

✈️ DATES FOR YOUR DIARY

Newham Council's Guy Fawkes Night Saturday 3rd November

Head over to Silvertown Quays for a huge free fireworks display organised by Newham Council, and supported by London City Airport. Watch as a scintillating series of fireworks are set off from the top of the striking Millenium Mills building. Gates open at 6pm. More info at www.newham.gov.uk/fireworks

Diwali

Wednesday 7 November

The Hindu festival of lights - one of the most popular festivals of Hinduism.

Newham Heritage Week

Thursday 8th November until Sunday 18th November

Discover Newham's rich history through exhibitions, heritage bus tours, films, walks, talks, children's activities, open houses and more. See www.newham.gov.uk/heritageweek

Remembrance Sunday

Sunday 11th November

National day of remembrance to commemorate the contribution of British and Commonwealth military and civilian servicemen and women in the two World Wars and later conflicts.

Undergraduate Open Day at University of East London (UEL)

Saturday 17th November

If you're thinking about studying at the University of East London this open day will allow you to talk to academics, meet current students, and tour world-class facilities. See www.uel.ac.uk

Black Friday

Friday 23rd November

Grab yourself a bargain on this day of deals. If you're travelling through LCY, look out for items in the sale at any of our concessions.

West Ham vs Man City

Saturday 24th November

London City Airport's local Premier League team face league table leaders Man City at the London Stadium. COY!!

HOT OFF THE PRESS

this is your new quarterly magazine from London City Airport

LOCAL HERO

meet Community Relations Ambassador, Aaron Uthman

LEARN MORE

about our City Airport Development Programme

READ ABOUT

our latest work with local organisations

AARON UTHMAN

talks about the latest news from London City, and reflects on his longstanding connection with Newham

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The purpose of this magazine is to keep you updated on the latest news from London City, the airport on your doorstep, including progress on the four-year half a billion pound development programme, which you can read more about on pages 5 to 8. Going forward, this magazine will be distributed to both airport colleagues, on-site partners and over 6,000 local residents, every three months.

Newham will always be my home. I have lived, studied and worked across the borough. From attending Drew primary school, to volunteering at the *I love Britannia Village* summer scheme and having my first paid job at The Royal Docks Learning and Activity Centre – I can safely say that I have Newham in my DNA – so I'm proud to now work within the community for London City Airport. I am constantly interacting with residents, advising on opportunities available at the airport, and working with local organisations to help plan community events.

If you work at the airport you'll know that, like Newham, it is diverse, ever-changing, and dynamic. We are certifying the next generation of aircraft that are noticeably quieter and technologically advanced, we're adding new routes, with greater opportunities to fly from your local airport, and creating more opportunities for young people. And our advances are mirrored elsewhere in the Royal Docks – just look at the ABP development on the north side of Royal Albert Dock, or the multi-million pound regeneration plans that the Greater London Authority (GLA) and council are working on. We are all part of a continued evolution of this area which has scale and ambition.

NEWHAM IS EVOLVING, AND SO IS LONDON CITY AIRPORT

Even if you have never set foot in the airport, I hope that you have had a positive interaction with London City through our work in the community. Perhaps you attended the *Ferry Festival* or the *I love Britannia Village* summer event in August, or you know one of the 1,100 Newham school children that we engaged with last year.

We are already one of the largest employers in the borough, and our role will become greater as the airport develops, creating more than 2,000 jobs. Already it's been quite a summer for us here at London City, with construction works well underway; exciting announcements about new routes and airlines; and several ongoing projects in the community. We have also recently announced the next STEM in Aviation Event, Future Prospects Education Programme, Community Fund and 12 Days of Giving in December.

Our main feature in this magazine is on the City Airport Development Programme. We are keen to keep you updated on what is happening, whether you are on the airport campus, work nearby, or are a local resident. Read on to find out what it means and what we're doing right now, including creating a concrete deck equivalent in size to 11 football pitches above King George V Dock and building a digital air traffic control tower. History enthusiasts will appreciate the details of what divers have uncovered in the dock as part of the unexploded ordnance (UXO) survey. We also introduce some of the local residents who are working in the development team.

This magazine is for you, so if you have feedback, or ideas to improve future editions, please feel free to message me at aaron.uthman@londoncityairport.com

Happy reading!

Aaron Uthman

“Hello and welcome to our new quarterly magazine from London City Airport.”

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

OUR COMMUNITY

ANNUAL VOLUNTEERING FORTNIGHT

In June 2018, the airport held its annual Volunteering Fortnight for the third year running, where staff are encouraged to volunteer in the local community over a two week period. During the fortnight, staff members – including CEO Robert Sinclair – volunteered at numerous local organisations including Core Landscapes in Tower Hamlets, Cody Dock in Newham, Spitalfields City Farm in Hackney and Redbridge Food Bank.

Over the two weeks, nearly 50 staff members supported the local community with over 400 volunteering hours contributed.

AIRPORT'S COMMUNITY FUND TO OFFER GRANTS

Do you work or volunteer for a local organisation that is in need of a financial contribution? Then London City Airport may be able to help.

Before the end of this year the airport will launch a new £75,000 Community Fund to support local charities and organisations. The objective is to enable significant and positive change for communities near London City Airport. Grants are available for not-for-profit organisations such as social enterprises, schools, charities and community groups

that represent the truly inclusive and diverse communities in East London. This year's fund builds on the success of the 30th anniversary £30K Community Sponsorship Fund - with pot for grants more than double in size. Last year 15 recipients received grants ranging from £300 to £3,000.

Full details of eligibility and the application process will be published in the December edition of this magazine. Applications should be made via the airport's website and details will also be advertised in the Newham Magazine so do watch this space if you are interested in applying!

LONDON CITY WINS GOLD FOR SCHOOLS WORK

London City collected the top prize for the Corporate Engagement Awards for 'Best Collaboration for a Single Event', specifically for its STEM event.

An event held in November 2017 at the ExCeL, was an opportunity for some of the best innovators in the sector to promote careers in Science, Technology, Engineering and Maths to 210 East London secondary students from 14 schools across 7 boroughs.

LOCAL BUSINESSES WORKING AT THE AIRPORT

BP Installations is an East London company which specialises in mechanical and electrical installations and has worked at London City Airport for over 12 years, building a team of over 30 staff. The business began in 2000, and has since grown after completing many projects for LCY across the campus as well as projects for the Leadenhall Building and Eurostar ticket office. BPI is now involved in several aspects of the City Airport Development Programme (CADP) to provide electrical services for the main forecourt redevelopment programme and the diversion of electrical infrastructure.

BPI is always looking for electricians, plumbers and apprentices from the local area. Contact info@bpinstallations.co.uk if you're interested in job opportunities.

BPI TEAM ABSEIL FOR RICHARD HOUSE

In September, nine of the BP Installations team including Managing Director Brendan Payne, braved the heights of Broadgate Tower in East London to take part in the highest abseil within the UK. The team managed to raise a huge £3,120 and donated this to charity Richard House Children's Hospice.

Richard House, a charity supported by London City, works to support children and their families in East London who have a life-limiting health condition. Last year Richard House dedicated 1,786 hours to support seriously ill children.

For more information, visit their website at www.richardhouse.org.uk



WHAT'S HAPPENING



I ♥ BV ACTIVITIES AT BRITANNIA VILLAGE HALL

Britannia Village Hall, located in the London Borough of Newham, is a place where local communities can visit to take part in a whole range of activities from socialising with others, fun workshops for children of all ages and sports activities. Their mission is to reach people from all diverse backgrounds in the West Silvertown area, enabling everyone to live in harmony and unity.

Fridays are a particular favourite at Britannia Village Hall with a hive of free activities taking place for all age groups. Take a look at what's on offer every Friday morning...

COMMUNITY BREAKFAST

09:00 – 11:00

Start your day right with a cup of tea, toast and chat. This is a great opportunity to meet with other local people to share your stories with.

ADULT CRAFT CLASSES

09:30 – 11:30

Whether you're already an expert or an absolute novice, the craft teacher can teach new techniques with crafts ranging from jewellery making, quilling and card making!

ENGLISH CLASSES

09:30 – 11:00

If you'd like to improve your English, you can attend an informal English class to help with this. Britannia Village also offer a basic class on a Wednesday.

UNDER 5s STAY AND PLAY GROUP

09:30 – 11:30

Bring your little one to burn off some energy playing in the large hall, and meet other local parents. Story and song time included.

There are lots of other activities taking place at Britannia Village hall throughout the week so take a look on their website at: www.ilovebv.com or call on 020 7511 6118.

ROYAL DOCKS LEARNING & ACTIVITY CENTRE



The Royal Docks Learning & Activity Centre (RDLAC) is a well-established, multi-purpose and voluntary sector organisation, who is firmly rooted in the local community and celebrating its 50th anniversary this year.

The centre is home to many intercultural and inter-generational groups, and their aim is to promote diversity by bringing together people from different ethnic and cultural backgrounds.

From its humble roots as a local Youth Centre, RDLAC has blossomed into a bustling community centre who offer a range of activities including Children's after school club, computer classes, Yoga, Line dancing and even a community café.

Here are some of the upcoming events at the RDLAC centre:

RDLAC HISTORY CLUB

Wednesday 14th November

OVER 50s LUNCH CLUB

Wednesday 21st November

VOLUNTEERS' CELEBRATION

Wednesday 5th December

WINTER WONDERLAND DISCO

Friday 14th December

COMMUNITY CHRISTMAS LUNCH

Monday 17th December

AND FOR SOMETHING COMPLETELY DIFFERENT...

BRICK LANE MUSIC HALL EVENT

See wartime musical show *There'll Always Be An England* until 10th November at the unique Brick Lane Music Hall in Silvertown.

More info at www.bricklanemusichall.co.uk

NITTO ATP FINALS AT THE O2 ARENA, GREENWICH

Sunday 11th – Sunday 18th November
See the world's best eight singles and doubles tennis players at the year-end climax to the ATP World Tour season.

More info at www.NittoATPFinals.com

CHOCOLATE TREATS FROM THE WELL-BEAN COMPANY

Treat yourself to some luxury plant-based chocolate from the recent winners at the Newham Business Awards, the Well-Bean Company. All their profits go towards supporting mental wellbeing projects.

www.thewell-beancompany.com

A QUIETER GENERATION OF EMBRAER AIRCRAFT LANDS AT LCY



The newest Embraer aircraft stopped off at London City back in July, ahead of the Farnborough International Air Show. The Brazilian manufacturer's E190-E2 test aircraft visited the airport for the first time in order to conduct parking trials and pave the way for official accreditation, required due to the unique steep approach of London City.

After successful accreditation, the aircraft is likely to become a familiar sight at London City. According to the manufacturer, the E190-E2 is the quietest passenger jet in the world today both in the cabin and outside, and also creates fewer emissions, with around 17% less fuel burn.

This particular member of the Embraer fleet was very hard to miss thanks to its large shark design on the front of the aircraft – liveried in this way due to the parallels between the aircraft and a shark – highly efficient and evolved designs with complex sensory and navigation systems.

LOTS OF AIRLINE ANNOUNCEMENTS

There are a host of new airlines, routes and services beginning towards the end of 2018 and early 2019.



LOT Polish Airlines, Poland's national carrier, will begin operations at London City for the first time, with the launch of two new routes. First, a Warsaw route – the first at LCY in over a decade – will begin on 7th January 2019 with up to two flights per day. Hot on its heels is a Budapest route up to twice a day from 19th February 2019. LOT acquired four Embraer E-190 jets specifically so they can start operations at LCY. Look out for them in the New Year!



Responding to increased demand, British Airways is investing in four additional Embraer 190 aircraft in the New Year – representing a 20% increase in its seat capacity. The airline will begin new services to Rome Fiumicino (from 11th November 2018) and Munich (from 16th February 2019).

They are also increasing frequencies on popular routes from November onwards including Berlin, Prague, Zurich, Geneva and Dublin.



And finally, the famous shamrock logo of Aer Lingus will return to LCY after 15 years, following a leasing deal agreed with CityJet, to take over the route between Dublin and London City. Aer Lingus will operate a six flights a day service from 28th October onwards, which is a big advantage if passengers wish to fly to North America thanks to its extensive connections.

PASSENGER NUMBERS ON A RECORD RISE

It was a really busy summer here at London City, as we experienced our highest volume of passengers ever.

An increase in leisure travellers helped drive three consecutive record-beating months; in May, June and July. You can probably guess therefore that we're expecting 2018 to be one of the busiest ever. Year-to-date figures suggest we're tracking towards a **record-breaking year**.

Busiest ever month

July
15.7% Increase

Busiest ever day

16th July
20,115 passengers

Busiest ever Bank Holiday weekend

25th-28 May
45,000 passengers

LCY FOOTBALL TEAM COMPETE IN EUROPE

The European Airport Football Championship takes place every two years where airports across Europe form a football team in order to play against other airports.

This year the London City team, led by their football manager Yasmin Sahinoglu from the HR department, headed to Dublin for the event and played against other airports including Dublin, Cork, Paris, Malta and Moscow.

The team got to the semi-final stages in the tournament but were knocked out after penalties.



CUSTOMER SATISFACTION ON THE UP

During the second quarter of 2018, the airport experienced its best ever customer satisfaction scores based on a globally recognised benchmarking system called Airport Service Quality (ASQ). Overall satisfaction improved to **4.24 out of 5** for the period April – June 2018 - **up 1.7%** compared to the first three months of the year.



DIGITAL DETOX FOR PASSENGERS

To help passengers experience a 'digital detox' we decided to give away devices called 'Light Phones' during a 'Smartphone Amnesty'. Passengers were given these phones, which are intentionally made with lack of features as they only make and receive calls, to allow them to really take a break from the world whilst on holiday.

The idea was to talk about how often we use our smartphones in our everyday life, after a recent study showed we check our phones on average every 12 minutes!

CITY AIRPORT DEVELOPMENT PROGRAMME

The City Airport Development Programme is a half a billion pound investment to transform the airport and create over 2,000 jobs. There will be very few parts of the airport untouched during the four-year programme. It includes the construction of brand new terminal facilities to accommodate increasing passenger demand - four times the size of the existing terminal - eight new aircraft

stands to accommodate the next generation of quieter and more fuel efficient aircraft, and a parallel taxiway to make runway use more efficient. To create the land required for these additions, the airport is constructing a concrete deck above King George V Dock. Read on to find out more.

Find out more at www.londoncityairport.com/thefuture

LOCAL RESIDENTS ON THE DEVELOPMENT PROGRAMME

Here we speak to local Newham resident Gheorghe Dragomir who is Construction Manager for Careys, one of our contractors working on the development.

What is your job role?

I work for Careys and we are responsible for redirecting utilities, piling works and the laying the foundations for the new Temporary Immigration and Goods In Facilities. Construction works are currently taking place in the Western Service Yard next to the DLR station, which will become the new terminal facilities.

Where do you live?

I live in Canning Town so I am just 6 minutes from the airport! This is really handy as I am also the emergency contact for the project, so I can be here really quickly.

What was your first job?

My first job was 19 years ago in London where I began my career in construction. Before this I was studying in Bucharest to get a degree in IT, but I needed money to afford my studies.

I enjoyed my job so much that I just kept working in construction and never went back.

What is your favourite thing to do in Newham?

When I worked at the Olympic Park, I really enjoyed going to the local pub in Stratford; The Railway Tavern. I still go there once in a while because the owners are so kind and it's a good place to watch the football on the big screen.

What is your preferred working style?

I always say, 'you are only as good as your team', so I make certain that I have a good team around me with lots of hard-working people. You will not hear any shouting on our site unless someone is in a dangerous situation. We all respect each other and that is the best way to get the work done together.

What advice can you give someone who wants to start a career in construction?

Only start working in construction if you enjoy it. Put effort into your work and then you will progress naturally.

As no works were taking place on site at the time of this photo, it was deemed safe for Gheorghe to remove his safety glasses.



CREATING NEW SPACE TO BUILD

In June, one of our main contractors BAM Nuttall began the 'piling and decking' works in the King George V Dock. Over 1,000 'piles' are needed to support the new terminal infrastructure and parallel taxiway for the new 75,000m² concrete deck extension.

As of the beginning of October 2018, 41 piles have been completed so far and will continue for approximately 20 months.

So, 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 4 metres into the dockbed, and then it is filled with polymer, the casing, and wet concrete.



WATCH THE LATEST VIDEOS ABOUT CADP ON YOUTUBE

To document progress of the development programme, the airport is publishing a series of videos, taking staff, passengers and local residents behind the hoardings for a closer look.

You can watch the videos on the airport's website page dedicated to the development programme.

Go to: www.londoncityairport.com/thefuture

The first video takes a broad view of the construction project, introduced by Peter Adams, London City Airport's Chief Development Officer.

See behind-the-scenes of a two-year piling and decking phase with contractor BAM Nuttall - the 'piles' are the steel and concrete columns that will support a new 75,000m² concrete deck and over 1,000 will be installed in the dock bed.

The second video goes behind-the-scenes of the major unexploded ordnance (UXO) survey taking place in King George V Dock next to London City Airport. The video features Alex Werner, Curator at the Museum of London Docklands; Mike Clapham, Senior Field Engineer from Delivery Partner, Bechtel; Tom Fountain, the Explosive Ordnance Disposal Diver from Dynasafe Bactec; and Andy Peel, Dive Supervisor from Reach Engineering and Dive Services (REDS).

CHANGES AT THE FRONT OF THE AIRPORT

The whole airport campus has been a hive of activity, but in particular there have been several changes to the airport's forecourt area, specifically how passengers and staff access the airport to park, drop off, and pick up. If you live locally you may have also been affected by a temporary Hartmann Road closure in August.

The reason these changes are taking place is predominantly to enable the re-routing of utilities, in advance of the new terminal building construction.

The latest change, which came into effect on 26th September, involved a change of location for the pick-up area (formerly the short stay car park) - for all private vehicles and minicabs. Vehicles now enter the pick-up area via a new ramp entrance on Hartmann Road, to the west

of City Aviation House, and follow a one-way system, exiting at the car park barriers.

The next change is to alter the drop-off system for vehicles at terminal front, as well as amendments to taxi pick-up, TfL buses and staff buses. This will be completed by the end of the year.

These changes will be done in a phased fashion but the diagram below shows what the final terminal front area will look like and traffic flows. We will keep you updated on changes which affect the local area - also check the airport's website and Twitter page.



DIGITAL AIR TRAFFIC CONTROL TOWER

In May 2017, London City Airport, alongside our partners NATS and Saab Technologies, announced a new Digital Air Traffic Control Tower, to replace the existing tower which is over 31 years old.

The airport is building a 50-metre digital tower at the airport, at the top of which will be 14 HD cameras and 2 pan-tilt-zoom cameras – the very latest in camera technology - which will provide a 360° view. The airport's air traffic controllers will be based at an off-site control room at the NATS control centre at Swanwick, using streamed footage of the airfield to manage movements on the ground, as they do today. This data will be sent via several independent high-speed secure fibre networks. Quite simply, instead of looking out of windows, the airport's air traffic controllers will be looking at screens. To use a London transport analogy, it is like going from paying for the tube with cash and direct to Apple Pay, skipping the Oyster card.

You may be asking, why? The greatest benefits are really in the additional technology designed to support the controller, which a traditional 'bricks and mortar' tower simply cannot offer. For a start, the 360° view from the cameras will be streamed into the control room and presented in a seamless 270° format – so controllers can literally see what's behind them. Then there is an incredible set of tools at their disposal and sophisticated options to augment the live view of the airfield with additional data that enhances the safety of our operation. For example, they can overlay aircraft call signs, tag and track moving objects – from helicopters to drones - and add on-screen labels to mark out taxiways.

All of these tools enhance the safety and efficiency of operations – controllers have more information at their fingertips – helping decision making which in turn increases efficiency of movements.

IS IT SAFE?

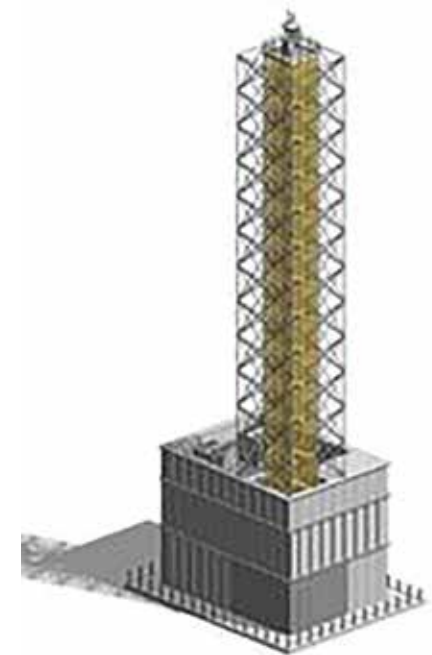
We know that because this is a global first on this scale, there may be a degree of scepticism about a digital tower, particularly around safety and security. However this is not a leap of faith – this is the future of air traffic control – backed by years of research and development, stress-testing, and delivered by NATS, which is part of the UK's critical national infrastructure. It is still manned by human controllers, the only difference being that they are using screens. Like any new technology, it will take a bit of time for perceptions to adjust, but in the same way that a passenger flies today at 40,000 feet with little thought for the radar controllers below - following their path, using secure data, and instructing pilots; there will be a time in the not-too-distant future when digital towers become the norm.

CONSTRUCTION TIMELINE

The digital air traffic control tower is being constructed in the airport's long-stay car park, providing a superb view of the airfield. Construction works began earlier this year, with the two-storey building at the base of the structure due to be complete in November. At that point the steel tower sections will be lifted into position. The tower has been sympathetically designed by architects Pascall + Watson, with lattice design to reduce its impact on the local surroundings.

After its completion in the New Year, the tower and equipment will undergo rigorous months of testing, coming in to operation in 2020.

The steel tower is currently being manufactured by a Portuguese firm called Bysteel in Braga (north of Porto) in Portugal. Members from the Bechtel team, Neil Shaftain and James Bowden, recently visited the manufacturer's plant to view the sections being assembled.



CONSTRUCTION NOISE

Given the scale of development programme, and our proximity to local residents and businesses, we have, from the outset, been mindful about how to keep construction noise to a minimum, where at all possible. For example, bringing supplies and materials in via barge rather than road, and selecting a quieter type of vibration hammer for the piling programme.

If you do have any concerns about the development and noise created by this, you can email us at community@londoncityairport.com or call the 24-hour construction hotline 0203 858 0261.

GETTING STAFF 'BACK IN ACTION'

The airport environment is complex, with lots of teams doing physically demanding work, and hazards which have to be carefully managed. To help ensure colleagues have the assistance they need, over the last five years, London City has been working with Back in Action UK, the national specialist for occupational physiotherapy.

Injuries caused at either work or home can affect employees' ability to carry out everyday tasks in their job and on occasion result in time off work. Teams on Ramp Services for example have physically demanding ground handling roles which require extra attention. To reduce the likelihood of injury, and in turn mitigate the number of days taken off sick, the airport has worked with Back in Action UK to develop a comprehensive new programme, which borrows principles from sports science. This includes targeted work on manual handling, but also extends to human factors such as general physical fitness, nutrition, wellbeing, and mental health.

It's a clever and effective personalised programme, building on Back in Action UK's existing record – since they arrived at London City there has been a staggering 89% improvement in lost hours.

Elaine Sawyerr, Back in Action UK's specialist onsite physiotherapist, is available to LCY staff every Tuesday and Thursday between the hours of 08:30-16:30, with a dedicated airside physio room to meet staff and find the best programme to suit individuals.

After a referral from a line manager, Elaine meets with employees for a 1-to-1 session to discuss what the symptoms are, assess movements by performing physical testing and a suggested treatment plan will be established.

Sessions thereafter will then involve providing advice on how to manage pain through daily exercises, helping to ease back into work and assisting on how to prevent these injuries from re-occurring.

Here we take a look at some of our staff members at LCY who have received on-going help from Elaine.

“ I work in the security department, which involves many physical duties on a daily basis including carrying heavy bags, bending down repetitively during body searches and walking for long periods of time when on patrols.

Elaine helped me greatly with my injury when I sprained my back lifting a heavy bag at work, and she taught me exercises to perform at home which aided in getting me back to work quicker. Not only does she give advice, but I have learnt about my physical weaknesses and how to improve these by understanding the mechanics of the body. It's made me more aware of how my back works and how different postures help when doing certain tasks. **”**

Security Officer, Kaan



Ramp Services Administrator, Magdalena

“ My role is office based as a ramp service administrator for the ramp operations team, meaning I spend the majority of my day in front of the computer and have suffered from back pain.

I have been receiving physio for this for quite a while now, and it has helped ease the pain by releasing tension in some muscles as well as receiving advice on appropriate lifestyle and exercise regime.

Elaine is a big asset to the airport staff as she deals with all types of injuries and not only treats the physical problems but also tailors her advice to peoples' type of work and demands in their life. **”**

“ Working as a Ramp Agent is a very physical job that involves a lot of time on my hands and knees loading and unloading items from the hold area of the aircraft. I have had problems with my knees for a while now and kneeling in the holds has taken its toll.

I booked an appointment with Elaine back in April after my right knee completely gave way causing me to take a couple of weeks off sick. I eventually started back at work on light duties and was taught light exercises by Elaine to help ease me back into work.

It's thanks to Elaine that I can now do my full duties on the ramp and without her help, it would have taken a lot longer to get back to work. **”**

Ramp Agent, Kim



Interface and Process Manager, Caroline

“ I work in the Building Services team managing the airport's Permit to Work system, which we use to control contractor activities across the airport site, where my role is primarily office-based.

I have a long history with back pain since as far back as I can remember – made worse by a horse riding accident many years ago – however, my recent injury was slightly less dramatic as I was carrying a few pints of milk in a shoulder bag when I felt my lower back go into spasm.

The HR department referred me straight away to Elaine who assessed me and discovered that I have a condition called hypermobility which means that some of my joints have a lot more movement than others.. The strengthening exercises she taught me have really helped and so far I have seen a significant improvement and I am back in action! **”**

We spoke to Elaine and here are useful tips on how to prevent injuries at home or in the workplace...

- 1** Warm up before the start of your shift and after breaks as this helps to prepare your body for any repetitive or manual work you will be undertaking.
- 2** Remember to take rest periods. If your job involves standing all day, don't stay in the same position – move about! Likewise, if you sit at a desk for the majority of the day, move your legs by taking a stroll.
- 3** An important part of a healthy lifestyle is to get enough sleep. A good night's sleep will help both your physical and mental health.

CAREER OPPORTUNITIES AT THE AIRPORT

London City Airport is one of the largest private sector employment sites in the London Borough of Newham, providing interesting and challenging career opportunities for local residents. Over 2,000 staff work on the airport campus, employed directly by the airport operators, London City Airport directly or by one of the 54 concessions, airlines and other business partners that operate here.

If you are interested in finding out more about the different roles at the airport or would like to see the live vacancies you can head to the career page on the website here:

www.londoncityairport.com/corporate/careers

The current live vacancies are: Airfield Operations Officer, Principal Engineer, Senior Account Manager

NEWHAM WORKPLACE HELPING LOCAL RESIDENTS FIND JOBS

London City Airport works closely with Newham Workplace to help connect local residents with their perfect job at the airport.

We catch up with Recruitment Manger Samantha Coyne from Workplace, to find out more.

What does Newham Workplace do?

Newham Workplace is a free recruitment service for both Newham residents and local businesses operating in the area. Workplace launched in 2007 and has helped to fill over 38,000 jobs for local residents.

What is your job role?

I am responsible for supporting the recruitment process for all concessions and departments within London City airport by introducing them to suitable candidates in Newham. The benefits for both the business and residents are that they live close to the airport and are therefore suited to working during the operational hours of the airport.

What advice would you give people who would like to work at LCY?

The first step is to register your interest with workplace and to specifically mention that you are interested in working at the airport. I work directly with all the businesses operating within London City so I am aware of the availability of existing vacancies. Also, I know what the businesses expectations are when hiring someone, so I can make certain it is a good match and help prepare candidates for the interview.

What is your favourite spot in Newham?

On my lunch break, I usually head over to Westfield as I love that there are outdoor areas to chill out. The area where you have a ping-pong table and live chess game is particularly nice, and is a great place for candidates to relax before they go to an interview at Workplace.

Who do you admire the most?

A person who is goal driven and who likes to push themselves – this really inspires me to also try my best!

You can contact Newham Workplace via email workplace.engagementteam@newham.gov.uk or call 0203 373 1101

ISO CERTIFICATE & AIRPORT CARBON ACCREDITATION

London City Airport remains committed to minimising negative environmental impacts from its operations. A recent success in this respect is the confirmation of the airport's ISO14001:2015 certificate, which is an international standard that specifies the requirements needed for an effective Environmental Management System (EMS).

This certificate provides a framework of how environmental impact is measured and improved for all our stakeholders.

Previously the certificate only covered our operational impact, but the new certification, achieved for the first time by LCY (with the 2015 suffix) looks at our wider footprint, including contractors and CADP waste management for example.

In short – an even more rigorous test to demonstrate our activities as a responsible business. In September, the airport's Environment team also successfully renewed LCY's Level 3 optimisation to the Airport Carbon Accreditation (ACA), which is the globally recognised, industry-approved measurement for managing and reducing ground-based CO emissions. LCY's ambition is to be carbon neutral (level 4 of the ACA scheme) by 2020.



OUR ENVIRONMENT

RECYCLING AT LONDON CITY

Recycling has become an important part of everyday life as it is seen to decrease carbon footprint, minimises waste sent to landfills and prevents raw materials being extracted from the natural environment. At London City Airport, we want to encourage all our stakeholders to help minimise our impact on the environment, by recycling waste wherever possible. We currently recycle 58% of our waste, and hope to increase this to 70% in the next 6 months. We were also the first UK airport to ban plastic straws on our premises.

The mixed recyclables we collect are sorted at a nearby waste facility in Leyton, which are then used to make new products. For example plastic bottles can be recycled to make new bottles, or anything from traffic cones to carpets.

At LCY we recycle multiple items including cardboard, plastics and cans, as well as glass, food, printer cartridges, electrical waste, furniture and coffee granules. The recycling of coffee granules has only been recently introduced, and these are made into biofuels which can now be more commonly used instead of fossil fuels to generate heat and power. This is better for the environment as it prevents the coffee granules from ending up in the landfill, and conserves our natural resources.



BUILDING NEW FACILITIES RESPONSIBLY

Given the scale of the £500m development programme, and our proximity to local residents and businesses, we have, from the outset, been mindful about how to keep construction noise to a minimum, where at all possible. For example, bringing supplies and materials in via barge rather than road, and selecting a quieter type of vibration hammer for the piling programme.

Construction Sound Insulation Scheme

We do recognise that there is some unavoidable disruption, which is why we have a sound insulation scheme available for eligible local residents in the Newham area.

There are currently 592 eligible properties in the scheme and so far we

have fitted high performance double glazing in 220 of these properties. The remaining properties are expected to be completed by the end of this year. To establish whether residents are eligible or not, we use noise modelling software that factors in planned construction activities and equipment.

In order to validate eligibility forecasts, we have placed rigorous noise monitoring programmes which keep an ear on night time construction activities and notifies the airport if a property is being exposed to excessive noise levels.

You may have also seen the scaffolding erected around the 3 large tower blocks in North Woolwich – this is to facilitate the works and allow the safe installation of the glazing.