LONDON CITY AIRPORT

2015 SECTION 106 ANNUAL PERFORMANCE REPORT

01 July 2016

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London City Airport
Get closer.

Chief Executive's Foreword

Welcome to the London City Airport (LCY) Annual Performance Report. The report is a review of airport compliance with our Section 106 (Planning) Agreement with the London Borough of Newham (LBN) during 2015.

The Planning Agreement provides a framework for the delivery of the 2009 planning consent which permits 120,000 flight movements per year at LCY. The agreement sets out almost 200 obligations in areas such as operations, local transport and 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.

2015 was a record year for London City Airport. Some 4.3m passengers travelled through the airport from January to December - our busiest ever year and an 18% increase on 2014.

It was also an award-winning year, with LCY named 'Best Airport' of its size in Europe at the Airport's Council International Awards, and the UK's most responsible business by the All Party Parliamentary Group for responsible business, recognising our extensive work throughout the local community. Such work in 2015 included 15% of our staff giving 1,192 hours of their time to volunteering projects in the locality; 19 employees walking the Yorkshire Three Peaks to raise £8,500 for our nominated charity Richard House Children's Hospice; and 90 employees taking part in a football tournament raising an additional £1,400.

2015 saw the airport's award winning employment programme, Take Off Into Work, reach a major milestone - helping its 500th person into work since 2009. We also funded a new Community Café at St John's Green and plans are in hand to renovate the Beckton Community Centre to the benefit of 150,000 Newham residents per year. These projects are funded by the £1 million Community Projects Contribution paid by the airport to LBN under the Planning Agreement.

We are particularly proud of our environmental achievements in 2015. We were awarded Level 2 Airport Carbon Accreditation by the Airports Council International, becoming one of just five UK airports to reach this landmark. In addition, LCY has also become a zero landfill airport and has increased on-site recycling from 30% to 67% over two years.

Operationally, LCY maintained its position as the most punctual in the South East and one of the most punctual in the UK, with the shortest average delay in the country.

The airport won plaudits from the Civil Aviation Authority, achieving an outstanding score of 93 per cent following an onsite audit, and we transitioned to a new licensing structure under the European Aviation Safety Agency through the course of 2015.

Commercially, the airport continues to go from strength to strength - now flying to 46 destinations. British Airways has added further aircraft to its LCY fleet and announced new routes to Berlin and Hamburg, amongst others. Meanwhile, Flybe celebrated its first year of operations from LCY and announced new routes to Paris Charles De Gaulle and Rennes, while SkyWork returned to LCY to recommence flights to Basel and Bern.

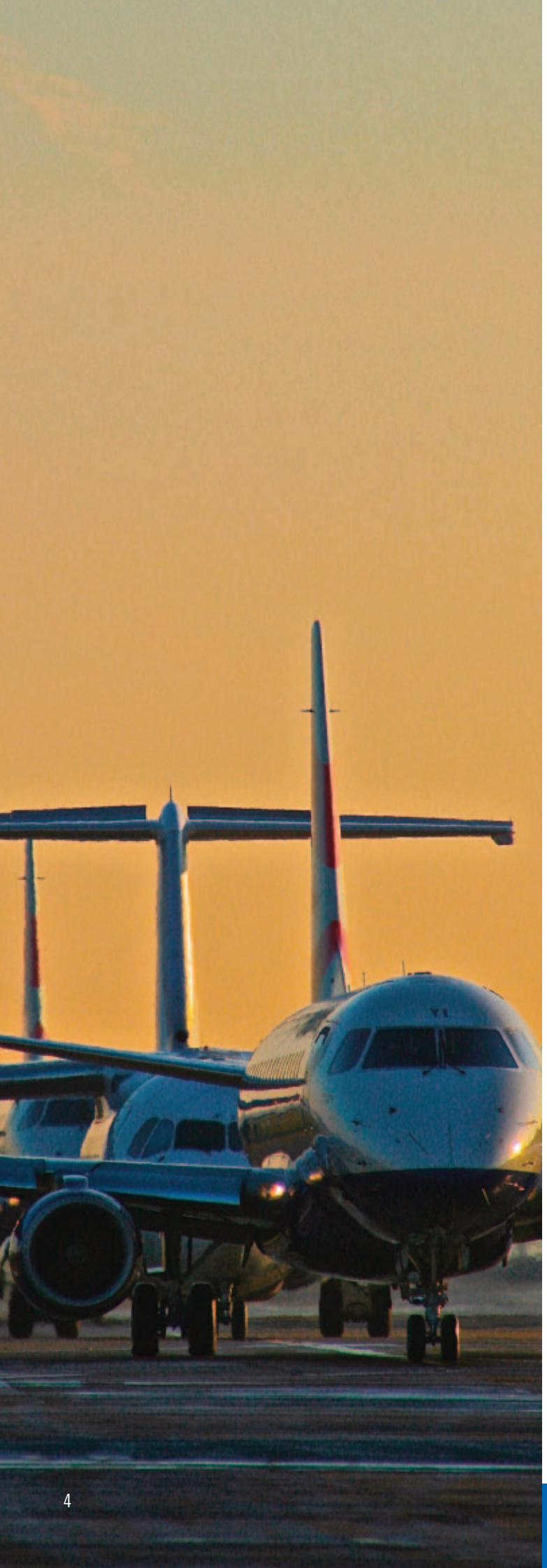
Now to infrastructure. Amidst, record growth in 2015, work began on an £18m project to redevelop the West Pier, which houses 70 per cent of the existing departure gates. The new West Pier will provide a modern, open-plan layout, with 600 additional seats and new retail and food & beverage outlets. Works are due to be complete in the West Pier by the end of 2016.

Plans continue for the £300m City Airport Development Programme (CADP), which seeks to make best use of the airport's existing runway to achieve its already permitted number of flight movements. If consented, CADP will allow us to build seven larger aircraft parking stands, a new parallel taxiway and an extended terminal building. In so doing we will be able to offer

more flights in the morning and evening peaks when our passengers most want to travel, and have more of the quieter, more fuel efficient next generation aircraft operate at the airport to link it directly to America, Russia and the Middle East.

CADP is currently subject to a planning appeal. CADP's planning application was submitted three years ago, with the London Borough of Newham resolving to approve the application in February 2015. In March 2015, the Mayor of London, going against the recommendations of his expert advisors, directed Newham to refuse permission on the basis that the proposal did not adequately mitigate and manage its adverse noise impacts. The airport appealed that decision in May 2015 and public inquiries were held between March to May 2016 into that decision and our proposals to compulsory acquire land on which to construct some of the required new infrastructure. We estimate that a decision will be made on the CADP appeal by the Secretaries of State in late Autumn 2016 following receipt of the Inspector's report which will be sent to them on 06 July 2016.

Declan Collier
Chief Executive Officer



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1 Introduction

1.1 Overview

1.1.1

London City Airport (LCY) is the UK's leading business airport[1] serving 46 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 2015 the airport had its busiest ever year handling over 4.3 million passengers. This represented an increase of 18% over 2014. The total number of aircraft movements at the airport increased almost 12% from 75,637 in 2014 to 84,502 in 2015.

1.2 Context of Annual Performance Report - The Planning Agreement

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 such as (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. A number of these strategies have been subject to or are currently undergoing review.

1.2.4

The Airport has an excellent overall planning compliance record within the regulatory framework of the Planning Agreement as evidenced in the published Annual Performance Reports (APR) from 2009 through to 2014. Each APR provides a comprehensive report that monitors and records the airport's operational and planning performance throughout the previous calendar year. The most recent 2014 APR, was submitted to LBN in June 2015, further to which LBN wrote to the Airport on 15 July 2015 confirming that all relevant planning obligations were met, and financial contributions paid. This was reported to LBN's Strategic Development Committee on 20 October 2015.

1.2.5

In addition, quarterly review meetings are held between the airport and LBN to discuss compliance matters and to ensure that the Airport continues to operate within its legal planning controls and obligations. Quarterly reports detailing the airports' operational statistics and performance of the noise monitoring system are provided to LBN and the London City Airport Consultative Committee and included in the APR. In between quarterly review meetings there is regular dialogue between the airport and LBN, in particular with the Council's Airport Monitoring Officer (AMO).

1.3 APR Requirements

1.3.1

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 along with the LCY website (see section 1.4 below).

1 Civil Aviation Authority http://www.caa.co.uk/default.aspx?catid=80&pagetype=88&pageid=3&sglid=3

1.3.2

As agreed with LBN and to assist ease of review, the structure of the 2015 APR follows that of the previous APRs for each of the years 2009-2014.

1.3.3

A draft of the 2015 APR was provided to LBN for review in May 2016. A number of comments were received from LBN and, where appropriate, these have been addressed in the APR.

1.4 How to Read this Document

1.4.1

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.

1.4.2

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

1.5 Publication of Annual Performance Report

1.5.1

From 31 July 2016, the APR will be available to download from the LCY website at the following URL: http://www.londoncityairport.com/aboutandcorporate/page/ourenvironment
It will also be made available on the LCY Consultative Committee (LCACC) website at the following URL: http://www.lcacc.org/

1.5.2

We note however that the London City Airport Consultative Committee website is currently experiencing some technical issues and as a result we are unable to upload documents to the website. We are working hard to assist in resolving the issue before August 2016 but until resolved, recent documents relating to Consultative Committee matters and any required uploads to the website are temporarily accessible at the link below. After that documents will be available again from the LCACC URL: http://www.londoncityairport.com/aboutandcorporate/page/consultationandcommunication

1.5.3

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/aboutandcorporate/page/communityprogrammes

1.5.4

On 28 July 2016 LBN wrote to LCY in respect of its performance against the Planning Agreement obligations for the period 1 January to 31 December 2015 [8th Schedule / Part 2 – Page 62]. A copy of this letter is provided at Appendix 1.

2 Aircraft Movements

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

2.1.1

During the 2015 calendar year the airport handled 84,502 total aircraft movements.

2.1.2

Table 2.1 overleaf outlines the numbers and types of aircraft using the airport during the 2015 calendar year.

2.1.3

During the 2015 calendar year the airport handled 89,953 noise factored aircraft movements.

2.2 Daily Numbers of Movements Including Noise Category

2.2.1

Details of daily numbers of movements for the 2015 calendar year are provided in Appendix 10.

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 2015 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.

Table 2.1 – Numbers and Types of Aircraft Using the Airport (Jan – Dec 2015)

Aircraft Type	AC Code	Nr of Aircraft Movements
Airbus A318	A318	979
ATR-42	AT42	2169
ATR-72	AT72	134
Beechcraft Super King Air 350	B350	15
BAe-146-100	B461	2
BAe-146-200	B462	562
BAe-146-300	B463	170
Beechcraft Super King Air 200	BE20	18
Beechcraft Beechjet 400	BE40	0
Cessna Citation CJ2	C25A	90
Cessna Citation CJ3	C25B	130
Cessna Citation CJ4	C25C	12
Cessna Citation Mustang	C510	182
Cessna Citation CJ1	C525	18
Cessna Citation Bravo	C550	99
Cessna Citation V	C560	22
Cessna Citation Excel	C56X	1272
Cessna Citation Sovereign	C680	138
Canadair Challenger	CL60	60
Dornier 328	D328	1644
Dash 8 Q400	DH8D	12304
Embraer 135	E135	148
Embraer 170	E170	10486
Embraer 190	E190	22736
Embraer Legacy 500	E550	2
Embraer Phenom 300	E55P	218
Fokker 50	F50	5182
Dassault Falcon 2000	F2TH	111
Dassault Falcon 900	F900	128
Dassault Falcon 10	FA10	0
Dassault Falcon 50	FA50	42
Dassault Falcon 7X	FA7X	643
Bombardier Global Express	GLEX	100
Gulfstream G150	G150	6
Hawker 800	H25B	1098
Dornier 328Jet	D328J	182
LearJet 45	LJ45	34
Piaggio 180 Avanti	P180	48
Piper PA-31	PA31	6
Avro RJ-100	RJ1H	5306
Avro RJ-85	RJ85	13305
Saab 2000	SB20	4701
TOTAL	-	**84,502**

Source: Bickerdike Allen Partners

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 2015 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) period[2]. Conditions 9 and 10 are reproduced in full in Appendix 3. During the 2015 calendar year, all but two of the 84,502 flights at the airport fell within the permitted times as set out in Conditions 9 and 10. The two instances were attributable to early morning take-offs which fell marginally outside the requirements of Condition 10 which requires that there are no more than 2 aircraft movements between 06:30 to 06:45. The two instances are explained in more detail below.

2.3.3

On Saturday 15th August 2015 there were a total of three flights (2 arrivals and 1 departure) during the early morning period of 06:30 to 06:44 and later in the year, on Saturday 3rd October 2015 there were a total of three flights (1 arrival and 2 departures) during the same early morning period. It is noted that no complaints were received from members of the public following either breach.

2.3.4

The two instances occurred outside the number of permitted early morning movements by a matter of seconds. A full investigation was carried out by NATS and the airport at the time of each occurrence. Upon investigation it was found that both resulted from human error during poor weather conditions whilst Low Visibility Procedures were in place.

2.3.5

NATS made targeted changes to aircraft flight monitoring processes to reduce the risk of reoccurrence, including:

- re-design of daily Air Traffic Control reporting form to make the pre-0645 controls more prominent;
- altered the manning arrangements so that all members of air traffic control staff on shift are present for the entire 0630 to 0700 period; and
- introduced a crosscheck system to ensure that any transgressions that occur are flagged on the same day.

2.3.6

The airport had previously taken a number of steps to prevent incidences of this type following three breaches in 2014. These measures included 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). The combined measures introduced by the airport in 2014 and NATS in 2015 will help minimise the risk of future occurrences in 2016.

2.3.7

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 2015 calendar year, all ground running occurred within the permitted times as set out in condition 5.

2.3.8

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 as reported in Section 9 of this APR [3rd Schedule / Part 2 – page 30].

2 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 2015 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, including financial 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 2015 is set out in a report at Appendix 10.

3.1.4

The current system of Penalties and Incentives as reported quarterly to LBN takes a proactive approach in liaising with all airlines operating at LCY with regard to their performance. For example, where penalties have been triggered, the Airport writes to the responsible airline to advise them of particularly noisy departures and seeks an explanation. This is also discussed at the twice yearly Pilots Forum – with performance reviewed with each airline. A table ranking aircraft performance is available in Appendix 10.

3.1.5

This proactive approach has proved successful in incentivising airlines to fly their aircraft in a quieter manner at LCY. Despite the continued growth being experienced at LCY in recent years, the number of residual penalties triggered relative to the increased number of flights is extremely small (less than 1%). This continues to decrease. For example, the number of penalties relative to the number of flights in 2013 was 0.28% whilst this reduced to 0.22% in 2015 – this despite an increase of over 10,000 movements over the same period.

3.1.6

Financial penalties are not currently raised due to the effectiveness of the dialogue with airlines to improve performance; and the existing noise and track keeping system only accounts for sideline departure noise and needs to be improved to ensure a more equitable scheme should financial penalties or incentives be introduced.

3.1.7

A new system of Penalties and Credits is proposed as part of NOMMS. Technical discussions are ongoing with LBN and an agreed programme is in place to submit final details of the NOMMS Implementation Guidelines by September 2016 (see Section 3.3 below). Under the new scheme, and subject to the approval of LBN, an improved and more equitable approach to determining penalties and credits will be used using the two new fixed noise monitors at either end of the runway to monitor departure noise levels.

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. In 2015 the target minimum correlation rate of 80% was exceeded, with the measured annual correlation rate being 85%. [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 2015 calendar year are included at Appendix 11 of this report.

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

3.3.1

The airport has satisfied its obligations with respect to NOMMS which require a draft scheme to be prepared and submitted to LBN for approval. 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 the full details set out in the Implementation Guidelines being submitted to LBN for approval.

3.3.2

The Implementation Guidelines were submitted for approval in July of 2010 and remain subject to ongoing technical discussion – all but two aspects of the Implementation Guidelines are already being operated by the airport pending final approval from LBN. The outstanding Implementation Guidelines relate to two offsite noise monitors which are required to operate NOMMS as well as the Noise and Track Keeping System which will deliver improved noise and track keeping system as part of the Aircraft Categorisation Review (ACR) - a separate requirement of the Section 106 Agreement (see 3.4 below).

3.3.3

Planning consents and land agreements for the two offsite noise monitors (NMT's) at Lee Valley Park (Tower Hamlets) and St Pauls Church (Thamesmead) were secured during the course of 2015 and early 2016. Both monitors were installed in April 2016. Now that the NMT's are in place new Noise and Track Keeping can become operational and the technical details set out in the Implementation Guidelines can be discharged following dialogue with LBN.The airport will submit the updated NOMMS for LBN approval in Summer 2016.

3.3.4

Until such time that the Implementation Guidelines for NOMMS are approved, the airport will continue to operate under the existing temporary Noise Management Scheme and those new measures that have already been adopted by the airport that are included in the NOMMS Implementation Guidelines.

3.4 Aircraft Categorisation Review [4th Schedule / Part 13 – Page 47]

3.4.1

The airport has satisfied its obligations with respect to the Aircraft Categorisation Review which required a draft scheme to be prepared and submitted to LBN for approval. 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

The draft ACR was originally submitted to LBN for approval on 07 Jan 2011 and has been subject to detailed review and technical discussion since. A number of detailed technical papers and revised drafts have been submitted for discussion over the intervening period. The airport is currently preparing a revised draft scheme to address LBN's comments on the previous draft submitted for approval in October 2014. A series of technical meetings have been ongoing throughout 2015 and early 2016 with Officers from LBN and the GLA to resolve details of the ACR methodology.

3.4.3

The airport and LBN are in agreement on the proposed methodology including the replacement of the Noise Factoring System with a system based on noise certification levels and validated noise data for specific aircraft types due to the unique characteristics and glide slope at LCY. The use of Quota Count bands with 1 dB increments has also been agreed.

3.4.4

A programme of technical meetings, consultation and submission of the ACR has also been agreed between LBN and the airport. It is anticipated that public consultation on the draft ACR will commence in August 2016 with the final draft being submitted for approval in Autumn 2016 as illustrated on the agreed programme (Table 3.1) below:

Table 3.1 – Delivery of ACR – Indicative Programme

Milestone	Date	Details
Working Group Meeting 8	13 July	Technical meeting between LCY and Officers from LBN and GLA
Working Group Meeting 9	25 July	Technical meeting between LCY and Officers from LBN and GLA Final feedback on ACR
LCY Consult on draft ACR	Mid Aug	Commence 6 weeks consultation period
Submit ACR for approval	30 Sept	

Source: LCY

3.5 Annual Aircraft Categorisation

[Condition 7(4) Planning Permission]

3.5.1

The Annual Aircraft Categorisation Report for 2015 is included at Appendix 12 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 2016 the Embraer Legacy 500 was given provisional noise categorisation by the London Borough of Newham as a Category A aircraft. This was confirmed in writing by LBN in correspondence dated 21st January 2016.

3.5.3

Condition 7 of the 2009 Permission requires all aircraft operating at the airport must 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).

3.5.4

One aircraft currently operating at the Airport, the RJ100, has measured fractionally above the Category A limit since 2009. Ongoing efforts have succeeded in reducing this technical breach from earlier years, with noise data confirming the aircraft measured 0.1 dB above Category A in 2015, down from 0.4 dB in 2014, and 0.6dB in 2013. At the same time, the number of RJ100 departures at the Airport continued to reduce in 2015 as the RJ100 is phased out of operation. This technical breach is imperceptible to the human ear.

3.5.5

The RJ100 was previously operated by a number of airlines. It has since been replaced by all airlines apart from SWISS who continue to operate the RJ100 on one route only – Geneva. In June 2015 SWISS replaced the RJ100 on the Zurich route with the Embraer 190. SWISS has also confirmed orders for the next generation of quieter aircraft (the CS100) that will replace the RJ100 on the last remaining route (Geneva) when it arrives at the Airport at the end of 2016.

3.5.6

LBN receive bi-monthly noise performance updates from the Airport and have been kept fully informed of the technical breach including the efforts made by the Airport and SWISS to bring the aircraft back into category.

3.5.7

Additionally, another aircraft, the Dornier 328 Jet Aircraft operated by SUN-AIR which accounted for an extremely small proportion of departures in 2015 (some 0.2%) measured 2.1 dB over the upper limit of Category A (94.5 PNdB). Prior to 2015 the Dornier 328 Jet Aircraft had not previously flown at the airport since 2012.

3.5.8

Following the routine preparation of the annual categorisation report on 18 April 2016, it was found that the D328J average departure noise level for 2015 was 96.6 PNdB. This measured 2.1 dB over the permitted upper limit of Category A (94.5 PNdB). With immediate effect, the Airport notified SUN-AIR and has been actively working with them to improve performance and bring the aircraft back into category. LBN were also formally notified.

3.5.9

Changes to flight departures procedures in May 2016 have been successful in improving the noise performance of the D328J. Both the Airport and airline are confident that these changes will result in the aircraft coming back into category in 2016. The Airport agreed with LBN that if departures continued to exceed the Category A limit up to the end of June 2016 then the Airport would take further action and suspend the airline from operating at LCY until such time that it could demonstrate compliance with Category A. The Airport wrote to LBN on 01 July 2016 to confirm that the D328 is currently 2.1dB below the Category A limit to date in 2016. LBN wrote to the Airport on 05 July to confirm that they are satisfied that the D328 is now operating within category.

3.5.10

A full position statement which identifies how this breach came about; the actions being taken by the Airport and SUN-AIR to address it; and a summary of improved noise performance following changes to departure procedures is provided as an annex to the Annual Aircraft Categorisation Report at Appendix 12.

3.5.11

LBN have formally written to the Airport to acknowledge our notification of the breach and the steps we are taking to rectify it. The letter states that the breach has been recorded on the public access section of the LBN website. It also requires that the D328 demonstrates by the end of June 2016 that it is likely to fall back into category this year or the Council will consider enforcement action to cease operation of the aircraft. The Airport will continue to monitor the noise performance of the D328J on a daily basis and keep London Borough of Newham fully informed of further progress and performance.

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 (2015 actual contour)
- Actual 66 dB (2015 actual contour)
- Actual 69 dB (2015 actual contour)
- Predicted Reduced 57 dB (2016 best estimate forecast contour)
- Predicted Reduced 66 dB (2016 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 2015, LCY continued to operate the current SIS, which was introduced on 15 December 2011.

3.6.5

LCY holds quarterly meetings with LBN and the Royal Borough of Greenwich (RBG) to discuss the progress of the SIS, given the scale and importance of this particular environmental programme. Officers from the London Borough of Tower Hamlets (LBTH) are also invited to these meetings and are regularly updated on the progress of the scheme. As explained in Section 3.12 below a Neighbouring Authority Agreement has been entered into with RBG but LBTH have declined previous attempts to enter into such an agreement.

3.6.6

Table 3.2 summarises the progress of the domestic SIS scheme as of 31 December 2015 whilst the paragraphs below provide an overview of the general performance of the scheme.

3.6.7

Since the SIS was introduced at the Airport in 1999, over 3,500 properties have been treated. Under the 2009 SIS, almost 5,700 properties have become eligible for treatment, with over 1,800 homes and community buildings being treated under the Tier 1 SIS. Take up rates for the SIS, including those within LBTH, have typically been around 45%[3], broadly in line with SIS take up rates at other major UK airports.

3.6.8

However, in London Borough of Tower Hamlets (LBTH), there are a number of high-rise tower blocks that have proved challenging to treat with the Tier 1 standard acoustic vents due to their lightweight wall construction. These include 1,060 properties located in Proton, Neutron and Elektron towers as well as Switch House and New Providence Wharf – when these are considered the total take-up rate falls to around 32%.

3.6.9

In May 2014 the airport, in dialogue with management agencies, resident associations and LBTH, commenced a trial works process to ascertain the most suitable solution for treating high rise tower blocks. Following trial completion in December 2015, a workable secondary glazing solution was identified instead of vents. The solution involves the installation of secondary glazing together with frame mounted acoustically rated trickle vents, to complement the trickle vents within the frames of the primary windows. This solution will ensure that residents receive appropriate mitigation which will effectively insulate from aircraft noise whilst also providing appropriate ventilation.

3.6.10

Residents of the eligible tower blocks will be offered works, subject to the necessary approvals from owners/management agencies in 2016.

3.6.11

As of 31 December over 32% of all eligible properties have received works under the 2009 SIS. Subject to carrying out works in the tower blocks referred to above these figures are expected to increase significantly. In 2015, excluding the above tower blocks, the number of properties that received works increases to over 44%. A further breakdown of works is provided in Table 3.2 below:

3 This figure excludes properties at Proton, Neutron and Elektron towers in LBTH, Switch House and New Providence Wharf. It also excludes Ontario Tower where works have been declined by the developer as not being needed..

Table 3.2 – SIS: 2015 Summary of Progress for Eligible Premises

APR	Phases	Area	Total nr properties	Actual Eligible	% Notified	% Treated	Number Treated	Total Properties not completed
2009	Phase 1	Britannia Village	352	351	100%	16.8%	59	292
2009	Phase 2	London E16 Canning Town	373	373	100%	61.1%	228	145
2009	Phase 3	Thamesmead SE 28	889	888	100%	60.9%	541	347
2009	Phase 4A	Switch House	60	60	100%	0.0%	0	60
2009	Phase 4A	Proton Tower	144	144	100%	0.0%	0	144
2009	Phase 4A	Neutron Tower	144	144	100%	0.0%	0	144
2009	Phase 4A	Electron Tower	149	149	100%	0.0%	0	149
2009	Phase 4B	Tower Hamlets E14	791	789	100%	45.8%	361	428
2009	Phase 5	Barrier Point E16	68	66	100%	33.3%	22	44
2009	Phase 6	E16 North Woolwich	302	295	100%	31.5%	93	202
2009	Phase 7	E16 Canning Town	84	84	100%	58.3%	49	35
2009	Second Tier	E16 North Woolwich	27	27	100%	96.3%	26	1
2011	Phase 8A	Newham (Various)	17	17	100%	50.0%	8	9
2011	Phase 8B	Thamesmead	32	32	100%	59.4%	19	13
2012	Phase A1	Various E16 + E14	63	63	100%	48.0%	30	33
2012	Phase A1	Wards Wharf Approach	176	164	100%	32.0%	52	112
2012	Phase B	North Woolwich E16	44	42	100%	29.0%	12	30
2012	Phase C	Thamesmead SE 28	291	291	100%	60.0%	174	117
2012	Phase A3	Ontario Tower	264	261	100%	0.0%	0	261
2012	Phase A2	New Providence Wharf	559	553	100%	0.0%	0	553
2013	Phase 1	North Woolwich/ Canning Town	76	76	100%	20.0%	15	61
2013	Tier 2	Camel Road E16	3	3	100%	100.0%	3	0
2013	Phase 1	Thamesmead SE 28	279	279	100%	40.0%	112	167
2013	Phase 1	E14	2	2	100%	0.0%	0	2
2014	Phase 1	E16 North Woolwich/ Canning Town	192	99	100%	0.0%	0	99
2014	Phase 1	Wards Wharf Approach	48	48	100%	0.0%	0	48
2014	Phase 1	Thamesmead SE 28	7	7	100%	0.0%	0	7
2014	Phase 1	Robin Hood Gardens	110	110	100%	0.0%	0	110
2014	Phase 1	Biscayne Avenue, Michigan Building	72	72	100%	0.0%	0	72
2014	Phase 1	Blackwall Way	72	72	100%	0.0%	0	72
2014	Phase 1	E14 (commercial property)	1	0	100%	0.0%	0	0
TOTAL			**5691**	**5561**	**100%**	**32.4%**	**1804**	**3757**

Source: LCY

3.6.12

Dwellings categorised as 'not treated' result from a number of factors including: building management refusal, owner refusal or simply no response from sent eligibility letters. In addition properties identified in Table 3.2 as '2014 APR' were still awaiting permissions from all relevant decision makers and therefore were yet to be treated as of December 2015. However 60 of those properties have since been treated (Q1 2016).

3.6.13

It is noted that the specification of the vents that are currently being installed under the SIS do not accord with that required by the Planning Agreement. The new vents are superior to those required under the Planning Agreement and provide improved ventilation. Additionally the vents are a visual improvement in comparison to the previous ones and have led to improved take-up rates since their introduction. LBN is aware of this change and is satisfied that no action is required.

3.7 SIS: Further Inspection of Treated Premises

[4th Schedule / Part 1 / 1 – Page 36]

3.7.1

LCY re-inspects properties that were treated through the SIS 10 years or more ago. Appendix 6 of this report provides information relating to residential premises where a period of 10 years or more has expired since sound insulation works were completed by the airport (i.e. treated premises).

3.7.2

There are 6 residential premises identified in the 2015 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 2015 APR are listed in Appendix 7 (along with the Eligibility Boundary). In summary, there are a total of 432 new residential premises and three new Public Buildings eligible for First Tier Works. The three additional Public are Royal Docks Community School St. Joachim's School, and Gymboree Play & Music. The procedures involved implementing the First Tier Works are explained further in Appendix 7.

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 2015 APR are listed in Appendix 8 (together with the Eligibility Boundary). In summary there are a total of 49 new residential premises eligible for Second Tier Works. There are no newly eligible Public Buildings. The procedures involved implementing the Second Tier Works are explained further in Appendix 8.

3.10 Publicity for SIS

[4th Schedule / Part 4 – Page 43]

3.10.1

In March 2015 and December 2015 LCY published advertisements for the SIS in the local newspapers listed below.

Table 3.3 – Sound Insulation Scheme: Local Newspaper Advertisements (2015)

PUBLICATION	DATE	DATE
Greenwich Time	20/6/2015	1/12/2015
Newham Recorder	6/8/2015	2/12/2015
Greenwich Mercury	1/7/2015	2/12/2015
The Wharf	2/7/2015	3/12/2015
East London Advertiser	2/7/2015	3/12/2015
Newham Mag	Aug 2015	Dec 2015

3.10.2

Copies of the published advertisements are provided in Appendix 9.

3.10.3

Written notifications were also sent to all owners/occupiers of newly eligible properties in 2012, 2013, 2014 and 2015.

3.10.4

Details of the SIS are also available on the airport Website at: https://www.londoncityairport.com/aboutandcorporate/page/sound-insulation-scheme

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 2015 Actual 69 dB contour (see Appendix 4) therefore no dwellings became eligible for the Purchase Scheme during the 2015 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 and 2014 APR's, the NAA with Tower Hamlets has not been completed to date. LCY 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. To date around 360 properties have been treated within Tower Hamlets with a further 110 properties at the Robin Hood Gardens estate being treated in April 2016. Additionally, the 1,060 properties located in the high-rise tower blocks referred to in Section 3.6 will be offered treatment in 2016.

3.12.3

As requested by LBN, the airport has re-engaged with Officers at LBTH with a view to offering to enter into the NAA again and will continue these discussions through 2016.

3.13 Noise Insulation Payments Scheme

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

3.13.1

In November 2015 LBN approved the Noise Insulation Payments Schemes (NIPS). The purpose of the NIPS is to allow certain developments authorised before 9 July 2009 to benefit early from the Airport's noise insulation schemes. It works by compensating owners and developers for the reasonable incremental costs of supplying and fitting additional noise insulation measures during construction in order to mitigate noise effects associated with the increase in aircraft movements at the airport which was permitted in 2009.

3.13.2

NIPS was implemented by the airport on 28 February 2016 and the airport wrote to all relevant landowners to notify them that the scheme is in place. The approved scheme has been uploaded to the airport website and a copy is included at Appendix 5. Claims for compensation may be made at any time up to and including 28 February 2026. More information can be found at the following link: 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 2015 calendar year are included in the Report on the Operation of the Noise Management Scheme at Appendix 10 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 2015 calendar year. Details are included in the Report on the Operation of the Noise Management Scheme at Appendix 10 of this report.

PELTOR
GROUND MECHANIC

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 2015. This data, together with other results for the full 2015 calendar year, is summarised in the Air Quality Measurement Programme: Annual Report 2015 which is included at Appendix 13 to this report. During 2015 there were no recorded exceedences of the statutory air quality objectives set by Government[4] 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 2015.

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. The 2012 AQAP expired at the end of 2015. As can be seen from Table 5.1 below, the delivery of the measures set out in the AQAP proved very successful. A review of the AQAP was carried out in July 2015 and reported to LBN with a draft AQAP submitted for review in December 2015. The AQAP will be published in summer 2016 subject to approval from LBN.

4 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	Action Complete Deferred/Ongoing Not Complete
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	**Action Complete.** This has continued since 2014 with the FEGP units being covered by a warranty, RAMP services log faults and FM request repairs. FEGP faults during 2015 have been minor. The introduction of FEGP has resulted in fewer emissions occurring, with the reduction of MGPU's being used. As a result, in 2015 only 3 (4.1%) of the 73 FM call outs airside made were related to FEGP – on average, these were rectified in approximately 5 working days. With this in mind FEGP was available for 95% of the time.
2 Refurbish FEGP facilities on Stands 1-10.	Dec-12	**Action Complete.** FEGP has been installed on Stands 1-10 and is operational.
3 Install FEGP to Stands 21-24 during any future stage of apron improvements, and in any event by 2013.	Dec-13	**Action Deferred**. 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 and FEGP delivered. If CADP is granted permission, these and all stands will have FEGP installed, if CADP isn't provided for then a timescale will be determined, but no longer than 18 months after the decision has been made.
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	**Action Complete.** All MGPU's that were below the Stage II emissions standard have been decommissioned. The remaining MGPUs are all Stage II compliant and used as contingency for breakdown/operational recovery purposes. In all there are a total of 9 MGPU's remaining. The last 2 MGPU's, used on stands 1-10, will be removed by the end of 2016.
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	**Action Complete.** The original assessment was completed in September 2013 however the airport has been monitoring APU usage in 2015 via the airports Qlickview online reporting tool. In 2015, there were 730 recorded instances where APU's were required to be used due to various reasons such as acclimatising the aircraft cabin before departing from stand due to high or cold temperatures. The average running time was approx. 10 - 11 minutes. This indicates, as percentage of aircraft on stand i.e. all departures in 2015, that APU usage was only utilised by 1.8% of aircraft whilst on stand.
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	**Action Complete.** This was introduced in 2015 and use of FEGP is recorded by Airfield Operations within an online portal. This directly relates to where APU use is also utilised with the absence of MGPU's or FEGP provision due to breakdowns as reported Measure 1.

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
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	**Action Complete.** This was detailed at the Pilot Forum's held in April and November 2015. As such, unnecessary APU usage is not common place hence the low levels of use and minimal duration APU's are used as reported in Measure 5.
8 Produce analysis of trends in aircraft ground operational times, and, where significant increases are identified, investigate procedures to reduce times.	Ongoing	**Action Ongoing.** This is monitored as part of the airports Turnaround Improvement Group. In 2015 a new RAMP services tool known as RATT (Real-time Aircraft Tracking Tool) was introduced, this allows the time stamping of aircraft to be linked with associated services to understand on stand trends including potential delays. Overall the introduction of the RATT has helped with minimising delays with the provision of on stand services such as refuelling and baggage load/off load. It is difficult however to pin point a time improvement solely down to the introduction of RATT at this early stage. The CAA publishes on time performance statistics for 10 UK airports including London City Airport. This indicates how delays to departures are having an effect at the Airport. Efficient Ground Operations, to reduce possible delays, is a prominent driver as to the airports performance in these rankings. London City Airport was ranked the most punctual airport in the UK in 2015 with 88% of flights leaving on time. In addition the Airport achieved the shortest delay average of 7 minutes. In 2016 the airport will also report on ground operational times, for instance the time it takes on average, maximum and minimum timings for aircraft manoeuvring from stand to start of roll (beginning of runway take off). This will enable direct comparisons and formalise improvements made in actual time reductions where possible, meaning as a result fewer ground emissions.
9 Requirement for all third party airside vehicle operators to prepare and submit a fleet management strategy.	Dec-12	**Action Complete.** An airside vehicle fleet policy was published in early 2015, this prescribes requirements for vehicle idling and also need basis of vehicles that operate at LCY. Obtaining a fleet management strategy from third parties has proved to be ineffective hence the need for a policy to be introduced. The airport will report back on this policy implementation and progress achieved in 2016 and reflect further measures as a result in the fourth coming revised Air Quality Action Plan and Strategy.

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
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	**Action Complete.** This is on-going and features as part of the emissions testing occurring on the airfield. This requirement is to be enhanced in the 2016 – 2018 AQAP. It is recognised that the vast majority of LCY's vehicle fleet is electrical, newly leased or doesn't enter on the public highway. As such it is predominantly third party vehicles that have required testing. The airport has assessed the number of vehicles which comply with the LLEZ which operate on airport (including third party vehicles). Overall, 11 vehicles operating at LCY do not meet the LLEZ standard. This is only 7.9% of the total fleet. These include 3 of the 4 fire station trucks (do not use the public highway), 1 catering vehicle and 7 fuel tankers. Due to the cost of these vehicles, they are currently going through a phased fleet renewal.
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	**Complete.** Airside Vehicle Policy amended. This has meant all new vehicles are required to meet Euro 6 standards which were brought in to place in September 2015 for new vehicles. This standard is being applied to all new vehicles requiring a permit. There were no vehicles between September 2015 and December 2015 which required a new permit.
12 Routine annual and periodic, random emissions testing for airside vehicles.	Ongoing	**Action Complete.** Full emissions testing schedule began in 2014 and continued in 2015. An Operations Safety Instruction Notice (OSIN) was sent to all airside companies in 2014. In 2015, staff changes in Airfield Operations resulted in a reduced number of tests being conducted. Of the vehicles tested, 100% passed the emissions test and all are LLEZ compliant. In 2016, the airports Airfield Operations department has undertaken a desk top study of active registrations and checking on the LLEZ website if they comply. Letters will be sent to those companies operating non-compliant vehicles and these will be prioritised for emissions testing. Also routine testing will be undertaken i.e. at least 12 annual tests plus random emissions testing. Once again follow up correspondence based on the results of such testing will be sent to the relevant companies.
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 in 2015.** Policy commitment On going.

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
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.** Not applicable to 2015 due to the Taxi publication no longer being in circulation, however, in 2016 LCY notified taxi drivers concerning idling in the set down and drop off areas on airport. This is being monitored via the Airport Transport Forum.
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	**Action Complete.** Not applicable to 2015 however has featured in design associated to the City Airport Development Programme.
16 Continue to lobby the Mayor of London and TfL to provide a direct DLR service between Canary Wharf and LCY stations.	Ongoing	**Action Deferred.** DLR service improvements have partly addressed this issue. LCY are currently seeking for in-principle support for a new Crossrail Station at Silvertown.
17 Publish an article relating to air quality and airport operations at least once per year in the airport staff newsletter "The Chronicle".	Ongoing	**Action Complete.** 'The Chronicle' has been replaced with Airport Life and an article was published in 2015 both in December and during the Summer.
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	**Action Complete.** Completed in 2012 and the website content was refreshed in 2014. In 2016, further updates are being progressed the LCY website including Environment and Air Quality sections.
19 Amend the LCY website to provide advice to passengers to use public transport.	Aug-12	**Action Complete.** Completed in 2012 and the website content was refreshed in 2014. Further updates have occurred in 2015, all updates can be found at http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport

6 Sustainability and Biodiversity Strategies

6.1 Airport Sustainability Strategy

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

6.1.1

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 by 2014, with an indicative timescale for implementing each target/action. Significant progress was made in progressing the actions throughout the lifespan of the Plan to the end of 2014. In 2015, the airport continued to deliver the targets and actions whilst these were subject to review and new actions/targets were being prepared following discussions with LBN. A new strategy will be published concurrently with the new AQAP in summer 2016 subject to LBN approval. Table 6.1 below provides a summary of progress to the end of 2015. Progress was reported to LBN in bimonthly meetings throughout the year.

Table 6.1 – Airport Sustainability Strategy – 2015 Progress Summary

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
Wst 1 75% of waste collections to be on weigh scale vehicles.	Dec-13	**Action Complete.** Continued in 2015, 100% utilisation.
Wst 2 Introduce a new waste storage hub to promote waste segregation.	Dec-12	**Action Complete.** Continued to be in place in 2015.
Wst 3 Increase waste recycling rate to 20%.	Dec-12	**Action Complete.** Recycling rate of 64% achieved in 2015.
Wst 4 Implement a training programme to ensure that 100% of LCY staff have been trained in waste management.	Ongoing	**Action Complete.** 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 have also been conducted to employees via tool box talks and scheduled presentations in 2015 as per the airports Environment Management System. So far all employees have received training with new starters being approached trained as they join, so at the time of reporting not a 100% take up can be achieved.
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** High level energy efficiency awareness provided in introduction/refresher training. More detailed internal briefings have been conducted to employees via tool box talks and scheduled presentations in 2015 as per the airports Environment Management System.

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
Ene 2 Implement a programme to install sub metering on high energy use areas.	Ongoing	**Action Complete.** 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 captured this data as a way to analyse energy use trends i.e. out of hours shut off's etc. This led to a site wide energy audit in 2016 as a means to tackle out of hour's energy usage.
Ene 3 Implement a programme of energy efficiency measures to be agreed in 2013 cost plan.	Dec-13	**Action Complete.** This was initiated in 2013; Projects included LED lighting replacement in the West Pier, East Pier, and International Arrivals, Domestic Arrivals and Central Search and the installation of variable speed drives on the largest air handling units in the main terminal. All associated projects have been completed.
Ene 4 Energy use per passenger reduced by 5% relative to 2010 baseline.	Dec-13	**Action Complete.** London City Airport has achieved a 12.7% reduction per passenger comparing 2010 to 2013. However, comparing 2012 versus 2015 (2012 is the airports baseline year as per the Airports Council International) the Carbon Accreditation Scheme has seen 34% reduction per passenger.
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 3: Optimisation in 2016.
Ene 7 Implement a programme of studies to identify how our five largest procurement contracts are managing their emissions.	Ongoing	**Action Complete.** This has been covered in the Stage 3: Optimisation as detailed in Ene 6 above.
Ene 8 Establish a timetable to achieving Level 4 of the ACI Scheme 'Neutrality'.	Dec-13	**Action Complete.** Achieving Stage 4: Carbon Neutrality is the last stage the airport can achieve. Having reviewed options, the airport will seek to determine a timetable for achieving Stage 4 subject to securing planning permission for CADP and delivering the proposed development.
Wat 1 Develop procedure for tracking and recording water use at LCY monthly.	Aug-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	**Action Complete.** 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, the airport diagnosed the high use areas with sub metering installed where applicable.

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
Wat 3 Conduct feasibility study for utilising rainwater harvesting.	Dec-13	**Action Complete.** Not applicable to 2015.
Wat 4 Conduct feasibility study for alterative non potable water sources for fire training.	Dec-13	**Action Complete.**
Com 1 Evaluate additional opportunities for recording community benefits.	Ongoing	**Action Complete.** Additional community benefits delivered by expanded CSR team. Since 2009 £2.7 million has been invested by LCY in employment, education and community initiatives and the effect of that has been far reaching.
Com 2 Evaluate opportunities to enhance the community work experience programme in the future.	Aug-12	**Action Complete.** CSR team has reviewed enhanced the work experience programme at the end of 2014 and rolled out an improved programme in 2015 – with the number of individuals who participated in the work experience increasing over 2014. In 2016 the programme will be extended to teens under 16 years of age.
Bio 1 Commence implementation of the agreed Biodiversity Strategy.	May-12	**Action Complete.** Not applicable to 2015.
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.** Not applicable to 2015, original study indicated this is not feasible.
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.Agreed programme in pace to deliver NOMMS by the end of August 2016. See update at Section 3.3 of this APR for detailed update.	Ongoing	**Action Deferred.**
AQ 1 Deliver all 19 measures identified in AQAP within a three year period.	Jun-15	**Part complete/Ongoing.** See Table 5.1 of this APR for a detailed update regarding the delivery of all measures.
AQ 2 Produce an annual statement on progress and performance against the measures set out in the AQAP with the APR.	Annually	**Action Complete.** Not applicable to 2015.
AQ 3 Review the AQAP every three years.	June 2015	**Action Ongoing.** The AQAP review commenced with LBN in 2015 with the AQAP (2016 – 2018) to be published in the Summer of 2016.

Air Quality Measure	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
Tra 1 Undertake a basic review of 2011 Travel Plan commitments, including progress against targets.	Annually	**Action Complete.** Review against commitments and targets carried out and reported annually as part of each APR since 2011. See Section 8 of this APR for further details relating to surface access performance for 2015.
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.** Review partially carried out in 2013, following a review of the 2011 Travel Plan, 'Your City Commuter' was published in 2014. Since then the 2015 Transport Objectives have been agreed via the Airport Transport Forum and supplements the 2011 Travel Plan. Delivery 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.
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	**Action Complete/Ongoing.**
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.** Sustainability Leadership Panel has been replaced with the Environment Steering Group as per the airports ISO 14001 accredited Environment Management system, Environment Policy is published on the LCY website.
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	**Action Complete.** Bi-monthly meetings held with LBN.
EM 3 Undertake a full review of the Airport Sustainability Action Plan and identify new set of targets.	Dec-14	**Action Deferred/Ongoing.** Action not complete by Dec 2014, due to pending determination of CADP. However, given the ongoing delays to the determination of CADP a review was carried out in 2015 with a view to producing a new action plan with a comprehensive set of targets in the Summer of 2016

60%
LESS

6.2 Airport Biodiversity Strategy
[3rd Schedule / Part 6 / 5 - Page 34]

6.2.1

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.

6.2.2

As documented in previous APR's and with LBN Officers in bimonthly meetings, the delivery of a number of the objectives in the Biodiversity Strategy proved challenging due to limited take up and a lack of focus on projects of greater longevity/community significance. The Airport met with LBN three times in 2015 to discuss bringing forward the review of the Strategy and it was agreed to amend the Strategy and replace the problematic objectives with a single focussed objective whereby an annual contribution of £10,000 towards a community biodiversity project, identified in conjunction with Active Newham[5], would be paid. The benefitting project was agreed as the East Ham Nature Reserve[6]. The first payment of £10,000 under the replacement objective to cover the 2015/2016 academic year was paid by the airport in March 2016. The second payment will cover the 2016/2017 academic year whilst the final payment will cover the 2017/2018 academic year.

6.2.3

Funding under the objective will be paid in instalments over the three years which the Biodiversity Strategy would have remained in place (2015-2017). The 'Replacement Biodiversity Objective' was approved by LBN on 06 January 2016 and will be subject to review at the end of 2017 as previously anticipated by the Planning Agreement. The approved objective which replaces objectives 2, 3, 4 and 6 is as follows:

"To raise the awareness amongst local communities about the variety of flora, fauna and wildlife habitats in a local context, and to advance their knowledge about the importance of conserving biodiversity, in conjunction with the East Ham Nature Reserve and Active Newham (or any replacement project as agreed in writing between the Airport and the Council).

This will be done through a programme of engagement with primary schools and community centres around the airport, whereby representatives from Active Newham will run biodiversity workshops at the schools/ centres and the East Ham Nature Reserve (or subsequent project) for groups of local young people. The airport will contribute £10,000 per annum to Active Newham towards the programme over three years, and in turn the opportunity will be offered to 15 primary schools/community centres per academic year (focussed on those schools located within the Airport's 57dB air noise contour) including but not limited to:

- Drew Primary School
- Britannia Village Primary School
- Discovery Primary School
- Royal Docks Learning and Activity Centre
- Winsor Primary School
- Gallions Primary School
- Woodman Community Centre"

6.2.4

Table 6.2 provides a summary of progress in 2015 on the remaining objectives.

5 Active Newham is a leisure trust with charitable status that has been working in partnership with Newham Council to deliver leisure, sports and volunteering opportunities in Newham since January 2013.

6 the East Ham Nature Reserve is a seven acre wildlife reserve located in the London Borough of Newham.

Table 6.2 – Airport Biodiversity Strategy – 2015 Progress Summary

	Biodiversity Objective	Indicative Timescale	Action Complete Deferred/Ongoing Not Complete
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. Not applicable to 2015.
5	To inform LCY staff of the importance of biodiversity as part of a "sustainability awareness" briefing in their initial induction.	2012 - 2017	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.
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 APR. Not applicable to 2015.
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. Not applicable to 2015.
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 abovementioned micro-habitats (if introduced).	Every 5 years	Action Complete. Not applicable to 2015.
10	LCY will consider any further biodiversity opportunities as and when new buildings or structures are constructed or refurbished.	As required.	Ongoing consideration.

London City Airport
Volunteer Week 2014

7 Education, Employment and Training

7.1 Community Engagement

7.1.1

In 2015, the airport continued to invest considerable resources into the local community delivered by the airport's in-house Corporate and Social Responsibility (CSR) and Human Resources (HR) teams. The activities carried out in 2015 focussed on four key areas:

- recruiting people from the local areas into jobs available at the airport site wherever possible;
- creating pathways into employment through training;
- helping young people in the local area achieve educational excellence; and
- investing in community partnerships and projects.

7.1.2

This was achieved through rolling out a comprehensive primary and secondary education programmes as well as successful employment initiatives such as the award winning Take off Into Work scheme and our Work Experience Programme.

7.1.3

The airport also continued to operate a local recruitment policy that 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 close to the workplace.

7.1.4

As reported in the 2014 APR, the airport has now fully satisfied its obligations under the Planning Agreement with respect to the £600,000 Education and Training Contribution, with the balancing payment made to LBN in July 2014. As a result, a number of direct funding education and training related obligations fell away for various education initiatives including the University Prize Scheme and City Interview Programme. However, the airport continues to invest heavily in education, employment and training.

7.1.5

Since 2009 we have invested £2.7 million overall into employment, education and community initiatives and the effect of that has been far reaching.

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[7]. 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.

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 2015 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 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 2015 there were:

- 40 employers operating on-site at LCY; a complete list of these is included at Appendix 14 of this report. This is a slight reduction from 44 employers in 2014 but is attributable to four contractors (employing 10 people) who were onsite in in 2014 but who have since completed their respective projects.
- 2,099 employees on-site equating to 1,830 full time equivalent (FTE) jobs[9]. This represents an increase of 6% in the total number of employees onsite in 2014.
- Over 27% of the on-site employees lived in Newham with 62% living in the Local Area[10]. These figures represent a slight decrease of 2 percentage points on 2014 but the Airport has no control over where employees choose to live once employed at the Airport.

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 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 2015 was 592, an increase of 5% on 2014. 24% of our employees resided in the London Borough of Newham (a 1 percentage point reduction from 2014) whilst over 63% reside in the Local Area – consistent with 2014.

7.2.7

27% of new LCY recruits in 2015 were from Newham with 68% from the Local Area. These figures are down from 38% and 73% in 2014. The airport's HR team has worked closely with Newham Workplace to identify the reason for the reduction of new recruits from Newham in 2015. This review found that there was a reduction in suitable applicants coming forward either through Workplace or directly via the airports in-house recruitment system. Newham candidates generally fell down on three fronts:

1. no driver's licence – required for airside positions;
2. failure of entry level tests – basic English comprehension poor; and
3. poor interview performance – many candidates poorly prepared.

7.2.8

It was agreed that both LCY and Workplace will work collaboratively to identify and action targeted measures to address each of these three issues to improve the calibre of applicants and to ensure that residents receive improved training in 2016 and are better prepared for jobs at the Airport. These targeted measures will include:

1. Newham Workplace to work with LCY to identify a strategy to increasing the number of residents securing drivers licenses/lessons;
2. LCY will consider the introduction of video interviewing and situational judgement tests to supplement the aptitude test (these will still require English comprehension and a reasonable standard of education);
3. Newham Workplace will review process for preparing candidates for LCY specific interviews and arrange group interview sessions and/or pre-screening sessions with potential candidates who register; and
4. The airport and Workplace will work collaboratively to make candidates aware of Workplace and encourage them to use this service. LCY has already added a filter question on the online application form which asks if the candidate is registered with Newham Workplace, allowing the capture of this data to share with Workplace.

7.2.9

Quarterly meetings will be held throughout 2016 to review performance.

7.2.10

Additionally, LCY is launching a 'Volunteer Host' programme in summer 2016 where 6 Newham residents will spend 4 hours per week working as hosts in the terminal gaining experience "front of house" in the airport operation and interacting with our passengers. This programme is being targeted at students and semi-retired individuals and is progressed in conjunction with Active Newham. It is hoped that the programme will open up further opportunities for these Newham residents at the Airport.

7.2.11

It is also proposed to recruit 2 Newham graduates in our Operations team in the summer of 2016.

7.2.12

In accordance with the Planning Agreement, we 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;

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.

9 65 employees were onsite secondees and/or based 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.

- 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'.

7.2.13

The programmes and processes rolled out in 2015 to ensure that jobs available on-site were accessible to local people are discussed below.

WEBSITE INFORMATION

7.2.14

As reported in the 2014 APR, LCY changed the approach to the way vacancies are advertised. The majority of recruitment needs are now managed in-house by a Recruitment Manager within the HR department. LCY has developed a careers website http://www.londoncityairport.com/aboutandcorporate/page/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.

7.2.15

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 those 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.

LINKS WITH LOCAL EMPLOYMENT ORGANISATIONS

7.2.16

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

7.2.17

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

7.2.18

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, this includes local residents of Newham.

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. Instead of solely holding a meeting with employers, in 2015 it was decided to improve the outreach of the forum and hold an LCY Jobs Fair in summer 2015 which was extremely well attended by onsite concessionaires and airlines. The Jobs Fair proved to be a great success with over 1,000 local people attending. This allowed onsite employers to meet local jobseekers and potential employees from Newham whilst providing locals with the opportunity to learn about different aspect of the Airport and the range of jobs that are available. Due to the success of the 2015 Jobs Fair another one is proposed for summer 2016. A second Employer's Forum meeting was scheduled to be held in December 2015 but due to unforeseen circumstances this had to be postponed. The re-scheduled meeting took place in February 2016. Two more meetings are scheduled this year.

7.4 Staff Participation

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

7.4.1

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

7.4.2

In 2015, LCY continued to engage staff and on-site companies in community projects and initiatives via:

- LCY's inaugural volunteers fortnight;
- 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. All employee volunteering opportunities are advertised by the CSR team by email, internal communications and via the Community Ambassadors.

7.4.4

The airport's workforce is committed to the local area and good causes and this helps foster strong and positive relationships with the community surrounding the Airport. In 2015, 82 LCY staff volunteered 1,192 hours of their time to local community initiatives raising funds for the Airport's chosen charity, Richard House Hospice. The total raised to date stands at £800,000 with fund raising initiatives in 2015 including: walking the Yorkshire Three Peaks challenge (£8,500); a staff football tournament (£1,400); and donation boxes and lost property sales (£12,000).

7.4.5

LCY also sponsors good causes in the locality with £55,000 given in 2015 to a variety of areas including NASSA Wheelchair Basketball Team, the Royal Docks Community Charter and the Barking Folk Festival. LCY keeps in touch with the local community via bi-monthly electronic bulletins, through the London City Airport Consultative Committee and via a year end "Delivering for our Community Report"

TAKE OFF INTO WORK (TOIW)

7.4.6

2015 was another excellent year for Take Off Into Work with 69 people taking part in the programme.

7.4.7

The programme is delivered in partnership with Newham Workplace and the East London Business Alliance (ELBA). Since commencing in 2009 over 500 people have been employed on-site through TOIW. In partnership with Newham Workplace who fund TOIW, the airport continued to provide employment opportunities to local residents through TOIW in 2015.

AIRPORT CAREERS

7.4.8

An airport careers booklet is available at www.londoncityairport.com/careers. Additionally, new careers videos were developed by the HR team through 2015. 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. Airport staff took part in careers and jobs fairs – engaging with over 2,500 local jobseekers and young people throughout the year.

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 on this document annually as part of the APR process. The 2015 Airport Recruitment Policy can be found at Appendix 16.

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 in many areas throughout 2015.

7.7 2015 Education Programme Updates

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

EDUCATION EXCELLENCE

7.7.1

LCY's Educational Excellence Programme delivers projects to all age groups from primary to adult education. Since 2011, over 6,500 students have engaged with the airport through educational tours and careers days; for example in 2015 2,422 primary school students from 43 primary schools and groups visited for an educational tour as part of 91 tours delivered in total. At the other end of the education spectrum, LCY delivered aviation career lectures to 112 University students.

7.7.2

Secondary education is also focused on Year 6 – 9 students with LCY having developed an Enterprise and Aviation Enterprise module to make airport operations and commercial management relevant to schools and the national curriculum. The airport also joined in partnership with Enabling Enterprise, London's Ambassador for Training and Enterprise and other businesses from around the Royal Docks (ExCel, British Airways, ABP, Silvertown Partnership and the Royal Docks Management Authority) to work alongside 100 secondary school students at the Royal Docks Industry day in 2015. The students undertook to create a marketing campaign pitching the Royal Docks as a world class business destination

7.7.3

In 2015 we worked with all the schools listed below:

Newham

- Britannia Village Primary School
- Scott Wilkie Primary School
- Hallsville Primary School
- Royal Docks Community 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
- Kingsford Community School
- Tollgate Primary
- Cleves School
- Curwin Primary School
- Ravenscroft Primary School
- Local home-schooled group
- Manor Park Primary School
- West Ham Church School
- Cumberland School
- Salisbury Primary School

Greenwich

- St Alfege with St Peter's Primary School
- Plumcroft Primary School
- St. Matthews Academy
- Alexander McLeod Primary

Tower Hamlets

- Woolmore Primary School Wellington Primary School
- Marion Richardson Primary School St Johns C of E Primary School
- Mayflower Primary School
- St Paul's Whitechapel

7.7.4

The list below summarises the projects delivered in the areas of education and employment in 2015.

Primary Education

- Tours of the Terminal, for reception and Year 6 pupils saw 32 primary and nurseries visit LCY, which engaged 2412 students.
- West Ham Schools Partnership which engaged with 5 Newham schools in 2014, will work with another 35 throughout 2015 & 2016.
- Delivery of a Carbon Challenge to BV Primary.
- Your Royal Docks art competition
- Tower Project Careers Insight visit
- Work Week Workshops delivered in partnership with 15billionEBP.
- Enabling Enterprise Challenge Days

Secondary Education

- Delivery of LCY Enterprise Module which was developed with Oasis Silvertown for years 7 and 8 pupils.
- Delivery of the LCY Aviation Enterprise Programme to students from Royal Docks Community School, Rokeby School and Kingsford Community School. Continuous Improvement Workshops delivered to students from Newham Collegiate Sixth Form
- LCY participated in various career awareness initiatives including BOSS days and careers insight visits in Newham, Greenwich, Redbridge, Tower Hamlets and Havering. In 2015 LCY engaged with over 3,500 students.
- The airport hosted a Royal Docks Industry Day for 100 year 6-9 students from schools across East London. This was delivered in partnership with other local businesses.

Further & Higher Education

- Work experience provided to 51 students
- 6 students participating in the LCY University Prize Scheme
- Worked with the Newvic College on specialised sessions for students
- Developed an Innovation Workshop which focussed on STEM which was taught exclusively in the Newham Collegiate 6th Form.
- The airport delivered an Employers Aware Programme to a group of Greenwich Community College students
- The airport delivered an aviation careers based lecture at the University of East London, Stratford Campus
- LCY worked with the office of Stephen Timms MP to support a "politics school" for local 16-18 year olds.

7.8 Primary Education

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

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. The Your Royal docks programme which was developed in partnership with the Museum of London Docklands, and an assortment of local teachers, was made available online for any teacher to download and teach in school. Following the successful 2014 launch of the programme, we ran and hosted a Your Royal Docks art competition in summer 2015.

7.9 Secondary Education

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

7.9.1

In 2015, 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 were successfully delivered to a variety of students in Newham and other local boroughs.

BUILDING OPPORTUNITIES AND SKILLS SEMINARS (BOSS DAYS)

7.9.2

LCY continued to volunteer at BOSS days in 2015. In total, 580 students benefitted from sessions at the following three schools:

- Cumberland
- Eastlea
- Rokeby

7.9.3

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 800 local students were engaged by LCY in 2015.

7.9.4

Continued investment in educational initiatives remains a key objective for the airport and in 2016 it will:

- Work with Enabling Enterprise to launch a "Create an Airport" one day workshop, which will be delivered to c.250 students in Newham, Waltham Forest and Barking & Dagenham;
- Launch a Russell Group University visits programme for 14/15 year olds across East London Boroughs;
- Continue to deliver the Enterprise and Aviation Enterprise modules, workshops and delivering the primary schools visits programme across East London.

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 2015, the programme was reconfigured to offer meaningful 5 day placements in particular departments. 51 students were awarded places and enjoyed experiences in Customer Service, Finance, Continuous Improvement, Aelia Tax and Duty Free, Health and Safety and the Jet Centre.

7.10.3

22 students came from Newham, 8 were from Tower Hamlets, 9 from Greenwich, 7 from Barking and Dagenham, 3 from Bexley, 1 from Havering and 1 from Redbridge.

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 2015. However, 2015 saw 3 students graduating from the scheme. LCY will continue to fund until graduation of the six students who remain on the programme.

7.11.2
LCY also partnered with a new Higher education initiative called Gradbridge in 2015 and sponsored 2 places on the programme for local graduates. In 2016 this partnership will be expanded and the airport will fund 20 places for graduates from Newham and other adjoining Boroughs[11].

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 2015 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 & Awards in 2015

7.13.1
The culmination of all of the above initiatives led to LCY receiving the All-Party Parliamentary Corporate Responsibility Group's Business Champion award in 2015. LCY was nominated by the Airport's local MP and businesses from across the UK were considered. The award was given to LCY in recognition of its "investment in the local community; its commitment to providing pathways into work for unemployed residents; its work with schools and universities; and its work with West Ham Football Club to promote healthy life styles, among other issues…" LCY is justifiably proud of its strong commitment to the local community.

7.13.2
In 2015, the airport continued to communicate with local stakeholders via a bi-monthly e-bulletin and through their @LCYLOCAL twitter handle. 2015 also saw the funding of a new Community Café at St John's Green and plans are in hand to renovate the Beckton Community Centre to the benefit of 150,000 Newham residents per year. These projects are funded by the £1 million Community Projects Contribution paid by the airport to London Borough of Newham under the Planning Agreement.

7.14 Community Report

7.14.1
The airport's 2015 Community Report entitled "Delivering for our Community" can be viewed here:
http://www.londoncityairport.com/aboutandcorporate/csrnews

11 Gradbridge is a programme that develops soft skills for recent college and university graduates to make them "job ready" and is supported by many of the leading UK and Global businesses.

8 Surface Access

8.1 Surface Access Strategy
[6th Schedule / Part 1 / (1) – Page 53]

8.1.1
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 2015 the group met in July and was scheduled to meet again in December, but this second session was postponed until February 2016. A further session took place in June 2016 with a further one planned for November. The Terms of Reference for the ATF can be found on the airport's website: http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport

8.1.2
Through the ATF, a draft ASAS "Connecting the Airport" was developed in consultation with key stakeholders in 2013. This established new 10 year strategic priorities aligned with the airport's forecast growth through the proposed City Airport Development Programme (CADP).

8.1.3
It was agreed, through the ATF, that the document would remain in draft form, supplementing and updating the 2005 ASAS document, until a decision has been made on the CADP planning application at which point the document will be finalised. Pending the determination of CADP, LCY continue to deliver against the draft ASAS – a copy can be found on the airport's website at: http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport

8.1.4
At the July 2015 session the ATF adopted a new set of 'Transport Objectives' that guide the group's activities under the ASAS in the interim period pending the determination of CADP. It was felt that this interim approach was necessary due to the ongoing draft status of the ASAS and the need to refresh and refocus the actions within the Travel Plan 2011 and Your City Commuter 2013.

8.1.5
As with the draft ASAS, the 'Transport Objectives 2015' supplement the Travel Plan 2011. The 26 objectives contained within focus on current surface access issues and help guide the work of the ATF through the Working Groups. To cover this transitional period, delivery in 2015 encompassed the actions from both the Travel Plan 2011 and the Transport Objectives 2015. Both documents can be found on the airport's website: http://www.londoncityairport.com/aboutandcorporate/page/sustainabletransport

8.1.6
The July 2015 ATF meeting also saw the establishment of a series of Working Groups. These are time and task orientated projects that bring together ATF members to address, investigate or tackle actions to help deliver the Transport Objectives 2015. In 2015 four working groups were set up. Table 8.1 summarises the focus of each of the 2015 groups and the actions identified for delivery in 2016:

Table 8.1 Summary of 2015 ATF Working Groups

Working Group Focus	Actions Identified
Taxi Management	
The aims of the Working Group There are three aims to this activity: 1. To monitor reported nuisance complaints from local residents regarding minicab operations; 2. To assess the impact of these operations: and 3. To recommend what appropriate steps of redress should be taken.	1. LCY to contact all minicab operators; 2. LBN & LCY to monitor complaints; 3. LBN & LCY to meet annually to review complaints agree next steps; and 4. The ATF will have two distinct roles; firstly, to discuss complaints received, and if required re-examine the issue. Secondly, the group should discuss the longer term implications that products such as Uber will have on minicab operating practices.
Cycling and Walking	
The aims of the Working Group 1. To identify planned and proposed cycling and walking improvements across Newham and The Royal Docks and to gauge their likely impact on travel choices; 2. To ensure that the airport's approach is aligned to this; 3. To enable the airport and the ATF to make recommendations about future provision on-airport and locally.	1. Join TfL's Cycling Workplaces scheme, and access equipment and training; 2. Promote TfL's & LBN's cycle training; 3. Once infrastructure in place purchase pool bikes to enable staff to trial cycling; 4. Maintain a full understanding of LBN's cycle strategy (via the ATF) and ensure airport integration as new routes develop; 5. Promote TfL/GLA's street level design guidance in future development; and 6. As cycling and walking demand grows LCY, via the ATF, to work with LBN and TfL to provide additional infrastructure
Information Provision	
The aims of the Working Group; To identify improvements that will make transport information more accessible to air passengers before, during and to/from their journey to the airport. This includes the airport's website, provision within the terminals and across the local transport network (DLR and Tube).	1. Update strategy pages on LCY.com; 2. Fit info screens in Baggage Reclaim; 3. Provide Info Desk with travel leaflet; 4. Promote improved 'which platform' information at Canning Town; 5. Add LCY to Tube 'in carriage' maps; 6. High-quality travel info on LCY.com; 7. Look at 'best practice' pax info model and share with airlines; 8. ATF input to transport messaging on new passenger info screens; 9. DLR & TfL to consult LCY on passenger travel information issues; and 10. Consider installing additional flight information panels across the network.

Working Group Focus	Actions Identified
Low Carbon Infrastructure	
The aims of the Working Group; To complete a high-level review of the low carbon transport aspirations and strategies of LBN, TfL and the GLA and use that to inform the LCY approach to the issue. This will be an interactive and collaborative project that brings together members of the ATF to provide their thoughts and expertise. Specifically the following aspects will be considered; 1: Longer term aspirations of each organisation to support the use of low carbon forms of vehicular transport 2: Relevant monitoring processes for each organisation 3: Funding streams that may bring forward low carbon solutions 4: The ATF to understand low carbon requirements that may be placed on the airport over the coming years	1. LCY to meet TfL to discuss rapid charging programme; 2. Subject to TfL requirements identify locations suitable for installation of rapid and standard charging points; 3. If suitable locations can be found (subject to power supply and longevity of site) progress within installation; 4. TfL to provide a contact for their LO City programme; 5. TfL & LBN to report on inductive charging technology on the route 69 bus; 6. TfL, GLA and LBN to actively include LCY in future discussions regarding the provision of charging points; 7. LCY to include a section within the revised ASAS focussing on electric vehicles and infrastructure; 8. As London's charging network grows actively promote electric vehicle use by airport staff and passengers.

8.1.7

Each 2015 Working Group identified a series of actions for progression by both LCY and by the other members of the ATF. Some of these were short-term actions that will be taken forward in 2016 while others are for longer-term consideration. For example the Cycling and Walking Working Group highlighted the need to provide additional cycle storage in 2016, with a longer term action for TfL and LBN to work to deliver cycle infrastructure upgrades.

8.1.8

The actions proposed by each of the four Working Groups were agreed by the ATF in February 2016. Following the success of the 2015 Working Groups new Working Groups have been set up in 2016. Table 8.2 lists the agreed 2016 Working Groups.

Table 8.2 Planned Working Group Programme 2016

Working Group	Focus	Likely Members
Crossrail	To consider how the airport should best connect with Crossrail in both the short (via Custom House) and longer term (via a dedicated station)	LCY, Crossrail operator, LBN, TfL, DLR
Bus Route Changes	To gauge the impact of proposed bus route changes and develop a Forum response to TfL's consultation on this matter	LCY, TfL, LBN
Surface Access Best Practice Review	To identify best practice among transport strategies and travel plans to inform the development of both post-CADP determination	LCY, TfL, LBN, GLA

8.2 Surface Access Performance

8.2.1

London City Airport is well connected to both private and public transport networks. The local road network, on-site parking provision, minicab and chauffeur services provide easy access to airport users at any time they wish to travel. Passengers and staff that choose to travel by public transport can take advantage of direct access to the DLR network, local bus services, black taxis or local cycling and walking networks. From the DLR the wider London transport network can be accessed providing onward journey options to destinations across the City and beyond. The DLR is the dominant mode of transport for air passengers, being used by 62% of travellers in 2015 - an increase of 1% over 2014.

8.2.2

Surveys are used to monitor and measure the way in which passengers and staff travel to and from the airport. Quarterly satisfaction surveys, undertaken in the departure lounge, gauge how passengers travel, while staff surveys are undertaken less frequently due to their intensive nature. The latest staff travel data was gathered through a survey in 2013, the results of which were used to inform the consultation process undertaken in the same year that led to the development of the draft ASAS. In 2016 the airport will undertake a further travel survey to identify any changes in travel behaviour since 2013.

8.2.3

The draft ASAS includes targets aimed at maintaining the airport's excellent surface access performance which sees a higher percentage of passengers using public transport than any other UK airport. With 69% of passengers travelling by public transport in 2015 LCY compares favourably against the latest figures available for other airports; London Heathrow – 26% (2014), London Gatwick – 43% (2015), London Stansted – 51% (2014), and Manchester Airport – 15% (2014). The 2023 targets for public transport use established in the draft ASAS are:

- Over 70% of passengers travelling by public transport; and
- Less than 40% of staff travelling by single occupancy car.

8.2.4

Table 8.3 shows that a total of 69% of passengers travelled by public transport in 2015[12] - 1% below the 2023 target, yet far ahead of other UK airports. While the percentage of passengers travelling by DLR continued to increase in 2015 (up 1% on 2014).

8.2.5

Those travelling by Black Taxi reduced by 4%, contributing to an overall decrease in the use of public transport by 2%. This slight decrease appears to be attributable to increased use of Minicab and Uber as a modal choice for the first time. This slight decline in public transport use is a concern to LCY and was discussed by the ATF in June 2016. The ATF identified a number of potential causes including the industrial action seen across much of London's transport network in 2015. It was agreed that further analysis is required by both LCY and the ATF. This will include the use of the passenger survey and other mechanisms to identify why there has been a slight shift in passenger choice, the causes, and future actions required to ensure that the draft ASAS target of 70% is achieved by 2023.

Table 8.3 – 2015 Passenger Surface Access Statistics

Mode	2014	2015
DLR	61%	62%
Black Taxi	10%	6%
Bus	0%	0%
Total Public Transport	**71%**	**69%***
Minicab	14%	17%
Car (driven away)	6%	7%
Chauffeur	2%	2%
Car Parked	inc in othe car	2%
Uber	n/a	1%
Other Car	4%	1%
Transfer	4%	2%
Total Private Transport	**29%**	**31%**

Source: BDRC, independent provider of the Quarterly Passenger Survey

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

8.2.6

Table 8.4 shows that 48% of staff chose to travel to the airport by DLR, bus, on bike or by foot in 2013. It also shows that 41% of staff chose to drive alone, 1% above the 40% target included in the draft ASAS. A new staff survey had been planned for delivery in 2015. However, this was deferred due to delays to the CADP planning process. The intention was to use the data generated as a baseline to measure the performance of the new ASAS and Travel Plans that would have been produced following planning approval. LCY will conduct a new staff travel survey in 2016 to provide a more up-to-date assessment of how staff access the airport.

12 black taxis are included by TfL as a form of public transport

Table 8.4 - Staff Surface Access Statistics (2013)

Mode	2013
DLR	18%
Mini Cab	0%
Car	41%
Bus	19%
Walk	8%
Cycle	3%
M'bike	0%
Other	11%*

*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. Source: LCY staff travel survey

8.3 Transport Objectives Progress 2015

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

8.3.1

During 2015 the airport delivered against the 26 objectives contained within Transport Objectives 2015 while also maintaining delivery of actions in the 2011 Travel Plan that remain relevant. In doing so the airport ensured that historic commitments were met alongside those more current priorities established by the ATF. A detailed overview of performance is provided at Appendix 17, and summarised below.

8.3.2

In addition to the 26 actions in the Transport Objectives 2015 there are a further 44 actions in the Travel Plan 2011. Progress against these actions are recorded as 'Complete' or 'Ongoing'.

8.3.3

Of those 26 actions within the Transport Objectives 2015 six are 'Complete', and 20 are considered to be 'Ongoing'. Of these 20 three have been identified as 'Amber' – these are actions where the anticipated delivery plan for 2015 has been delayed and will now occur in 2016. An example of this is Transport Objective 8 "With TfL and relevant transport operators look at potential ticketing, information and interchange improvements that could benefit passengers and staff". While the initial review took place in 2015, some of the actions it identified, such as the installation of new passenger travel information screens in Baggage Reclaim areas, will be progressed in 2016. Actions in the Travel Plan 2011 that remain relevant are considered 'Ongoing' or 'Complete' as of the end of 2015. Full commentary on both sets of actions can be found in Appendix 17.

9 Environmental Complaints/Enquiries

9.1 Report of any Complaint or Action in Summary in Preceding Calendar Year

[3rd Schedule / Part 7 / 2 (c) – Page 35]

9.1.1

The annual incidence of environmental complaints and enquiries to the airport remains very low, at less than one complaint per thousand aircraft movements per year (see Figures 9.3 and 9.4 below).

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 97 complaints regarding LCY's operation were received during 2015, just two more than in 2014 despite an increase in the number of flights of around 9,000 over the same period. In addition, 41 environmental enquiries relating to LCY were received during 2015. Of these 4 complaints/enquires regarding matters unrelated to LCY operations were received during the same period.

9.1.4

Of the 97 LCY complaints received:

- 86 detailed aircraft noise, 29 of these were from one particular individual;
- 2 were related to flight paths;
- 1 was related to aircraft frequency; and
- 4 were related to other factors such as odour and ground noise.

9.1.5

A comparison between complaints and enquiries for 2015 and 2014 is provided in Tables 9.1 and 9.2 below. Tables 9.3 and 9.4 look more specifically at the complaints and enquiries received during the 2015 calendar year whilst comparing against aircraft movements that occurred over the same period.

9.1.6

The amount of complaints in 2015 is comparable to the amount received in 2014. The amount of enquires did rise however this was largely due to ongoing public consultations during LBN's assessment of the CADP proposals and post the LCY consultation with respect to the London Airspace Management Plan (LAMP).

9.1.7

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. See Appendix D of Appendix 10 of the APR which includes the reports to the LCACC and the number and subject of complaints.

Table 9.1 – Environmental Complaints and Enquiries 2015 vs 2014

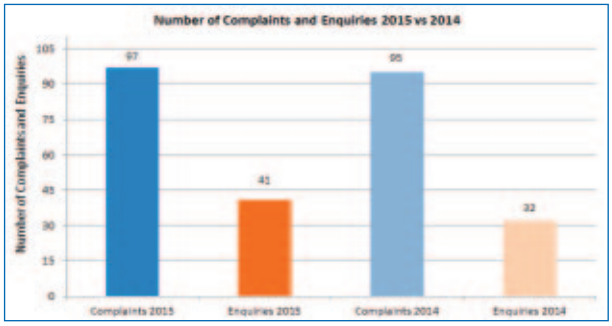


Table 9.2 – Environmental Complaints and Enquiries by month 2015 vs 2014

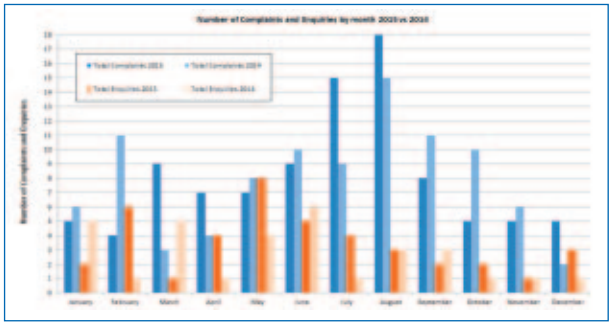


Table 9.3 –2015 Environmental Complaints by Category and Air Traffic Movements

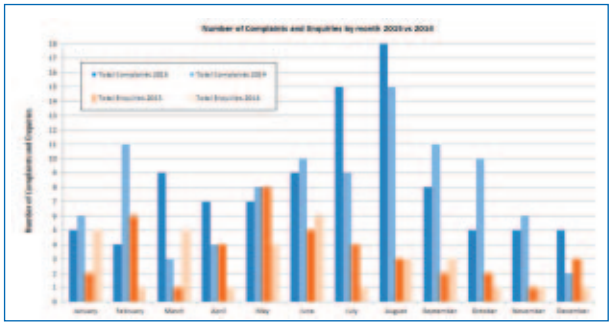
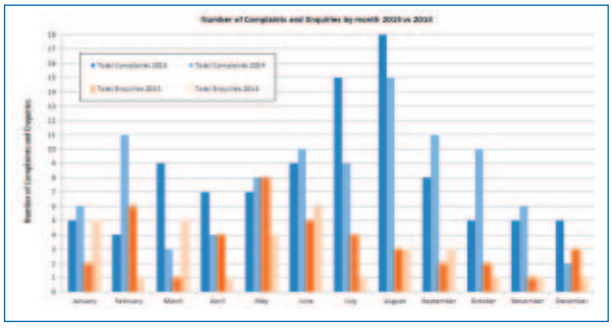


Table 9.4 – 2015 Environmental Enquiries by Category and Air Traffic Movement



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 £121,613.92 were made to LBN during the 2015 calendar year:

- Annual Monitoring Payment – £81,075.95on 1 July 2015 [6th Schedule / Part 6 / 2 – Page 58]
- Parking Contribution – £40,537.97paid on 1 July 2015 [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 2015.

11.2 Value Compensation Scheme

[7th Schedule / Part 2 – Page 60]

11.2.1

The Value Compensation Scheme (VCS) was approved by Newham and came into effect on 30 November 2015. The purpose of the VCS is to compensate owners for loss in value of undeveloped land which was affected by the change in the public safety zones for London City Airport which occurred on 15 March 2011. Claims for compensation may be made at any time up to and including 30 November 2025.

11.2.2

The Airport wrote to the relevant landowners to notify them of the VCS in February 2016. The approved VCS has been uploaded to the airport's website (http://www.londoncityairport.com/aboutandcorporate/page/noiseandtrackkeepingsystem). A copy of the scheme is included at Appendix 18.

London City Airport
Get closer.

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July 2015