

# LONDON CITY AIRPORT 2017 ANNUAL PERFORMANCE REPORT

(COMPLIANCE WITH PLANNING PERMISSION)

01 June 2018

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London City Airport  
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## CHIEF EXECUTIVE'S FOREWORD

Welcome to the London City Airport (LCY) Annual Performance Report. I'm Robert Sinclair, London City Airport's new CEO. I joined in October 2017, in time for the Airport's 30th anniversary and at a very exciting stage of its evolution, as we start work on the £480 million City Airport Development Programme (CADP), which will deliver additional capacity and new world-class facilities.

London City Airport has an amazing opportunity ahead of it, building on strong foundations, to make it absolutely the best airport in London and one that has a meaningful coexistence with its local neighbours and communities.

Our growth comes with a responsibility to be a good neighbour to our local residents, to maintain a positive culture of corporate governance and to build and operate the Airport in accordance with the CADP permission. This report provides a review of the Airport's planning compliance during 2017. The permission includes requirements and mitigation measures across all aspects of the Airport including operations; construction; environment; employment; and surface access, as well as initiatives to share the benefits of growth in the local community.

As we look at the year in review, there are many achievements to reflect on. Over 4.5m passengers used the Airport on 80,299 aircraft movements – flat growth compared to 2016 – but nonetheless the second year in a row with over 4.5m passengers, in a challenging economic environment. We are already seeing that passenger growth resuming in 2018 and we expect this to continue next year.



*Robert Sinclair, CEO. Photo courtesy Matt Grayson*

2017 was also a year of awards and recognition. London City Airport was named 'Airport of the Year' by the European Regional Airline Association and at the London Transport Awards. We also achieved industry-leading operations, with the Airport measuring the best On Time Performance in 2017 for any UK airport according to official Civil Aviation Authority (CAA) data - achieving 81.6%.

Looking to the next four years, we are transforming the Airport to improve the passenger experience, and create an airport for the future that serves everyone. Construction began on CADP in October 2017 and plans include a new parallel taxiway to maximise

runway efficiency, eight new aircraft stands, and a completely reconfigured passenger terminal with more space and passenger facilities.

Once completed, the Airport will be a substantially different gateway for London, but it will still retain its relatively modest size and speedy passenger throughput, accommodating a further 2m passengers per year and up to 111,000 flights annually. CADP will create 1,600 airport jobs, together with 500 construction jobs, with targets to secure 70% of new jobs at the Airport for local residents and 40% for Newham residents. We will also ensure local businesses are in the front seat to benefit from our growth, with events like the Royal Docks Meet the Buyer which took place in April 2018 to connect over 150 small businesses with buyers involved in the project.

Day-to-day the Airport continues to work closely with schools, invest in communities, and create pathways to employment, with a strong commitment to being a local recruiter.

In 2017, the total number of staff employed onsite at the Airport increased 1% to 2,203 employees, with 31% of new staff from Newham and 67% from the wider local area. LCY engaged with over 2,000 local students via employment activity, including jobs fairs, work experience and curated programmes with local partners, and visits organised for 110 East London schools enabled c.4,500 young people to come to the Airport and learn about its operations and future careers. The 'STEM in Aviation Day' at ExCeL London in November, attended by 210 secondary students from six East London boroughs, brought together industry volunteers from the Airport, NATS, Bechtel and Accenture to show pupils the breadth of opportunity within the STEM sector.

Recognising the importance of upskilling the community, the award-winning Take Off Into Work employment scheme helped 68 local residents gain airport roles in 2017 in departments such as Security, Customer Services, Ramp Services and Retail.

Charitable work continues, with support for nearby Richard House Children's Hospice through fundraising activities, including a charity bike ride to Amsterdam, totalling over £36,000. Our staff also participated in volunteering activities across eight East London boroughs, investing over 430 hours of their time with local good causes. A new 30th Anniversary Community Sponsorship Fund also distributed £30,000 of grants to 15 different local charities and organisations near the Airport.

The Airport continues to work hard in order to minimise the environmental impacts of its operations. All aircraft operated within the permissible noise limits in 2017, and a new Aircraft Noise Categorisation Scheme (ANCS) is currently being trialled ahead of replacing the current system early next year. This is bolstered with a new Incentives and Penalties Scheme, which actively rewards and financially penalises performance by aircraft. This scheme will also fund a new £75,000 Community Fund to sponsor local projects.

The Sound Insulation Scheme protects eligible local residents from aircraft noise and we will seek to further improve take-up rates and delivery by working collaboratively with the Local Authorities throughout 2018. Real progress was made in 2017 on certifying quieter aircraft, with SWISS becoming the first airline to operate the Bombardier C Series - a cutting edge aeroplane which is part of a new generation of quieter, more fuel efficient aircraft.

In terms of surface access, London City continues to have the highest level of passenger public transport usage of any UK airport at 68%. A new Airport Surface Access Strategy for 2018-2025, published in December 2017, stretches this target further to achieve 75% public transport use by passengers and reduce staff single occupancy car use.

Through the work of the Environment team, LCY was accredited to ISO14001 for its Environmental Management System, and developed action plans for noise, air quality, sustainability and biodiversity which are available to view on the Airport's new website. By introducing new dry mixed



*CADP looking north east*

recycling bins in the Airport's terminal and incentives to third parties, we achieved a 57% recycling rate for the year with the other 43% being converted into electricity and 0% sent to landfill. On the airfield, the Airport is in the process of ensuring all airside vehicles are compliant with the London Low Emissions Zone requirements.

From a commercial perspective, the Airport continues to deepen its strategic relationships with key airlines, encouraging growth and increased leisure routes. The Airport's route network has started to evolve with flag carriers TAP Air Portugal and KLM joining in 2017, and new leisure destinations including Skiathos, Prague, Reykjavik, and Lisbon (and Porto in March 2018) bringing the total to 44 destinations overall. For the first time ever, in Q3 of 2017, the proportion of leisure passengers exceeded business passengers, though overall for the year, business passengers accounted for 56% of travellers vs 44% for leisure.

There was also strong growth on existing routes such as Milan Linate (37% year-on-year increase in passengers) and a 16% year-on-year increase in passengers on the

Amsterdam route, becoming the Airport's most popular 2017 route with 595,000 annual passengers.

London City Airport has huge opportunities ahead and as we go on this journey we are keen to share our progress, successes and improvements. We also want to be a good neighbour, and to work closely with our local community to improve the environment around us and to support local residents and businesses. I hope you'll find this report a useful resource to understand the considerable measures and efforts we collectively take to be a safe, committed and responsible business in the London Borough of Newham.

Robert Sinclair  
Chief Executive Officer

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## 1.1 Relevant Planning Permissions

- 1.1.1 In 2009 the London Borough of Newham, (LBN), granted London City Airport (LCY) planning permission (ref: 07/01510/VAR) for an increase in the total number of permitted aircraft movements to 120,000 per annum. As a requirement of the 2009 Permission, LCY is required to prepare and publish an Annual Performance Report of its planning compliance record. The last published APR (in June 2016) reported an overall excellent level of compliance and LBN noted just three minor (low level of harm) non-compliance issues with agreed courses of action to resolve any outstanding matters. This position was reported by LBN officers to the LBN Strategic Development in October 2017.
- 1.1.2 In July 2016, the Secretaries of State for Communities and Local Government and Transport granted LCY planning permission (ref: 13/01228FUL) for the City Airport Development Programme (CADP1) following an appeal and public inquiry held in March/April 2016. Once constructed CADP1 will deliver urgently needed new infrastructure at the Airport including eight new aircraft parking stands, a new parallel taxiway and extended modernised terminal and pier buildings.
- 1.1.3 CADP1 construction commenced on 25 October 2017, triggering the terms of the CADP1 permission and associated S106 Agreement (dated April 2016). These comprise some 97 planning conditions and around 100 S106 obligations covering issues such as operational and capacity constraints; construction; environment; employment; surface access and a programme of regular planning compliance reporting. All necessary pre-commencement approvals were received from LBN prior to construction commencing. LBN confirmed in writing on 26 October 2017 that the Airport fully satisfied all CADP1 pre-commencement obligations prior to commencing construction.
- 1.1.4 The CADP1 permission and S106 Agreement supersede the previous 2009 permission and it's S106 Planning Agreement in all respects except for the following. In relation to the 2009 S106 Sound Insulation Scheme, works previously offered to properties must still be completed and noise monitoring arrangements must also remain in place until the new noise monitoring regime under the CADP1 permission comes into force<sup>1</sup>.
- 1.1.5 In much the same way as the superseded 2009 permission did, the CADP1 permission requires the submission of an Annual Performance Report (APR) to LBN setting out how the Airport complied with planning controls and delivered against agreed targets in the preceding calendar year. The APR is required to be submitted to LBN by 1 June and



published on the LCY and London City Airport Consultative Committee (LCACC) website by 30 June.

1.1.6 This APR reports on the planning compliance/performance against both the 2009 permission (in force between January to 24 October 2017 and the CADP1 permission which came into force on 25 October 2017.

## 1.2 2017 Annual Performance Report

1.2.1 The 2017 APR reports that there has been an excellent level of planning compliance achieved:

- the small number of minor non-compliance issues reported in the 2016 APR have been fully resolved;
- there are no outstanding issues of non-compliance with the previous 2009 permission; and

- there were no issues of non-compliance with the CADP1 permission in 2017.

1.2.2 As agreed with LBN, this APR focusses on reporting key compliance headlines across four themes:

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

1.2.3 For clarity, and given the transition from the 2009 permission to the CADP1 permission in October 2017, it has been agreed with LBN that this APR will report the most appropriate full dataset for the full 2017 calendar year rather than distinguishing between two separate incomplete datasets. Where relevant, differences between the requirements of the CADP1 permission and the 2009 permission are clearly identified in the report.

1.2.4 On 12 June 2018, LBN wrote to the Airport to confirm compliance with the requirements of the CADP1 permission to submit the 2017 APR by 01 June 2018. A copy of this letter is provided at Annex 14.

*1 The saved provisions from the 2009 Agreement are set out at Clause 10 of the new CADP1 S106 Planning Agreement and include the SIS Neighbouring Authority Agreement with the Royal Borough of Greenwich*





## 2.1 2017 Headlines

- 2.1.1 Aircraft Noise - All aircraft operated within the permissible Category A upper noise limits in 2017, including the E190 having operated in 2016 fractionally above the Category A upper noise limit of 94.5 PNdB (by 0.1 dB). The Airport continues to work closely with its airlines and aircraft manufacturers to achieve compliance with the annual average noise limit in 2018 (see section 2.2 below).
- 2.1.2 New CS100 Aircraft – On 04 June 2017, the Airport reached a significant milestone by introducing the next generation of quieter, more fuel efficient aircraft into operation. The airline SWISS began the operation of the CS100 aircraft on the Zurich route which replaced the RJ100 aircraft in accordance with the requirements of Condition 18 of the CADP1 permission (see section 2.2.4 below).
- 2.1.3 Aircraft Noise Categorisation Scheme (ANCS) – The ANCS was approved by LBN in December 2017 and introduced by the Airport in January 2018. Once it has run alongside the existing noise controls for 12 months and following review and approval by LBN, it will introduce a new method of noise management that uses manufacturers' independently assessed noise certification data to categorise each aircraft. The ANCS will mirror the approach adopted by other UK airports to control noise at night. As London City does not operate night flights, it will become the first UK airport to adopt this method for daytime flights. No noisier aircraft than currently operate at the Airport will be allowed to do so in the future under the ANCS (see section 2.3 below).
- 2.1.4 Incentives and Penalties Scheme (IPS) - The ANCS is supplemented by a new approved IPS that works by rewarding improved performance and penalising poor performance by aircraft. The IPS was introduced in August 2017 and following a 12 month trial period will introduce financial penalties in August 2018 as well as the introduction of an annual Community Projects Fund of £75,000 to be spent in the local area (see section 2.5 below).
- 2.1.5 Air Quality - There were no exceedances of the annual mean objective for PM10 or nitrogen dioxide (40 µg/m<sup>3</sup>) at the Airport in 2017. The annual mean PM10 concentration was 19.2 µg/m<sup>3</sup>, well below the objective value of 40 µg/m<sup>3</sup>. There were just five recorded exceedances of the PM10 24-hour mean objective of 50 µg/m<sup>3</sup> (there are 35 exceedances allowed in a calendar year). There were no 24-hour mean concentrations within the 'High' or 'Very High' pollution bands (see section 2.8 below).
- 2.1.6 Sound Insulation Scheme (SIS) Performance - Work continued in 2017 on completing the remaining properties offered Sound Insulation Scheme (SIS) works under the 2009 permission. The completion rates as of the end of 2017 remained static with 2016 at 33% overall. The Airport has revised its delivery approach to target increased and more rapid delivery and is keeping LBN advised of progress. Furthermore the Airport, in collaboration with LBN, will commence work to review how the SIS can be improved in terms of efficiency of delivery.
- 2.1.7 Installation of the Construction Sound Insulation Scheme (CSIS) began in November 2017 to protect nearby local residents from the noisier CADP1 construction works. 169 of 396 eligible properties have accepted works as of 01 June 2018 and the Airport continues to use reasonable endeavours to try and increase take up and delivery as well as installations prior to properties being exposed to elevated noise levels, subject to the necessary approvals and access being given (a detailed report against the relevant compliance criteria for both the SIS and CSIS for 2017 is included in sections 2.11 & 2.12 below).
- 2.1.8 Environmental Management System – the Airport continues to be recognised for its commitment to managing the way it interacts with the local environment, being accredited to the internationally recognised ISO14001 standard for its Environmental Management System and renewing Stage 3 'optimisation' status as part of the Airport Carbon Accreditation (ACA) programme in May 2017.

## 2.2 Annual Aircraft Categorisation & Operations

*[Condition 31; Condition 33; S106 Schedule 8]<sup>2</sup>*

- 2.2.1 During 2017 the Airport handled 80,299 movements all of which complied with the requirements of the planning permissions which set out permissible movement numbers and times. Annex 2 (section 11.0) outlines the numbers and types of aircraft using the Airport during the 2017 calendar year.
- 2.2.2 Condition 7 of the 2009 Permission previously required all aircraft operating at the Airport to operate within five departure noise categories, ranging from Category E (Noise reference level less than 82.6 PNdB) to Category A (noise reference level 91.6 to 94.5 PNdB). This scheme remains in place under the CADP1 permission (Condition 18 (e)) until the new Aircraft Noise Categorisation Scheme (ANCS) comes into force as explained further below. All aircraft complied with the limits in 2017.
- 2.2.3 Following a review of annual categorisation in 2016, it was found that the average noise levels for the E190 aircraft were fractionally above the upper limit for Category A (94.5 PNdB) by 0.1 PNdB. Whilst this fractional non-compliance was imperceptible to the human ear and had no impact on local residents, the Airport worked closely with the airlines and LBN to successfully bring the E190 back into category in 2017. During 2017 the E190 averaged 94.5 PNdB.
- 2.2.4 The Airport continues to provide monthly updates on the E190 noise performance to LBN to ensure continued operation within the permitted annual average noise levels. Actions in hand to maintain compliance in 2018 include:
- Monthly meetings with the main airline operators to discuss and encourage improved performance;
  - Sharing of best practice between airline operators twice yearly at the Pilot Forums;
  - Sharing of the noise data monthly with LBN;
  - Sharing of the noise data at least monthly with the airline operators; and
  - Liaising with any airline operator that exceeds 94.5 PNdB regularly to explore possible solutions to bring the noise levels down.
- 2.2.5 SWISS ceased operation of the RJ100 at the Airport in 2017. Successful flight trials for the CS100 were carried out at the Airport in March 2017 to replace the RJ100, and provisional categorisation was awarded by LBN. This resulted in the CS100 commencing operations at the Airport in June 2017. Since

introduced the aircraft has operated at an average noise level of 88.35 PNdB, significantly quieter than the RJ100 it replaced.

- 2.2.6 Provisional categorisation of four new aircraft was granted in 2017, including the Bombardier CS100, Cessna 680A Citation Latitude, Dassault Falcon FA8X and the Embraer Legacy 450. The Airport is seeking confirmation of category A of all of these with the exception of the Embraer Legacy 450 where further data is required. The Airport is also seeking confirmation of category A for the Gulfstream G280 which was provisionally categorised in December 2016. A letter has been sent separately to LBN requesting confirmation of category. The Bombardier Global 600 and Embraer Phenom 300 aircraft both had their provisional categorisation confirmed in 2017.
- 2.2.7 Full details on the annual categorisation review are provided in Annex 3.

## 2.3 Aircraft Noise Categorisation Scheme (ANCS)

*[Condition 18; 19]*

- 2.3.1 Details of the new Aircraft Noise Categorisation Scheme (ANCS) were approved by LBN in under the 2009 Planning Permission (4th Schedule/Part 13) and under CADP1 Condition 18 on 09 December 2017 following a period of public consultation between 02 June and 14 July 2017.
- 2.3.2 Prior Notice of the ANCS commencing was given to interested parties including airlines, and adverts were placed in local newspapers in the London Borough of Newham; London Borough of Tower Hamlets and Royal Borough of Greenwich in January 2018.
- 2.3.3 The ANCS began to operate alongside the existing noise categorisation scheme from the end of January 2018 and will do so for a period of 12 months. Following this 12 month period, the Airport will submit a review of the ANCS to LBN in January 2019. Consultation with both LBN and the Greater London Authority (GLA) on the review will commence at the end of August 2018 to allow sufficient analysis of how the ANCS is performing ahead of submitting the review in January 2019.
- 2.3.4 Subject to the review being approved, the ANCS will come into force and supersede the existing noise categorisation scheme in accordance with the requirements of CADP1 Condition 18 (e).
- 2.3.5 The ANCS will introduce a new method of noise management that uses manufacturers' independently assessed noise certification data to categorise each aircraft. This will mirror the approach adopted by other UK airports to control noise

<sup>2</sup> The reference relates to the relevant condition(s) or S106 requirement(s) of the CADP1 permission. This referencing approach has been followed throughout the APR.



at night. As London City does not operate night flights, it will become the first UK airport to adopt this method for daytime flights. No noisier aircraft than currently operate at the Airport will be allowed to do so in the future under the ANCS.

- 2.3.6 The ANCS requires a quota count to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each aircraft type, with a quota budget set at 22,000 per calendar year and 742.5 in any one week. LCY's estimated quota count during 2017 was 15,919. A full report on the first 12 months of operation will be provided in the 2018 APR.

## 2.4 Noise Management and Mitigation Scheme (NOMMS)

*[Condition 31]*

- 2.4.1 The NOMMS was approved under the 2009 Planning Permission (4th Schedule/Part 7/5 & Part 10/1) and under CADP1 Condition 31 in May 2017, replacing the Noise Management Scheme dated December 2009 that was previously in effect. The NOMMS came into force on 18 August 2017 and includes:

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

- 2.4.2 The full report on the operation of NOMMS is in Annex 2.

## 2.5 Incentives and Penalties Scheme

*[Condition 31]*

- 2.5.1 A new Incentives and Penalties Scheme (IPS) is included as part of NOMMS that became operational on 18 August 2017.

- 2.5.2 In summary, the IPS includes:

- i) The introduction of incentives to encourage airlines to operate aircraft more quietly, rewarding those airlines with credits towards partnering the Airport to deliver the Community Projects Fund of £75,000 each year; and
- ii) The introduction of a fixed financial penalty of £600 (per decibel) for infringement of an upper noise limit to penalise airlines producing departure noise above the expected range for an aircraft. All financial penalties will be added to the Community Projects Fund each year.

- 2.5.3 The Community Projects Fund of £75,000 will be used to deliver projects in the local community and will be delivered in partnership with the most improved airline and sponsor up to three projects each year. The fund will go live from August 2018 when financial penalties will also start to be charged.

- 2.5.4 It has been agreed with LBN that no financial penalties will be charged until August 2018 in order to review the scheme (and noise limits) to ensure it is operating as intended. A first review of the IPS was carried out in consultation with LBN in February 2018 and revisions proposed subject to agreement by LBN. A second review is due in August 2018 to set the limits correctly ahead of charging financial penalties.

- 2.5.5 A summary of the performance of the IPS since implementation is provided in Annex 2.

## 2.6 Ground Noise

[Condition 31; 44; 48; 51 & 52]

- 2.6.1 The ground running of aircraft engines is required for testing and maintenance purposes. There were no exceedances of the ground running noise limit for the 2017 calendar year. Details are included in the report on the operation of the NOMMS at Annex 2.
- 2.6.2 The ground engine running strategy approved by LBN under CADP1 Condition 48 seeks to provide annual summaries by airline and aircraft for Engine Run of Stand time (ERS); Taxi Time for Departures (TTD); Taxi Time for Arrivals (TTA); and Hold Time (HT).
- 2.6.3 Having consulted with NATS who operate the system to record the above data, Hold Time is typically recorded at airports where remote holds are available for aircraft delayed on departure. The Airport does not operate remote holds due to space constraints and therefore HT data cannot be recorded at the Airport.
- 2.6.4 A summary of TTA; TTD; and ERS for 2017 is included at Annex 2, (section 5.2). The TTD and ERS data covers the period between January to August 2017 only due to a system upgrade by NATS in August 2017 which caused an error recording this data until it was rectified in February 2018. All three have been recorded since the system error was rectified in February 2018 and an alert has been set up on the system to flag if the system stops collecting data at any time in the future so that it can be rectified as soon as practicable.

- 2.6.5 Ground engine running summaries will also be provided quarterly to LBN in 2018 with TTA; TTD and ERS included from March 2018.

## 2.7 CADP1 Construction Noise

[Condition 88]

- 2.7.1 Since the commencement of the CADP1 construction in October 2017, the Airport has deployed 4 construction noise monitoring meters at the southern site boundary with trigger alerts set up to ensure construction noise levels are controlled to specified levels, and that timely action is taken to control noise levels during the day and night time. A further 6 noise meters will be installed between designated work sites when construction activities progress through 2018, all as approved in the Construction Noise and Vibration Management and Mitigation Strategy (CNVMMS: part of Condition 88).
- 2.7.2 The Airport is monitoring performance closely with LBN and has since identified some improvements to the system to ensure that it captures the most effective data to monitor construction noise. As a result it has been agreed with LBN to work to individual worksite (proxy) limits in specific construction locations rather than relying on boundary monitors only. The improvements are subject to ongoing review with LBN with any future improvements to be agreed with LBN prior to implementation.
- 2.7.3 In September 2017, the Airport obtained Section 61 consent under the Control of Pollution Act to discharge Condition 85 (Reference LCA/CADP1/MP/Sec61001) from LBN to ensure



construction works are carried out in accordance with Best Practical Means (BPM) and appropriate noise mitigation measures are used.

- 2.7.4 The Airport has provided LBN with access to a real time web-based noise monitoring system which includes a traffic light alert system and historic performance data relative to the agreed construction noise thresholds.
- 2.7.5 Weekly and monthly noise and vibration reports are issued to LBN with no elevated noise levels identified above the threshold criteria since starting construction of CADP1 (as of 01 June 2018).
- 2.7.6 In addition to the boundary monitoring, attended monitoring is undertaken regularly to verify that the continuous boundary monitoring was adequately reflecting the impact of noise on the surroundings.
- 2.7.7 Due to an improved demolition methodology, effective point-source noise mitigation measures deployed by the Airport (in agreement with LBN) and the mitigating effects of an installed temporary noise barrier, the Dolphin Demolition works did not trigger the need to provide construction sound insulation to nearby eligible properties. The Airport received no noise complaints or enquiries related to the demolition works from local residents.
- 2.7.8 Ahead of commencing the noisier night time construction works the Airport has offered works to the eligible properties under the Construction Sound Insulation Scheme (CSIS) and is actively seeking approvals and access to make the installations. LCY is working in partnership with LBN, as the owner of over 80% of the eligible properties, to encourage further take up of the scheme. A detailed update on progress is included at section 2.12 below.

## 2.8 Air Quality

*[Condition 57; 58]*

- 2.8.1 The Airport's air quality monitoring regime includes the operation of two automatic stations located on the roof of its 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.
- 2.8.2 Quarterly air quality data has been reported to the London City Airport Consultative Committee (LCACC) and posted on the LCACC website (<http://www.lcacc.org>) throughout 2017.

This data, together with other results for the full 2017 calendar year, are summarised in the Air Quality Measurement Programme: Annual Air Quality Report 2017 which is included at Annex 6 to this report.

- 2.8.3 During 2017 there were no recorded exceedances of the annual mean objective for nitrogen dioxide (40 µg/m<sup>3</sup>) at either monitoring site at the Airport. Similarly, there were no exceedances of the nitrogen dioxide 1-hour mean objective value (200 µg/m<sup>3</sup>) and all of the 1-hour mean concentrations fell into the "Low" pollution band.
- 2.8.4 The annual mean PM10 concentration was 19.2 µg/m<sup>3</sup>, below the objective value of 40 µg/m<sup>3</sup>. There were five recorded exceedances of the 24-hour mean objective (50 µg/m<sup>3</sup>) compared with the 35 exceedances allowed in a calendar year. The majority of these 24-hour mean exceedances were classified as "Low" (98.6%), with concentrations classified as "Moderate" for the remaining 1.4% of the time. There were no 24-hour mean concentrations within the 'High' or 'Very High' pollution bands.
- 2.8.5 A new Air Quality Monitoring Strategy (CADP1 Condition 57) and new Air Quality Management Strategy (CADP1 Condition 58) for the Airport were approved by LBN in May 2017 and became operational in October 2017. Both strategies supersede the previous Air Quality Action Plan 2016-2018.
- 2.8.6 Although the new strategies were only triggered towards the end of 2017, a progress update against the initial targets is included at Annex 7. To provide a complete picture of the 2017 calendar year, Annex 7 also includes a final statement of progress on the now superseded 2016-2018 action plan. A new PM2.5 monitor will be installed within the Airport boundary by December 2018 and random emissions testing on vehicles will be undertaken, with all collected results reported in the 2018 APR.

## 2.9 CADP1 Sound Insulation Scheme and Purchase Scheme

*[CADP1 S106 Schedule 9 & Annexures 2, 7 and 12]*

- 2.9.1 Under the CADP1 permission, the Airport now operates an improved 3 tier Sound Insulation Scheme (SIS) offering sound insulation treatment to eligible residential properties within the 57 dB LAeq,16h (Tier 1) and 66 dB LAeq,16h (Tier 2) and a 63 dB LAeq,16h (Tier 3: Intermediate) noise contours. The Tier 1 lower threshold for eligibility remains the lowest daytime threshold in the UK. The eligibility contours are reviewed on an annual basis and the potentially newly eligible properties under the CADP1 3 tier SIS are included within this APR. The improved 3 tier scheme comprises:

- 2.9.2 Tier 1: has been improved by ensuring any existing single glazed properties that are eligible under the scheme will be offered 100% of the cost for replacement standard thermal glazed windows or secondary glazing, whichever is preferred;
- 2.9.3 Tier 2: offers improved secondary glazing or a 100% contribution towards high performance double glazing, together with acoustic ventilation. Second Tier properties that are exposed to higher levels of noise will be treated as a priority in the new scheme; and
- 2.9.4 Tier 3 (intermediate): the new intermediate tier for those residential properties that are already or become exposed to air noise at a level of 63 dB LAeq,16h. These properties are offered secondary glazing and acoustic ventilation or, alternatively, a contribution of £3,000 towards high performance acoustic double glazing and acoustic vents.
- 2.9.5 Under the scheme, residents who prefer the high performance double glazing option may choose to treat only one or two rooms, such as those most affected by aircraft noise, as opposed to all rooms, to remain within the £3,000 budget available or they may use the £3,000 as a contribution towards more extensive works.
- 2.9.6 First Tier Works: Residential premises and Public Buildings that are newly eligible for First Tier Works under the 2017 APR are listed in Appendix 8 of Annex 2 in this APR (together with the eligibility boundary). In summary there are provisionally 1,355 new residential premises potentially eligible for First Tier Works. This figure is subject to refinement and discussion with the Councils<sup>3</sup> within which the properties are located. The number of properties actually eligible is likely to significantly reduce to around 850 given that many will already meet the required acoustic standards under the terms of their individual planning permissions. There are 4 potentially eligible Public Buildings. The procedures involved implementing the works are explained further in the CADP1 S106, Annexure 2.
- 2.9.7 Second Tier Works: Residential premises and Public Buildings that are newly eligible for Second Tier Works under the 2017 APR are listed in Appendix 8 of Annex 2 in this APR (together with the eligibility boundary). In summary there are a total of 48 new residential premises potentially eligible for Second Tier Works. There is 1 potentially eligible Public Building. The procedures involved implementing the works are explained further in the Planning Agreement, Annexure 7.
- 2.9.8 Intermediate Tier (3) Works: Residential premises and Public Buildings that are newly eligible for Intermediate Tier Works under the 2017 APR are listed in Appendix 8 of Annex 2 in this APR (together with the eligibility boundary). In summary there are provisionally 1,128 new residential premises potentially eligible for Intermediate Tier Works. This figure is subject to refinement and discussion with the Council's<sup>4</sup> within which the properties are located. The number of properties actually eligible is also likely to significantly reduce to around 500 given that many properties will already meet the required acoustic standards under the terms of their individual planning permissions. There are 11 potentially eligible Public Buildings. The procedures involved implementing the works are explained further in the CADP1 S106 Annexure 12.
- 2.9.9 One property is eligible for re-inspection in 2018, (90 Sheldrake Close).
- 2.9.10 The following Noise Contours are presented in Annex 2 (Appendix 10) of this report:
- Actual 54 dB (2017 actual contour)
  - Actual 57 dB (2017 actual contour)
  - Actual 63 dB (2017 actual contour)
  - Actual 66 dB (2017 actual contour)
  - Actual 69 dB (2017 actual contour)
  - Predicted Reduced 57 dB (2018 best estimate forecast contour)
  - Predicted Reduced 63 dB (2018 best estimate forecast contour)
  - Predicted Reduced 66 dB (2018 best estimate forecast contour)
  - Predicted 57 dB
  - Predicted 63 dB
  - Predicted 66 dB
  - 1998 57 dB
- 2.9.11 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 Schedule 9 of the CADP1 S106.

## 2.10 Extent of Noise Contour

*[Condition 33]*

- 2.10.1 CADP1 Condition 33 requires that the 57 dB(A) LAeq, 16hr contour does not exceed 9.1 km<sup>2</sup>. During 2017 the contour spanned 7.3 km<sup>2</sup> and the 2018 forecast predicts a contour area of 8.5 km<sup>2</sup>.

## 2.11 SIS Performance 2017 (Under 2009 Permission)

- 2.11.1 In the 2016 APR 324 properties were identified as potentially eligible under the Sound Insulation Scheme due to the extent of the 57 and 66 dB LAeq, 16hr noise contours. All but one of these properties was identified as Tier 1. Twelve properties were also identified for re-inspection due to the fact that 10 years had lapsed since they were originally treated under the scheme.

<sup>3</sup> London Borough of Newham (LBN); London Borough of Tower Hamlets (LBTH) and Royal Borough of Greenwich (RBG).

<sup>4</sup> LBN; LBTH; RBG.



*Photo courtesy Ben Walsh*

2.11.2 Letters indicating potential eligibility were sent to all properties on 31st August 2017, and a reminder letter was sent on 5th May 2018. Since sending these letters, 33 properties have been in contact expressing interest in the scheme, however permissions have not yet been granted to carry out works.

2.11.3 Three public buildings were also identified as potentially eligible for treatment in the 2016 APR; Hawksmoor Youth Club (RBG), North Woolwich Early Learning Centre (LBN) and Custom House Surgery (LBN). Letters informing of eligibility were again sent in August 2017 and May 2018. Surveys have been undertaken on 2 out of 3 of these buildings and recommendations made, with a survey being arranged for the outstanding property in 2018.

2.11.4 As of 01 June 2018, no residential properties or public buildings identified in the 2016 APR that have expressed interest in the scheme have received works, and no re-inspections have been carried out. It is intended to secure full permissions to undertake works on these properties and to carry out the works before the end of 2018.

2.11.5 Over the course of 2017 the Airport chose to prioritise the delivery of the SIS in properties that became eligible in previous APR years and (where approvals had been granted) to carry out those works and specifications of treatments agreed. Significant progress has been made with some 82 properties receiving the SIS works in 2017. These properties were primarily located in Robin Hood Gardens in Tower Hamlets.

2.11.6 As of December 2017, completion rates overall remained static with 2016 at 33% with almost 2,000 properties having received works since the SIS was introduced. The Airport has revised its delivery approach to target increase and more

rapid delivery of the SIS and is keeping LBN advised of progress. Furthermore the Airport, in collaboration with LBN, will commence work to review how the SIS can be improved in terms of efficiency of delivery.

2.11.7 The majority of properties remaining to be treated under previous APRs are located in a number of high rise tower blocks in the London Borough of Tower Hamlets and LBN<sup>5</sup>. Due to their construction type it was not possible to install standard SIS vents but following protracted negotiations and trial installs, a bespoke secondary glazing solution has been identified.

2.11.8 In December 2016 the Airport received permission from the freeholder and managing agents of Proton, Neutron, Elektron towers and Switch House (PENS) to install a bespoke secondary glazing solution. PENS contains 497 properties in total. During 2017 surveys were completed on 61 properties and installations completed in 3. As of May 2018, the owners and/or leaseholders of 152 properties have granted full consent with 95 having already been treated. All properties will be completed by 31st August 2018 with all the 2016 APR properties following by the end of 2018.

2.11.9 A trial has also been completed in Wards Wharf Approach in agreement with the freeholder in February 2018. The associated noise assessment on this property is due in June 2018, after which the Airport will agree a programme for delivery and progress install of the 74 eligible properties in this area to start at the end of 2018.

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*5 Proton, Neutron, Elektron and Switch House as well as Michigan Building, Biscayne Avenue, 101 and 103 Blackwall Way and Wards Wharf Approach*

2.11.10 The Airport has been in close discussions with LBN to review the format of reporting ongoing compliance against the SIS requirements of the CADP1 permission as well as improving the delivery of the SIS moving forward, particularly focusing on speeding up delivery in the next 12 months. A detailed programme is currently being prepared for discussion and agreement with LBN.

2.11.11 The Airport will also review how the scheme is advertised and how communication with those who have expressed interest in the scheme is undertaken. The increased use of social media and the install of prototypes in communal areas of eligible buildings are currently being considered for 2018 and once details are finalised, these will be shared with LBN.

## 2.12 Construction Sound Insulation Scheme

*[Condition 89, 90 & 91; S106 Schedule 9]*

2.12.1 The approved Construction Sound Insulation Scheme (CSIS) includes sound insulation works for properties that may be exposed to elevated construction noise levels.

2.12.2 The Airport identified 396 eligible properties at risk of being exposed to elevated construction noise levels and, in accordance with the requirements of CADP1 Conditions 89, and 90, offered these properties the Advance Works on 24 August 2016 well ahead of the start of CADP1 construction in October 2017. The Advance Works comprise high performance double glazing and sound attenuating ventilation for eligible properties

2.12.3 The approved Construction Environmental Management Plan (CEMP) under CADP1 Condition 88 includes a phasing plan for delivery of the CSIS. It splits the 396 eligible properties into 3 areas (Zones A-C) based on the location of the properties relative to the progression of construction works (and noise levels). The phasing plan undertakes to commence installation of treatment where accepted:

- in Zone A, one month before the Dolphin Demolition works commenced; and
- in Zones B and C, three months prior to the Dock Piling works commencing.

2.12.4 The Dolphin Demolition works commenced on 28th November 2017. Due to an improved demolition methodology, effective point-source noise mitigation measures deployed by the Airport (in agreement with LBN) and the mitigating effects of the temporary noise barrier, the Dolphin Demolition works did not trigger the need to provide construction sound insulation. The Airport received no noise complaints or enquiries related to the demolition works from local

residents.

2.12.5 The Dock Piling works referred to in the CEMP have yet to commence. The Airport anticipates these will start in June 2018. It commenced the installation of sound insulation works in Zones A and B in November 2017 and in Zone C in December 2017.

2.12.6 At the end of Q4 2017 67 properties had responded to LCY communications. Following an extensive campaign to increase uptake, including working collaboratively with LBN officers to make works compulsory for local authority owned tenants, undertaking promotional activities such as posters and prototypes in communal areas and speaking to residents directly, this has since increased to 169.

2.12.7 The Airport continues to use reasonable endeavours to complete installations prior to properties being exposed to elevated noise levels and is in continued dialogue with LBN and the CSIS contractors to review and update the programme for installations. The airport also continues discussions with LBN to review the format of reporting ongoing compliance against the CSIS requirements of the CADP1 permission.

## 2.13 Sustainability and Biodiversity

*[Condition 56]*

2.13.1 Condition 56 of the CADP1 permission requires a Sustainability and Biodiversity Strategy to be produced prior to construction works commencing. This document was submitted in January 2017 and approved on 3rd April 2017 to cover the period 2017-2020. This strategy superseded both the Sustainability Strategy and Action Plan (2012-2015) and the Biodiversity Strategy published in 2012.

2.13.2 Although the new strategy was only triggered towards the end of 2017, a progress update against the initial targets is included at Annex 8.

## 2.14 Environment Complaints/Enquiries

*[Condition 59]*

2.14.1 The annual incidence of environmental complaints and enquiries to the Airport remains low, comparative to other airports in Greater London, at less than one complaint per thousand aircraft movements per year for 2017 (see Figures 2.1 and 2.2 below). All complaints and enquiries are reported to the LCACC each quarter.

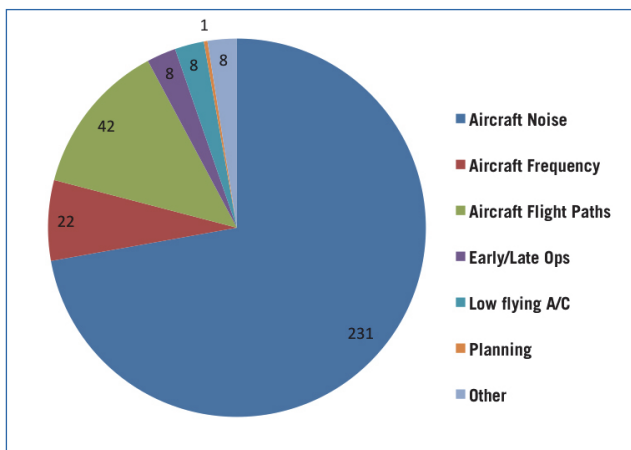


2.14.2 In 2017, there was a fall of 9% in complaints compared to 2016. A total of 320 complaints relating to Airport operations were received during 2017, 81 of these were received from just 2 complainants. Of the 320 complaints, only 11% were from residents within Newham with the majority coming from outside the Borough, particularly Waltham Forest. A breakdown of complaints and enquiries by area has been provided in Figure 2.3 below.

2.14.3 24 environmental complaints received in 2017 were found upon investigation not to be related to operations at LCY. 18 of these complaints were related to aircraft noise experienced whilst the Airport was closed.

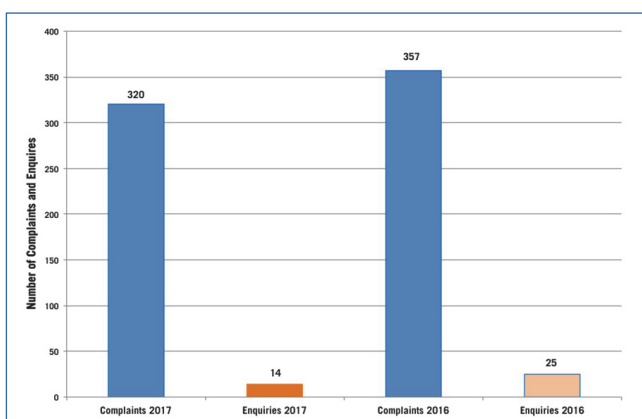
2.14.4 Figure 2.1 shows the percentage split of the main categories of the 320 LCY complaints received.

**Figure 2.1 LCY Complaints Received**

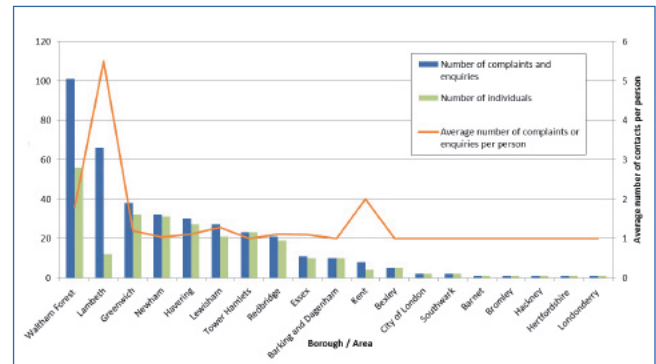


2.14.5 A comparison between complaints and enquiries for 2017 and 2016 is provided in Figures 2.2 below.

**Figure 2.2 Environmental Complaints and Enquiries 2017 vs 2016**



**Figure 2.3 Number of Correspondents and Individuals by Area**



2.14.6 All complaints have been investigated in accordance with LCY's environmental complaints procedure and reported to LBN. All complaints were reported within 15 days of receipt as required by the CADP1 Permission.

## 2.15 Construction Complaints/Enquiries

[Condition 88]

2.15.1 Between starting construction of CADP1 in October 2017 and the end of 2017, only one construction related complaint has been received. This was in relation to the colour of the temporary noise barrier. The Airport dealt with the related complaint in the prescribed timescales.

2.15.2 A further three complaints were received relating to the CSIS System requesting eligibility information and when CSIS works are to be undertaken.



## EMPLOYMENT, LOCAL PROCUREMENT AND EDUCATION

### 3.1 2017 Headlines

- 3.1.1 Increased Employment - The total number of staff employed onsite at the Airport in 2017 was 2,203 – a 1% increase over 2016 (see section 3.3 below).
- 3.1.2 New Recruits from Newham and Local Area – In 2017, 31% of all newly recruited onsite staff at the Airport lived in Newham, with 67% living in the Local Area<sup>6</sup>. To support Newham residents in gaining employment at the Airport, LBN and the Airport have strengthened their collaboration on joint initiatives such as joint recruitment runs and awareness campaigns about Newham Workplace recruitment services throughout 2017 (see section 3.3 and 3.4 below).
- 3.1.3 Local Procurement - To maximise CADP procurement opportunities for businesses based in Newham and the Local Area the Airport organised 5 Awareness events in collaboration with local Chambers of Commerce which engaged with 250 local businesses (see section 3.6 below).
- 3.1.4 Employment and Education Payments - Ahead of commencing CADP1 the Airport paid the first two instalments of the employment contribution (£627,264) and the first instalment of the education contribution (£110,000) to fund initiatives to improve related opportunities. (see section 5.2.2 below).
- 3.1.5 Employment Partnership Board (EPB) – The Board was established between LBN and the Airport to work jointly to deliver the employment initiatives funded by the CADP1 S106 payments and increase opportunities for Newham residents (see section 3.4.6 and 3.7 below).

### 3.2 Community Engagement & Opportunities

*[S106 Schedule 11, para 1.6 & 1.7]*

- 3.2.1 Throughout 2017 the Airport also continued to invest extensive resources in the local community through various activities as summarised below. The community engagement activities focused on four key areas:
- Recruiting people from local areas into jobs available at the Airport wherever possible;
  - Creating pathways into employment for East Londoners through skills training;
  - Raising aspirations of young people in the local area by inspiring them through education programmes; and
  - Investing in community partnerships.
- 3.2.2 The above key areas were supported through the award winning 'Take Off into Work' scheme. A total of 68 local residents gained employment at the Airport in 2017 in various roles including: Retail Team leader, Airline Passenger Handling Agent, Security Officer, Customer Service Agent and Corporate Social Responsibility Executive.
- 3.2.3 Over 1,500 local residents received insights to jobs at the Airport through local job fairs as well as curated employment skills development programmes. In addition, 27 East London students participated in a week long Work Experience Placements at the Airport and additional 19 Work Experience Placements were facilitated by the Airport in partnership with £15billion EBP.
- 3.2.4 The Airport also initiated various bespoke employability skills programmes in partnerships with local boroughs. The programmes launched were: the Runway to Success Programme (Royal Borough of Greenwich), Future Focus Academy (London Borough of Tower Hamlets) and Train to Take Off programme (London Borough of Redbridge). Through these programmes nearly 1,000 East London residents were upskilled. An overview of the extensive community engagement and education programmes rolled out in 2017 can be found in Annex 12.

<sup>6</sup> The "Local Area" is defined by the CADP Planning Agreement to include the 12 East London Boroughs of Newham, Tower Hamlets, Greenwich, Bexley, Lewisham, Southwark, Barking & Dagenham, Havering, Redbridge, Waltham Forest and Hackney, as well as Epping Forest District Council.

### 3.3 Onsite Employment

[S106 Schedule 11, para 3.2]

3.3.1 The CADP1 targets triggered in October 2017 require all onsite employers use reasonable endeavours to ensure that at least 40% of new recruits for jobs advertised at the airport are residents of Newham and at least 70% are filled by residents living in the Local Area. This is a target increase of 5% for Airport staff from Newham in comparison to the 2009 permission

3.3.2 On 31 December 2017 there were:

- 40 employers operating onsite at LCY; a complete list of these is included at Annex 9 of this report. This is an 11% increase from 36 employers in 2016 and is due to the increase of concessions in the new West pier and additional locations in the main terminal and arrivals hall.
- 2,203 employees working on-site at the Airport, equating to 1,940 full time equivalent (FTE) jobs<sup>7</sup>. This represents an increase of 1% on 2016 with FTEs remaining consistent.
- A total of 1,756 full time roles and 438 part time jobs at the Airport. This is the first time this data has been collected as it is a new requirement of the CADP1 S106.
- 31% of the newly recruited employees onsite lived in Newham, with 67% living in the Local Area. This is the first time this data has been collected as it is a new requirement of the CADP1 S106. Progress against this baseline figure will be reported in future APRs.
- 28% of the total number of employees onsite currently live in Newham with over 65% living in the Local Area. This figure was previously required under the 2009 Permission and will not be reported in future APRs.

### 3.4 LCY Employees

[S106 Schedule 11, para 3.2]

3.4.1 This section reports on employment statistics for LCY, the Airport Operator, and excludes other onsite employers, airlines and contractors. The new CADP1 targets require that LCY use reasonable endeavours to ensure that at least 50% of new recruits for jobs advertised are residents of LBN, and 70% of the new recruits are residents of the Local Area. The new targets represent a 15% increase for LBN over the previous 2009 target.

3.4.2 On 31 December 2017 there were:

- 649 LCY employees, representing an increase of 5% over 2016. This equates to 597 Full Time Equivalent (FTE) jobs.

- A total of 549 full time roles and 100 part time roles<sup>8</sup>. This is the first time this data has been collected as it is a new requirement of the CADP1 S106.
- over 27% of the employees recruited by LCY in 2017 lived in LBN with over 66% living in the Local Area. This is a decrease from 31% in LBN and 70% in the local area in 2016. The reason for this slight decline is explained below as well as the actions to reverse this occurrence.

3.4.3 The type and level of LCY job filled by LBN residents in 2017 varied across the business. The majority of new positions filled were at 'entry level' in Security; Ramp Services Agents and Customer Services. These roles typically command an annual salary in the region of £22,000+. The remaining jobs were split across the Commercial; Corporate and Finance functions of the business.

3.4.4 In 2017, approximately 10% of new recruits from LBN secured junior and middle management roles. Examples of the management positions filled by LBN residents in 2017 included:

- Chief Fire Officer
- Airport Planning Consultant
- Change Consultant
- CSR Executive

3.4.5 The decrease in LBN new recruits compared to 2016 is partly due to the resource requirements for more entry levels roles during 2017 such as Ramp Services Agents, Security Officers, and CCTV officers. As reported to the challenges faced with Level 1<sup>9</sup> roles are that they require a full UK driving licence. Additionally, a security officer role requires candidates to have continuously resided in the UK for 3 years or more due to Civil Aviation Authority (CAA) regulations. As such, these issues resulted in some residents from LBN not securing the roles available.

3.4.6 The Airport and LBN are working jointly through the Employment Partnership Board to identify opportunities to remove these barriers going forward and to increase recruitment of LBN residents. This joint working, including delivering a Newham Workplace Employability Course, has seen a significant improvement in 2018 with 56% of new LCY recruits from LBN and 68% from Local Area as of 1 June 2018.

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<sup>7</sup> These statistics include employees of control authorities who are based at the Airport. Due to security restrictions reporting data on where these employees live is not permitted. The onsite contractors include employees onsite to deliver the CADP build.

<sup>8</sup> A full time role consists of 30 hours or more and a part time role is 30 hours or less.

<sup>9</sup> Level 1 are entry level roles e.g. Security Officer and Ramp Agents in particular require a full UK driving licence.



### 3.5 CADP1 Employment Statistics

[S106 Schedule 11, para 3.2]

- 3.5.1 The CADP1 S106 stipulates that all contractors use reasonable endeavours to ensure that at least 40% of new recruits for jobs which relate to the construction of CADP1 are residents of LBN.
- 3.5.2 Since the commencement of CADP1 in October 2017, a total of 4 contractors have been onsite to deliver a number of preparatory tasks ahead of the start of the major piling and decking works later in 2018. A list of the contractors is included at Annex 9.
- 3.5.3 In agreement with LBN the first annual dataset with respect to new recruits will be reported in the 2018 APR. The current construction employment opportunities are limited given the nature of the initial preparatory works and the requirements for highly skilled specialised roles such as civil engineers, cost engineers and construction project managers. As the CADP1 build progresses and the number of onsite contractors increases, demand for a larger variety of skills will also increase, opening up opportunities for local residents and businesses.

### 3.6 CADP1 Procurement & Contractors

[S106 Schedule 11, para 3.2]

- 3.6.1 The CADP1 S106 requires that besides initiatives to support local residents into jobs at the airport, the Airport will use reasonable endeavours to work with LBN's Economic Regeneration Team to maximise supply chain opportunities for businesses based in the LBN and the Local Area. In 2017 the Airport organised a total of 5 Awareness events in collaboration with local chambers of commerce, reaching over 250 local businesses to inform them about CADP1 and future tendering opportunities at the airport.

### 3.7 2018 Initiatives

- 3.7.1 The Airport and LBN are collaborating closely through the newly established Employment Partnership Board (EPB) as well as through quarterly technical employment working groups to support the upskilling of Newham residents and thereby increasing their chances of success in obtaining a role at the airport. The joint initiatives through the EPB include:
- Bespoke courses to be identified to upskill local residents;
  - Newham Workplace Advisors to receive regular airport tours to familiarise themselves with the Airport environment and skills requirements;
  - Newham Workplace to create a pipeline for suitable candidates for the Airport;
  - Newham Workplace outreach team in collaboration with LCY Community Ambassador to create an awareness campaign to increase awareness of job opportunities at the Airport and marketing material will be created to support this.

### 3.8 Employer's Forum

[S106 Schedule 11, para 1.2 & 1.4]

- 3.8.1 The CADP1 S106 requires the Airport to hold an Employer's Forum twice a year. Two forums were held in April and October 2017.
- 3.8.2 The Forum focused on the local employment, procurement targets and progress and also the onsite businesses participation in community engagement initiatives organised by the Airport. It also shared information with onsite businesses on the recruitment support that the Airport and LBN can jointly provide for local residents through the Take off Into Work Programme. As required by the CADP1 S106 a full LCY recruitment policy can be found in Annex 11.



London City Airport

Go Ahead-London  
LONDON GENERAL

EVERY  
BODY'S  
FACE

4/4 via London City Airport

We're part of the  
Go Ahead  
Group

## 4.1 2017 Headlines

- 4.1.1 Highest proportion of Public Transport Use of any UK Airport - In 2017 the Airport maintained its position as the Airport with the highest use of public transport in the UK at 68% (see section 4.3.5 below).
- 4.1.2 CADP Construction – The Airport made use of barges in the KGV Dock rather than Heavy Good Vehicles (HGV) on Hartmann Road to move demolition material and plant, reducing impacts on the local community and avoiding approximately 280 HGV movements along Hartmann Road (see section 4.2 below).
- 4.1.3 New Airport Surface Access Strategy (ASAS) - a new ASAS was published in December 2017 covering the period 2018 to 2025. The ASAS sets out an ambitious target to achieve 75% public transport use by passengers and reducing staff single occupancy car use to 40% by 2025 (see section 4.3 below).
- 4.1.4 Liftshare initiatives agreed - Both car sharing and an innovative use of the black taxi fleet including a trial of the black taxi scheme, 'Gett to Work', were identified through the Airport Transport Forum (ATF) in 2017 as a means to reduce single car use and manage the overall car parking demand at the Airport. These initiatives have been prepared and will be implemented in 2018 (see section 4.5 below).
- 4.1.5 Reduced HGV Movements during CADP1 Construction – The project has started made use of the dock for moving construction material and plant. The dolphin demolition utilised barges to move the demolition material and plant along the dock edge, thus avoiding additional HGVs transporting material and equipment along Hartmann Road. We estimate this removed c. 280 HGV movements between the worksite and the construction compound area over the 10 week project period. (see section 4.2 below).

## 4.2 Construction Traffic Management

*[Condition 60]*

- 4.2.1 Since starting construction of CADP1 in October 2017, where feasible construction material and plant have been moved via barge in KGV Dock. For example, during the Dolphin Demolition project in KGV Dock in November 2017, barges were used to move the demolition material and plant along the dock edge between the works and the Construction Compound at the east end of the Airport, reducing the number of HGV trips along Hartmann Road by approximately 280.
- 4.2.2 All bidders on CADP1 construction contracts are required to demonstrate efforts to maximise the use of the River Thames where feasible and will be allocated a higher overall score in the process of procurement should they succeed in doing so. Where use of barges is proposed, this will be incorporated into contracts. As CADP1 construction progresses beyond the initial small scale initial enabling works (such as the Dolphin Demolition which clears KGV Dock in advance of starting the Piling and Deck works), it is anticipated that opportunities to utilise the river in preference to road transportation will increase given the increased construction. A construction logistics plan and interim traffic management plans have been shared with LBN and are currently being implemented to manage construction traffic. These will be monitored and reviewed as part of the monthly construction meetings with LBN.

## 4.3 Surface Access Strategy

*[S106 Schedule 13, para 2.1]*

- 4.3.1 The Airport Transport Forum (ATF) is the Airport's primary mechanism for the development and delivery of the Airport Surface Access Strategy (ASAS). It involves key local and transport stakeholders who work collaboratively to define and deliver the ASAS and its supporting objectives. In 2017 the Forum met in February,

August and November. The Terms of Reference for the ATF can be found on the Airport's website:

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

4.3.2 Through the ATF, the draft 2013 ASAS document was updated and replaced by an ASAS that covers the period 2018 – 2025; this can be found on the Airport's website: <http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport>

4.3.3 The 2017 passenger mode share performance is included at Table 4.1 and staff performance from the previous survey in 2016 included at Table 4.2.

**Table 4.1 Summary Staff Travel Statistics - 2016**

Mode	2016%	2017%
DLR	63	60
Black Taxi	5	7
Bus	1	1
Total Public Transport	69	68
Minicab	14	14
Ride Sharing / Transport as a service	3	5
<b>Total Car Usage**</b>	<b>12**</b>	<b>12**</b>
Car driven away	**	**
Chauffeur	**	**
Car parked	**	**
Other car	**	**
Transfer	2	
<b>Total Private Transport</b>	<b>31*</b>	<b>31*</b>

Source: ASQ, independent provider of the Quarterly Passenger Survey

\*Please note the figures are subject to rounding, hence the discrepancies in totals presented.

\*\*Total car use is now the only presented statistic by the ASQ therefore the total car usage statistic represents is compared.

4.3.4 During 2017, the Airport changed the passenger survey provider and a slight variation is to be expected when comparing with previous years data as a result. The Airport has elected to become part of the Airports Council International (ACI) Airport Service Quality (ASQ) programme to bring it in line with how other UK Airports capture passenger data. The ASQ programme has a fixed set of questions and outputs that are not identical to the previous survey. The main difference is grouping of taxis, minicabs and ridesharing into a single category. An adjustment is needed to distinguish between the three modes (using CAA data) in Table 4.1 above.

4.3.5 Overall in 2017, the Airport maintained its position as the airport with the highest proportion of public transport use in the UK (68%) with DLR use at 60%. The slight variance (3 percentage point reduction in DLR use from 2016) is likely to be attributable in part to a 2 percentage point increase in black taxi usage and a 2 percentage point increase in ride sharing/transport over 2016. This shift demonstrates a continued increase in passengers using another form of transport over private car. The 2017 data suggests that passengers may be switching from one type of public transport (DLR) to a different one (Black Cabs). To maintain and improve DLR use at the Airport in 2018, the Airport is promoting DLR as its key mode of access and is in active discussions with TfL and DLR as to how to improve capacity and frequency of service. Further details of measures being implemented are at section 4.5 and Annex 13.

4.3.6 The staff survey data reported for 2016 is shown in Table 4.2 and will be updated in 2018. The questions and distribution of the survey will be discussed by the ATF through 2018 and the new results presented to them in the November 2018 ATF meeting. Reducing single car usage is a high priority for 2018 and is identified in section 4.5.

**Table 4.2 Summary Staff Travel Statistics - 2016**

Mode	2016%
DLR	29
Taxi / Mini Cab	1
Car	57
Car with passenger	1
Bus	6
Walk	2
Cycle	3
M'bike	11

## 4.4 Airport Transport Forum

[S106 Schedule 13, part 2]

4.4.1 The Airport Transport Forum (ATF) has Working Groups agreed by Forum members to deliver prioritised transport actions.

4.4.2 The Working Groups identified schemes for passenger information screens and staff cycle storage which were implemented in 2017. Uber reporting processes were also put in place to manage inappropriate drop-off and pick-up around the airport. Nuisance parking in surrounding residential areas became a standing ATF agenda item to





ensure this was reviewed on a regular basis. The Working Groups also reviewed bus and Crossrail connections to the Airport and these work streams are ongoing into 2018.

- 4.4.3 Annex 13 summarises the focus of each of Working Groups and the actions identified for delivery in 2017 and others are for longer-term consideration.

## 4.5 Projects Planned for 2018

- 4.5.1 The ATF Working Groups identified both car sharing and an innovative use of the black taxi fleet as a means to reduce single car use and manage the overall car parking demand at the Airport. Throughout 2017 both of these schemes have been worked through and the Airport will bring forward a car

sharing scheme for staff by Summer 2018. A trial of the black taxi scheme, 'Gett to Work', is also planned at the same time to test if this can provide a public transport option for staff who work early shift patterns. Ideally the Airport would also like to see DLR services start earlier to support the use of public transport by its early morning staff shift, and an increased frequency of service throughout the day. Discussions to this end are being held with TfL/DLR.

- 4.5.2 To follow on from the publishing of the ASAS, Travel Plans for passengers and staff are to be produced in consultation with the ATF to set out how the Airport intends to meet its transport targets of 75% use of public transport by passengers and fewer than 40% staff travelling by single occupancy car.



## FINANCIAL CONTRIBUTIONS & PAYMENTS

### 5.1 Payments Made under 2009 Planning Agreement

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5.1.1 In 2017, the Airport paid the final contribution to LBN under the 2009 Agreement:

- Annual Monitoring Payment – £83,267.11 paid in June 2017  
[6th Schedule / Part 6 / 2]

### 5.2 Payments Made under CADP1 Planning Agreement

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5.2.1 In 2017, the Airport made a number of payments to both LBN and the DLR under the CADP1 S106 Planning Agreement. These are listed below.

5.2.2 Payments to LBN:

- ANCS Contribution - £25,199.32 paid in March 2017  
[Part 7 of Schedule 5]
- Development Management Contribution - £51,148.99 paid in January 2017  
[Part 4 of Schedule 14]
- Employment Contribution - £330,449 paid in October 2017  
[Part 3.1 (b) of Schedule 5]
- Education Contribution - £115,898 paid in October 2017  
[Part 3.3 (a) of Schedule 5]
- Environmental Health Monitoring Contribution - £73,753 paid in October 2017  
[Part 5.1 of Schedule 13]

5.2.3 Payments made to DLR:

- DLR Contribution Balance - £2,533,921.57 paid in November 2017  
[Part 1 of Schedule 5]
- CADP DLR Contribution of £2,717,352.06 paid in November 2017  
[Part 1 of Schedule 5]

### 5.3 Claims under Planning Agreement Compensation Schemes

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*[S106 Annexures 3, 4, 6, 8, 9]*

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

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

5.3.2 There were no successful claims under any of the compensation schemes in 2017.

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