

Annual Performance Report 2019

01 June 2020





Chief Executive foreword



Matt Grayson

Thank you for taking the time to read London City Airport's Annual Performance Report 2019. This report provides a review of the airport's planning compliance in 2019 and an overview of how we delivered against our comprehensive environmental and operational controls during the year.

2019 was another important year for the airport and the achievements set out in this report are particularly significant when you consider that we saw a record 5.1 million passengers travel through the airport.

In exceeding 5 million passengers for the first time in our over-30-year history, we handled around 83,000 aircraft movements to 45 destinations across the UK, Europe and the United States. We also saw our busiest ever day, with 22,222 passengers traveling through the airport on 9th September 2019 – an increase of 8.5 percent on our previous record day. Attracted by our service, speed and convenience, this demonstrates that demand for our unique offering continued to grow.

London is an international city and Newham is one of its most diverse boroughs. People from all over the world call Newham home and our flights enable many of them to visit their family and see their friends. Our flights also give local people the chance to visit amazing places and experience new cultures. In 2019, over 377,000 people from Newham flew from City Airport – a 79% increase on the previous year – while over 1.25 million more passengers came from seven other East London boroughs.

We are proud of this strong and growing connection to the local community. To better reflect the vibrant, energetic, and optimistic spirit of Newham and East London, we updated our brand in 2019. As well as being a more modern reflection of our business, I think it conveys the way in which the Royal Docks and large swathes of Newham are transforming and becoming part of the heart of London.

I am particularly pleased that throughout this record year we continued to operate within all of our existing noise controls, which are amongst the tightest of any European airport. There were also no exceedances of our annual air quality limits with all data made publicly available, in real time, online throughout the year.

Perhaps most significantly, we reached a very important milestone in our efforts to create a more sustainable future for the airport when, in December, our operations were rated as carbon neutral by the Airport Carbon Accreditation programme. This respected international programme recognised the exceptional work that has gone in to managing, reducing, and offsetting all the CO2 emissions under our control.

This achievement underlined our commitment to building a more sustainable future for the airport and the aviation industry. But our efforts have not stopped there. We know very well that reducing carbon emissions and having a more sustainable future is a priority for many people in the local community. We at London City Airport share this priority. We are working to become the UK's most sustainable airport and have set a goal of reaching net zero carbon emissions by 2050 without using carbon off-setting. As we make progress toward this goal, we are looking forward to working with local people, the London Borough of Newham and industry partners to deliver solutions and implement change. Only with genuine collaboration can we be successful.

An important part of the solution will be to further improve our already excellent levels of public transport use by our passengers and staff. In 2019 we were once again the leading UK airport for public transport use by passengers, with 73 percent travelling by DLR, bus and black cab. We also published new Travel Plans for sustainable travel, which set out how people will get to and from the airport more sustainably in the future. We

improved cycling facilities, implemented a car share scheme for staff that saved around 5,000kg of CO₂ in its first year, and launched a £10,000 competition to find a sustainable alternative to plastic security bags.

While we have worked hard to reduce our impact on the environment, we have also continued to grow our contribution to the local economy and communities. We are proud to be one of Newham's largest private sector employers and a major part of the East London economy. In 2019 we once again sustained over 2,200 jobs in life-long careers, acknowledged by the Mayor of London's Good Work Standard and which pay at least the London Living Wage (LLW). As a responsible business, we recognised the importance of becoming a LLW employer. The advocacy of the pupils from St. Anthony's Primary School and the assistance from the Living Wage Foundation allowed us to move from a conversation to full accreditation in a matter of months – in so doing becoming the only airport to be LLW and Good Work Standard accredited. This was a very important milestone for the business, which I am proud of.

We also continued our efforts to recruit locally, with 28 percent of new recruits living in Newham and 66 percent coming from within 5 miles. At the same time, we ran educational programmes which sought to inspire hundreds of students from the borough and create opportunities for them in science, technology, engineering and maths – rewarding fields which are crucial for the future of our industry.

We have also worked hard to buy from the many excellent businesses in East London. We delivered our second Royal Docks 'Meet the Buyer' event and three subsequent local business skills workshops in collaboration with East London Business Place and local East London Chambers of Commerce. This engaged nearly 300 local businesses and resulted in £1.2 million of contracts being awarded.

Through the course of the year, we paid over £1.1 million in financial contributions to the London Borough of Newham as part of our Section 106 Planning Agreement, while our Community Fund donated over £75,000 to 30 good causes from the borough and the surrounding areas.

These achievements – the local jobs we create and sustain, the London Living Wage we pay, the donations from our Community Fund – are all important parts of our significant contribution to the Mayor's community wealth building agenda and demonstrate our commitment to Newham and East London.

2019 also saw us reach significant milestones on the ongoing build out of the City Airport Development Programme (CADP), a £500 million investment in new passenger and airfield facilities, employing over 1,000 people during the year.

We are conscious that construction works can cause disruption and took steps to reduce the impact of our programme, including the use of barges to move equipment and materials by water which removed 1,583 heavy goods vehicles from local roads throughout 2019. We also successfully installed mitigation in over 500 local residential properties to protect against noise impacts from night time construction.

As I said in last year's report: we want to undertake this journey with the people of Newham, creating a business they can take pride in and one where they have a stake in its success. This did not change in 2019. As well as continuing to seek local talent and working with local businesses, we made a considerable effort to engage the community through established channels like liaison groups, as well as more informal routes.

I am excited to be creating an outstanding airport and a world-class gateway for London in the heart of Newham. An airport that can create more important opportunities for local people and is more sustainable.

While 2019 was an year of important achievements and progress, I am conscious that this report is being published at a very different time – not only for London City Airport and indeed aviation; but for Newham, London, the whole of the United Kingdom and many other countries.

The impact of the Coronavirus in the first half of 2020 has been truly unprecedented. It is the most severe crisis our industry has faced. It has affected the lives of many millions of people and will continue to have a significant impact the foreseeable future.

We are carefully monitoring the situation as it develops and working hard to understand what it means for our business, aviation, the wider economy, and the community. During the midst of the crisis, we did what we could to make a difference – donating £50,000 from our Community Fund to 9 local food banks and maintaining our fruit order with a local supplier but diverting it to local groups, who received over 7,000 pieces. Furthermore, after making the difficult decision to temporarily suspend commercial flights for a period of time to protect the health and wellbeing of our staff and the local community, we worked closely with the military and the emergency services to keep the runway open in case they needed it in support of the national effort to defeat the virus.

Despite this very severe crisis, it is my hope that we can all come through it safely and in good health, and that the next edition of this report – reviewing 2020 and published in 2021 – will include important, positive achievements that benefit our people, communities, and the environment.

Robert Sinclair
Chief Executive Officer

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1 Introduction



Michael Tomas

1.1 The CADP Permission

1.1.1

In July 2016, the Secretaries of State for Communities and Local Government and Transport granted planning permission for the City Airport Development Programme (CADP1) following an appeal and public inquiry which was held in March/April 2016. CADP1 is currently under construction and will deliver new infrastructure at the airport including new aircraft parking stands, a new parallel taxiway and extended terminal buildings when complete.

1.1.2

The CADP1 planning permission is the current operational consent at London City Airport and includes a comprehensive set of controls including 97 conditions and over 100 Section 106 obligations (the Planning Agreement) covering a variety of issues such as operations; construction mitigation; environment; employment; surface access and a programme of regular reporting.

1.1.3

The previous permission and associated Planning Agreement fell away upon triggering the CADP1 permission in October 2017. The Sound Insulation Scheme works offered under the previous permission were all completed by 2019 (see Section 2.7).¹

1.2 CADP1 APR Requirements

1.2.1

The CADP1 permission requires the submission of the Annual Performance Report (APR) to LBN by 01 June each year in respect of performance and compliance with the CADP1 permission in the preceding calendar year; and to use reasonable endeavours to ensure publication on the website of the London City Airport Consultative Committee (LCACC) by 30 June each year. The full reporting requirements for the APR under the CADP1 permission are listed at Annex 1.

¹ The saved provisions from the 2009 Agreement are set out at Clause 10 of the new CADP1 S106 Planning Agreement

1.2.2

As well as quarterly reporting of specific operational and noise performance data, the CADP1 permission also requires a rolling programme of compliance meetings with LBN including a Quarterly Strategic Review (QSR) to monitor compliance at a strategic level.

1.2.3

The QSRs are supported by a number of technical working groups which meet more regularly to track progress on more detailed matters of compliance including environment & operations; surface access; construction; education, and employment.

1.3 2019 Annual Performance Report

1.3.1

This APR confirms that in 2019, for the third year in succession, there were no reported issues of non-compliance with the CADP1 permission.

1.3.2

The structure and reporting requirements of the 2019 APR were reviewed and agreed in writing by LBN on 25 February 2019. It focusses on reporting key headlines across five themes:

- Environment (Section 2);
- Employment and Local Procurement (Section 3);
- Surface Access (Section 4);
- CADP Construction (Section 5); and
- Financial Contributions and Payments (Section 6).

1.3.3

This APR is available to download from the airport and consultative committee websites via the links below:

- <http://www.londoncityairport.com/aboutandcorporate/page/ourevironment>
- <http://lcacc.org/meeting-papers-key-documents/airport-annual-performance-report/>

1.3.4

Additional information on the airport's ongoing community engagement programme can also be accessed via the following link:

- <http://www.londoncityairport.com/aboutandcorporate/page/communityprogrammes>

1.3.5

On 17 June 2020, LBN wrote to the airport to confirm receipt of the submission of the APR 2019 and provided comments. A copy of this letter is provided at Annex 12.



Michael Tomas



2 Environment

2.1 2019 Headlines

2.1.1

In 2019 the airport handled around 83,000 movements with services to 45 domestic and European destinations as well as New York via Shannon Airport, Ireland. All movements fell within the permissible movement limits and times. The effectiveness of our existing noise controls, which are amongst the tightest of any European airport, was reflected in the low number of complaints (9 per 1,000 aircraft movements), significantly fewer than any other major London airport.

2.1.2

Aircraft Noise Categorisation Scheme (ANCS) – The airport operates under a daytime noise quota count system, mirroring the approach adopted by other UK airports to control noise at night. We are the first UK airport to adopt this method for daytime flights. A quota count is allocated to each aircraft based on certified noise levels. The annual quota count budget is 22,000 with 742.5 in any one week. All aircraft operated within these limits in 2019 (see Section 2.2).

2.1.3

Noise Management and Mitigation Strategy (NOMMS) – The airport continued to operate a comprehensive suite of noise management and mitigation measures detailed in the NOMMS throughout 2019 (see Section 2.3 below).

2.1.4

Incentives and Penalties Scheme (IPS) – The IPS rewards improved aircraft noise performance and penalises poor noise performance. In 2019 there was an overall improvement in departure noise levels with just two 'penalties' triggering £1,200 in payments being added to the £75,000 community fund which was distributed to 30 not for profit organisations and charities in the locality throughout the year. The most improved airline in 2019 was KLM Royal Dutch Airlines who will partner the airport in the delivery of the fund in 2020 (see Section 2.4 below).

2.1.5

Sound Insulation Scheme (SIS) Performance – Substantial progress was made in 2019 in delivering sound insulation to newly qualifying properties, including the new Intermediate

Tier scheme introduced by the CADP1 permission. To date 80% of Tier 2 properties have been treated with 29% of Tier 1 properties having also been complete. Interest has been received from 31 properties in Tier 3 (Intermediate) with 12 treated. All properties eligible under the 2009–2016 APRs that expressed interest and provided permission have been treated² (see Section 2.9).

2.1.6

Air Quality – In 2019 the airport continued to report air quality data in real time. There were no exceedances of the annual mean objectives for PM₁₀, PM_{2.5} or nitrogen dioxide (NO₂) (see Section 2.6).

2.1.7

Carbon Neutrality Accreditation – The airport achieved the Airport Carbon Accreditation (ACA) Level 3+ Carbon Neutrality Accreditation, meaning it is one of six Carbon Neutral Airports in the UK³.

2.2 Aircraft Noise Categorisation Scheme (ANCS) [Condition 18; 19]

2.2.1

Following a year of parallel running, the new Aircraft Noise Categorisation Scheme (ANCS) was introduced at the airport and replaced the now out-dated Noise Factored Scheme.

2.2.2

The ANCS was approved by LBN in March 2019 following a review that concluded it is operating effectively and as intended. The ANCS now provides an improved method of noise management that uses manufacturers' independently assessed noise certification data to categorise each aircraft, taking into account side-line, flyover and approach noise. The scheme ensures that no noisier aircraft than currently operate at the airport will be allowed to do so in the future and provides a more robust approach to categorising aircraft based on noise.

² The airport has submitted evidence to LBN confirming that the 2015–2016 obligations have been fulfilled in May 2019 and is awaiting LBN's confirmation.

³ Awarded December 2019 from the Airports Council International Airport under their Airport Carbon Accreditation Scheme.

2.2.3

It also introduced a quota count system, mirroring the approach adopted by other UK airports to control noise at night, but applies this to daytime operations. London City Airport was the first UK airport to adopt this method of noise control for daytime flights. This requires a quota count to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each aircraft type, with a quota budget set at 22,000 per calendar year and 742.5 in any one week. All aircraft operated fully within these limits in 2019. Full details of quota count are provided in **Annex 4**.

2.3 Noise Management and Mitigation Scheme (NOMMS) [Condition 31; Appendix A, A.8]

2.3.1

NOMMS came into force on 18 August 2017 and was amended in March 2019 following a review with LBN. It includes details of current schemes in place to manage and monitor aircraft noise such as:

- A combined noise and track monitoring system;
- Quiet operating procedures;
- Penalties and incentives;
- Control of ground noise;
- The airport consultative committee;
- Annual noise contours;
- Integrity of NOMMS;
- Auxiliary power units;
- Reverse thrust; and
- Sound insulation Scheme

2.3.2

A noise contour validation exercise was carried out in 2019 in line with the requirements of the NOMMS. This updated the contour methodology to use the new Aviation Environmental Design Tool (AEDT) software released by the FAA (Federal Aviation Administration) which replaced the integrated noise model (INM).

2.3.3

NOMMS operated effectively throughout the year. A detailed report on the operation of NOMMS in 2019 is included at **Annex 2**.

2.4 Incentives and Penalties Scheme [Condition 18]

2.4.1

The Incentives and Penalties Scheme (IPS) is included as part of the NOMMS and includes:

- i) incentives to encourage airlines to operate aircraft more quietly, rewarding those airlines with credits towards partnering the airport to deliver the Community Projects Fund each year; and
- ii) a fixed financial penalty of £600 (per decibel) for infringement of an upper noise limit to penalise airlines producing departure noise above the expected range for an aircraft. All financial penalties are added to the Community Projects Fund each year.

2.4.2

In May 2019 the airport launched Community Fund of £75,000 and received more than 200 applications. The Community Fund is available on an annual basis and is distributed via a Board of Trustees to local not for profit organisations and charities. It is delivered in partnership with the most improved airline each year. In 2019 the partner was Flybe, and for 2020 it will be KLM Royal Dutch Airlines. Funding was awarded to 30 organisations across 10 London boroughs. Some of the organisations in Newham that received a grant include: Royal Docks Learning and Activity Centre, Community Food Enterprise Limited, Aston-Mansfield and Just Enough Global. Further information on the fund can be found via the link below: <https://www.londoncityairport.com/corporate/responsible-growth/community-fund>

2.4.3

Two financial penalties were charged during 2019, totalling £1,200. These were incurred by Flybe and AirGo and were added to the Community Fund.

2.4.4

Further details on the performance of the IPS and a related Community Report are included in **Annexes 2 and 5**.

2.5 Ground Noise [Condition 44, para 4.3; Condition 51, para 4.1.2 and 5.1.1 & Condition 52]

2.5.1

The ground running of aircraft engines is required for testing and maintenance purposes. There were no exceedances of the ground running noise limit for the 2019 calendar year. Details are included in the report on the operation of the NOMMS at Annex 2.

2.5.2

The ground engine running strategy approved by LBN under the CADP1 permission (Condition 48) provides annual summaries by airline and aircraft for Engine Run of Stand time (ERS); Taxi Time for Departures (TTD); Taxi Time for Arrivals (TTA); and Hold Time (HT). A summary of TTA; TTD; and ERS for 2019 is included at Annex 2 of this APR⁴.

2.5.3

In January 2020 LBN agreed that the previous ground running, testing and maintenance locations for high powered ground runs on stands 23/24 will move further east as the new CADP aircraft stands are brought into operation. This is required for operational safety on the new airfield and will not result in any additional noise impacts.

2.6 Air Quality [Condition 58, Box 1]

2.6.1

The airport operates a comprehensive air quality monitoring network, with no recorded breaches since monitoring began in 2006. The network comprises two onsite automatic monitoring stations, one located on the roof of City Aviation House (LCA-CAH) and the other to the north of Royal Albert Dock adjacent to the Newham Dockside building (LCA-ND). These automatic sites are supplemented by a network of passive monitoring devices (nitrogen dioxide diffusion tubes) located at a further 17 sites in and around the Airport boundary.

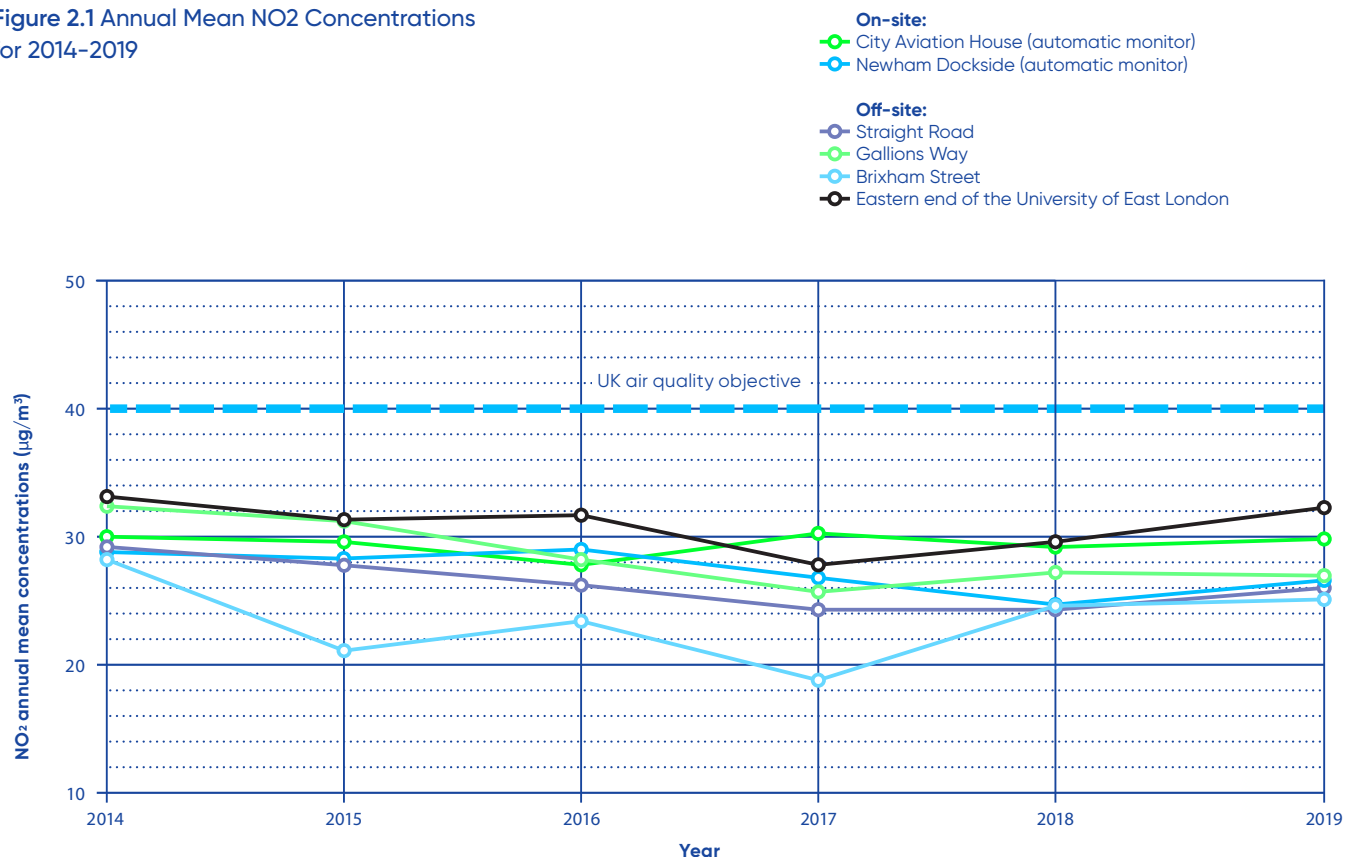
2.6.2

The pollutants measured include nitrogen oxides (NO_x), nitrogen dioxide (NO₂), fine particulate matter (PM₁₀) and, since the end of 2018, very fine particulate matter (PM_{2.5}).

2.6.3

Ambient air quality is monitored continuously and shared in real time results online. Our monitoring data shows that all concentrations are consistently well below the UK air quality objectives for all the pollutants monitored over the past 5 years. The annual mean NO₂ concentrations for 2014–2019 are shown below:

Figure 2.1 Annual Mean NO₂ Concentrations for 2014–2019



⁴ Details in the Section 5.2 and Appendix 4 of the Annex 2 NOMMS report

2.6.4

In 2019, there were no exceedances of the annual mean objectives for PM₁₀, PM_{2.5} or nitrogen dioxide (NO₂):

- The annual mean PM₁₀ concentrations at the two onsite monitoring stations were 21.4 µg/m³ and 16.6 µg/m³, well below the objective value of 40 µg/m³;
- There were just nine recorded exceedances of the PM₁₀ 24-hour mean objective of 50 µg/m³ against a national target of 35 exceedances in a calendar year (none within the 'Very High' pollution band);
- The annual mean PM_{2.5} concentration was 10.6 µg/m³, well below the national objective value of 25 µg/m³ (none within the 'Very High' pollution band; and
- The annual mean NO₂ concentrations at the two onsite monitoring stations were 29.7 µg/m³ and 26.6 µg/m³, well below the objective value of 40 µg/m³. There were no exceedances of the 1-hour mean objective value (200 µg/m³) with all of the 1-hour mean concentrations falling within the "Low" pollution band.

2.6.5

Observed peaks of all pollutants measured correlated with that at other London background sites. This suggests that these occurrences were principally attributable to regional sources.

2.6.6

Quarterly air quality data was reported to the consultative committee and posted online throughout 2019. This data, together with other results for the full 2019 calendar year, are summarised in the Air Quality Monitoring Strategy: Annual Report 2019 which is included at Annex 7 to this report.

2.6.7

The airport also maintains an Air Quality Monitoring Strategy and Air Quality Management which were approved under Conditions 57 and 58 of the CADP permission. A 2019 progress update against the targets set out in AQMS is included at Annex 6. These strategies are both due to be reviewed in 2020 and will take into account Newham's new Climate Change Action.

2.7 CADP1 Sound Insulation Scheme and Purchase Scheme [S106 Schedule 9 & Annexures 2, 7 and 12]

2.7.1

Under the CADP1 permission, the airport now operates an improved 3-tier Sound Insulation Scheme (SIS) offering sound insulation treatment to eligible residential properties within the 57 dB L_{Aeq,16h} (Tier 1) and 66 dB L_{Aeq,16h} (Tier 2) and a 63 dB L_{Aeq,16h} (Tier 3: Intermediate) noise contours. The Tier 1 lower threshold for eligibility remains the joint lowest daytime threshold in the UK. The eligibility contours are

reviewed on an annual basis and the potentially newly eligible properties under the CADP1 3 tier SIS are included within this APR (see Section 2.9 and Annex 2 – Appendix 9). The 3-tier scheme comprises:

2.7.2

Tier 1: offers properties that are eligible under the scheme acoustic ventilation, and any existing single glazed properties will be offered 100% of the cost for replacement standard thermal glazed windows or secondary glazing, whichever is preferred;

2.7.3

Tier 2: offers improved secondary glazing or a 100% contribution towards high performance double glazing, together with acoustic ventilation. Second Tier properties are treated as a priority given their exposure to the higher levels of noise relative to the Tier 1 and 3 eligible properties; and

2.7.4

Tier 3 (intermediate): offers secondary glazing and acoustic ventilation or, alternatively, a contribution of £3,000 towards high performance acoustic double glazing and acoustic ventilation.

2.7.5

Those residents that would prefer the high performance double glazing option may choose to treat only one or two rooms, such as those most affected by aircraft noise, as opposed to all rooms, to remain within the £3,000 budget available or they may use the £3,000 as a contribution towards more extensive works.

2.7.6

No properties have become newly eligible for any of the schemes this year. This is a consequence of the actual contours for 2019 being smaller than previously forecast, and the ongoing coronavirus pandemic which means it is very unlikely the contours for 2020 will be any greater either.

2.7.7

39 properties which previously had works carried out have become eligible for re-inspection in 2020 (Annex 2, Appendix 9). Properties become eligible for reinspection 10 years after treatment, and rectification works will be undertaken where appropriate to ensure that the standard of sound insulation does not decline over time.

2.7.8

The following Noise Contours are presented in Annex 2, Appendix 6 of this report:

- Actual 54 dB (2019 actual contour)
- Actual 57 dB (2019 actual contour)
- Actual 63 dB (2019 actual contour)
- Actual 66 dB (2019 actual contour)
- Actual 69 dB (2019 actual contour)
- 1998 57 dB
- SIS First Tier Eligibility Boundary

- SIS Intermediate Tier Eligibility Boundary
- SIS Second Tier Eligibility Boundary

2.79

Forecast contours for 2020 are also required to be published under the requirements of the CADP S106 agreement, however due to the ongoing coronavirus pandemic there is a large amount of uncertainty relating to these forecasts. The forecast 2020 contours would only trigger the Sound Insulation Scheme if they are larger than the actual 2019 contours. It is very unlikely that this will be the case, in light of the global Covid-19 pandemic in 2020 and the temporary suspension of operations at the airport since March 2020 (ongoing at the date of publication of this APR). Consequently, it has been agreed with LBN that it is not necessary to produce 2020 forecast contours as part of this APR.

2.8 Extent of Noise Contour [Condition 33]

2.8.1

CADP1 (Condition 33) requires that the 57 dB(A) LAeq, 16hr contour does not exceed 9.1 km². During 2019 the contour area was 8.0 km². The 2020 forecast contour has not yet been calculated (as explained above) but is expected to be well within the limit.

2.9 SIS Performance 2019 [S106 Schedule 9 & Annexures 2, 7 and 12]

2.9.1

In the previous (2018) APR 963 residential properties were originally identified as potentially eligible under the Sound Insulation Scheme due to the extent of the 57, 63 and 66 dB LAeq, 16hr noise contours. Over 90% of these properties were in the Tier 1 contour. Three properties were also identified for re-inspection because 10 years had elapsed since they were originally treated under the scheme.

2.9.2

Since then 274 properties have been removed from the Tier 1 scheme as they were required to meet the necessary acoustic standards when built under the terms of their individual planning permissions, and so it was agreed with LBN that no further enhancement is offered under the SIS. Furthermore, 86 additional properties were moved from the Tier 1 Public Buildings Scheme into the Tier 1 Residential Scheme for Brook House Care Home, with agreement from LBN. In total, 775 residential properties were subsequently confirmed as being eligible for works, 714 in Tier 1, 5 in Tier 2 and 56 in Tier 3 (Intermediate).

2.9.3

In accordance with the procedures set out in S106 Annexures 2, 7 and 12, letters indicating potential eligibility were sent to all properties on 31st July 2019, and a final reminder letter was sent on 6th December 2019.

2.9.4

The treatment of properties commenced in August 2019. Between August 2019 – March 2020, 4 properties were treated in Tier 2, the priority tier (80% of those eligible), with the remaining property refusing access. Interest has been received from 373 properties in Tier 1 with 211 installs (29% of those eligible) completed at the point when works were temporarily suspended due to the Covid-19 pandemic. 28 properties have refused the works. Interest has been received from 31 properties in Tier 3 (Intermediate) with 12 treated prior to temporarily suspending works in March 2020. Where work is yet to be completed this is due to permission from the freeholder and/or not yet being granted, access not being granted or no response expressing interest in the scheme. All eligible properties that have expressed interest in the scheme and provided full permission to proceed will be treated once further government guidance and circumstances have been reviewed following the current pandemic.

2.9.5

Five public buildings were identified as potentially eligible for treatment in the previous APR (four in Tier 1 and one in Tier 3 (Intermediate)). Letters informing of eligibility were again sent in July 2019 and December 2019. Surveys have been undertaken on three of these buildings so far and recommendations made. The programme for any works will be reviewed in line with the circumstances and government guidance around the Covid-19 pandemic. One building was subsequently found to be demolished, the St Matthias Centre, so this has been removed. The remaining property has not responded to notifications.

2.9.6

Three properties were identified for re-inspection in the 2018 APR. Letters were sent on 31st July 2019 and 6th December 2019 notifying of this, however no response has been received.

2.9.7

The airport continues to hold bi-weekly meetings with LBN to provide an update on SIS delivery. LBN has formally agreed that the airport has fulfilled its compliance obligations with respect to previous years.

2.9.8

In September, October and December 2019 the airport published advertisements and information about the Sound Insulation Scheme in the following local newspapers: Newham & Stratford Recorder; Newham Magazine; Docklands & East London Advertiser; Wharf Life; South London Press & Mercury Paper Package and Greenwich info.

2.10 Neighbouring Authority Agreement (NAA) [S106 Schedule 9, part 9 & Annexures 13]

2.10.1

An NAA refers to a binding agreement to be entered into between the airport and any London Borough within whose administrative boundary the Actual 57dB Contour falls. The current relevant London Boroughs are London Borough of Tower Hamlets (LBTH) and Royal Borough of Greenwich (RBG).

2.10.2

A draft NAA with LBTH was agreed and submitted to LBN in January 2020 for approval. The NAA was subsequently approved by LBN in March 2020 (see correspondence in Annex 3). Separately, the airport continues efforts to finalise the draft NAA with RBG.

2.11 Sustainability and Biodiversity [Condition 56] [Condition 70]

2.11.1

Condition 56 of the CADP1 permission requires a Sustainability and Biodiversity Strategy was approved by LBN in April 2017 (ref. 17/00253/AOD). This document covers the period from 2017 to 2020.

2.11.2

A progress update against the initial targets in the Sustainability and Biodiversity Strategy is included at Annex 8. It also covers status update on some management and recycling waste targets as required by the Waste Management Strategy (Condition 70) (ref. 19/02559/AOD).

2.11.3

The Sustainability and Biodiversity Strategy will be reviewed in 2020.

2.12 Environment Complaints/ Enquiries [Condition 59]

2.12.1

The annual incidence of environmental complaints and enquiries relating to airport operations remains the lowest of any London Airport; at nine complaints per thousand aircraft movements for 2019.

2.12.2

In 2019, a total of 722 complaints were received regarding the airport's operation from 242 complainants. 124 of these were received from 1 individual and a further 179 were from 4 individuals. This was an increase in 317 complaints compared to the previous year and was mainly attributed to increased awareness due to the consultation on the airport's draft master plan in summer 2019 as well as an increase in complaints from Lewisham and from Havering. Most complaints from Lewisham were received in April 2019 when we operated 74.9% on runway 09 easterly, the highest 09 runway split for the year.

2.12.3

In addition, 29 environmental complaints received in 2019 were not relating to the airport operations. 16 of these non-LCY complaints were regarding aircraft noise experienced during the hours LCY were not operating. A further 11 were related to aircraft noise experienced over locations that were not under LCY's flight paths. Figure 2.2 shows a comparison between complaints and enquiries for 2019 and 2018. A breakdown of complaints by area has also been provided in Figure 2.3.

2.12.4

Of the 722 received relating to the airport: 535 related to aircraft noise, 63 were related to flight paths; and 18 were related to aircraft frequency.

The remainder related to other topics. Figure 2.4 shows a full breakdown of the types of complaint received.

2.12.5

All complaints have been investigated in accordance with the airport's environmental complaints procedure and reported in summary to LBN. All complaints were reported within 15 days of receipt as required by CADP1 permission. The airport also reports environmental complaints and enquiries to the Airport Consultative Committee as part of the Quarterly Airport Environment Report.

2.12.6

Complaints and enquiries relating to construction are reported separately in Section 5.3. Figure 2.3 Environmental Complaints and Enquiries 2019 v 2018

Figure 2.2 Environmental Complaints and Enquiries 2019 v 2018

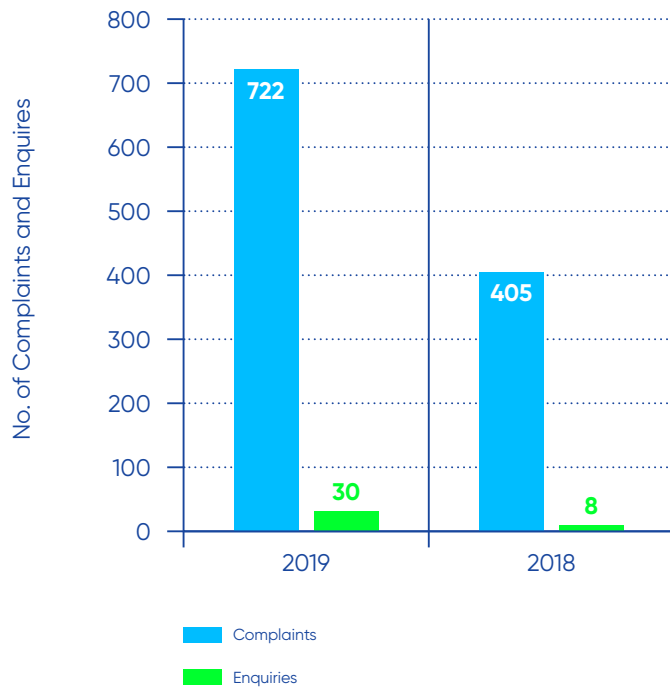


Figure 2.4 LCY Complaints Received (722 in total)

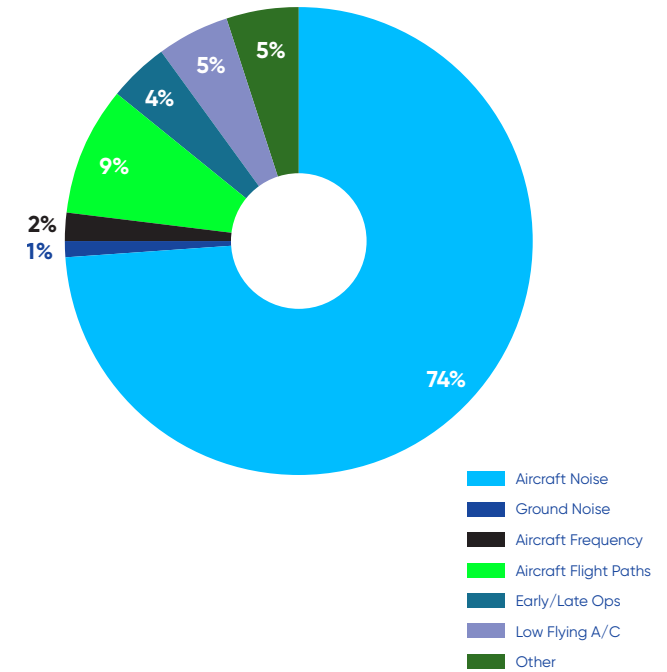
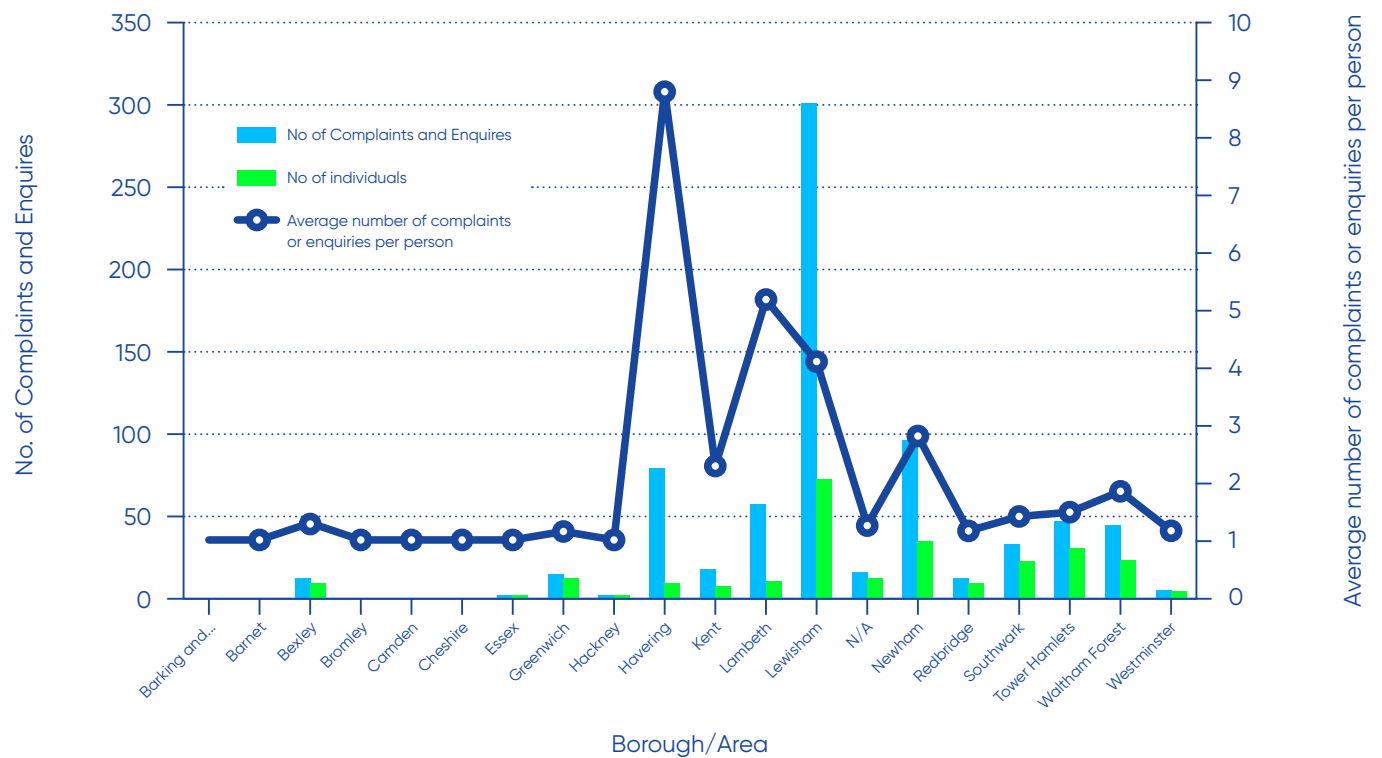


Figure 2.3 Number of Correspondents and Individuals by area





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3 Employment, Local Procurement and Education

3.1 2019 Headlines

3.1.1

Employment – the total number of staff employed onsite at the airport in December 2019 was 2,242. Additionally, there were 1,191 construction workers employed at the airport over the course of the year.

3.1.2

New recruits – 28% of newly recruited London City Airport employees lived in Newham with 66% living in the Local Area⁵. Of the onsite new recruits, 29% lived in Newham with 65% employees from the Local Area (see Section 3.2 and 3.3).

3.1.3

Local Procurement – Following the first successful 'Royal Docks Meet the Buyer' event (RDMB) in 2018, the airport organised the second 'RDMB event in July 2019 and subsequent 3 local business skills workshops in collaboration with East London Business Place and local East London Chambers of Commerce. This resulted in £1.2 million in contract value wins for local businesses with nearly 300 businesses engaged in total (see Section 3.5).

3.1.4

Employment Partnership Board (EPB) – the EPB, with representatives from LBN and the airport, met four times during 2019 and executed initiatives to increase employment opportunities for Newham residents, including additional resources at Newham Workplace, interview training and STEM focused education programmes (see Section 3.3).

3.1.5

Take Off into Work (TOIW) – Local residents were supported to gain employment at the airport through the TOIW scheme which has run for 10 years since 2009. A total of 62 Newham residents gained employment at the airport in 2019 as a result of TOIW scheme in various roles including: Retail Team leader, Airline Passenger Handling Agent, Security Officer, Customer Service Agent and sales advisor. The airport has recruited a total of 793 Newham residents since the commencement of this programme (see details in Annex 10).

3.1.6

Community Engagement – The airport continued to engage with younger generations to encourage careers in the aviation industry and organised a number of successful Science Technology, Engineering and Math's (STEM) focused education initiatives with partners in East London throughout the year. Work Experience Placements were also offered to East London students (see Section 3.6).

3.2 Onsite Employment [S106 Schedule 11, para 3.2]

3.2.1

The CADP1 S106 Agreement requires that all onsite employers use reasonable endeavours to ensure that at least 40% of new recruits for jobs advertised at the airport are residents of Newham and at least 70% are filled by residents living in the Local Area.

3.2.2

On 31 December 2019 there were:

- 53 employers operating on-site at LCY; a complete list of these is included at Annex 9 of this report.
- 2,242 employees working on-site (excluding CADP1 employees), equating to 1,785 full time equivalent (FTE) jobs.
- 29% of the newly recruited employees onsite lived in Newham, with 65% living in the Local Area. This is broadly comparable to the previous year.

3.2.3

There are 28 other contractors and sub-contractors working at the airport on a regular basis but these are not based on-site and are therefore not included in the figures reported above. These organisations include IT, communications, advertising installers, maintenance, project management and others.

⁵ The "Local Area" is defined by the Planning Agreement to include the 11 East London Boroughs of Newham, Tower Hamlets, Greenwich, Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council

3.3 LCY Employees [S106 Schedule 11, para 3.2]

3.3.1

The airport is committed to use reasonable endeavours to ensure that at least 70% of its new recruits for jobs advertised are residents of the Local Area, including 50% of the new recruits are residents of the LBN. The targets for new recruits from Newham represent a 15% increase over the previous targets in the 2009 Planning Agreement.

3.3.2

In 2019:

- the number of LCY employees grew by 9% over 2019 to 722, equating to 656 Full Time Equivalent (FTE) jobs;
- 28% of the employees recruited by LCY lived in Newham, a drop of 14 percentage points from 2018 but a number consistent with 2017. The number of new recruits from the Local Area was slightly down (by 2 percentage points) on 2018 at 66%. The 2019 figures were reflective of the overall market for jobs in Newham and increased opportunities across the borough.
- Additionally, the airport experienced new challenges that impacted the overall number of successful Newham recruits such as the requirement to have lived continuously in the United Kingdom for a 3-year period, a relatively long process of security background check and the basic employability skills for candidates to be successful at the interview stage. These challenges are well understood by the airport's HR team and Newham Workplace who are jointly working through the Employment Partnership Board (EPB) to identify opportunities to remove these barriers going forward and to employ more Newham and local residents.

3.3.3

The type and level of LCY job filled by Newham residents in 2019 varied across the business. The majority of new positions, a total of 82%, filled were in front line services including jobs in airside operations, security, customer service and baggage handling. These roles are typically known as level 1 positions and command an annual salary in the region of £23,000+. The remaining 18% of jobs were split across the Customer Service, Building Services and Finance.

3.3.4

In 2019, a total of 7 of new recruits from Newham secured senior management roles (level 4-5).

3.4 City Airport Development Supply Chain Opportunities [S106 Schedule 11, para 3.2]

3.4.1

The CADP1 S106 Agreement requires that all CADP1 contractors use reasonable endeavours to ensure that at least 40% of new recruits for jobs which related to the construction of CADP1 are residents in the LBN. This is the first time this dataset has been formally submitted since the commencement of CADP1 construction.

3.4.2

In 2019, a total of 24 contractors were used on site to deliver, including a number of new construction packages for the terminal buildings as well as other works including utilities diversion works. A total of 10 main contractors employed 1,191 staff throughout 2019. A list of the contractors is included in Annex 9.

3.4.3

22% of new employees recruited by CADP1 lived in LBN, and 56% were from the Local Area. Whilst admittedly these figures are not reflective of the efforts to encourage and facilitates more job opportunities for LBN and local residents, they are reflective of the highly skilled roles, including specialised divers, civil engineers and construction project managers. Highly specialised construction trades have also been deployed on site for the construction of the airfield which represented the main bulk of site works for 2019. A series of improvement actions were discussed and agreed within CADP including appointment of contractors employment champions and regular liaison with Newham Workplace.

3.5 CADP Procurement & Contractors [S106 Schedule 11, para 3.2]

3.5.1

In 2019, a total of 24 contractors were awarded contracts as part of CADP1. A total of 4% have offices in Newham and 8% in the Local Area. To support future supply chain opportunities, CADP1 contractors attended the 'Royal docks Meet the Buyer event' in July 2019 to meet with East London businesses and discuss potential future business. This resulted in Kilnbridge, a Newham business, being awarded a £17 million contract. The airport also spent approximately £10 million with businesses in the Local Area in 2019.

3.6 Community Engagement & Opportunities

3.6.1

The airport is a responsible and inclusive business, that ensures local communities benefit from its presence through a variety of activities stemming from four key objectives:

- recruiting people from local areas into jobs available at the airport wherever possible;
- creating pathways into employment for East Londoners through awareness raising and skills training;
- raising aspirations of young people through education programmes with a focus on Science Technology, Engineering and Math's (STEM) to address a skills gap and a diversity within the aviation industry; and
- investing in community partnerships with a particular focus on stronger, safer and healthier communities.

3.6.2

A total of 6 East London students participated in Work Experience Placements at the airport, during which they familiarised themselves with different departments, e.g. finance, customer service, corporate affairs and the jet centre.

3.6.3

The airport also engaged with nearly 1,500 students to inspire them to think about careers in the aviation industry. The airport initiated various bespoke STEM education programmes with partners in East London. This included nearly 800 East London pupils participated on STEM focused initiatives such 'the STEM in Aviation Event' and the 'Women in Aviation Programme'. In addition, a number of community partnerships were initiated and sponsored such as Pride in London and Royal Greenwich Business Awards.

3.7 Employer's Forum [S106 Schedule 11, para 1.2 & 1.4]

3.7.1

The CADP1 S106 Agreement requires LCY to hold the Employer's Forum twice per calendar year. Two forums were held in April and October 2019.

3.7.2

The bi-annual forums focus on the local employment, targets and progress and also the onsite businesses participation in corporate responsibility initiatives organised by the airport. The forum shared best practice with regards to local employment and community engagement and shared information with onsite businesses on the recruitment support which the LCY HR department and Newham Workplace can provide for local residents recruited through the Take off Into Work Programme.

3.8 2020 Employment, Local Procurement Initiatives

3.8.1

The airport and LBN are collaborating closely through the bi-annual EPB Board as well as through quarterly technical employment working groups to support the upskilling of Newham residents to increase their success in obtaining a role at the airport. The joint initiatives established through the EPB in 2020 include:

- Newham Workplace will continue to be invited to forums where supply chain opportunities are present to promote recruitment services offered by the LBN and encourage contractors to use reasonable endeavours to recruit Newham residents;
- It has been agreed to deliver work awareness sessions with Newham College to promote employment opportunities. The CADP1 delivery partner will share the delivery programme of works with Newham Workplace including start and end dates and forecast of opportunities to allow forward plan ahead;
- Invite Newham Workplace representatives to attend project once per week to support generation of opportunities;
- Continue to publicise how to access opportunities via Quarterly 'Inside E16' Magazine which reaches 9,000 LBN residents as well as being available online;
- Promote careers and job progression via production of case studies to generate interest in opportunities available.





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Surface Access

4.1 2019 Headlines

4.1.1

Highest proportion of Public Transport Use – the airport continued to have the highest public transport use by passengers of any UK airport. In 2019, 73% of passengers travelled to the airport by DLR, bus and Black Taxi (see Section 4.2 below). The airport continuously aims to retain and improve our position as the UK's best performing airport for sustainable transport use.

4.1.2

New Framework for Sustainable Travel – in 2019 a number of new documents were published by the airport following approval by LBN. These will provide the framework for how passengers and staff get to and from the airport more sustainably in the future and include a new Travel Plan, Delivery and Servicing Plan and Transport Management Strategy. The airport's Bus and Taxi Access Plan was also published following agreement from Transport for London (TfL). The Travel Plan includes targets for managing the impacts of the airport's staff and passengers on the local road network.

4.1.3

Cycling Facilities – new cycling facilities were provided to create 72 spaces for staff and public use in line with the requirements of the CADP1 permission. The airport also continued to support the cycle hire scheme, increase staff cycle parking facilities and invest in new cycle and walking infrastructure.

4.1.4

Car Share – staff car sharing scheme continued to grow with 113 members, 10 regular sharing teams and has saved around 5,000kg of CO₂. This is to encourage the airport's staff to travel to work more sustainably to reduce congestion and reduce local emissions

4.1.5

CADP Construction Logistics – As part of the construction work the airport utilised 70 barges to move equipment and material. This removed 1,583 heavy goods vehicles (HGVs) from Hartmann Road and the local highway network illustrating the airport's commitment to reducing its impacts on the local community (see Section 4.3).

4.2 Surface Access Modes

4.2.1

The 2019 passenger mode share performance is set out in Table 4.1 alongside the previous year's for comparison. This shows a change in passenger behaviour to Black Taxi and Ride Sharing modes and away from private car and minicab. The CAA data indicates that this is due to an increase in passengers from the surrounding local boroughs using the airport in 2019.

Table 4.1 Summary passenger travel statistics⁶

Mode	2019 (%)	2018 (%)
DLR	64	64
Black Taxi	8**	4
Bus	1	1
Minicab	8**	12
Ride Sharing / Transport as a service**	7**	6
Private Car	9	11
Other / Transfer	3	2

4.2.2

In 2019, the airport had discussions with the Greater London Authority (GLA) and TfL which focussed in what is classified as public transport. Previously the airport reported Black Taxis as part of the public transport offer as they were a service that provides multiple occupancy and reduces the number of private cars that are parked. However, the current Mayor's Transport Strategy (MTS) focus is on reducing fossil fuel emissions and congestion and focuses on movement by Tube/DLR/Rail, bus, cycling and walking. The airport is therefore exploring how it can align with reporting on its sustainable transport modes and also achieve against the MTS targets.

⁶ Source: ASQ, an independent provider of the Quarterly Passenger Survey

4.2.3

Public and private mode share is shown in Table 4.2. The options presented in the table are reported in line with the previous APR reporting and also the MTS target modes. This shows that including the Black Taxis shows the public transport share can be reported at 73% for 2019. If aligned with the MTS this would be 65%.

Table 4.2 Sustainable, Public and Private modes share

Mode	2019 (%)
Total public transport (incl. Black Taxis)	73
Public transport (not incl. Black Taxis)	65
Private transport (Black Taxi excl.)	27
Private Transport (Black Taxi incl.)	35

4.2.4

For future reporting the airport will look to quantify multiple use of vehicles and number of electric vehicles (which includes Black Taxis) to be reported as part of its sustainable transport mode share. The National Planning Policy Framework (NPPF)⁷ includes two further modes in the form of electric vehicles usage and multiple vehicle occupancy. Currently this is something that is not measured, but it is recognised that both contribute to reduction of CO2 and the more efficient use of road space. The airport will explore the ability to measure the usage of electric and multiple occupancy of vehicles so it can be reported in future APRs.

4.2.5

Staff mode share is set out in Table 4.3, alongside the previous staff survey results for comparison purposes. The airport undertook a staff survey in November 2019. The survey indicates the measures taken by the airport, such as introducing car sharing, providing more cycling spaces and looking at employing locally from Newham have had a positive effect on the transport choices staff make. The table shows that there has been an almost 2 percentage point shift towards sustainable modes. The correlation between drop in single car use switching to shared use can be seen at around 1.5 percentage points.

Table 4.3 Summary staff travel statistics

Mode	2019(%)	2016(%)
DLR	27	29
Taxi / Mini Cab	0	1
Car	56	57
Car with Passenger	2	1
Bus	7	6
Walk	3	2
Cycle	3	3
Motorbike	1	1
Other	0	1

4.2.6

Noting that there is a slight drop in overall public transport use, possibly attributable to lack of early morning DLR services. This comes from the direct question in the survey that asked what would help staff make their journey greener, with earlier availability of DLR coming top. The next most popular answer was availability of car sharing and this will be a point to take forward over the coming year to ensure this can be used more widely. The top answers, in descending order, for the survey were as follows:

1. Earlier DLR;
2. Availability of car sharing;
3. Improvement to cycle routes;
4. Access to bus service; and
5. Journey planning information.

4.2.7

This list was a positive confirmation of areas that had been identified in the travel plan as areas to target in the period to 2022.

4.3 Construction Traffic Management (Condition 60)

4.3.1

The construction team has continued to make use of the dock for moving material and plant. The piling work for the new terminal and taxiway has been carried out by barge, supply of concrete, pile casings and reinforcement, as well as general construction material which has removed HGVs from Hartmann Road and from the wider area. This work will continue into early 2020 and estimated to be complete in Q2 2020.

⁷ Source: NPPF, Annex 2. 'Any efficient, safe and accessible means of transport with overall low impact on the environment, including walking and cycling, low and ultra-low emission vehicles, car sharing and public transport.'

4.3.2

It is estimated that by using 70 barge movements to shift soil and waste has taken 1,583 Heavy Good Vehicles (HGVs) off the roads in Newham and avoided the equivalent of 3,166 trips along Hartmann Road, saving around 2.8 tonnes of CO2 emissions.

4.3.3

As set out in the previous APRs, bidders for the individual works contracts who demonstrate a robust methodology to maximise the use of the River Thames will receive a higher overall score in the process of procurement of services of contractors. To supplement this, the airport also operates a Construction Environmental Management Plan (Condition 88), Construction Logistics Plan (as part of Condition 88) (ref. 19/02619/AOD) and the Traffic Management plan (Condition 77) (ref. 9/02559/AOD). In 2020, the airport expects this to become more challenging as the nature of the construction work moves to smaller packages of work that do not require large scale removal/delivery and the location of the works are difficult to reach directly by barge. As work progresses this will be updated to LBN as part the regular transport and planning meetings.

4.4 Airport Transport Forum (ATF)

4.4.1

The ATF met three times in 2019; in March, August and December. Nuisance parking remained a standing item, with a potential issue raised by the community representatives at the December meeting. LBN took an action to investigate and review this. Other items raised were pedestrian and cycle safety and signage, which has been part resolved with the recent upgrade works to Hartmann Road and the forum members were consulted on the details of the Travel Plan and Delivery and Servicing plan. Importantly the group provides the function for the airport and its neighbours to discuss everyday operational and planned work and how the airport can cooperate on these and ensure measures and policies are put in place and coordinated between members. This is to ensure sustainable transport is promoted and supported to and from the airports and also across the Royal Docks.

4.5 2020 Surface Access Initiatives

4.5.1

The airport continues to work closely with a wide range of stakeholders, including the Airport Transport Forum members, LBN, TfL and the DLR. The initiatives established through the ATF and approved Travel Plan include:

- Earlier and improving DLR services: to better match staff shift patterns and demand from early morning departing passengers and delivering additional rolling stock, station staff and capacity;
- Connections to Crossrail: to provide connectivity when the Elizabeth line opens and for an interchange at Stratford station;
- Connecting with future planned river services: promoting the availability of the recently completed Royal Wharf Pier;
- Access to the best and most up to date travel information, wayfinding and journey planning: giving our passengers and employees information in both digital and physical formats, including in-carriage on the DLR and London Underground;
- Actively promoting healthier modes of transport such as cycling and walking: by investing in new cycle and walking routes and infrastructure;
- Supporting improvements in local air quality and lower carbon emissions: providing capacity for up to 54 parking spaces with electric charging facilities as part of CADP, including rapid charging for black taxis.

4.5.2

Additional priorities for the airport's staff include:

- Provision of cycle hire facilities at the airport: to support the cycle hire scheme and increase staff cycle parking facilities;
- Continue to develop the airport's lift-share initiative: launched in 2018 to encourage our staff to travel to work more sustainably to reduce congestion and reduce local emissions;
- Reduced access by car: by managing demand through pricing of parking spaces and limiting staff car parking passes.

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5 CADP Construction

5.1 2019 Headlines

5.1.1

Construction Sound Insulation Scheme (CSIS) [Condition 89, 90 & 91; S106 Schedule 9] – All eligible properties that expressed interest and provided permission have been insulated in accordance with the necessary obligations by February 2019⁸. The CSIS programme was fully completed in June 2019. 554 properties were treated, resulting in total uptake of 90%, which is one of the highest for a scheme of this type. No subsequent complaint has been received following the completion of the CSIS. The airport continues to assess CSIS eligibility throughout the works using up-to-date information on construction activities and attended noise monitoring data. CADP activity has not triggered any further properties previously offered CSIS.

5.1.2

CADP Construction – construction of CADP continued throughout 2019 with the main focus on completion of all piling and the deck over KGV Dock on which the terminal, stands and new taxiway will be built (all piling works have since been complete on 12 March 2020). Other works in 2019 included temporary facilities to enable the construction of the new terminal buildings.

5.1.3

CADP Milestones achieved in 2019 include:

- **Piling and Decking** – A total of 984 piles were installed (completed 12 March 2020).
- **Temporary Noise Barriers** were erected to enable the use of the new CADP stands 25/26.
- **Temporary Immigration Facilities & Goods-in Facilities** – Immigration E-gates installation within building by UK border force commenced in November 2019.



⁸ The airport has submitted evidence to LBN in April 2019 confirming that CSIS obligations have been fulfilled in February 2019. LBN subsequently sought further information for final confirmation of CSIS completion.

- Temporary Outbound Baggage facilities were erected to facilitate operation of terminals during the CADP1 construction.
- Eastern Energy Centre works started in September 2019 and the steel frame is nearing completion.
- Digital Air Traffic Control Tower – closely related to the CADP build is the construction and fit out of the tower which was largely completed with testing taking place from September 2019.

5.2 CADP Construction Noise

5.2.1

The airport has deployed 4 construction noise monitors at the southern site boundary and 6 noise meters within each construction work site to measure construction noise levels to assess compliance with LBN approved noise criteria. The noise monitors are linked to a dedicated webserver, enabling site specific noise criteria to be set, with trigger alerts sent to the construction team, should a breach of the aforementioned criteria occur.

5.2.2

In 2019, the airport has continued to provide weekly and monthly construction noise and vibration reports to LBN on an ongoing basis. Access to a web-based noise monitoring system has also been made available to LBN with a traffic light alert system and historic data showing whether limits are being approached. The use of the system enables the construction teams to assess their systems of mitigation, whilst promoting further improvement measures where applicable.

5.2.3

Section 61 consents⁹ were agreed with LBN under the Control of Pollution Act to ensure construction works were carried out in accordance with Best Practical Means (BPM) and that appropriate noise mitigation measures were deployed throughout the works. The current Section 61 consent covers CADP works until January 2021.

5.3 Construction Complaints/ Enquiries

5.3.1

In 2019, the airport received a total of 40 construction related complaints, a decrease of 44% from 2018. In accordance with our construction complaints procedure the airport acknowledges complaints within 2 days and shares the results of an investigation within 7 working days.

5.3.2

Community members can contact the airport either through community@londoncityairport.com or through our 24hours contact line via: 020 3858 0261. In addition, the airport actively aims to engage with our neighbours either through community meetings or on an individual basis to hear about their concerns and to find solutions to address the complaints raised where feasible.

⁹ Section 61 of the Control of Pollution Act 1974 is referred to when a construction or demolition firm applies to the local authority for consent to carry out works, which are likely to have a significant impact on the neighbourhood due to its generation of noise and vibration.

6 Financial Contributions & Payments



6.1 2019 Headlines

6.1.1

The airport paid over £1.1 million of financial contributions to LBN in 2019 under the CADP1 S106 Agreement. These are listed below.

- **Development Management Contribution** – £ £54,692 paid in January 2019 [Part 4, Schedule 14]
- **Annual Monitoring Contribution** – £132,914.59 paid in July 2019 [Part 3, Schedule 14]
- **Employment Contribution** – £699,095.46 paid in October 2019 [Part 3.1 (b) of Schedule 5]
- **Education Contribution** – £122,596.71 paid in October 2019 [Part 3.3 (a) of Schedule 5]
- **Environmental Health Monitoring Contribution** – £78,016.09 paid in October 2019 [Part 5.1 of Schedule 13]

6.1.2

Prior to triggering the CADP1 permission, a Biodiversity Project Fund of £5,000 was paid to Royal Docks Learning and Activities Centre in December 2019.

6.2 Claims under Planning Agreement Compensation Schemes [S106 Annexures 3, 4, 6, 8, 9]

6.2.1

The Value Compensation Scheme (VCS); Noise Insulation Payments Scheme (NIPS) and 69dB Purchase Scheme were all operated in 2019. Second generation VCS and NIPS schemes became operational under the CADP1 permission when triggered in October 2017. The schemes are available to download from the airport's website at the link below:

- <http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>

6.2.2

There were no claims under any of the compensation schemes in 2019.

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