

LONDON CITY AIRPORT

2013 SECTION 106 ANNUAL PERFORMANCE REPORT

08 July 2014

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London City Airport 
Get closer.

Chief Executive's Foreword

Welcome to the London City Airport (LCY) Annual Performance Report on airport activities during the 2013 calendar year in connection with the airport's legal Planning Agreement with the London Borough of Newham (LBN).

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

2013 was LCY's 26th year of operation and was the airport's best year ever in terms of passenger numbers (3.4 million, a 12% increase on 2012) and aircraft movements (73.7k, up 4.5%). Six new routes were introduced and, for the second year running, the airport received the accolade of Best European Airport from the Airports Council International. LCY has also retained its position as the UK's most punctual airport (according to Civil Aviation Authority data) for the last six quarters, or 18 months¹.

In July 2013, the airport submitted two planning applications to the LBN for the City Airport Development Programme (CADP) to provide infrastructure that will allow it to reach its permitted level of 120,000 flight movements per annum. The applications are for new airfield infrastructure and extended passenger processing facilities (CADP1) and a hotel (CADP2). Planning permission is not being sought to extend the runway, alter opening hours or increase flight movements beyond those already permitted.

We continue to be very proud of the benefit LCY's operation has on the local, London and wider UK economies, and the £750 million² economic contribution

that we deliver each year. The airport also has a significant role to play – through the connectivity it provides to European business centres – in facilitating inward investment into the LBN and the wider east of London.

With the airport providing business travellers with quick and efficient connections to commercial centres around the world, Canary Wharf continues to go from strength to strength and ExCeL has cemented its place as Europe's premier exhibition and conference venue. Many new exciting developments are planned or underway in the Royal Docks (including the Asian Business Park (ABP) project and the Silvertown Quays development) and Newham's 'Arc of Opportunity' (including Stratford's International Quarter and the Queen Elizabeth Olympic Park and Stadium, the new home of West Ham United Football Club). These all will, or do, derive benefit from the connectivity we provide – benefit that will only become greater as the airport grows to its permitted levels.

During 2013 – in addition to the requirements of the Planning Agreement which include commitments to education, training and employment (our Take-Off Into Work programme, which has been running for four years, has put over 350 local people into work) – we've continued to be actively involved in the community, whether through volunteering, local sports sponsorships or simply through our new bi-monthly Community e-bulletin which has the capability to reach residents not only in our local area, but across the five boroughs that surround the airport.

Our longstanding partnership with Richard House Children's Hospice continued through the year as well, and fundraising activities are a regular part of airport life. In 2013 we were delighted to raise over £40,000 for the hospice, including £25,000 raised by a sponsored bike ride to Amsterdam in the summer of 2013. In 2014, more work will be done for the hospice by LCY staff and one of the main fundraising activities will be a summer bike ride challenge to Rotterdam.

¹ Source: Civil Aviation Authority
<http://www.caa.co.uk/application.aspx?catid=33&pagetype=65&appid=11&mode=list&type=sercat&id=27>

² Source: York Aviation, 2013



We pride ourselves on being a good neighbour and this includes becoming a more sustainable business. In our Sustainability Action Plan we pledge to deliver improvements on waste, air quality, energy and transport. In the last year for example, positive strides have been made with the percentage of waste being recycled on site, rising from 20% to 40%.

Reducing carbon emissions is another priority for us and last year, in recognition for the positive measures being implemented, we were awarded Carbon Accreditation Level 1. Carbon Accreditation Level 2 has been awarded to us in 2014. Alongside this, carbon emissions per passenger are also falling, and in 2013, against a target reduction of 5%, we achieved a 14% reduction.

The airport also prepared a Noise Action Plan or NAP in 2013. This sets out key noise control measures to supplement the existing mitigation methods that continue to protect the local community from the effects of aircraft noise. The NAP has been submitted to DEFRA for approval.

Over the past year we have made positive strides in preparing a new Draft Surface Access Strategy in consultation with the Airport Transport Forum and witnessed a continued increase in use of public transport by both passengers and staff at LCY.

We have produced this report for submission to LBN, in line with our Planning Agreement, in a format intended to be useful to everyone who takes an interest in the airport and what we do. Further details of our local engagement are available at: www.londoncityairport.com, and you can email any enquiries to our Corporate Social Responsibility department claire.davey@londoncityairport.com

A handwritten signature in black ink, appearing to read 'Declan Collier', written over a light blue horizontal line.

Declan Collier
Chief Executive Officer



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1. Introduction

1.1 Overview

1.1.1

London City Airport (LCY) is the UK's leading business airport³ serving over 40 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 Site. 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 2013 the airport had its busiest ever year handling approximately 3.4 million passengers. This represented an increase of 12% over 2012. The total number of aircraft movements at the airport increased from 70,502 in 2012 to 73,640 in 2013.

1.1.3

On 26 July 2013, building on a programme of extensive pre-application consultation, LCY submitted to the London Borough of Newham (LBN) the City Airport Development Programme (CADP) comprised in two planning applications:

- CADP1 – A detailed application for new airfield infrastructure and extended passenger facilities at the Airport (LPA ref. 13/01228/FUL); and
- CADP2 – An outline application for a new Hotel with up to 260 bedrooms (LPA ref. 13/01373/OUT).

1.1.4

Together the applications provide a holistic vision for the Airport for the next 10 years and beyond. The CADP does not propose to increase the number of permitted aircraft movements and the Airport will continue to operate up to a maximum limit of 120,000 movements per annum (subject to noise controls), approved by LBN in July 2009. No changes are proposed to the Airport's opening hours.

1.1.5

If approved, CADP will increase the number of aircraft parking stands at the Airport from 18 to 25. At the same time, it will provide a step change in passenger facilities with eastern and western extensions to the terminal building and other infrastructure. CADP will also provide the infrastructure necessary to facilitate the introduction of the next generation of modern and quieter aircraft at the Airport, in addition to opening up potential to reach new destinations.

1.1.6

The applications are presently being considered by LBN.

1.2 Annual Performance Report

1.2.1

On 9 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) 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 matters that are necessary to make a development acceptable in planning terms. The Planning Agreement between LCY and LBN provides the framework for the airport to utilise the planning permission sustainably and covers a wide and complex range of areas including (but not limited to):

- Noise monitoring and mitigation programmes;
- Air quality monitoring and mitigation programme;
- Sustainability and environmental strategies;
- Transport and surface access planning;
- Education, employment and training programmes; and
- Financial contributions by LCY to local community programmes and infrastructure projects.

1.2.3

Planning agreements provide a long term framework for delivering planning consents and as such are expected to be in place for a number of years. In the initial periods much of the work will be to put in place the strategies, systems and processes which, once established, will drive the delivery of the provisions of the Planning Agreement in future years. This Planning Agreement is no different in this respect and many of the activities reported on in this report relate to the necessary strategies, systems and processes established in accordance with the agreement.

³ Civil Aviation Authority

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

1.2.4

The Planning Agreement requires LCY to submit an Annual Performance Report (APR) to LBN by 1 July each year documenting the airport's performance under the Planning Agreement during the previous calendar year (January – December). The requirement to prepare an APR was included in the Planning Agreement to document monitoring and recording of LCY's activities in relation to the Planning Agreement and the APR is published online to be readily available to the public (see section 1.4 below). The structure of the 2013 APR follows that of the previous APR's for each of the years 2009-2012.

1.2.5

A draft of the 2013 APR was provided to LBN for review. A number of comments were received from LBN and, where appropriate, these have been addressed in the APR.

1.2.6

In addition to LCY's formal monitoring and reporting requirements under the Planning Agreement, quarterly meetings are held with LBN Officers to discuss progress on Planning Agreement obligations. Subject-specific meetings are also held with LBN Officers where appropriate and communication with LBN's Airport Monitoring Officer (AMO) about a broad range of airport-related matters is ongoing. LCY holds bi-monthly meetings with Officers at LBN to discuss progress of the Sound Insulation Scheme, given the scale and importance of this particular environmental programme (see section 3 of the APR). Officers at the adjoining boroughs are invited to these meetings and are regularly updated on the progress of the scheme. In addition, a bi-monthly meeting is held with Officers at LBN, including the AMO, to discuss progress on the various Action Plans that have been implemented at LCY.

1.3 How to Read this Document

1.3.1

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.

1.3.2

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

1.4 Publication of Annual Performance Report

1.4.1

From 08 July 2014, the APR will be available to download from the LCY Consultative Committee (LCACC) website at the following URL: <http://www.lcacc.org>

1.4.2

From 08 July 2014, the APR will also be available to download from the LCY website at the following URL: <http://www.londoncityairport.com/environment>

1.4.3

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/community>

1.4.4

On 7 July 2014 LBN wrote to LCY in respect of its performance against the Planning Agreement obligations for the period 1 January to 31 December 2013 [8th Schedule / Part 2 – Page 62]. A copy of this letter is provided at Appendix 1.

2. Aircraft Movements

Table 2.1 – Numbers and Types of Aircraft Using the Airport (Jan – Dec 2013)

Aircraft Type	AC Code	Nr of Aircraft Movements
Airbus A318	A318	985
ATR-42	AT42	1080
ATR-72	AT72	0
Beechcraft Super King Air 350	B350	6
BAe 146-100	B461	4
BAe 146-200	B462	110
BAe 146-300	B463	16
Beechcraft Super King Air 200	BE20	43
Beechcraft Beechjet 400	BE40	44
Beechcraft Baron	BE58	172
Cessna Citation CJ2	C25A	129
Cessna Citation CJ3	C25B	4
Cessna Citation Mustang	C510	152
Cessna Citation CJ1	C525	40
Cessna Citation Bravo	C550	264
Cessna Citation V	C560	8
Cessna Citation Excel	C56X	1514
Cessna Citation Sovereign	C680	158
Canadair Challenger	CL60	124
Dornier 328	D328	4882
Dash 8 Q400	DH8D	2726
Embraer 135	E135	100
Embraer 170	E170	9206
Embraer 190	E190	16036
Fokker 50	F5	13901
Dassault Falcon 2000	F2TH	88
Dassault Falcon 900	F900	127
Dassault Falcon 10	FA10	34
Dassault Falcon 50	FA50	102
Dassault Falcon 7X	FA7X	546
Gulfstream G150	G150	0
Hawker 800	H25B	1416
Dornier 328 Jet	D328J	4
LearJet 40	LJ40	0
LearJet 45	LJ45	138
Piaggio 180 Avanti	P180	46
Piper PA-31	PA31	8
Avro RJ-100	RJ1H	7670
Avro RJ-85	RJ85	9985
Saab 2000	SB20	1772
TOTAL	-	73,640

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

2.1.1

During the 2013 calendar year the airport handled 73,640 total aircraft movements.

2.1.2

Table 2.1 overleaf outlines the numbers and types of aircraft using the airport during the 2013 calendar year.

2.1.3

During the 2013 calendar year the airport handled 77,374 noise factored aircraft movements.

2.2 Daily Numbers of Movements Including Noise Category

2.2.1

Details of daily numbers of movements for the 2013 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 2013 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.

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 2013 calendar year, all flights fell within the allowed times as set out in Conditions 6(a), 6(b), 6(c) which are reproduced in full in Appendix 3.

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) period⁴. Conditions 9 and 10 are reproduced in full in Appendix 3. During the 2013 calendar year, all but one of the 73,640 flights at

the airport fell within the allowed times as set out in Conditions 6, 9 and 10. This one instance was attributable to an early morning take-off which was outside the provisions of condition 10 by 33 seconds. This instance is explained in more detail below.

2.3.2

On Friday 11 October 2013, due to exceptional circumstances, there was one additional flight during the early morning period. Although there were only a total of 6 flights during the overall early morning period (06:30 to 06:59) that day (as permitted under condition 9), there was one arrival and two departures during the period of 06:30 to 06:44 (i.e. a total of three flights, one more than is permissible within this time period as specified by condition 10).

2.3.3

The airport is committed to ensuring that the early morning restrictions are adhered to at all times, unless unavoidable operational circumstances arise on a particular day. After investigating the incident, it appears that this early take-off was the result of a controller error. It is difficult to estimate how long a pilot will take to depart once given their take off clearance; the aircraft in question was scheduled to depart at 06:45, so to avoid overly delaying the departing aircraft the controller used their judgment in giving the clearance to take off. There are times when the pilot will take a little longer to run up their engines and roll down the runway and also there are particular days when the aircraft will take longer to get airborne. In this instance, both were quicker than expected so the departure time was 33 seconds earlier than 06:45.

2.3.4

Although the investigation by the airport and (with support from local National Air Traffic Services (NATS)) identified that all procedures were followed correctly on 11 October, NATS subsequently issued an instruction to its air traffic controllers to reiterate the early morning restrictions and this instruction forms part of the controllers' mandatory reading list which is checked for compliance by the NATS local Air Traffic Control General Manager.

2.3.5

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 2013 calendar year, all ground running occurred within the allowed times as set out in condition 5.

2.3.6

In addition, 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. This was confirmed by the absence of any complaints being received by LCY in relation to this matter [3rd Schedule / Part 2 – page 30].

⁴ 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 Monitoring and Management

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 2013 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 in order to:
 - (i) minimise noise disturbance from aircraft using the airport including any aircraft maintenance facility
 - (ii) ensure that track-keeping is maintained by aircraft using the airport
 - (iii) control maximum noise levels of aircraft using the airport.
- 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.
- 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 the new NOMMS is fully operational and replaces the existing Noise Management Scheme.

3.1.3

Further information on the operation of the Noise Management Scheme in 2013 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. [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 2013 calendar year are included at Appendix 10 of this report.

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

3.3.1

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 full details set out in Implementation Guidelines to be progressed through a series of workshops with LBN and to be submitted for approval.

3.3.2

The NOMMS Implementation Guidelines were submitted to LBN on 6 July 2010 for approval. Discussions on the NOMMS Implementation Guidelines have continued with LBN and their acoustic consultants since.

3.3.3

Key deliverables through 2013 included the installation of a new Noise Monitoring and Flight Track Keeping System. This new Noise and Track Keeping System is provided by Topsonic and included the replacement of the existing 4 Noise Monitoring Terminal's (NMT's) with advanced high-tech equipment, upgrading facilities (such as the installation of a large solar panel at NMT 2) and providing additional noise monitors.

3.3.4

As part of this upgrade, LCY now has two portable noise monitor trailers which can be used within the local community. One of the trailers uses renewable energy to power the equipment via solar panels attached to the roof of the unit.

3.3.5

The new system is supported by a dedicated call out support team in case of the unlikely event of any failures, adding improved resilience to the operation of the Noise and Track Keeping System.

3.3.6

Subject to securing the necessary consents it is intended to introduce three additional NMT's external to the airport as part of the NOMMS in 2014. This includes an NMT in Newham (Dockside) to monitor ground noise levels from the airfield, another NMT at Lea Valley Park (Tower Hamlets) and one in the community of



Thamesmead (Greenwich). Discussions to secure the necessary land agreements were progressed through 2013 and planning applications for the NMT's will be submitted by July 2014.

3.4 Aircraft Categorisation Review

[4th Schedule / Part 13 – Page 47]

3.4.1

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

Consultation with LBN has continued through 2013 and actions identified in order to further develop the proposals set out in the draft Categorisation Review.

3.4.3

The most significant Categorisation Review projects undertaken in 2013 were:

- Noise monitoring studies (including analysis and interpretation of the data gathered) at the proposed locations of the NMT's in Tower Hamlets and Greenwich; and
- The preparation and submission of a report to LBN in October 2013 detailing technical considerations and identifying the next steps in progressing the ACR.

Discussions with LBN are ongoing to assist in the review and further development of the aircraft categorisation procedures at the airport.

3.5 Annual Aircraft Categorisation

[Condition 7(4) Planning Permission]

3.5.1

The Annual Aircraft Categorisation Report for 2013 is included at Appendix 11 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

No new aircraft were introduced to LCY during 2013.

SOUND INSULATION SCHEME (SIS) AND PURCHASE SCHEME

3.6 SIS: Noise Contours

3.6.1

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

- Actual 57 dB (2013 actual contour)
- Actual 66 dB (2013 actual contour)
- Actual 69 dB (2013 actual contour)
- Predicted Reduced 57 dB (2014 best estimate forecast contour)
- Predicted Reduced 66 dB (2014 best estimate forecast contour)
- Predicted 57 dB
- Predicted 66 dB
- 1998 57 dB

3.6.2

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 2009 Section 106 Agreement. Further details on the SIS and Purchase Scheme are provided below.

3.6.3

During 2013, LCY has continued to operate the current SIS, which was introduced on 15 December 2011.

3.6.4

LCY holds meetings every other month with Officers at LBN to discuss the progress of the SIS, given the scale and importance of this particular environmental programme. Officers at the adjoining boroughs are invited to these meetings and are regularly updated on the progress of the scheme.

3.6.5

Four additional Public Buildings have been identified under the First Tier Works Eligibility Boundaries within the 2013 APR. These are St. Pauls Church, The Lodge at St. Pauls Church, Hawksmoor Primary School and Gallions Reach Health Centre.

3.6.6

No additional Public Buildings have been identified under the Second Tier Works Eligibility Boundaries within the 2013 APR.

3.6.7

Table 3.1 summarises the progress of the domestic scheme as of 31 December 2013.

3.6.8

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

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 no residential premises or public buildings requiring further inspection identified in the 2013 APR.

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 are listed in Appendix 6 (together with the Eligibility Boundary). In summary, there are a total of 361 new residential premises eligible for First Tier Works - 76 within the London Borough of Newham, 283 within the Royal Borough of Greenwich and 2 within the London Borough of Tower Hamlets. 4 new Public Buildings are eligible for First Tier Works.

**Table 3.1 – Sound Insulation Scheme:
Summary of Progress for Eligible Premises (Jan – Dec 2013)**

	Location	Total nr properties	Notified	Works permission requested	No response/ no permission	Works complete
Re-inspection Properties (2009 APR)	Various	153	100%	100%	22.88%	53.59%
First Tier – Phase 1	Britannia Village E16	352	100%	100%	81.53%	16.76%
First Tier – Phase 2	Canning Town (1) E16	373	100%	100%	31.64%	58.45%
First Tier – Phase 3	Thamesmead SE28	889	100%	100%	48.71%	47.24%
First Tier – Phase 4	Tower Hamlets E14	1288	100%	100%	81.60%	17.39%
First Tier – Phase 5	Barrier Point E16	67	100%	100%	68.66%	31.34%
First Tier – Phase 6	North Woolwich E16	302	100%	100%	78.15%	20.53%
First Tier – Phase 7	Canning Town (2) E16	84	100%	100%	42.86%	51.19%
Second Tier	Camel Road & Parker St	27	100%	100%	100.00%	0.00%
Re-inspection Properties (2011 APR)	Various	2	100%	100%	100.00%	0.00%
First Tier – Phase 8	Various	49	100%	100%	61.22%	36.73%
Re-inspection Properties (2102 APR)	Various	19	100%	100%	94.74%	5.26%
First Tier – Phase A1	Wards Wharf Approach E16, Inverness Mews E14, Naval Row	239	100%	100%	99.58%	0.42%
First Tier – Phase A2	New Providence Wharf	559	100%	100%	100.00%	0.00%
First Tier – Phase A3	Ontario Tower E14	264	100%	0%	100.00%	0.00%
First Tier – Phase B	Barrier Point Road and Berwick Road	44	100%	100%	86.36%	13.64%
First Tier – Phase C	Thamesmead SE28	290	100%	100%	95.17%	4.83%
Total		5,001	100%	94.72%	73.87%	23.38%

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 are listed in Appendix 7 (together with the Eligibility Boundary). In 2013 there were 6 new residential premises eligible for Second Tier Works. There are no newly eligible Public Buildings.

3.10 Publicity for SIS

[4th Schedule / Part 4 – Page 43]

3.10.1

In February/March, August and December 2013 LCY published advertisements for the SIS in the local newspapers listed below. As agreed with LBN, the airport published the newspaper advertisements on three occasions in 2013 given that the SIS was only advertised once in 2012.

**Table 3.2 – Sound Insulation Scheme:
Local Newspaper Advertisements (2013)**

Title of Publication	Date of Advertisement 2013		
	Feb/March	August	December
Greenwich Time	26/02/2013	20/08/2013	10/12/2013
Newham Recorder	27/02/2013	21/08/2013	11/12/2013
Greenwich Mercury	27/02/2013	21/08/2013	11/12/2013
The Wharf	28/02/2013	22/08/2013	12/12/2013
East London Advertiser	27/02/2013	21/08/2013	11/12/2013
Newham Mag	15/03/2013	30/08/2013	20/12/2013

3.10.2

Copies of the published advertisements are provided in Appendix 8.

3.10.3

Written notifications were also sent to all owners/occupiers of eligible properties in both 2012 and 2013.

3.10.4

Details of the SIS are also available on the airport Website (<http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>) and on the Consultative Committee website (<http://www.lcacc.org/noise>).

3.10.5

As of December 2013, 23.38% of all eligible properties have

received works offered under the scheme. It is noted however that all properties eligible under the scheme have been issued with initial, subsequent, and final opportunity letters.

3.10.6

In some instances the poor take up of the scheme is down to the occupants but there are also instances where works have been refused by other parties who are responsible for the management or ownership of a given property and not the occupants themselves.

3.10.7

LCY fully recognise the issues experienced to date in delivering the scheme and in response to these issues has reviewed the promotional activity of the scheme in 2014 to provide:

- refreshed and simplified SIS technical information on the LCY website;
- improved advertising of the scheme by refreshing the information associated to the current advertising activity; and
- provide additional information to Councillors in through the year so information can be distributed to residents at local surgeries and events as appropriate

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.

3.11.2

No dwellings were identified in the 2013 Actual 69 dB contour (see Appendix 4) so no dwellings became eligible for the Purchase Scheme during the 2013 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 2012 APR and discussed with LBN during Quarterly compliance meetings through 2013, the NAA with Tower Hamlets has not been completed to date. LCY has 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 engaged and offered the same amount of protection under the SIS as other local residents.

3.13 Noise Insulation Payments Scheme
[4th Schedule / Part 6 / 1 and 2 – Page 44]

3.13.1

Following comment and feedback from LBN on the previous draft, a revised draft Noise Insulation Payments Scheme (NIPS) was submitted to LBN on 19 December 2013 for approval, together with evidence of consultation undertaken with persons interested in developments that are likely to benefit significantly from NIPS. The revised draft NIPS is currently being considered by LBN.

3.14 Noise Action Plan 2013

3.14.1

In 2013 the airport prepared a Noise Action Plan (NAP) 2013 – 2018. The NAP supersedes the previous one which was formally adopted by the Secretary of State for Environment, Food and Rural Affairs (DEFRA) on 9th May 2012. It includes a review of the progress made under the previous NAP and includes new noise mitigation related actions for the airport over the next 5 years. The 2013 NAP has been issued to DEFRA for approval.



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 2013 calendar year are included in the Report on the Operation of the Noise Management Scheme at Appendix 9 of this report.

4.2 Exceedences of Ground Running Noise Limit
[5th Schedule / Part 1 / 3 – Page 49]

4.2.1

There were no exceedences of the ground running noise limit for the 2013 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 collected 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 2013. This data, together with other results for the full 2013 calendar year, is summarised in the Air Quality Measurement Programme: Annual Report 2013 which is included at Appendix 12 to this report. During 2013 there were no recorded exceedences of the statutory air quality objectives set by Government⁵ 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

One such complaint was received in 2013. The complaint from a local resident in Thamesmead was received by the airport on 03 April 2013 and related to sooty deposits that the resident believed to be attributable to airport operations. The airport commissioned a Deposits Study which, following scientific examination of the deposits, concluded that they were not caused by aircraft or automobile engines at the airport. A copy of the Deposits Study undertaken on behalf of the airport was submitted to LBN in May 2013 and a copy was also provided to the complainant.

5.3 Air Quality Action Plan

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

5.3.1

The Air Quality Action Plan (AQAP) was approved by LBN on 22 June 2012 and subsequently implemented by the airport. The AQAP includes a series of 19 Measures for delivery over the lifespan of the AQAP to 2015, with an indicative timescale for implementing each Measure being indicated. These details are repeated below in Table 5.1 with an additional column providing a summary of progress through 2013.

⁵ The air quality objectives are set out in the Air Quality (England) Regulations 2000 as amended by the Air Quality (England) (Amendment) Regulations 2002, and are available at: <http://www.defra.gov.uk/environment/quality/air/airquality/regulations.htm>

Table 5.1 – Air Quality Action Plan - Progress Summary

Air Quality Measure	Indicative Timescale	Status at end of 2013 calendar year
1 Establish and implement a new system to routinely record the availability of Fix Electrical Ground Power (FEGP) on stands 1-10 and log the time taken to effect repairs.	Aug-12	A process is now in place. However with the introduction of FEGP, this will be implemented once the first FEGP is constructed on stands (Circa May 2014).
2 Refurbish FEGP facilities on Stands 1-10.	Dec-12	FEGP is being provided on Stands 1 - 10 in 2014.
3 Install FEGP to Stands 21-24 during any future stage of apron improvements, and in any event by 2013.	Dec-13	This Measure was proposed prior to the submission of the CADP planning applications. The CADP proposals provide for the installation of FEGP for Stands 21-24 and this will be revisited following the determination of CADP.
4 Replace or decommission all Mobile Ground Power Units (MGPU) units that do not comply with a minimum of Stage II emissions standards.	Dec-13	This will begin in 2014 once FEGP has been installed on Stands 1-10 and reliance on MGPU can be diminished.
5 Conduct an assessment of Aircraft Power Unit (APU) use over a period of 8 hours at selected stands on two separate days during the summer months.	Aug-12	This was completed in September 2013.
6 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	This will be implemented once FEGP works are completed in 2014.
7 Inclusion of APU use as a topic on the agenda of the Pilots Forum and the Flight Ops Governance Meetings. Reference to minimising APU use will be included in an article for the UK Air Pilot publication.	Aug-12	Completed - it was once again a topic for discussion at the Pilots Forum in October 2013. An update on FEGP was provided to the Pilots Forum.
8 Produce an analysis of trends in aircraft significant increases are identified, investigate procedures to reduce times.	Ongoing	To be undertaken in 2014.
9 Requirement for all third party airside vehicle operators to prepare and submit a fleet management strategy.	Dec-12	Letters were sent to third parties in June 2013. As a result, LCY will produce a site wide fleet management strategy combining emissions testing within this. A policy regarding fleet management by third parties will be produced in 2014.
10 LCY will work with operators at the airport to increase the percentage of LLEZ compliant vehicles year on year, with the target of achieving 100% compliance with the LLEZ by 2015 (unless an exemption is granted by TfL or agreed with LBN).	Ongoing	This is ongoing.
11 LCY will require that all new vehicles issued with an Airside Vehicle Permit (i.e. not renewal applications for existing AVPs) comply with the latest EU emissions standards for road vehicles (Euro Standard) defined as the date by which the Euro Standard comes into force for the registration and sale of new types of vehicles.	Aug-12	Airside Vehicle Policy amended. Action Complete.

Air Quality Measure	Indicative Timescale	Status at end of 2013 calendar year
12 Routine annual and periodic, random emissions testing for airside vehicles.	Ongoing	Training provided to Airfield Operations and Airfield Operations Safety Unit staff to conduct emissions tests occurred in 2013. Training video produced by Airfield Operations accordingly for on-going training requirements. Full emissions testing schedule to begin in 2014 and an Operations Safety Instruction Notice (OSIN) sent to all airside companies detailing the process issued.
13 Amend the Airside Driving Policy to make specific reference to vehicle emissions testing and the actions that must be taken in the event of failure.	Aug-12	Action complete 2012.
14 Publish a notice in "Taxi" which is published by the London Taxi Drivers Association. This will set out the concerns associated with unnecessary idling, and will seek to encourage taxi drivers to turn off engines wherever practicable.	Aug-12	Action complete 2012
15 During any future infrastructure developments to the airport forecourt take into consideration the potential for redesign of the taxi rank to minimise idling.	Ongoing	Not applicable in 2013. However it is noted that a temporary taxi feeder park off Hartmann Road is being used during the Crossrail construction works and this will have reduced idling on Hartmann Road.
16 Continue to lobby the Mayor of London and TfL to provide a direct DLR service between Canary Wharf and LCY stations.	Ongoing	Ongoing.
17 Publish an article relating to air quality and airport operations at least once per year in the airport staff newsletter "The Chronicle".	Ongoing	Complete. The Chronicle has been rebranded as Airport Life in 2013. An article entitled 'Emissions Vehicle Testing' appears at page 4 in the December 2013 issue.
18 Amend the LCY website to promote the measures it is taking to minimise air quality impacts, and include links to the AQMP Annual Report and the AQAP.	Aug-12	Completed in 2012 however in 2014 the website content will be refreshed.
19 Amend the LCY website to provide advice to passengers to use public transport.	Aug-12	Completed in 2012 however in 2014 the website content will be refreshed.

6 Sustainability and Biodiversity Strategies

6.1 Airport Sustainability Strategy

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

6.1.1

On 8 October 2010, LCY submitted to LBN for approval the Airport Sustainability Strategy (and Airport Sustainability Action Plan). The Strategy was based on a review of the airport's recent sustainability performance, the auditing of operational activities, updating baseline data including carbon emissions, and the establishment of specific objectives and targets against a range of sustainability indicators.

6.1.2

Discussions progressed with LBN during 2011 and comments were received from LBN in August 2011. During 2011 the baseline data

for the Airport Sustainability Strategy was also updated from 2009 to 2010.

6.1.3

The Airport Sustainability Strategy and Airport Sustainability Action Plan was approved by LBN on 22 June 2012 and subsequently implemented by the airport. It includes a series of 35 targets and actions for delivery over the lifespan of the Plan to 2014, with an indicative timescale for implementing each target/action. Significant progress was made in progressing the actions identified in the Plan through 2013. Table 6.1 below provides a summary of progress to the end of 2013. This progress was reported to LBN in bimonthly meetings throughout the year.

Table 6.1 – Airport Sustainability Strategy and Airport Sustainability Action Plan – 2013 Progress Summary

Sustainability Target/ Action	Indicative Timescale	Position at end of 2013 calendar year
Wst 1 75% of waste collections to be on weigh scale vehicles.	Dec-13	Action Complete - in 2013 LCY changed to a different waste contractor called WasteSolve. All waste dust carts are operated by Bywaters and taken to their facility in Stafford where every load is weighed on a weigh bridge.
Wst 2 Introduce a new waste storage hub to promote waste segregation.	Dec-12	Action Complete - waste storage hub for segregation of wastes has been streamlined to only allow dry mixed recycling (DMR) and general waste streams. Both of these are sorted off site in a multi recycling facility (MRF) which is run by Bywaters.
Wst 3 Increase waste recycling rate to 20%.	Dec-12	Action Complete. Recycling rate of 35-40% achieved in Dec 2013.
Wst 4 Implement a training programme to ensure that 100% of LCY staff have been trained in waste management.	Ongoing	Action Complete/Ongoing - high level waste management points are detailed in the introduction/refresher training provided to all employees. All individuals with specific duties involving special waste types have been informed of their required duties. More detailed internal briefings will also be conducted to employees via tool box talks and scheduled presentations in 2014.
Wst 5 Conduct a feasibility study to explore opportunities for Energy from Waste and/or Anaerobic Digestion.	Dec-12	Action Complete - all LCY waste which cannot be recycled goes to an appropriate Energy from Waste facility to recover electricity from the unrecyclable waste..
Ene 1 Implement a training programme to ensure that 100% of LCY staff have been trained in energy efficiency.	Ongoing	Action Complete/Ongoing - high level energy efficiency awareness provided in introduction/refresher training. More detailed internal briefings will also be conducted to employees via tool box talks and scheduled presentations in 2014.



Sustainability Target/ Action	Indicative Timescale	Position at end of 2013 calendar year
Ene 2 Implement a programme to install sub metering on high energy use areas.	Ongoing	This was initiated in 2013 and the first phase will begin in 2014.
Ene 3 Implement a programme of energy efficiency measures to be agreed in 2013 cost plan.	Dec-13	This was initiated in 2013 with the first set of energy projects approved in the 2013 cost plan (such as lighting lamp replacement and changes to the terminals building management system). Implementation will occur in 2014.
Ene 4 Energy use per passenger reduced by 5% relative to 2010 baseline.	Dec-13	London City Airport has achieved a 12.7% reduction per passenger comparing 2010 to 2013.
Ene 5 Publish a carbon management policy at the airport.	Dec-13	Action Complete.
Ene 6 Entry into the ACI Europe Airport Carbon Accreditation Level 1.	Dec-12	Action Complete. London City Airport is now in the last stages of achieving Stage 2: Reduction in 2014.
Ene 7 Implement a programme of studies to identify how our five largest procurement contracts are managing their emissions.	Ongoing	To be undertaken in 2014.
Ene 8 Establish a timetable to achieving Level 4 of the ACI Scheme 'Neutrality'.	Dec-13	This was progressed through 2013 however it is anticipated LCY will achieve Stage 2 Reduction by the Summer of 2014. This Action is currently under review with respect to achieving 'neutrality'
Wat 1 Develop procedure for tracking and recording water use at LCY monthly.	Dec-13	Action Complete - water usage is tracked by the LCY Environment Manager.
Wat 2 Implement a programme to install sub metering for high use areas.	Dec-12	This was initiated in 2013 and the first phase will begin in 2014.
Wat 3 Conduct feasibility study for utilising rainwater harvesting.	Dec-13	Action Complete in 2013 (included in CADP assessment)
Wat 4 Conduct feasibility study for alternative non potable water sources for fire training.	Dec-13	Ongoing.
Com 1 Evaluate additional opportunities for recording community benefits.	Ongoing	Ongoing.
Com 2 Evaluate opportunities to enhance the community work experience programme in the future.	Ongoing	Action Complete/Ongoing. Corporate and Social Responsibility (CSR) team has reviewed enhanced the work experience programme to be rolled out in 2014 and continue to identify opportunities to enhance schemes delivered under the Planning Agreement and other community programmes.
Bio 1 Commence implementation of the agreed Biodiversity Strategy.	May-12	Action Complete.

Sustainability Target/ Action	Indicative Timescale	Position at end of 2013 calendar year
Bio 2 Undertake feasibility study on the costs and benefits of installing sedum mats (or alternative substrate) on the roof of City Aviation House.	Dec-12	Action Complete.
Bio 3 Undertake an aquatic ecological survey of the King George V Dock, in conjunction with RoDMA.	Dec-12	Action Complete.
Ns 1 Implement NOMMS in agreement with LBN.	Ongoing	See update at Section 3.3 of this APR for detailed update for 2013.
AQ 1 Deliver all 19 measures identified in AQAP within a three year period.	Jun-15	Ongoing - see Section 5.2 of this APR for detailed update for 2013.
AQ 2 Produce an annual statement on progress and performance against the measures set out in the AQAP with the APR.	Annually	Action Complete for 2013,
AQ 3 Review the AQAP every three years.	June 2015	This is to be completed in 2015.
Tra 1 Undertake a basic review of 2011 Travel Plan commitments, including progress against targets.	Annually	Action Complete. (see Section 8 of this APR for further details).
Tra 2 Undertake a comprehensive review of the Travel Plan and amend targets as necessary to reflect changes at the airport.	Feb-13	Action Complete/Ongoing. (see Section 8 of this APR for further details).
Tra 3 Extend season ticket loans to an additional 5% of LCY staff.	Dec-13	Action Complete. 'Available on intranet in 2013 and on LCY Extras (employee benefits website). Further publicised in January 2014 on LCY TV and through payslips.
SC 1 Develop a Sustainable Construction Strategy for future development at the airport.	Dec-12	Action Complete.
SC 2 Ensure all new construction projects at the airport take account of relevant sustainable construction opportunities.	Ongoing	Ongoing.
SC 3 Deliver building projects, which are subject to planning permission, in accordance with recognised BREEAM Standards.	Ongoing	Action Complete/Ongoing.
EM 1 Develop a Sustainability Leadership Panel and publish an Environmental Policy on LCY and LCACC websites.	Dec-12	Action Complete/Ongoing – Sustainability Leadership Panel is now in place, Environment Policy to be published by May 2014.

Sustainability Target/ Action	Indicative Timescale	Position at end of 2013 calendar year
EM 2 Hold quarterly meetings to review monitoring data which will be reported in the APR for waste, energy and emissions and water consumption.	Ongoing	Ongoing - bi monthly meetings held with Officers at LBN.
EM 3 Undertake a full review of the Airport Sustainability Action Plan and identify new set of targets.	Dec-14	Ongoing.

6.2 Airport Biodiversity Strategy

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

6.2.1

On 8 October 2010, LCY also submitted to LBN for approval the Airport Biodiversity Strategy. Discussions progressed with LBN during 2011 and identified work to be undertaken in order to further develop the proposals. A revised Airport Biodiversity Strategy was submitted to LBN for approval on 19 May 2011.

6.2.2

The Airport Biodiversity Strategy was approved by LBN on 13 April 2012 and subsequently implemented by the airport. It includes a series of 10 Objectives for delivery over the lifespan of the Strategy to 2017, with an indicative timescale for implementing each Objective being indicated. Table 6.2 provides a summary of progress in 2013. The delivery of some of the actions identified in the Strategy have proved challenging due to lack of take up and/or lack of resource within schools/organisations to deliver the initiatives offered. This has been discussed with LBN at bi-monthly meetings and in 2014 those objectives that are not performing shall be reviewed with LBN.

Table 6.2 – Airport Biodiversity Strategy – 2013 Progress Summary

	Biodiversity Objective	Indicative Timescale	Progress
1	To participate as a “Delivery Partner” in the Newham Biodiversity Partnership (NBP).	2012 - 2017	LCY has advised LBN that it is willing to participate and is awaiting further details from LBN.
2	<p>To promote awareness-raising activities on the benefits of wildlife habitats, through support for the delivery of up to four annual outdoor events for the public in conjunction with local centres.</p> <p>Support will be offered through sponsorship of materials to the value of £250 for each event and volunteering which shall be reported in the Annual Performance Report. Local centres include:</p> <ul style="list-style-type: none"> • Royal Docks Learning & Activity Centre • Britannia Village Hall • Thames Barrier Park • Beckton District Park • King George V Park • Newham City Farm • Trust Thamesmead or other West Thamesmead venue or club providing public services • Lee Valley Regional Park Authority sites in the east of Tower Hamlets. 	2012 - 2017	<p>Letters were sent out by LCY in 2013 to all eligible organisations. In total four events were sponsored £250 through the course of the year. These included:</p> <ul style="list-style-type: none"> • Royal Docks Learning and Activity Centre – September – ‘Children’s Nature and Wildlife Session’ – encouraging local children to think more about local wildlife and nature. • Beckton District Park – May – ‘Beckton Lake Discovery Day’- learning how to fish with the experts and discovering the wildlife that lives in and around the lake. • KGV Park – November – ‘Plant for Life’ – bulb planting in KGV Park with local schools. • Newham City Farm – June – ‘Sheep and Wool Day’ – An annual open day to teach local residents about sheep shearing and processing wool. <p>Whilst sponsorship was also offered to four other local organisations, they did not take it up. Letters will again be sent out by LCY in 2014 to all eligible organisations.</p>

	Biodiversity Objective	Indicative Timescale	Progress
3	<p>In partnership with an expert organisation such as the Field Studies Council, or through an existing LBN approved programme, to fund to the total value of up to £2,000, the development and delivery of specific biodiversity projects in schools within the 57dB noise contour for 2012. At minimum, this must include:</p> <ul style="list-style-type: none"> • Drew Primary School • Britannia Village School • Storey School • Discovery School (Thamesmead) 	4th Quarter 2012	<p>Sponsorship was offered to Drew Primary, Discovery School, Storey School and Britannia Village Primary in September 2013:</p> <ul style="list-style-type: none"> • Drew Primary took up the programme in Dec 2013 • Storey School have expressed an interest and will implement the programme with the Field Studies Council in Spring 2014 • Both other schools have shown initial interest but have not taken it up to date due to resource constraints. <p>The programme will be re-offered to remaining schools in 2014.</p>
4	<p>To advertise opportunities and consider sponsorship request from local schools and community-led organisations for the establishment of small educational wildlife gardens (or similar) at appropriate locations in the Airport's catchment (guided by the 2011 57dB LAeq 16hr actual noise contour). Total sponsorship of £1000 per year will be available to fund projects meeting the advertised criteria.</p>	Annually from 2012	<p>Letters advertising opportunities and offering sponsorship were sent out by LBN in 2013. £2,000 in sponsorship was delivered under the scheme in 2013. This will deliver a wildlife garden at Britannia Village. The sponsorship was handed over in August 2013. £1,000 in sponsorship money will be advertised in 2014.</p>
5	<p>To inform LCY staff of the importance of biodiversity as part of a "sustainability awareness" briefing in their initial induction.</p>	2012 - 2017	<p>Biodiversity, in respect of the airfield, is provided within the briefings of the initial introductions. Furthermore, as stated in the 2012 Annual Performance Report, 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.</p>
6	<p>To fund, and assist the organisation of the placement of, interpretation boards at local Sites of Interest for Nature Conservation (SINC) and other sites within the Borough:</p> <ul style="list-style-type: none"> • North side of Royal Albert Dock (adjacent to Building 1000) • Newham City Farm SINC • King George V Park • Beckton District Park 	4th Quarter 2012	<p>Permission to place boards has been sought from LBN. The LBN Infrastructure and Projects Manager will arrange necessary approvals for the boards once LCY supplies copies of the boards and the technical specification.</p> <p>LCY has been in dialogue with the relevant representatives from each site in order to gather and provide this information to LBN.</p> <p>LCY has recently employed a new on-site graphic designer who is actively working in conjunction with King George V Park, Newham City Farm, Beckton District Park and Royal Albert Docks to design and deliver these boards in 2014.</p>



Biodiversity Objective		Indicative Timescale	Progress
7	<p>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.</p> <p>Such installations would be designed to discourage nesting birds or other species which could create a direct or indirect hazard to aircraft.</p>	4th Quarter 2012	Action completed as detailed in the 2012 Annual Performance Report
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.
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.
10	LCY will consider any further biodiversity opportunities as and when new buildings or structures are constructed or refurbished on the Airport site.	As required.	Opportunities considered in preparation of CADP planning applications and incorporated where relevant.

7 Education, Employment and Training

7.1 Community Engagement

7.1.1

Throughout 2013 LCY continued to invest substantial resources into ensuring that the jobs and careers available on-site are accessible to local people. The airport's local recruitment policy not only ensures that those affected by the environmental impacts of the airport are given an opportunity to share in its business success, but also ensures its employees are reliable and flexible as a result of living in close proximity to the workplace.

7.1.2

LCY endeavour to ensure that its community programmes are delivered in a focused geographical area comprising the London Boroughs of Newham and Tower Hamlets and the Royal Borough of Greenwich, in addition to the other "Local Area" boroughs as defined in the Planning Agreement⁶. This ensures that those living closest to the airport benefit from the social and economic benefits it provides. The programme does not solely focus on adults as LCY is a business rooted in its local area so it therefore also invests in young people of primary and secondary school age. This ensures that a proactive approach to local education and employment is taken.

7.1.3

The community programme is carried out by three full-time employees working in the airport's Corporate and Social Responsibility (CSR) Team, who are supported by four Community Ambassadors. The Community Ambassadors work in various departments across the airport but conduct community based activities for four hours or more per month. The CSR team focuses on the following areas: Local Employment, Educational Excellence, Charitable Donations and supporting LCY's chosen local charity, Richard House.

7.2 Employment Statistics Reporting

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

7.2.1

LCY has established robust local recruitment practices to ensure local people are able to access employment at the airport. However, it is recognised that some local residents who would like to work at the airport do not yet have the skills (basic and employability) or experience to do so. In addition, LCY understands it can be difficult for those who have not had previous experience of LCY or any other airport to be aware of the different types of jobs, careers or employers at LCY.

⁶ London Boroughs of Hackney, Waltham Forest, Redbridge, Barking & Dagenham, Havering, Bexley, Lewisham, Southwark and Epping Forest District Council.

7.2.2

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. 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. Some of the processes, initiatives and activities are included in the Planning Agreement; others are operated as part of the function of the LCY CSR team.

7.2.3

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.

7.2.4

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"⁷ including at least 35% filled by residents of the Newham. As at 31 December 2013 there were:

- 43 employers operating on-site at LCY; a complete list of these is included at Appendix 14 of this report. [6th Schedule / Part 2 / 1(c) – Page 55]
- 1945 people were employed on-site. Over 1450 of these are full time equivalent jobs, with 34⁸ being on-site contractors/secondees;
- 30% of the on-site employees lived in Newham and 66% lived in the Local Area.⁹

7.2.5

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

⁷ 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.

⁸ Those contractors based onsite at LCY for more than 16 hours per week

⁹ 241 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.

organisations include cargo agents, construction companies, taxi drivers, IT communications, sign-writers, advertising installers and maintenance and others.

7.2.6

The Planning Agreement also requires LCY to use reasonable endeavours to ensure that at least 70% of direct 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 2013 was 544, 24% of whom reside in the London Borough of Newham and 67% of whom reside in the Local Area.

7.2.7

LCY 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;
- Links with local employment organisations such as Newham Workplace, Skillsmatch 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 jobseekers;
- 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’.

7.2.8

The programmes and processes rolled out in 2013 to ensure that jobs available on-site were accessible to local people and that barriers to employment were minimised are discussed below.

AIRPORT JOBSLINE AND WEBSITE INFORMATION

7.2.9

Reed Specialist managed recruitment for LCY through to the end of 2013. From April 2014 there will be a change in approach to the way vacancies are advertised. The majority of recruitment needs will be managed in-house by a new Recruitment Manager and a dedicated

team within the HR department. LCY has developed a dedicated careers website www.londoncityairport.com/careers where applicants will be able to 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.

7.2.10

When jobs become available, LCY will be able to use this data to inform applicants directly of new roles which may interest them. Vacancies will be advertised 24 hours a day 7 days a week on this online system giving significantly improved visibility of job opportunities to locals.

LINKS WITH LOCAL EMPLOYMENT ORGANISATIONS

7.2.11

All entry level job vacancies for LCY are provided to Newham Workplace/East London Business Alliance (Newham), Skillsmatch (Tower Hamlets) and Greenwich Local Labour and Business (GLLaB, Greenwich) for advertisement to local jobseekers. In addition, these vacancies are provided to Anchor House, Fight 4 Peace, Royal Docks Learning and Activity Centre and Community Links (Newham). Where recruitment for more than one position is initiated simultaneously, LCY will 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

7.2.12

In 2011 LCY partnered up with the University of East London (UEL) to develop three new LCY Selection Tests to assist with its recruitment process, which were also used for candidates in 2013. 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.

INTERNAL RECRUITMENT

7.2.13

To allow local staff who have achieved employment at LCY to progress, all job roles are advertised internally. Implementation of this policy has encouraged many LCY employees to progress through the company to more senior positions.

7.3 Employers' Forum

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

7.3.1

The Planning Agreement requires LCY to hold the Employers Forum twice per calendar year. In 2013, LCY held the Employers Forum three times. The attendance at the Forum was encouraging with many of the on-site businesses attending. Representatives from SSP, Aria, LCY Customer Services, Hire Car providers and airlines, amongst others, attended the Forum to hear about how they can support LCY local employment initiatives. The Forum is also used by Take off Into Work Manager to update LCY employers about the success of the scheme and the benefits of locally sourced employment solutions.

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 2013, LCY engaged its staff and those of companies based on-site in its community projects and initiatives via:

- LCY Consultative Committee;
- LCY Site Email Distribution;
- Posters;
- "Airport Life" Staff Newsletter, distributed to all staff monthly;
- The "Chronicle Lite" newsletter for staff of London City Airport Limited, distributed with payslips monthly;
- LCYTV, which is displayed on plasma screens in all staff break areas; 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. In 2013, LCY staff volunteered over 450 hours of their time to local community initiatives. LCY's employee volunteering policy is as follows:

"All London City Airport Limited employees are encouraged to volunteer for charitable or community causes that form part of the airport's community programme. Each staff member is entitled to volunteer for at least one day (8 hours) per year at the company's expense, subject to agreement with their Line Manager and depending on operational requirements.

The London City Airport Community Programme is focused on community organisations and education establishments located closest to the airport to ensure those affected by the airport's operation benefit from its significant economic and social benefits. All employee volunteering opportunities are advertised by the Corporate Social Responsibility Team by email, internal communications and via the Community Ambassadors."

TAKE OFF INTO WORK (TOIW)

7.4.4

2013 was a record breaking year for Take Off Into Work with 69 people taking part in the programme. Over the year a total of 55 candidates gained employment at LCY through the scheme. The 2013 statistics are provided at Appendix 15. The programme is delivered in partnership with Newham Workplace and the East London Business Alliance (ELBA). In 2013, the programme, rather being a catch all local employment programme, rebranded as a customer service programme which secured greater buy-in from relevant on-site partners. Since commencing in 2009 over 250 people have been employed on-site through TOIW.

7.4.5

TOIW invites unemployed Newham residents to take part in airport-specific into work training programme including workshops at the airport on topics such as airport careers, CV and interview preparation. This is then followed by a work placement opportunity lasting between two and nine weeks across a number of airport departments and other companies based on-site.

AIRPORT CAREERS

7.4.6

A new airport careers booklet was produced in the summer of 2013 and is available at www.londoncityairport.com/careers. The document profiles the range of opportunities on-site, insight from our employees, and has been used at a variety of Jobs Fairs and Careers Events in the local area since its publication.



7.4.7

A summary of the projects delivered in the areas of Local Employment during 2013 is provided below:

- Delivery of six rounds of TOIW – 53 Newham residents took part at LCY;
- Airport staff took part in three careers and jobs fairs – engaging with over 900 local jobseekers and young people; and
- Delivered 8 City Interview workshops which covered CV writing, application form filling and interview etiquette – over 40 local residents were signed up to take part.

7.5 Training [9th Schedule / Part 3 / (d) – Page 67]

CITY INTERVIEW

7.5.1

LCY are required to deliver seven City Interview sessions per year for people in Newham who are NEET (Not in Employment, Education or Training). In 2013, LCY delivered eight, in so-doing exceeding the requirements of the Planning Agreement and engaged with over a hundred local people. The programme was updated in 2013 and delivered with the support of ELBA.

7.6 Airport Job Policy

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

7.6.1

To share information on the policy adopted by the airport company to fill job vacancies, the 2013/2014 Airport Job Policy can be found at Appendix 16.

7.7 Training Programmes

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

7.7.1

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 during 2013 in:

- Aviation Foundation Studies City & Guilds 2000 (Avtech);
- Presentation Skills;

- Setting Performance Targets;
- On-going Coaching;
- Reviewing Performance;
- Equality & Diversity;
- Commercial Awareness;
- Disciplinary and Appeals;
- Managing Conflict;
- Interviewing and Selection;
- Mind Gym workshops covering:
 - a) Stress busters
 - b) Networking
 - c) Courageous Conversations
 - d) Motivation
 - e) Delivering Change
 - f) Giving feedback
- Appraisals & Return to Work; and
- Advanced Excel.

7.7.2

LCY is a specialist business in the Newham and therefore does not necessarily expect to recruit ready-trained airport specialists such as Airfield Operations Controllers from Newham or surrounding boroughs. Consequently LCY is committed to and invests a significant amount in job-specific skills training for its staff. Initial job-specific training is often regulated by the Civil Aviation Authority or Department for Transport and LCY recognises the value of integrating core skills into this training requirement. Furthermore, this training must be re-visited on a regular basis throughout the time employee's work in operational roles, resulting in substantial additional investment throughout employees' careers.

7.8 2013 Education Programme Updates

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

EDUCATION EXCELLENCE

7.8.1

The LCY Education Excellence Programme delivers projects to all age groups from primary to adult education.

7.8.2

LCY works with a number of 'partner' schools in the local area, with which it has a long-standing and productive relationships. These partner schools are listed below:

Newham

- Britannia Village Primary School
- Drew Primary School
- Royal Docks Secondary School

- Eastlea Secondary School
- Rokeby Secondary School
- NewVic Sixth Form College
- Newham College of Further Education
- University of East London

Greenwich

- Linton Mead Primary School
- Woolwich Polytechnic Secondary School and Sixth Form

Tower Hamlets

- Old Palace Primary School
- Langdon Park Secondary School

7.8.3 - Education and Employment Projects - 2013

The following projects have been delivered in the areas of education and employment to date and also during 2013.

Primary Education

- LCY Barnaby Bear Programme - 5 local primary schools and 300 students in total benefited from visits in 2013.
- St Luke's Citizenship Week
- Calverton Primary School airport tour – 30 pupils

Secondary Education

- 'Plane Business' LCY Secondary School Programme promoted in schools (2 LBN, 1 LBTH & 1 RBG). 3 sessions were delivered to over 90 students in 2013.
- Building Opportunities and Skills Seminars (BOSS) in 5 LBN schools - 873 local people were engaged in 2013
- 7 secondary school careers events which included 'BOSS', 'Getting Ahead' and 'Careers Awareness' Days – over 1050 students engaged to date
- 'Represent London' Modules delivered to 3 Schools – 60 students
- Members of the Rokeby, Eastlea, Royal Docks and Kingsford School Business Support Groups (LBN)
- St Angela's Secondary School 'Insight to Industry' Day – delivered to 150 students

Further & Higher Education

- Work experience provided to 48 students
- 9 students participating in the LCY University Prize Scheme
- Sponsorship of NewVic 6th Form College (LBN) Annual Awards Ceremony 'Top Language Student'
- Tower Hamlets College careers talk
- Redbridge Jobs and Training Fair
- 8 City Interview sessions delivered

7.9 Primary Education

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

PRIMARY SCHOOLS PROGRAMME

7.9.1

The airport is required to offer a programme to one class per year in 15 primary schools (13 in Newham, 1 in Greenwich and 1 in Tower Hamlets). The airport wrote to all schools offering the programme and in 2013, 5 local primary schools and 300 students in total benefited from visits from its staff to classrooms and also from visits to the airport to learn about LCY operations.

7.9.2

The schools who participated in the scheme were:

- Britannia Village;
- Calverton;
- St Lukes;
- Halsville; and
- Drew.

7.9.3

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. To take this forward in 2013, the airport worked with Newham's Primary School Curriculum team, both the Tollgate and Beckton School Alliances, and a focus group of local school children. The result of the extensive consultation has been the co-developing of exciting new school projects which will focus on enterprise and the history of the Royal Docks.

7.10 Secondary Education

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

PLANE BUSINESS

7.10.1

In 2010 LCY developed a new education programme called "Plane Business" with the help of the Newham Education Business Partnership. Plane Business uses the airport as a case study to give local students an insight into business, trade, markets and our passengers. It is aimed at year nine students, the resource meets parts of the following: KS3 Curriculum Outcomes, elements for PHSEE (economic wellbeing), 11-19 Work Related Learning Framework, Personal Learning and Thinking Skills, and Literacy objectives.

7.10.2

Letters and meeting requests were sent to the four eligible schools (Royal Docks, Kingsford, Langdon Park and Woolwich Polytechnic). In 2013 three sessions of Plane Business were delivered, 2 Woolwich Polytechnic and 1 Langdon Park. A total of 90 students benefited from the experience.

BUILDING OPPORTUNITIES AND SKILLS SEMINARS (BOSS DAYS)

7.10.3

LCY continued to volunteer at BOSS days in 2013. In total, 500 people benefitted from sessions across the following three schools:

- Cumberland
- Eastlea
- Storey

7.10.4

In addition to traditional BOSS days, LCY also offered tailored job preparation courses to a number of other schools and students, including St Angela's, Langdon Park, Cambridge Heath and Waltham Forest College. In total, 873 local people were engaged by LCY in 2013.

7.11 Work Experience

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

7.11.4

The Work Experience programme at LCY, which is administered by the Newham Education Business Partnership (NEBP) places 48 students per year at LCY. The students spend one week on site, sampling experiences from around the business, including the Jet Centre, Customer Service and Airfield Operations.

7.11.5

In 2013, 48 students were enrolled on work experience 33 students were from Newham. This was down on the expected number of 40 due to a shortfall in the number of applicants from the Borough. 7 work experience students were from Greenwich, 5 from Tower Hamlets, 2 from Barking & Dagenham and 1 was from Bexley. To address the shortfall, LCY will work in partnership with NEBP and Newham colleges to encourage more local young people to take up the opportunity of a work experience placement

7.11.6

In 2014, the Work Experience Programme has been reconfigured and instead of seeing 1 student come to the airport, 48 weeks of the year, it has been focussed around two months, March and

November. In both of these months, work experience students, instead of spending a day in a number of departments, spend 1 week in one department. This change has allowed students to learn more about individual departments operations and to play a role in their weekly operations.

7.12 Higher Education

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

UNIVERSITY PRIZE SCHEME (UPS)

7.12.1

The LCY University Prize Scheme currently provides £2,000 per year for three years to nine students, four from Newham, two from Tower Hamlets and three from Greenwich. Advertising and application packs are distributed annually to all further education establishments in Newham, Tower Hamlets and Greenwich, and students are invited to apply to the airport, giving reasons why they believe they should receive the prize. Young people participating in the University Prize Scheme not only receive financial assistance, but also an airport management mentor, paid work experience placements and access to the airport's employee development training courses.

7.12.2

In June 2013, LCY placed advertisements in local newspapers in the London Boroughs of Newham and Tower Hamlets and the Royal Borough of Greenwich to seek three new recruits to the University Prize Scheme. Copies of the advertisements placed can be found in Appendix 13.

7.12.3

Following the selection process, two students from Newham and one from Greenwich were selected and commenced a degree course in September 2013.

7.12.3

Also in 2013, three students graduated from the scheme.

7.13 Benefit in Kind

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

7.13.1

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.

7.13.2

In 2013 LCY provided benefits in kind of over £125,000 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. This figure excludes the Education and Training financial contribution of £105,031.14 that was paid to LBN on 1 July 2013.

7.14 Community Communications in 2013

7.14.1

In 2013, the airport delivered its final edition of Runway News to 41,000 addresses in the local area. In its place is a new bi-

monthly Community e-bulletin which has the capability to reach residents not only in the local area, but wider still. Three editions of the community e-bulletin were published in 2013 and alongside that, the airports CSR team set up its own twitter account in order to profile the great work the team is delivering and to build new and exciting partnership links. The community e-bulletin can be found here:

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

7.14.2

The CSR team's twitter handle is @LCYLOCAL.

8. Surface Access

8.1 Surface Access Performance

8.1.1

The airport is well served by both public and private transport connections. The DLR, local bus services, black cabs and the local cycling and walking network offer passengers and staff a range of travel options. The local road network, minicabs and chauffeur services, and the airport's car parking provision offer alternatives to airport users who otherwise may not be able to travel by public transport. DLR continues to be the primary mode of travel to/from the airport for air passengers – used by just under 60% of passengers in 2013.

8.1.2

To monitor passenger and staff travel choices the airport undertakes regular surveys. Passenger satisfaction surveys are carried out quarterly and these provide a detailed analysis of passenger travel choices. In 2013 a snapshot travel survey was also completed for airport staff. The results of both surveys are summarised in the tables below. With black cabs traditionally classed as a form of public transport a total of 72.3% of passengers travelled by public transport in 2013 and 48% of staff travelled by DLR, bus, on bike or by foot. The 2013 surface access statistics show increased use of public transport by both staff and passengers.

Figure 8.1 – 2013 Passenger Surface Access Statistics

Mode	2012	2013
DLR	54.5%	59.3%
Black Cab	14%	12.5%
Bus	0.5%	0.5%
Minicab	15.8%	15.8%
Car (driven away)	6.5%	4.5%
Car Other (rental and parked)	2.6%	3.8%
Chauffeur	2.5%	1.8%
Transfer	3.5%	3.8%

Figure 8.2 - 2013 Staff Surface Access Statistics

Mode	2011	2013
DLR	22%	18%
Mini Cab	3%	0%
Car	53%	41%
Bus	10%	19%
Walk	7%	8%
Cycle	2%	3%
M'bike	2%	0%
Other	1%	11%
Total	100%	100%

*Note: 11% of staff indicated that train was their main mode of transport, indicating that they would then travel by DLR or bus for the final leg of their journey

8.2 Surface Access Strategy

8.2.1

The airport published a Surface Access Strategy in 2005. This established high level priorities regarding passenger and staff access to the airport. In 2011 this was updated and augmented with the publication of the 2011 Travel Plan. This document combined strategic priorities and actions for delivery for the period 2011-2013 and defined actions covering both passenger and staff travel choices.

8.2.2

In 2013, Consultation was undertaken with key stakeholders in preparing a Draft Airport Surface Access Strategy (ASAS)¹⁰ "Connecting the Airport". The Draft ASAS sets out new strategic priorities for the next 10 years in the context of airport's forecast growth under the proposed City Airport Development Programme (CADP) planning proposals, and establishes an improved delivery mechanism for surface access issues. The preparation of the Draft ASAS also facilitated a further review of the actions in the 2011 Travel Plan. A copy of the Draft ASAS can be found on the airport's Consultative Committee website:

<http://www.lcacc.org/access/index.html#ASAS>

8.2.3

The Airport Transport Forum (ATF) was reformed in December 2013 to bring together key stakeholders from across the aviation and transport sectors and to consider the Draft ASAS. The consultation and inputs from the ATF will ensure that the airport's surface access aspirations are understood and recognised by key decision makers, transport operators and stakeholders from across the city. The Terms of Reference for the ATF can be found on the airport's

¹⁰ Note: the ASAS has been developed in draft status to allow any changes to be made that may be required following the determinations of the CADP proposals currently being considered by LBN.

Consultative Committee website:
<http://www.lcacc.org/atf/index.html>

8.2.4

Through the ASAS consultation process, it was agreed that updated Travel Plans would be created for both passengers and airport staff once the ASAS is finalised. These Travel Plans will translate the priorities established in the Draft ASAS into tangible deliverables over a three year period.

8.2.5

The preparation of a new Passenger Travel Plan to update the actions in the 2011 Travel Plan has commenced in early 2014, however, in consultation with the ATF, it was decided that the publication of the new Passenger Travel Plan would be premature pending the determination of CADP and implementation of the ASAS. The new Passenger Travel Plan will be prepared, in addition to a review and update of the actions in 'Your City Commuter' (YCC), once CADP is determined and the ASAS finalised.

8.3 Travel Plan Progress 2013

8.3.1

Within the 2011 Travel Plan the airport committed to annual reviews and a full and comprehensive review (and updates if relevant) in 2013. In Spring 2013, the airport carried out a snapshot survey as part of a review of the 2011 Travel Plan with respect to staff. The results of the snapshot employee survey, and subsequent consultation with airport companies and stakeholders (including LBN and Transport for London) suggested that a more direct and engaging approach was required for the staff Travel Plan. To address this the YCC Staff Travel Plan was prepared. It includes 25 actions covering a three year period that ensure that airport companies and their employees are provided with the information and resources they need to make an informed decision regarding their travel choices. 'Your City Commuter' is included at Appendix 17. The 2011 Travel Plan can be found via the following link: <http://www.londoncityairport.com/visitingtheairport/GettingHere>

8.3.2

In addition to the preparation of a Draft ASAS and preparation of YCC, significant progress was made through 2013 in progressing the specific actions set out in the 2011 Travel Plan and YCC. A detailed overview of performance against actions is provided at Appendix 18 and is summarised briefly below.

8.3.3

Throughout 2013, public transport choices for airport passengers were actively promoted on the airport's website. This included details about each service and links to sources of additional information. Within the terminal building passengers were and continue to be provided with information about transport choices at the airport's information desk, or on the airport's forecourt and DLR station.

8.3.4

To encourage airport staff to travel sustainably a number of initiatives were delivered throughout 2013. The airport maintained an airport travel co-ordinator whose role was to ensure that airport companies and employees had awareness of the available travel choices. Communication and promotion to airport employers and employees included direct email messaging in the form of travel updates, presentations at Staff Association and Airport Employers Forum sessions, and through regular employee roadshows held at different locations across the airport. In direct response to feedback from Transport for London, employee focus groups were used for the first time to explore the barriers to public transport use.

8.3.5

Cycling was heavily promoted to airport staff during 2013. For its own employees the airport offers the Cycle to Work initiative advertised on LCYExtras.com which provides information about employee benefits. Cycling was promoted at staff roadshows and the airport's charity cycle challenge was used as a way of promoting cycling as a healthy travel choice. Support from TfL throughout the year resulted in their promotional teams attending staff roadshows and ongoing discussions regarding additional cycle storage facilities being provided on-site.

8.3.6

At a strategic level meetings were held with key transport stakeholders. These included discussions with the transport operating companies bidding to secure the DLR franchise. At these sessions key airport issues were presented to each of the bidders. Meetings were also held with local community transport representatives, the Canary Wharf Transport Forum, the Stratford Transport Integration Group and individual employers such as UEL. These meetings were used to explore common issues that could be better addressed collectively.

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 very low at less than two complaints per thousand aircraft movements per year.

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

A total of 92 complaints regarding LCY's operation were received during 2013. In addition, 20 environmental enquiries relating to LCY were received during 2013; and 11 complaints regarding matters unrelated to LCY operations were received during the same period. One of these unrelated complaints regarded sooty deposits which, following independent investigation, was determined not to be associated with airport activity (see section 5 of the APR).

9.1.4

Of the 92 LCY complaints received:

- 69 were related to aircraft noise at LCY, 39 of these were from one particular individual;
- 6 were related to flight paths;
- 5 were related to ground noise; and
- 12 were related to other factors such as TV interference, dock wildlife and odour.

9.1.5

A summary of environmental complaints and enquiries for the 2013 calendar year is provided in Figures 9.1 and 9.2 below.

9.1.6

The rise in complaints and enquiries compared to the previous may be attributable to the following factors:

- A high volume of complaints from a particular individual throughout 2013;
- Increases in easterly operations during 2013 compared to previous years due to wind direction as aircraft must take off and land into the wind for safety reasons; and
- A different perception of noise due to the unusually prolonged hot summer experienced during 2013 which resulted in windows being open for extended periods of time and therefore may have impacted the effectiveness of noise preventative measures such as double glazed windows and acoustic ventilation.

9.1.7

It is also noted that the personnel managing the complaints reporting scheme have changed during 2013 therefore this may temporarily have altered how each correspondence to the airport on such matters was classified in the short term (e.g. some correspondence that would typically be logged as an enquiry may have been logged as a complaint). A comprehensive screening system for correspondence is now in place to safeguard against any such instances in 2014.

9.1.8

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.

9.1.9

Further details of environmental complaints received can be found on the LCY Consultative Committee (LCACC) website (<http://www.lcacc.org>).

Figure 9.1 – Summary of 2013 Environmental Complaints

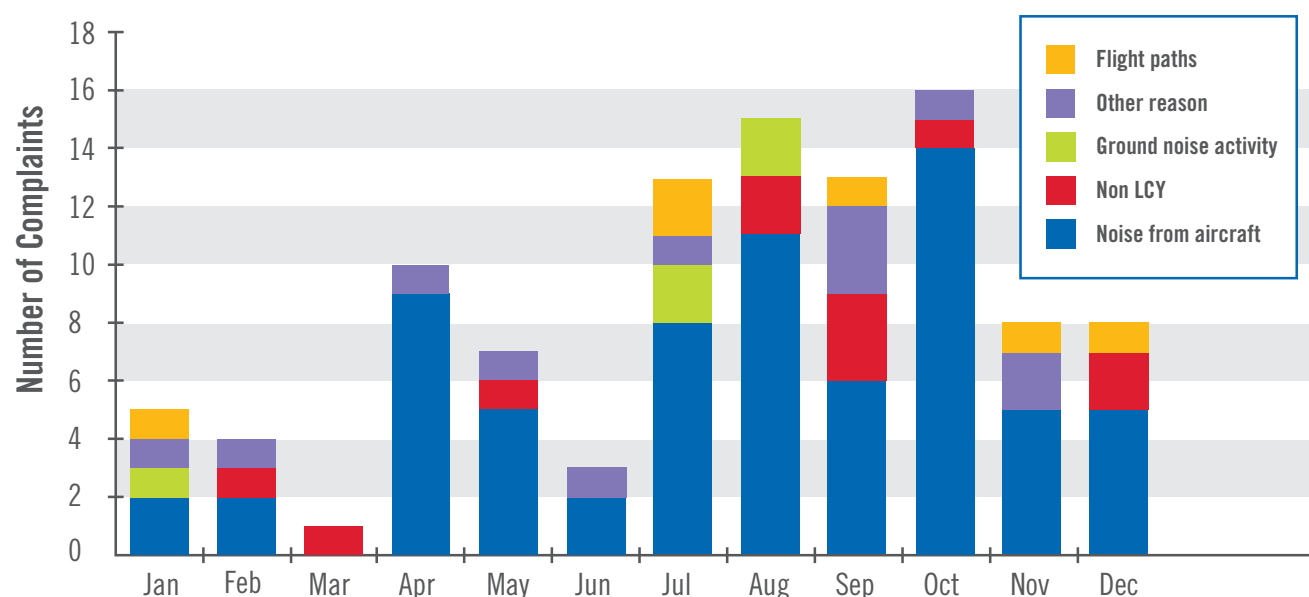
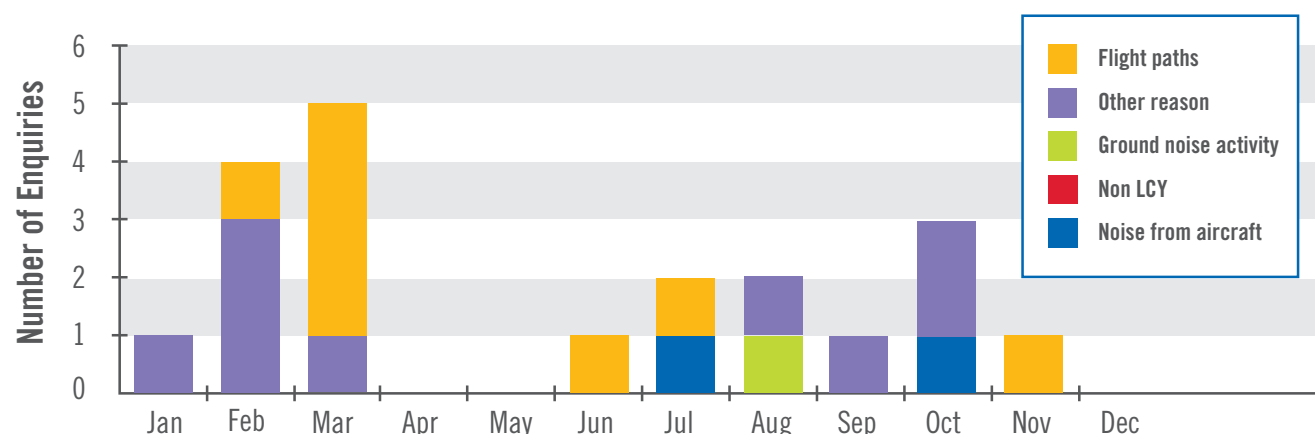


Figure 9.2 – Summary of 2013 Environmental Enquiries



10 Financial Contributions

10.1.1

LCY has a schedule of financial contributions towards local initiatives that it will make over the life of the Planning Agreement.

10.1.2

The following contributions, which totalled £202,676.31 were made to LBN during the 2013 calendar year:

- Annual Monitoring Payment – £57,771.75 on 1 July 2013 [6th Schedule / Part 6 / 2 – Page 58]
- Education and Training Contribution– £105,031.14 paid on 1 July 2013 [6th Schedule / Part 2 / 3 – Page 56]
- Parking Contribution – £39,873.42 paid on 1 July 2013 [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 2013.

11.2 Value Compensation Scheme

[7th Schedule / Part 2 – Page 60]

11.2.1

The draft Value Compensation Scheme (VCS) was submitted to LBN for approval on 2 June 2010. Comments were subsequently received from LBN. A number of technical meetings have since been held in 2012/2013 between LCY and Officers at LBN, including the AMO, to discuss and agree in principle the detailed drafting of the VCS.





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Get closer.

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