

Season's greetings
from all at
London City Airport

LONDON
CITY
AIRPORT

Winter Edition 2019

INSIDE
E16 ✈️
LONDON CITY AIRPORT'S
COMMUNITY MAGAZINE

Community initiatives
use airport grants to make
positive change

Community Fund focus

Supporting positive change locally

Future of flight

The next generation of sustainable
aviation leaders

Flying home for Christmas

What makes the season so special?

Destination getaway

Find your perfect break from your local airport

**City Airport Development
Programme**

Creating an airport for the future

LONDON
CITY
AIRPORT

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The world of aviation is changing at a rapid pace – with a sharper focus on technology, innovation and how we can fly in the most sustainable way possible.

This pace of change has – and will continue to be – driven by our passengers, the communities we serve, and what the public need and want; particularly following a huge swell of interest in climate change, which gathered even greater prominence here in Newham after October’s Extinction Rebellion protests.

Of course, London City Airport’s focus on reducing carbon emissions is not new. We’ve reduced emissions (in areas where we have direct control, such as the energy to run the terminal) by 28% since 2013, putting the airport in a good position to achieve the industry’s target of net zero carbon by 2050.

However, we recognise that we have a responsibility to work with airlines, manufacturers, government and the whole industry to reduce the emissions from aircraft. Here at London City we not only embrace change, we aim to be at the forefront of it – and we want to be a test bed for developing technological advances that create the most sustainable aircraft.

We believe that our place on the doorstep of East London – the fastest growing part of the UK – puts us in a perfect position to achieve that.

In this edition of Inside E16, we highlight how we’ve already started engaging with innovators and the industry to make these aspirations a reality in our Future of Flight article. Over 470 East London school children also attended our fourth annual STEM in Aviation Day, at ExCeL London, to hear about how science, technology, engineering and maths subjects are key to this future.

“Hello and welcome to the Winter edition of your community magazine from London City Airport”

Our new ground-breaking Digital Air Traffic Control will also come into operation next year – becoming the first of its kind in the UK. This multi-million-pound technological investment will set a new standard for the aviation industry – with its 360° HD cameras that will give operators over 100 miles away, in Swanwick, greater viewing capabilities than the human eye while keeping us ahead of other air traffic developments for the industry.

Our contribution to local communities is very important to us. If you’re considering a role at the airport, don’t forget that we continue to actively encourage applications from Newham residents (see our latest vacancies on page 9).

Meanwhile, in our Community Fund focus section, we speak to some of the local organisations who are benefitting from our first round of our £75,000 Community Fund grants, about how they intend to use the support.

As we approach the festive season, we’re starting to see more and more people using the airport – with almost 5% more passengers than this time last year. Figures also show that more local people are using the airport, so if you’re thinking of finding a getaway, take a look at our favourite destinations on page 7 & 8.

Finally, Christmas would not be Christmas without a bit of nostalgia, so we’ve also asked our staff to give their thoughts on what makes this winter season special (see page 5).

Merry Christmas and I hope you have a Happy New Year.

Alison FitzGerald
Chief Operating Officer at London City Airport

A digital version of this magazine is available on our website at www.londoncityairport.com

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Community Fund focus: supporting East London initiatives



Magpie Project: Helping families caught up in homelessness

The Magpie Project supports mothers with children under five who are in temporary accommodation.

Figures released in March show Newham to be one of the hardest hit areas in the UK in respect of residents needing to live in these conditions*

London Rhymes

With much of their work focussed on the basics of life, the charity is working with a new musical initiative – called London Rhymes – to go one step further.

Focussed on enhancing families' confidence, energy and wellbeing, the initiative sees professional musicians writing and singing original songs with them.

Jane Williams, Founder/CEO of the Magpie Project, said:

"We are over the moon to win funding from London City Airport. Families come to us for practical advice and support on issues such as housing, immigration, food, clothing and their child's care."

However, we also think it is very important to give children caught up in homelessness the opportunity to be children – to experience joy, play and togetherness."



Lambeth Libraries: Lending jobseekers interview clothes

Creating the right first impression at an interview, can make the difference between being successful and unsuccessful.

And this daunting task can be all the more challenging when you can't afford smart clothes because you're unemployed.

However, a new partnership between Lambeth Libraries and an on-demand laundry service, called 'ihateironing', is changing that.

Using Brixton Library as a base for receiving and storing donated clothing, the partnership offers local job seekers the opportunity to borrow smart clothes for their next interview.

Matt Connelly from 'ihateironing' said:

"We're building a collection of clothes at Brixton Library that can be borrowed by the local community to help everyone dress for success, whatever their circumstances."

London City's grant will help us to expand the variety of clothes we offer, so that we eventually have a full range of outfits that caters to everyone's needs."

Local charity Mind: Encouraging mental and physical health in Newham

The charity Mind in Tower Hamlets and Newham has held an event – called Get Active Newham – to enhance the mental and physical health of Newham residents.

Using the airport's grant money, they hosted the Get Active Newham event at the Royal Docks Learning and Activity Centre in September 2019 – with a special focus on how physical activity has been shown to benefit mental health and wellbeing.



The community gathering saw over 200 people sample a variety of healthy living activities on the day.

Michelle Kabia, CEO of Mind in Tower Hamlets and Newham said:

"We were delighted to be awarded funding for our Get Active Newham event."

Time and time again, evidence has shown physical exercise can have a positive effect on mental health conditions – and events like this give people the opportunity to consider that."

95% of our feedback forms said that people 'enjoyed attending' – and we will be using this event as a springboard for creating other community programmes like this."



Royal Docks Learning and Activity Centre: Enhancing community life

Ten minutes from LCY, this community-minded charity is increasing the biodiversity and enhancing the attractiveness of local green spaces – while upskilling young people to help create communal areas for everyone.

Joy-Caron Canter, Centre Director, said:

"LCY's support is helping us to naturalise and re-invigorate community spaces while giving local young people new skills and appreciation for the benefit these green areas provide."



Need financial support for your initiative?

Do you run or know a community group, charity or organisation that does great work for the community? Does it need financial support?

Take a look at our website – under the 'Responsible Growth' section – to see the funding criteria and how you can apply. Applications for the first round of the 2020 Community Fund are now open, with a deadline of 24th January 2020.



Staff to volunteer during 12 Days of Giving

London City staff will be out and about in the community this Christmas as part of our annual 12 Days of Giving programme.

After contributing 660 volunteering hours during our summer Volunteering Fortnight, we've organised a full programme of activities for the festive period too.

The 12-day event will see staff helping out at six local charities and organisations:

- **Ascensions Church Christmas dinner (Newham)** – decorating the hall and Christmas trees, wrapping presents and writing cards, serving dinner and helping with a quiz
- **Royal Docks Learning and Activity Centre dinner (Newham)** – helping to set up and serve Christmas lunch
- **Bridges Homeless charity Christmas dinner (Newham)** – helping to set up and serve Christmas dinner to homeless people from Newham
- **Vi & John Rubens Care Centre (Redbridge)** – socialising with residents and supporting activities such as bingo and craft sessions
- **Core Landscapes Community Garden and Plant Nursery (Hackney)** – helping with garden activities including prepping, planting and decorating for a Christmas event
- **Barking Foodbank (Barking and Dagenham)** – buying the maximum amount of food within a set budget

*Figures released from Ministry of Housing, Communities and Local Government show that there were 5,048 households in temporary accommodation at the end of March 2019

Flying home for Christmas



Did you know?

...that our snow ploughs can push snow faster than Santa can fly across the sky?

At 25mph, we're pretty sure that our new Schmidt snow sweepers could beat Santa in a race down our runway.



Christmas is just around the corner, and at London City Airport we're starting to see passengers travelling far and wide to see their loved ones.

So, with the festive spirit taking hold of the airport, we thought we'd ask our staff to tell us what makes this time of year special for them.



Jason, from our airfield team, said:

As a kid it was the anticipation of Christmas Day, the struggle to stay awake the night before to catch a glimpse of Father Christmas (or rather my stepfather in a Santa hat) filling our stockings.



Marnie, from our Customer Services team, said:

In our village, we all meet on the green to join a children's choir for a Christmas Carol service.

The words of the carols are projected onto a nearby wall and everyone holds their own candles.

It is really a lovely evening and one that I would never want to miss. It reminds me of how important your community is and it is what Christmas is really about.



Loreta, retail manager, said:

Turkey with all the trimmings and a tinsel-festooned tree are hallmarks of childhood Christmas memories.

But nothing stays wedged in the mind more firmly than those giddy moments spent ripping the wrapping paper off a tower of presents and making family and friends happy.



Gemma, from our Security team, said:

There's something magical about the atmosphere and colours on the lead up to Christmas.

For me it's all about appreciating time with loved ones and making memories.



The future of flight: Becoming sustainable aviation leaders

Accelerating the decarbonisation of aviation is at the top of the agenda for industry leaders, investors and governments, and we know it's important to many of Newham's residents too.

To bring forward a new era of clean aviation we need to take an innovative approach across the whole industry.

However, we're no strangers to innovation at LCY, and we've already started engaging with the industry to use the airport as a testbed for developing more sustainable, electric aircraft for example.

£10,000 competition to develop sustainable security bag

In October, we launched a £10,000 competition for innovators to create a more sustainable transparent security bag – for carrying liquids in hand luggage – before CT scanners replace the need for them altogether.

The winner will be offered the chance to trial the product at the airport and, if successful, could earn them a commercial contract – while also helping us avoid disposing of approximately 2 million single-use plastic bags each year.

The £10k bid comes after becoming the first UK airport to ban single use plastic straws – while converting four tonnes of coffee waste into a sustainable fuel source last year alone.



Discussing our future with next generation

In November, we welcomed over 470 East London pupils to our fourth annual STEM in Aviation Day at the ExCeL London.

Designed to inspire the next generation of aviation leaders and innovators, the event focussed on the future of flight – and how cutting-edge developments such as sustainable aircraft and Artificial Intelligence could shape our industry.

Aged between 14 and 16, from 22 schools, the children were asked to showcase their own ingenuity in an aviation-themed business challenge to fit-out a sustainable terminal with a £10m budget.

Winners from Sydney Russell School in Dagenham received tickets to the Farnborough International Air Show and Westfield vouchers. The runners up were Gaynes School, Upminster.



BA to offset carbon emissions on domestic flights

In a significant step by one of the country's largest airlines, all of British Airways' UK domestic flights will be offset through carbon reduction projects from 2020, it was announced in October.

The airline's subsidiary BA City Flyer operates over 50% of London City Airport's flight schedule.

The move will see IAG, BA's parent company, investing in renewable energy, reforestation and rainforest protection programmes across the world – while capping its carbon emissions on international flights.

The airline has also previously committed to convert household and commercial waste into renewable sustainable jet fuel to power their fleet.



Destination getaway: finding your perfect break

As we add more and more holiday destinations to our flight schedule, we are seeing an increasing number of local people using the airport.

In fact, Civil Aviation Authority (CAA) data shows that a fifth more local passengers – living within three miles from the airport – used LCY last year.

And it's not always as expensive as you might think. When some aviation experts compared peak summer fares like-for-like with London City, your local airport was found to offer cheaper fares than both Heathrow and Gatwick during the height of August.

Whether it's a Christmas city break or a summer beach holiday you're after, we've got a pleasing variety of destinations for every season. So, we thought we'd tell you about some of our favourites. You can book directly through www.londoncityairport.com

Berlin, Germany, featured. [British Airways]

Arguably the perfect city break, Germany's most cosmopolitan city is a heady blend of grit and glamour.

Steeped in history but considered one of the most modern capitals of Europe, Berlin has a lot to offer – including incredible local food, world-renowned beer and of course a pulsating nightlife.



Split, Croatia [British Airways]

Glorious beaches, a dramatic mountain backdrop and fascinating Roman architecture make Split one of south-eastern Europe's top destinations.

Beyond the palm tree-lined promenade of Croatia's second city, a fascinating old town centres on the iconic Diocletian's Palace, and lively streets lined with bars and restaurants offer an atmospheric taste of the Dalmatian Coast.



Venice, Italy [British Airways]

City, sovereign state, tourist hub, living museum... whatever your impression of Venice, this place continues to defy all logic.

This audacious medieval masterpiece, perilously perched in the Adriatic lagoon, boasts some of the world's finest art and architecture. The City of Love almost sinks under the weight of its incredible past, yet stands tall as a fascinating window into a bygone age.



Budapest, Hungary [LOT Polish Airlines]

Hard to beat for sheer beauty, Budapest ticks every box you could want from a European city and seems to do it without trying.

Catch one of our flights in 2020 to spend a relaxing day in one of Budapest's many parks or take a dip in waters from its 100-plus thermal springs. It's time to fly to the Hungarian capital for what is, quite simply, one of Europe's great must-visit locations!



Vilnius, Lithuania [LOT Polish Airlines]

Lithuania's lively capital wears its heart on its sleeve. Vilnius takes great pride in its cultural and architectural heritage, interspersing its majestic towers, spires and domes with attractive green spaces and grand public squares. Yet its battle scars aren't hidden – prominent museums, memorials and Soviet-era concrete relics serve as thought-provoking reminders of past struggles. These significant landmarks will leave a lasting impression from what is sure to be a culturally rich holiday. With a large Lithuanian population in Newham, you might also be interested in this route to visit friends and family.



Antwerp, Belgium [Air Antwerp]

Its heyday may have been centuries ago, but when you fly to Antwerp, you'll see that behind its Flemish facades, a renaissance is underway.

Milan, Italy [British Airways]

Milan is the heart of many of Italy's great industries. From finance to fashion, it has much to offer the keen explorer.

Fly to Milan to discover Da Vinci's The Last Supper, one of the world's greatest cathedrals, and many of its finest art collections. And then there's football! This modern city has so much going on, you'll never be stuck for things to do.



Ibiza, Spain [British Airways]

Ibiza is synonymous with all-night raves and the best parties in Europe. You'll certainly find such things in plentiful supply here.

You don't have to go far, however, to discover a world apart from DJs and drinks, where history takes precedence and small villages entice you to relax on a peaceful coastline overlooking the glimmering Med.



Warsaw, Poland [LOT Polish Airlines]

Poland's capital is often described as one of Central and Eastern Europe's top destinations to visit for many reasons.

Whether you're visiting for work or a weekend away, Warsaw is one of the continent's most exciting cities. From its blend of architecture that spans centuries, to its quietly excellent restaurant scene, the wide variety of things to see and do means there's something for everyone.

Want to capture your own amazing plane pics?

We've asked a top aerial photographer to tell us his secrets about capturing the best possible shot out of an aeroplane window from 35,000 feet.

Whether it's an unwelcome wing or window reflection, plane snaps can be tricky.

But after many years of experience, Jason Hawkes has mastered the tricks of the trade. So, we asked him to give us some of his top tips while taking some stunning pics of landmarks on a BA Cityflyer return flight to Edinburgh:

- Shoot in the hour just after sunrise or the hour just before sunset aka the 'golden hour'
- If you have a camera – use a lens between a 24mm and 70mm to get the best result
- Set your camera or phone camera onto a shutter speed of 1/1000th of a second or higher (to avoid the effects of vibration)
- If you have a digital single-lens reflex (DSLR) camera, make it easier to the perfect pic by using a polariser rather than a circular filter
- Try a lens skirt or large rubber lens hood to block out window glare



Airport News



East London artist to be selected for 'Destination London' artwork

London City is seeking creative talent from East London to make an impactful first impression for its international visitors.

Showcasing London as a vibrant centre for art and culture, a new artwork – called Destination London – will celebrate East London and the airport as a gateway to the capital.

Scheduled to be created by Spring 2020, the commission will be installed in the International Arrivals corridor and curated by The Line – who look after a series of artworks along East London's waterways from the Queen Elizabeth Olympic Park to the O2.



Boost in BA Cityflyer flights to European cities

BA Cityflyer – British Airways' subsidiary airline – increased the frequency of its flights this November from London City Airport to five of its most popular destinations to:

- Berlin by six flights per week
- Edinburgh by four flights per week
- Florence by five flights per week
- Glasgow by six flights per week

Next steps for our Draft Master Plan (2020-2035)

Thank you to everyone who provided feedback on our Draft Master Plan during the 16-week consultation period earlier this year.

After outlining how we could grow sustainably over the next 15 years, the document will now be reviewed to take into consideration your views. The final Master Plan will be published early next year, along with a consultation report, summarising the responses received and how these have been taken into account.

LCY #1 for customer service

London City's customer satisfaction has been rated this quarter to be the best in London and higher than any other UK airport of its size*.

Courtesy of staff, ease of way finding and feeling safe were among our top attributes, as judged by world-renowned Airport Quality Service Quality (ASQ) standards, which is run by the global industry body, Airports Council International (ACI). *airports with 2-5 million passengers a year

Job vacancies

With over 2,000 employees working at the airport, we have a variety of challenging and interesting roles which we actively encourage our communities to apply for.

Our current vacancies are:

- Training and Compliance Officer (8th December closing date): £33,615 – £34,647
- Night Campus Security Officers (6th December closing date): £28,000 (12 month Fixed Term Contract)

Visit our website to keep up to date with the latest available roles: www.londoncityairport.com/careers

Christmas opening hours

Airport opening hours will be changed on the following days:

- Christmas Day – closed
- Boxing Day – 6.30am to 10pm
- New Year's Day – 6.30am to 10pm

Creating an airport for the future

With more and more visible progress onsite, the City Airport Development Programme is approaching a couple of landmark moments in the New Year.

New temporary immigration facility

A new temporary immigration facility – with more queuing spaces, Passport Control desks and eGates – will go live early next year.

The rate of progress in airport technology is really exciting, and we're also working behind the scenes to see how facial recognition technology can be used.

This will eventually mean passengers can process through an airport without taking their passports or boarding passes out of their bags. All this while maintaining a high level of security. Watch this space!

Two new aircraft stands in January

Having built its foundations over the King George V Dock, the first two of eight new aircraft stands, will be utilised for British Airways aircraft early next year. The stands are located on a concrete deck to the east of stand 24.



Making our construction work sustainable

We were given a bronze Green Apple award at a ceremony at the House of Commons in November for our sustainable construction efforts.

The win comes after also being nominated as a finalist in the sustainability category for the Construction Awards.

Here's some of the measures we've taken to achieve this status.

Reducing deliveries, reducing carbon

We've cut down on the deliveries driven to and from the construction site.

We've done this by using barges to transport the Rainham Marshes construction soil on the River Thames – which has saved over 2,000 tonnes of CO₂ (up to July 2019).

We've also made sure that many of the building parts were assembled before arriving at the site to significantly reduce the number of deliveries to the site.

Building bird habitats

By taking construction soil and using it to help build a bird habitat on Rainham Marshes, Essex – the largest habitat created inside the M25.



Restoring fish habitats in the Dock

The Royal Docks is home to a relatively unusual mix of fish – including both sea and river fish. After building in the dock, the programme has restored fish habitats for species such as Grey Mullet, Tench, Pike and Sea Bass so they can continue to thrive.