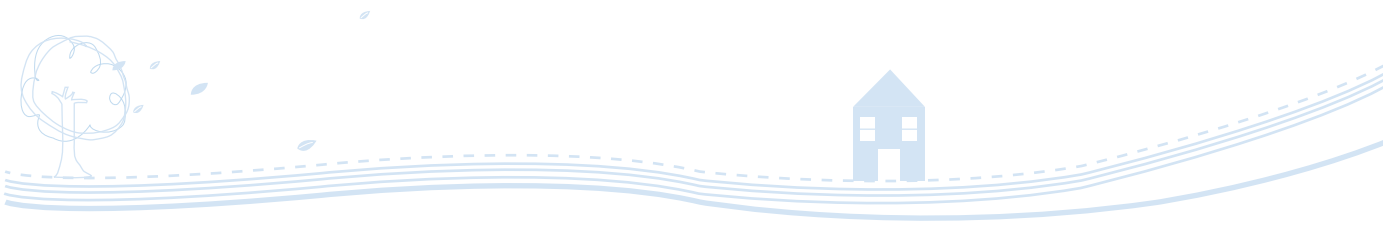


# Community & Environment Report 2007





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## ABOUT LONDON CITY AIRPORT

London City Airport (LCA) opened in 1987 and is the only airport actually in London. Situated just 10 miles from the West End, six miles from the City of London and three miles from Canary Wharf, London City Airport is the most obvious choice for those travellers who wish to arrive and depart closest to Central London.

The focus of the Airport is the business traveller, with 70% of passengers flying for business and 30% for leisure purposes. The team of over 1500 people at London City Airport strives to make travelling as efficient and seamless as possible for the growing number of passengers who use the Airport. In 2005 we welcomed 2 million passengers and in 2006, 2.4 million passengers passed through our doors.

Strong surface access links are essential to our continuing success. The opening of the Docklands Light Railway (DLR) extension to the Airport in December 2005 provides the fastest and cheapest direct rail link of any airport into Central London, travelling to Bank in 22 minutes and Canary Wharf in 14 minutes. Equally as important to future success are the strong relationships London City Airport shares with the airlines, business partners, the dedicated team of employees on-site, and local residential and business communities.

Since opening, the Airport has strived to be a good neighbour, developing long-term relationships and partnerships with a wide variety of local organisations. As the Airport continues to grow, we will remain focused on the community and the environment to ensure that local people are a part of, and benefit from, the Airport's success.





**WELCOME**  
by Richard Gooding, Chief Executive



Welcome to London City Airport's Community and Environment Report 2007.

This report covers the period 2005 to 2007, a time of growth in passenger numbers, employment and the range of community and environment initiatives undertaken.

One of the highlights of 2005 was the opening of the Docklands Light Railway extension to London City Airport. This valuable rail link now directly connects our passengers, staff, and the local community with other parts of London. Uptake in use of this rail link has been strong, with more than 50% of our passengers choosing rail over alternative forms of transport. One significant result is a 21% reduction in road journeys (taxi or private car) since 2000.

In 2005/2006, we expanded our community relations team, with two additional members employed to ensure local people are involved in and benefit from our operations. We have remained committed to community groups located in the London Borough of Newham and have expanded the range of projects included within our Community Relations Programme, whilst continuing to focus on education, health & fitness and environmental initiatives.

The environment team has also been enhanced by an additional member of staff and the commencement of a number of key environmental projects, including the installation on-site of state-of-the-art air quality monitoring equipment as well as blast barriers at the western end of the Airport.

The Airport continues to make efforts to minimise the impact our waste has on the environment. Our current focus is an Airport-wide recycling initiative which encourages all staff to take ownership of their waste and reduce, reuse and recycle as much as possible.

During 2006, my community relations team spent considerable time consulting members of the residential

and business community about our Airport Master Plan; it was pleasing to receive strong levels of support for our growth. Our Master Plan proposes significant growth in aircraft movements and passenger numbers on our existing site in a way that is sustainable to both the environment and our neighbours; creating large numbers of future employment opportunities for local people and further contributing to the ongoing regeneration of East London. To view this Master Plan, visit [LondonCityAirport.com/masterplan](http://LondonCityAirport.com/masterplan).

Winning the 2006 Docklands Business Club award for 'Contribution to the Community' and being short-listed at the Lord Mayor of London's Dragon Awards reflects our commitment to community involvement. This involvement brings benefits to our employees, who generously give their time and skills – providing them with personal development and the opportunity to enhance their own local environments. In 2006, over 35% of London City Airport employees were involved in volunteering giving over 2000 hours of employee time during the past two years.

During this period we maintained our relationship with Richard House Children's Hospice, donating in excess of £50,000 and making us one of highest donors to this charity.

Further details of our successful community and environment activities are included in this report. We believe that the support we receive from the local community has been integral to our business success. As we enter a new and exciting stage of growth, we will maintain open communication channels with our neighbours and work together to ensure that local people celebrate in our achievements and benefit from the regeneration and enrichment of East London in the lead up to the 2012 Olympic Games and beyond.

Richard Gooding  
Chief Executive

# Community Investment and Involvement

The Airport's community programme is developed and delivered by the community relations team, supported by a large network of Airport employee volunteers. Our programmes and activities have a strong focus on reaching out and supporting communities who reside in Newham and surrounding boroughs. While many of the programmes are created and delivered solely by the Airport, others are delivered in conjunction with community partners such as the East London Business Alliance (ELBA), Newham Education Business Partnership (NEBP) and Newham Community Education and Youth Services (NewCEYS).

## OUR FOCUS

### Community Engagement

- Education Excellence Initiatives – providing local people with skills required for employment
- Health and Fitness – assisting local people to be active and healthy
- Community Outreach and Events – reaching out and supporting community groups
- Employee Volunteering - encouraging employees to share and develop their skills and experience with the local community
- Employment – ensuring employment opportunities are made accessible to local people
- Surface Access – investing in means of improving surface access links
- Communication and Consultation – maintaining open and honest dialogue



### Environment

- Air Quality
- Climate Change
- Noise
- Waste Management

# Community Engagement



London City Airport encourages local people to strive for 'Education Excellence'. The programme focuses on preparing local people for employment through activities related to basic skills, raising personal aspirations and assisting with the transition from education to employment. It is divided into the following segments:

- Primary for ages 5-11 years
- Secondary for ages 11-16 years
- Further and Higher for ages 16 years plus



## PRIMARY PROGRAMMES

### Barnaby Bear

Barnaby Bear is a character found in the National Curriculum for years one and two. A lively character, he is used to engage students in learning about geography, transport and travel. In this programme, Barnaby and local primary school students visit the Airport and learn about a nominated country/destination (either New Zealand, London or Edinburgh). Students learn about the logistics of travel in a fun and interactive way, including planning and preparation, road and air transport, and the attractions at the destination.

Hundreds of local primary students have welcomed Barnaby home from his annual vacation, touching down at London City Airport. Barnaby Bear is always overwhelmed when greeted by very excited and vocal children.





### **Citizenship Week**

Citizenship Week is a London Borough of Newham initiative that provides children with an insight into what it means to be a good citizen. Students learn to demonstrate good behaviour and positive attitudes. In 2006 and 2007, students in year three from Britannia Village Primary School visited London City Airport.

The visits involved students learning about the many different job opportunities that exist at the Airport. Customer Service Agents, Security Officers, Police Officers, and Fire Fighters met with the children to talk about their roles. To provide an understanding, children went on a tour of the Airport, watching people at work. Then in a workshop, following completion of a job application form, students performed their favourite roles with Airport professionals. Students also discussed the reasons why people go to work and what they need to budget for once they have been paid. In recognition of all their hard work, students received a book voucher and Airport goodies.

### **Reading and Mathematics Support**

Volunteers from London City Airport value the one hour a week they spend with local primary students, sharing stories or participating in mathematics games. Organised through NEBP, each school term, a minimum of six Airport volunteers visit local primary schools. They are paired with young people and work together in a relaxed environment, improving basic reading and mathematics skills, developing self-confidence and an interest in books and numbers.

### **Discover – Making Stories Together**

Discover is a hands-on interactive story trail based in Stratford where young minds can play, explore, make up new characters and create their own special tales. London City Airport sponsored four local primary school classes to visit Discover to learn about story-building, and is a key sponsor of the Forum Newsletter, produced by children reporting on issues they believe to be of importance to the community. “Forum News” is distributed across the London Borough of Newham.

## Music Therapy

During 2005, London City Airport supported three students from Britannia Village School to attend music therapy. Music therapy has been identified as a tool to aid students with impaired or delayed verbal communication and learning disabilities, offering a safe and secure environment for students to learn to communicate and to release and express their feelings. Supporting a programme of this nature guarantees that individual student needs can be met.

## Library Book Project

The "Airport Book Appeal" was launched to staff in 2005 to help fill the shelves at Britannia Village School Library. Employees were asked to think of their favourite fictional children's tale and to pledge a donation towards the purchase of this book.

The Appeal was hugely successful and in total, over 250 books were donated, "keeping the stories alive" and giving local children the opportunity to enjoy reading storybooks.

## Christmas Card Competition

London City Airport likes to involve its neighbours in its business and what better way to do this than to ask local primary children to design the Airport's corporate Christmas card. In 2005, a competition was launched to all the children at Drew and St Luke's Primary Schools. The judges were looking for a unique design, incorporating Christmas at the Airport. Over three hundred children entered, which made the task of judging by Airport staff very difficult as there could only be three winners.

Congratulations went to:

- 1st Place - Megan Reardon, Drew Primary School, age ten
- 2nd Place - Olivia Akenzua, St Lukes Primary School, age six
- 3rd Place - Sosom Adaka, St Lukes Primary School, age ten

The first place entry became the official 2005 London City Airport Christmas card and each of the winners were presented with a book token. They also won their school 300 packs (of 10) of their Christmas card design, which the schools used for fundraising and gifts.



## Word Festival

Newham Community Forums came together in March 2006 to organise the "Word Festival". A free public event, the World Festival celebrated the written and spoken word through a series of readings and performances by a range of local groups and authors. London City Airport supported young people from Newham at this event by providing prizes to the winners of the "budding writers" story writing competition.

In 2007 London City Airport continued to support Community Forum events through sponsorship of the Royal Docks Recycling Event at Drew Primary School.

## SECONDARY PROGRAMMES

### Building Opportunities Skills Seminars (BOSS) and Mock Interviews

In partnership with the Newham Education Business Partnership (NEBP), Airport representatives regularly attend BOSS Days. The purpose of the day is to offer an insight into the skills and attributes employers look for in prospective employees. Workshops focus on completing application forms and CVs as well as interview techniques. Following the BOSS Day, students are invited to the Airport to participate in a mock interview, for which they are required to complete an application form. They are guided through the interview process and provided with immediate feedback on how they performed as well as tips for the future. The process is designed to prepare students for a genuine job interview.

### Airport Tours

Airport tours have become increasingly popular as they allow lessons from the classroom to be viewed in action. London City Airport conducts educational tours on a regular basis, with six tours a month available to local organisations and interested parties. Tours take about an hour and introduce visitors to areas of the Airport not normally accessible to the public. Guests are taken through the experience of both a departing and arriving passenger and enjoy hearing about the history and future plans for London City Airport.

### Customer Service Programme

In 2006, a group of GCSE Leisure and Tourism students from Little Ilford School piloted the London City Airport Customer Service Programme. The half-day workshop involved students taking a site tour and then discussing many aspects of customer service with the Airport's customer services team. To implement what they had learned, the session finished with students reversing roles with Airport volunteers, and practising their skills in answering the telephone, directing passengers and dealing with difficult people!

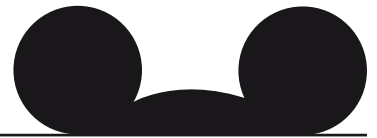


### Insight to Management Programme

Each year, the Airport's business development team seeks advice from a group of 'consultants' from Eastbury College as to the viability of potential new destinations. As part of the Insight to Management programme, the students are set up in an 'office' at the Airport for a week, and following a briefing from senior management, they tackle the task of route development research and analysis. On the final day, students present their business case for or against a new route to London City Airport senior managers. The programme provides young people with a valuable insight into a real life management project.

## Work Experience

London City Airport's popular work experience scheme runs 48 weeks a year, and has been known to be booked up as far as 6 months in advance. Week-long placements are offered to students aged 16 to 19, studying a travel industry related course. During the week, students gain an insight into all aspects of the operation of the Airport, spending time in a variety of departments. Students are given a "buddy" and are exposed to the daily tasks of each department. The knowledge gained from the experience also helps students think about future careers.



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## Future Leader of the Year Award (Eastside Young Leaders Academy)

Complementing the national school curriculum, the Eastside Young Leaders Academy (EYLA) is a charity that provides additional support for boys aged between 8 and 16 years from African and Caribbean backgrounds. EYLA encourages these young people to be confident and successful, ensuring they remain focused on all life opportunities. In 2005, London City Airport launched the annual Future Leader of the Year Award at EYLA. This award recognises and rewards individuals who demonstrate continuing development of leadership qualities and complete an Airport specific project.

In 2005, Kamal Imafidon was crowned 'Future Leader of the Year' and awarded a break for four people to Disneyland Paris. The silver award went to Alexander Decker, winning four one-day return flight tickets to Edinburgh with lunch, plus a £50 book voucher. Bronze went to Anthony Okerafor, winning four one-day return flight tickets to Edinburgh and lunch. In 2006 Alexander Decker stepped up to take the gold award and was rewarded with a family trip for four to Jersey to participate in a feast of outdoor activities.



## FURTHER AND HIGHER EDUCATION PROGRAMMES

### Higher Education Scholarship Programme

The London City Airport Higher Education Scholarship Programme, run in conjunction with Newham Sixth Form College and the London Borough of Newham will, when completed, invest over £100,000 into young people from Newham. The scheme provides three outstanding students each with £3000 every year of the three years of their university degree. Under this programme, the final intake of students will graduate in 2009.

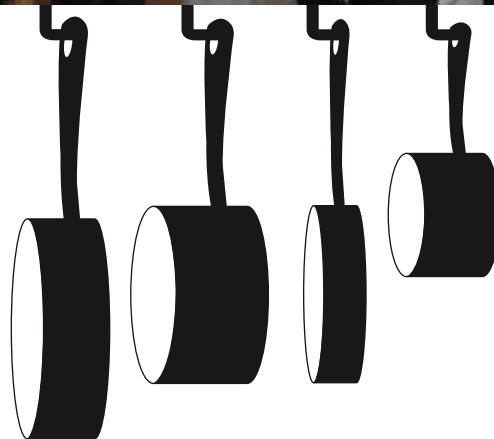
To continue the positive impact, a similar programme commenced in 2007, providing two gifted Newham students the opportunity to study a transport, geography or business related degree by providing £2000 for each year of university. In addition, students are offered paid work experience placements at the Airport throughout their studies, and a business mentor. All students must demonstrate exceptional records of academic achievement, transferable skills, college attendance and be active citizens in Newham.

### Careers Fairs and Guest Speakers

Volunteers from London City Airport are familiar faces at local college and university careers fairs. The purpose of the Airport's attendance is to inform local people of the employment opportunities that exist at the Airport, and guide them towards the skills and experiences required to secure a variety of roles. Members of the management team frequently address groups of students, sharing tales from the shop floor and advice from past experiences, offering inspiration to tomorrow's managers. In 2007, a new version of the "Airport Careers" publication was launched; a resource for people considering a career at an airport. This is available [LondonCityAirport.com](http://LondonCityAirport.com).

### Weavers Restaurant Trust – Café E16

London City Airport chose to support Café E16, a Weavers Restaurant Trust project based in Canning Town, as it offers individuals who have a disability or social disadvantage, the opportunity and support to pursue a career in the hospitality industry. The Airport presented the trainee chefs and front-of-house personnel with chef's whites and smart aprons, which have resulted in greatly improved presentation and enthusiasm in the kitchen. Every Christmas, a group of Airport employees enjoys a festive three course meal at Café E16, and provides feedback to the trainees about the food and hospitality they experienced.



### Helping Adults Learn to Read

In 2006, the Airport joined forces with Newham Community Education and Youth Services (NewCEYS), to produce a book titled 'Ilse's Journey' which will serve as a resource to help adults learn to read. The original series was produced in 1997 and this latest edition will be read by thousands of adult learners across East London, providing them with a stimulating story based on a passenger's journey through London City Airport. A second book, titled "London City Airport", is currently in production for 2007.

### Take Your Teachers to Work Day

Despite frequent school tours, it is not possible to accommodate every student at the Airport. So as not to dampen enthusiasm for learning about the aviation industry, London City Airport hosts 'Take your Teachers to Work Day'. Small groups of teachers spend a day at the Airport, visiting a range of departments, seeing for themselves how industry implements what teachers deliver in the classroom. The days are well received and provide teachers with the opportunity to refresh their approach to teaching aviation related subjects.

### Working Knowledge Debate

London City Airport's Chief Executive came under tough questioning in 2006 from the students of an East London project called Working Knowledge.

The partnership between Twist, a leadership development organisation, and East Potential (part of East Thames Housing Group) developed the Working Knowledge project to develop and train young adults in East London to become employment advisors.

A meeting was arranged to allow students working as recruitment advisors to discuss their position in the provision of local employment and offer advice for accessing 'hard to reach' groups when recruiting. The Airport found this an interesting approach to understanding the issues that young disadvantaged or homeless people face when seeking employment.

### European Language Programmes and Diploma

What better way for A-Level students to learn a language, than to practise in a real life situation? Designed to encourage students to test and improve their French and German language speaking skills, the London City Airport Language Programme sees small groups of students spend time at the Airport impersonating Customer Service and Check-in Agents, in their chosen European language.

In addition, the Airport sponsors the annual Diploma for Contribution to Foreign Languages at Newham Sixth Form College. The winner is chosen on the basis of their knowledge and commitment to learning their chosen language and is recognised with a day trip, including lunch, for 2 people, to a European destination where they can practise their speaking skills.



### UeL Knowledge Dock

In 2006, the Knowledge Dock programme was opened to all University of East London students who aspire to be entrepreneurs of the future. The brief was to produce a business plan, with the winner receiving £10,000 start-up cash for their business. London City Airport supported this project through sponsorship of the silver prize.



## HEALTH AND FITNESS



London City Airport supports a variety of health and fitness projects which promote an active lifestyle and social interaction in team sports.

### **Ascension Church Centre**

The Ascension Church Centre, based 2 miles from the Airport in Custom House, co-ordinates a number of youth programmes which encourage young people to engage in team sports and healthy activities. London City Airport supports two of their main programmes: the Ascension Eagles Cheerleaders and the Ascension Football Academy.

The Ascension Eagles Cheerleading programme is one of the UK's most successful youth programmes. The team is Britain's best all-round cheer team and continues to secure titles at international events. With the financial support of London City Airport and other businesses, the programme provides high quality coaching and support, encouraging young people from Newham to aim high and reach their full potential. Each year, the team performs at the Airport's Fun Day and remain good friends of the Airport.

The Ascension Football Academy is open to boys and girls from the Royal Docks area of the London Borough of Newham and runs a Saturday morning club for those aged four to 16 years. In 2006, London City Airport funded a volunteer coach through his FA Level 1 Coaching Qualification.

### **London City Airport Sunday Football League**

The London City Airport sponsored Sunday Football League was established in 2002. Growing in popularity, it now comprises of 36 teams from across the London Boroughs of Newham, Redbridge and Barking & Dagenham and is administered by a North Woolwich resident; Keith Murray. In addition to an annual financial donation to fund the administration of the league, London City Airport provides a pair of flight tickets to the winner of the "Referee of the Year" competition at the end of every season.



### Langdon Tennis Club

Langdon Specialist Sports College, located in East Ham facilitates community sports clubs for a number of different games, including netball, football and tennis.

In 2006, London City Airport supported the production of advertising banners to promote the Langdon City Tennis Club. These banners are displayed at coaching and competition fixtures across Newham and the UK, advertising the club and attracting new members and club sponsors.



### Blackheath Rugby Club

Keen to support a variety of sports, in 2007 London City Airport is working in partnership with Blackheath Rugby Club to deliver an exciting new rugby event to primary schools. Students from four primary schools in the London Borough of Newham and four from the London Borough of Greenwich will receive six weekly rugby coaching sessions delivered by Blackheath's professional coaches, learning and improving their skills in tag rugby.

The lucky participants will be able to demonstrate their talents at a thrilling North versus South rugby festival to be held at Blackheath Rugby Club in Autumn 2007.

### Docklands Equestrian Centre

The only equestrian centre in Newham, the Docklands Equestrian Centre provides horse and pony riding facilities and lessons to riders of all abilities, including disabled riders. In addition, the campus employs local children as stable hands, offering riding lessons in return for their commitment to caring for a particular horse, teaching young people valuable lessons about dedication and hard work. Without an operational trailer, talented local children were excluded from attending competitions across the country; with a grant from the Airport, the trailer is now fully repaired and young people's confidence is growing as they travel to competitions countrywide.



## COMMUNITY OUTREACH AND EVENTS



London City Airport focuses on supporting local charities and in celebration of the Airport's 10th birthday in 1997, Richard House Children's Hospice (the first children's hospice in London) was chosen as our charity of the year. Since then the Airport's relationship with Richard House has grown considerably and numerous events involving large numbers of Airport employees have been organised to raise funds for the Hospice. In the past few years the Airport has donated over £50,000 to Richard House, making it one of the top five donors.

In addition to this, match funding is provided to Airport employees who participate in activities such as the London Marathon, to raise money for their chosen charity.



### Fun Day – Richard House Children's Hospice

The annual summer Fun Day hosted at the Airport is now a prominent feature on the East London calendar. Traditionally organised as a way of saying 'thank you' to our neighbours for their continued support, it is now also a means of fundraising for Richard House.

Since the first event in 1997, the Fun Day now attracts 10,000 people a year from far and wide, who enjoy London's only air show, live performances, a fun fair, international foods, and a variety of activities. Every year the theme is different and a number of competitions take place.





## New Year's Day Parade – Supporting Civic Ambassadors' Charities

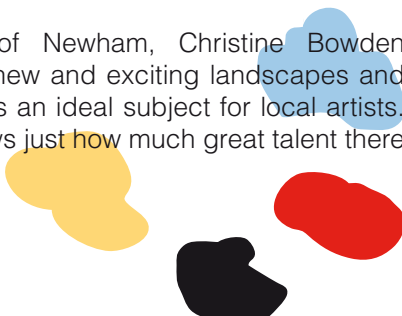
In 2005, the Airport supported the Newham Civic Ambassador's entry into the Lord Mayor's New Year's Day Parade. The float entries were bright, with the Ascension Eagles Cheerleaders and Brick Lane Music Hall providing entertainment. The teams came in at 2nd and 5th places respectively, securing much needed funds for the Civic Ambassadors' local chosen charities of each year.

## Community Art Awards

The annual London City Airport Art Awards continue to be popular amongst artists who reside within a 5 mile radius of the Airport. Jointly sponsored by Newham Council, the awards recognise local talent and encourage local people to unleash their creative talent. In 2006, 31 local artists submitted work based on London City Airport and its surrounding location, with the quality of entries the highest yet.

First prize of £500 went to Richard Caplin from Hornchurch who presented a creative piece that captured the Docklands Light Railway extension to the Airport, which was subsequently sold to the DLR for £350. Second and third prizes winners were Kenneth Price from Canning Town and David Ross from Beckton.

The Deputy Mayor of Newham, Christine Bowden commented: "With its new and exciting landscapes and architecture Newham is an ideal subject for local artists. This type of event shows just how much great talent there is within our borough".



## London Legacy 2020

London City Airport is a proud member of London Legacy 2020, a major initiative by the East London Business Alliance (ELBA), involving leading companies to secure a lasting legacy from the 2012 Olympic and Paralympic Games in East London.

The focus of London Legacy 2020 is to capture the indirect benefits of the 2012 Olympic and Paralympic Games, both before and after the games. The Airport is concentrating on East London's youth, developing community programmes and activities to ensure young people living in Newham, Greenwich, Tower Hamlets, Hackney and Waltham Forest, make positive use of this incredible event taking place on their doorstep.

Through our London Legacy 2020 membership, London City Airport is playing a key role in the Banking on Talent programme, sponsoring four young aspiring Olympians to help them reach their full potential.

## Individual Donations

In addition to these programmes, London City Airport regularly donates 'gifts in kind' to local groups in the form of knowledge and expertise; airline tickets – which are usually raffled as part of fundraising activities; provision of meeting rooms and catering; and the donation of any furniture or equipment which become redundant at the Airport. London City Airport is also generous at Christmas, helping local groups (who wouldn't otherwise be able to) participate in Christmas festivities. Although hundreds of requests are received every year, all written correspondence is replied to by appropriate means, whether by a telephone call, a visit or a personal letter.

## Wear it Pink Day – Breast Cancer Campaign

Breast cancer touches many lives, so each year employees participate in the 'Wear it Pink' Day in support of the charity Breast Cancer Campaign.

In past years it has been difficult to involve uniformed members of staff in the campaign, so in 2006 the solution was simply to extend the Airport's uniform for the day by offering all employees the chance to purchase a pink cap, with all proceeds going to the charity. The response was superb, the mood was bright, and the day resulted in an exhaustion of supply and £1500 raised for the charity.



## EMPLOYEE VOLUNTEERING PROGRAMMES

### Employee Volunteering

In order to overcome barriers to corporate volunteering, such as shift patterns, and to involve as many employees as possible in Airport community programmes, the Airport launched two volunteering schemes in 2005. The result has been a 35% increase in annual volunteering hours. In addition, the inclusion of airlines and business partners on-site has further strengthened the Airport's role in the community.

"Team Challenges" take place once a month and involve between 10 and 15 Airport employees from a variety of departments, spending a day working together to improve a communal space in the London Borough of Newham. Typical challenges include painting of nurseries or community centres, digging and planting along the River Thames, or in the gardens of local schools. Proving very popular with employees, the outcome of the Challenge is always well received by community partners.

The Community Ambassador scheme allows 6 employees to spend 1 day a month, as part of their usual role, working with the community relations team. This placement allows employees to gain an understanding of the programmes the Airport offers and develops personal skills. Ambassadors are involved in a number of programmes, ranging from conducting airport tours to participating, alongside additional volunteers, at the Airport Fun Day.

### Management Commitment to Volunteering

Commitment by employees to engage in community activities is driven from the top of the organisation, starting with full board support and an active Chief Executive. Leading by example the Chief Executive, Richard Gooding, shares 40 years of industry experience and business knowledge with numerous community groups and has incorporated employee volunteering into the performance appraisal system for the 35-strong Airport management team. Managers participate in a minimum of 2 days community work each year, providing an opportunity for them to get involved in alternative activities and to share their knowledge as well as learning themselves.



## CAREERS AND EMPLOYMENT

With approximately 1450 jobs supported on-site in 2006, London City Airport is one of the largest private sector employment sites in the London Borough of Newham. Staff are employed either by the Airport Operator (London City Airport Ltd) or one of 42 concessions, airlines or other business partners operating on the Airport site. London City Airport Ltd employs approximately 350 staff in roles ranging from skilled aviation-focused jobs to administration and support. Many of the jobs at the Airport require skills that are relevant to skills found in the local population, with employee development training widely available to allow staff to feel confident and develop in their roles.

In 2006, 128 new employees were recruited through Reed Employment to work with London City Airport Ltd. The Airport aims to provide employment opportunities to local people, particularly residents of the London Borough of Newham, but also to those in the surrounding boroughs of Bexley, Barking & Dagenham, Greenwich, Hackney, Havering, Lewisham, Redbridge, Southwark, Tower Hamlets and Waltham Forest.

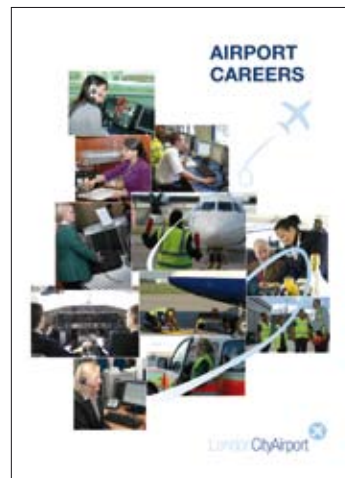
As the Airport develops to meet the demands for air travel in London and the South East, London City Airport will strive to ensure that residents from the local area fill the majority of employment vacancies. In 2005, 35% of people working at the Airport were Newham residents and 81% resided in the local area (within a 5 mile radius). If, as predicted in the Airport Master Plan, London City Airport grows to 3.5 million passengers per annum (mppa) by 2015, the number of jobs supported by the Airport is forecast to grow to over 2,600. By 2030, with around 8 mppa using LCA, the total number of jobs supported on-site is forecast to rise to over 4,000.

Each year the Airport contributes substantially to the local economy and sustains jobs created both directly and indirectly by its operation. Nearly £20 million is spent each year on local goods and services from Newham by London City Airport companies.

### “Airport Careers” Booklet

In 2007 the new “Airport Careers” booklet was launched. This booklet provides information and guidance to those looking to work on-site at London City Airport. Aimed particularly at local students though accessible to anyone seeking employment at the Airport, the careers booklet profiles the major roles available on-site and includes interviews with existing staff to give a broad picture of what it is like to work at London City Airport. The booklet aims to inspire students to work towards a career in the exciting industry of aviation and outlines the skills and experience required for each role.

The “Airport Careers” booklet is distributed to local education institutions and is also available online at [LondonCityAirport.com](http://LondonCityAirport.com).



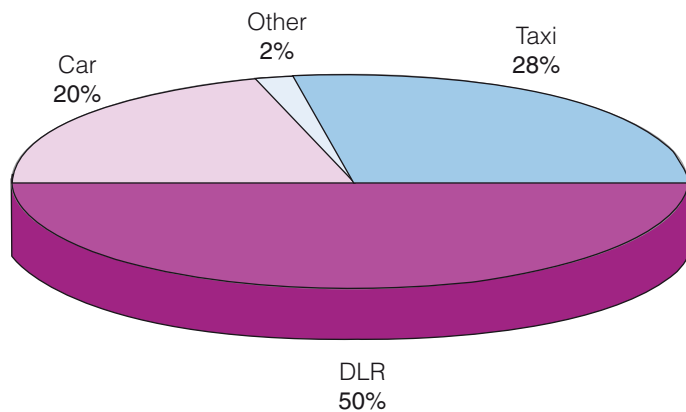
### Employee Development

The Airport invests in the staff it employs through a comprehensive training program, comprising of both job specific skills and general competencies that provide employees with the ability to be confident in performing their role and progressing to higher levels within the Airport.

# SURFACE ACCESS

On 2 December 2005 the Docklands Light Railway Extension to London City Airport opened, transforming surface access for the Airport. The introduction of the DLR to London City Airport has greatly enhanced the use of public transport to the Airport and has provided an opportunity to reduce traffic on the local road network. Following commencement of DLR services, London City Airport shuttle buses were taken out of operation, removing approximately 116,000 bus trips per year from local roads. Despite being home to the largest licensed taxi rank in London, the Airport has witnessed a reduction in the proportion of passengers using taxis – 28% in December 2006, falling from almost 50% in 2003. In December 2006, 50% of passengers were using the DLR to access London City Airport – see Figure 1.

Figure 1: Passenger Mode of Transport to London City Airport, December 2006



The presence of the Airport in the south of Newham has attracted public transport services to the area. Communities in Silvertown and North Woolwich are now directly connected to the London Underground network through stations such as King George V, Pontoon Dock, West Silvertown, and London City Airport, making services, facilities, recreational activities and job opportunities much more accessible.

In accordance with the 2003 Government White Paper on Air Transport, London City Airport works to ensure that surface access to the Airport is integrated with the transport strategy and future opportunities for the local area. The Airport therefore runs or participates in the following forums:

- London City Airport Transport Forum
- London Chamber of Commerce and Industry Transport Forum
- Canary Wharf Transport Forum
- Tower Hamlets Public Transport Forum

London City Airport closely monitors the surface access habits of employees as well as those of passengers. Approximately 64% of employees drive to work, 33% travel to work on public transport with 3% either travelling by motorbike, cycling or walking. A high proportion of employees using their cars for work are shift workers, with early morning start times falling between 0430 and 0530. The Airport is committed to a policy of maximising the proportion of passengers and staff accessing the Airport by public transport in general and in particular the DLR.

# Consultation and Communication



The Airport enjoys open communication channels with the community, both formal in the form of committees and boards, as well as informally through an extensive telephone directory of neighbours who receive phone calls and visits on a regular basis from Airport employees. The Airport makes it a priority to communicate with local residents and community groups, welcoming a two way information exchange. Early detection of any issues is the best cure, and best practise is to tell people something before it happens.

Formal dialogue is achieved through consultative bodies, which have been established to monitor all aspects of the Airport's operations. They are a means for supporting community participation and responding to queries regarding the day-to-day activities of the Airport.

## London City Airport Consultative Committee (LCACC)

The London City Airport Consultative Committee (LCACC) was established in 1987 when the Airport commenced operation. The Committee provides an interactive forum to monitor and discuss all aspects of the operation and development of the Airport, especially with regard to its impact and opportunities for the people living and working in the surrounding area. The Committee is made up of representatives from the local authorities, residents, community forums and businesses that have an interest in the Airport. Meetings are held quarterly and the Committee's agenda papers and minutes are published on the Committee website [www.lcacc.org](http://www.lcacc.org).

## Community Forums and Groups - Sharing Knowledge

Community Forums and Groups provide the opportunity for the Airport to actively engage with residents and other stakeholders. They are also a means of providing feedback on the performance of local area strategies and commenting on regeneration proposals. London City Airport has representatives on the Steering Group of the Royal Docks Community Forum, the Newham Chamber of Commerce and Newham Education Business Partnership. In addition to this, the Chief Executive sits on a number of local community boards such as the Royal Docks Trust, Newham Homes, Newham General Hospital and Leaside Regeneration. The Airport also maintains communication with a number of business related organisations.

## Access to Jobs

As a private employer eager to ensure that employment opportunities are made available to local residents, London City Airport has a representative on the London Borough of Newham Access to Jobs Forum. The Forum works to reduce the barriers to employment experienced by Newham residents. Regular meetings of the Steering Group and additional forums aim to increase levels of communication amongst employers, employment agencies and the Council, to lower the levels of unemployment in the borough.

## Community Newsletter – “Runway News”

The introduction of a new community newsletter in 2005 has proved an effective means of sharing news with local people. Produced three times a year, Runway News is delivered to 15,000 letterboxes in the London Borough of Newham as well as being available at [LondonCityAirport.com](http://LondonCityAirport.com).

## London City Airport Transport Forum (ATF)

London City Airport Transport Forum (ATF) was created in 1999 in response to Government guidelines set out in the 1998 “A New Deal for Transport – Better for Everyone” White Paper and is designed to improve and sustain access to the Airport. The Airport Surface Access Strategy, developed and implemented in conjunction with the ATF, details the short and long term plans to increase the use of public transport by both staff and passengers.

London City Airport is keen to monitor, promote and participate in local transport developments and therefore, where possible, engages in discussion groups, forums, working groups and transport committees to ensure that the local provision of public transport meets the needs of all transport users in the area, including the Airport and local residents.

# Commitment to the Environment



## AIR QUALITY



### London City Airport's Commitment

London City Airport recognises that the issue of air quality is both of local and national importance and that the Airport must account for and accept responsibility for emissions which are directly related to Airport activities.

However, it is not just the Airport which contributes to local air quality; road traffic has a significant impact on air pollution in London. Consequently when addressing the issue of local air quality around the Airport it is important to look at more than just those activities which take place within its boundary and include a wider geographical area.

### National and Regional Context

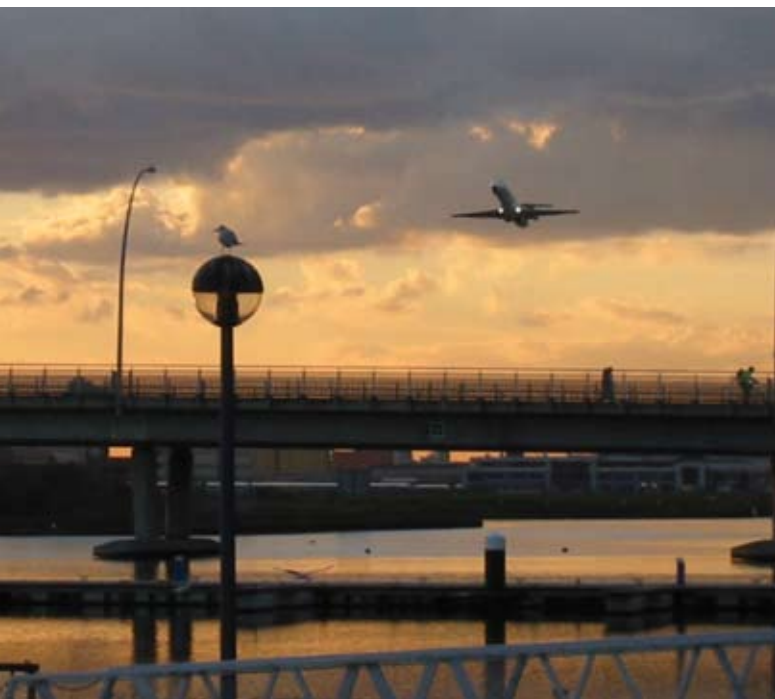
Air quality is affected by a number of different pollutants; the main contributors are:

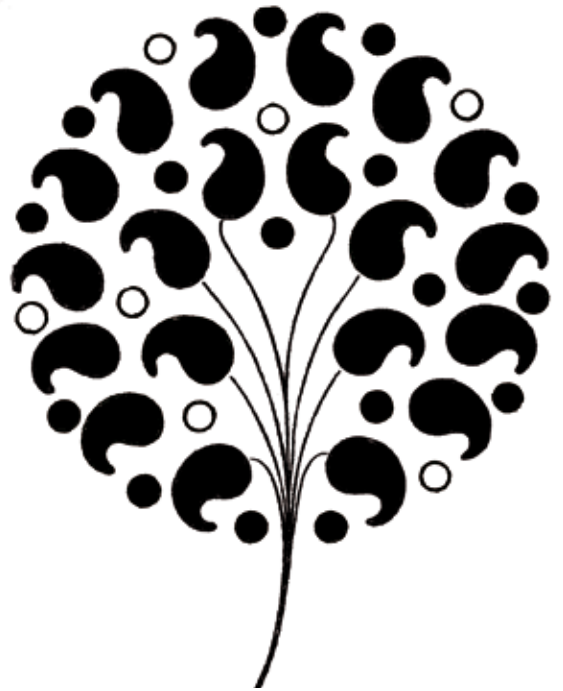
- Carbon monoxide (CO)
- Nitrogen Dioxide (NO<sub>2</sub>)
- Fine Particulate Matter (PM<sub>10</sub>)

In order to manage local air quality, the UK Government published an Air Quality Strategy (AQS) in 2000. The purpose of this document is primarily to protect the health of individuals, ecosystems and vegetation, by setting out air quality objectives for the different pollutants in the atmosphere.

From a regional perspective local authorities have statutory duties for Local Air Quality Management (LAQM). They are required to carry out regular reviews and assessments of air quality in their area against standards and objectives in the National Air Quality Strategy. Local authorities must designate Air Quality Management Areas (AQMAs) where they consider problems may arise to assist them to tackle any air quality problems.

All of the main roads within the London Borough of Newham have been designated as AQMAs. The Airport is not included as the local authority recognises that the primary problem with air quality in the local area comes from road traffic unrelated to the Airport. Despite this, London City Airport recognises that local air quality is an important consideration for the local community and consequently is committed to managing it effectively.





### Air Quality Initiatives

For many years London City Airport has put strict management procedures in place to limit the effect of Airport operations on local air quality. These include:

- Promoting the renewal of ageing Airport vehicles with newer, more environmentally friendly replacements.
- Currently 92% of airside tugs are electric and we are continuing to work with on-site companies influencing their fleet upgrades.
- Reducing the need for aircraft to use mobile ground power units (MGPUs) and their auxiliary power units (APUs) when parked on the ground. These contribute to emissions and consequently the Airport plans to extend the facility for fixed electrical ground power.

### Continued Enhancement of Operational Procedures

London City Airport has very limited space for aircraft ground manoeuvring, however it works closely with air traffic controllers to minimise aircraft taxiing times. This limits the emissions produced by idling engines as aircraft wait to take off or park.

The Airport greatly enhanced its Air Quality Strategy in 2006/07, implementing a new air quality initiative focusing on measuring and recording air quality surrounding the Airport. In particular the Airport has begun collating and analysing the levels of CO<sub>2</sub>, PM<sub>10</sub> and NO<sub>2</sub> using sophisticated on-site equipment. This equipment creates daily reports on the levels of emissions in the air and will allow for monthly statistics and future emissions' modelling.

Running parallel to these studies the Airport manages a network of NO<sub>2</sub> diffusion tubes which are placed at strategic points around the Airport to capture the current levels of this gas in the local atmosphere.

These combined air quality studies will give detailed results and a comprehensive view of the local air quality around the Airport. Additionally London City Airport is keen to work with the London Borough of Newham in using this data to add to their already extensive network of air quality monitoring data.

The DLR extension to London City Airport, which opened in December 2005, has exceeded all expectations and surveys indicate that over 50% of passengers use the DLR to access the Airport.

In terms of air quality the greatest advantage of the DLR is that it has enabled the Airport to withdraw its shuttle bus operation, removing approximately 116,000 diesel powered vehicle journeys per year from the road network. Taxi journeys to and from the Airport also fell sharply, together with use of the car park.

### Air Quality Targets 2007 - 2008

London City Airport will continue to establish a detailed inventory of all Airport-related carbon emissions, which will allow for a fuller understanding of our impact on local air quality, including the contribution to the local carbon footprint. In the period 2007-2008 the Airport will:

- Continue with its three part air quality monitoring programme detailed in the Master Plan.
- Measure the background air quality in the local area using a continuous air quality monitoring station for NO<sub>2</sub> and PM<sub>10</sub>.
- Examine the spatial distribution of NO<sub>2</sub> through a year-long programme of diffusion tube monitoring at a number of sites around the Airport and nearby housing.
- Measure the effects of individual aircraft types by a short-term, high resolution NO<sub>2</sub> monitoring programme downwind from each end of the runway.
- Continue to develop the Green Travel Plan aimed at promoting public transport options to staff and passengers reducing the number of private car journeys made to the Airport.

### London City Airport's Commitment

Aviation is an industry which has been highlighted in recent years as a potential growing contributor to greenhouse gas emissions. London City Airport takes its responsibility for air quality and greenhouse gas emissions very seriously and continues to work to improve its performance in reducing harmful gas emissions.

### National and Regional Context

There is growing scientific evidence that greenhouse gas emissions are having a measurable effect on the Earth's climate. Recent reports including the Stern Review on the Economics of Climate Change, have highlighted the need to take appropriate action now and avoid future environmental risks.

### Climate Change Initiatives

The major greenhouse gas is Carbon Dioxide (CO<sub>2</sub>) which is produced when fossil fuels such as petrol, diesel, gas and oil are burnt. The sources of Airport-related CO<sub>2</sub> emissions are typically:

- Energy production (on-site power and heating/cooling).
- Electricity generation (off-site).
- Airport vehicles both landside and airside.
- Aircraft arriving and departing.

Many of these sources are attributable to the way in which everyday duties and jobs are carried out at the Airport and as such we have embarked upon an Airport-wide commitment to mitigating and reducing our CO<sub>2</sub> emissions.

London City Airport is doing this by encouraging every individual employee to identify how they can contribute to our aim. The focus is on areas such as waste management, energy conservation and greener procurement policies.



Air Quality Monitoring Equipment at London City Airport



## NOISE & TRACK KEEPING

### Future Aircraft Types

Over the last few years the Airport has facilitated a number of flight trials involving potential new aircraft types; most recently this has involved the Embraer 170 and the Airbus 318.

The purpose of these trials is to enable aircraft manufacturers and the Airport to gather vital performance data which they require in order to seek approval from the necessary regulatory bodies for operation into London City Airport.

The Airport believes that the technological advances of these modern, more fuel efficient aircraft will play an important part in the global pledge to control and minimise the effect aviation has on climate change.

For example, the Airbus 318 aircraft, which is part of the A320 family, was the first civil aircraft to introduce full fly-by-wire capability, which allows pilots to use computers to move control surfaces on the aircraft and not use physical flight control cables. This not only improves safety but also reduces weight and makes the aircraft more fuel efficient. Airbus works at the forefront of the aeronautical industry in introducing new materials and processes, making it possible to burn less fuel and therefore reduce greenhouse gas emissions.

London City Airport fully supports and promotes this environmental approach and is committed to working with Airbus and other aircraft manufacturers to minimise their effect on local air quality and global climate change.

### Climate Change Targets 2007-2008

- To reduce the amount of energy used per passenger and therefore also emissions of CO<sub>2</sub>.
- To encourage every employee to 'do their bit' towards reducing emissions.
- To calculate our carbon footprint and use this to determine the future focus of our environmental strategy.
- To continue to facilitate aircraft manufacturers' flight trials at London City Airport.



Airbus 318 trials at London City Airport

### London City Airport's Commitment

London City Airport recognises the importance of understanding the noise implications of the Airport's operation on the community. It is committed to investing in state of the art technology to help identify any trends to ensure appropriate mitigation can be considered.

The Airport understands that noise is a sensitive issue to local communities and continually seeks to minimise the impact aircraft noise has on residents. In order to maintain positive community relationships the Airport makes every endeavour to ensure an open dialogue with local residents.

Since 1998, a combined Noise and Track Keeping System (NTK) has been in operation. This system enables the Airport to collate both individual aircraft noise data and individual flight tracks, which together give an accurate indication of whether an aircraft is adhering to the strict noise and track limits imposed by the Airport.

### Regional Context

London City Airport entered into a planning agreement with the London Borough of Newham in 1998, which requires the Airport to install and maintain the Noise and Track Keeping System. This equipment allows the local council to keep up to date with aircraft noise at the Airport and enables consultation on associated matters.

## Noise Management Scheme

The Noise Management Scheme (NMS) at London City Airport is one of the most environmentally conscious schemes in the country and includes additional noise related initiatives such as:

- Sound Insulation Grant Scheme with the lowest trigger threshold of any UK airport (57 dBLAeq).
- The annual reporting of noise contours.
- Restricted operating hours (i.e. closed every night and for 24hrs at weekends).
- Restricted number of flights or Air Transport Movements (ATMs).
- Restricted aircraft noise limits.
- Restricted ground running of engines (by both location and time).
- Limited use of aircraft auxillary power units.
- State of the art flight track keeping system – used to address complaints and to monitor and report on flight track keeping trends.
- Noise barriers.
- Noise abatement procedures.
- Environmental assessment & procedures for dealing with the environmental impact of airport construction projects.

## Track Keeping System

The Track Keeping System uses radar to plot a 'real time' display of where aircraft are flying. It also enables us to store and review every aircraft's flight track and ensure that they adhere to the published arrival and departure routes for the Airport.

## Noise Monitoring System

The Noise Monitoring System operates four noise monitoring terminals (NMTs) located a short distance outside the Airport's boundaries to the east and west of the runway.

They are primarily used:

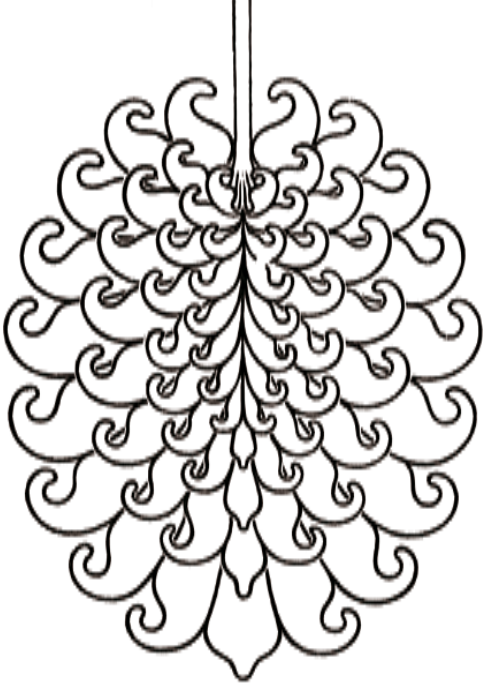
- To establish the noise category of new aircraft using the Airport.
- For the annual review of aircraft noise categories.
- To insure aircraft adhere to their sound level.

Aircraft are not permitted to operate at London City Airport unless they fit into one of the following noise categories:

Table 1 - Noise categories noise reference level (PNdB)

Category	Noise Reference Level (PNdB)	Noise Factor
A	91.6 - 94.5	1.26
B	88.6 - 91.5	0.63
C	85.6 - 88.5	0.31
D	82.6 - 85.5	0.16
E	Less than 82.6	0.08

The noise reference level is determined using the mean annual departure noise levels as measured by the noise monitoring system. The noise factors are multiplying factors to the actual number of air transport movements, and are used to obtain the number of factored movements. The London Borough of Newham determines the number of factored movements allowed at London City Airport per year through planning agreement.



### Other Noise Abatement Measures

Essential aircraft maintenance or repair that gives rise to noise discernible at the Airport boundary is usually permitted only during the opening hours of the Airport. On most Public Holidays, such work is restricted to after 0900.

The noise from the ground running of aircraft engines is also restricted to ensure such operations are monitored and managed appropriately to minimise any potential disturbance to the local community.

All aircraft operating at the Airport must be capable of making an approach at 5.5 degrees or steeper - this compares with 3 degrees at most other UK airports. This steep approach adds a significant environmental benefit to the community, as aircraft approach at a much greater height before starting their descent into the airfield.

The Airport does not operate late at night and there are further restrictions on operations at the weekends (closing for 24 hours between Saturday and Sunday afternoons) and Public Holidays.

2007 has seen the successful installation of a number of noise and blast barriers at the western end of the airfield. These barriers assist with the dissipation of airport odours and also have the benefit of shielding local residents from some aircraft ground noise.

### Sound Insulation Grant Scheme

The Sound Insulation Grant Scheme provides a mechanism to help mitigate the noise impact of airborne aircraft within the residential community. The Airport provides secondary-glazing sound insulation with ventilation for those properties most affected by aircraft noise. The trigger point for eligibility for premises under the scheme is the Airport's 57LAeq 16-hour noise contour – see table 2 below. This is one of the lowest trigger levels of any UK airport. The total investment by London City Airport in sound insulation for the community since it opened in 1987 now exceeds £4.5 million.

Table 2 - Comparison of sound insulation trigger levels for some UK airports

Category	Noise Level
Birmingham (a)	63dB LAeq
Edinburgh (b)	66 dB LAeq
Gatwick (c)	66AN/DAY
Heathrow (d)	63dB LAeq
Luton (e)	63dB LAeq
Manchester (f)	62dB LAeq (24h)
London City Airport	57dB LAeq (16h)

- (a) Sound Insulation Scheme ([www.bhx.co.uk](http://www.bhx.co.uk))
- (b) Home Owner Support Scheme ([www.edinburghairport.com](http://www.edinburghairport.com))
- (c) The Gatwick Noise Insulation Scheme For Homes ([www.gatwickairport.com](http://www.gatwickairport.com))
- (d) BAA Heathrow Buildings Noise Insulation Scheme 2005 ([www.heathrowairport.com](http://www.heathrowairport.com))
- (e) London Luton Project 2030 ([www.london-luton.co.uk](http://www.london-luton.co.uk))
- (f) Manchester Airport Environment Plan

### Noise and Track Keeping Targets 2007-2008

- To continue observing aircraft track movements and ensure aircraft adhere to the published arrival and departure routes.



## WASTE MANAGEMENT

### **London City Airport's Commitment**

The Airport takes its responsibilities as a waste producer very seriously and is making every effort possible to minimise the impact our waste may have on the environment.

London City Airport works hard to reduce the amount of waste which results from activities on-site, whilst increasing the amount of waste which is recycled. As a thriving business we understand that we are in an excellent position to educate our staff, business partners and passengers about the importance of waste management. The Airport intends to use its position to highlight the importance of reusing, as well as recycling materials in order to make a positive contribution to the environment.

In 2006, London City Airport commissioned a new waste contract for the collection and safe disposal of all waste produced on-site. This waste contractor has previous experience working with clients at other UK airports and offers a sophisticated waste management service that goes much further than just emptying the bins; they deal with all types of hazardous waste and assist the Airport in making sure it is compliant with the latest waste legislation.

## National and Regional Context

The way in which waste is handled in the UK has changed dramatically over the past decade. The catalyst for this change has been a significant increase in legislation designed to minimise the negative impact that pollution from waste disposal is having on the environment.

Some of the regulations that are regularly monitored and reviewed at the Airport include:

1. Environmental Protection (Duty of Care) Regulations 2003
2. Hazardous Waste Regulations 2005
3. The Producer Responsibility (Packaging Waste) Regulations 2005
4. Waste Electrical and Electronic Equipment (WEEE) Regulations 2007

## Waste Initiatives

With advice and support from the Airport's waste contractor, in 2007, the Airport aims to front a united effort to introduce an Airport-wide recycling initiative, which will focus on all staff taking ownership and contributing personally. This initiative will be delivered alongside an internal public relations (PR) campaign to raise awareness and build support amongst staff.

The Airport runs ink cartridge and mobile phone recycling schemes. The money received in return for recycling these items is donated directly to the Airport's chosen charity, Richard House Children's Hospice.

In addition to recycling, the Airport is looking to actively encourage the re-use of items such as boxes, wooden crates and paper by working alongside our service partners and tenants to gain maximum use from packaging used on-site. To support this aim, we have introduced new procurement policies, which ensure that the Airport sources environmentally friendly materials and services.

London City Airport offers a full waste management service to all its tenants and service partners on-site, including disposal of bulky waste and hazardous waste items, such as old electrical products. We also offer advice to assist our tenants in understanding the implications of waste legislation.

Lease conditions and concessionaires agreements will be adapted to include criteria for waste minimisation, recycling and appropriate waste disposal.

Site audits take place on a regular basis to make sure that all parties on-site are demonstrating a 'duty of care' in their approach to waste disposal, particularly with regard to hazardous waste. The introduction of a penalty system will ensure tenants take their responsibilities as waste producers seriously.

## Waste Targets 2007-2008

- Introduce all staff on site at London City Airport to paper and cardboard recycling before the end of 2007.
- Recycle 10% of London City Airport's waste by the end of 2007 and increase recycling by a further 10% in 2008.



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Thank you for taking the time to read this report. Should you have any questions or comments please direct them to the appropriate person as listed here. Further copies of this report are available on our website, [LondonCityAirport.com](http://LondonCityAirport.com).





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