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Summer edition 2019

**INSIDE**  
**E16**   
LONDON CITY AIRPORT'S  
COMMUNITY MAGAZINE

## Supporting grassroots organisations in East London

### Finding hidden East London talent

Introduction by Community  
Engagement Executive Nazmin Begum

### Applications now open for £75,000 Community Fund

Find out how your local community  
group or charity can receive a grant

### Towards a more sustainable airport

Meet the Environment team leading  
the airport's commitments on climate  
change

### Championing women in aviation

Wanstead High School wins  
the inaugural Women in Aviation  
programme

### City Airport Development Programme

Milestones for the four-year  
transformation project

### Airport prepares for Summer rush

Record passengers and more leisure  
options including a new flight to Split,  
Croatia



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Having worked for many years in Tower Hamlets and grown up in the borough (as well as Newham) I know the area well and the hidden talent in East London that we should do more to recognise and champion. From the Royal Docks Learning and Activity Centre (RDLAC) to Newham All Star Sports Academy (NASSA), I want to make sure the good work in the local community is celebrated.

That's one of the reasons why I'm excited to have recently taken up the position of Corporate Responsibility and Community Engagement Executive at London City Airport. One of my first tasks is to manage the new London City Airport £75,000 Community Fund, which will provide grants to local charities and not-for-profit organisations which promote an inclusive and diverse message. Read on to page 3 of this magazine to find out about eligibility and process for applying for a grant between £300 and £3,000. It's a real pleasure to be working on such a worthwhile project as it's a great way to support our local charities and grassroots organisations.

My journey working with the local community began when I was selected for the Eagles graduate programme, run by the East London Business Alliance (ELBA), and placed at Credit Suisse in its Corporate Social Responsibility department. This gave an insight into how companies are working with the local community and the great impact it can have. This opportunity opened my eyes to how I can be a part of the change I want to see! The airport's recent accreditation as a London Living Wage employer is a good example of that - ensuring that local people who work at the airport are paid a fair and decent wage, in line with the reality of living costs.

Prior to working here I was a Science, Technology, Engineering and Maths (STEM) Ambassador Co-ordinator at STEM Learning, where my role was to engage and inspire young people into careers in these fields. This experience relates very much to my work at London City, where one of the missions here is to raise aspirations for careers which utilise these skills, particularly in the aviation industry context.

**"Hello and welcome to the Summer edition of your community magazine from London City Airport"**

Another key part of my role is to encourage employees at London City to take part in volunteering opportunities throughout the year, especially during our annual Volunteering Fortnight which takes place during the first 2 weeks of June. This year, colleagues will be helping at local organisations including Redbridge Foodbank, Stepney City Farm, Core Landscapes and Cody Dock. Look out for the Autumn edition where you can hear more about what the team got up to.

In the meantime, keep reading to find out more about our Women in Aviation final, upcoming community drop-ins, how the airport is working to become more sustainable, and the inside track from the Marketing team about our transformed brand identity. And of course, the latest City Airport Development Programme news. Have a great summer!

If you have any feedback on this magazine, or ideas for a story, please feel free to message us at [community@londoncityairport.com](mailto:community@londoncityairport.com)

**Nazmin Begum, Corporate Responsibility and Community Engagement Executive**



A digital version of this magazine is available on our website at [www.londoncityairport.com](http://www.londoncityairport.com)

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# Our Community



## Attracting next female leaders at Women in Aviation final

Encouraging more women into aviation is priority for the whole industry, driven by the need for greater gender balance in a historically male-dominated sector, and also a skills shortage in areas of Science, Technology, Engineering and Maths (STEM).

With an abundant potential amongst the young women on the airport's doorstep, the first Women in Aviation

programme was staged this year, engaging with 300 female students from 10 East London secondary schools. Their aviation-themed challenge was to come up with conceptual proposals for London City Airport's new terminal.

Fifty pupils – the best-performing from each school – attended the final at the Sunborn Yacht Hotel on 1st April, where they presented their ideas to a panel of expert female judges and role models comprising London City Airport's CFO, Wilma Allan; Chair of Airlines UK, Jane Middleton; and Cabinet Member for Education in Newham, Julianne Marriot.

Congratulations to Wanstead High School from Redbridge, whose pupils won the top prize – a mentor session and a day at the Emirates Aviation Experience in North Greenwich.

Special credit also goes to the pupils who made the final from Royal Docks Academy, Forest Gate Community School, Kingsford Community School and Brompton Manor Academy.

You can check out the events of the day by watching the Women in Aviation film on the airport's YouTube channel.

## London City's new £75k Community Fund

Do you run a local community group, charity or organisation? Or do you know of one that does great work for the community but is in need of additional financial support? Then you might be interested in the London City Airport new £75,000 Community Fund, which will give support local charities and organisations that represent inclusive and diverse communities across East London.

Grants, ranging between £300 – £3,000, will go to groups that enable positive and significant change within the community. Applications are open now, and will be considered on a quarterly basis, by an independently chaired board of trustees comprising airport and community representatives.

To be eligible for funding you must meet the following criteria. You must:

- run a local charity or not-for-profit organisation which represents inclusive and diverse communities within East London
- adhere to one of London City Airport's community themes: building stronger, safer and healthier communities, creating more sustainable and greener communities, raising aspirations of East Londoners or creating pathways into employment

- be based in one of these boroughs: Barking & Dagenham, Bexley, Epping Forest District Council, Greenwich, Hackney, Havering, Newham, Lambeth, Lewisham, Redbridge, Southwark, Tower Hamlets and Waltham Forest.

To read through the terms and conditions of the fund and submit your application, please visit the 'Responsible Growth' section of London City Airport's website.

## LONDON CITY AIRPORT COMMUNITY FUND

### APPLICATION DEADLINES 2019

1st deadline: 19 July 2019 at 17:00

These grants will be announced on 2 September 2019

2nd deadline: 25 October 2019 at 17:00

These grants will be announced on 25 November 2019

## Come along to the community drop-in sessions!

Want to meet or speak with us directly? Community Relations Ambassador, Aaron Uthman will be in the local community at the Royal Docks Learning & Activity Centre (RDLAC) on Albert Road (E16 2JB) on the following dates:

Tuesday 11th June 2019, 17:30 – 19:00

Tuesday 9th July 2019, 17:30 – 19:00

Tuesday 13th August 2019, 17:30 – 19:00



The Royal Docks Ferry Festival returns this year with an array of summer events and activities in the local community to celebrate local history, art, traditions, culture, music and life in the Royal Docks.

The festival will launch on Wednesday 19 June at 18:30 – 21:00, coinciding with a History Club event at the Royal Docks Learning & Activity Centre, and come to close on Saturday 10 August in the Royal Victoria Gardens, where there will be activities and entertainment for locals of all ages.

To pay tribute to the Royal Dock's maritime heritage, look out for the Ferry Boat Race and a nautical fancy dress competition – open to all attendees – who are encouraged to dress up in maritime themed attire – from dockers, sailors and pirates, to surfers and mermaids!

If you would like to get involved with the event, please email organisers on [ferryfestival@gmail.com](mailto:ferryfestival@gmail.com)

Ferry Festival: Past, Present & Future

@FerryFestival



## Mind in Tower Hamlets and Newham

Mind in Tower Hamlets and Newham has been supporting the local community for nearly 30 years, providing vital support and advice to anyone experiencing a mental health or emotional issue. They provide a variety of services to over 3,500 people including:

- Mental health support
- Employment services
- Advocacy service
- Talking therapies
- Counselling and one-to-one sessions
- Advice and information

If you would like support from any of the services, contact Mind on 020 7510 108. You can donate to Mind at [justgiving.co.uk/mind-towerhamlets-newham](http://justgiving.co.uk/mind-towerhamlets-newham)



# Towards a more sustainable airport

Air travel and airports, like London City, provide real value to society, by creating jobs, facilitating cultural exchange, economic links, and lots of opportunities for the people and businesses nearby. However the impact of our human activities on the environment must be recognised, and London City Airport goes to great lengths to reduce the impacts of its operations, in order to grow sustainably.

With high profile news stories recently regarding the effects of climate change, let us introduce you to some of the measures that London City Airport has in place, which are independently audited each year.

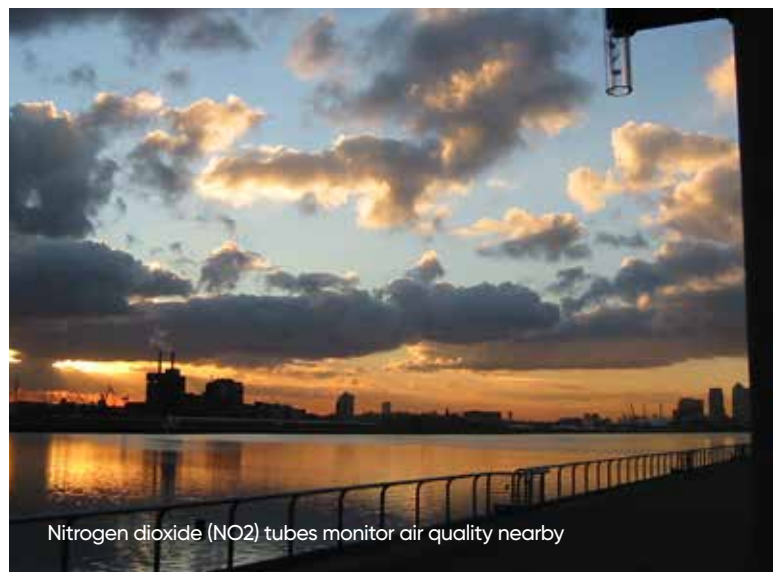
## Carbon emissions

The airport has a comprehensive plan to address its carbon emissions that are created by ground operations. In the last 4 years, carbon emissions have reduced by 9.5%.

The first step towards managing and reducing the airport's emissions begins with understanding what impact we have. Each year, the airport creates a detailed report on its carbon footprint, which covers direct emissions and those from onsite partners. It is independently verified through the Airport Carbon Accreditation Scheme, which is an internationally recognised standard. Within the next year, the airport aims to become carbon neutral. This means offsetting our emissions by purchasing approved carbon credits, for example in renewable energy projects.

### What is being done?

- Annual calculation of carbon footprint
- Investing in more low carbon technology and more energy efficient buildings
- Infrastructure that reduces energy consumption e.g. LEDs (including runway lighting), boiler replacements, and solar panels
- Employee energy awareness campaigns twice a year
- Audits every year to investigate energy savings opportunities across the airport
- Carbon neutrality in next 12 months by offsetting emissions



Nitrogen dioxide (NO2) tubes monitor air quality nearby

## Air Quality

The airport has a robust plan for monitoring and reducing its impact on air quality. Air quality has been monitored since 2006, and there have been no recorded breaches in UK air quality limits, set by Department for Environment, Food & Rural Affairs. Overall, the airport has a minimal impact on local air quality when compared to road transport.

### What is being done?

- Airport Fire Service just purchased a Rosenbauer Panther fire vehicle – the first in the UK – which meets the London Ultra Low Emission Zone (ULEZ) limits – reducing harmful pollutants from vehicle exhausts. In the coming years all its vehicles will be ULEZ compliant
- Introducing more plug-in charging stations for electric vehicles
- Plans to reduce reliance on diesel-fuelled Mobile Ground Power Units
- Heavy restrictions on the duration that parked aircraft engines can be running
- Promoting and incentivising the use of public transport, walking and cycling



67% of passengers use public transport

## Public transport

London City Airport is the best-connected airport in London, which means the use of environmentally-friendly public transport (compared to single occupancy cars for example) is high – the highest in the UK in fact, for any airport! Around 67% of passengers use public transport to access the airport, and it's something we are really working to extend.

### What is being done?

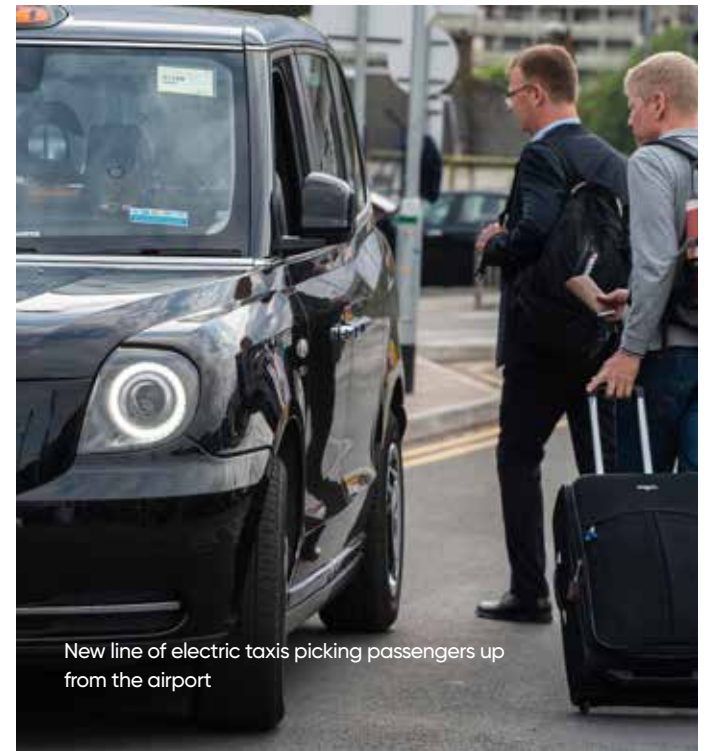
- The airport has offered £100,000 to Newham Council towards its efforts to improve walking and cycling routes
- Campaigning for a new Crossrail station to serve the airport and Silvertown
- Staff have access to a liftshare initiative, encouraging more sustainable methods of traveling to work
- Improvements to make the airport more integrated with London transport network and the communities around us

## Waste

With 4.8 million passengers per year, you can imagine that there is a fair amount of waste created! So you might be pleasantly surprised to know that none of the waste created at the airport goes to landfill. There are also strict recycling rules in place, which has helped push the airport's recycling rate up to 61%. The airport was also the very first UK airport to ban plastic straws and we are working with our restaurants, café, bars and shops to encourage less single-use plastic.

### What is being done?

- Continuously improving our recycling facilities and signage
- All waste coffee grounds go to a company called Bio-bean which creates carbon-neutral, advanced biofuel
- Auditing our onsite partners' waste disposal to ensure they recycle wherever possible and running recycling campaigns to improve awareness
- Removal of plastic cups for employees onsite
- Sending reusable items to charity



New line of electric taxis picking passengers up from the airport

## Sustainable UK aviation in numbers

- Between 2010–2016, passenger numbers in the UK grew by **25.8%** while total emissions only grew by **4.7%**
- Sustainable aviation fuels could deliver a reduction in emissions of up to **24%**
- Modernisation of flight paths may lead to a reduction of up to **14%** in emissions by 2050

[Source: Sustainable Aviation]

## New generation aircraft

The airport is attracting a new generation of aircraft which are quieter, more fuel efficient, and deliver lower carbon emissions per passenger. The Airbus A220-100 and Embraer E190-E2 are leading this field currently, with SWISS already operating the A220. The E190-E2 came to LCY on a test flight last year and the certification process, which will allow it to operate here regularly, is ongoing. It burns 17.3% less fuel than the first-generation E190 and is 14 dB quieter – the quietest single-aisle jet in the world.

The aviation industry is full of innovation – Airbus, Rolls-Royce and Siemens are developing a hybrid electric engine plane



## The future?

The largest contribution to emissions reduction in aviation comes through technology and innovation. The rate of progress in this area means that feasibly by the 2040s, battery-powered aircraft could be operating short-haul routes with up to 150 passengers.



# A new brand identity for the Airport



London City Airport is evolving rapidly – not just in terms of a £500m transformation – but in relation to the types of passenger that are using the airport, which increasingly are holidaymakers, families, and East Londoners, as well as the established business traveller users.

As a result, the airport recently changed its brand identity, to reflect a new and exciting vision – to be an airport for everyone and create an airport that is loved by all, reflecting its broader purpose for London.



The Marketing team has led this exciting new journey, setting a course to help shift a misplaced perception that London City Airport simply serves bankers in Canary Wharf, when in reality it caters to a much more diverse range of passengers.

Marketing Director, Neil Dillon, said:



*The brand-new look is engaging and emotive, with design cues which reflect our location, our role in London, and our evolving types of customer.*

*The new design is much more fitting for our 21st century airport in the world's greatest city and this sentiment has resonated in our research with existing and new customers. From a design perspective, the new branding is agile and has huge creative potential for interaction with different mediums and spaces, both now and in our future terminal building.*



## Q&A with Marketing & Brand Manager, Adam Keeble



**Rolling out a completely new brand across a business is no easy task, especially given the step change. Adam Keeble provides insight on how the team created and implemented the new brand.**

**How did you begin planning for the new brand launch?**

The journey towards a new brand started many months ago, working with a wide team, including consultants from The Allotment, to really hone in on what we want our airport to stand for, and a visual identity to support this. Once the creative was agreed, we had to develop brand guidelines that were engaging, exciting and brought the brand to life in a structured yet easy to follow format, for incorporation right across the business and also so it's used correctly by others.

**When did the changeover take place?**

An initial 'soft' launch took place in early March, to ensure a smooth transition and ensure we covered everything that would be customer facing. The official launch date was 11th March, however a few days before this, we switched our website over to ensure our digital channels were seamlessly done overnight and passengers visiting the website would have been met with a pleasant surprise.

**What was the most exciting part of the launch?**

The weekend before launch was definitely a busy but exciting one! All signage across the airport – both in offices and staff areas and in the terminal – had to undergo a revamp with new signage and branding within a 48 hour timeframe. However, the work doesn't stop there – the rollout is staggered in stages to ensure minimal disruption and every inch of the airport will be covered within the next phase of branding.

**How did you launch the new brand?**

We launched an exciting and dynamic Out of House (OOH) advertising campaign to introduce the new brand to London and the world, and what better way to introduce yourself than by saying 'Hello!' to people and places across London. This also included a delicious donut wall located in the Departures hall.

**What's in store for the brand over the summer?**

As the summer season approaches, the Marketing team is finalising our campaign to showcase London City Airport in a new light and change the perception that we are just an airport for business. The campaign focusses on the great leisure destinations we fly to – with some that might surprise and delight customers.



## Q&A with Digital Marketing Manager, Dorota Zielinska

**How does the new branding change the way we communicate through the airport's website and social media channels?**

Social media plays a huge role in enhancing our brand, by engaging with our community in an inspiring, chatty way. It's also a really important vehicle to tell our story, increase the visibility of the airport, and build and nurture relationships with our 300k following. This includes engaging in real time, answering queries, sharing airport updates that add value to the lives of our customers, promoting destinations and support our on-site business partners.

**How are you reaching a wider audience with the new brand?**

We share a monthly e-newsletter which anyone can opt in for, to receive updates and offers, bringing the brand to life directly to our customers. Recently we've been encouraging passengers to sign up at the airport, using iPads provided in the terminal. If you want to sign up to the database it's very simple – just complete your details the pop-up window at londoncityairport.com.

**Introducing our new brand to the world**

Since launching the brand, we've been showing off our new look at local and global event. Some examples here.





# Championing the new brand- Media Sales



The airport's in-house Media Sales department has a vitally important role supporting the introduction of the new brand. The team of 4 are responsible for selling the advertising spaces within the airport – be it digital, vinyl or poster sites – to clients from all over the world. If you walk through the airport and spot advertising – they will have played a part in it!

Not only is Media Sales a key revenue source for the business, the team also research new technology and work with new software companies to make sure they are at the forefront of out of home advertising.

In line with the values behind the new brand, the sales team have recently started to target agencies which represent leisure clients and made it a focus of their new business efforts. They are now working on exciting new briefs from leisure clients which they wouldn't previously have worked with. It also means they have a role to communicate what the new brand means to their clients that advertise at the airport. Nothing would go live without help from the team's Production Manager, Portia Corcho, who has worked at the airport for 11 years, approves all client artwork, checks content, and has it printed and programmed in time for live date, one of the most crucial aspects of any campaign.

Here's a snapshot of what the job entails on a day-to-day basis:

## Emma Fox, Senior Account Manager

"A key aspect of my job role is developing new relationships with different businesses and regularly meeting with our clients. You really get to know your clients and recognise which media formats are more suited to specific companies and creative ideas. Having an intrinsic understanding of our passengers and their profiles supports this – so during the brand launch, we spent some time in the terminal helping with the donut promotion – really valuable face-to-face time which we wouldn't typically get with our passengers."

## Tommy Higgins, Senior Account Manager

"We regularly conduct site tours with our clients to provide them with a view of what the passenger journey looks like and bring the sites which have been presented to life. Inviting the client to the airport allows them to see their sites in the 'flesh' which really inspires them creatively and helps us with renewal plans!"

## Camille Andrews, Media Sales Manager

"With the transformation of the airport fast approaching, we are currently working on the new media plan which will present brand new advertising opportunities to clients and agencies. The out of home digital media landscape is advancing at a fast pace and we need to be at the forefront, bringing spectacular show stopping opportunities to our clients and agencies which not only reach their target audience but allow them to showcase their brand on the best sites."

# Career opportunities

As of the start of June, the current jobs available are:

## Pricing and Commercial Performance Analyst

Salary: Competitive. Expiry Date: 17 June 2019

There are also job adverts for Airport Metrics Analyst and Full and Part Time Security Officers on the website.

To find out more, or apply for a job you're interested in, please visit: [www.londoncityairport.com/corporate/careers](http://www.londoncityairport.com/corporate/careers)



## Opportunity Knocks at The Development Academy

The airport's latest Development Academy is in full swing – it's a 10-month programme which provides London City Airport employees monthly workshops to gain new skills, improve self-confidence, and provide solid foundations to progress into new roles as well as develop their skills in areas such as interviewing, presentation skills and coaching skills with expert advice and interactive sessions.

The current group is made up of nearly 40 employees from across the airport, including 11 who live in Newham.



## London Met Uni aviation course visit

In May, London Metropolitan University students studying Airline, Airport and Aviation Management visited for a special behind-the-scenes tour to help in their studies.

To start the day, the students were given a presentation by post-graduate students Layla Cardoso, Ben Harrison, Alex Imlach and Lauren Bell, all of whom previously studied at London Met, and Airport Duty Manager Tom Waterlow.

The group then headed to the airfield for an exclusive tour of the runway and the ramp to watch the turnaround process of an aircraft and a fire drill performed by the Airport Fire Service.

Nicholas Coleman, Course Leader for Aviation Management, said:

"A real fire drill out on the perimeter of the airport with both engines and crews which was outstanding value to understand the importance of these people and resources. Honestly, I have completed airport tours all around the world but this was simply the best tour I have ever experienced."





# The City Airport Development Programme (CADP) – latest news

## Jaw-dropping aerial photography of the project

These new images of the development works provide an amazing sense of scale to the programme. Once a month, the team gain special permission from air traffic control to

safely take aerial images of the airport from a drone – to show the progress of the four-year transformation. Here's a whistle-stop tour:

This view looks south east towards the River Thames and across the Gallions Point area, capturing the floating construction equipment and construction compound in the foreground. The barges and pontoons are working in the Royal Docks to the immediate south of the runway, with this area a hub of activity to support the crucial piling and decking works.



This view overlooking the docks, towards the city, captures the new deck structure that is under construction adjacent to the existing runway. Eight new aircraft stands will sit on the deck, as well as the terminal areas, including departure lounges. Also on the left side of the photo, the new Digital Air Traffic Control Tower is visible that will enter operation early next year.

This view towards the city, with the Tate and Lyle factory visible on the left, offers a closer view of the dock area immediately south of the existing aircraft stands. This is the area where the future passenger terminal will sit. If you look closely, you can see the tops of the completed piles in the water. Works later this year will see the deck installed to provide a solid base for the terminal. There are also construction works ongoing to the south of the dock which will also form part of the footprint of the future terminal. Beyond the existing terminal (and not visible in this picture) is the extension of the terminal to the west – in the area between the DLR station and the existing terminal.



## Meet the airport's Construction Director, David Aimable-Lina

David recently joined London City Airport in the post of Construction Director. He is responsible for developing and delivering all construction related projects across the airport, including CADP.

## Milestone reached with 500 piles now installed

The City Airport Development Programme is a complex project across several locations on campus, and a major aspect is the piling and decking works, which continue to gather pace. BAM Nuttall lead these works, and reached a notable milestone in May – with the 500th pile installed – the halfway point for this part of the programme. All credit to the teams working, come rain or shine, in the sometimes-challenging environment of King George V Dock!



### What is a 'pile'?

A pile is essentially a steel and concrete column. It comprises a 17 metre x 1.5 metre steel tube, steel casings and concrete. A 110 tonne drilling rig vibrates the tube typically 4 metres into the dock bed, and then it is filled with polymer, the casing, and wet concrete. Over 1,000 'piles' are needed to support the new terminal infrastructure and parallel taxiway for the new 75,000m<sup>2</sup> concrete deck extension.

### What's your job in a nutshell?

I ensure the safe, efficient and predictable delivery of construction projects, and support the future growth and transformation of the airport.

### What did you do before the airport?

I was at Jaguar Land Rover Ltd, where I led a team delivering infrastructure and technology-based programmes and projects. I've got over 30 years of global experience in the delivery of major manufacturing, business change and construction programmes working within both the automotive and aviation industries, primarily for Heathrow Airport, Ford Motor Company and Mazda Corporation in Japan.

### What was your first job?

Apprentice electrician, I did start on the mechanical scheme but all my mates were doing the electrical scheme. So I swapped courses, what great logic!

### What's your favourite building in East London?

Tower Bridge – it's iconic.

### How do you spend your free time?

Sport, I don't play as much now if at all. I enjoy getting to watch the Arsenal and love getting to the rugby as much as possible. But get the most enjoyment watching my kids sporting events.

### What excites you most about working at London City Airport?

Quite simply, this is our history in the making. The chance to be part of aviation history, I'm so excited to be back in this industry after my time at Heathrow Airport. It was just a matter of when, not if, I came back into aviation from the automotive sector, so I'm pleased.

## Upcoming works

- Most of the ongoing works are during day time, however there are some remaining night time works, as agreed with London Borough of Newham, to complete the deck structure to the far east of the runway.
- Works are ongoing to construct a new Goods in Facility and a new Temporary Immigration facility in the area between the DLR station and the existing West Pier.
- Works will commence on top of the completed deck, initially in developing the location of the future new aircraft stands and then for the new terminal extension and new east pier. Look out for the steel structure taking shape. Exciting times ahead!

## Do you have questions or concerns?

If you live nearby and would like additional information about the development, or you would like to raise a construction noise concern, you can contact the team on our 24-hour construction line at **020 3858 0261** or email the team at [community@londoncityairport.com](mailto:community@londoncityairport.com)



# News from the airport

## Airport becomes London Living Wage employer

To support London City Airport's values to be a more inclusive business and serve the communities that surround us, in March 2019 the airport was officially accredited as a Living Wage Employer. The London Living Wage is independently-calculated based on what people realistically need to meet living costs. This is currently a minimum hourly wage of £10.55.

Mayor of Newham, Rokhsana Fiaz, said: "I congratulate London City Airport on their London Living Wage accreditation. "The London Living Wage is aimed at paying workers a fair wage to give the poorest in our society a chance to earn a proper and decent living. Continuing to offer low pay in both the

public and private sectors is damaging to our residents. All Newham employers should be encouraged to pay their workers at least or above the rate. The London Living Wage contributes to the Community Wealth Building agenda that this administration is committed to."

As one of Newham's largest private employers, the airport will also champion for it to be rolled out further across the East London business community. The official accreditation means that 100 additional staff at the airport will, from this summer, receive the London Living Wage. The airport already provides all its 650 directly employed staff in excess of the London Living Wage.

## Mental health on the move

London City Airport recently published a new report, authored by a former Treasury economist, establishing the connection between good transport infrastructure and services, and improved mental well-being.

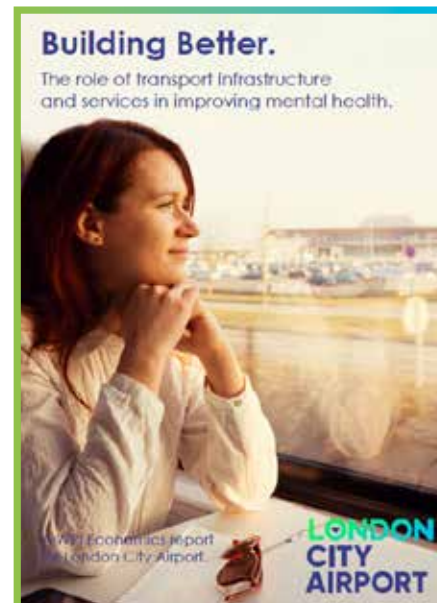
In other words, the way that airports, rail stations and roads are built, and the quality of the journey experience, can have a profound effect on overall satisfaction and happiness.

The report, titled Building Better: the role of transport infrastructure and services in improving mental health, focuses on how making improvements in transport through better design, better journeys and better accessibility can help, which is particularly relevant as the airport invests £500m in new facilities.

Robert Sinclair, CEO at London City Airport, said,

"Mental ill health is a complex issue with many contributing factors, but we commissioned this study to look at this national health problem through the lens we know best - transport. This study shows that improving and investing in the country's transport infrastructure could play a key role in improving the wellbeing of millions of people travelling across England."

The report also finds, using analysis of NHS Digital data, that 1 in 7 adults (15%) in Newham are affected by common mental health disorders, at a cost of £510m to Newham's economy.



## Time to 'Split' from 21st June

British Airways starts a new summer seasonal service to Split in Croatia, from 21st June, connecting to the beautiful beach destination and historic town on the idyllic Adriatic coast of Croatia.

It's one of a growing number of leisure destinations that you can fly to from London City Airport, adding to a growing list including Mallorca, Granada, Malaga, Palma and Ibiza in Spain; Nice, Bergerac, and Quimper in France; Florence, Venice and Rome in Italy; Skiathos, Mykonos and Santorini in Greece; and Faro, Lisbon and Porto in Portugal.



## New routes – Budapest and Vilnius

London City Airport has bolstered its connections with Central and Eastern Europe following the addition of two new routes, operated by LOT Polish Airlines.

Joining a service to Warsaw, Poland, which started in January, the Polish flag carrier now also operates routes between London City Airport and Budapest, Hungary and Vilnius, Lithuania.

Both European capital cities join London City's route map for the very first time, each operated up to 12 times per week, respectively. The services are likely to be popular with both business travellers and city breakers.

The Vilnius service will help the large Lithuanian communities in East London visit friends and relatives more easily than ever before. Recognising the large Lithuanian influence in the areas near the airport, for the route launch celebration the airport invited some young players – Tomas, Matas and Alanas – from the Newham All Star Sports Academy, where they play basketball (Lithuania's national sport).



## Top ranking in Skytrax World Airport Awards

For the third year running, London City Airport has been named the world's best airport of its size in the Skytrax World Airport Awards 2019, and the 26th best overall airport on the planet, edging two spots up the rankings.

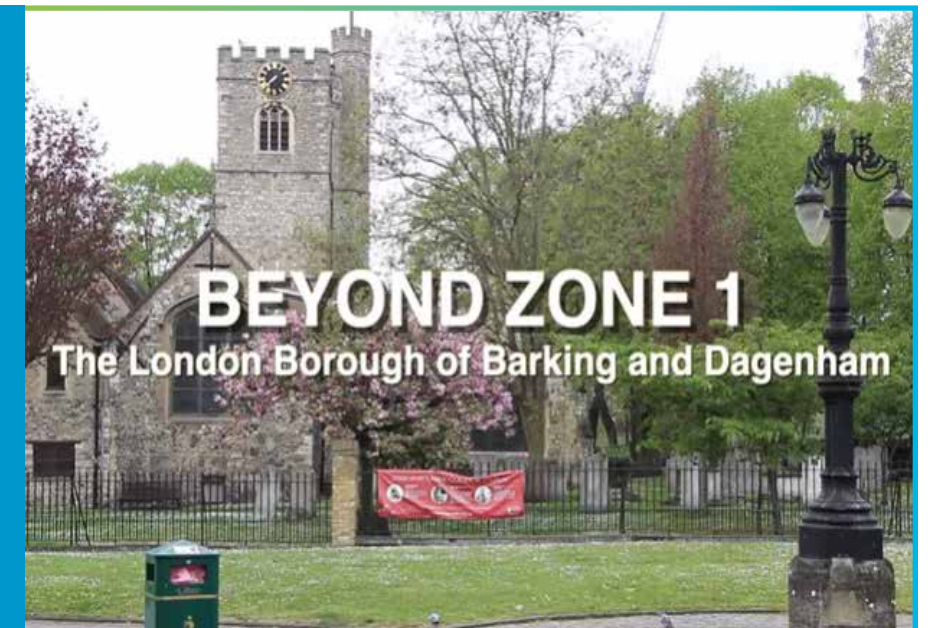
The airport topped the Best Airports 2019 category for airports handling under 5 million passengers per year, and climbed two places to 26th in the ranking of the World's Top 100 Airports.

## Go Beyond Zone 1: Barking and Dagenham stars in new film

The borough of Barking and Dagenham is the focus of the latest video in a series that the airport has commissioned to encourage its visitors to venture away from central London and explore East London's cultural hotspots.

'Beyond Zone 1', commissioned by London City Airport for Londonist.com, the popular London news and events website, showcases the best of the London boroughs on the doorstep of the airport, including Newham.

The Barking and Dagenham film, published in May and available to view on the airport's YouTube channel, shines the spotlight on locations including Barking Abbey Ruins, The White House, Moby Golf, Eastbury Manor House, Barking Park, Barking Riverside, Cristina's Steak House, and includes an interview with the leader of Barking and Dagenham Council, Darren Rodwell.



## Preparing for the summer rush

Summer is always a really busy time of year at London City Airport, with schools out and lots of passengers, including families heading off on a beach adventure or city break. This year it's expected to be another record-breaking summer in terms of passenger numbers and teams are working hard behind the scenes to prepare. Four new check-in desks are being installed, which should have the effect of reducing queue times by at least 50%. If you're flying through this summer, thanks for choosing London City!