

LONDON CITY AIRPORT

2014 SECTION 106 ANNUAL PERFORMANCE REPORT

01 July 2015

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London City Airport 
Get closer.

Chief Executive's Foreword

Welcome to the London City Airport (LCY) Annual Performance Report on airport activities during the 2014 calendar year in connection with the airport's Planning Agreement with the London Borough of Newham (LBN).

The Planning Agreement provides a framework for the delivery of the existing planning consent which permits 120,000 flight movements per year at LCY. The agreement sets out almost 200 obligations in a range of areas including operations, local transport, the environment as well as initiatives to provide benefit to the local community. It also includes provision for financial contributions and the sponsorship of community projects in the airport's locality.

2014 was LCY's 27th year of operation and was our best year ever in terms of passenger numbers (3.65 million, an 8% increase on 2013) and aircraft movements (75.6k, up almost 3%). Seven new routes and a new airline, Flybe, were introduced and, for the third year running, the airport received the accolade of Best European Airport from the Airports Council International. LCY has also retained its position as the UK's most punctual airport (according to Civil Aviation Authority data) for the last two years¹.

In July 2013, the airport submitted two planning applications to the LBN for the City Airport Development Programme (CADP) to provide infrastructure that will allow it to reach its permitted level of 120,000 flight movements per annum. The applications are for new airfield infrastructure and extended passenger processing facilities (CADP1) and a hotel (CADP2). Planning permission was not sought to extend the runway, alter opening hours or increase flight movements beyond those already permitted.

On 03 February 2015, LBN passed a resolution to grant planning permission for CADP subject to planning conditions and a new Section 106 Planning Agreement however the application was subsequently refused on 12 May 2015 following a direction from the Mayor of London

contrary to his officers' recommendation. LCY is very disappointed that the CADP planning application was refused, does not think it is justified and has appealed the decision to the Secretary of State.

We continue to be very proud of the benefit LCY's operation has on the local, London and wider UK economies, and the £750 million² economic contribution that we deliver each year – a contribution that would grow to in the order of £1.5 billion under CADP. The airport also has a significant role to play – through the connectivity it provides to European business centres – in facilitating inward investment into the LBN and the wider east of London.

The airport continues to provide business travellers with quick and efficient connections to commercial centres around the world and London itself. Canary Wharf continues to go from strength to strength and ExCeL has cemented its place as Europe's premier exhibition and conference venue. Many new exciting developments are also planned or underway in the Royal Docks (including the Asian Business Park (ABP) project and the Silvertown Quays development). These all will, or do, derive benefit from the connectivity we provide – benefit that will only become greater as the airport grows to its permitted levels.

During 2014 we've continued to be actively involved in the community, whether through volunteering, local sports sponsorships or simply through our new bi-monthly Community e-bulletin which has the capability to reach residents not only in our local area, but across the five boroughs that surround the airport. This in addition to the education, training and employment requirements under which our Take-Off Into Work programme, which has been running for five years, has put over 450 local people into work to date.

Our longstanding partnership with Richard House Children's Hospice continued through the year as well, and fundraising activities are a regular part of airport life. In 2014 we were delighted to raise over £55,000 for the hospice, including £25,000 raised by a sponsored bike ride to Rotterdam.

¹ Source: Civil Aviation Authority
<http://www.caa.co.uk/application.aspx?catid=33&pagetype=65&appid=11&mode=list&type=sercat&id=27>

² Source: York Aviation, 2013



We pride ourselves on being a good neighbour and this includes becoming a more sustainable business. In our Sustainability Action Plan we pledge to deliver improvements on waste, air quality, energy and transport. In the last year for example, further positive strides have been made in comparison to 2013 with the percentage of waste being recycled on site, rising from 40% to over 50% - with a 30% increase since 2012.

Reducing carbon emissions remained a key priority for us last year and in recognition of the various positive measures being implemented by LCY, we were awarded Carbon Accreditation Level 2 in 2014. The airport continues to deliver a host of other environmental and sustainability initiatives which are discussed further in this report.

We have produced this report for submission to LBN, in line with our Planning Agreement, 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/content/pdf/LCY-2014-Community-Report.pdf and you can email any enquiries to our Corporate Social Responsibility Department claire.davey@londoncityairport.com

A handwritten signature in black ink, appearing to read 'Declan Collier', written over a white background.

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 airport³ serving over 40 destinations across the UK, Europe and USA with connections to the rest of the world through major European hubs. LCY is just two miles east of Canary Wharf, six miles east of the City of London and two miles from the Queen Elizabeth Olympic Park. 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.

1.1.2

In 2014 the airport had its busiest ever year handling over 3.65 million passengers. This represented an increase of 8% over 2013. The total number of aircraft movements at the airport increased almost 3% from 73,640 in 2013 to 75,637 in 2014.

1.2 Context of Annual Performance Report

1.2.1

On 09 July 2009, the 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 as amended) between LCY and LBN. This 2009 Agreement supersedes all previous planning agreements.

1.2.2

Planning agreements are used as a way of delivering or addressing planning related matters that are necessary to make a development acceptable. The Planning Agreement between LCY and LBN provides a comprehensive regulatory framework for LCY's ongoing operation, including controls including (but not limited to):

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

1.2.3

In the early years under the Planning Agreement much of the work put in place the strategies, systems and processes which, once established, now drive the delivery of the provisions in the Planning Agreement.

1.2.4

The Airport has demonstrated an excellent overall level of compliance within the regulatory framework of the Planning Agreement, having fully satisfied various operational obligations as well as its education, employment and training (EET) financial commitments. We continue to demonstrate ongoing compliance with our obligations and all financial contributions due to the Council and local community projects to date have been paid in full.

1.2.5

A number of the front ended obligations, including a number of financial contributions towards Community Projects and EET have now been fully satisfied. The final balancing payment under EET was made in July 2014 and no further contributions are due. The airport continues to support and roll out comprehensive primary and secondary education programmes as well as successful employment initiatives such as Take off Into Work and our Work Experience Programme and Ramp Academy.

CITY AIRPORT DEVELOPMENT PROGRAMME

1.2.6

As mentioned, on 03 February 2015, LBN resolved to approve the City Airport Development Programme (CADP) but subsequently refused the application on 12 May 2015 following a direction from the Mayor of London, contrary to the recommendation of his officers. LCY has since appealed the decision to the Secretary of State. CADP would provide new airfield infrastructure and extended passenger processing facilities that will allow the airport to reach its permitted level of 120,000 flight movements and 6 million passengers per annum.

1.2.7

In the interim the existing Planning Agreement continues to have full effect and sets the regulatory framework for LCY's ongoing operation and growth under the existing planning consent.

³ Civil Aviation Authority

<http://www.caa.co.uk/default.aspx?catid=80&pagetype=88&pageid=3&sglid=3>

1.2.8

The APR. The Planning Agreement requires LCY to submit an Annual Performance Report (APR) to LBN by 1 July each year. Each APR provides a comprehensive report that monitors and records LCY's operational performance throughout the previous calendar year, including our compliance with the Planning Agreement. As required under the Planning Agreement, the APR is also published online on the LCACC website by 31 July along with the LCY website (see section 1.4 below).

1.2.9

As agreed with LBN Officers and to assist ease of review, the structure of the 2014 APR follows that of the previous APRs for each of the years 2009-2013.

1.2.10

A draft of the 2014 APR was provided to LBN for review. A number of comments were received from LBN and, where appropriate, these have been addressed in the APR.

1.2.11

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 bi-monthly meetings 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. In addition, a bi-monthly meeting is held with Officers at LBN, including the AMO, to discuss progress on the various Action Plans that have been implemented at LCY.

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 2015, the APR will be available to download from the LCY Consultative Committee (LCACC) website at the following URL: <http://www.lcacc.org>

1.4.2

From 31 July 2015, the APR will also be available to download from the LCY website at the following URL:
<http://www.londoncityairport.com/aboutandcorporate/page/ourenvironment>

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

On 03 July 2015 LBN wrote to LCY on in respect of its performance against the Planning Agreement obligations for the period 1 January to 31 December 2014 [8th Schedule / Part 2 – Page 62]. A copy of this letter is provided at Appendix 1.

Aircraft Movements

Table 2.1 – Numbers and Types of Aircraft Using the Airport (Jan – Dec 2014)

Aircraft Type	AC Code	Nr of Aircraft Movements
Airbus A318	A318	1042
ATR-42	AT42	1108
ATR-72	AT72	0
Beechcraft Super King Air 350	B350	30
BAe 146-100	B461	2
BAe 146-200	B462	152
BAe 146-300	B463	112
Beechcraft Super King Air 200	BE20	10
Beechcraft Beechjet 400	BE40	0
Cessna Citation CJ2	C25A	118
Cessna Citation CJ3	C25B	141
Cessna Citation CJ4	C25C	14
Cessna Citation Mustang	C510	203
Cessna Citation CJ1	C525	44
Cessna Citation Bravo	C550	255
Cessna Citation V	C560	14
Cessna Citation Excel	C56X	1366
Cessna Citation Sovereign	C680	196
Canadair Challenger	CL60	68
Dornier 328	D328	2432
Dash 8 Q400	DH8D	4965
Embraer 135	E135	154
Embraer 170	E170	9986
Embraer 190	E190	19351
Embraer Phenom 300	E55P	24
Dassault Falcon 2000	F2TH	125
Fokker 50	F50	9231
Dassault Falcon 900	F900	176
Dassault Falcon 10	FA10	0
Dassault Falcon 50	FA50	60
Dassault Falcon 7X	FA7X	514
Bombardier Global Express	GLEX	65
Gulfstream G150	G150	6
Hawker 800	H25B	1427
Dornier 328 Jet	D328J	0
LearJet 40	LJ40	0
LearJet 45	LJ45	73
Piaggio 180 Avanti	P180	30
Piper PA-31	PA31	9
Avro RJ-100	RJ1H	7030
Avro RJ-85	RJ85	11707
Saab 2000	SB20	3397
TOTAL	-	75,637

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

2.1.1

During the 2014 calendar year the airport handled 75,637 total aircraft movements.

2.1.2

Table 2.1 overleaf outlines the numbers and types of aircraft using the airport during the 2014 calendar year.

2.1.3

During the 2014 calendar year the airport handled 81,939 noise factored aircraft movements.

2.2 Daily Numbers of Movements Including Noise Category

2.2.1

Details of daily numbers of movements for the 2014 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 2014 calendar year, all movements were in compliance with Condition 8 (1) (a) to (j) and Condition 8(4) (a) and (b) which are reproduced in full in Appendix 3.

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 2014 calendar year, all flights fell within the permitted 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) period⁴. Conditions 9 and 10 are reproduced in full in Appendix 3.

During the 2014 calendar year, all but three of the 75,637 flights at the airport fell within the permitted times as set out in Conditions 6, 9 and 10. The three instances were attributable to early morning take-offs which were outside the provisions of condition 10 by a matter of seconds and were due to unavoidable and exceptional circumstances. These three instances are explained in more detail below.

2.3.3

On 31 May 2014 the number of permitted early morning movements in the period 06:30 to 06:59 was exceeded by one, whilst on 21 June 2014 the number of permitted early morning movements in the period 06:30 to 06:44 was also exceeded by one. Later in the year on 29 October 2014 the number of permitted early morning movements in the period 06:30 to 06:59 was again exceeded by one. Other than these exceptions, the number of permitted movements during early morning and late evening periods were fully within the permitted movements under condition 10.

2.3.4

Despite the three instances only falling seconds outside the number of permitted early morning movements, a full investigation was carried out by NATS and the airport at the time of each occurrence and it was confirmed that the additional early morning movements were caused by Air Traffic Controller (ATC) error resulting from an aircraft arriving before its scheduled slot.

2.3.5

The decisions to allow the two movements in May and June were based on an evaluation that the landing would cause a lesser degree of disturbance and environmental impact than the aircraft being placed onto a low altitude circuit of the area, effectively waiting for time to elapse before it could land. In order to reduce similar scenarios from reoccurring in the future, if there is a subsequent aircraft due to depart after a premature arrival it will be delayed for departure. In addition, amended procedure SI 017/14 EGLC entitled 'Restrictions to Early Morning Movements' has been introduced at the Airport. This sets out clearly the permitted flight numbers under condition 10 and instances that would cause a breach. The amended procedure is now included as part of the Air Traffic Controllers (ATC's) Daily Report routine, an integral process to the role of ATC's.

2.3.6

When the October incident was reported the airport immediately requested that the NATS General Manager provide an account as the additional procedures detailed should prevent this from occurring. It was found that the issued procedures were being followed however due to a human error, the fifth arrival at 06:51 was not recorded on the list and therefore the seventh aircraft was at the time believed to be the sixth and given clearance to depart.

2.3.7

The airport has taken a number of steps to prevent repeat incidences of this type the future. These include liaising with ATC Services for general London airspace and NATS local airspace control regarding approaching aircraft outside of airport airspace (and communication with the airlines).

2.3.8

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 2014 calendar year, all ground running occurred within the permitted times as set out in condition 5.

2.3.9

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. No complaints were received by LCY in relation to this matter at any time during the year [3rd Schedule / Part 2 – page 30].

⁴ 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 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 2014 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 fully operational and replaces the existing Noise Management Scheme.

3.1.3

Further information on the operation of the Noise Management Scheme in 2014 is set out in a report 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 2014 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 since. NOMMS includes the installation of a new Noise Monitoring and Flight Track Keeping System which, as reported last year, saw the upgrade of the existing noise monitors at the airport and operation of the new system in 2013.

3.3.3

In 2014, the airport was successful in gaining planning permission for two additional off-site noise monitors (NMTs) at Lee Valley Regional Park (Tower Hamlets) Thamesmead (Greenwich). These NMTs will better monitor and evaluate the effects of take-off and approach noise and will supplement the sideline departure noise currently recorded by the existing noise monitors that were upgraded in 2013.

3.3.4

The off-site NMTs are the only remaining component of the Noise Monitoring and Flight Track Keeping System under the NOMMS Implementation Guidelines. Now that planning permission has been granted for these two monitors, it is programmed that installation will occur in 2015.

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 with LBN has continued since and in 2014 a series of meetings and workshops were held between Officers and the airports noise consultants to progress a revised draft of the scheme. This culminated in the submission of a proposed aircraft categorisation regime on 10 October 2014.

3.4.3

The proposed categorisation regime has been presented to both airlines and the LCACC and is currently under consideration by Officers at LBN (ref: 14/02819/S106).

3.5 Annual Aircraft Categorisation

[Condition 7(4) Planning Permission]

3.5.1

The Annual Aircraft Categorisation Report for 2014 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

In 2014 two aircraft types were given provisional noise categorisation by the London Borough of Newham. The Bombardier Global 6000 was provisionally categorised as a Category A aircraft on 16 April 2014. In addition, on the 19 November 2014 the Embraer Phenom 300 was given provisional categorisation under Category A.

SOUND INSULATION SCHEME (SIS) AND PURCHASE SCHEME

3.6 SIS: Noise Contours

3.6.1

The airport operates a two tier Sound Insulation Scheme (SIS) offering sound insulation treatment to eligible residential properties within the 57 dB LAeq,16h (Tier 1) and 66 dB LAeq,16h (Tier 2) noise contours. The Tier 1 lower threshold for eligibility is the lowest daytime threshold in the UK. The eligibility contours are reviewed on an annual basis and included within this APR.

3.6.2

The following Noise Contours are presented in Appendix 4 of this report:

- Actual 57 dB (2014 actual contour)
- Actual 66 dB (2014 actual contour)
- Actual 69 dB (2014 actual contour)
- Predicted Reduced 57 dB (2015 best estimate forecast contour)
- Predicted Reduced 66 dB (2015 best estimate forecast contour)
- Predicted 57 dB
- Predicted 66 dB
- 1998 57 dB

3.6.3

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 Planning Agreement. Further details on the SIS and Purchase Scheme are provided below.

3.6.4

During 2014, LCY continued to operate the current SIS, which was introduced on 15 December 2011.

3.6.5

LCY holds meetings every other month with Officers at LBN to discuss the progress of the SIS, given the scale and importance of this particular environmental programme. Officers from Tower Hamlets and Royal Borough of Greenwich are also invited to these meetings and are regularly updated on the progress of the scheme.

3.6.6

Table 3.1 summarises the progress of the domestic SIS scheme as of 31 December 2014.

3.6.7

As of 31 December, almost 34% of all eligible properties have received works offered under the scheme. This is an additional 10% compared to the figures reported in the 2013 APR. This 10% increase in the amount of eligible properties treated year on year has been driven by a number of factors including improved promotional activity on the airport's website as well as refreshed SIS advertisements and leafleting. Going forward, the airport is also committed to distributing additional information to Councillors in Newham, Tower Hamlets and Greenwich so that it can be disseminated amongst residents at local surgeries and events as appropriate. It is hoped that this will further improve the performance of the SIS in 2015.

**Table 3.1 – Sound Insulation Scheme:
Summary of Progress for Eligible Premises (1st Jan – 17th Dec 2014)**

APR	Phase	Location	Total nr properties	Notified	Works permission requested	No response/ no permission	Works complete
2009	Re-inspection Properties	Various	153	100%	100%	40.52%	58.25%
2009	First Tier – Phase 1	Britannia Village E16	352	100%	100%	78.12%	16.76%
2009	First Tier – Phase 2	Canning Town (1) E16	373	100%	100%	24.13%	61.39%
2009	First Tier – Phase 3	Thamesmead SE28	889	100%	100%	35.32%	60.52%
2009	First Tier – Phase 4	Tower Hamlets E14	1288	100%	100%	70.11%	28.10%
2009	First Tier – Phase 5	Barrier Point E16	68	100%	100%	57.35%	32.35%
2009	First Tier – Phase 6	North Woolwich E16	302	100%	100%	67.22%	31.46%
2009	First Tier – Phase 7	Canning Town (2) E16	85	100%	100%	34.12%	56.47%
2009	Second Tier	Camel Road & Parker St	27	100%	100%	100%	0.00%
2011	Re-inspection Properties	Various	2	100%	100%	0.00%	100.00%
2011	First Tier – Phase 8	Various	49	100%	100%	40.82%	55.10%
2012	Re-inspection Properties	Various	19	100%	100%	47.37%	52.63%
2012	First Tier – Phase A1	Wards Wharf Approach E16, Inverness Mews E14, Naval Row	239	100%	100%	70.29%	28.87%
2012	First Tier – Phase A2	New Providence Wharf	559	100%	100%	100%	0.00%
2012	First Tier – Phase A3	Ontario Tower E14	264	100%	N/A	100%	N/A
2012	First Tier – Phase B	Tower Hamlets E14	44	100%	100%	70.45%	29.55%
2012	First Tier – Phase C	Thamesmead SE28	290	100%	100%	34.83%	60.69%
2013	First Tier	Newham E16	76	100%	100%	89.47	10.53%
2013	First Tier	Tower Hamlets E14	2	100%	100%	100%	0%
2013	First Tier	Thamesmead SE28	279	100%	100%	82.44	17.56%
2013	Second Tier	Newham E16	3	100%	100%	100%	15.97%
Total			5.363	100%	100%	63.34%	33.77%

3.6.8

The procedures involved implementing the First Tier Works are explained further in Appendix 6.

3.7 SIS: Further Inspection of Treated Premises

[4th Schedule / Part 1 / 1 – Page 36]

3.7.1

There are two residential premises identified in the 2014 APR as requiring further inspection

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 under the 2014 APR are listed in Appendix 6 (along with the Eligibility Boundary). In summary, there are a total of 502 new residential premises and two new Public Buildings eligible for First Tier Works. The two additional Public are St. Anne's Presbytery Church, and Saleem International Christian Centre.

3.9 SIS: Second Tier Works

[4th Schedule / Part 3 / 1 – Page 41]

3.9.1

Residential premises and Public Buildings that are newly eligible for Second Tier Works under the 2014 APR are listed in Appendix 7 (together with the Eligibility Boundary). In 2014 there were no new residential premises eligible for Second Tier Works. There are no newly eligible Public Buildings.

3.10 Publicity for SIS

[4th Schedule / Part 4 – Page 43]

3.10.1

In August 2014 and December 2014 LCY published advertisements for the SIS in the local newspapers listed below.

**Table 3.2 – Sound Insulation Scheme:
Local Newspaper Advertisements (2014)**

Title of Publication	Date of Advertisements 2014	
Greenwich Time	5/8/2014	16/12/2014
Newham Recorder	6/8/2014	18/12/2014
Greenwich Mercury	6/8/2014	17/12/2014
The Wharf	7/8/2014	18/12/2014
East London Advertiser	6/8/2014	18/12/2014
Newham Mag	1/8/2014	19/12/2014
East End Life	4/8/2014	15/12/2014

3.10.2

Copies of the published advertisements are provided in Appendix 8.

3.10.3

Written notifications were also sent to all owners/occupiers of eligible properties in 2012, 2013 and 2014.

3.10.4

Details of the SIS are also available on the airport Website (<http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem>) and on 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. The Purchase Scheme applies to residential dwellings exposed to noise levels from aircraft (operating at LCY) above 69 decibels measured over a 16 hour period on an average summer day. Under the scheme, owners/occupiers of such a property can request that the airport purchases the property at a price that reflects its market value.

3.11.2

No dwellings were identified in the 2014 Actual 69 dB contour (see Appendix 4) therefore no dwellings became eligible for the Purchase Scheme during the 2014 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

As reported in the 2013 APR and discussed with LBN during Quarterly compliance meetings through 2014, the NAA with Tower Hamlets has not been completed to date. LCY has previously engaged with Tower Hamlets to progress with an NAA but discussions did not result in an NAA being entered into. It should be noted however that the residents of Tower Hamlets are still benefiting under the airport's SIS as they are offered the same amount of protection as other local residents.

3.13 Noise Insulation Payments Scheme

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

3.13.1

Following comment and feedback from LBN on the previous draft, a revised draft Noise Insulation Payments Scheme (NIPS) was submitted to LBN on 19 December 2013 for approval, together with evidence of consultation undertaken with persons interested in developments that are likely to benefit significantly from NIPS. The draft NIPS remains under consideration by LBN Officers.

3.14 Noise Action Plan 2013

3.14.1

In 2013 LCY prepared a Noise Action Plan (NAP) 2013 – 2018. The NAP supersedes the previous one which was formally adopted by the Secretary of State for Environment, Food and Rural Affairs (DEFRA) on 9th May 2012. It includes a review of the progress made under the previous NAP and includes new noise mitigation related actions for the airport over the next 5 years.

3.14.2

The NAP was approved by DEFRA on 4th August 2014. It can be found on LCY website, under Noise Management Scheme: <http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem> .

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 2014 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 2014 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 two automatic monitoring stations sited on the roof of the airport's administration building, City Aviation House, and at a location on the north side of Royal Albert Dock, adjacent to the Newham Dockside building. In addition, diffusion tubes located in and around the airport are also operated to enhance monitoring of air quality in and around the airport. The results from these data sources are reported in this section.

5.1.2

Quarterly data from the AQMP were reported to the LCY Consultative Committee (LCACC) and posted on the LCACC website (<http://www.lcacc.org>) throughout 2014. This data, together with other results for the full 2014 calendar year, is summarised in the Air Quality Measurement Programme: Annual Report 2014 which is included at Appendix 12 to this report. During 2014 there were no recorded exceedences of the statutory air quality objectives set by Government⁵ 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

No such complaints were received during 2014.

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 for delivery over the lifespan of the AQAP to 2015, with an indicative 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 through 2014.

⁵ 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	Status at end of 2014 calendar year
1 Establish and implement a new system to routinely record the availability of Fixed Electrical Ground Power (FEGP) on stands 1-10 and log the time taken to effect repairs.	Aug-12	The new FEGP units are covered by a warranty, RAMP services log faults and FM request repairs. Maintenance is also included within this.
2 Refurbish FEGP facilities on Stands 1-10.	Dec-12	In 2014 LCY spent £1.3m in replacing FEGP on stands 1-10. FEGP has now been installed on 8 of the 10 stands with the final 2 scheduled for completion in q2
3 Install FEGP to Stands 21-24 during any future stage of apron improvements, and in any event by 2013.	Dec-13	As discussed with LBN Officers, there are logistical and sequencing issues that require these FEGP to be provided on stands 21-24 as part of the CADP build out under which stands 21-24 will be reconfigured
4 Replace or decommission all Mobile Ground Power Units (MGPU) units that do not comply with a minimum of Stage II emissions standards.	Dec-13	FEGP works on stands 1-10 due for completion in q2 2015. A number of MGPU's have been decommissioned to date (these were below the Stage II emissions standard). The remaining MGPUs are on site as contingency for breakdown/operational recovery purposes.
5 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.	Aug-12	This was completed in September 2013.
6 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.	Aug-12	This will occur in the 2015 once the FEGP operational on stands 1-10. This will be part of the accident reporting process currently undertaken by AOSU.
7 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.	Aug-12	Completed - was detailed at the Pilot Forum's in April and November 2014.
8 Produce analysis of trends in aircraft ground operational times, and, where significant increases are identified, investigate procedures to reduce times.	Ongoing	As part of the Turnaround Improvement Group (TIG) the process of aircraft on and off stand is paramount in terms of speed to improve the passenger experience whilst not compromising safety or environmental issues such as prolonged APU usage. This is monitored as a result.
9 Requirement for all third party airside vehicle operators to prepare and submit a fleet management strategy.	Dec-12	An airside vehicle fleet policy was progressed through 2014 and issued following consultation in early 2015.
10 LCY will work with operators at the airport to increase the percentage of LLEZ (London Low Emissions Zone) 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).	Ongoing	This is ongoing and features as part of the emissions testing occurring on the airfield. This will be reviewed with LBN in 2015.

Air Quality Measure	Indicative Timescale	Status at end of 2014 calendar year
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.	Aug-12	Airside Vehicle Policy amended. Action Complete.
12 Routine annual and periodic, random emissions testing for airside vehicles.	Ongoing	Training provided to Airfield Operations and Airfield Operations Safety Unit staff to conduct emissions tests occurred in 2013. Training video produced by Airfield Operations accordingly for on-going training requirements. Full emissions testing schedule began in 2014 and an Operations Safety Instruction Notice (OSIN) sent to all airside companies detailing the process issued.
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.	Aug-12	Action complete 2012.
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.	Aug-12	Action complete 2012
15 During any future infrastructure developments to the airport forecourt take into consideration the potential for redesign of the taxi rank to minimise idling.	Ongoing	Not applicable in 2014.
16 Continue to lobby the Mayor of London and TfL to provide a direct DLR service between Canary Wharf and LCY stations.	Ongoing	Ongoing.
17 Publish an article relating to air quality and airport operations at least once per year in the airport staff newsletter "The Chronicle".	Ongoing	Complete. The Chronicle has been rebranded as Airport Life in 2013.
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.	Aug-12	Completed in 2012 and the website content was refreshed in 2014.
19 Amend the LCY website to provide advice to passengers to use public transport.	Aug-12	Completed in 2012 and the website content was refreshed in 2014.

6 Sustainability and Biodiversity Strategies

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). The Strategy was based on 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 from LBN 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 for delivery over the lifespan of the Plan to 2014, with an indicative timescale for implementing each target/action. Significant progress was made in progressing the actions identified in the Plan through 2014. Table 6.1 below provides a summary of progress to the end of 2014. This progress was reported to LBN in bimonthly meetings throughout the year.

Table 6.1 – Airport Sustainability Strategy and Airport Sustainability Action Plan – 2014 Progress Summary

Sustainability Target/ Action	Indicative Timescale	Position at end of 2014 calendar year
Wst 1 75% of waste collections to be on weigh scale vehicles.	Dec-13	Complete and continued to be in place in 2014.
Wst 2 Introduce a new waste storage hub to promote waste segregation.	Dec-12	Complete and continued to be in place in 2014.
Wst 3 Increase waste recycling rate to 20%.	Dec-12	Action Complete. Recycling rate of 51% achieved in 2014.
Wst 4 Implement a training programme to ensure that 100% of LCY staff have been trained in waste management.	Ongoing	Action Complete/Ongoing - high level waste management points are detailed in the introduction/refresher training provided to all employees. All individuals with specific duties involving special waste types have been informed of their required duties. More detailed internal briefings will also be conducted to employees via tool box talks and scheduled presentations in 2015 as per the airports Environment Management System.
Wst 5 Conduct a feasibility study to explore opportunities for Energy from Waste and/or Anaerobic Digestion.	Dec-12	Action Complete - all LCY waste which cannot be recycled goes to an appropriate Energy from Waste facility to recover electricity from the unrecyclable waste..
Ene 1 Implement a training programme to ensure that 100% of LCY staff have been trained in energy efficiency.	Ongoing	Action Complete/Ongoing - high level energy efficiency awareness provided in introduction/refresher training. More detailed internal briefings will also be conducted to employees via tool box talks and scheduled presentations in 2015 as per the airports Environment Management System.



Sustainability Target/ Action	Indicative Timescale	Position at end of 2014 calendar year
Ene 2 Implement a programme to install sub metering on high energy use areas.	Ongoing	In 2014 metering was installed on main distribution boards in the terminal building and large pieces of equipment such as air handling units. In 2015 LCY are introducing a system to capture the data from these meters remotely in order to look at energy use trends i.e. out of hours shut offs, etc.
Ene 3 Implement a programme of energy efficiency measures to be agreed in 2013 cost plan.	Dec-13	This was initiated in 2013; Projects included LED lighting replacement in the West Pier, East Pier, International Arrivals, Domestic Arrivals and Central Search and the installation of variable speed drives on the largest air handling units in the main terminal.
Ene 4 Energy use per passenger reduced by 5% relative to 2010 baseline.	Dec-13	London City Airport has achieved a 12.7% reduction per passenger comparing 2010 to 2013.
Ene 5 Publish a carbon management policy at the airport.	Dec-13	Action Complete.
Ene 6 Entry into the ACI Europe Airport Carbon Accreditation Level 1.	Dec-12	Action Complete. London City Airport has now been awarded Stage 2: Reduction in 2014. The airport will retain this in 2015 and seek Stage 3: Optimisation.
Ene 7 Implement a programme of studies to identify how our five largest procurement contracts are managing their emissions.	Ongoing	This work indicated that further details are required in order to make meaningful process hence Stage 3 Optimisation is being sought by LCY, on-going.
Ene 8 Establish a timetable to achieving Level 4 of the ACI Scheme 'Neutrality'.	Dec-13	This was progressed through 2014 with LCY achieving Stage 2 Reduction and Stage 3: Optimisation in 2015. This Action is currently under review with respect to achieving 'neutrality'
Wat 1 Develop procedure for tracking and recording water use at LCY monthly.	Dec-13	Action Complete - water usage is tracked by the LCY Environment Manager.
Wat 2 Implement a programme to install sub metering for high use areas.	Dec-12	In 2014 metering was installed on main distribution boards in the terminal building and large pieces of equipment such as air handling units. In 2015 LCY are introducing a system to capture the data from these meters remotely in order to look at energy use trends i.e. out of hours shut offs, etc.
Wat 3 Conduct feasibility study for utilising rainwater harvesting.	Dec-13	Action Complete in 2013
Wat 4 Conduct feasibility study for alternative non potable water sources for fire training.	Dec-13	Ongoing.
Com 1 Evaluate additional opportunities for recording community benefits.	Ongoing	Ongoing.

Sustainability Target/ Action	Indicative Timescale	Position at end of 2014 calendar year
Com 2 Evaluate opportunities to enhance the community work experience programme in the future.	Ongoing	Action Complete/Ongoing. Corporate and Social Responsibility (CSR) team has reviewed enhanced the work experience programme rolled out in 2014 and continue to identify opportunities to enhance schemes delivered under the Planning Agreement and other community programmes.
Bio 1 Commence implementation of the agreed Biodiversity Strategy.	May-12	Action Complete.
Bio 2 Undertake feasibility study on the costs and benefits of installing sedum mats (or alternative substrate) on the roof of City Aviation House.	Dec-12	Action Complete.
Bio 3 Undertake an aquatic ecological survey of the King George V Dock, in conjunction with RoDMA.	Dec-12	Action Complete.
Ns 1 Implement NOMMS in agreement with LBN.	Ongoing	See update at Section 3.3 of this APR for detailed update for 2014.
AQ 1 Deliver all 19 measures identified in AQAP within a three year period.	Jun-15	Ongoing - see Section 5.2 of this APR for detailed update for 2014.
AQ 2 Produce an annual statement on progress and performance against the measures set out in the AQAP with the APR.	Annually	Action Complete
AQ 3 Review the AQAP every three years.	June 2015	This is to be completed in 2015.
Tra 1 Undertake a basic review of 2011 Travel Plan commitments, including progress against targets.	Annually	Action Complete. (see Section 8 of this APR for further details).
Tra 2 Undertake a comprehensive review of the Travel Plan and amend targets as necessary to reflect changes at the airport.	Feb-13	Action Complete/Ongoing. (see Section 8 of this APR for further details).
Tra 3 Extend season ticket loans to an additional 5% of LCY staff.	Dec-13	Action Complete. 'Available on intranet and on LCY Extras (employee benefits website). Further publicised in January 2014 on LCY TV and through payslips.
SC 1 Develop a Sustainable Construction Strategy for future development at the airport.	Dec-12	Action Complete.
SC 2 Ensure all new construction projects at the airport take account of relevant sustainable construction opportunities.	Ongoing	Ongoing.

Sustainability Target/ Action	Indicative Timescale	Position at end of 2014 calendar year
SC 3 Deliver building projects, which are subject to planning permission, in accordance with recognised BREEAM Standards.	Ongoing	Action Complete/Ongoing.
EM 1 Develop a Sustainability Leadership Panel and publish an Environmental Policy on LCY and LCACC websites.	Dec-12	Action Complete/Ongoing – Sustainability Leadership Panel is now in place, Environment Policy to be published on LCY website. It is the airports ambition to achieve ISO 14001 in 2015.
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 - bi monthly meetings held with Officers at LBN.
EM 3 Undertake a full review of the Airport Sustainability Action Plan and identify new set of targets.	Dec-14	Ongoing – an internal review of the action plan is being undertaken with a view to producing a new action plan with a comprehensive set of targets.

6.2 Airport Biodiversity Strategy

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

6.2.1

On 8 October 2010, LCY 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 for delivery over the lifespan of the Strategy to 2017, with an indicative timescale for implementing each Objective being indicated.

6.2.3

As documented with LBN Officers in bimonthly meetings over the past couple of years, the delivery of the objectives under the Biodiversity Strategy have proved challenging due to limited take up and a lack of focus on projects of greater longevity/community significance. The airport met with Officers in early 2015 to consider reviewing the Biodiversity objectives and replacing with a more focussed and meaningful contribution towards a community biodiversity project to be identified in conjunction with Active Newham. Further discussions will take place through 2015 to agree the replacement objective.

6.2.4

Table 6.2 provides a summary of progress in 2014, some of which is being delivered by community partners in 2015.

Table 6.2 – Airport Biodiversity Strategy – 2014 Progress Summary

	Biodiversity Objective	Indicative Timescale	Progress
1	To participate as a “Delivery Partner” in the Newham Biodiversity Partnership (NBP).	2012 - 2017	LCY has previously advised LBN that it is willing to participate in the NBP and await further feedback.
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. 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"> • Royal Docks Learning & Activity Centre • Britannia Village Hall • Thames Barrier Park • Beckton District Park • King George V Park • Newham City Farm • Trust Thamesmead or other West Thamesmead venue or club providing public services • Lee Valley Regional Park Authority sites in the east of Tower Hamlets. 	2012 - 2017	<p>Offer letters were sent out by LCY in 2014 to all eligible organisations. In total two events (one joint) have been sponsored £250 and £500 to date in 2014/15. These included:</p> <ul style="list-style-type: none"> • Newham City Farm. Community planting of a live willow dome that will be used as an outdoor environment for teaching children and young people about biodiversity. • Royal Docks Learning & Activity Centre, and the ASTA Centre (£500). A joint community event where local people learnt how to plant, sow and grow plants, wild flowers and edible produce • Trust Thamesmead expressed an interest in the opportunity; however no set event has yet been arranged. <p>Whilst sponsorship was also offered to five other local organisations, they did not take it up.</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"> • Drew Primary School • Britannia Village School • Storey School • Discovery School (Thamesmead) 	4th Quarter 2012	<p>Drew Primary took up the opportunity in 2013, therefore sponsorship was offered to the , Discovery School, Storey School and Britannia Village Primary in 2014</p> <ul style="list-style-type: none"> • Britannia Village Primary sent 100 students across years 2 and 6 to Greenwich Park for a day of biodiversity learning with the FSC. • Storey School have expressed an interest in sending their Year 10 group for a day with FSC, and plan to attend in the Summer term 2015.
4	<p>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). Total sponsorship of £1000 per year will be available to fund projects meeting the advertised criteria.</p>	Annually from 2012	<p>Letters advertising opportunities and offeringsponsorship were sent out by the airport in 2014. £1,000 in sponsorship was offered:</p> <ul style="list-style-type: none"> • Drew Primary • Britannia Village Primary • The Storey Centre • Faraday School • ASTA Centre <p>Britannia Village Primary School and The Storey Centre have both expressed an interest in applying for funding to set up an educational wildlife garden. The gardens will be built in the Spring/Summer of 2015.</p>



	Biodiversity Objective	Indicative Timescale	Progress
5	To inform LCY staff of the importance of biodiversity as part of a “sustainability awareness” briefing in their initial induction.	2012 - 2017	Biodiversity, in respect of the airfield, is provided within the briefings of the initial introductions. Furthermore, as stated in the 2012 Annual Performance Report, biodiversity has been included since 2012 in a sustainability briefing, which will be implemented as part of the airport’s environmental management system alongside waste, energy efficiency and water conservation topics.
6	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: <ul style="list-style-type: none"> • North side of Royal Albert Dock (adjacent to Building 1000) • Newham City Farm SINC • King George V Park • Beckton District Park 	4th Quarter 2012	There has been limited interest in taking up funding and placement of the interpretation boards however LCY has been in dialogue with the relevant representative from Newham City Farm with a view to delivering an interpretation board at its bee apiary.
7	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. Such installations would be designed to discourage nesting birds or other species which could create a direct or indirect hazard to aircraft.	4th Quarter 2012	Action completed as detailed in the 2012 Annual Performance Report
8	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.	4th Quarter 2012	Action Complete – these were completed in both 2012 and 2013.
9	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 above mentioned micro-habitats (if introduced).	Every 5 years	Action Complete.
10	LCY will consider any further biodiversity opportunities as and when new buildings or structures are constructed or refurbished on the Airport site.	As required.	Opportunities considered in preparation of CADP planning applications and incorporated into the proposals (via mitigation where appropriate). Opportunities also considered with respect to other onsite projects but not considered appropriate given the limited nature of other works.

7 Education, Employment and Training

7.1 Community Engagement

7.1.1

In 2014 airport fully satisfied its obligations under the Planning Agreement with respect to the £600,000 Education and Training Contribution, the balancing payment was made to LBN in July 2014. As a result, a number of related obligations fall away regarding direct funding of various education initiatives including the University Prize Scheme and City Interview Programme. The airport continues to support and roll out comprehensive primary and secondary education programmes as well as successful employment initiatives such as Take off Into Work and our Work Experience Programme and Ramp Academy.

7.1.2

Throughout 2014 LCY continued to invest substantial resources into ensuring that the jobs and careers available at the airport 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 our business success, but also ensures our employees are reliable and flexible as a result of living in close proximity to the workplace.

7.1.3

LCY endeavour to ensure that our community programmes are delivered in a focused geographical area comprising the London Boroughs of Newham and Tower Hamlets and the Royal Borough of Greenwich, in addition to the other "Local Area" boroughs as defined in the Planning Agreement. 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 a business rooted in the local community we also focus on investing in young people of primary and secondary school age to ensure that a proactive approach to local education and employment is taken.

7.1.4

The community programme is carried out by three full-time employees working in the airport's Corporate and Social Responsibility (CSR) Team, who are supported by three Community Ambassadors. The 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 the following areas:

- Helping young people achieve educational excellence;
- Creating pathways into employment;
- Investing in our local community; and
- Being a beacon business for sustainability.

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 through running initiatives like the award winning Take Off Into Work scheme. 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 whilst others are operated as part of the function of the LCY CSR team.

7.2.3

In accordance with the requirements of the Planning Agreement, LCY and all on-site employers collect data that records where employees live each year. A report is then compiled which includes details of the percentage of people living in the local labour catchment area and in particular those living in Newham. In 2014 LCY's in-house HR team also collected data on where all new recruits lived, targeting Newham and local based residents for employment.

7.2.4

In this respect, the Planning Agreement requires LCY to use reasonable endeavours to ensure that at least 70% of full time

6 London Boroughs of Hackney, Waltham Forest, Redbridge, Barking & Dagenham, Havering, Bexley, Lewisham, Southwark and Epping Forest District Council.

7 <http://www.dragonawards.org.uk/blog/general/dragonstakeoff/>

8 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.

equivalent jobs at the Airport are filled by residents of the “Local Area”⁸ including at least 35% filled by residents of the Newham. As at 31 December 2014 there were:

- 44 employers operating on-site at LCY; a complete list of these is included at Appendix 13 of this report. [6th Schedule / Part 2 / 1(c) – Page 55]
- 1,948 employees on-site equating to 1,782 full time equivalent (FTE) jobs, with 48⁹ being on-site contractors/secondees. Additionally, there were some 44 unfilled vacancies on-site in December 2014. These have since been filled, bringing total on-site employment to 1,992 with 1,826 FTE’s;
- Over 29% of the on-site employees lived in Newham with 64% living in the Local Area.¹⁰

7.2.5

A substantive number of other contractors and sub-contractors work at LCY on a regular basis but are not based on-site and are therefore not included in the figures reported above. These organisations include cargo agents, construction companies, taxi drivers, IT communications, sign-writers, advertising installers and maintenance and others.

7.2.6

The Planning Agreement also requires LCY to use reasonable endeavours to ensure that at least 70% of direct employees are residents within the “Local Area” and at least 35% are residents within the London Borough of Newham. London City Airport Limited (airport owner/ operator) is the largest on-site employer. The total number of employees at London City Airport Limited in December 2014 was 563, an increase of 3.5% on 2013. In 2014 38% of new LCY recruits were from Newham with 73% from the Local Area. This significant achievement reflects our improved in-house HR function targeting new employment opportunities at Newham residents and residents in the Local Area. Over 25% of our employees reside in the London Borough of Newham whilst over 63% reside in the Local Area.

7.2.7

LCY continue to use reasonable 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 CSR Team with on-site partners and employee volunteers, and include:

- Maintaining a 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 job seekers;
- 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; and
- Delivery of the employment programme ‘Take off into Work’ as well as Ramp Academy.

7.2.8

The programmes and processes rolled out in 2014 to ensure that jobs available on-site were accessible to local people are discussed below.

WEBSITE INFORMATION

7.2.9

In April 2014 LCY changed the approach to the way vacancies are advertised. The majority of recruitment needs are now managed in-house by a new Recruitment Manager within the HR department. LCY has developed a careers website www.londoncityairport.com/careers where applicants can apply online, upload CVs and also register their interest in working in particular areas of the business, even if there are no current vacancies at that specific time.

7.2.10

Applicants can register and upload their CV online noting the area(s) within LCY where they may wish to work and then once a job matching that criteria becomes available, LCY job alerts are sent automatically direct to the applicant. Vacancies are also advertised 24 hours a day 7 days a week on this online system giving significantly improved visibility of job opportunities to locals. Notifications of job opportunities are also directly advertised through Newham Workplace.

⁹ Those contractors based onsite at LCY for more than 16 hours per week

¹⁰ 177 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. These employees are not included in the percentages.

LINKS WITH LOCAL EMPLOYMENT ORGANISATIONS

7.2.11

All entry level job vacancies for LCY 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). Where recruitment for more than one position is initiated simultaneously, LCY advertise such vacancies through a local employment agency (e.g. Newham Workplace and/or others), notify local recruitment centres of such vacancies and advertise through the LCY website.

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 2013. 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.

INTERNAL RECRUITMENT

7.2.13

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

The Planning Agreement requires LCY to hold the Employers' Forum twice per calendar year. In accordance with this obligation LCY held two meetings in 2014. The attendance at the Forum was encouraging with many of the on-site businesses attending.

Representatives from SSP, Aria, LCY Customer Services, Car Hire providers and airlines, amongst others, attended the Forum to hear about how they can support LCY local employment initiatives. The Forum is also used by the Take Off Into Work Manager to update LCY employers about the success of the scheme and the benefits of locally sourced employment solutions.

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 2014, LCY continued to engage staff and on-site companies in community projects and initiatives via:

- LCY's inaugural volunteers week;
- LCY's Staff Committee;
- LCY Consultative Committee;
- LCY Site Email Distribution;
- On-site posters;
- "Airport Life" Staff Newsletter, distributed to all staff monthly;
- Richard House fundraising events;
- LCYTV, which is displayed on plasma screens in all staff break areas; and
- A weekly all staff e-bulletin.

7.4.3

LCY actively encourages employee volunteering from its own staff and other companies based on-site to help assist with these programmes. In 2014, 58 LCY staff volunteered 605 hours of their time to local community initiatives. All employee volunteering opportunities are advertised by the Corporate Social Responsibility Team by email, internal communications and via the Community Ambassadors. LCY'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."



TAKE OFF INTO WORK (TOIW)

7.4.4

2014 was another record breaking year for Take Off Into Work with 70 people taking part in the programme. Additionally, a further 12 local people found work at the airport through the new Ramp Academy initiative, which was delivered in partnership with Newham Workplace. The 2014 statistics are provided at Appendix 14.

7.4.5

The programme is delivered in partnership with Newham Workplace and the East London Business Alliance (ELBA). Since commencing in 2009 over 450 people have been employed on-site through TOIW. In partnership with Newham Workplace who fund TOIW, the airport continues to provide employment opportunities to local residents through TOIW in 2015.

AIRPORT CAREERS

7.4.6

A new airport careers booklet was produced in the summer of 2013 and is available at www.londoncityairport.com/careers. Additionally, new careers videos were developed by the HR team through 2014. Both profile the range of opportunities on-site with insight from our employees and have been used at a variety of Jobs Fairs and Careers Events in the local area.

7.4.7

The headline Local Employment figures for 2014 are as follows:

- 70 local people found work through Take Off Into Work;
- 12 local people found work through the airport's Ramp Academy; and
- Airport staff took part in careers and jobs fairs - engaging with over 6500 local jobseekers and young people.

7.5 Airport Job Policy

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

7.5.1

The Airport Job Policy sets out LCY's approach and [policies with respect to filling job vacancies. The airport consults LBN Officers on this document annually as part of the APR process. The 2015 Airport Recruitment Policy can be found at Appendix 15.

7.6 Training Programmes

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

7.6.1

LCY has a comprehensive training offer available to its employees and is committed to investing in its staff through a wide range of learning and development activities. 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 and included training during 2013 in:

- Aviation Foundation Studies City & Guilds 2000 (Avtech);
- Presentation Skills;
- Setting Performance Targets;
- On-going Coaching;
- Reviewing Performance;
- Equality & Diversity;
- Commercial Awareness;
- Disciplinary and Appeals;
- Managing Conflict;
- Interviewing and Selection;
- Mind Gym workshops covering;
 - a) Stress busters
 - b) Networking
 - c) Courageous Conversations
 - d) Motivation
 - e) Delivering Change
 - f) Giving feedback
- Appraisals & Return to Work; and
- Advanced Excel.

7.6.2

LCY is a specialist business in the Newham and therefore does not necessarily 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.

7.7 2014 Education Programme Updates

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

EDUCATION EXCELLENCE

7.7.1

The LCY Education Excellence Programme delivers projects to all age groups from primary to adult education.

7.7.2

LCY now has a far wider footprint across Newham Schools, and through the development of new programmes and opportunities we engaged with, and offered opportunities to, all Newham schools, and a number of other schools across East London. We have actively worked with all the schools below:

Newham

- Britannia Village Primary School
- Drew Primary School
- Royal Docks Secondary School
- Eastlea Secondary School
- Rokeby Secondary School
- NewVic Sixth Form College
- Newham College of Further Education
- University of East London
- Oasis Silvertown
- Newham Collegiate Sixth Form Centre
- Keir Hardie Primary School
- Hallsville Primary
- Rosetta School
- St Joachim School
- Gallions Primary School
- Ellen Wilkinson School
- Salisbury Primary School
- Ranelagh Primary School
- Cumberland School
- St Angela's and St Bonaventure's School
- Brompton Primary
- Hartley Primary
- Godwin Junior School
- Park Primary School

Greenwich

- Linton Mead Primary School
- Woolwich Polytechnic Secondary School and Sixth Form

Tower Hamlets

- Old Palace Primary School
- Langdon Park Secondary School
- Cubitt Town Junior School

7.7.3

The list below summarises the recent projects delivered in the areas of education and employment including in 2014.

Primary Education

- Your Royal Docks, KS2 Schools pack which has been delivered in 6 schools reaching over 450 children.
- Tours of the Terminal, for reception and Year 6 pupils saw 12 primary and nursery schools visit LCY, which engaged 519 students.
- West Ham Schools Partnership which engaged with 5 Newham schools in 2014, and will work with another 35 in the next 2 years

Secondary Education

- LCY Enterprise Module which is being developed with Oasis Silvertown for years 7 and 8 pupils
- LCY participated in various career awareness initiatives including BOSS days and careers fairs in Newham, Greenwich, Redbridge, Tower Hamlets and Havering. In 2014 LCY engaged with 6500 students.

Further & Higher Education

- Work experience provided to 50 students
- 6 students participating in the LCY University Prize Scheme
- Sponsorship of NewVic 6th Form College (LBN) Annual Awards Ceremony 'Top Language Student'
- Worked with the London School of Business on specialised sessions for students
- Developed an Innovation Workshop which focussed on STEM which was taught exclusively in the Newham Collegiate 6th Form.

7.8 Primary Education

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

PRIMARY SCHOOLS PROGRAMME

7.8.1

The airport is committed to engaging as many local primary schools as possible and to do this in a meaningful way whilst fitting with national curriculum priorities. To take this forward in 2014, the airport, along with the Museum of London Docklands, and an assortment of local teachers, developed the "Your Royal Docks" local history module for KS2 students. The programme was offered to every primary school in Newham. Six schools currently use the pack and others will in 15/16. Additionally, a Your Royal Docks art competition will take place in summer 2015.



7.9 Secondary Education

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

7.9.1

In 2014, LCY started working on developing a number of new resources for local secondary schools which would make the operations of the airport relevant to schools and the national curriculum. In that theme, LCY developed an enterprise module in partnership with Oasis Silvertown for Year 7 pupils, an Aviation Enterprise programme for year 9 students which focuses on the works of the airports Commercial team and a STEM focussed workshop with the Newham Sixth Form collegiate. All programmes will be developed further and extended in 2015.

7.9.2

In 2014, LCY also delivered a session of 'Plane Business' to both Royal Docks School and Woolwich Polytechnics. 20 year 9 students from Rokeby visited LCY for a careers insight visit. Additionally, 50 students from Greenwich and Newham aged 15-16 attended "The Challenge" careers awareness days.

7.9.3

Building Opportunities and Skills Seminars (BOSS Days):

LCY continued to volunteer at BOSS days in 2014. In total, 510 people benefitted from sessions across the following four schools:

- Cumberland
- St Bonaventure's
- St Angela's
- Rokeby

7.9.4

In addition to traditional BOSS days, LCY also offered tailored job preparation courses to a number of other schools and students in the local area. Over 850 local people were engaged by LCY in 2014.

7.10 Work Experience

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

7.10.1

The Work Experience programme at LCY is administered by the Newham Education Business Partnership (NEBP).

7.10.2

In 2014, the programme was reconfigured to offer meaningful 5 day placements in particular departments. 50 students were awarded places and enjoyed experiences in Customer Service, Finance, Facilities Management, Aelia Tax and Duty Free, Health and Safety and the Jet Centre.

7.10.3

27 students came from Newham, 6 were from Tower Hamlets, 9 from Greenwich, 5 from Barking and Dagenham and 3 from Bexley.

7.10.4

Additionally, 10 college students from Greenwich attended a languages in the workplace session at LCY with a further 20 students from Greenwich attending an engineering workshop that was delivered in partnership with British Airways.

7.11 Higher Education

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

UNIVERSITY PRIZE SCHEME (UPS)

7.11.1

The LCY University Prize Scheme (UPS) provides £2,000 per year for three years to students from Newham Tower Hamlets and Greenwich. As mentioned the airport has now completed the five year enrolment under the UPS that was directly funded under the Education and Training Contribution. No enrolment therefore took place in 2014. However, 2014 saw 3 students graduating from the scheme. LCY will continue to fund until graduation, the six students who remain on the programme.

7.12 Benefit in Kind

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

7.12.1

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 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.

7.12.2

In 2014 LCY provided such benefits in kind towards employment initiatives aimed at local people. This included LCY's costs for the work experience programme, the Take Off Into Work programme and other education and training costs.

7.13 Community Communications in 2014

7.13.1

In 2014, the airport continued to communicate with local stakeholders via a bi-monthly e-bulletin and through their @LCYLOCAL twitter handle.

7.14 Community Report

7.14.1

The airport's 2014 Community Report entitled "Delivering for our Community" can be viewed here:
<http://www.londoncityairport.com/aboutandcorporate/csrnews>

8. Surface Access

8.1 Surface Access Performance

8.1.1

The airport is served by public transport with both passengers and staff having access to a range of public transport services for their journey to and from the airport. The DLR, local bus services, black cabs and the local cycling and walking network provide access from a wide catchment area. The local road network, minicabs and chauffeur services (and on-site car parking) provide alternatives to airport users who may not be able to travel by public transport. The DLR continues to be the primary transport mode to and from the airport – used by 61% of passengers in 2014.

8.1.2

Passengers and staff are regularly surveyed to monitor their travel choices. Quarterly passenger satisfaction surveys establish how air passengers travel to and from the airport. Staff surveys are generally completed less due to their intensive nature – the latest data was gathered in 2013¹¹. Current results from both surveys are included in the tables below. Table 8.1 shows that a total of 71% of passengers travelled by public transport in 2014¹². The latest staff survey shows that 48% of staff travel to the airport by DLR, bus, on bike or by foot.

Figure 8.1 – 2014 Passenger Surface Access Statistics

Mode	2013	2014
DLR	59.3%	61%
Black Cab	12.5%	9.5%
Bus	0.5%	0%
Minicab	15.8%	14.3%
Car (driven away)	4.5%	5.5%
Car Other (rental and parked)	3.8%	4%
Chauffeur	1.8%	2%
Transfer	3.8%	3.5%

Figure 8.2 – 2014 Staff Surface Access Statistics (2013)

Mode	2011	2013
DLR	22%	18%
Mini Cab	3%	0%
Car	53%	41%
Bus	10%	19%
Walk	7%	8%
Cycle	2%	3%
M'bike	2%	0%
Other	1%	11%
Total	100%	100%

*Note: 11% of staff indicated that train was their main mode of transport, indicating that they would then travel by DLR or bus for the final leg of their journey

8.2 Surface Access Strategy

[6th Schedule / Part 1 / (1) – Page 53]

8.2.1

In 2005 the airport published a Surface Access Strategy that established high level priorities regarding passenger and staff access to the airport. The 2011 Travel Plan updated this and provided a greater level of detail around the airport's surface access programme. This document combined strategic priorities and actions for delivery for the period 2011-2013 and defined actions covering both passenger and staff travel choices.

8.2.2

In 2013, a draft Airport Surface Access Strategy (ASAS) "Connecting the Airport" was developed in consultation with key stakeholders. This draft document established new 10 year strategic priorities aligned with the airport's forecast growth through the proposed City Airport Development Programme (CADP) planning proposals, and established an improved delivery mechanism for surface access issues. A copy of the Draft ASAS can be found on the airport's Consultative Committee website: <http://www.lcacc.org/access/index.html#ASAS>.

8.2.3

The Airport Transport Forum (ATF) remains the airport's primary mechanism for the development and delivery of the ASAS and its associated travel action plans. The group met in December 2014 to discuss key transport issues affecting the local area. An enhanced ATF structure was discussed for 2015 that would ensure alignment across the Forum's efforts and the ASAS (and supporting Travel Action Plans). This included the opportunity for the Forum to meet more frequently throughout the year when the

¹¹ Please note that a staff survey will be undertaken in conjunction with the publication of the Airport Surface Access Strategy (ASAS) as this will provide a baseline figure to monitor the performance of the ASAS.

¹² black cabs traditionally classed as a form of public transport at LCY

need dictated, and to facilitate a series of working groups that address specific issues. The Terms of Reference for the ATF can be found on the airport's Consultative Committee website: <http://www.lcacc.org/atf/index.html>

8.2.4

The priorities established within the draft ASAS will be delivered in 2015 through interim Passenger and Staff Travel Action Plans (TAPs). Through the TAPs the airport will establish a series of actions for delivery over a one year period to encourage passengers and staff to travel sustainably, performance of which will be monitored through the ATF. Draft TAPs have been developed and discussed with both LBN, TfL and other relevant stakeholders represented at the ATF.

8.3 Travel Plan Progress 2014

[6th Schedule / Part 1 / (1) – Page 53]

8.3.1

The draft Passenger Travel Action Plan was prepared in 2014. With the new Travel Action Plans still in draft format the focus in 2014 was on maintaining delivery of the 2011 Travel Plan and delivering against the 2014 actions contained within the draft Your City Commuter Staff Travel Plan that was prepared in 2013 and submitted to LBN as part of the 2013 APR. In doing so the airport has ensured that existing commitments have been met alongside the current commitments that were identified by stakeholders as important. The 2011 Travel Plan can be found via the following link: <http://www.londoncityairport.com/visitingtheairport/GettingHere>

8.3.2

In 2014 progress was made against actions contained within both documents - a detailed overview of performance is provided at Appendix 16, and summarised below:

8.3.3

Public transport choices for airport passengers have been provided on the airport's website. Information about the services available was included alongside where to find additional information. Within the terminal building transport information is provided to passengers at the airport's information desk, and on the airport's forecourt and DLR station.

8.3.4

The airport maintains a number of initiatives to encourage airport staff to choose public transport or other sustainable modes such as walking or cycling for their journey to and from work. Building on the successful staff travel focus groups a regular slot was secured at the airport's Staff Committee to engage directly with

employees on a range of issues. Topics included the identification of suitable locations for additional cycle storage and the development of a new travel information resource for airport employees. Other developments within the year included the improvement of the staff interest-free season ticket loan scheme, and completion of reviews of shower facilities available for cyclists and of the value of installing carshare bays to encourage staff to travel together.

8.3.5

Cycling continued to be promoted throughout 2014. With the Tour de France routing close to the airport, and LCY's main charity initiative being a fundraising cycle ride to Rotterdam, cycling was heavily promoted across the airport. On top of this the opportunity to install additional cycle storage facilities has been explored as part of TfL's workplace scheme. As mentioned above, the airport's Staff Committee has identified a number of locations that will be explored further in 2015.

8.3.6

Throughout the year a number of external stakeholders have been engaged on surface access issues. This included sessions with organisations such as TfL and the London Borough of Newham to ensure all parties are kept informed of relevant developments. Elsewhere, meetings with surface transport teams from Heathrow, Gatwick, Stansted, Luton and Bristol airports were arranged to discuss and identify common issues, share best practice and ensure that LCY's approach to surface access was focusing on the right areas. This process highlighted a number of initiatives that will be explored further in 2015.

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 two complaints 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 95 complaints regarding LCY's operation were received during 2014. In addition, 33 environmental enquiries relating to LCY were received during 2014. Of these 5 complaints/enquires regarding matters unrelated to LCY operations were received during the same period.

9.1.4

Of the 95 LCY complaints received:

- 90 detailed aircraft noise, 43 of these were from one particular individual;
- 2 were related to flight paths;
- 1 was related to low flying aircraft; and
- 2 were related to other factors such as TV interference and odour.

9.1.5

A summary of environmental complaints and enquiries for the 2014 calendar year is provided in Figures 9.1 and 9.2 below. The amount of complaints in 2014 is comparable to the amount received in 2013. The amount of enquires did rise however but this was largely due to ongoing public consultations during LBN's assessment of the CADP proposals and the LCY consultation with respect to the London Airspace Management Plan (LAMP).¹³

9.1.6

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. Further details of environmental complaints received can be found on the LCY Consultative Committee (LCACC) website (<http://www.lcacc.org>).

¹³ For more information on LAMP:

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

Figure 9.1 – Summary of 2014 Environmental Complaints

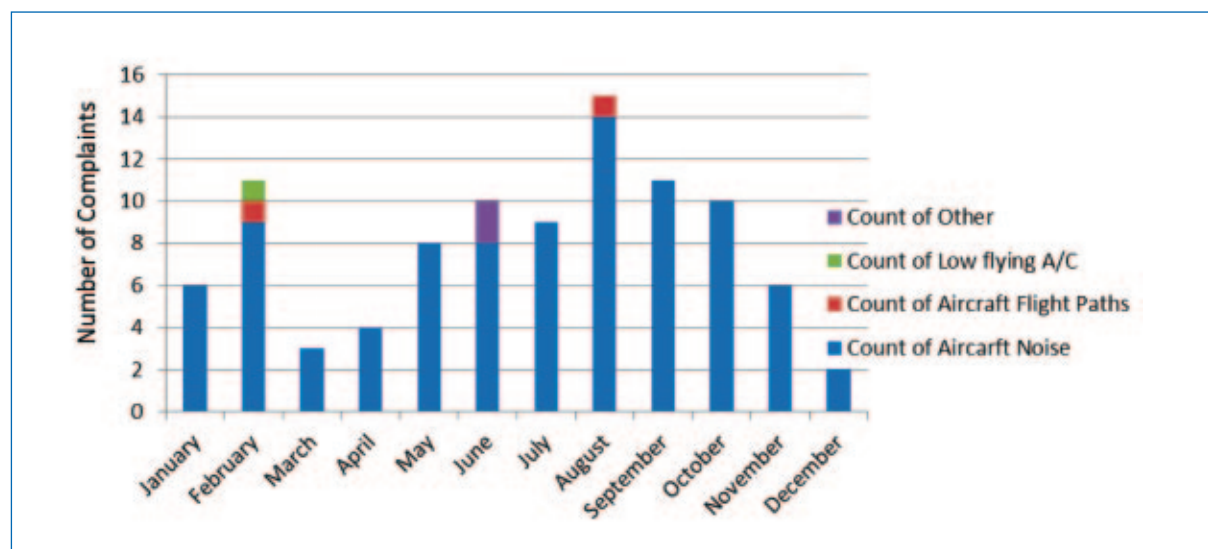
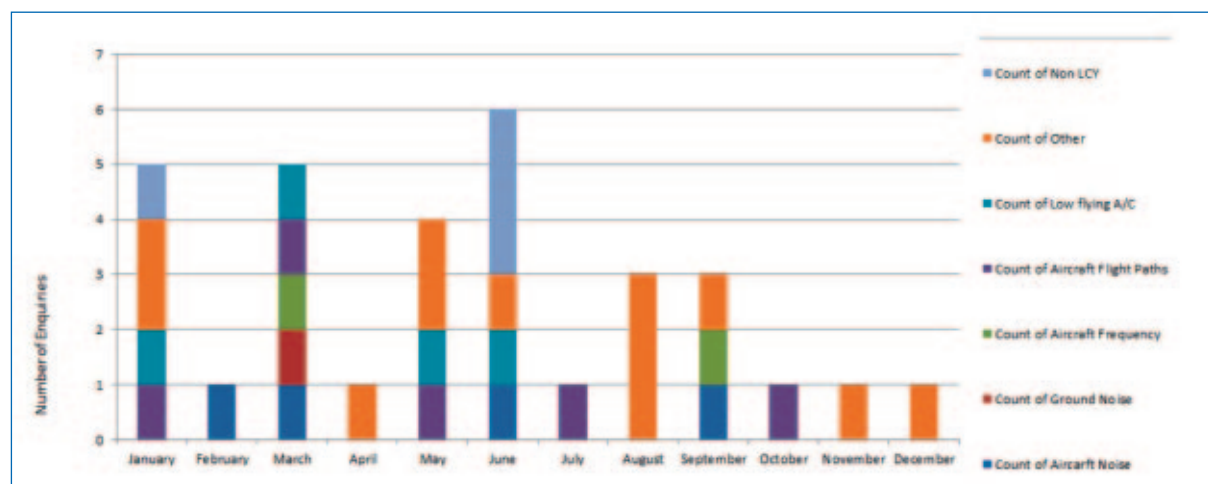


Figure 9.2 – Summary of 2014 Environmental Enquiries



10 Financial Contributions

10.1.1

LCY has a number of obligations over the life of the Planning Agreement requiring financial contributions to LBN, the DLR and other local/educational initiatives.

10.1.2

The following contributions, which totalled £107,939.08 were made to LBN during the 2014 calendar year:

- Annual Monitoring Payment – £64,369.54 on 1 July 2014 [6th Schedule / Part 6 / 2 – Page 58]
- Education and Training Contribution – £3,050.54 paid on 1 July 2014 (final and balancing payment) [6th Schedule / Part 2 / 3 – Page 56]
- Parking Contribution – £40,522.15 paid on 1 July 2014 [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

No incidents of damage arising from wake turbulence were reported to LCY in 2014.

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. A number of technical meetings have since been held through 2014 between LCY and Officers at LBN, to discuss and agree in principle the detailed drafting of the VCS. The final draft VCS was submitted to LBN for approval on 07 January 2015 and is being considered by LBN Officers.





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