

Autumn edition 2019

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**LONDON CITY AIRPORT'S
COMMUNITY MAGAZINE**

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Growing up in Newham, near Custom House, I saw London City Airport as a major employer for the area. So, when I was looking for work in 2014, after having my children, it was naturally my first choice.

I have always really appreciated how friendly and sociable it is to work at the airport. With so many of the staff living in local areas, you get a sense of a community spirit – and I've found it to be a positive environment to develop my skills. Making friends here has also been a bonus.

Volunteering Fortnight is a big fixture in the airport's calendar – and my experience of volunteering in a local community centre felt like a very positive one. A group of us repainted the walls together, and I felt a sense of pride that we were doing something good for the local community. This summer my colleagues contributed over 660 hours during Volunteering Fortnight – which is a record for the airport. You can find out more in 'Our Community' section (page 3).

London City Airport is a busy place to work, and over the years, it has become busier as we've become more popular. You can really appreciate this when you walk through the terminal during the summer months and see more and more holidaymakers. And we had our busiest month ever this July – over 490,000 passengers!

In June, we also published what we call our Draft Master Plan – which talks about how we think we could respond to this increasing popularity and grow in a responsible way. The draft has been under public consultation since 28th June and this feedback process will now continue until 18th October. We especially want local communities to feedback their views. So, if you haven't already responded, do take a look at pages 7 and 8 to find out how you can.

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

Our cover story is about Newham-based construction firm Kilnbridge, which recently won a £17 million contract for our City Airport Development Programme (CADP). Supporting local business is a high priority for the airport, and it's great to see a company from Canning Town winning such an important deal. You can read more about CADP on pages 11-12.

If you would like to work in the airport like me, don't forget to take a look at our careers section – which includes our latest vacancies and an interview with our recruitment manager, Jill.

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

I hope you enjoy the read.

Gemma Palmer
Receptionist at London City Airport
and Newham resident

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

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Our Community



£75k Community Fund benefits local boroughs

The results are in! 16 charities and initiatives from 11 local boroughs will now benefit from our first round of grants from our £75,000 Community Fund.

The Community Fund was launched in May 2019 to financially support initiatives that enable positive and significant change within the community – across a range of themes.

As a result, the following local organisations are being offered grants, ranging from anywhere up to £3000 from the first round of applications:

Thames Ward Community Project
Free Your Mind CIC
Samaritans – Redbridge Branch
Samuel Montagu Youth Centre
Mind in Tower Hamlet & Newham
Hackney Association Youth Club
Havering Association for People with Disabilities
Lambeth Libraries
Dalmain Athletic Girls Football Club
Kings Cross Steelers RFC
The Magpie Project
Healthy Living Projects Limited
Canaan Project
The Poplar Partnership
Inspire! Education Business Partnership
Thames View Tenants and Residents Association

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

Stephen Timms, MP for East Ham, said:

I welcome this contribution from London City Airport to the local community. The Airport is a vital source of good employment in the area. I am pleased it has taken this new initiative, to offer much-needed funding to organisations doing a great job in our part of London.

Take a look at our website – under the 'Responsible Growth' section – to see the funding criteria and find out how you can apply. The next deadline for applications is 25 October 2019.

Airport contributes 660 hours for Volunteering Fortnight

Our staff – including CEO Robert Sinclair – donated 660 hours to local organisations and charities for this year's Volunteering Fortnight (3-14 June).

This was a 65% increase in volunteering time compared to last year – with support for causes from across Newham, Redbridge, Tower Hamlets and Hackney – including Community Food Enterprise, Richard House Hospice and Plashet Park.

Aaron Uthman, Community Relations Ambassador from London City Airport, said:

I'm thrilled to see that we have volunteered so many hours to causes that really make a difference to community life in East London. The fortnight gives our staff an important opportunity to make their own personal contribution to local life.



Britannia Village Summer Fun Day, and the Ferry Festival, brought a multitude of fun activities to Newham's summer calendar.

Paying tribute to an array of cultural references from local life, the Ferry Festival saw 100s of residents gather for some lively activities this year – including a 'boats and planes' race that the airport sponsored with Tate & Lyle.

While crazy golf, bouncy castles and Bollywood dance were all part of the Britannia Village's Fun Day summer programme.

Our community ambassador – Aaron Uthman – and community executive – Nazmin Begum – were among visitors at these events, answering residents' airport-related queries including on the Draft Master Plan.

Creating a sustainable future

At London City Airport, reducing our carbon emissions and working with our airlines to do the same has been a priority for us for many years now.

Aviation contributes just 2.4% of global CO2 emissions, but we know as an industry we need to go further to collaborate and decarbonise.

Since 2013, the airport has reduced carbon emissions (in areas where we have direct control) by 28% per passenger, despite passengers growing by 42% over that same period.



Net zero emissions target and renewable power

This June, we joined airport industry colleagues to commit, along with 194 airports, to achieving net zero carbon emissions by 2050 at the Airports Council International Europe (ACI) Annual Congress.

As part of this announcement, we also entered a new green deal with UK Power Network Services (UKPNS) to start creating our own power – through solar panels and smart automation software – within the next three years.

The initiative will see us create enough renewable energy to power 37 London homes each year – a reduction in 307 tonnes of carbon emissions per year.

What else are we doing for climate change?

As part of our wider sustainability strategy, we will:

- Be an accredited carbon neutral business by the end of the year
- Work with industry and Government to achieve net zero emissions by 2050
- Work with our airlines to deliver more cleaner, quieter, new generation aircraft, which are more fuel-efficient, and will deliver lower carbon emissions per passenger
- Invest in low carbon technology and energy efficient buildings
- Increase public and sustainable transport usage by passengers, increasing its use to and from the airport to 80% of passengers by 2035
- All vehicles owned by the airport will be Ultra Low Emission Zone (ULEZ) compliant by December 2020
- All airside vehicles will be electric, zero emission or utilise renewable fuels by 2030

Newham firm Kilnbridge awarded £17 million contract



Erikas Aglinskas, 26 years old, from Newham has been using his newly developed specialist cutting skills to cut out sections of the Dock Wall



A business based two miles from London City Airport in Canning Town, has won a £17 million contract to help construct our new terminal building and a new energy centre.

The majority of the firm's 850 employees and sub-contractors live in East London boroughs – including a proportion of the 200 people who will work on the London City Airport project.

Peter Adams, Chief Development Officer for London City Airport, said:
Since we embarked on this £500 million development programme, we made a commitment to ensure the benefits of our growth are shared with local businesses wherever possible.

Kilnbridge plans to employ local talent through its own apprenticeship programme to complete the work, with apprentices forming 8% of the company's workforce. The firm won the Outstanding Supply Chain Employer at the Crossrail Apprentice Awards in 2017.

Peter added:
Kilnbridge has an incredible track record for employing locally, recruiting apprentices. And we will continue to look for opportunities to share the benefits with East London businesses as the airport grows.

Kilnbridge has a longstanding commitment to East London regeneration projects, starting out in 1992 on smaller builders' works for the Canary Wharf development and later contributing to the Olympic Park's construction.

Dermot McDermott, Founder and Chief Executive of Kilnbridge, said:
We share London City Airport's and Newham Council's vision of providing the local community with a great place to live and work, both during and after completion of this significant expansion plan.
Our involvement in this project will enable us to continue to provide local young people with an opportunity to embark on a profession within the industry or learn a trade through a recognised apprenticeship.

Meet the Buyer event Helping local business thrive

The airport – in partnership with the Royals Docks Team – helped 170 businesses across 17 London boroughs forge connections with Royal Docks firms at an event in July.

The annual 'Meet the Buyer event' – which is supported by Newham Council – saw local businesses generate £1.1 million of business transactions in just one day last year.

The buyers – from sectors such as construction, engineering and facilities management – included Tate and Lyle Sugars, BP Installations, ExCeL London Hospitality, Crowne Plaza and Kilnbridge.

Lloyd Johnson, Chairman of the Newham Chamber of Commerce, said:

“*The Royal Docks Meet the Buyer has rapidly become a key pillar of the borough's calendar, showcasing the many opportunities for Newham businesses, creating local investment, and giving practical advice to small and medium sized businesses about how they can get involved in some of the most exciting projects in this fast-growing area of regeneration.***”**



Pictured is Newham Councillor, Shaban Mohammed, opening the Meet the Buyer event.

Our Draft Master Plan: what you need to know

London City Airport launched a Draft Master Plan at the end of June which is currently subject to public consultation to an extended deadline of 18th October 2019.

The Draft Master Plan outlines how the airport could grow and operate sustainably over the next 15 years, responding to the continued demand to use the airport and the growth of East London.

Passenger numbers have increased by over 40% in the last five years and we expect to see over 5 million passengers this year for the first time in our history. New passenger forecasts show that by 2035 passenger demand to use the airport could increase to 11 million per year – which could be met through 151,000 air traffic movements by 2035.

Local Benefits

Delivering this growth could provide 2,500 additional jobs locally and contribute £2 billion to the UK per year by 2035, as well as more opportunities for local businesses, including SMEs, through a growing supply chain. Any growth goes hand in hand with community development, investment in young people and the creation of pathways to employment.

What are we seeking views on?

The document outlines how we could:

- Make best use of our existing runway to accommodate demand for up to 11m passengers per year by 2035
- Support more people getting to and from the airport by public and sustainable transport
- Create up to 2,500 jobs locally by 2035
- Encourage a greater proportion of new generation aircraft that are quieter and create fewer carbon emissions
- Introduce greater flexibility to operations at the weekend and in the first and last 30 minutes of weekdays



What's next?

This draft master plan is subject to public consultation until 18th October 2019. Your views are important and will be taken into account before we finalise and publish the master plan towards the end of 2019.

How you can feed back your views

London City Airport has already held face-to-face engagement activities in local boroughs – including public meetings, and two public consultation events in Greenwich and Newham during July.

However, you can also register your views in person at three further consultation events in September (see below).

Completing forms

You can respond to the consultation using our feedback form – which can be submitted online, via FREEPOST (address to: 'FreePost LCY MASTER PLAN CONSULTATION'), or at one of our consultation events listed below.

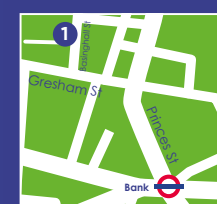
Completed feedback forms can also be emailed to the London City Airport consultation address: consultation@londoncityairport.com

Document viewing locations

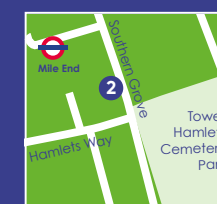
An A3 version of our Draft Master Plan 2020-2035 is available for viewing at the following locations:

- Bexley Central Library, Townley Road, Bexleyheath DA6 7HJ
- Lewisham Planning Department, Catford Library, Laurence House, 1 Catford Road, London SE6 4RU
- Hackney Service Centre, 1 Hillman Street, London E8 1DY
- Havering Romford Library, St Edward's Way, Romford RM1 3AR
- Greenwich Woolwich Town Hall, The Woolwich Centre, 35 Wellington Street, London SE18 6HQ
- Redbridge Central Library, Clements Road, Ilford IG1 1EA
- Southwark Canada Water Library, 21 Surrey Quays, Rotherhithe, London SE16 7AR

Consultation events



**1. Central London
The City Centre**
Date: Wed 11th Sep
Time: 12:00-19:00
80 Basinghall Street, City of London, EC2Y 5AR
5 minutes walk from Bank station



**2. Tower Hamlets
Southern Grove Community Centre**
Date: Thu 12th Sep
Time: 15:30 - 19:30
Southern Grove, Mile End, London E3 4FX
5 minutes walk from Mile End station



**3. Royal Docks
Royal Docks Learning and Activity Centre**
Date: Sat 14th Sep
Time: 10:00 - 16:00
Albert Road, London, E16 2JB
5 minutes walk from King George V station

Making London City Airport a great place to work

Over 65% of our employees live within a five-mile radius of the airport.

And it's fair to say that our staff have a strong community spirit with a strong focus on our customers.

We are doing everything we can to be an attractive and inclusive place to work. Here's an update on what we've achieved recently.



London Living Wage and Good Work Standard

We were recognised twice during August for our commitment to be a fair employer.

As an early adopter of the Mayor of London's Good Work Standard, we were one of the first companies to be recognised for our efforts to create the best possible employee working standards.

We also became the first UK airport to extend the Living Wage to include direct contractors – not just staff directly employed by the airport. This means around 100 extra staff – who are contracted by the airport as cleaners, security staff and car park operators – now get the London Living Wage – a minimum wage of £10.55 an hour.



Airport's financial well-being strategy wins award

The airport won an award for their financial employee well-being strategy at an industry-renowned ceremony at the Tower of London in June.

The win came after the team delivered an innovative four-year programme to reduce employee's financial worries – which resulted in 18% of employees engaging with the scheme and £4,708 savings per employee/customer.



Marching with charity METRO for Pride in London

For the second year running, London City Airport sponsored charity METRO's colourful float in the Pride in London parade on 6th July. Marching through central London, we were only too happy to support their cause which provides health, community and youth services including for residents in Greenwich and East London. Our logo also reflected the striking rainbow colours in the lead up to the event.

Michael Spiers, Chief People Officer at London City Airport, said:

“Pride in London epitomises the openness and diversity of our great capital city and these values of inclusivity are important to London City Airport, to our staff, and to our passengers, which is why we continue to support the event and the great work of METRO.”



Guide to getting your first airport job

Q&A With Jill Pearman, Recruitment Manager

Jill Pearman first started working for London City Airport over 20 years ago as a receptionist.



Having made her own career at the airport – and helped thousands of others do the same – she knows what it takes to be successful in our application process. Here she gives us a quick insight and some helpful tips into making that first step.

What types of roles do we offer at LCY?

As you can imagine, airports are very hands-on, customer-focussed places to work.

80% of our roles are operational roles such as customer services agents, security officers, airfield operations officers and ramp agents who work on our airfield – with another 20% in office roles such as HR, finance, marketing and administration.

What kinds of skills or experience do you need?

Every employee needs to be customer focussed – we pride ourselves at making the best possible customer experience for every passenger.

Customer services agents and security officers have the most contact with customers, so they need to show how they've provided an excellent customer service in the past and dealt with quite challenging situations.

Ramp agent roles work on the airfield – carrying out more physical tasks such as baggage handling in quite tight time constraints – so they need to be prepared to deal with these more physical challenges.

What tips would you give to a first-time applicant/interviewee?

Register on our website for job alerts so that you get notified as soon as they become available.

Make sure you're prepared to show that you meet the role requirements – which are listed on the website – such as basic English skills (both verbal and written) and having a full driving licence for security and ramp roles.

Interviews are 'competency based' so be prepared to answer questions such as 'give me an example of when you've given good customer service'. Get a friend or family member to role play an interview if you think that would help.

But always stay positive!



Job vacancies

With over 2,500 employees working at the airport, we have a variety of challenging and interesting roles which we actively encourage our communities to apply for.

Our current vacancies are:

Performance and Planning Analyst
(22 September closing date): £26k – £28k

Aerodrome Operations Manager
(22 September closing date): £41,801 rising to £45,000 after probation

Visit our website to keep up to date with the latest available roles:

www.londoncityairport.com/careers

Update on £500 million development programme



With the City Airport Development Programme (CADP) continuing at a rapid pace, here's some of the latest news and developments.



Creating the foundations for the new terminal

Work to create the foundations for the entrance to the new terminal – nicknamed the 'Gold Box' – is almost complete. Over the coming months the steel frame of the structure will become quickly visible, in what will eventually be the entrance to a new Check In area.

Most of the new terminal is being built on top of King George V Dock by creating concrete decking above the water level.

This decking is supported by steel and concrete columns – or 'piles' – which are drilled into the dock bed.

Eight new spaces for cleaner, quieter aircraft

The first two – of a total of eight – new spaces or 'stands' are scheduled to go 'live' in January.

The new stands will be able to accommodate a larger, cleaner and quieter model of aircraft, such as the Airbus A220-100.

This particular aircraft, which is currently operated by SWISS Airlines, is 7dB quieter on departure than its predecessor, the RJ100, based on real-world noise monitoring data.

As set out in our Draft Master Plan, our aspiration is for new generation aircraft to comprise 75% of our jet fleet by 2035.

A note on Hartmann Road roadworks

CADP building works may affect the public's access to Hartmann Road – outside the airport – later this year. Details are still to be finalised. We are working with Newham Council and TfL, and will be updating local residents as and when these plans have been confirmed.

Building site soil helps bird habitat on Rainham Marshes

We have used 22,440 tonnes of soil, so far, from the development site to help enhance bird habitats on Rainham Marshes.

The sustainability of our operations – including our building works – is very important to us at London City Airport.

By using the natural 'highway' of the River Thames – which connects to the Royal Docks – to transport the soil, we have also saved over 2 tonnes of CO2 emissions by avoiding 1178 lorry journeys.

The area was chosen by the Royal Society for the Protection of Birds (RSPB) and Natural England after becoming a 'designated area of specific scientific interest'.



Notice of clarification: In the article 'Towards a more sustainable airport' published in the Summer edition of Inside E16, we stated that the Embraer E190-E2 aircraft "is 14 dB quieter...than the first-generation E190." The E2 is 14 dB quieter compared to the E190 when considering the cumulative decibel reduction in approach, departure and sideline (adjacent to the runway) noise certification values. At departure, the E2 is 6 decibels quieter. We apologise for any confusion.

Airport News



Holidaymakers boost summer passenger numbers

The summer holidays brought record numbers of passengers to London City Airport, with July 2019 becoming the busiest month ever.

Boosted by sun seekers travelling to places like Majorca, Ibiza and Mykonos, over 491,000 passengers travelled through the airport during July alone. This is around 4% more than the same month in 2018.

Passenger numbers also reached the 5 million mark in one year – for the very first time – with 5,000,454 passengers during the 365 days between 5th August 2018 and 6th August 2019.

These record-breaking figures emphasise just how much demand there is, including from people on our doorstep – such as the 20% of total passengers who live within five miles of the airfield (according to 2018 Civil Aviation Authority data).

'Highly Commended' as Best Airport in Europe

London City Airport was 'highly commended' in the 'Under 5 million Passengers' category at the Airports Council International (ACI) Europe Best Airports Awards in Limassol, Cyprus in June.

Competing against airports from across Europe – and across the four categories of recognising excellence in customer service, facilities, retail, security and community – we were placed just behind the winner, Cork Airport.

Our Future Skies: helping to improve our air networks

Aircraft fly through networks in the sky and – just like road and railways – the way these networks are designed impacts on the efficiency and sustainability of our travel.

London City Airport is one of 15 airports in the South of England that are helping improve these networks – in a programme called 'Our Future Skies' – to make air travel quicker, quieter and cleaner.

We've completed our initial engagement phase with some of our key partners and stakeholders, and we will be looking to share our findings with the Civil Aviation Authority in October.

Airport is rated 'good' for accessibility

London City Airport's provision of disability access has been deemed 'good' once again by the Civil Aviation Authority (CAA).

31 airports in total were ranked, with LCY amongst 14 airports to be given the 'good' status, for its support for people with a disability or reduced mobility.

Behind the scenes the airport is working hard with partners to enhance its status to 'very good', which is the next stage up. This includes a trial of a custom-designed 'Ambulift' which will enable passengers with reduced mobility to be lifted into the aircraft in their wheelchair.



New BA route to idyllic Croatian coast

British Airways started operating a new route to the Croatian city of Split in June.

With three flights a week, the new seasonal service offers holidaymakers an increasingly popular destination – boasting stunning beaches, emerald seas and a fascinating history.

Peter Downes, Aviation Director at London City Airport, said:

"Using the city's most central airport, sun-seeking Londoners can reach the idyllic Dalmatian coast conveniently and quickly, to discover its culture, food, stunning beaches, or as the gateway to Croatia's islands."



British Airways ice cream van tours East London with sunshine giveaways

To kick off the summer and help mark their 100th birthday, British Airways gave away free ice cream, low fares and the chance to win holidays in June.

Driving around East London on a three-day ice cream tour, cabin crews' summer giveaways included picture postcards with the chance to win a number of prizes, including a five-star holiday to Skiathos, flights to Europe and hotel stays, and other gifts such as luggage tags and beach balls.

Antwerp route returns to London City Airport

A new Antwerp service – operated by Air Antwerp – from LCY is returning to the city renowned for its diamond industry from 9 September.

As part of a partnership agreement with KLM, Air Antwerp will offer three weekday flights as well as a Sunday evening service to the Belgian city.

Peter Downes, Aviation Director at London City Airport, said:

"We know this route has been valued tremendously in the past, and with the impetus of Air Antwerp, and their partnership with KLM, enabling bookings through KLM.com, I think it has the ingredients to be a real success."



LONDON CITY AIRPORT

is extending the consultation period on the draft master plan

London City Airport has published a draft master plan, setting out a framework for how the airport can respond to continued demand for air travel in a sustainable and responsible way between now and 2035.

Delivering this growth could provide 2,500 additional jobs locally and contribute £2 billion to the UK per year by 2035.

Why now?

The airport has experienced significant growth in demand, with passenger numbers up 42% in the past five years, driven by population growth and the continued success of East London.

What we are seeking views on.



The creation of up to 2,500 jobs locally by 2035



Making best use of our existing runway to accommodate demand for up to 11m passengers per year by 2035



Increasing the proportion of people using public and sustainable transport to and from the airport to 80% by 2035



Greater proportion of new generation aircraft that are quieter and create fewer carbon emissions



Greater flexibility to operations at the weekend, and in the first and last 30 minutes of weekdays



Net zero carbon emissions by 2050 for airport-controlled infrastructure



Maintaining the speed, efficiency and convenience that passengers love

What this draft master plan will not consider.



A new runway



Operating any night flights between 10:30pm and 6:30am



The operation of any noisier aircraft than at present



An increase in the airport's noise contour limit

We want to hear from you.

We have extended the 12-week public consultation by an additional 4 weeks to give local people more time to have their say. **The consultation will now close on 18th October.**

Additional background reports that informed the document have also been made available, including online for those who wish to review.

You can visit www.londoncityairport.com/consultation for more information and to respond online or download forms. Freepost is available. Forms can also be found at consultation events, which are listed below. There are three remaining events following previous ones held in Canning Town and Greenwich.



1. Central London The City Centre

Date: Wed 11th Sep
Time: 12:00-19:00
80 Basinghall Street, City of London, EC2V 5AR
5 minutes walk from Bank station



2. Tower Hamlets Southern Grove Community Centre

Date: Thu 12th Sep
Time: 15:30 - 19:30
Southern Grove, Mile End, London E3 4FX
5 minutes walk from Mile End station



3. Royal Docks Royal Docks Learning and Activity Centre

Date: Sat 14th Sep
Time: 10:00 - 16:00
Albert Road, London, E16 2JB
5 minutes walk from King George V station