

# LONDON CITY AIRPORT

## 2012 SECTION 106 ANNUAL PERFORMANCE REPORT

July 2013

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# Chief Executive's Foreword

Welcome to the London City Airport (LCY) Annual Performance Report on airport activities during the 2012 calendar year in connection with the airport's planning agreement with the London Borough of Newham.

The planning agreement provides a framework to enable LCY sustainably to achieve its permitted 120,000 flight movements per year, up from approximately 70,000 in 2012. The agreement covers a range of topics, from operations (e.g. opening hours) to local transport, environment and community strategies and initiatives to provide benefit to the local community, and also includes the sponsorship of projects in the airport's locality.

2012 saw a number of exciting developments, accolades, landmarks and events for LCY. It was the airport's 25th year of operation, we welcomed our 1 millionth aircraft movement and 36 millionth passenger, and we received the accolade of Best European Airport from the Airports Council International. Eight new routes were also introduced in that year such that the Airport served close to 50 destinations.

We were honoured by a visit from HM The Queen and HRH Prince Philip to mark our 25th anniversary, during which long serving members of staff and members of the community met Her Majesty, and a plaque commemorating the occasion was unveiled. The royal party visited the airport the morning after HM The Queen had opened the London 2012 Olympic Games at the Olympic Park in Stratford, the start of a six-week period that saw celebrities, dignitaries, the world's media and – most importantly – international athletes passing through the airport on their way to the greatest show on earth.

We continue to be very proud of the benefit LCY's operation has on the local, regional and wider UK economies, and the £½ billion economic value that we deliver each year. The airport also has a significant role to play – through the connectivity it provides to European business centres – in

facilitating inward investment into Newham and the wider east of London. New developments such as the Advanced Business Park (ABP) project and the Silvertown Quays development, and existing businesses such as Siemens and ExCeL all will, or do, derive benefit from the links we provide – benefit that will only become greater as the airport grows to its permitted levels.

During 2012 - in addition to the requirements of the planning agreement which include commitments to education, training and employment (our Take-Off Into Work programme, which has been running for four years, has put some 300 local people into work) – we've continued to be actively involved in the community, whether through volunteering, local sports sponsorships or simply through our quarterly newsletter, Runway News.

Our longstanding partnership with Richard House Childrens' Hospice continued through the year as well, and fundraising activities are a regular part of airport life – whether it's 'bucket shakes' in the terminal, staff quiz nights or a sponsored skydive. In 2012 we were delighted to raise some £28,000 for the hospice – a figure we are intent on bettering in 2013.

As is customary, we have produced this report for submission to the London Borough of Newham in line with our planning agreement, and it is produced in a format intended to be useful to everyone who takes an interest in the airport and what we do. Further details of our local engagement are available at: [www.londoncityairport.com](http://www.londoncityairport.com), and you can email any enquiries to our Corporate Social Responsibility department [emma.worby@londoncityairport.com](mailto:emma.worby@londoncityairport.com)



**Declan Collier**  
Chief Executive Officer

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# 1. Introduction

## 1.1 Overview

### 1.1.1

London City Airport (LCY) is the UK's leading business airport<sup>1</sup> serving close to 50 destinations across the UK, Europe and USA with connections to the rest of the world through major European hubs. LCY is just two miles from the main site of the 2012 Olympic Games; two miles east of Canary Wharf and six miles east of the City of London.

### 1.1.2

The airport's location on the doorstep of London's financial districts is considered vital to business and plays an integral part in contributing to the prosperity of the UK's capital city. The airport is a committed member of the local community and actively engages with its neighbours providing:

- Extensive environmental programmes to minimise its impact on the surrounding areas;
- Significant employment and training opportunities for local residents; and
- Support and participation with community partners such as local schools, colleges, charities and businesses

### 1.1.3

In 2012 the airport handled approximately 3.03 million passengers, representing an increase of 0.8% over 2011, consistent with UK airports overall. Traffic growth at the airport was adversely impacted around the Jubilee weekend in 2012 and during the Olympic Games like other London airports because of a downturn in business travel during the period as business visitors sought to avoid London. The underlying trend over the remainder of the year was for growth of around 2.3%. The total number of aircraft movements at the airport increased from 68,100 in 2011 to 70,502 in 2012.

### 1.1.4

On 9 July 2009, the London Borough of Newham (LBN) approved LCY's planning application (LBN ref: 07/01510/ VAR) for an increase in the total number of permitted aircraft movements at LCY to 120,000 per annum. The framework for the delivery of this planning consent is contained in a "Planning Agreement" (under Section 106

of the Town and Country Planning Act 1990) between LCY and LBN. This 2009 Agreement supersedes previous planning agreements.

### 1.1.5

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

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

### 1.1.6

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

### 1.1.7

In 2012 the airport commenced an extensive programme of pre-application consultation on the proposed City Airport Development Programme (CADP), engaging with stakeholders and members of the local community about plans to improve London City Airport. The proposed CADP provides for improved and high quality ground infrastructure facilities to make best use of the existing runway in line with Government policy (Aviation Policy Framework; March 2013) and to improve passenger amenity.

<sup>1</sup>Civil Aviation Authority

### 1.1.8

The proposed CADP comprises the reconfiguration of 4 existing aircraft parking stands and seven new stands, a parallel taxiway, extended terminal building and associated facilities including a proposed hotel. The CADP is not proposing any change to the number of aircraft movements permitted at the airport or a change to the operational hours. Two planning applications for the proposed CADP (one for the airport infrastructure and one for the hotel) were submitted to LBN in July 2013.

## 1.2

### Annual Performance Report

#### 1.2.1

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

#### 1.2.2

The structure of the 2012 APR follows that of the previous APRs for each of the years 2009-2011 which have been submitted to LBN on 1 July of each subsequent year. Notwithstanding this, a draft structure of the 2012 APR was also provided to LBN for its review on 15 April 2013. A number of comments were received from LBN on 9 May 2013 and, where appropriate, a response to these has been included in the APR.

#### 1.2.3

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

## 1.3

### How to Read this Document

#### 1.3.1

To indicate what is required to be reported under the Planning Agreement, references to the relevant section of the Planning Agreement have been included throughout this report and are generally indicated in square brackets in the following way: **[Schedule/ Part/ Paragraph – Page]**. Corresponding extracts of the Planning Agreement outlining a description of the Planning Agreement requirements (as well as LBN's previous comments on the proposed structure of the APR) are provided in **Appendix 2**.

#### 1.3.2

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

## 1.4

### Publication of Annual Performance Report

#### 1.4.1

From 31 July 2013, the APR will be available to download from the London City Airport Consultative Committee (LCACC) website at the following URL: <http://www.lcacc.org>

#### 1.4.2

From 31 July 2013, the APR will also be available to download from the London City Airport website at the following URL: <http://www.londoncityairport.com/environment>

#### 1.4.3

Additional information on LCY's ongoing community engagement programme, including initiatives beyond the Planning Agreement, can be found at the following URL: <http://www.londoncityairport.com/community>

#### 1.4.4

LBN wrote to LCY on 22 July 2013 in respect of its performance against the Planning Agreement obligations for the period 1 January to 31 December 2012 [8th Schedule / Part 2 – Page 62]. A copy of this letter is provided at **Appendix 1**.

## 2. Aircraft Movements

Aircraft Type	AC Code	Number of Aircraft Movements
Airbus A318	A318	1058
ATR-42	AT42	1468
ATR-72	AT72	8
Beechcraft Super King Air 350	B350	35
BAe 146-100	B461	8
BAe 146-200	B462	166
BAe 146-300	B463	8
Beechcraft Super King Air 200	BE20	60
Beechcraft Beechjet 400	BE40	155
Beechcraft Baron	BE58	0
Cessna Citation CJ2	C25A	274
Cessna Citation CJ3	C25B	154
Cessna Citation Mustang	C510	118
Cessna Citation CJ1	C525	45
Cessna Citation Bravo	C550	389
Cessna Citation V	C560	8
Cessna Citation Excel	C56X	1604
Cessna Citation Sovereign	C680	132
Canadair Challenger	CL60	132
Dornier 328	D328	4361
Dash 8 Q400	DH8D	3548
Embraer 135	E135	106
Embraer 170	E170	8933
Embraer 190	E190	13745
Fokker 50	F50	13335
Dassault Falcon 2000	F2TH	70
Dassault Falcon 900	F900	148
Dassault Falcon 10	FA10	42
Dassault Falcon 50	FA50	74
Dassault Falcon 7X	FA7X	464
Gulfstream G150	G150	0
Hawker 800	H25B	1528
Dornier 328 Jet	D328J	32
LearJet 40	LJ40	12
LearJet 45	LJ45	101
Piaggio 180Avanti	P180	64
Piper PA-31	PA31	12
Avro RJ-100	RJ1H	7578
Avro RJ-85	RJ85	9587
Saab 2000	SB20	940
<b>TOTAL</b>	<b>-</b>	<b>70502</b>

### 2.1

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

##### 2.1.1

During the 2012 calendar year the airport handled 70,502 total aircraft movements.

##### 2.1.2

Table 2.1 (left) outlines the numbers and types of aircraft using the airport during the 2012 calendar year.

##### 2.1.3

During the 2012 calendar year the airport handled 73,819 factored aircraft movements.

### 2.2

#### Daily Numbers of Movements Including Noise Category

##### 2.2.1

Details of daily numbers of movements for the 2012 calendar year are provided in [Appendix 9](#).

##### 2.2.2

Condition 8(1)(a) to (j) attached to planning permission 07/01510/VAR restricts the daily number of aircraft movements permitted at the airport and Condition 8(4)(a) and (b) restricts the weekly number of factored movements permitted at the airport.

##### 2.2.3

During the 2012 calendar year, all movements were in compliance with Condition 8(1)(a) to (j) and Condition 8(4)(a) and (b) which is reproduced in full in [Appendix 3](#).

#### Left:

#### Table 2.1 – Numbers and Types of Aircraft Using the Airport (Jan – Dec 2012)

## 2.3

### Times of Flights and Maintenance

#### 2.3.1

Conditions 6(a), 6(b), 6(c) attached to planning permission 07/01510/VAR restrict the times that the airport shall be used for the taking off or landing of aircraft. During the 2012 calendar year, all flights fell within the allowed times as set out in Conditions 6(a), 6(b), 6(c) which are reproduced in full in [Appendix 3](#).

#### 2.3.2

In addition, Conditions 9 and 10 attached to planning permission 07/01510/VAR restrict the number of aircraft movements permitted at the airport in the early morning (0630-0659 hours) period<sup>2</sup>. Conditions 9 and 10 are reproduced in full in [Appendix 3](#).

#### 2.3.3

On Saturday 1 September 2012 there was one additional flight during this early morning period. Although there was only a total of 4 flights during the overall early morning period (06:30 to 06:59) that day, there were two arrivals and one departure during the period 0630 to 0645 hours (i.e. a total of 3 flights).

#### 2.3.4

The airport is committed to ensuring that the early morning restrictions are adhered to at all times, unless unavoidable operational circumstances arise on a particular day. The additional early morning flight on 1 September was investigated by the airport and air traffic service provider (NATS) which confirmed that the aircraft were scheduled appropriately for that day and the breach of the restriction was a consequence of unavoidable circumstances. The departing aircraft was on the runway and was allowed to depart early in order to allow an early arriving flight to land at the airport, rather than requiring the latter to fly around locally for a short period, which was considered to be environmentally unacceptable due to noise and emissions. The arriving flight was early due to weather conditions on that day.

#### 2.3.5

Although the investigation by the airport and NATS identified that all procedures were followed correctly on 1 September, NATS subsequently issued an instruction to its air traffic controllers to reiterate the early morning restrictions and this instruction forms part of the controllers' mandatory reading list which is checked for compliance.

#### 2.3.6

Condition 5 attached to planning permission 07/01510/VAR and reproduced in full in [Appendix 3](#) restricts the times during which ground running of aeroplane engines for testing or maintenance is permitted. During the 2012 calendar year, all ground running occurred within the allowed times as set out in Condition 5.

#### 2.3.7

In addition, there were no occasions when aircraft maintenance took place outside of operational hours where noise generated by these works was discernible at the boundaries of the airport site. This was confirmed by the absence of any complaints being received by LCY in relation to this matter [3rd Schedule / Part 2 – page 30].

<sup>2</sup>These conditions impose a restriction of 6 aircraft movements between 0630 and 0659 hours, of which no more than 2 shall be between 0630 and 0645 hours.



# 3. Noise

## Noise Monitoring and Management

### 3.1

Noise Management Scheme (until the Noise Monitoring and Mitigation Strategy (NOMMS) is fully operational) [4th Schedule / Part 7 / 5 – Page 45]

#### 3.1.1

During the 2012 calendar year, LCY continued to operate its existing Noise Management Scheme. This scheme requires:

- The combined monitoring of noise and aircraft flight tracks in order to identify any deviations from the standard routes that should be followed by aircraft using the airport and to verify the noise contours.
- A system of incentives and penalties in order to:
  - (i) minimise noise disturbance from aircraft using the airport including any aircraft maintenance facility;
  - (ii) ensure that track-keeping is maintained by aircraft using the airport;
  - (iii) control maximum noise levels of aircraft using the airport.
- The minimising of noise disturbance arising from the operation of any aircraft overhaul facility or from aircraft at the Approved Ground Running Location or generally from any aircraft ground noise source subject to the requirement to ensure the safe operation of aircraft at all times.
- Regular meetings and consultation with the Airport Consultative Committee and such other statutory body or bodies as may be reasonably nominated by the Council, and provision to the Local Authority of all relevant information indicating the efficacy of the Noise Management Scheme.

#### 3.1.2

The Noise Management Scheme is supplemented by the Temporary Noise Monitoring Strategy during an interim period until the new NOMMS is drawn up, agreed and implemented, to replace the existing Noise Management Scheme.

#### 3.1.3

For further information on the operation of the Noise Management Scheme in 2012 a report is provided at [Appendix 9](#).

### 3.2

Temporary Noise Monitoring Strategy [4th Schedule / Part 11 / 1 – Page 47]

#### 3.2.1

The Temporary Noise Monitoring Strategy (approved by LBN and implemented by LCY in 2009) includes a requirement to provide quarterly reports that record the daily operational status of each noise monitor together with the total monthly correlation rate of noise events to aircraft departures. [Para A6.0 in Temporary Noise Strategy].

#### 3.2.2

Copies of the four quarterly reports (January to March, April to June, July to September and October to December) that were provided to LBN for the 2012 calendar year are included at [Appendix 10](#) of this report.

### 3.3

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

#### 3.3.1

The draft NOMMS was submitted to LBN on 8 October 2009 and a letter was subsequently received from LBN on 26 February 2010 confirming the draft NOMMS was acceptable, subject to full details set out in Implementation Guidelines to be progressed through a series of workshops with LBN and to be submitted for approval.

#### 3.3.2

The NOMMS Implementation Guidelines were submitted to LBN on 6 July 2010 for approval. Discussions on the NOMMS Implementation Guidelines have continued with LBN and their acoustic consultants during 2012 and the airport has undertaken and completed a tendering exercise for the acquisition of a new expanded combined noise and flight track keeping system. Topsonic has been appointed by LCY and is now progressing the replacement of the existing noise monitors around the airport, the installation of four new fixed noise monitors and two new portable monitors.



### 3.4

#### Aircraft Categorisation Review

[4th Schedule / Part 13 – Page 47]

##### 3.4.1

On 1 July 2010, LCY consulted LBN on the draft Aircraft Categorisation Review (prepared by its noise consultants Bickerdike Allen Partners) which reassessed the methodology, categories, noise reference levels, noise factors and procedures for categorisation with the objective of providing further incentives for aircraft operators using the airport to emit less noise.

##### 3.4.2

Consultation continued throughout 2012 and identified work to be undertaken in order to further develop the proposals set out in the draft Categorisation Review.

##### 3.4.3

The most significant Categorisation Review projects undertaken in 2012 were:

- Temporary additional noise monitoring at locations in East India (Tower Hamlets) and Thamesmead (Greenwich) to gain large samples of noise data at the locations of two proposed additional fixed noise monitoring terminals which are to be introduced under the NOMMS.
- Preparation and submission to LBN of reports on a comparison of departure and arrival noise footprints for turbo-prop and turbo-fan aircraft to assist in reviewing the categorisation process.

##### 3.4.4

Discussions on the results of the above assessments are continuing with LBN to assist in the review and further development of the aircraft categorisation procedures at the airport.

### 3.5

#### Annual Aircraft Categorisation

[Condition 7(4) Planning Permission]

##### 3.5.1

The Annual Aircraft Categorisation Report for 2012 is included at [Appendix 11](#) of this report. This report provides a review of any provisional categorisation for an

approved aircraft type having regard to departure noise levels; it provides the basis for provisional categorisation either to be approved or amended.

##### 3.5.2

No new aircraft were introduced to LCY during 2012.

### Sound Insulation Scheme (SIS) and Purchase Scheme

### 3.6

#### SIS: Noise Contours

##### 3.6.1

The following Noise Contours are presented in [Appendix 4](#) of this report:

- Actual 57 dB (2012 actual contour)
- Actual 66 dB (2012 actual contour)
- Actual 69 dB (2012 actual contour)
- Predicted Reduced 57 dB (2013 best estimate forecast contour)
- Predicted Reduced 66 dB (2013 best estimate forecast contour)
- Predicted 57 dB
- Predicted 66 dB
- 1998 57dB

##### 3.6.2

The primary purpose of the noise contours listed above is to determine the eligibility boundaries for the SIS and/or Purchase Scheme under the terms of the 2009 Section 106 Agreement. Further details on the SIS and Purchase Scheme are provided below.

##### 3.6.3

During 2012, LCY has continued to operate its enhanced SIS, which was introduced on 15 December 2011.

##### 3.6.4

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

## Noise (continued)

### 3.6.5

No additional Public Buildings were identified under the First or Second Tier Works Eligibility Boundaries within the 2012 APR.

### 3.6.6

Table 3.1 summarises the progress of the domestic scheme as of 1 June 2013.

### 3.6.7

All surveys requested by eligible properties have been completed. However, LCY and its SIS delivery partners continue to face challenges in gaining access and consent for surveys and works in a number of locations. The procedures involved in implementing the First Tier Works are explained further in [Appendix 6](#).

**Table 3.1 – Sound Insulation Scheme: Summary of Progress for Eligible Premises (Jan - Dec 2012)**

	Location	Total No. Properties	Notified	Works Permission Requested	No response/ no permission	Works Complete
<b>Re-inspection Properties (2009 APR)</b>	Various	153	100 %	100 %	53.59%	46.41%
<b>First Tier – Phase 1</b>	Britannia Village E16	352	100 %	100 %	87.78%	12.22%
<b>First Tier – Phase 2</b>	Canning Town (1) E16	373	100 %	100 %	64.08%	35.92%
<b>First Tier – Phase 3</b>	Thamesmead SE28	889	100 %	100 %	73.45%	26.55%
<b>First Tier – Phase 4</b>	Tower Hamlets E14	1,288	100 %	100 %	99.38%	0.62%
<b>First Tier – Phase 5</b>	Barrier Point E16	67	100 %	100 %	98.51%	1.49%
<b>First Tier – Phase 6</b>	North Woolwich E16	302	100 %	100 %	98.34%	1.66%
<b>First Tier – Phase 7</b>	Canning Town (2) E16	84	100 %	100 %	61.90%	38.10%
<b>Second Tier</b>	Camel Road & Parker St	27	100 %	100 %	100.00%	0%
<b>Re-inspection Properties (2011 APR)</b>	Various	2	100 %	100 %	100.00%	0%
<b>First Tier – Phase 8</b>	Various	49	100 %	100 %	71.43%	28.57%
<b>Total</b>		<b>3,586</b>	<b>100 %</b>	<b>100 %</b>	<b>85.22%</b>	<b>14.78%</b>

### 3.7

#### SIS: Further Inspection of Treated Premises [4th Schedule / Part 1 / 1 – Page 36]

##### 3.7.1

LCY re-inspects properties that were treated through the SIS 10 years or more ago. Provided in [Appendix 5](#) of this report is a list of all residential premises where a period of 10 years or more has expired since sound insulation works were completed by the airport (i.e. treated premises). Table 3.1 includes details of progress for residential properties which were identified as being eligible for re-inspection in previous APRs.

##### 3.7.2

Two public buildings requiring further inspection were identified in the 2010 APR and none in the 2011 APR: Andrews Street Tenants and Residents Association Hall (formerly Camel Road Community Centre) and Storey Road School. Both properties granted access for re-inspection. Remedial works have been carried out at Andrews Street Tenants and Residents Association Hall. Storey Road School was inspected and found not eligible for further works.

##### 3.7.3

There are no public buildings requiring further inspection identified in the 2012 APR.

### 3.8

#### SIS: First Tier Works [4th Schedule / Part 2 / 1 – Page 39]

##### 3.8.1

Residential premises and Public Buildings that are newly eligible for First Tier Works are listed in [Appendix 6](#) (together with the Eligibility Boundary). In summary, there are a total of 1,294 new residential premises eligible for First Tier Works. There are no newly eligible Public Buildings.

### 3.9

#### SIS: Second Tier Works [4th Schedule / Part 3 / 1 – Page 41]

##### 3.9.1

Residential premises and Public Buildings that are eligible for Second Tier Works are listed in [Appendix 7](#) (together with the Eligibility Boundary). In 2012 there were no new residential premises or Public Buildings eligible for Second Tier Works.

### 3.10

#### Publicity for SIS [4th Schedule / Part 4 – Page 43]

##### 3.10.1

In June 2012 LCY published advertisements for the SIS in the following local newspapers which are in circulation within the vicinity of the airport:

**Table 3.2 – Sound Insulation Scheme: Local Newspaper Advertisements (2012)**

Title of Publication	Date of Advertisement
East End Life	11/6/2012
Greenwich Time	12/6/2012
Newham Recorder	13/6/2012
Greenwich Mercury	13/6/2012
The Wharf	14/6/2012
Docklands and East London Advertiser	14/6/2012
Newham Mag	22/6/2012

##### 3.10.2

Copies of the published advertisements are provided in [Appendix 8](#).





# Noise (continued)

## 3.10.3

Given that the Airport did not publish newspaper advertisements on a second occasion during 2012, as required by the Planning Agreement, it is intending to publish such notices on three occasions during 2013. Written notifications were in any event sent to owners/occupiers of eligible properties.

## 3.10.4

Details of the SIS are also available on:

The airport website:

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

The Consultative Committee website:

<http://www.lcacc.org/noise>

## 3.11

### Purchase Scheme

[4th Schedule / Part 12 / 3 – Page 47]

### 3.11.1

LBN approved the Purchase Scheme on 14 June 2011 and it was adopted by LCY on 9 September 2011.

### 3.11.2

No dwellings were identified in the 2012 Actual 69 dB contour (see [Appendix 4](#)) so no dwellings became eligible for the Purchase Scheme during the 2012 calendar year.

## 3.12

### Neighbouring Authority Agreements

[4th Schedule / Part 5 / 1 and 2 – Page 44]

### 3.12.1

The Neighbouring Authority Agreement (NAA) with Greenwich was completed on 19 August 2010.

### 3.12.2

The NAA with Tower Hamlets has not been completed to date.

## 3.13

### Noise Insulation Payments Scheme

[4th Schedule / Part 6 / 1 and 2 – Page 44]

### 3.13.1

The draft Noise Insulation Payments Scheme (NIPS) was submitted to LBN on 9 July 2010 for approval, together with evidence of consultation undertaken with persons interested in developments that are likely to benefit significantly from NIPS. LCY has considered the consultation responses received and is intending to submit a revised draft NIPS to LBN shortly.

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# 4. Ground Noise

## 4.1

### Ground Running of Aircraft Engines

[5th Schedule / Part 1 / 2 – Page 49]

### 4.1.1

The ground running of aircraft engines is required for testing and maintenance purposes. Details of ground running for the 2012 calendar year are included in the Report on the Operation of the Noise Management Scheme at [Appendix 9](#) of this report.

## 4.2

### Exceedences of Ground Running Noise Limit

[5th Schedule / Part 1 / 3 – Page 49]

### 4.2.1

There were no exceedences of the ground running noise limit for the 2012 calendar year. Details are included in the Report on the Operation of the Noise Management Scheme at [Appendix 9](#) of this report.

## 5. Air Quality

### 5.1

#### Data from Air Quality Measurement Programme

[3rd Schedule / Part 3 / 1(c) – Page 31]

##### 5.1.1

The Air Quality Measurement Programme (AQMP) includes the continued operation of monitoring equipment on the roof of the airport's administration building, City Aviation House, and diffusion tubes located in and around the airport. Furthermore, LCY has also commissioned and installed a second automatic monitoring station at a location on the north side of Royal Albert Dock, adjacent to the Newham Dockside building. The results from this additional monitoring station are reported alongside the other data.

##### 5.1.2

5.1.2 Quarterly data from the AQMP were reported to the London City Airport Consultative Committee (LCACC) and posted on the LCACC website (<http://www.lcacc.org>). These data are, together with other results for the full 2012 calendar year, summarised in the Air Quality Measurement Programme: Annual Report 2012 which is included at Appendix 12 to this report. During 2012 there were no recorded exceedences of the statutory air quality objectives set by Government<sup>3</sup> for nitrogen dioxide and fine particulate matter (PM10) at any relevant location.

### 5.2

#### Results from any Deposits Study in the Preceding Calendar Year

[3rd Schedule / Part 3 / 1(d) (iii) – Page 31]

##### 5.2.1

LCY will commission a Deposits Study in the event that the airport receives a complaint regarding black smut deposits or oily deposits that could be associated with the operation of the airport.

##### 5.2.2

LCY has adopted a protocol that relates to the commissioning of Deposits Studies should a complaint of this nature be received.

##### 5.2.3

One such complaint was received during the 2012 calendar year. The complaint from a local resident in Newham was received by the airport on 14 August 2012 and related to sooty deposits on a gazebo that the resident believed to be attributable to airport operations. The airport commissioned a Deposits Study which, following scientific examination of the deposits, concluded that they were unlikely to have been caused by aircraft or automobile engines at the airport. Instead, the most likely source of the deposits was identified as emissions from two large ships moored on the north quay of Royal Albert Dock between 11 July and 15 August 2012.

##### 5.2.4

A copy of the Deposits Study undertaken on behalf of the airport was submitted to LBN in October 2012 and a copy was also provided to the complainant.

### 5.3

#### Air Quality Action Plan

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

##### 5.3.1

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

<sup>3</sup>The air quality objectives are set out in the Air Quality (England) Regulations 2000 as amended by the Air Quality (England) (Amendment) Regulations 2002, and are available at: <http://www.defra.gov.uk/environment/quality/air/airquality/regulations.htm>

**Table 5.1 – Air Quality Action Plan - Progress Summary**

	Air Quality Measure	Indicative Timescale	Progress
<b>1</b>	Establish and implement a new system to routinely record the availability of Fix Electrical Ground Power (FEGP) on stands 1-10 and log the time taken to effect repairs.	August 2012	The FEGP on Stands 1-10 is not currently in full working order and LCY is seeking to refurbish this equipment in accordance with Measure 2 (see below). Following this, a new system to routinely record availability and times to effect repairs is planned to be implemented.
<b>2</b>	Refurbish FEGP facilities on Stands 1-10.	December 2012	Solutions were trialled by LCY during 2012 but these have ultimately been unsuccessful. A review to replace the FEGP facilities on Stands 1-10, rather than refurbish them is to be undertaken in 2013.
<b>3</b>	Install FEGP to Stands 21-24 during any future stage of apron improvements, and in any event by 2013.	December 2013	This work is currently being progressed as part of the proposed City Airport Development Programme (CADP) with a view that the positioning of the FEGP i.e. the location of the equipment that will service these stands, will change due to said development.
<b>4</b>	Replace or decommission all Mobile Ground Power Units (MGPU) units that do not comply with a minimum of Stage II emissions standards.	December 2013	The revised asset list confirms that during 2012 LCY purchased 4 new MGPU (Stage IIIA compliant) which are currently operational. No MGPUs have yet been decommissioned.
<b>5</b>	Conduct an assessment of Aircraft Power Unit (APU) use over a period of 8 hours at selected stands on two separate days during the summer months.	August 2012	This was not completed in 2012 however a survey is due to be completed in summer 2013, during a period when high use of APUs is anticipated.
<b>6</b>	The Airport Operations and Safety Unit (AOSU) to maintain a documented record of any observations where mandatory use of FEGP or OSIN 09/04 is contravened.	August 2012	Due to the non-availability of FEGP (see measures 2 and 3) it is not possible to complete this Measure at present.
<b>7</b>	Inclusion of APU use as a topic on the agenda of the Pilots Forum and the Flight Ops Governance Meetings. Reference to minimising APU use will be included in an article for the UK Air Pilot publication.	August 2012	This item was included as a topic on the relevant agendas for meetings held in December 2012 and is due to be included on the same agendas for the 2013 meetings. Information on APU use is also provided within NATS Aeronautical Information Package.
<b>8</b>	Produce an analysis of trends in aircraft ground operational times, and, where significant increases are identified, investigate procedures to reduce times.	On-going	The 2012 dataset has been collated and analysed. No significant changes in aircraft ground operational times were identified. This will be reviewed again in 2014.
<b>9</b>	Requirement for all third party airside vehicle operators to prepare and submit a fleet management strategy.	December 2012	Correspondence to particular airside vehicle operators was sent out in December 2012. No responses had been received at the time of preparing this APR however it is the airports intention to progress this in 2013.



Air Quality Measure		Indicative Timescale	Progress
10	LCY will work with operators at the airport to increase the percentage of LLEZ compliant vehicles year on year, with the target of achieving 100% compliance with the LLEZ by 2015 (unless an exemption is granted by TfL or agreed with LBN).	On-going	This is covered in the letter for Measure 9.
11	LCY will require that all new vehicles issued with an Airside Vehicle Permit (i.e. not renewal applications for existing AVPs) comply with the latest EU emissions standards for road vehicles (Euro Standard) defined as the date by which the Euro Standard comes into force for the registration and sale of new types of vehicles.	August 2012	This Measure is expected to be completed by the end of 2013.
12	Routine annual and periodic, random emissions testing for airside vehicles.	On-going	Equipment used to complete these checks has been serviced, calibrated and training provided to LCY staff accordingly. Random emissions testing for airside vehicles is being implemented in 2013.
13	Amend the Airside Driving Policy to make specific reference to vehicle emissions testing and the actions that must be taken in the event of failure.	August 2012	This is due to be amended following completion of Measure 12 (above).
14	Publish a notice in "Taxi" which is published by the London Taxi Drivers Association. This will set out the concerns associated with unnecessary idling, and will seek to encourage taxi drivers to turn off engines wherever practicable.	August 2012	A notice was published in the December 2012 issue of "Taxi".
15	During any future infrastructure developments to the airport forecourt take into consideration the potential for redesign of the taxi rank to minimise idling.	On-going	This work is currently being progressed as part of the proposed CAPD.
16	Continue to lobby the Mayor of London and TfL to provide a direct DLR service between Canary Wharf and LCY stations.	On-going	On-going. Review as appropriate.
17	Publish an article relating to air quality and airport operations at least once per year in the airport staff newsletter "The Chronicle".	On-going	An article was published in the December 2012 issue of "The Chronicle".
18	Amend the LCY website to promote the measures it is taking to minimise air quality impacts, and include links to the AQMP Annual Report and the AQAP.	August 2012	The LCY website was amended in October 2012 and the AQAP and 2012 AQMP reports are available at: <b><a href="http://www.londoncityairport.com/AboutAndCorporate/page/AirQuality">http://www.londoncityairport.com/AboutAndCorporate/page/AirQuality</a></b>
19	Amend the LCY website to provide advice to passengers to use public transport.	August 2012	The LCY website was amended to provide this advice in October 2012: <b><a href="http://www.londoncityairport.com/visitingtheairport/GettingHere">http://www.londoncityairport.com/visitingtheairport/GettingHere</a></b> .

## 6. Sustainability & Biodiversity Strategies

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### 6.1

#### Airport Sustainability Strategy

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

##### 6.1.1

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

##### 6.1.2

Discussions progressed with LBN during 2011 and comments were received by LCY in August 2011. During 2011 the baseline data for the Airport Sustainability Strategy was also updated from 2009 to 2010.

##### 6.1.3

The Airport Sustainability Strategy and Airport Sustainability Action Plan was approved by LBN on 22 June 2012 and subsequently implemented by the airport. It includes a series of 35 Targets and Actions with a timescale for implementing each Target/Action being indicated. These Targets and Actions are detailed in Table 6.1 with an additional column providing a summary of progress to date.

### 6.2

#### Airport Biodiversity Strategy

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

##### 6.2.1

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

##### 6.2.2

The Airport Biodiversity Strategy was approved by LBN on 13 April 2012 and subsequently implemented by the airport. It includes a series of 10 Objectives with a timescale for implementing each Objective being indicated. These Objectives are outlined in Table 6.2 with an additional column providing a summary of progress to date.

**Table 6.1 – Airport Sustainability Strategy and Airport Sustainability Action Plan - Progress Summary**

	Sustainability Target/ Action	Indicative Timescale	Progress
Wst 1	75% of waste collections to be on weigh scale vehicles.	December 2013	This target is being progressed throughout 2013.
Wst 2	Introduce a new waste storage hub to promote waste segregation.	December 2012	In early 2013 the Airport introduced a new waste storage hub and system. It recycles a range of waste materials as part of its Dry Mixed Recyclable (DMR) collections. This primarily comprises paper, cardboard, cans, and plastic packaging. DMR is segregated on site at a central storage area ('the waste hub') and removed by the waste contractor on a regular basis.
Wst 3	Increase waste recycling rate to 20%.	December 2012	Achieved in December 2012.
Wst 4	Implement a training programme to ensure that 100% of LCY staff have been trained in waste management.	2012 – Ongoing	A training presentation has been developed and LCY is now reviewing how best to implement this as part of an environmental management system. An environmental management system is an internationally recognised and standardised approach for an organisation to manage its environmental impacts.
Wst 5	Conduct a feasibility study to explore opportunities for Energy from Waste and/or Anaerobic Digestion.	December 2012	LCY's new waste contractor is using an EfW facility. More details and data to confirm the appropriateness of this approach have been requested by LCY from the contractor.
Ene 1	Implement a training programme to ensure that 100% of LCY staff have been trained in energy efficiency.	2012 - Ongoing	A training presentation has been developed and LCY is now reviewing how best to implement this as part of the airport's environmental management system.
Ene 2	Implement a programme to install sub-metering on high energy use areas.	2012 - Ongoing	This work is currently being developed and a metering strategy will be introduced in 2013.
Ene 3	Implement a programme of energy efficiency measures to be agreed in 2013 cost plan.	December 2013	This target is being progressed throughout 2013.
Ene 4	Energy use per passenger reduced by 5% relative to 2010 baseline.	December 2013	This target is being progressed throughout 2013.
Ene 5	Publish a carbon management policy at the airport.	December 2012	This was published in November 2012.
Ene 6	Entry into the ACI Europe Airport Carbon Accreditation Level 1.	December 2012	The Airport achieved accreditation in February 2013.
Ene 7	Implement a programme of studies to identify how our five largest procurement contracts are managing their emissions.	Ongoing	Ongoing

	Sustainability Target/ Action	Indicative Timescale	Progress
Ene 8	Establish a timetable to achieving Level 4 of the ACI Scheme 'Neutrality'.	December 2013	This target is being progressed throughout 2013.
Wat 1	Develop procedure for tracking and recording water use at LCY monthly.	December 2012	This will be implemented in 2013.
Wat 2	Implement a programme to install sub metering for high use areas.	December 2012	This work is currently being developed and a metering strategy will be introduced in 2013.
Wat 3	Conduct feasibility study for utilising rainwater harvesting.	December 2013	This target is being progressed throughout 2013.
Wat 4	Conduct feasibility study for alternative non potable water sources for fire training.	December 2013	This target is being progressed throughout 2013.
Com 1	Evaluate additional opportunities for recording community benefits.	Ongoing	Ongoing
Com 2	Evaluate opportunities to enhance the community work experience programme in the future.	Ongoing	Ongoing
Bio 1	Commence implementation of the agreed Biodiversity Strategy.	May 2012	The Airport Biodiversity Strategy was approved by LBN in April 2012 and subsequently implemented by LCY. A summary of progress is provided in Table 6.2.
Bio 2	Undertake feasibility study on the costs and benefits of installing sedum mats (or alternative substrate) on the roof of City Aviation House.	December 2012	This feasibility study has been completed and the overall benefits of installing a sedum roof did not outweigh the possible impact of attracting birds to an aerodrome. Action complete.
Bio 3	Undertake an aquatic ecological survey of the King George V Dock, in conjunction with RoDMA.	December 2012	Terrestrial ecology and limnology survey reports have been undertaken. RoDMA were consulted on the outcome of limnology surveys in December 2012. The need for further aquatic surveys will be reviewed in 2013/14.
Ns 1	Implement NOMMS in agreement with LBN.	Ongoing	Discussions with LBN are ongoing in relation to the submitted NOMMS. Section 3 of the APR provides further details.
AQ 1	Deliver all 19 measures identified in AQAP within a three year period.	June 2015	The Air Quality Action Plan was approved by LBN in June 2012 and subsequently implemented by LCY. A summary of progress is provided in Chapter 5 Air Quality.
AQ 2	Produce an annual statement on progress and performance against the measures set out in the AQAP with the APR.	July annually	This is provided in Table 5.1 above.

	<b>Sustainability Target/ Action</b>	<b>Indicative Timescale</b>	<b>Progress</b>
AQ 3	Review the AQAP every three years.	June 2015	The implemented AQAP will be reviewed in accordance with the timescales set out in the S106 Agreement.
Tra 1	Undertake a basic review of 2011 Travel Plan commitments, including progress against targets.	2011 APR	This was included in the 2011 APR.
Tra 2	Undertake a comprehensive review of the Travel Plan and amend targets as necessary to reflect changes at the airport.	February 2013	The Travel Plan review has been commissioned and an updated Staff Travel Plan is due to be published in the Summer of 2013. Passenger Travel Plan will be published in early 2014.
Tra 3	Extend season ticket loans to an additional 5% of LCY staff.	December 2013	This target is being progressed throughout 2013.
SC 1	Develop a Sustainable Construction Strategy for future development at the airport.	December 2012	These documents were issued in November 2012 and are currently undergoing review, prior to being incorporated within the Airport's operational procedures.
SC 2	Ensure all new construction projects at the airport take account of relevant sustainable construction opportunities.	Ongoing	These documents were prepared in November 2012 and are due to be incorporated within the Airport's operational procedures. This work is being progressed as part of the proposed CADP.
SC 3	Deliver building projects, which are subject to planning permission, in accordance with recognised BREEAM Standards.	Ongoing	As part of the Airport's Sustainable Construction Strategy there is a requirement to assess the feasibility of undertaking a rating assessment with BREEAM for each development. An assessment has been completed for the CADP, with a view to achieving a BREEAM 'Very Good' rating which is a minimum standard for all non-residential development in LBN.
EM 1	Develop a Sustainability Leadership Panel and publish an Environmental Policy on LCY and LCACC websites.	December 2012	A Sustainability Leadership Panel has been established at the Airport with the first meeting being held in October 2012. The next meeting is planned for July 2013. The Environment Policy will be published in 2013, once approved by the Chief Operations Officer.
EM 2	Hold quarterly meetings to review monitoring data which will be reported in the APR for waste, energy and emissions and water consumption.	Ongoing	Ongoing
EM 3	Undertake a full review of the Airport Sustainability Action Plan and identify new set of targets.	December 2014	The implemented Airport Sustainability Action Plan will be reviewed in accordance with the timescales set out in the S106 Agreement.

**Table 6.2 – Airport Biodiversity Strategy - Progress Summary**

	Biodiversity Objective	Indicative Timescale	Progress
1	To participate as a “Delivery Partner” in the Newham Biodiversity Partnership (NBP).	2012 - 2017	LCY has advised LBN that it is willing to participate and is awaiting further details from LBN.
2	<p>To promote awareness-raising activities on the benefits of wildlife habitats, through support for the delivery of up to four annual outdoor events for the public in conjunction with local centres.</p> <p>Support will be offered through sponsorship of materials to the value of £250 for each event and volunteering which shall be reported in the Annual Performance Report. Local centres include:</p> <ul style="list-style-type: none"> <li>• Royal Docks Learning &amp; Activity Centre</li> <li>• Britannia Village Hall</li> <li>• Thames Barrier Park</li> <li>• Beckton District Park</li> <li>• King George V Park</li> <li>• Newham City Farm</li> <li>• Trust Thamesmead or other West Thamesmead venue or club providing public services</li> <li>• Lee Valley Regional Park Authority sites in the east of Tower Hamlets.</li> </ul>	2012 - 2017	<p>Letters offering sponsorship were sent out by LCY in December 2012 to:</p> <ul style="list-style-type: none"> <li>• Royal Docks Learning &amp; Activity Centre</li> <li>• Britannia Village Hall</li> <li>• Thames Barrier Park</li> <li>• Beckton District Park</li> <li>• King George V Park</li> <li>• Newham City Farm</li> <li>• Trust Thamesmead</li> <li>• Lee Valley Regional Park Authority</li> </ul> <p>£2,000 (i.e. 8 events @ £250; twice the annual amount required) is to be offered in 2013, as there was no take up in 2012.</p> <p>2 positive replies for events in 2013 (RDLAC and LBN – Beckton District Park) have been received to date. Beckton District Park has received their sponsorship and is preparing their public activity in May 2013.</p> <p>Further letters offering sponsorship were sent to eligible parties in March 2013.</p>
3	<p>In partnership with an expert organisation such as the Field Studies Council, or through an existing LBN approved programme, to fund to the total value of up to £2,000, the development and delivery of specific biodiversity projects in schools within the 57dB noise contour for 2012. At minimum, this must include:</p> <ul style="list-style-type: none"> <li>• Drew Primary School</li> <li>• Britannia Village School</li> <li>• Storey School</li> <li>• Discovery School (Thamesmead)</li> </ul>	4th Quarter 2012	<p>This project was offered to the 4 listed schools in letters sent out by LCY in October 2012. The letters were also followed up with phone calls and emails.</p> <p>Following its positive response, the project was delivered by the Field Studies Council to Drew Primary School in November 2012.</p> <p>LCY wrote further letters to the 3 remaining schools in January 2013 and again in May 2013.</p>

Biodiversity Objective	Indicative Timescale	Progress
<p><b>4</b> To advertise opportunities and consider sponsorship request from local schools and community-led organisations for the establishment of small educational wildlife gardens (or similar) at appropriate locations in the Airport's catchment (guided by the 2011 57dB LAeq 16hr actual noise contour).</p> <p>Total sponsorship of £1000 per year will be available to fund projects meeting the advertised criteria.</p>	<p>Annually from 2012</p>	<p>Letters advertising opportunities and offering sponsorship were sent out by LBN in December 2012 to:</p> <ul style="list-style-type: none"> <li>• Drew Primary School</li> <li>• Britannia Village Primary School</li> <li>• Storey School</li> <li>• Discovery School</li> </ul> <p>£2,000 (2 x £1,000; i.e. twice the annual amount required) is to be offered in 2013, as there was no take up in 2012</p> <p>Further letters were sent out in March 2013.</p>
<p><b>5</b> To inform LCY staff of the importance of biodiversity as part of a "sustainability awareness" briefing in their initial induction.</p>	<p>2012 - 2017</p>	<p>Information on biodiversity has been included in a sustainability briefing, which will be implemented as part of the airport's environmental management system. An environmental management system is an internationally recognised and standardised approach for an organisation to manage its environmental impacts.</p>
<p><b>6</b> To fund, and assist the organisation of the placement of, interpretation boards at local Sites of Interest for Nature Conservation (SINC) and other sites within the Borough:</p> <ul style="list-style-type: none"> <li>• North side of Royal Albert Dock (adjacent to Building 1000)</li> <li>• Newham City Farm SINC</li> <li>• King George V Park</li> <li>• Beckton District Park</li> </ul>	<p>4th Quarter 2012</p>	<p>Permission to place boards has been sought from LBN. The LBN Infrastructure and Projects Manager will arrange necessary approvals for the boards once LCY supplies copies of the boards and the technical specification.</p> <p>LCY is currently in dialogue with the relevant representatives from each site in order to gather and provide this information to LBN.</p>
<p><b>7</b> LCY will undertake a feasibility study on the costs and benefits of installing sedum mats (or alternative substrate) on the roof of Aviation House or another suitable building at the Airport, with the objective of providing a microhabitat for BAP priority species such as invertebrates.</p> <p>Such installations would be designed to discourage nesting birds or other species which could create a direct or indirect hazard to aircraft.</p>	<p>4th Quarter 2012</p>	<p>This feasibility study has been completed and unfortunately the overall benefits of installing a sedum roof did not outweigh the possible impact of attractive birds to an aerodrome. Action complete.</p>
<p><b>8</b> LCY will undertake an aquatic ecological survey of the King George V Docks, in conjunction with RoDMA, to determine whether any enhancements can be made to the bio-chemical quality and ecology of this water body.</p>	<p>4th Quarter 2012</p>	<p>Terrestrial ecology and limnology survey reports have been undertaken as part of the CADP. RoDMA were consulted on the outcome of limnology surveys in December 2012. The need for further aquatic surveys will be reviewed in 2013/14.</p>
<p><b>9</b> LCY will undertake a terrestrial ecological survey of the Airport site in order to monitor and record flora and fauna at the site, including the abovementioned micro-habitats (if introduced).</p>	<p>Every 5 years</p>	<p>Terrestrial ecology survey reports have been undertaken as part of the CADP.</p>
<p><b>10</b> LCY will consider any further biodiversity opportunities as and when new buildings or structures are constructed or refurbished on the Airport site.</p>	<p>As required.</p>	<p>This is being considered as part of the CADP proposals.</p>







# 7. Education, Employment and Training

## 7.1 Community Engagement

### 7.1.1

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

### 7.1.2

LCY endeavour to ensure that its community programmes are delivered in a focused geographical area comprising the London Boroughs of Newham and Tower Hamlets and the Royal Borough of Greenwich, followed by the other "Local Area" boroughs as defined in the Planning Agreement<sup>4</sup>. This ensures that those living closest to the airport benefit from the social and economic benefits it provides. The programme does not solely focus on adults as LCY is a business rooted in its local area so it therefore also invests in young people of primary and secondary school age. This ensures that a proactive approach to local employment is taken.

### 7.1.3

This comprehensive programme is carried out by three full-time employees working in the airport's Corporate Social Responsibility (CSR) Team, who are supported by four Community Ambassadors. Community Ambassadors work in various departments across the airport but conduct community based activities for four hours or more per month. The CSR team focuses on communication and consultation; local employment; education excellence, for work, and charity. Below is an outline of 2012 performance against the employment, education and training related matters included in the Planning Agreement.

## 7.2 Employment Statistics Reporting [6th Schedule / Part 2 / 1(f) – Page 55]

### 7.2.1

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

### 7.2.2

In order to achieve LCY's aspiration of being recognised as an exemplar local employer in East London, the airport focuses on two main strands of activity in this area. Firstly, the airport implements recruitment procedures that remove or reduce barriers to employment for local people. Secondly, the airport invests in an extensive community engagement programme to ensure local people are aware of jobs available and have access to skills coaching to enable them to gain employment. Some of the processes, initiatives and activities are included in the Planning Agreement; others are operated as part of the wider LCY Community Engagement Programme.

### 7.2.3

LCY collects data that records where employees live each year. This data is collected from the address information provided by employees when applying for an airport security pass. A report is then compiled including details of the percentage of people living in the local labour catchment area and in particular those living in Newham. This is then provided to LBN and the LCACC.

<sup>4</sup>London Boroughs of Hackney, Waltham Forest, Redbridge, Barking & Dagenham, Havering, Bexley, Lewisham, Southwark and Epping Forest District Council.

### 7.2.4

The Planning Agreement requires LCY to use reasonable endeavours to ensure that at least 70% of full time equivalent jobs at the Airport are filled by residents of the “Local Area” including at least 35% filled by residents of the London Borough of Newham. As at December 2012:

- 45 employers were operating on-site at LCY; a complete list of these is included at Appendix 14 of this report. [6th Schedule / Part 2 / 1(c) – Page 55]
- 2,044 people were employed on-site at LCY
- 241 of these on-site employees were not required to provide address information to the airport as they are employed by control authorities such as the Metropolitan Police, Special Branch, UK Border Agency and Department for Transport.

### 7.2.5

Of the 1,803 remaining on-site employees:

- 27% resided in the London Borough of Newham;
- 61% lived in the “Local Area”<sup>5</sup>.

### 7.2.6

Further employees work with contractors and sub-contractors at LCY on a regular basis and hold a full airport security pass, but are not based on-site and are therefore not included in these figures. These organisations include cargo agents, construction companies, IT communications, sign-writers, advertising installers and many others.

### 7.2.7

The Planning Agreement requires LCY to use reasonable endeavours to ensure that at least 70% of direct employees are resident within the “Local Area” and at least 35% are resident within the London Borough of Newham. London City Airport Limited (airport owner/operator) is the largest on-site employer with 570 employees as at December 2012, 25% of which lived in the London Borough of Newham and 67% of which lived in the Local Area.

### 7.2.8

LCY endeavours to ensure that jobs at the airport are accessible to local people and to support them to demonstrate the skills and knowledge required to be successful in a job application [6th Schedule / Part 2 / 1(a) – Page 55]. These endeavours are delivered by the LCY Community Team with on-site partners and employee volunteers, and include:

- Maintaining an airport jobsline and website for job opportunities
- Links with local employment organisations such as Newham Workplace, Skillsmatch Tower Hamlets and Greenwich Local Labour & Business
- Ongoing engagement with Local Authorities
- A basic skills test developed by adult education experts at the University of East London
- Attending careers fairs
- Delivering presentations to jobseekers
- Mock Interviews
- Work Placements
- Distribution of the “Airport Careers” booklet to local organisations and online delivery of employment-related education programmes in schools, colleges and universities.
- Delivery of the employment programme ‘Take off into Work’

### 7.2.9

During 2012, the airport delivered the following programmes and processes to ensure that jobs available on-site were accessible to local people and that barriers to employment were minimised.

<sup>5</sup> The “Local Area” is defined by the 2009 Section 106 Agreement to include the 11 East London Boroughs of Newham, Tower Hamlets, Greenwich, Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council.





## Airport Jobsline and Website Information

### 7.2.10

Reed Specialist manages all recruitment for London City Airport Ltd (LCY Ltd). A dedicated Reed Specialist Account Manager for LCY Ltd is based at 22 Harbour Exchange Square, Isle of Dogs, E14 9GE. A dedicated airport jobs telephone line, 020 7517 3594, is also provided. All jobs are advertised 24 hours a day, 7 days per week at [www.reed.co.uk](http://www.reed.co.uk) with a further direct link from [www.londoncityairport.com/careers](http://www.londoncityairport.com/careers)

### 7.2.11

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

## LCY Selection Test

### 7.2.12

In 2011 LCY partnered up with the University of East London (UEL) to develop three new LCY Selection Tests to assist with its recruitment process, which were also used for candidates in 2012. The tests consist of seven main questions relevant to the basic skills required for employment in an entry level role at LCY. The questions in the test are based on basic literacy, arithmetic and European geography. LCY has worked with UEL to develop these tests to ensure that job applicants are tested at a level relevant to the job for which they are applying and that the question structure and standard are aligned with national qualification framework. This test allows LCY to ensure that job applicants will be able to successfully complete the regulated training necessary for roles based on-site at LCY.

### 7.2.13

During 2012, job applicants that did not pass the LCY selection test were referred by Reed Specialist to free training courses provided by the London Borough of Newham, which enable candidates to brush up their literacy and numeracy skills, before they are able to re-apply to the airport after six months.

## Internal Recruitment

### 7.2.14

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

## 7.3

### Employers' Forum

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

### 7.3.1

During 2012 LCY did not hold an Employer's Forum, given the poor attendance at recent meetings and in light of other feedback received from on-site employers. Instead, the CSR team has been developing the forum into a more productive and valuable event which employers will be more inclined to attend. One event has already occurred in 2013 with one more to follow later in the year.



## 7.4 Staff Participation

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

### 7.4.1

LCY and its on-site partners are keen to engage in local community projects and initiatives and LCY works with on-site companies to facilitate their community engagement.

### 7.4.2

In 2012, LCY engaged its staff and those of companies based on-site in its community projects and initiatives via:

- London City Airport Consultative Committee
- LCY Site Email Distribution
- Posters
- “The Chronicle” Staff Newsletter, distributed to all staff on-site four times per year
- The “Chronicle Lite” newsletter for staff of London City Airport Limited, distributed with payslips monthly
- LCYTV, which is displayed on plasma screens in all staff break areas

### 7.4.3

LCY actively encourages employee volunteering from its own staff and other companies based on-site to help assist with these programmes. LCY Ltd’s employee volunteering policy is as follows:

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

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

## Take off Into Work (TOIW)

### 7.4.4

In 2012, LCY continued its “Take off into Work” programme for long-term unemployed Newham residents, in partnership with Newham Workplace. With the aim to encourage even more local residents to apply for job roles at LCY successfully, the airport has worked in partnership with Newham Workplace and the East London Business Alliance since 2009 to deliver the LCY ‘Take off into Work’ programme. This programme, which runs five times per year, invites unemployed Newham residents to take part in a two week airport-specific into work training programme including workshops at the airport on topics such as airport careers, CV and interview preparation. This is then followed by a work placement opportunity lasting between two and nine weeks across a number of airport departments and other companies based on-site such as Customer Services, Aria Passenger Handling Services, WH Smith, SSP, Aelia Tax and Duty Free, Europcar and Hertz.

### 7.4.5

During 2012, 44 people took part in the Take off into Work programme with 77% of those gaining employment or returning to full time education after the course, with 36% at LCY. A report from Newham Workplace on the performance of Take off into Work during 2012 is available in [Appendix15](#).

## Airport Careers

### 7.4.6

Airport Careers is a publication providing an outline of key careers and jobs found on-site at London City Airport. The document, available on the LCY website <http://www.londoncityairport.com/careers> or in hard copy document, includes key requirements, roles and responsibilities and information to apply for each job role. The booklet was used in 2012 as a guide for students, job seekers and employment advisors and is a useful resource to distribute at career events and workshops attended by the airport. An updated version of Airport Careers is being published in July 2013.

### 7.4.7

The presence of an airport is a driver for employment on both the airport site in roles directly related to the day to day airport operation and in the local economy through direct and induced jobs.



#### 7.4.8

A summary of the projects delivered in the areas of Local Employment during 2012 is provided below:

- Delivery of five rounds of Take off into Work – 44 Newham residents took part in the programme in 2012
- Airport staff took part in seven careers fairs – over 350 jobseekers and young people
- LCY held an assessment centre in April for Ramp Service Agent roles aimed at job seekers from Newham, Tower Hamlets and Greenwich only – 59 jobseekers attended

#### 7.5

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

### City Interview

#### 7.5.1

LCY has continued to offer its City Interview Training Programme for local people who are NEET (Not in Employment, Education or Training). During 2012 the programme was delivered to nine groups of NEETs with a total of 78 participating from Britannia Village Hall, Community Links and Job Centre Plus (Newham).

#### 7.6

### Airport Job Policy

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

#### 7.6.1

To share information on the policy adopted by the airport company to fill job vacancies, the Airport Job Policy can be found at [Appendix 16](#).

#### 7.7

### Training Programmes

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

#### 7.7.1

LCY has a comprehensive training offer available to its employees. Details of the 2012 LCY Staff Training and Development Programme are outlined overleaf.



### 7.7.2

LCY is committed to investing in its staff through a wide range of learning and development activities. This commitment has continued throughout the economic downturn. Training is provided for health and safety, job specific skills and in the general competencies which provide employees with the ability to do their jobs and develop key transferable skills. The general competencies programme is based on the key 'core skills' required for the long term success of the business including training during 2012 in:

- Aviation Foundation Studies City & Guilds 2000 (Avtech)
- Recruitment & Selection
- Managing the Employment Relationship
- Appraisals & Return to Work
- Train the Trainer
- Proofreading
- Advanced Excel
- Customer Service NVQ2/Apprenticeship
- ILM Level 3 First Line Management
- Grow Your Own Leader
- Discovery Insights

### 7.7.3

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

## 7.8

### 2011 Education Programme Updates [6th Schedule / Part 2 / 4 – Page 56]

## Education Excellence

### 7.8.1

The LCY Education Excellence Programme delivers projects to all age groups from primary to adult education. The main themes outlined earlier in this report ensure that local people are equipped with the skills and knowledge required from business to gain employment at the Airport or elsewhere.

### 7.8.2

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

**Table 7.1 – Partner Schools**

Newham	Greenwich	Tower Hamlets
Britannia Village Primary School	Linton Mead Primary School	Old Palace Primary School
Drew Primary School	Woolwich Polytechnic Secondary School and Sixth Form	Langdon Park Secondary School
School Royal Docks Secondary School		
Eastlea Secondary School		
Rokeby Secondary School		
NewVIc Sixth Form College		
Newham College of Further Education		
University of East London		

### 7.8.3

The table below summarises the projects delivered in the areas of education and employment during 2012.

**Table 7.2 – Education and Employment Projects**

Primary Education	Secondary Education	Further & Higher Education
S106 LCY Barnaby Bear Programme -22 groups, 660 young people	'Plane Business' LCY Secondary School Programme promoted in S106 schools 2 LBN, 1 LBTH & 1 LBG	S106 Work experience provided to 48 students
Reading Volunteers at St Luke's Primary, LBN – 30 hours	Building Opportunities and Skills Seminars (BOSS) in 5 LBN schools - 600 students	9 students participating in the S106 LCY University Prize Scheme
Sponsorship of Modern Foreign Language Award at Portway Primary school – whole school competition	Getting Ahead Conference in 4 LBTH schools – 400 students	London Metropolitan University lecture delivered by Airport Director - 40
St Luke's Primary (LBN) Business road show for parents – 100 adults	Modern Foreign Languages Programmes - 90 students	fUeL Employment & Training Fair- 150 students
Gainsborough Primary and Daubeny Primary (LBHackney) 'Inspire Sessions' Aspiration Talks -120 young people	Represent London Modules delivered to 4 Schools - 80 students	NewVic 6th Form College (LBN) 'Employment and Training' Fair-200 students
Star Primary (LBN) job fair – 150 young people	Members of the Rokeby and Eastlea School Business Support Groups (LBN)	Sponsorship of NewVic 6th Form College (LBN) Annual Awards Ceremony 'Top Language Student'
Old Palace Primary (LBTH) 'Careers Workshop' -65 young people	Caterham High School (LBR) 'Opportunities Day' event -230 students	NewVic 6th Form College (LBN) European Language Event - 50 students
	Careers Awareness Day for a class from Rokeby School – 30 students	Negus Sixth Form Centre HR Talk (LBG) – 3 students
	St Angela's Secondary School 'Insight to Industry' Day – 150 students	

## 7.9

### Primary Education

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

#### Barnaby Bear

##### 7.9.1

The Barnaby Bear Geography Programme is one of most popular primary school workshops from the LCY Education Excellence Programme. Barnaby is a character used to engage Year Two students in learning about geography, transport and travel, and is aimed at making students think about their local geographical area. In 2012, the airport offered the programme to all schools south of the A13 in Newham and to its partner Primary Schools in Greenwich and Tower Hamlets.

##### 7.9.2

In total, 22 Barnaby Bear workshops were delivered across 11 schools, engaging over 660 students. The Barnaby Bear Programme was updated by the Newham Education Business Partnership (NEBP) in late 2009 to keep the programme in line with national curriculum, and LCY has received very positive feedback from teachers to these updates.

##### 7.9.3

The schools that benefitted from the Barnaby Bear geography programme in 2012 were:

- Hallsville Primary School (LBN)
- St Joachim's Primary School (LBN)
- Gallions Primary School.(LBN)
- Linton Mead Primary School (RBG)
- Old Palace Primary School (LBTH)
- Calverton Primary School (LBN)
- Keir Hardie Primary School (LBN)
- Drew Primary School (LBN)
- St Luke's Primary School (LBN)
- Rosetta Primary School (LBN)
- Britannia Village Primary School (LBN)

### Reading Volunteers Scheme

##### 7.9.4

The airport's emphasis on the value of basic skills is supported as early as primary age through two trained reading volunteers spending one hour per week at St Luke's Primary School (LBN) assisting reading sessions with Year One pupils. This equated to approximately 30 hours of volunteering during 2012.

## 7.10

### Secondary Education

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

#### Plane Business

##### 7.10.1

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

##### 7.10.2

Efforts and on-going meetings have been made to implement and deliver this programme to the four eligible schools (Royal Docks, Kingsford, Langdon Park and Woolwich Polytechnic). Letters were sent to schools in January 2012 and follow-up emails were sent out on several occasions during the year but, despite this, there was no take-up of the programme.

## Getting Ahead Conferences

### 7.10.3

Getting Ahead is a programme organised by Tower Hamlets Education Business Partnership, based on employability skills to prepare young people for the world of work. Airport Volunteers work with a small group of young people through several workshops across a daylong conference. In 2012, Airport Volunteers took part in four conferences and engaged with over 400 students through Getting Ahead.

## Building Opportunities and Skills Seminars (BOSS Days)

### 7.10.4

LCY continues to support the Newham Education Business Partnership organised “BOSS” Days which are delivered in almost every secondary school in Newham. The seminars give students in Year Ten the opportunity to spend the whole day considering jobs and careers. LCY volunteers attended five BOSS Days in 2012, delivering workshops to over 600 students on topics such as first impressions, aspiration building, application form completion and interview technique.

## LCY Modern Foreign Languages Programme

### 7.10.5

The LCY Modern Foreign Languages Programme is highly popular amongst local schools. In order to demonstrate the links between the curriculum and working environment, LCY has developed modules for students studying modern foreign languages (MFL).

### 7.10.6

The LCY MFL Programme lasts for two hours, providing students with the opportunity to meet airport employees who use their own language skills in the workplace. During the session, students receive an airport tour in their relevant language, a presentation from staff, and are able to practice their language skills through role play and written exercises. This programme has been developed to meet all key areas of language development: speaking; listening; reading; and writing. In 2012, the airport delivered three MFL visits with more than 75 students participating.

## 7.11

### Work Experience

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

#### 7.11.1

In 2012 LCY partnered with the Newham Education Business Partnership (NEBP) to administer and manage the airport’s work experience programme to ensure that those eligible to participate were considered fairly. The NEBP administers the work experience programme, which provides a one week taster experience to a student, 48 weeks every year. Students participating in the programme gain experience in the main airport departments of Airfield Operations, Retail, Customer Services, Business Development and the Jet Centre. The work experience programme is open to all students aged 16 years or over, living in local boroughs around the airport, with specific focus on students within the London Borough of Newham.

#### 7.11.2

In 2012, all 48 student placements were filled, 9 of which were filled by students participating in the University Prize Scheme (UPS). One week placements are usually offered to a minimum of 40 residents of Newham and to a minimum eight residents of Bexley, Barking & Dagenham, Greenwich and Tower Hamlets. However, in 2012 only 35 residents of Newham participated due to there being a higher number than usual of UPS students from Greenwich and Tower Hamlets.

#### 7.11.3

Students participating in work experience at LCY during 2012 lived in the following areas:

- Newham – 35
- Bexley – 2
- Barking & Dagenham – 2
- Greenwich – 5
- Tower Hamlets – 4

## 7.12

### Higher Education

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

## University Prize Scheme (UPS)

### 7.12.1

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

### 7.12.2

In June 2012, LCY placed advertisements in local newspapers in the London Boroughs of Newham and Tower Hamlets and the Royal Borough of Greenwich to seek three new recruits to the University Prize Scheme. Copies of the advertisements placed can be found in Appendix 13.

### 7.12.3

Following a selection process, two students from Greenwich and one from Tower Hamlets were selected and commenced a university degree course in September 2012.

### 7.12.4

Also in 2012, three of the nine students participating in the scheme graduated from their degree courses and an event to celebrate their success was held at the Airport in November 2012.

## 7.13

### Benefit in Kind

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

### 7.13.1

The Planning Agreement includes an obligation for LCY to provide a benefit in kind equivalent to a minimum of £50,000 in respect of its obligations to use reasonable endeavours to employ residents from the Local Area and the London Borough of Newham, to recruit through a local employment agency, to hold meetings of the Employers' Forum and to operate a work experience programme at the airport.

### 7.13.2

In 2012 LCY provided benefits in kind of over £230,000 towards employment initiatives aimed at local people. This included LCY's costs for the work experience programme, the Take off into Work programme, recruitment costs, a local assessment centre and attending local careers fairs.

## 7.14

### Community Review 2012

### 7.14.1

The airport has published a document called the Community and Environmental Review 2012 which details all work undertaken in the local community in 2012. The review can be found on the LCY website: <http://www.londoncityairport.com/aboutandcorporate/page/ourcommunity>

## 8. Surface Access

### 8.1

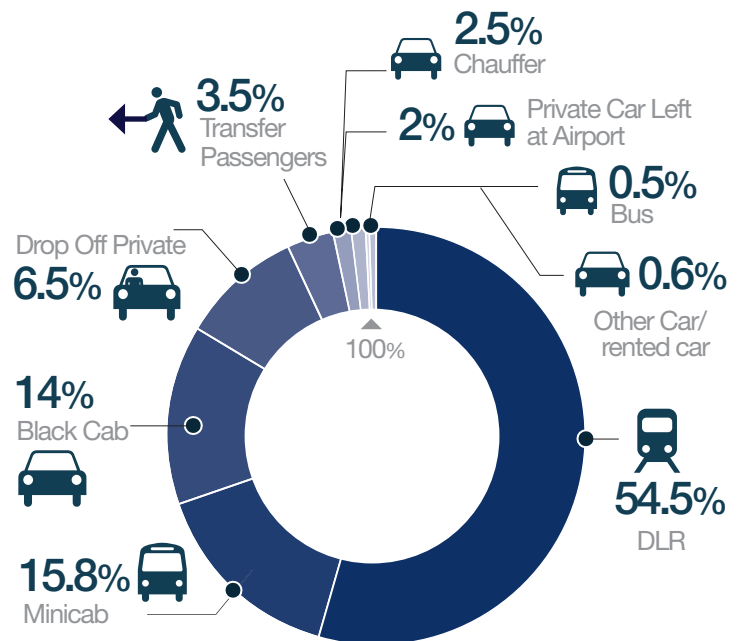
#### Surface Access Statistics

##### 8.1.1

The operation of the airport has enticed developers of public transport links to establish fixed services in the Royal Docks for the benefit of airport passengers and local people. The Docklands Light Railway “Airport Route”, which opened in 2005 and was extended to Woolwich Arsenal in 2009. In 2012 the DLR continues to remain the single most popular mode of transport for air travellers to access the airport.

##### 8.1.2

Every year London City Airport undertakes quarterly customer (passenger) satisfaction surveys. Within these surveys customers are asked how they travelled to the airport. The findings have been summarised in Figure 8.1 based on the responses during 2012. As indicated in Figure 8.1, 69% of passengers travelled to the airport using London public transport, including Transport for London Licenced Black Cabs.



**Figure 8.1 – 2012 Passenger Surface Access Statistics**

### 8.2

#### Travel Plan Progress 2012

[6th Schedule / Part 1 / – Page 53]

##### 8.2.1

To support LCY in reducing the impact of air passengers and airport staff on the local road network, and in line with the requirements of the Planning Agreement, LCY developed a Travel Plan focused on increasing the use of sustainable transport methods to access the airport site. The Travel Plan was approved by the London Borough of Newham on 14 February 2011.

##### 8.2.2

London City Airport implemented the Travel Plan in 2011 and this has been led by the Travel Plan Coordinator. The Travel Plan can be found on the airport website:

<http://www.londoncityairport.com/visitingtheairport/GettingHere>

It can also be found on the Consultative Committee website:

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

##### 8.2.3

The Travel Plan is a living document which is continually implemented and considered at the airport with the leadership of the Travel Plan Coordinator. In 2012, the Travel Plan Coordinator formed part of the responsibilities of the community relations team and Anthony Angol fulfilled this requirement during this reporting period. Through the Travel Plan Coordinator various actions were undertaken to build upon the progress already achieved with the Travel Plan during 2012.

##### 8.2.4

Actions included internal promotion of sustainable travel initiatives such as the provision of bike shelters and associated schemes for LCY employees, marketing and promotion of the travel plan to LCY employees through various methods throughout 2012 and liaising with other on site businesses in order for them to appoint travel plan coordinators in order to promote the Travel Plan externally. In addition, the airport updated its website which allowed easier access for passenger and employees alike to view the airport's journey planner, enabling more individuals to access quickly public transport information at a click of a button.



## 8.3

### The 2013 Travel Plan

#### 8.3.1

As detailed in the existing Travel Plan, in 2013 the airport will review and publish an updated Travel Plan.

#### 8.3.2

The main focus of the Travel Plan going forward will be based on employee engagement, both in terms of employees who work directly for the airport and those who work for other on site employers. This employee based Travel Plan will be more informative and less formal than the existing Travel Plan. This is to hopefully intice and enhance employee take up of sustainable modes of travel.

#### 8.3.3

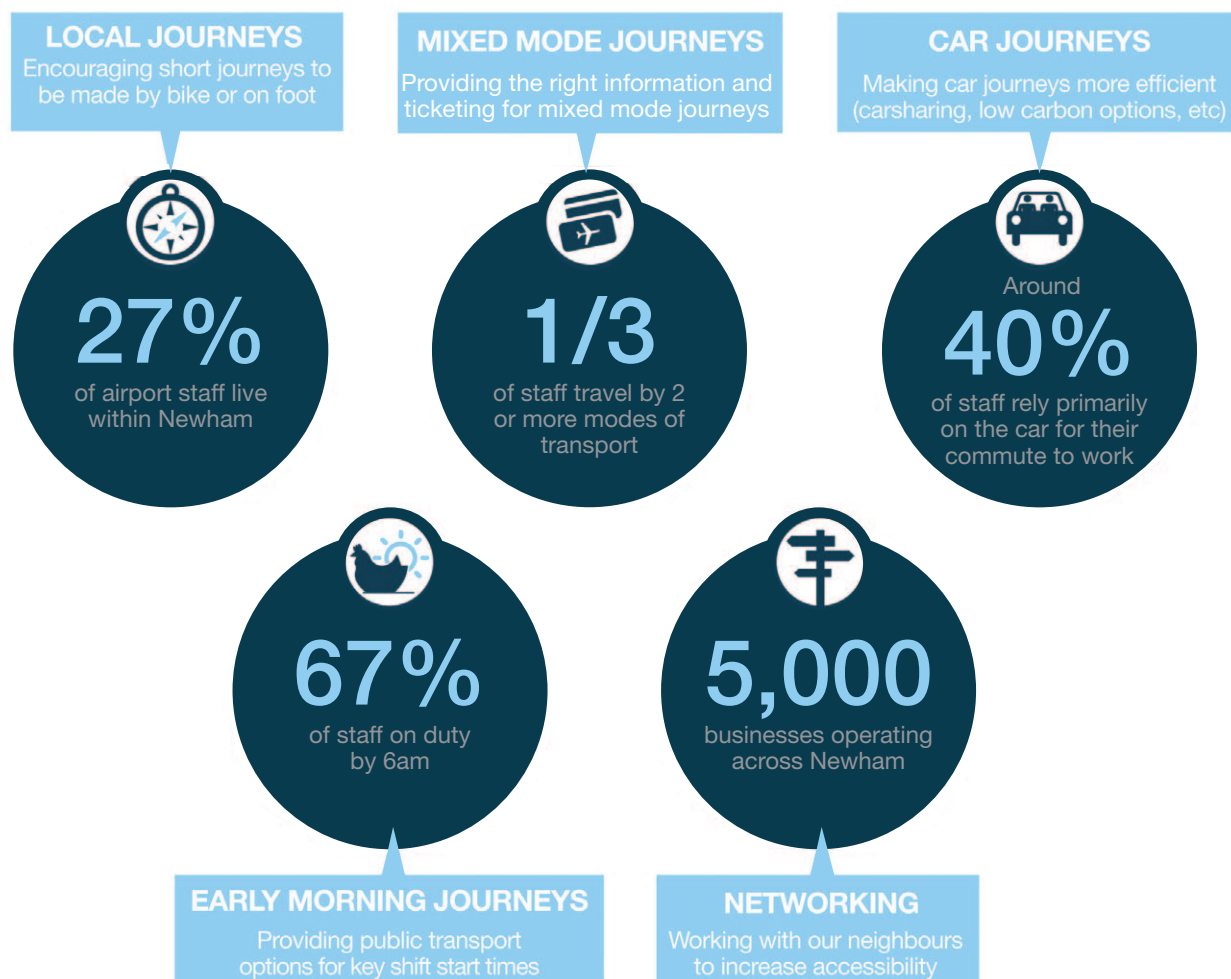
To aid the review of the Travel Plan the airport during Spring 2013 undertook a staff travel 'snapshot' survey in order to develop a Staff Travel Plan to be published in 2013. Just under 25% of the 2,055 airport based

employees responded to the staff travel snapshot survey. Through employer engagement meetings undertaken by the Travel Plan Coordinator, 23 of the 45 different companies based at the airport had employees who responded. A full staff travel survey will be undertaken in due course.

#### 8.3.4

This snapshot survey has allowed the airport to pinpoint relevant and achievable areas of modal shift rather than focusing on particular services within an employee's given journey. This has allowed the review of the Travel Plan to focus on priority areas to develop quick and meaningful actions. With this targeted approach we will aim to encourage airport employees to travel more sustainably where possible. The priority areas are indicated in Figure 8.2 below:

Figure 8.2: Priority Action Areas for 2013 Staff Travel Plan







10 mins  
20 mins  
12:54

Woolwich Arsenal



30

# 9. Environmental Complaints / Enquiries

## 9.1

### Report of any Complaint or Action in Summary in Preceding Calendar Year [3rd Schedule / Part 7 / 2 (c) – Page 35]

#### 9.1.1

The annual incidence of environmental complaints and enquiries to the airport remains very low at less than one complaint per thousand aircraft movements per year.

#### 9.1.2

LCY reports environmental complaints and enquiries to the Airport Consultative Committee as part of the quarterly Airport Environment Report.

#### 9.1.3

A total of 26 complaints regarding LCY's operation were received during 2012. In addition, 13 environmental enquiries relating to LCY were received during 2012; and 9 complaints and 1 enquiry regarding matters unrelated to LCY operations were received during the same period. One of these unrelated complaints regarded sooty/oily deposits which, following independent investigation, was determined not to be associated with airport activity (see section 5 of the APR).

#### 9.1.4

Of the 26 LCY complaints received:

- 16 were related to aircraft noise at LCY;
- 6 were related to flight paths;
- 3 were related to ground noise; and
- 1 was related to an incident of wake turbulence.

#### 9.1.5

A summary of environmental complaints and enquiries for the 2012 calendar year is provided in Figures 9.1 and 9.2 below. All complaints have been investigated in accordance with LCY's environmental complaints procedure and reported in detail to LBN. All complaints were reported within 15 days of receipt with the exception of two complaints: one where a report was held back by one day to await additional information; and one as a result of clerical error. These delays did not affect LCY's response times to the complainants.

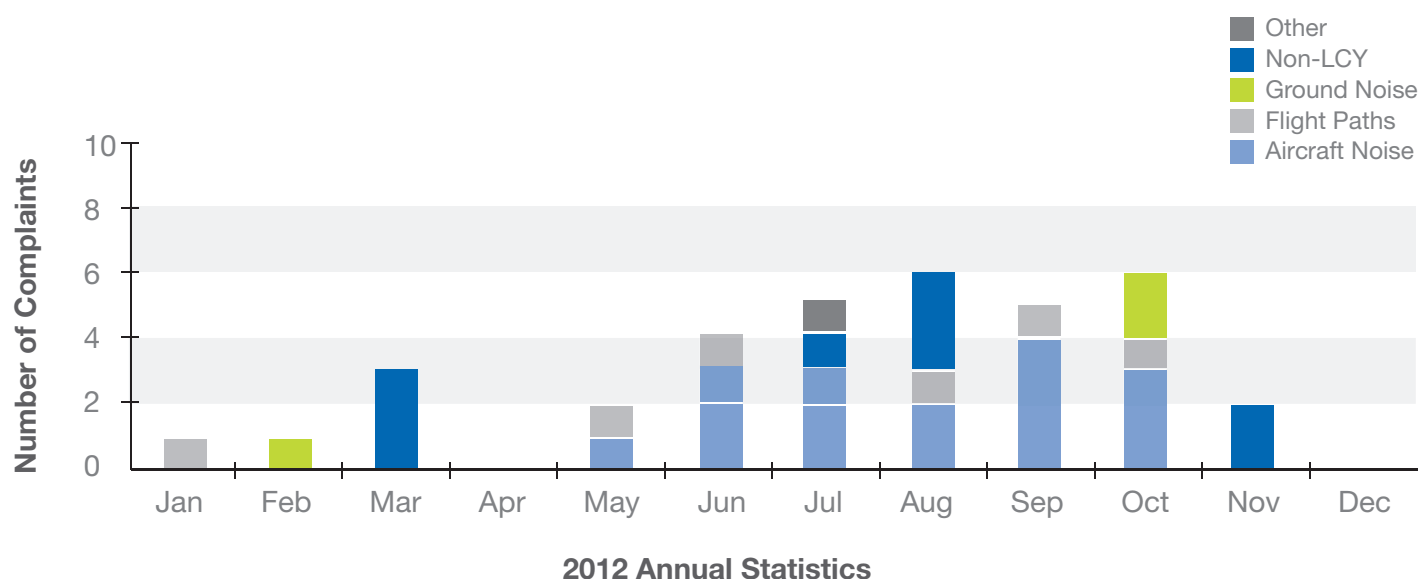
#### 9.1.6

Further details of environmental complaints received can be found on the London City Airport Consultative Committee (LCACC) website:

<http://www.lcacc.org>

**Figure 9.1 – Summary of 2012 Environmental Complaints**

**Environmental complaints received by London City Airport**





**Figure 9.2 – Summary of 2012 Environmental Enquiries**

Environmental enquiries received by London City Airport



### 9.1.7

In addition to the environmental complaints and enquiries received during this period, the airport also received a total of 26 enquiries regarding the airport's Sound Insulation Scheme.

## 10. Financial Contributions

### 10.1.1

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

### 10.1.2

The following contributions, which totalled £197,158.08, were made to LBN during the 2012 calendar year:

**Annual Monitoring Payment** – £57,201.85 on 1 July 2012 [6th Schedule / Part 6 / 2 – Page 58]

**Education and Training Contribution**– £102,447.04 paid on 1 July 2012 [6th Schedule / Part 2 / 3 – Page 56]

**Parking Contribution** – £37,509.19 paid on 11 July 2012 [6th Schedule / Part 1 / 4 – Page 57]

# 11. Other Matters

## 11.1

### Wake Turbulence Study

[7th Schedule / Part 1 – Page 60]

#### 11.1.1

LCY's Wake Turbulence Study was approved by LBN in September 2011 and the claims handling procedure to handle any claims for compensation arising from such damage was subsequently adopted by LCY. The Wake Turbulence Study and claims handling procedure are both available on the LCY website:

<http://www.londoncityairport.com/AboutAndCorporate/page/WakeTurbulence>.

#### 11.1.2

One incident of damage arising from wake turbulence was reported to LCY on 25 July 2012 in the Gallions Point Marina area. The site was visited by the airport's H&S Compliance Manager; the Director of Operations, Policy and Planning; and the CSR Manager on 25 July 2012 to inspect the damage, immediately after receipt of the complaint. The airport engaged a builder, and a full repair to the roof was carried out at the airport's expense the following day (26 July 2012).

## 11.2

### Value Compensation Scheme

[7th Schedule / Part 2 – Page 60]

#### 11.2.1

The draft Value Compensation Scheme (VCS) was submitted to LBN for approval on 2 June 2010. Comments were subsequently received from LBN and a revised draft VCS is intended to be submitted shortly to LBN for approval.







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