prevent it reoccurring in 2017. The Position Statement is at Appendix 13. The key reasons are summarised below.

### 3.5.7

Originally the annual average of the E190 for 2016 was measured by the NTK system at 94.7 PNdB, 0.2 dB above the upper limit of Category A (94.5 PNdB). However, it was subsequently found that the noise level was less (just 0.1dB (0.08dB) above the upper limit) when the following mitigating circumstances were properly taken into account:

1. a temporary change in runway safety distances which occurred in Summer 2016 due to construction works to relay the runway surface (a maintenance safety activity that occurs once every 30 years);
2. noise monitor settings incorrectly capturing elevated noise levels from September to November 2016.

### 3.5.8

To avoid these levels re-occurring in 2017 the noise monitor settings have been realigned and will be checked every two months to ensure that readings are accurately recorded. Additionally, the runway resurfacing works were a one in thirty year event and will not affect noise levels in 2017.

### 3.5.9

Whilst, the upper limits are based on an annual average, the performance of the E190 year to date in 2017 is currently at 94.0 PNdB compared to 94.4 PNdB for the same period in 2016.

### 3.5.10

As reported in previous APRs, despite continuous efforts made by the airport and SWISS to bring the aircraft back into category, the RJ100 has been operating fractionally above Category A since 2009. The level of harm to the public resulting from the fractionally elevated noise levels is zero. When accounting for the mitigating circumstances in 2016 (as explained in para 3.5.6 above) the RJ100 operated just 0.3 dB above Category A – a difference that is imperceptible to the human ear.

### 3.5.11

The RJ100 was previously operated by a number of airlines. It has since been phased out with only one remaining route (Geneva) operated by SWISS using the aircraft.

### 3.5.12

The Airport understands that SWISS plan to replace the RJ100 on this last remaining route in August 2017 with the C-Series

(CS100) commencing operations in Q3 2017 subject to pilot training being carried out. The CS100 is quieter and more fuel efficient than the current fleet of aircraft operating at LCY, representing the achievement of a significant milestone for next generation aircraft using the airport.

### 3.5.13

Extensive flight trials for the CS100 were undertaken at LCY in March 2017 with LBN approving its provisional noise categorisation as category 'A' on 19 June 2017. Regulatory approvals from the European Aviation Safety Agency and the Civil Aviation Authority to operate at LCY have also been approved.

### 3.5.14

The Airport has its own established processes and procedures for a new aircraft to be accepted to operate at LCY and part of these is the requirement for specific pilot training. Currently SWISS are undertaking this training which is essential in order for the Aircraft to safely perform the steep departure and approach procedure unique to LCY which, of itself, contributes to noise abatement. Subject to completion of the above procedures, the Airport expects SWISS to begin operating the CS100 at LCY in Q3 2017. A full Position Statement has been provided to the Council and is attached at Appendix 13.

## SOUND INSULATION SCHEME (SIS) AND PURCHASE SCHEME

### 3.6 SIS: Noise Contours

#### 3.6.1

The airport operates a two 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) noise contours. The Tier 1 lower threshold for eligibility is the lowest daytime threshold in the UK. The eligibility contours are reviewed on an annual basis and included within this APR.

#### 3.6.2

The following Noise Contours are presented in Appendix 4 of this report:

- Actual 57 dB (2015 actual contour)
- Actual 66 dB (2015 actual contour)
- Actual 69 dB (2015 actual contour)
- Predicted Reduced 57 dB (2016 best estimate forecast contour)
- Predicted Reduced 66 dB (2016 best estimate forecast contour)
- Predicted 57 dB

- Predicted 66 dB
- 1998 57 dB

### 3.6.3

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 the Planning Agreement. Further details on the SIS and Purchase Scheme are provided below.

### 3.6.4

During 2016, LCY continued to operate the current SIS, which was introduced on 15 December 2011.

### 3.6.5

LCY holds quarterly meetings with LBN and the Royal Borough of Greenwich (RBG) to discuss the progress of the SIS, given the scale and importance of this particular environmental programme. Officers from the London Borough of Tower Hamlets (LBTH) are also invited to these meetings and are regularly updated on the progress of the scheme. As explained in Section 3.12 below a Neighbouring Authority Agreement has been entered into with RBG but to date LBTH have declined to enter into one.

### 3.6.6

Since the SIS was introduced at the Airport in 1999, over 3,500 properties have been treated. Under the 2009 SIS, over 6,000 properties have become eligible for treatment, with over 1,900 homes and community buildings being treated under the Tier 1 SIS. Take up rates for the SIS, have typically been around 45%<sup>4</sup>, broadly in line with SIS take up rates at other major UK airports.

### 3.6.7

However, in London Borough of Tower Hamlets (LBTH), there are a number of high-rise tower blocks that have proved challenging to treat with the Tier 1 standard acoustic vents due to their lightweight wall construction. These include 1,050 properties located in Proton, Neutron and Elektron towers as well as Switch House and New Providence Wharf – when these are considered the total take-up rate falls to 33%.

### 3.6.8

In May 2014 the airport commenced trial works to ascertain the most suitable solution for treating high rise tower blocks. Following trial completion in December 2015, a workable secondary glazing solution was identified instead of vents. The solution agreed in 2016 involves the installation of secondary

glazing together with frame mounted acoustically rated trickle vents, to complement the trickle vents within the frames of the primary windows. This will ensure that residents receive appropriate mitigation which will effectively insulate from aircraft noise whilst also providing appropriate ventilation.

### 3.6.9

In December 2016, LCY received permission from the freeholder and managing agents of Proton, Neutron, Elektron towers and Switch House (PENS) to install the secondary glazing solution. The works will be offered to all 497 eligible properties in summer 2017, once a programme for delivery has been agreed with the Airport's Sound Insulation contractor. It is planned to complete the works by the end of 2017 subject to securing the necessary approvals.

### 3.6.10

Discussions are ongoing with the freeholder of the remaining tower block at New Providence Wharf to agree permission to carry out works on the remaining 553 properties. It is planned to agree a solution and offer works to eligible properties in Q3 2017 with installation following by the end of Q1 2018 subject to works being agreed.

### 3.6.11

As of 31 December 2016 in total over 33% of eligible properties under the current SIS have received works – a 1% increase over 2015. A further 8% of eligible properties (includes) Proton, Neutron, Elektron towers and Switch House will be offered works and treated in 2017.

### 3.6.12

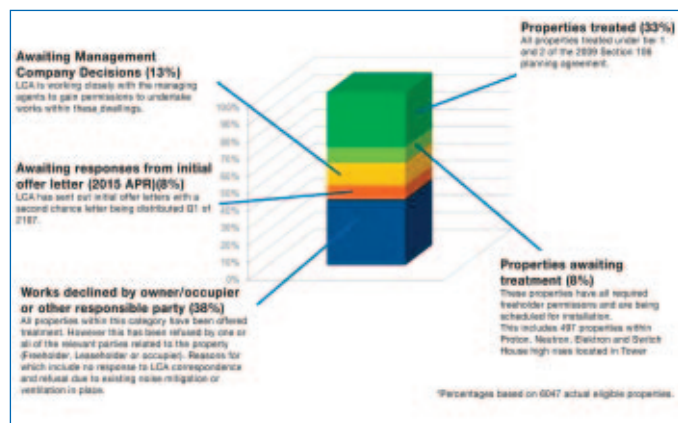
In 2016, 95 residential properties were treated or had installation works in progress. 93 were from the 2014 APR with 2 from the previous APRs. Additionally, St Pauls Church in Thamesmead (eligible community building identified in the 2014 APR) received a grant for improvement works. Further treatment works at St. Paul's are planned to be complete in 2017.

### 3.6.13

Of the c.400 eligible residential properties identified in the 2015 APR, only 14 responses were received expressing interest in benefitting from the works. These properties are currently being surveyed ahead of works commencing in summer 2017. Given this low take up to date on the 2015 APR, another round of letters will be issued in 2017.

<sup>4</sup> This figure excludes properties at Proton, Neutron and Elektron towers, Switch House and New Providence Wharf all in LBTH. It also excludes Ontario Tower where works have been declined by the developer as not being needed.

**Figure 3.1 – SIS: 2016 Summary of Progress for Eligible Premises**



### 3.6.14

It is noted that the specification of the vents that are currently being installed under the SIS do not accord with that required by the Planning Agreement. The new vents are superior to those required under the Planning Agreement and provide improved ventilation. Additionally the vents are a visual improvement in comparison to the previous ones and have led to improved take-up rates since their introduction. LBN is aware of this change and is satisfied that no change to the S106 is required.

## 3.7 SIS: Further Inspection of Treated Premises

[4th Schedule / Part 1 / 1 – Page 36]

### 3.7.1

LCY re-inspects properties that were treated through the SIS 10 years or more ago. Appendix 5 of this report provides information relating to residential premises where a period of 10 years or more has expired since sound insulation works were completed by the airport (i.e. treated premises).

### 3.7.2

There are 12 residential premises identified in the 2016 APR as requiring further inspection having been treated 10 years ago. These will be inspected in summer 2017.

## 3.8 SIS: First Tier Works

[4th Schedule / Part 2 / 1 – Page 39]

### 3.8.1

Residential premises and Public Buildings that are newly eligible for First Tier Works under the 2016 APR are listed in Appendix 6 (along with the Eligibility Boundary). In summary, there are a total of 323 new residential premises and 3 new Public Buildings

eligible for First Tier Works. The procedures involved implementing the First Tier Works are explained further in Appendix 6.

## 3.9 SIS: Second Tier Works

[4th Schedule / Part 3 / 1 – Page 41]

### 3.9.1

Residential premises and Public Buildings that are newly eligible for Second Tier Works under the 2016 APR are listed in Appendix 7 (together with the Eligibility Boundary).

### 3.9.2

Only 1 new residential property has been identified as eligible for Second Tier Works. There are no newly eligible Public Buildings. The procedures involved implementing the Second Tier Works are explained further in Appendix 7.

## 3.10 Publicity for SIS

[4th Schedule / Part 4 – Page 43]

### 3.10.1

In 2016 LCY extensively publicised the availability of the SIS through Community Leaflets; Advertisements; Written Notifications and an upgrade to the Environment Section of the LCY website including information on the SIS.

### 3.10.2

For the first time we distributed Community Leaflets (April 2016) to properties within the airports noise contours in Newham; Greenwich and Tower Hamlets reaching 65,000 addresses in total. Table 3.2 below provides a breakdown of where the leaflets were sent and the number of residents who received them. 750 written notifications were also sent to all owners/occupiers of eligible properties in 2016.

**Table 3.2 – COMMUNITY LEAFLETS**

LOCATION	BOROUGH	RESIDENTS
Thamesmead (SE28)	Greenwich	10,578
Beckton (E6)	Newham	11,338
Canning Town (E16)	Newham	13,730
Blackwall	Tower Hamlets	24,620
North Woolwich	Newham	3,070
Parts of Britannia Village Greenwich		2,124
<b>Total</b>		<b>65,460</b>

### 3.10.3

Advertisements were also placed for the SIS in the local newspapers listed in Table 3.3 below.

**Table 3.3**  
**SOUND INSULATION SCHEME ADVERTISEMENTS 2016**

PUBLICATION	DATE
Greenwich Time	29 November 2016
Newham Recorder	30 November 2016
Greenwich Mercury	30 November 2016
The Wharf	01 December 2016

### 3.10.4

Copies of the published advertisements and community leaflets are provided in Appendix 8.

### 3.10.5

Additionally, in August 2016 LCY relaunched its Environment website including a renewed sound insulation page, further details can be found at: <https://www.londoncityairport.com/aboutandcorporate/page/sound-insulation-scheme>  
Purchase Scheme [4th Schedule / Part 12 / 3 - Page 47]

## 3.11 Purchase Scheme

[4th Schedule / Part 12 / 3 - Page 47]

### 3.11.1

LBN approved the Purchase Scheme on 14 June 2011 and it was adopted by LCY on 9 September 2011. The Purchase Scheme applies to residential dwellings exposed to noise levels from aircraft (operating at LCY) at 69 decibels and above, measured over a 16 hour period on an average summer day. Under the scheme, owners/occupiers of such a property can request that the airport purchases the property at a price that reflects its market value.

### 3.11.2

No dwellings were identified in the 2016 Actual 69 dB contour (see Appendix 4) therefore no dwellings became eligible for the Purchase Scheme during the 2016 calendar year.

## 3.12 Neighbouring Authority Agreements

[4th Schedule / Part 5 / 1 and 2 – Page 44]

### 3.12.1

The Neighbouring Authority Agreement (NAA) with Greenwich was completed on 19 August 2010.

### 3.12.2

As reported in the 2013 - 2015 APRs, the NAA with Tower Hamlets has not been completed to date. LCY previously engaged with Tower Hamlets to progress with an NAA but discussions did not result in an NAA being entered into. It should be noted however that the residents of Tower Hamlets are still benefiting under the Airport's SIS as they are offered the same amount of protection as other local residents. To date 470 properties have been treated within Tower Hamlets.

### 3.12.3

The additional 497 properties located in the high-rise tower blocks (Proton, Neutron, Elektron towers and Switch House) will be offered treatment in summer 2017 and the 553 properties in New Providence Wharf will be offered works subject to agreement with the freeholder later in 2017. These were to have been offered in 2016 but were delayed due to negotiations with the relevant freeholders and appointment of contractors.

### 3.12.4

As requested by LBN, the airport has re-engaged with Officers at LBTH with a view to offering to enter into the NAA again and will continue these discussions through 2017. Noise Insulation Payments Scheme [4th Schedule / Part 6 / 1 and 2 – Page 44]

### 3.12.4

In November 2015 LBN approved the Noise Insulation Payments Schemes (NIPS). The purpose of the NIPS is to allow certain developments authorised before 9 July 2009 to benefit early from the Airport's noise insulation schemes. It works by compensating owners and developers for the reasonable incremental costs of supplying and fitting additional noise insulation measures during construction in order to mitigate noise effects associated with the increase in aircraft movements at the Airport which was permitted in 2009.

### 3.12.5

NIPS was implemented by the Airport on 28 February 2016 and the Airport wrote to all relevant landowners to notify them that the scheme is in place. The approved scheme has been uploaded to the Airport website and no eligible applications were made under the NIPS in 2016.

### 3.12.6

Claims for compensation may be made at any time up to and including 28 February 2026. More information can be found at the following link: <http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>

# 4 GROUND NOISE

## 4.1 Ground Running of Aircraft Engines

[5th Schedule / Part 1 / 2 – Page 49]

### 4.1.1

The ground running of aircraft engines is required for testing and maintenance purposes. Details of ground running for the 2016 calendar year are included in the Report on the Operation of the Noise Management Scheme at Appendix 9 of this report.

### 4.1.2

The Planning Agreement requires a Ground Noise Study to be carried out and submitted to LBN every three years. Accordingly, a Ground Noise Study was carried out in August 2016 and submitted to LBN. The previous study was carried out in 2013.

### 4.1.3

The 2016 Ground Noise Study found that measured ground noise levels correlate with previous predictions and that no further mitigation measures are necessary. A copy of the study and correspondence from LBN confirming receipt is at Appendix 10.

## 4.2 Exceedances of Ground Running Noise Limit

[5th Schedule / Part 1 / 3 – Page 49]

### 4.2.1

There were no exceedances of the ground running noise limit for the 2016 calendar year. Details are included in the Report on the Operation of the Noise Management Scheme at Appendix 9 of this report.



# 5 AIR QUALITY

## 5.1 Data from Air Quality Measurement Programme

[3rd Schedule / Part 3 / 1(c) – Page 31]

### 5.1.1

The Air Quality Measurement Programme (AQMP) includes the continued operation of two automatic monitoring stations sited on the roof of the airport's 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 in and around the airport. The results from these data sources are reported in this section.

### 5.1.2

Quarterly data from the AQMP were reported to the LCY Consultative Committee (LCACC) and posted on the LCACC website (<http://www.lcacc.org>) throughout 2016. These data, together with other results for the full 2016 calendar year, are summarised in the Air Quality Measurement Programme: Annual Report 2016 which is included at Appendix 14 to this report. During 2016 there were no recorded exceedances of the statutory air quality objectives set by Government for nitrogen dioxide and fine particulate matter (PM10) at any relevant location.

## 5.2 Results from any Deposits Study in the Preceding Calendar Year

[3rd Schedule / Part 3 / 1(d) (iii) – Page 31]

### 5.2.1

LCY will commission a Deposits Study in the event that the airport receives a complaint regarding black smut deposits or oily deposits that could be associated with the operation of the airport.

### 5.2.2

LCY has adopted a protocol that relates to the commissioning of Deposits Studies should a complaint of this nature be received.

### 5.2.3

LCY received one complaint in January 2016 from a resident in Brentwood, relating to black soiling deposits observed on garden foliage, patio areas and the roof of the dwelling. These deposits were perceived by the resident to be due to flights to and from the Airport. A site visit and subsequent analysis study was commissioned by the Airport. The report was submitted to LBN as required by Part 3 of the Third Schedule.

### 5.2.4

The analysis of leaf samples determined that the soiling deposits were biological in origin and not consistent with deposits from unburned aviation fuel. It was concluded that the most likely source of the deposits was a "Sooty-Mould" infestation and that no further action by LCY was required.

## 5.3 Air Quality Action Plan

[3rd Schedule / Part 3 / 2(a) – Page 31]

### 5.3.1

The new Air Quality Action Plan (AQAP) (2016 – 2018) was approved by the LBN on 03 October 2016. It replaced the now expired 2012-2015 AQAP. Table 5.1 below provides a brief summary of progress made against the relevant measures in Q4 2016 following LBNs approval of the AQAP. Where measures are not required for 2016 these have not been included.

### 5.3.2

The previous AQAP ran between 2012 – 2015 and included 19 measures. Progress against these measures was documented in the APRs between 2012 and 2015. Measure 1 of the AQAP 2016-2018 includes a commitment to carry forward any outstanding or continuing actions from the AQAP 2012-2015. In that respect only two measures remain applicable from the AQAP 2012-2015 as follows:

- Measure 3 – installation of FEGP on stands 21 – 24; and
- Measure 8 - identify trends of airfield ground operational times i.e. for an aircraft to land and subsequently depart.

### 5.3.3

Progress on these actions is captured under 'Measure 1' in Table 5.1 below.



**Table 5.1 – Air Quality Action Plan - Final Status Update**

Air Quality Action Plan (2016 – 2018) Measures	Completed by	Action Complete
		Deferred/Ongoing
		Not Complete
<b>Measure 1:</b> Any outstanding or continuous actions from the 2012 – 2015 Air Quality Action Plan to be completed and progressed (be it monitoring or otherwise) and reported to the Local Planning Authority.	At least on an Annual Basis	<b>Measure 3:</b> delivery of FEGP on stands 21 – 24 will be delivered as part of CADP1 construction. <b>Measure 8:</b> improvement of ground operational times is a continual process – LCY currently have one of the highest on time performance scores of any airport in the UK.
<b>Measure 2:</b> Undertake a feasibility study to install FEGP on stands/apron areas currently without FEGP at LCA (Dec 2016) and introduce FEGP to those areas based on findings of the feasibility study (Dec 2018).	Dec 2016 & Dec 2018	Complete and provided to LBN Officers in May 2017
<b>Measure 3:</b> Continue assessing APU use over a period of 8 hours at selected stands, on separate days, during both the summer and winter months. This study will log the use and operating times of APUs and will be used to inform future strategies to reduce APU use.	On-going	AQAP approved in September 2016, therefore summer assessment not required. Winter assessment completed in November 2016. Summer assessment will occur in August 2017
<b>Measure 4:</b> To have approved by the Local Planning Authority an Auxiliary Power Unit (APU) strategy in order to reduce air quality impacts from such activities.	Dec 2016	APU AOI introduced by LCY in December 2016. Strategy submitted to LBN in June 2017 for approval.
<b>Measure 8:</b> To submit to the Local Planning Authority for approval in writing a Ground Running, Testing and Maintenance Strategy in order to reduce air quality impacts from such activities. Any actions will be implemented and progress reported through the airport's Annual Performance Report.	Dec 2016	<b>Action Complete.</b> The original assessment was completed in September 2013 however the airport has been monitoring APU usage in 2015 via the airports Qlickview online reporting tool. In 2015, there were 730 recorded instances where APU's were required to be used due to various reasons such as acclimatising the aircraft cabin before departing from stand due to high or cold temperatures. The average running time was approx. 10 - 11 minutes. This indicates, as percentage of aircraft on stand i.e. all departures in 2015, that APU usage was only utilised by 1.8% of aircraft whilst on stand.
<b>6</b> The Airport Operations and Safety Unit (AOSU) to maintain a documented record of any observations where mandatory use of FEGP or OSIN 09/04 is contravened.	Aug-12	Complete. Strategy submitted to LBN as part of CADP Condition 49. Approved Strategy satisfies Measure 8 also.
<b>Measure 11:</b> LCY will continue to work with operators at the Airport (in accordance with ADI 01/15) to increase the percentage of London Low Emissions Zone (LLEZ) compliant vehicles year on year, with the target of achieving 100% compliance with the LLEZ by December 2017	Dec 2017	Progress against this measure in 2016 succeeded in achieving 95%. The remaining 5% relates to airside only vehicles.

Air Quality Action Plan (2016 – 2018) Measures	Completed by	Action Complete
		Deferred/Ongoing
		Not Complete
<b>Measure 12:</b> LCY will investigate and implement provisions to reduce idling black cabs and associated emissions based on a completed emissions study as reported to the Local Planning Authority. Any actions will be implemented and progress reported through the airport's Annual Performance Report.	Sept 2016	Complete. Part of the Airports Scope 3 – optimization ACI Carbon accreditation,
<b>Measure 14:</b> Introduce an online portal to provide public access to real-time information and statistics on air quality information gathered by LCA through the AQMP.	August 2016	Complete as of August 2016. Web presentation of information i.e. date formatting; is currently being reviewed by LCY and LBN.
<b>Measure 16:</b> Update the LCY website to provide clear, concise information to the local and wider community on the performance of this Air Quality Action Plan and the Air Quality Management Plan. Progress will be reported through the airport's Annual Performance Report and to the Local Authority on an annual basis as a minimum.	Ongoing	Complete as of December 2016
<b>Measure 17:</b> Measure, Monitor and report annually to the Local Planning Authority on actions contained within this Air Quality Action Plan.	Ongoing	As included in this APR



# 6 SUSTAINABILITY AND BIODIVERSITY STRATEGIES

## 6.1 Airport Sustainability Strategy

[3rd Schedule / Part 6 / 1 - Page 34]

### 6.1.1

The requirement to prepare and implement an Airport Sustainability Strategy and Action Plan has been fully satisfied. The Strategy and Action Plan was approved by LBN on 22 June 2012 and included 35 targets and actions for delivery by 2014. The final position on each action was reported in the 2015 APR.

## 6.2 Airport Biodiversity Strategy

[3rd Schedule / Part 6 / 5 - Page 34]

### 6.2.1

The Airport Biodiversity Strategy (2012-2017) was approved by LBN on 13 April 2012 and subsequently implemented by the airport. It was amended in January 2016 to replace a number of problematic objectives (2; 3; 4; and 6) with a single focussed objective whereby an annual contribution of £10,000 towards a community biodiversity project, identified in conjunction with Active Newham<sup>5</sup>, would be paid until 2017. The benefitting project was agreed as the East Ham Nature Reserve<sup>6</sup>. The replacement objective is as follows:

“To raise the awareness amongst local communities about the variety of flora, fauna and wildlife habitats in a local context, and to advance their knowledge about the importance of conserving biodiversity, in conjunction with the East Ham Nature Reserve and Active Newham (or any replacement project as agreed in writing between the Airport and the Council).

This will be done through a programme of engagement with primary schools and community centres around the airport, whereby representatives from Active Newham will run biodiversity workshops at the schools/ centres and the East Ham Nature Reserve (or subsequent project) for groups of local young people.

The airport will contribute £10,000 per annum to Active Newham towards the programme over three years, and in turn the opportunity will be offered to 15 primary schools/community centres per academic year (focussed on those schools located within the Airport's 57dB air noise contour) including but not limited to:

- Drew Primary School
- Britannia Village Primary School
- Discovery Primary School
- Royal Docks Learning and Activity Centre
- Winsor Primary School
- Gallions Primary School
- Woodman Community Centre”

### 6.2.2

The first payment of £10,000 under the replacement objective was paid by the airport in March 2016. This enabled Active Newham to work at East Ham Nature Reserve delivering a number of initiatives to engage and educate the local community on the importance of local biodiversity, habitats and conservation. This included sessions for local primary schools and residents, and also involved designing new signage onsite, to inform visitors about what they can see and do onsite to improve their learning experience.

### 6.2.3

During the summer of 2016, the reserve hosted educational site visits for 225 people from Altmere Infant School and Oliver Thomas Nursery School and Children's Centre, both located in Newham. Active Newham also launched a community programme at the reserve for local residents and families. 51 people attended the reserve to participate in the community programme which included Go Wild Family Clubs, a 2 day permaculture course and a 3 day Bio-builder Summer School.

### 6.2.4

The second payment will be made in Summer 2017 to fund projects for the 2017-18 academic year. The third and final payment will then be made in Summer 2018 for the 2018-19 academic year.

### 6.2.5

Table 6.1 provides a summary of progress in 2016 on the remaining objectives.

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**5** Active Newham is a leisure trust with charitable status that has been working in partnership with Newham Council to deliver leisure, sports and volunteering opportunities in Newham since January 2013.

**6** the East Ham Nature Reserve is a seven acre wildlife reserve located in the London Borough of Newham

**Table 6.2 – Airport Biodiversity Strategy – 2016 Progress Summary**

Biodiversity Objective		Indicative Timescale	Action Complete
			Deferred/Ongoing
			Not Complete
1	To participate as a “Delivery Partner” in the Newham Biodiversity Partnership (NBP).	2012 - 2017	LCY has previously advised LBN that it is willing to participate in the NBP. Not applicable to 2016 – no NBP took place.
5	To inform LCY staff of the importance of biodiversity as part of a “sustainability awareness” briefing in their initial induction.	2012 - 2017	Biodiversity has been included since 2012 in a sustainability briefing, which will be implemented as part of the airport’s environmental management system alongside waste, energy efficiency and water conservation topics.
7	LCY will undertake a feasibility study on the costs and benefits of installing sedum mats (or alternative substrate) on the roof of Aviation House or another suitable building at the Airport, with the objective of providing a microhabitat for BAP priority species such as invertebrates. Such installations would be designed to discourage nesting birds or other species which could create a direct or indirect hazard to aircraft.	4th Quarter 2012	Action completed as detailed in the 2012 APR. Not applicable to 2016 – copy of study has been provided to LBN Officers.
8	LCY will undertake an aquatic ecological survey of the King George V Docks, in conjunction with RoDMA, to determine whether any enhancements can be made to the bio-chemical quality and ecology of this water body.	4th Quarter 2012	Action Complete – these were completed in both 2012 and 2013. Not applicable to 2016.
9	LCY will undertake a terrestrial ecological survey of the Airport site in order to monitor and record flora and fauna at the site, including the abovementioned micro-habitats (if introduced).	Every 5 years	Action Complete. Not applicable to 2016.
10	LCY will consider any further biodiversity opportunities as and when new buildings or structures are constructed or refurbished.	As required.	Ongoing consideration.

<sup>7</sup> <http://www.dragonawards.org.uk/blog/general/dragonstakeoff/>

<sup>8</sup> The “Local Area” is defined by the 2009 Section 106 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.

<sup>9</sup> 65 employees were onsite secondees and/or based at LCY for more than 16 hours per week.

<sup>10</sup> 177 of these on-site employees were not required to provide address information to the airport as they are employed by control authorities such as the Metropolitan Police, Special Branch, UK Border Agency and Department for Transport. These employees are not included in the percentages.

# 7 EDUCATION, EMPLOYMENT AND TRAINING

## 7.1 COMMUNITY ENGAGEMENT

### 7.1.1

In 2016, the airport continued to invest considerable resources into the local community delivered by the Airport's in-house Corporate Social Responsibility (CSR) and Human Resources (HR) teams. As with previous years, the activities carried out in 2016 focussed on four key areas:

- Recruiting people from the local areas into jobs available at the airport site wherever possible;
- Creating pathways into employment through training;
- Helping young people in the local area achieve educational excellence; and
- Investing in community partnerships and projects.

### 7.1.2

This was achieved through rolling out a comprehensive primary and secondary education programmes as well as successful employment initiatives such as the award winning Take off Into Work scheme and our Work Experience Programme.

### 7.1.3

The Airport also continued to operate a local recruitment policy that not only ensures that those affected by the environmental impacts of the Airport are given an opportunity to share in our business success, but also ensures our employees are reliable and flexible as a result of living close to the workplace.

### 7.1.4

As reported in the 2015 APR, the Airport has now fully satisfied its obligations under the Planning Agreement with respect to the £600,000 Education and Training Contribution, with the balancing payment made to LBN in July 2014. As a result, a number of direct funding education and training related obligations fell away for various education initiatives including the University Prize Scheme and City Interview Programme. However, the Airport continues to invest heavily in education, employment and training as presented below.

### 7.1.5

Since 2009 we have invested around £3.0 million overall into employment, education and community initiatives and the effect of that has been far reaching.

## 7.2 Employment Statistics Reporting [6th Schedule / Part 2 / 1(f) – Page 55]

### 7.2.1

In order to achieve LCY's aspiration of being recognised as an

exemplar local employer in East London, the Airport focuses on two main strands of activity in this area. Firstly, the Airport implements recruitment procedures that remove or reduce barriers to employment for local people through running initiatives like the award winning Take Off Into Work scheme<sup>7</sup>. Secondly, the Airport invests in an extensive community engagement programme to ensure local people are aware of jobs available and have access to skills coaching to enable them to gain employment.

### 7.2.2

In accordance with the requirements of the Planning Agreement, LCY and all on-site employers collect data that records where employees live each year. A report is then compiled which includes details of the percentage of people living in the local labour catchment area and in particular those living in Newham. In 2016 LCY's in-house HR team also collected data on where all new recruits lived, targeting Newham and local based residents for employment.

### 7.2.3

In this respect, the Planning Agreement requires LCY to use reasonable endeavours to ensure that at least 70% of full time equivalent jobs at the Airport are filled by residents of the "Local Area"<sup>8</sup> including at least 35% filled by residents of the Newham. As at 31 December 2015 there were:

- 36 employers operating on-site at LCY; a complete list of these is included at Appendix 15 of this report. This is a slight reduction from 40 employers in 2015 and is down to the relocation of some concessions staff to offsite locations and consolidation of other Airport businesses.
- 2,181 employees on-site equating to 1,951 full time equivalent (FTE) jobs<sup>9</sup>. This represents an increase of 4% in the total number of employees onsite over 2015 and an increase of 7% FTEs.
- Over 28% of the on-site employees lived in Newham with 65% living in the Local Area<sup>10</sup>. In comparison to 2015, the figures represent an increase of 1 percentage point for Newham residents and 3 percentage points for Locals on 2015.

### 7.2.4

A substantive number of other contractors and sub-contractors work at LCY on a regular basis but are not based on-site and are therefore not included in the figures reported above. These organisations include cargo agents, construction companies, taxi drivers, IT communications, sign-writers, advertising installers and maintenance and others.

### 7.2.5

The Planning Agreement also requires LCY to use reasonable endeavours to ensure that at least 70% of employees are

residents within the “Local Area” and at least 35% are residents within the London Borough of Newham. London City Airport Limited (Airport owner/ operator) is the largest on-site employer. The total number of employees at London City Airport Limited in December 2016 was 621, an increase of 5% on 2015. 25% of our employees resided in the London Borough of Newham (a 1 percentage point increase on 2015) whilst over 68% reside in the Local Area (a 3 percentage point increase on 2015).

## 7.2.6

31% of new LCY recruits in 2016 were from Newham with 70% from the Local Area. These figures are up from 27% and 68% respectively in 2015. As reported in the 2015 APR the Airport’s HR team implemented a series of measures to increase the number of new recruits from Newham following the slight decline in 2015. These measures, which include introduction of video interviews and situational judgement tests to supplement the standard LCY written test, proved successful in reversing the previous decline and increasing performance in 2016 by 4 percentage points.

## 7.2.7

Quarterly meetings were also held with Newham Workplace throughout 2016 to review performance. A question was added to the online application form, which asked if the applicant had already registered with Newham Workplace. This captured useful data which the Airport shared with Workplace and highlights Newham residents easily for sifting purposes.

## 7.2.8

In accordance with the Planning Agreement, we continue to use reasonable endeavours to ensure that jobs at the Airport are accessible to local people and to support them to demonstrate the skills and knowledge required to be successful in a job application [6th Schedule / Part 2 / 1(a) – Page 55]. These endeavours are delivered by the LCY CSR Team with on-site partners and employee volunteers, and include:

- Maintaining a website for job opportunities;
- Advertising concessions vacancies on our LCY careers website to encourage and promote successful appointments of local candidates
- Links with local employment organisations such as Newham Workplace, Workpath Tower Hamlets and Greenwich Local Labour & Business;
- Ongoing engagement with Local Authorities;
- A basic skills test developed by adult education experts at the University of East London;
- Attending careers fairs;
- Delivering presentations to job seekers;
- Mock Interviews;
- Work Placements;
- Distribution of the “Airport Careers” booklet to local

organisations and online;

- Delivery of employment-related education programmes in schools, colleges and universities; and
- Delivery of the employment programme ‘Take off into Work’.

## 7.2.9

The programmes and processes rolled out in 2016 to ensure that jobs available on-site were accessible to local people are summarised below.

## WEBSITE INFORMATION

### 7.2.10

As reported in the 2014 & 2015 APRs, LCY changed the approach to the way vacancies are advertised. The majority of recruitment needs are now managed in-house by a Recruitment Manager within the HR department. LCY has developed a careers website: <http://www.londoncityairport.com/aboutandcorporate/page/careers>

### 7.2.11

On this website applicants can apply online, upload CVs and also register their interest in working in particular areas of the business, even if there are no current vacancies at that specific time.

### 7.2.12

Once a job matching the candidates registered criteria becomes available, LCY job alerts are sent automatically direct to the applicant. Vacancies are also advertised 24 hours a day 7 days a week on this online system giving significantly improved visibility of job opportunities to locals. Notifications of job opportunities are also directly advertised through Newham Workplace.

## LINKS WITH LOCAL EMPLOYMENT ORGANISATIONS

### 7.2.13

All entry level job vacancies for LCY are provided to Newham Workplace (Newham), Workpath (Tower Hamlets) and Greenwich Local Labour and Business (GLLaB, Greenwich) for advertisement to local jobseekers. In addition, these vacancies are provided to Fight 4 Peace, Royal Docks Learning and Activity Centre and Community Links (Newham). Where recruitment for more than one position is initiated simultaneously, LCY advertise such vacancies through a local employment agency (e.g. Newham Workplace and/or others), notify local recruitment centres of such vacancies and advertise through the LCY website.

## LCY SELECTION TEST

### 7.2.14

LCY and the University of East London (UEL) previously developed three new LCY Selection Tests which assist with the Airport's recruitment process. The tests consist of seven main questions relevant to the basic skills required for employment in an entry level role at LCY. The questions in the test are based on basic literacy, arithmetic and European geography. LCY has worked with UEL to develop these tests to ensure that job applicants are tested at a level relevant to the job for which they are applying and that the question structure and standard are aligned with national qualification framework. This test allows LCY to ensure that job applicants will be able to successfully complete the regulated training necessary for roles based on-site at LCY.

## 7.3 Employers' Forum

[6th Schedule / Part 2 / 1(b) – Page 55]

### 7.3.1

The Planning Agreement requires LCY to hold the Employer's Forum twice per calendar year. Three Employer's Forums were held in 2016 on February 26th, July 8th and November 11th.

## 7.4 Staff Participation

[6th Schedule / Part 2 / 1(g) – Page 56]

### 7.4.1

LCY and its on-site partners are keen to engage in local community projects and initiatives and LCY works with on-site companies to facilitate their community engagement.

### 7.4.2

In 2016, LCY continued to engage staff and on-site companies in community projects and initiatives via:

- LCY's annual volunteers fortnight;
- LCY's Staff Committee;
- LCY Consultative Committee;
- LCY Site Email Distribution;
- On-site posters;
- "Airport Life" Staff Newsletter, distributed to all staff monthly;
- Richard House fundraising events; and
- A weekly all staff e-bulletin.

### 7.4.3

LCY actively encourages employee volunteering from its own staff and other companies based on-site to help assist with these

programmes. All employee volunteering opportunities are advertised by the CSR team by email, internal communications and via the Community Ambassadors.

### 7.4.4

The Airport's workforce is committed to the local area and good causes and this helps foster strong and positive relationships with the community surrounding the Airport. In 2016, 91 LCY staff volunteered 2,333 hours of their time to local community initiatives raising funds for the Airport's chosen charity, Richard House Hospice. The total raised to date stands at £825,000 with fund raising initiatives in 2016 including: Bike Ride from LCY to Lille (£15,000); a staff football tournament (£1,400); and donation boxes and lost property sales (£8,600).

### 7.4.5

LCY also sponsored good causes in the locality throughout 2016 with £60,000 donated to a variety of groups including NASSA Wheelchair Basketball Team, City Year UK and the West Ham United (Bobby Moore Schools Programme). Airport

## TAKE OFF INTO WORK (TOIW)

### 7.4.6

2016 was another excellent year for Take Off Into Work with 70 people taking part in the programme.

### 7.4.7

The programme is delivered in partnership with Newham Workplace. Since commencing in 2009 over 600 people have been employed on-site through TOIW. In partnership with Newham Workplace who fund TOIW, the Airport continued to provide employment opportunities to local residents through TOIW in 2016. The performance of TOIW for 2016 is summarised at Appendix 16.

## AIRPORT CAREERS

### 7.4.8

An Airport careers booklet is available at [www.londoncityairport.com/careers](http://www.londoncityairport.com/careers). Additionally, LCY careers videos are also available to see via the LCY website. Both profile the range of opportunities on-site with insight from our employees and have been used at a variety of Jobs Fairs and Careers Events in the local area. Airport staff took part in careers and jobs fairs – engaging with over 950 local jobseekers and young people throughout the year.

## 7.5 Airport Job Policy

[6th Schedule / Part 2 / 1(d) – Page 55]

### 7.5.1

The Airport Job Policy sets out LCY's approach and policies with respect to filling job vacancies. The Airport consults LBN on this document annually as part of the APR process. The 2016 Airport Recruitment Policy can be found at Appendix 17.

## 7.6 Training Programmes

[6th Schedule / Part 2 / 1(e) – Page 55]

### 7.6.1

LCY has a comprehensive training offer available to its employees and is committed to investing in its staff through a wide range of learning and development activities. Training is provided for health and safety, job specific skills and in the general competencies which provide employees with the ability to do their jobs and develop key transferable skills. The general competencies programme is based on the key 'core-skills' required for the long term success of the business and included training in many areas throughout 2016.

## 7.7 2015 Education Programme Updates

[9th Schedule / Part 3 / (a) (b) (c) – Page 67]

## EDUCATION EXCELLENCE

### 7.7.1

Whilst the Airport has already fully satisfied its obligations under the Planning Agreement with respect to the £600,000 Education and Training Contribution, it continues to deliver an Educational Excellence Programme to all age groups from primary schools through to higher education.

### 7.7.2

Since 2011, LCY has engaged with over 10,700 students through the educational initiatives. In 2016 alone, LCY directly engaged with 4,241 students, including 2,498 students who visited for 89 educational tours of the Airport.

### 7.7.3

LCY works closely with local schools and charity partners to raise the levels of aspiration in young people and support their understanding of careers available within the aviation industry. This is facilitated through Airport tours, careers awareness events and tailored educational programmes, including Science, Technology, Engineering and Maths (STEM) and enterprise challenges.

### 7.7.4

In 2016, LCY worked with 72 schools, colleges and universities, from Newham and surrounding boroughs, including:

#### Newham

- Monega Primary School
- Royal Docks Community Secondary School
- University of East London

#### Greenwich

- De Lucy Primary School
- Foxfield Primary School
- Thomas Tallis Secondary School

#### Tower Hamlets

- St Agnes Catholic Primary School
- George Green
- Langdon Park School

#### Barking & Dagenham

- Eastbury Primary School
- William Bellamy Primary School
- Barking Abbey School

#### Redbridge

- Mayfield School
- Caterham High School
- Beal High School

#### Waltham Forest

- Buxton School
- Willowfield Primary School
- Walthamstow School for Girls

#### Havering

- Havering EBP Pupil Referral Unit

## 7.8 Primary Education

[9th Schedule / Part 3 / (a) – Page 67]

### 7.8.1

The Airport is committed to engaging as many local primary schools as possible and to do this in a meaningful way whilst fitting with national curriculum priorities.

### 7.8.2

LCY has a number of online resources available for teachers to download and use in the classroom, these include the Your Royal docks programme, developed in partnership with the Museum of London Docklands, and a KS1 and KS2 'Tours of the Terminal'





activity booklet. Local primary schools can use these online resources in the classroom and are also invited to bring students to the Airport for interactive educational tours. LCY also attended a Careers Fair at Star Primary School to teach 180 students about the variety of jobs available at the Airport.

### 7.8.3

In 2016, LCY worked in partnership with two educational charities to deliver educational programmes for local primary schools. LCY hosted two Work Week trips with 15 billion-ebp<sup>11</sup> for 60 students, and three Enterprise Challenge Days with Enabling Enterprise for 80 students.

## 7.9 Secondary Education

[9th Schedule / Part 3 / (b) – Page 67]

### 7.9.1

In 2016, LCY developed a number of new programmes for local secondary schools which focused on promoting knowledge of

Airport operations, the variety of pathways into employment and the key skills required in the industry, with a focus on STEM (Science, Technology, Engineering and Maths) skills.

### 7.9.2

LCY hosted four career insight visits for secondary school groups and participated in a number of career junctions and interview skill workshops at local secondary schools, collectively reaching 795 students.

### 7.9.3

LCY worked in partnership with Young Enterprise in 2016 to develop and pilot an Airport Masterclass Challenge for local secondary students. 180 students from four schools participated in the programme and were tasked with designing a new Airport and pitching their ideas in front of a panel volunteer judges from LCY.

## 7.10 Higher Education

[9th Schedule / Part 3 / (c) – Page 67]

### 7.10.1

The Airport worked in partnership with the East London Business Alliance (ELBA) to develop and launch a STEM in Aviation Challenge at the ExCeL London. 110 secondary school students from across East London attended the event and learnt about the application of STEM subjects in aviation from industry volunteers. Students worked in teams to complete a number of challenges including a business challenge which applied the knowledge gained from industry speakers and developed their entrepreneurial and communication skills.

### 7.10.2

In 2016, LCY engaged with 950 students at careers fairs in Newham, Greenwich and Redbridge. LCY also hosted a number of career insight visits and interview workshops for 189 University and College students.

## UNIVERSITY PRIZE SCHEME (UPS)

### 7.10.3

The LCY University Prize Scheme (UPS) provided £2,000 per year for three years to students from Newham, Tower Hamlets and Greenwich. As reported in the 2015 APR, the Airport previously completed the five year enrolment under the UPS that was directly funded under the Education and Training Contribution. No enrolment therefore took place in 2016. However, 2016 saw the final 3 students graduate from the scheme.

## 7.11 Work Experience

[6th Schedule / Part 2 / 1(h) – Page 56]

### 7.11.1

The Work Experience programme at LCY is administered by the Newham Education Business Partnership (NEBP).

### 7.11.2

In 2016, 51 students were awarded places and enjoyed experiences in Customer Service, Finance, Continuous Improvement, Aelia Tax and Duty Free, Health and Safety and the Jet Centre. 22 students came from Newham, 8 were from Tower Hamlets, 9 from Greenwich, 7 from Barking and Dagenham, 3 from Bexley, 1 from Havering and 1 from Redbridge.

## 7.12 Benefit in Kind

[Sixth Schedule / Part 2 / 2 – Page 56]

### 7.12.1

The Planning Agreement includes an obligation for LCY to provide a benefit in kind equivalent to a minimum of £50,000 in respect of its obligations to use reasonable endeavours to employ residents from the Local Area and Newham, to recruit through a local employment agency, to hold meetings of the Employers' Forum and to operate a work experience programme at the Airport.

### 7.12.2

In 2016 LCY provided such benefits in kind towards employment initiatives aimed at local people. This included LCY's costs for the work experience programme, the Take Off Into Work programme and other education and training costs.

## 7.13 Community Communications & Awards 2016

### 7.13.1

The culmination of all of the above initiatives led to LCY receiving an award for Corporate Social Responsibility at The Wharf Innovation in Business Awards in 2016. The award was given to LCY in recognition of its "investment in the local community; its commitment to providing pathways into work for unemployed residents and its work with schools and universities".

### 7.13.2

In 2016, the Airport continued to communicate with local stakeholders through their @LCYLOCAL twitter handle.

### 7.13.3

Additionally, a Community Relations Ambassador, Aaron Uthman, was appointed in August 2016 to act primarily as a point of contact between the Airport and the local community during the construction of CADP1. Aaron can be contacted via email at: Aaron.Uthman@londoncityairport.com.

## 7.14 Community Report

### 7.14.1

The Airport's 2016 Community Report entitled "Delivering for our Community" can be viewed here:  
<http://www.londoncityairport.com/aboutandcorporate/csrnews>

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11 15 billion-ebp develop and deliver joined up high quality careers advice and broker high quality work experience and apprenticeships that improve outcomes for young people.

# 8 SURFACE ACCESS

## 8.1 INTRODUCTION

### 8.1.1

In January 2017 the Airport appointed, Gavin Wicks as Head of Transport Planning to act as a dedicated lead for all surface access matters. The responsibilities of this role include delivery the Surface Access Strategy (ASAS), coordinating the Airport Transport Forum (ATF) and delivery surface access objectives and requirements in accordance with the current planning permission.

## 8.2 Surface Access Strategy [6th Schedule / Part 1 / (1) – Page 53]

### 8.2.1

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 2016 the Forum met in June and November. The Terms of Reference for the ATF can be found on the Airport's website:  
<http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport>

### 8.2.2

Through the ATF, a draft ASAS "Connecting the Airport" was developed in consultation with key stakeholders in 2013. This was maintained in draft form in 2016 pending the determination of the CADP planning application. Following the grant of planning permission for CADP in July 2016, the draft was reviewed at the

November ATF meeting and topics requiring an update were identified. The target publication date for the new ASAS is Q3 2017. The current draft ASAS can be accessed via the following link: <http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport>

### 8.2.3

Key targets for public transport in the draft ASAS are to achieve by 2023:

1. Over 70% of passengers travelling by public transport; and
2. Less than 40% of staff travelling by single occupancy car.

### 8.2.4

The 'Transport Objectives 2015', developed to supplement the Travel Plan 2011 and help guide the work of the ATF Working Groups, continued to be delivered throughout 2016. These Objectives will be subsumed into the ASAS as strategic themes when published in August 2017.

## 8.3 ATF Working Groups 2016

### 8.3.1

The 2016 ATF Working Groups were set up to look at a number of issues including: Bus connections, Crossrail connection and Uber impacts. Table 8.1 summarises the focus of each of the 2016 groups and the actions identified for delivery in 2017. Each Working Group identified a series of actions for progression by both LCY and by the other members of the ATF. Some of these were short-term actions that were taken forward in 2016 while others are for longer-term consideration. A number of 2015 working groups were also rolled into 2016 to continue certain actions.

**Table 8.1 Summary of the ATF Working Groups actions and outputs**

Working Group Focus	Actions Identified and outputs
Crossrail	<b>Actions</b> <ol style="list-style-type: none"><li>1 Seven connection options identified in the report.</li><li>2 ATF agreed the assessment criteria to enable an initial assessment to be completed considering aspects such as time of journey, interchanges, changes in vertical circulation, etc, as well as other aspects specific to air passengers (travelling with luggage, etc).</li><li>3 Additional dialogue with air passengers to be considered.</li><li>4 Programme of work to look at dedicated Crossrail station close to the Airport</li></ol>



Working Group Focus		Actions Identified and outputs	
Uber/minicabs			
		<b>Actions</b> 1 LCY to monitor Uber presence near the Airport for a week. 2 LCY to confirm classifications used within the quarterly passenger survey and the CAA survey 3 LCY to confirm LHR and STN position on Uber management, including signal disruption <b>Outputs</b> 1 Reporting mechanism in place for Airport staff to report nuisance drivers. 2 Residential area across from the Airport is ‘geo-fenced’ to prevent drivers accepting jobs. 3 Messaging to drivers and passengers via the app modified to ensure pick up from the Airport short term car park only.	
Bus Connections			
		Scheduled 2017 to tie in with TfL bus review	
ASAS			
		Draft ASAS refreshment programme put forward illustrating content to be updated and gaps.	
Taxi Management			
The aims of the Working Group are now part of an ongoing monitoring and review by LCY and LBN. Their aims remain to: 1 Monitor reported nuisance complaints from local residents regarding minicab operations; 2 Assess the impact of these operations: and 3 Recommend what appropriate steps of redress should be taken.		1 LBN & LCY to monitor the parking situation post the commencement of the LBN Royal Docks Parking Zone scheme <b>Outputs</b> 1 LBN & LCY to review complaints at their regular meetings and agree any steps required.	
Cycling and Walking			
The aims of the Working Group 1 Promote cycle training; 2 Once infrastructure in place purchase pool bikes to enable staff to trial cycling; 3 Maintain a full understanding of LBN's cycle strategy (via the ATF) and ensure Airport integration as new routes develop; 4 Promote TfL/GLA's street level design guidance in future development; and 5 As cycling and walking demand grows LCY, via the ATF, to work with LBN and TfL to provide additional infrastructure		1 Installation of new 24 space cycle enclosure in the Western Car park and re-use of existing 12 space enclosure at the east end of the long stay car park convenient for King George V house. Scheduled for installation Q2 2017. 2 Installation of new 24 space cycle enclosure adjacent to City Aviation House and re-use of existing 12 space enclosure to the east end of long stay car park to increase the number of spaces to 24. Scheduled installation Q3 2017.	

Working Group Focus	Actions Identified and outputs
<b>Information Provision</b>	
The aims of the Working Group: to identify improvements that will make transport information more accessible to air passengers before, during and to/from their journey to the Airport. This includes the Airport's website, provision within the terminals and across the local transport network (DLR and Tube).	<ol style="list-style-type: none"> <li>1 Provided Info Desk with travel leaflet;</li> <li>2 Added LCY to Tube 'in carriage' maps;</li> <li>3 High-quality travel info available on LCY.com;</li> <li>4 ATF inputted to transport messaging on new passenger info screens;</li> <li>5 DLR &amp; TfL consulted LCY on passenger travel information issues; and</li> </ol> <b>Outputs</b> <ol style="list-style-type: none"> <li>1 Fit information screens in Baggage Reclaim; On track for completion by the end of June 2017.</li> </ol>
<b>Low Carbon Infrastructure</b>	
<p>The aims of the Working Group: to complete a high-level review of the low carbon transport aspirations and strategies of LBN, TfL and the GLA and use that to inform the LCY approach to the issue. This will be an interactive and collaborative project that brings together members of the ATF to provide their thoughts and expertise. Specifically the following aspects will be considered:</p> <p><b>Aspect 1:</b> Longer term aspirations of each organisation to support the use of low carbon forms of vehicular transport</p> <p><b>Aspect 2:</b> Relevant monitoring processes for each organisation</p> <p><b>Aspect 3:</b> Funding streams that may bring forward low carbon solutions</p> <p><b>Aspect 4:</b> The ATF to understand low carbon requirements that may be placed on the Airport over the coming years</p>	<ol style="list-style-type: none"> <li>1 LCY met TfL, London Taxi Company and numerous charging companies to discuss rapid charging programme. Set to continue into 2017.</li> <li>2 Subject to TfL requirements identify locations suitable for installation of rapid and standard charging points;</li> <li>3 If suitable locations can be found (subject to power supply and longevity of site) progress within installation;</li> <li>4 TfL, GLA and LBN to actively include LCY in future discussions regarding the provision of charging points;</li> <li>5 LCY to include a section within the revised ASAS focussing on electric vehicles and infrastructure;</li> <li>6 As London's charging network grows actively promote electric vehicle use by Airport staff and passengers.</li> </ol>

### 8.3.2

Table 8.2 lists the planned 2017 Working Groups.

**Table 8.2 Planned Working Group Programme 2017**

Working Group	Focus	Likely Members
Crossrail	To consider how the airport should best connect with Crossrail in both the short (via Custom House) and longer term (via a dedicated station)	LCY, Crossrail operator, LBN, TfL, DLR
Bus Route Changes	To gauge the impact of proposed bus route changes and develop a Forum response to TfL's consultation on this matter	LCY, TfL, LBN
Surface Access Strategy Review	To identify best practice among transport strategies and travel plans to inform the development of both post-CADP determination	LCY, TfL, LBN, GLA



## 8.4 Surface Access Performance 2016

### 8.4.1

The Airport is well connected to both private and public transport networks. The local road network, on-site parking provision, minicab and chauffeur services provide easy access to Airport users at any time they wish to travel. Passengers and staff that choose to travel by public transport can take advantage of direct access to the DLR network, local bus services, black taxis or local cycling and walking networks. From the DLR the wider London transport network can be accessed providing onward journey options to destinations across the City and beyond.

### 8.4.2

In 2016 the DLR continued to be the dominant mode of transport for LCY, being used by 63% of passengers in 2016 - an increase by 1 percentage point over 2015.

### 8.4.3

Table 8.3 shows that a total of 69% of passengers travelled by public transport in 2016<sup>12</sup> - maintaining the same performance as in 2015.

### 8.4.4

Those travelling by Black Taxi reduced by 1 percentage point, in addition to a reduction in minicab usage by 3 percentage points. This decrease appears to be attributable to an increasing use of Uber as a mode choice. The slight decline in black cab usage use is a concern to LCY and has been discussed by the ATF. The action to provide passenger information screens to give clearer information was identified as a mitigation method for this.

### 8.4.5

The use of Uber remains an ongoing action for the ATF to be aware of and further dialogue between LBN and Uber is required to identify usage trends and volumes of trips so these can be managed as part of LCY's surface transport operations.

### 8.4.6

The passenger survey and ATF working groups will be utilised to inform future actions required ensuring that current use of public transport is maintained and that the draft ASAS target of 70% public transport use is achieved by 2023.

**Table 8.3 – 2016 Passenger Surface Access Statistics**

Mode	2015	2016
DLR	62%	63%
Black Taxi	6%	5%
Bus	>0%	1%
<b>Total Public Transport</b>	<b>69%*</b>	<b>69%*</b>
Minicab	17%	14%
Car (driven away)	7%	**
Chauffeur	2%	**
Car Parked	2%	**
Uber	1%	3%
Other Car	1%	**
Transfer	2%	2%
<b>Total Private Transport</b>	<b>31%*</b>	<b>31%*</b>

Source: BDRC, independent provider of the Quarterly Passenger Survey

\*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 BDRC therefore the total car usage statistic represents is compared.

### 8.4.7

LCY conducted a staff travel survey in 2016 to provide an up-to-date assessment of how staff travel to work. The previous survey was carried out in 2013.

### 8.4.8

Table 8.4 shows that in 2016 40% of staff surveyed chose to travel to the Airport by DLR, bus, on bike or by foot. It also shows that 57% of staff chose to drive alone, 17% above the 40% target included in the draft ASAS.

### 8.4.9

However, the results of the staff survey are influenced by the following:

1. The DLR is not operational prior to some early shifts beginning at LCY and is not therefore a travel option; and
2. The survey did not achieve a representative mix of all staff. It was only completed by 20% of staff at LCY, with 73% of those responses from management level staff, particularly those in City Aviation House.

### 8.4.10

The ongoing action from the ATF to investigate ways to enable staff on early shifts to either use black cabs or car share is scheduled to bring forward proposals by Q3 2017 to enable staff to have viable alternative car choices. An additional staff travel

<sup>12</sup> black taxis are included by TfL as a form of public transport.

survey is also scheduled to collate a more representative dataset by the end of 2017.

**Table 8.4 – 2016 Staff Surface Access Statistics**

<b>Table 8.4 - Staff Surface Access Statistics (2013)</b>		
<b>Mode</b>	<b>2013</b>	<b>2016</b>
DLR	29%	29%
Taxi / Mini Cab	n/a	1%
Car	35%	57%
Car with passenger	6%	1%
Bus	19%	6%
Walk	8%	2%
Cycle	3%	3%
M'bike	n/a	1%
Other	n/a	1%

#### 8.4.11

During 2016 the Airport continued to deliver against the Transport Objectives 2015. A detailed overview of performance is provided at Appendix 18, and summarised in Table 8.5 below.

#### 8.4.12

Each action is detailed as either; ongoing (still live) or complete (actioned within the period). Of those 26 actions within the Transport Objectives 2016 eight are 'Complete', and 18 are considered to be 'Ongoing'. Of the 18 ongoing actions, seven have been identified as priorities for 2017.

**Table 8.5 - Transport Objectives Progress 2016**  
[6th Schedule / Part 1 / (1) – Page 53]

<b>Objective</b>		<b>Action Complete</b>
		<b>Ongoing</b>
<b>4</b>	Consider the value of including transport specific questions within the quarterly Passenger Survey, and if considered beneficial, develop a suitable implementation plan	Additional questions included within the September 2016 passenger survey. Gauged feedback on reason for last mode of travel and likelihood of changing mode
<b>5</b>	Review the proposed Taxi Management Plan and current programme of activity to ensure that impacts on the local community (including nuisance) are minimised where practicable	LBN implemented (May 2017) a resident parking zone that will mitigate the issues of driver nuisance.
<b>9</b>	Work with transport operators to offer Airport staff trial journeys on public transport and gather feedback on their experience through travel diaries	The outputs of the staff public transport trials reviewed and used to inform future delivery items such as the staff taxi trial and car sharing scheme.
<b>19</b>	Organise at least two meetings of the Airport Transport Forum prior to the determination of CADP	The ATF met in February, June and November.
<b>20</b>	Engage with local transport groups as required, this could include the London Chamber of Commerce and the Canary Wharf Transport Forum	The London Chamber of Commerce and local community representatives are invited to attend the ATF. LCY attended the Canary Wharf Transport Forum.
<b>22</b>	Through the passenger survey monitor passenger travel habits	A passenger survey is undertaken quarterly
<b>24</b>	Monitor staff and passenger parking requirements	Employee survey undertaken in 2016, with questions included in the passenger survey to identify what encourages use of public transport. These have been taken forward to trial and are identified in the Priority Action list for 2017.

Objective		Action Complete
		Ongoing
26	Report progress within the Airport's Annual Performance Report	The APR includes summary details of activity undertaken within the year alongside current passenger and staff mode share values
<b>Priority Actions for 2017</b>		
3	Monitor and manage car parking provision to reflect the Travel Action Plan aspirations, and changing passenger and staff travel requirements	Black Cab and car sharing options for staff being explored, as identified by the ATF 2016 working group
8	With TfL and relevant transport operators look at potential ticketing, information and interchange improvements that could benefit passengers and staff	Baggage screens to be installed and made operational. Continuing dialogue with LUL and DLR regarding passenger wayfinding at key interchanges
10	Monitor on-Airport cycle provision and if required consider providing additional cycle storage facilities	Project due to deliver the additional 48 spaces by Summer 2017 with the remaining 24 spaces by end of 2017.
12	With local bus operators and TfL share relevant data, discuss route planning and look for any opportunities for improvement	ATF Bus Working Group has been established to respond to any consultation that takes place in 2017
13	Gauge the low-carbon aspirations of partners such as London Borough of Newham, TfL and the GLA and identify areas of alignment with the Airport's sustainability action plan	LCY investigating charging infrastructure providers and implementation of rapid charging facilities for taxis and fast charging facilities for passengers/staff.
15	Review the leading car-share packages that are publicly available and gauge their suitability for an Airport environment	Investigating with provider as to how scheme can work and be delivered effectively
21	With the London Borough of Newham consider the creation of an 'Easit' style commuter network scheme that brings businesses together to collaboratively address local travel issues	Developing the ATF Working Group that will look at best practice across ASAS and Travel Plan provision

# 9 ENVIRONMENTAL COMPLAINTS/ENQUIRIES

## 9.1 Report of any Complaint or Action in Summary in Preceding Calendar Year

[3rd Schedule / Part 7 / 2 (c) – Page 35]

### 9.1.1

The annual incidence of environmental complaints and enquiries to the Airport remains low comparative to other London Airports; at less than one complaint per thousand aircraft movements per year for 2016 (see Figures 9.3 and 9.4 below).

### 9.1.2

LCY reports environmental complaints and enquiries to the Airport Consultative Committee as part of the quarterly Airport Environment Report.

### 9.1.3

The number of complaints rose in 2016 to 378, representing a 550% increase over 2015. However 85 of these were from just 2 complainants and less than 8% originated from within Newham.

### 9.1.4

The spike in complaints, particularly from areas outside Newham, can likely be attributed to the implementation of Phase 1a of the London Airspace Management Plan (LAMP) which occurred at London City Airport from 4 February 2016 and which affects flight paths to and from LCY<sup>13</sup>.

### 9.1.5

In addition, 25 environmental enquiries relating to LCY were received during 2016. It is also noted that there was an increase in the number of enquiries and complaints unrelated to traffic at LCY operations.

### 9.1.6

Of the 378 LCY complaints received:

- 164 detailed aircraft noise,
- 113 were related to flight paths; and
- 44 were related to aircraft frequency.

### 9.1.7

A comparison between complaints and enquiries for 2016 and 2015 is provided in Figures 9.1 and 9.2 below. Figures 9.3 and 9.4 look more specifically at the complaints and enquiries received during the 2016 calendar year whilst comparing against aircraft movements that occurred over the same period.

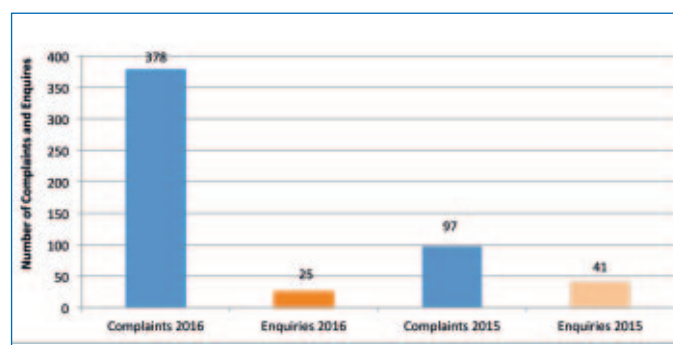
### 9.1.8

In order to enhance transparency of the type of complaints received we also have provided for the first time in this APR the breakdown of complaints by area both in terms of total complaints and by number of complaints. This is shown on Figure 9.5 and demonstrates that 92% of complaints originate outside of the London Borough of Newham.

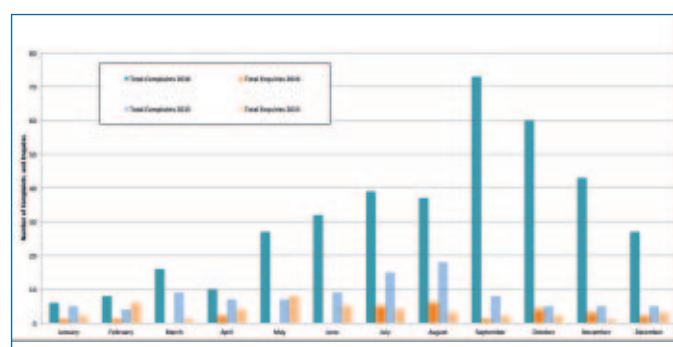
### 9.1.9

All complaints have been investigated in accordance with LCY's environmental complaints procedure and reported in detail to LBN. All complaints were reported within 15 days of receipt. See Appendix D of Appendix 9 of the APR which includes the reports to the LCACC and the number and subject of complaints.

**Figure 9.1 – Environmental Complaints and Enquiries 2015 vs 2016**



**Figure 9.2 – Environmental Complaints and Enquiries by month 2016 vs 2015**



**13** For more information on LAMP:

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

Figure 9.3 –2016 Environmental Complaints by Category and Air Traffic Movements

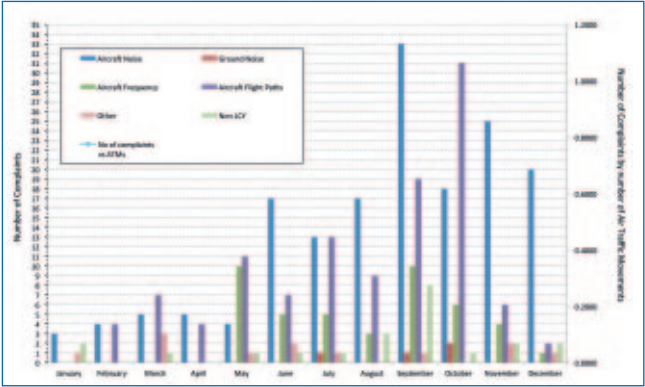


Figure 9.4 – 2016 Environmental Enquiries by Category and Air Traffic Movement

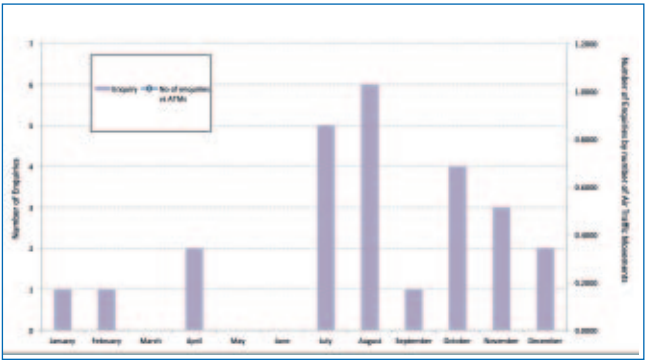
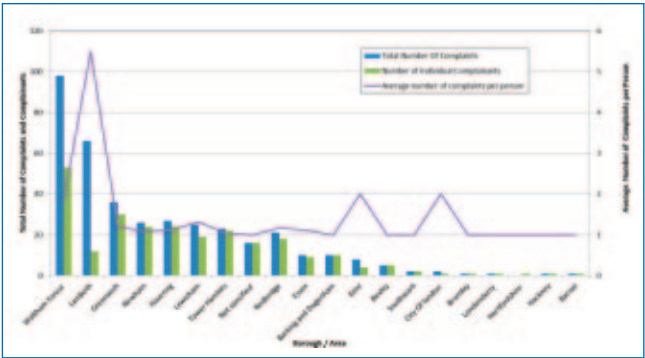


Figure 9.5 – 2016 Environmental Complaints total by area and number of complainants by area



# 10 FINANCIAL CONTRIBUTIONS

## 10.1.1

LCY has a number of obligations over the life of the Planning Agreement requiring financial contributions to LBN, the DLR and other local/educational initiatives.

## 10.1.2

The following contributions, which totalled £121,735.54 were made to LBN during the 2016 calendar year:

- Annual Monitoring Payment – £81,157.03 on 1 July 2016 [6th Schedule / Part 6 / 2 – Page 58]
- Parking Contribution – £40,578.51 paid on 1 July 2016 [6th Schedule / Part 1 / 4 – Page 57]



# 11 OTHER MATTERS

## 11.1 Wake Turbulence Study

[7th Schedule / Part 1 – Page 60]

### 11.1.1

LCY's Wake Turbulence Study was approved by LBN in September 2011 and the claims handling procedure to handle any claims for compensation arising from such damage was subsequently adopted by LCY. The Wake Turbulence Study and claims handling procedure are both available on the LCY website:

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

### 11.1.2

No incidents of damage arising from wake turbulence were reported to LCY in 2016.

## 11.2 Value Compensation Scheme

[7th Schedule / Part 2 – Page 60]

### 11.2.1

The Value Compensation Scheme (VCS) was approved by Newham and came into effect on 30 November 2016. The purpose of the VCS is to compensate owners for loss in value of undeveloped land which was affected by the change in the public safety zones for London City Airport which occurred on 15 March 2011. Claims for compensation may be made at any time up to and including 30 November 2025.

### 11.2.2

The Airport wrote to the relevant landowners to notify them of the VCS in February 2016. The approved VCS has been uploaded to the Airport's website (<http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>).



## 12 GLOSSARY

For guidance only – please see the Section 106 Planning Agreement for the precise legal meaning for some of these terms.

### 57 dB Contour

The 57 dB LAeq, 16h Average Mode summer day contour

### 66 dB Contour

The 66 dB LAeq, 16h Average Mode summer day contour

### 69 dB Contour

The 69 dB LAeq, 16 Average Mode summer day contour

### Actual 57 dB Contour

The 57 dB Contour based on actual aircraft movements for the summer period (16 June to 15 September) in the calendar year immediately preceding the due date for submission of the Annual Performance Report

### Actual 66 dB Contour

The 66 dB Contour based on actual aircraft movements for the summer period (16 June to 15 September) in the calendar year immediately preceding the due date for submission of the Annual Performance Report

### Actual 69 dB Contour

The 69 dB Contour based on actual aircraft movements for the summer period (16 June to 15 September) in the calendar year immediately preceding the due date for submission of the Annual Performance Report

### Air Quality Action Plan

An action plan for the management and mitigation of any air quality impacts affecting the local community within the vicinity of the Airport due to the operation of the Airport (including surface access by transport to and from the Airport) including:

- (a) Volatile Organic Compounds concentrations odours (known locally as “Airport smell”); and
- (b) fallout (known locally as “black smuts, deposits and oily films/patches on ponds”); and
- (c) ambient concentrations of fine particulates (PM<sub>10</sub>) and nitrogen oxides (NO<sub>x</sub>)

### Air Quality Measurement Programme

A programme to assess the potential air quality impacts of the Airport and to investigate anomalies in any resulting data and in comparison with any other measurements taken by LBN in the vicinity of the Site including:

- (a) the continued operation of the monitoring equipment

- for the purposes of a programme of monitoring of air quality in the vicinity of the Site in a manner which enables comparison of results with other monitoring stations run by the Council for PM<sub>10</sub> and NO<sub>2</sub> pollutants;
- (b) a network of passive diffusion tube samplers for NO<sub>2</sub> at locations in and around the Site including locations at Camel Road/Hartmann Road and Camel Road/Parker Street;
- (c) a monitoring initiative to investigate the effects of individual aircraft types;
- (d) a three month study to measure Volatile Organic Compounds concentrations and odours in and around the Site

### Aircraft Categorisation

The categorisation of aircraft using the Airport according to airborne noise emitted by such aircraft

### Aircraft Categorisation Review

A review of Aircraft Categorisation to reassess the methodology, categories, noise reference levels, noise factors and procedures for categorisation with the objective of providing further incentives for aircraft using the Airport to emit less noise

### Aircraft Movement

The take-off or landing of an aircraft at the Airport other than for training positioning and/or evaluation

### London City Airport Consultative Committee (LCACC)

The facility for users of the Airport, local authorities and persons concerned with the locality of the Site for consultation with respect to matters that relate to the management or administration of the Airport and affect those parties' interests

### Annual Performance Report (APR)

An annual report to be submitted to the Council by 1 July in each calendar year which shall (to the extent required by the obligations in S106 Planning Agreement) report on the performance of and compliance with the terms of the S106 Planning Agreement in the preceding calendar year and shall include all the annual reporting requirements contained in the S106 Planning Agreement or as agreed with the Council from time to time

### CADP

City Airport Development Programme

## **CO<sub>2</sub>**

Carbon Dioxide

## **dB (Decibel)**

A measure of sound pressure level

## **Deposits Study**

Technical investigation into the incidence and origins of black smuts deposits and oily deposits in the vicinity of the Site

## **First Tier Works**

The First-Tier Scheme will bring eligible dwellings within the 57 dB LAeq,16h noise contour up to an agreed specified level of sound insulation. Residential premises with existing single-glazing will be offered secondary glazing or a contribution towards the cost of installing double-glazed windows which meet the Airport's sound insulation standards. Residential premises in general will also be offered sound attenuating ventilators to provide background ventilation without the need to open windows.

## **Further Inspection of Treated Premises**

All properties that have been treated under the Sound Insulation Scheme will be inspected on a ten yearly basis after initial installation of glazing elements, mechanical ventilation and/or modifications to external doors. Provided they have not been altered, rectification works will be carried out as necessary to ensure the sound insulation standard does not decline over time.

## **Ground Running**

The ground running at any power setting of aircraft engines for testing or maintenance purposes

## **Ground Running Noise Limit**

The noise level arising from Ground Running which shall not exceed the equivalent of 60dB LAeqT (where T shall be any period of 12 hours) free field as measured outside and at 1 metre from any existing residential premises in the vicinity of the Airport

## **LBN**

London Borough of Newham

## **LCY**

London City Airport

## **Local Area**

The local labour catchment area for the Airport comprising the London Boroughs of Newham, Tower Hamlets, Hackney, Waltham Forest, Redbridge, Lewisham, Southwark, Barking

and Dagenham, Greenwich, Bexley, Havering and the area of Epping Forest District Council

## **LAeq**

The A-weighted equivalent continuous sound pressure level which is a notional continuous level that, at a given position and over the defined time period, contains the same sound energy as the actual fluctuating sound that occurred at the given position over the same time period.

## **London Public Transport**

Docklands Light Railway, buses, and Transport for London licensed Black Taxis.

## **Neighbouring Authority Agreements**

Two individual binding agreements to be entered into by the Airport Companies - one with the London Borough of Greenwich and the other with the London Borough of Tower Hamlets - which shall include a commitment by the Airport Companies to comply with the obligations in the S106 Planning Agreement

## **Noise Contour**

Noise contours connect points that have the same average noise exposure. The contours are generated using computer models, based on the known characteristics of aircraft noise generation and attenuation, and calibrated from noise measurement monitors on the ground.

## **Noise Factor**

A numerical factor applied to a noise source, dependent on the time, type or level of noise produced.

## **Noise Insulation Payments Scheme**

A scheme which is intended to accelerate eligibility for the First Tier Works, the Public Buildings First Tier Works, Second Tier Works or the Public Buildings School Second Tier Works as the case may be by compensating landowners and developers for actual construction costs arising from the need for increased insulation against aircraft noise at residential premises and Public Buildings which as a consequence of the Development are situated on land within the Full Use Contours but outside the 1998 57dB Contour and which form part of a development that at the date of this Deed had been granted planning permission but had not been built and that at the time of application for payment under the Noise Insulation Payments Scheme remains capable of being built pursuant to such planning permission or any minor variation or modification to such planning permission resulting in substantially the same development in all material respects.

## Noise Management Scheme

The noise management scheme formulated by the Airport and approved by the Council under the 1998 S106 Planning Agreement in consultation with the LCACC and which is operated continuously by the Airport in order to minimise noise disturbance from aircraft using the Airport including:

- (a) the combined monitoring of noise and track-keeping in order to identify any deviations from the standard routes that should be followed by aircraft using the Airport and to verify the noise contours;
- (b) a system of incentives and penalties which shall include financial penalties (but not in the case of track-keeping infringements) as well as operational penalties in order to:
  - (i) minimise noise disturbance from aircraft using the Airport including any aircraft overhaul facility;
  - (ii) ensure that track-keeping is maintained by aircraft using the Airport;
  - (iii) control maximum noise levels of aircraft using the Airport;
- (c) a scheme to encourage airline operators to use quiet operating procedures when conducting aircraft operations and to observe air and ground noise abatement procedures;
- (d) the minimising of noise disturbance arising from the operation of any aircraft overhaul facility or from aircraft at the Approved Ground Running Location or generally from any aircraft ground noise source subject to the requirement to ensure the safe operation of aircraft at all times;
- (e) regular meetings and consultation with the LCACC and such other statutory body or bodies as may be reasonably nominated by the Council

## Noise Monitoring System

The continuous permanent system for monitoring noise at the Airport

## NOMMS

A noise monitoring and mitigation strategy which is intended to improve and replace both the Noise Management Scheme and the Noise Monitoring System to provide a more robust system of noise monitoring and mitigation including the measurement and monitoring of ground based sources of noise as well as airborne noise and/or other measures agreed between LCY and the Council from time to time

## Planning Permission

Formal approval sought from a council, often granted with conditions, authorising a proposed development to proceed.

## PNdB

Perceived Noise Level; its measurement involves the analyses of the frequency spectra of noise events as well as the maximum level.

## Predicted 57 dB Contour

The 57 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report

## Predicted 66 dB Contour

The 66 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report

## Predicted Reduced 57 dB Contour

The 57 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report but reduced to take into account likely cancellation of flights and other matters affecting numbers of Aircraft Movements by reference to historical data from the preceding five calendar years

## Predicted Reduced 66 dB Contour

The 66 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report but reduced to take into account likely cancellation of flights and other matters affecting numbers of Aircraft Movements by reference to historical data from the preceding five calendar years

## Public Buildings

The following types of public buildings in noise sensitive community use and any other types of public building as agreed between the Airport Companies and the Council: schools (including but not limited to Britannia Village School) colleges doctors' surgeries health centres hospitals nursing homes (including old people's homes) community centres (but not those used only as social clubs) meeting halls village halls churches and other places of religious worship libraries children's and other day centres crèches and nurseries and including any parts of buildings authorised and used for such purposes

## Public Safety Zones

The public safety zones at either end of the runway at the Airport designated as such by the Department for Transport.

## **Purchase Scheme**

A scheme pursuant to which the Airport Companies shall make a Purchase Offer for residential premises the external façade of which is situated within the Actual 69 dB Contour the terms of which shall (unless the prior written approval of the Council is obtained by the Airport Companies) be substantially in accordance with Part 14 of the Ninth Schedule

## **Section 106 (S106) Planning Agreement**

A legal agreement under section 106 of the 1990 Town & Country Planning Act.

## **Sound Insulation Scheme**

The Sound Insulation Scheme offers the communities living close to the Airport within the Scheme boundaries the opportunity to treat their homes and community buildings against noise. The scheme is split into two tiers depending on the level of aircraft noise. The scheme also includes an obligation to inspect previously treated premises and rectify any damage caused by reasonable wear and tear.

## **Second Tier Works**

The Second-Tier Scheme will offer eligible properties within the 66 dB LAeq,16h noise contour further treatment to bring the dwellings up to a higher standard of sound insulation. Most residential properties within the Second-Tier Scheme will have already been treated under the First-Tier scheme, and should already have secondary or double glazing as a minimum – the scheme will therefore offer secondary glazing to existing double glazed properties and/or contributions towards replacement high performance acoustic laminated glass, and sound attenuating ventilators.

## **Temporary Noise Monitoring Strategy**

A temporary strategy to prevent the loss of noise monitoring data collection either through the failure of the Noise Monitoring System or due to external influences such as construction locally of new development or other noise-reflective surfaces and to ensure maintenance of the existing noise and track-keeping system until an alternative system is included in the NOMMS and approved by LBN

## **Travel Plan**

A travel plan aims to promote sustainable travel choices (for example, cycling) as an alternative to single occupancy car journeys that may impact negatively on the environment, congestion and road safety.

## **Value Compensation Scheme**

A scheme which is designed to compensate for loss of value in

sites which are yet to be developed caused by any extension of the Public Safety Zones for the Airport, solely as a result of the Development.

## **Volatile Organic Compounds**

A wide range of individual organic compounds of carbon which are of sufficient volatility to exist as vapour in ambient air.

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