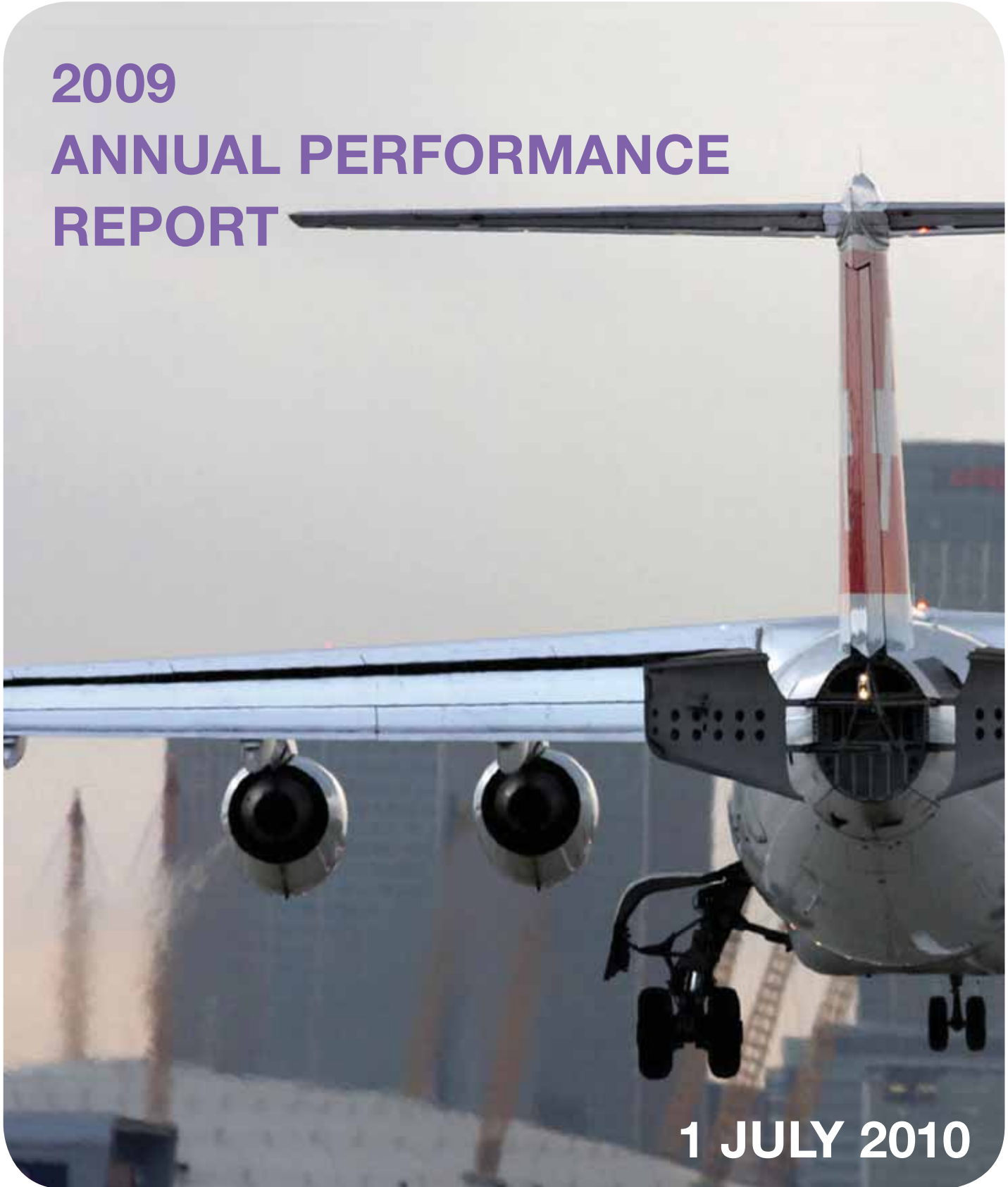


**2009
ANNUAL PERFORMANCE
REPORT**



1 JULY 2010

CHIEF EXECUTIVE'S FOREWORD

Welcome to London City Airport's (LCY) Annual Performance Report on airport activities relevant to the Section 106 Planning Agreement with the Airport's planning authority, the London Borough of Newham. The requirement to prepare an Annual Performance Report was included in the Section 106 Planning Agreement to document monitoring and recording of LCY's activities in relation to its 2009 planning consent.



The Section 106 Planning Agreement provides a framework to enable LCY to use its 2009 planning consent sustainably to operate up to 120,000 flights per year, covering our operation (e.g. opening hours) and the transport, environment and community strategies and initiatives we deliver to provide benefit to the local community. In addition to these strategies and initiatives, the Planning Agreement includes significant financial contributions toward initiatives in the local area over the period of the Agreement. These financial contributions amounted to approximately £700,000 in 2009.

2009 was a challenging year for us all with the effects of the global recession making a difference to our daily lives. Throughout the year, my team worked hard to ensure that the impacts of the economic downturn did not have a negative impact on passenger experience, environmental programmes or community engagement at LCY. In fact, some exciting projects were realised during 2009, including the start of a new service from LCY to New York, the first of its kind, which was launched in response to demand from LCY's core market of Canary Wharf and the City. British Airways has made an investment of over \$100 million to start this service including the purchase of two special new aircraft (Airbus 318). The airlines also continued to widen the range of European destinations served by the Airport.

We have continued to work with aircraft manufacturers to ensure that new aircraft types will be available to operate at LCY in the future to provide us with the most sustainable operation possible in our unique operating environment. LCY's short runway, steep approach angle and noise certification mean we need to work with manufacturers to develop new technology that meets our strict requirements. Following many years of work with Brazilian aircraft manufacturer Embraer, the principal airline alliances operating at LCY have invested approximately \$500 million in new Embraer aircraft, commencing operations from September 2009. These aircraft have an emissions profile that is up to 56% lower than the AVRO RJ aircraft that they are typically replacing.

This commitment from the airlines operating at LCY demonstrates the investment companies working with the Airport are willing to make in Newham and East London.

To complement these airline investments, LCY during 2009 committed to a number of airport developments including the relocation of the car hire facility from the terminal building to the terminal forecourt, which is more easily accessible to local users in addition to airport passengers. The departure lounge was refurbished to complement the extension completed

in 2008 and the LCY Jet Centre building was extended and refurbished to remain the top London corporate aviation facility.

LCY was awarded a number of accolades throughout the year, including “Top UK Airport” from Wanderlust Magazine and “UK Business Superbrand” alongside companies such as Google and Airbus.

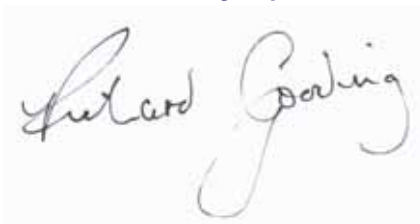
To ensure that the passenger experience continues to improve at LCY, and in line with our commitment to the development of our staff, LCY rolled out a programme of NVQ training in Customer Service to all front line staff in 2009. This investment in our team is in addition to the existing wide-ranging staff training programme, which together earned LCY an award from the Docklands Business Club in June 2009 for Dedication to Staff Development and Training.

Since 1987 we have developed a wealth of relationships with local communities and contributed significantly to the regeneration of the Docklands area. Our full-time community team is the largest of any airport in the UK relative to the number of passengers it serves. Our continued focus on local recruitment saw the launch of the LCY “Take off into Work” programme for long-term unemployed Newham residents in 2009. The success of this programme saw LCY awarded “Employment Champion” by the East London Business Alliance in December, of which we are very proud.

LCY and its 54 on-site partners together employ more than 2,000 people on-site and you will find in this report that significant numbers of them live in Newham and the surrounding East London boroughs. The LCY Employers’ Forum, established in 2008, continues to host a quarterly meeting of senior managers of all on-site companies, who are eager to engage in environmental, community and training initiatives proposed and coordinated by the Forum.

We have produced this report for submission to the London Borough of Newham in line with our Planning Agreement, but in a format useful to all of our stakeholders. Further details of our local engagement are available at:

www.londoncityairport.com.



Richard Gooding OBE
Chief Executive
July 2010

...Since 1987 we have developed a wealth of relationships with local communities and contributed significantly to the regeneration of the Docklands area...

2009 HIGHLIGHTS



Take off into Work

LCY's Take off into Work programme provides long-term unemployed Newham residents with workshop training on the skills and experience required to work at an airport. Delivered by staff from both LCY and Newham Workplace, training is followed by a work placement lasting between two and nine weeks with one of the 55 employers based on the Airport site. In 2009, 62 Newham residents from Take off into Work gained employment, some at the Airport, some in other local businesses. 45% of these candidates had been unemployed for a year or longer and 4% had never worked.



Sound Insulation Scheme

LCY has continued to provide sound insulation works to eligible properties within the 57 dB noise contour. The scheme is triggered at a lower noise contour level than any other daytime airport sound insulation scheme and is monitored by the London Borough of Newham. In 2009, LCY has enhanced this scheme further by introducing a second tier of works to provide additional protection to those properties most affected by noise. LCY has funded sound insulation in more than 2,000 homes since 1991.

Contributing to Community Projects

In 2009 LCY made its first contribution of £200,000 towards landscape improvements and community initiatives benefiting local residents in close proximity to the Airport site. This funding will be used by the London Borough of Newham to upgrade local public realm and support community groups and activities, and will complement the ongoing LCY Community Programme.

Air Quality Monitoring

LCY's Air Quality Measurement Programme (AQMP), which includes the operation of air quality monitoring equipment on City Aviation House and diffusion tubes in and around the Airport, is operated in accordance with the Planning Agreement. In 2009, LCY also commissioned and installed a second automatic monitoring station at a location to the north of Royal Albert Dock and adjacent to the Newham Dockside building. Data from the AQMP continues to be reported to the Airport Consultative Committee on a quarterly basis with a yearly report included as part of the Annual Performance Report (APR). During 2009 there were no recorded exceedences of the statutory air quality objectives set by Government.

Upgrading Local Transport

Since opening in 1987, LCY has encouraged and attracted transport infrastructure to the south of Newham, including through part-funding the London City Airport Extension to the Docklands Light Railway (DLR), which opened in 2005. To continue support of the development of local public transport infrastructure and services, in 2009 LCY has made a contribution totalling £395,000 towards the improvement of local bus and DLR services.

Surveys undertaken by Continental Research on behalf of the Airport confirm that LCY enjoys high public transport use, with approximately half of all passengers travelling to the Airport on the DLR, relieving local roads from congestion.



University Prize Scheme

LCY is delighted that the London Borough of Newham has agreed to continue to provide for the LCY University Prize Scheme (UPS) under the 2009 Planning Agreement. The UPS has, since 2004, provided support to students from low-income families to attend university. The Scheme which has so far supported 17 young people provides £2,000 per year to each student for each year of their degree, an airport management mentor, annual paid work experience and access to Airport staff training courses. Eight students are currently participating in the scheme, three of which were recruited from the London Boroughs of Newham and Greenwich in 2009.



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1. INTRODUCTION



1.1 Overview

1.1.1 London City Airport (LCY) is the UK's leading business airport serving over 30 destinations across the UK, Europe and USA with connections to the rest of the world through major European hubs. The only airport actually in London, LCY is just two miles from the main site of the 2012 Olympic Games; three miles from Canary Wharf and six miles from the City of London.

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

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

- 1.1.3 The aviation industry and LCY in particular are indicators of general economic conditions and, after many years of unparalleled growth at the Airport, it has not remained immune to the current economic climate. In 2009 the Airport handled 2.8m passengers compared to 3.3m in the same period in the prior year, a reduction of 14%. The total number of aircraft movements at the Airport declined by 21% from 94,763 in 2008 to 75,678 in 2009.
- 1.1.4 On 9 July 2009, the London Borough of Newham (LBN) approved LCY's planning application for an increase in the total number of aircraft movements at LCY to 120,000 per annum. The framework for the delivery of this planning consent is contained in a "Planning Agreement" (under Section 106 of the Town and Country Planning Act 1990) between LCY and LBN. This Agreement supersedes previous planning agreements.
- 1.1.5 Planning agreements are commonly used to facilitate the provision of infrastructure developments such as transport, recreational facilities, education, health and housing. The Planning Agreement between LCY and LBN provides the framework for the Airport to utilise the planning permission sustainably and covers a wide and complex range of areas including (but not limited to):
- Operating hours;
 - Numbers and types of permitted aircraft movements;
 - Noise monitoring and mitigation programmes;
 - Air quality monitoring and mitigation programme;
 - Sustainability and environmental strategies;
 - Transport and surface access planning;
 - Education, employment and training programmes; and
 - Financial contributions by LCY to local community programmes and infrastructure projects.
- 1.1.6 Planning agreements provide a long term framework for delivering planning consents and as such are expected to be in place for a number of years. In the initial periods much of the work will be to put in place the strategies, systems and processes which, once established, will drive the delivery of the provisions of the Planning Agreement in future years. This Planning Agreement is no different in this respect and many of the activities reported on in this initial report relate to the establishment of the necessary strategies, systems and processes as set out in the agreement.

1.2 Annual Performance Report

- 1.2.1 The Planning Agreement provides for LCY to produce an Annual Performance Report (APR) to LBN on 1 July each year documenting the Airport's performance under the Planning Agreement during the previous calendar year (January – December). The requirement to prepare an Annual Performance Report was included in the Section 106 Planning Agreement to document monitoring and recording of LCY's activities in relation to its 2009 planning consent.
- 1.2.2 Many of the areas of reporting under the Planning Agreement only came into effect from 9 July 2009. In a number of instances these represent data that LCY has maintained historically and, where possible, LCY has provided information in the APR that covers the whole of 2009, rather than just the period from 9 July 2009 to 31 December 2009, to give a more complete picture.

- 1.2.3 In addition, as this is the first APR, a draft structure of the document was provided to LBN for their review and comment on 5 January 2010. Comments were received from LBN on 26 February 2010 (see **Appendix 1**) and these have been included in the APR.

1.3 How to Read this Document

- 1.3.1 To indicate what is required to be reported under the Planning Agreement, references to the relevant section of the Planning Agreement have been included throughout this report and are generally indicated in square brackets in the following way: [Schedule/ Part/ Paragraph – Page]. Corresponding extracts of the Planning Agreement outlining a description of the Planning Agreement requirements (as well as LBN's comments on the draft APR structure dated 26 February 2010) are provided in **Appendix 1**.

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

1.4 Publication of Annual Performance Report

- 1.4.1 From 31 July 2010, the APR will be available to download from the London City Airport Consultative Committee (LCACC) website at the following URL: **<http://www.lcacc.org>**
- 1.4.2 From 31 July 2010, the APR can also be found on the London City Airport website at the following URL: **<http://www.londoncityairport.com/AboutUs/OurEnvironment.aspx>**
- 1.4.3 Additional information on LCY's ongoing community engagement programme, including initiatives beyond the Planning Agreement, can be found at the following URL: **<http://www.londoncityairport.com/AboutUs/OurCommunity.aspx>**
- 1.4.4 LBN confirmed in its letter dated 23 July 2010 that LCY has complied with the Planning Agreement obligations for the period 9 July to 31 December 2009 [8th Schedule / Part 2 – Page 62]. 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 2009 calendar year the Airport handled 75,678 total aircraft movements.
- 2.1.2 Table 2.1 outlines the numbers and types of aircraft using the Airport during the 2009 calendar year.

2.2 Daily Numbers of Movements Including Noise Category

- 2.2.1 Details of daily numbers of movements for the 2009 calendar year are provided in **Appendix 7**.

2.3 Times of Flights and Maintenance

- 2.3.1 During the 2009 calendar year, all flights and maintenance fell within the allowed times. 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. The relevant planning conditions attached to planning permission 07/01510/VAR restricting times of flights and maintenance are reproduced in **Appendix 3**

Table 2.1 – Numbers and Types of Aircraft Using London City Airport
(January –December 2009)

Aircraft Type	AC Type	Number of Aircraft Movements
Airbus A318	A318	393
ATR-42 Series	AT42	2600
ATR-72	AT72	1608
BAe-146-100	B461	8
BAe-146-200	B462	428
BAe-146-300	B463	404
Beechcraft King Air 350	B350	32
Beechcraft Super King Air 200	BE20	106
Beechcraft Beechjet 400	BE40	390
Cessna Citation CJ2	C25A	285
Cessna Citation CJ3	C25B	158
Cessna Citation Mustang	C510	144
Cessna Citation CJ1	C525	182
Cessna Citation Bravo	C550	571
Cessna 560 Citation 5	C560	82
Cessna Citation Excel	C56X	2295
Cessna Citation Sovereign	C680	109
Canadair Challenger	CL60	34
Domier 328	D328	5867
Dash 8 – DHC8-300	DH8C	790
Dash 8 – DHC8-400	DH8D	1883
Embraer ERJ-135	E135	1356
Embraer ERJ-170	E170	938
Embraer ERJ-190	E190	83
Fokker 50	F50	12891
Dassault Falcon 900	F900	717
Dassault Falcon 10	FA10	18
Dassault Falcon 50	FA50	154
Dassault Falcon 7X	FA7X	214
Gulfstream G150	G150	19
Hawker 800	H25B	1850
Domier 328 Jet	D328J	4
Learjet 40	LJ40	120
Learjet 45	LJ45	268
Piaggio 180 Avanti	P180	36
Avro RJ-70	RJ70	1109
Avro RJ-85	RJ85	17729
Avro RJ-100	RJ100	19803
TOTAL	-	75678

3. NOISE



Noise Monitoring and Management

3.1 Noise Management Scheme (until NOMMS is fully operational) [4th Schedule / Part 7 / 5 – Page 45]

3.1.1 During the 2009 calendar year, LCY continued to operate its existing Noise Management Scheme. This scheme requires:

- The combined monitoring of noise and track-keeping in order to identify any deviations from the standard routes that should be followed by aircraft using the Airport and to verify the noise contours.
- A system of incentives and penalties in order to:
 - (i) minimise noise disturbance from aircraft using the Airport including any aircraft maintenance facility
 - (ii) ensure that track-keeping is maintained by aircraft using the Airport
 - (iii) control maximum noise levels of aircraft using the Airport.

- The minimising of noise disturbance arising from the operation of any aircraft overhaul facility or from aircraft at the Approved Ground Running Location or generally from any aircraft ground noise source subject to the requirement to ensure the safe operation of aircraft at all times.
- Regular meetings and consultation with the Airport Consultative Committee and such other statutory body or bodies as may be reasonably nominated by the Council, and provision to the Local Authority of all relevant information indicating the efficacy of the Noise Management Scheme.

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

3.1.3 A report on the operation of the Noise Management Scheme is provided at **Appendix 7**.

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

3.2.1 The Temporary Noise Monitoring Strategy was submitted to LBN in August 2009 with a revised version submitted in September 2009. A letter was subsequently received from LBN (dated 30 September 2009) confirming that the Temporary Noise Monitoring Strategy had been approved. A copy of this letter is provided at **Appendix 1**. The strategy was implemented on 1 October 2009.

3.2.2 The strategy included the purchase of two new high-performance mobile noise monitors, which have enhanced the operation of the noise monitoring system. An average correlation rate of at least 90% of aircraft departures for categorisation purposes has been secured over the period July – December 2009.

3.2.3 The Temporary Noise Strategy includes providing quarterly reports that record the daily operational status of each monitor together with the total monthly correlation rate of noise events to aircraft departures. [Para A6.0 in Temporary Noise Strategy]

3.2.4 Copies of the two quarterly reports (July to September and October to December) that were provided to LBN for the 2009 calendar year are included at **Appendix 8** of this report.

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

3.3.1 The draft NOMMS was submitted to LBN in October 2009 and a letter was subsequently received from LBN in February 2010 confirming the draft NOMMS was acceptable, subject to full details set out in Implementation Guidelines to be progressed through a series of workshops with LBN and to be submitted and approved during 2010. A copy of this letter is provided at **Appendix 1**.

3.4 Aircraft Categorisation [9th Schedule / Part 1 / 4 – Page 65]

3.4.1 The Annual Aircraft Categorisation Report is included at **Appendix 9** of this report. This report provides the provisional categorisation of each approved aircraft type having regard to departure noise levels.

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

3.5.1 LCY will undertake a review of Aircraft Categorisation to reassess 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. LCY and its noise consultants (Bickerdike Allen & Partners) have consulted LBN on the draft Aircraft Categorisation Review and will be discussing this further in due course.

Sound Insulation Scheme (SIS) and Purchase Scheme

3.6 SIS: Noise Contours [9th Schedule / Part 1 / 5 – Page 65]

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

- Actual 57 dB (2009 actual contour)
- Actual 66 dB (2009 actual contour)
- Actual 69 dB (2009 actual contour)
- Predicted Reduced 57dB (2010 best estimate forecast contour)
- Predicted Reduced 66dB (2010 best estimate forecast contour)
- Predicted 57 dB
- Predicted 66 dB
- 1998 57dB

3.6.2 During 2009, LCY has continued to operate its sound insulation scheme. Sound insulation works have now been completed in all eligible domestic properties listed within the 1998 Section 106 Agreement that consented to such works, and these have been signed off by the London Borough of Newham. Works to some additional domestic premises and eligible community buildings that lie within the annual noise contours published prior to this report, are currently being progressed under the scheme. Progress on these properties and those treated under the terms of the 2009 Section 106 Agreement will be reported in 2011's Annual Performance Report.

3.6.3 The primary purpose of the noise contours listed in 3.6.1 above is to determine the eligibility boundaries for the SIS and/or Purchase Scheme under the terms of the 2009 Section 106 Agreement. Further details on the SIS and Purchase Scheme are provided below.

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

3.7.1 LCY has committed to upgrade its SIS to include re-inspection of properties treated through the Scheme 10 years or more ago. Provided at **Appendix 5** of this report is a list of all residential premises and Public Buildings where a period of 10 years or more has expired since sound insulation works were completed by LCY (i.e. treated premises). LCY shall, in due course, carry out this Further Inspection of Treated Premises.

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

3.8.1 Residential premises that are eligible for First Tier Works are listed in **Appendix 6** (together with the Eligibility Boundary). There are no known Public Buildings that are eligible for First Tier Works.

3.8.2 LCY shall, in due course, carry out such works in accordance with the First Tier Works Procedure / Public Buildings First Tier Works Procedure (or equivalent procedure where involving Listed Buildings).

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

3.9.1 Currently there are no residential premises or Public Buildings within the Second Tier Works Eligibility Boundary (the Eligibility Boundary is provided in **Appendix 6**).

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

3.10.1 LCY will advise the local community of the criteria for properties that qualify for First and Second Tier Works by placing advertisements at least twice a year in local newspapers which are in circulation within the vicinity of the Site from July 2010. These details will also be published on the Airport Website.

3.11 Purchase Scheme [4th Schedule / Part 12 / 3 - Page 47]

3.11.1 There are no dwellings falling within the 2009 Actual 69dB contour (see **Appendix 4**). As such, no dwellings were eligible for the Purchase Scheme in the 2009 calendar year.

3.12 Neighbouring Authority Agreements [4th Schedule / Part 5 / 1 and 2 – Page 44]

3.12.1 LCY provided the boroughs of Greenwich and Tower Hamlets with draft Neighbouring Authority Agreements (NAAs) in December 2009.

3.12.2 The wording of the NAA with Greenwich has been agreed and, in accordance with the requirements of the Planning Agreement, a copy of this agreement was sent to LBN in April 2010 for approval. LBN provided their written confirmation of the agreement in June 2010, and the agreement with Greenwich has been engrossed.

3.12.3 The NAA with Tower Hamlets is the subject of ongoing discussions.

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 2009 calendar year are included in the report on the operation of the Noise Management Scheme at **Appendix 7** 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 2009 calendar year. Details are included in the report on the operation of the Noise Management Scheme at **Appendix 7** of this report.

5. AIR QUALITY



5.1 Data from Air Quality Measurement Programme [3rd Schedule / Part 3 / 1(c) – Page 31]

- 5.1.1 The Air Quality Measurement Programme (AQMP) includes the continued operation of monitoring equipment on the roof of the Airport's administration building, City Aviation House, and diffusion tubes located in and around the Airport. Furthermore, LCY has also commissioned and installed a second automatic monitoring station at a location on the north side of Royal Albert Dock, adjacent to the Newham Dockside building. The results from this additional monitoring station are reported alongside the other data.
- 5.1.2 Quarterly data from the AQMP were reported to London City Airport Consultative Committee (LCACC) at the meetings held in October 2009, January 2010 and April 2010 and is posted on the LCACC website (<http://www.lcacc.org>). These data are, together with other results for the full 2009 calendar year, summarised in the *Air Quality Measurement Programme: Annual Report 2009* which is included at **Appendix 10** to this report. During 2009 there were no recorded exceedences of the statutory air quality objectives set by Government¹ for nitrogen dioxide and fine particulate matter (PM₁₀).

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. No such complaints were received during the 2009 calendar year.

¹ 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>

6. SUSTAINABILITY AND BIODIVERSITY



6.1 **Airport Sustainability Strategy and Airport Biodiversity Strategy** **[3rd Schedule / Part 6 / 4 - Page 34] [3rd Schedule / Part 6 / 8 - Page 34]**

- 6.1.1 LCY is currently preparing an Airport Sustainability Strategy (and Airport Sustainability Action Plan) for submission to LBN in October 2010. This work includes a review of the Airport's recent sustainability performance, the auditing of operational activities, updating baseline data including carbon emissions, and the establishment of specific objectives and targets against a range of sustainability indicators.
- 6.1.2 LCY is also currently preparing an Airport Biodiversity Strategy for submission to LBN in October 2010.

7. EDUCATION, EMPLOYMENT AND TRAINING



7.1 Community Engagement

- 7.1.1 LCY has a Community Strategy which aims to ensure that the social and economic benefits of the operation of the Airport are shared with those living in close proximity to the site to ensure balance.
- 7.1.2 LCY employs a full-time Community Relations Team, which is the largest such team of any airport in the UK relative to the number of passengers it serves. The LCY Community Strategy focuses on communication and consultation; local employment; education excellence, health and wellbeing for work, and charity. Below is an outline of the community and employment related matters included in the Planning Agreement.

7.2 2009 Education Programme Updates

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

- 7.2.1 LCY worked with the Newham Education Business Partnership Organisation (NEBPO) to upgrade its existing Barnaby Bear geography programme for year two students. This work was completed in consultation with Newham Primary School teachers to ensure relevant links to the curriculum and was completed in December 2009.

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

- 7.2.2 LCY commenced work in December 2009 with the NEBPO and Kingsford Community School (Beckton, Newham) to develop a business related education programme for year nine students named “Plane Business”.

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

- 7.2.3 In August 2009, LCY placed advertisements in local newspapers in the London Boroughs of Newham, Tower Hamlets and Greenwich to seek new recruits to the University Prize Scheme, for which the Airport provides at least three vacancies. Eight students are currently participating in the scheme. Following a selection process, two students from Greenwich and one from Newham were selected and commenced a university degree course in September 2009, each receiving £2,000 per year for three years, an airport management mentor, paid annual work experience and access to LCY staff training courses. Copies of the advertisements placed can be found in **Appendix 11**.

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

- 7.2.4 LCY has continued to offer its City Interview Training Programme for local young people who are NEET (Not in Employment, Education or Training). During 2009, this programme was delivered to young people from:

- Landmark Training (Newham)
- Fight for Peace (Newham)
- Central Foundation School for Girls (Tower Hamlets).

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

- 7.2.5 LCY has delivered a structured work experience programme in partnership with Newham Sixth Form College for many years. LCY updated its work experience programme criteria in 2009 to offer one week of work experience for a minimum of 40 residents of Newham and for a minimum eight residents of Bexley, Barking & Dagenham, Greenwich and Tower Hamlets.

- 7.2.6 LCY wrote to LBN to confirm that its updated work experience programme was implemented on 21 September 2009. Students participating in work experience at LCY in the period 21 September to 31 December 2009 lived in the following areas:

- Newham – 4
- Tower Hamlets – 1
- Greenwich – 1
- Hackney – 1
- Redbridge – 4
- Other – 2

- 7.2.7 For 2010, LCY has implemented a new bookings procedure which provides priority for students living in Newham, Bexley, Barking & Dagenham, Greenwich and Tower Hamlets.

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

- 7.3.1 The presence of an airport is a driver for employment on both the airport site in roles directly related to the day to day airport operation and in the local economy through direct and induced jobs.
- 7.3.2 Each year the Airport collects data that records where employees live. This data is collected from the postcode information provided by employees when applying for an airport security pass. A report is then compiled including details of the percentage of people living in the local labour catchment area and in particular those living in Newham. This is then provided to LBN and LCACC.
- 7.3.3 As at December 2009:
- 55 employers were operating on-site; a complete list of these is included at **Appendix 12** of this report. [6th Schedule / Part 2 / 1(c) – Page 55]
 - 2098 people were employed on-site at LCY
 - 293 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, HM Immigration and HM Revenue and Customs.
- 7.3.4 Of the 1805 remaining on-site employees:
- 26% resided in the London Borough of Newham;
 - 62% lived in the “Local Area²” .
- 7.3.5 Further employees work with contractors and sub-contractors at LCY on a regular basis and hold an airport security pass, but are not based on-site and are, therefore, not included in these figures. These organisations include cargo agents, construction companies, communications, sign-writers, advertising installers and many others.
- 7.3.6 London City Airport is the largest on-site employer with 403 employees as at December 2009, 26% of which lived in the London Borough of Newham and 73% of which lived in the “Local Area”.
- 7.3.7 LCY endeavours to ensure jobs at the Airport are accessible to local people and to support them to demonstrate the skills and knowledge required to be successful in a job application [6th Schedule / Part 2 / 1(a) – Page 55]. These endeavours are delivered by the LCY Community Team with on-site partners and employee volunteers, and include:
- Maintaining an airport jobsline and website for all 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

2 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.

- Attending careers fairs
- Delivering presentations to jobseekers
- Mock Interviews
- Work placements
- Airport tours for students and employment organisations
- Distribution of the “Airport Careers” booklet to local organisations and online
- Delivery of employment-related education programmes in schools, colleges and universities.

7.3.8 A full copy of the Local Employment Endeavours Report is included at **Appendix 13** of this report.

7.3.9 In 2009, LCY launched the “Take off into Work” programme for long-term unemployed Newham residents, in partnership with Newham Workplace. This programme recruits candidates with an interest in working at the Airport for two weeks of LCY specific employability workshops, followed by a two to nine week work placement and an interview. Employment is not guaranteed through the programme; however it provides candidates with an opportunity to gain the skills and knowledge required to work at LCY and other local employers. During 2009, 62 unemployed Newham residents gained employment through the programme, of which 45% were previously unemployed for a year or longer. A report from Newham Workplace on the performance of Take off into Work during 2009 is available in **Appendix 14**.

7.4 Airport Job Policy [6th Schedule / Part 2 / 1(d) – Page 55]

7.4.1 To share information on the policy adopted by the airport company to fill job vacancies, LCY provided a copy of the Airport Job Policy to the LBN on 10 March 2010 and received comments on 14 April 2010 from LBN’s Regeneration Team. The final version is included in this report at **Appendix 15**.

7.5 Employers’ Forum [6th Schedule / Part 2 / 1(b) – Page 55]

7.5.1 LCY established an Employers’ Forum in 2008 which provides all 55 employers at the Airport an opportunity to engage in matters relating to local employment, sustainability, community and environment. The Employers’ Forum meets at least twice in each calendar year. LCY also ensures that all employers recruit locally as far as practicable and advertise job vacancies through the airport website and relevant recruitment centre (Newham Workplace).

7.5.2 The LCY Employers’ Forum met on 9 January 2009, 6 May 2009 and 9 September 2009, where the following items were discussed/ presented:

- Company updates on local recruitment successes/ challenges (standing item)
- Company updates on upcoming vacancies (standing item)
- ID Cards Trial at London City Airport
- Presentation on London 2012 by the ODA and LOCOG
- Presentation of 2008 London City Airport site-wide employment statistics
- LCY Travel Plan
- Staff Travel Survey
- Presentation from East London Business Place (local procurement)
- Presentation from Newham Workplace on Take off into Work

- Presentation from the London Borough of Newham on local circumstances and recruitment (Jane Sherwood).

7.5.3 Attendees from the following airport on-site companies have participated in the meetings above:

- Autogrill (HMS Host)
- Avis Car Rental
- Caffè Nero
- Carlisle Cleaning
- CityJet
- Citynet Catering
- Cobalt Ground Solutions
- EAT
- Europcar
- Gassan Diamonds
- Hertz Rent A Car
- Hughes & Hughes Bookstore
- Identity & Passport Service
- Metropolitan Police
- Mitie Cleaning
- Newrest UK
- Nuance Tax & Duty Free
- Travelex
- VLM Airlines
- WH Smith.

7.5.4 In addition, members of LBN's Regeneration Team and the East London Business Alliance's Employment Team are invited to all meetings of the Forum.

7.5.5 LCY is working with its on-site partners to advertise their job vacancies via the airport website. Two employers have expressed an interest and are working with LCY's web development team to include this on the LCY website at the following URL: <http://www.londoncityairport.com/AboutUs/Careers.aspx>

7.5.6 A number of LCY's on-site partners have begun advertising their vacancies with Newham Workplace including:

- Caffè Nero
- CityJet
- Gassan Diamonds
- Newrest
- Nuance
- WH Smith

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

7.6.1 LCY's on-site partners and their staff are keen to engage in local community projects and initiatives and LCY works with these companies to facilitate their community engagement.

7.6.2 In 2009, LCY engaged companies based on-site in its community projects and initiatives via:

- LCY Employers' Forum
- LCY Site Email Distribution
- Posters
- The Chronicle Staff Newsletter, distributed to all staff on-site eight times per year
- Word of mouth campaigns with "Barnaby Bear" character, synonymous with community engagement at LCY.

7.6.3 During 2009, LCY's on-site partners participated in the following community projects and initiatives:

- LCY Fun Day participation and sponsorship
- School lectures and talks
- Take off into Work programme through candidate feedback, work placements and interviews
- School competitions through donations such as gift vouchers
- School careers events through provision of "props" and goodie bags
- Donations to local charities
- British Airways "Great Britons" Programme providing free flights to talented young people
- Work experience for students

7.6.4 Furthermore, with such a large number of local staff, many employees bring forward their own local projects to the LCY Community Team for support, volunteers and engagement.

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

7.7.1 LCY has a comprehensive training offer available to its employees. Details of the 2009 LCY Staff Training and Development Programme are outlined below.

7.7.2 LCY is committed to investing in its staff through a wide range of learning and development activities. This commitment has continued throughout the economic downturn. Training is provided for health and safety, job specific skills and in the general competencies which provide employees with the ability to do their jobs and develop key transferable skills. The general competencies programme is based on the key 'core skills' required for the long term success of the business including training during 2009 in:

- Managing the Employment Relationship
- Appraisals & Return to Work
- Performance Management
- Grow Your Own Leader
- Train the Trainer & Powerpoint Skills
- Coaching Skills
- Customer Service NVQ Level 2 (delivered via Train to Gain)
- Skills for Life NVQ Level 2 (delivered via Train to Gain)
- ITQ Level 2 (delivered via Train to Gain)

7.7.3 During 2009, training in these core skills was delivered over 781 people days.



7.7.4 The Airport operates a specialist business in the London Borough of Newham and therefore does not expect to recruit ready-trained airport specialists such as Airfield Operations Controllers from Newham or surrounding boroughs. Consequently LCY is committed to and invests a significant amount in job-specific skills training for its staff. Initial job-specific training is often regulated by the Civil Aviation Authority or Department for Transport and LCY recognises the value of integrating core skills into this training requirement. It invests between £1,000 and £11,000 in the initial training of every member of operational staff that joins the company. Furthermore, this training must be re-visited on a regular basis throughout the time these employees work with LCY in operational roles, resulting in substantial additional investment throughout their careers.

7.7.5 In order to ensure that local employees that do not have a background in aviation can access the theory behind the industry, a programme of distance learning accredited by City and Guilds is available to staff. In 2009, 13 LCY employees worked with the training provider "AVTECH 2000" to achieve their City and Guilds in Aviation Foundation Studies.

7.7.6 LCY is proud to have been presented by the Docklands Business Club with the 2009 award for "Dedication to Staff Training and Development".



8. SURFACE ACCESS



8.1 Surface Access Statistics

- 8.1.1 The presence of LCY since 1987 has attracted public transport to the south of Newham for the benefit of airport passengers and local people.
- 8.1.2 Surface access statistics are summarised in Figure 8.1 below and demonstrate that during 2009, 66% of passengers travelled to the airport using London public transport, including Transport for London Licenced Black Taxis.

2009 Passenger Last Mode of Transport

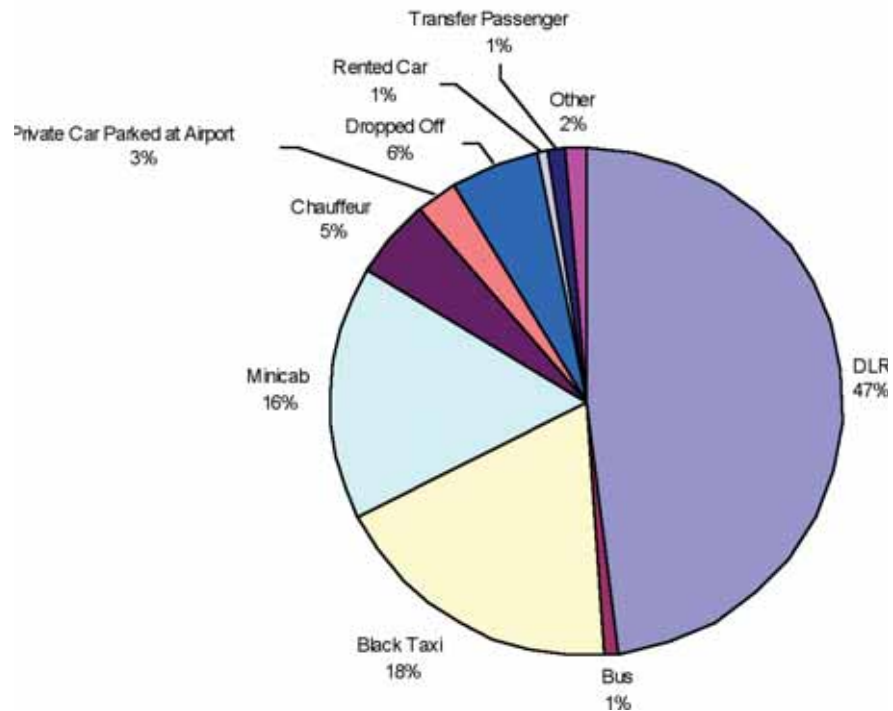


Figure 8.1 – 2009 Surface Access Statistics

8.2 Travel Plan [6th Schedule / Part 3 – Page 53]

- 8.2.1 To maintain and where possible improve both passenger and staff use of London public transport to access the airport, LCY has prepared a Travel Plan, which includes a range of targets and initiatives focused on sustainable transport.
- 8.2.2 The Travel Plan is included in this report at **Appendix 16**.

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 just over one complaint per thousand aircraft movements per year. This remains one of the lowest airport complaint incidence rates in the UK.
- 9.1.2 LCY reports environmental complaints and enquiries to the Airport Consultative Committee as part of the quarterly Airport Director's Report.
- 9.1.3 A total of 74 complaints regarding LCY's operation were received during 2009. In addition, 33 environmental enquiries relating to LCY and 21 complaints/enquiries regarding aircraft operating from/to other airports were received during the same period.

9.1.4 Of the 74 LCY complaints received:

- 53 were related to aircraft noise at LCY
- 13 were related to flight paths
- 2 were related to airport operating hours
- 6 were related to sound insulation / other matters

9.1.5 A summary of environmental complaints and enquiries for the 2009 calendar year is provided in Figures 9.1 and 9.2 below. All complaints have been investigated in accordance with LCY's environmental complaints procedure and reported in detail to LBN within 15 days of each complaint being made.

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

Environmental complaints received by London City Airport

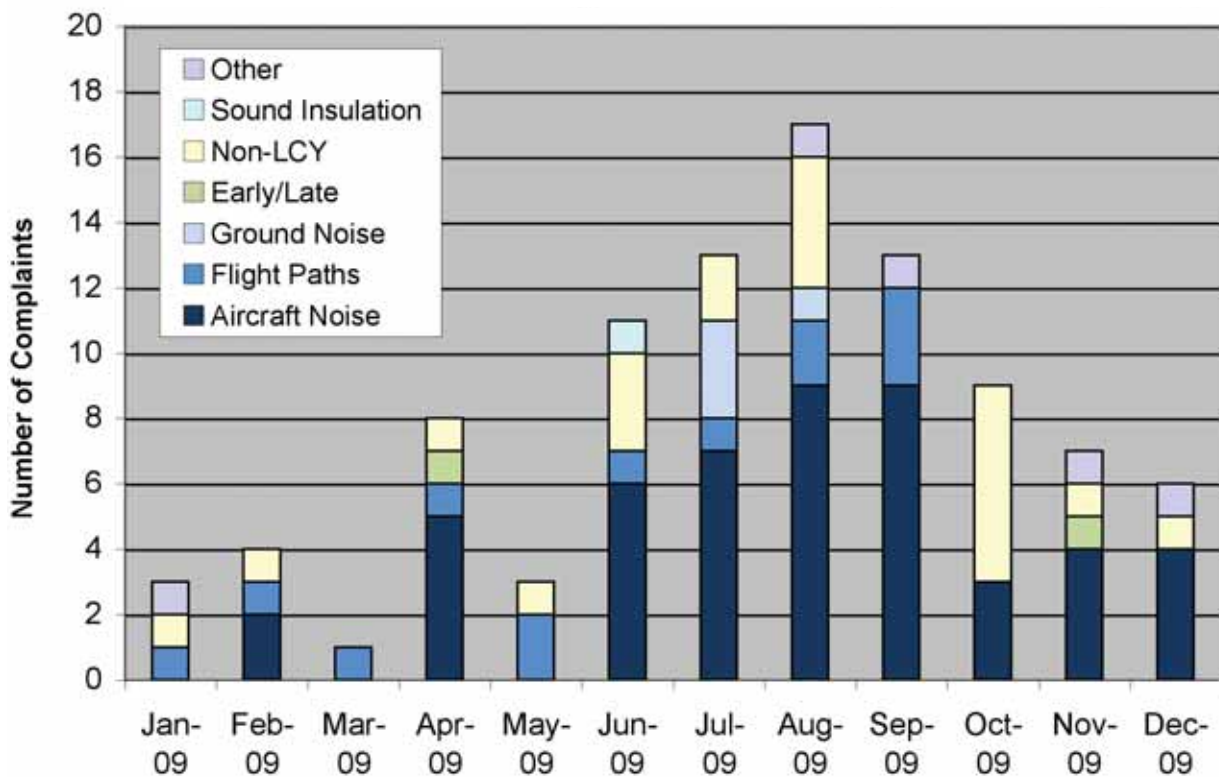


Figure 9.1 – Summary of 2009 Environmental Complaints

Environmental enquiries received by London City Airport

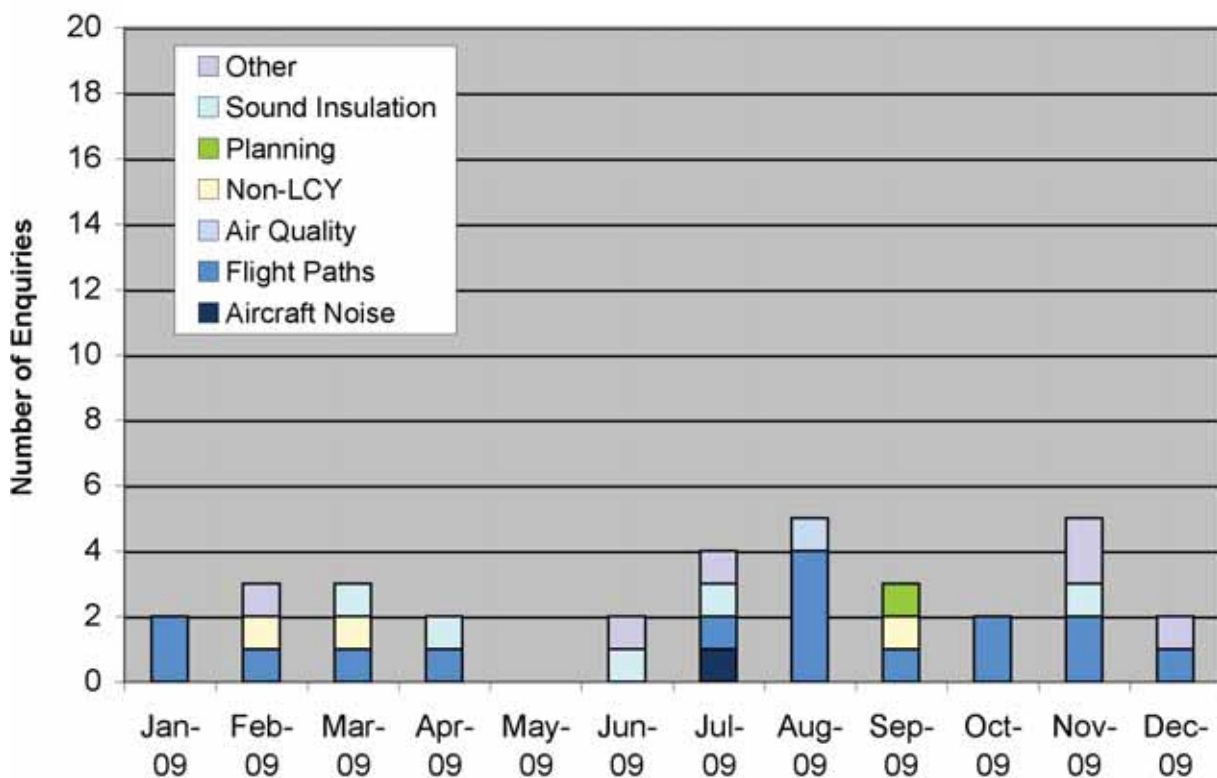


Figure 9.2 – Summary of 2009 Environmental Enquiries

10. FINANCIAL CONTRIBUTIONS



- 10.1.1 LCY has a schedule of financial contributions towards local initiatives that it will make over the life of the Planning Agreement.
- 10.1.2 The following contributions, which totalled £675,835.62, were made to LBN during the 2009 calendar year:
- Education and Training Contribution (Pro Rata Payment Index Linked) – £75,835.62 paid in August 2009.
 - Community Projects Contribution – £200,000 paid in August 2009.
 - Bus Service Contribution – £20,000 paid in August 2009.
 - DLR Service Enhancement Contribution – £375,000 paid in August 2009.
 - Recruitment Costs to LBN towards the Airport Monitoring Officer– £5,000 paid to LBN in August 2009.

11. OTHER MATTERS



11.1 Judicial Review Claim

- 11.1.1 A claim for judicial review against LBN's decision-making process was lodged by Friends of the Earth Justice Centre in September 2009. The final outcome of the claim is still pending.
- 11.1.2 In accordance with the wording of the Planning Agreement, the effect of the current judicial review claim is to suspend the dates by which any investigation/ study/ report/ scheme/ strategy is required to be submitted to LBN for approval, until the final outcome of the judicial review is known: [Clause 8.12 (b) and (c) – Page 21]
- 11.1.3 Notwithstanding this, wherever possible, LCY is continuing to progress with such matters in accordance with the timescales set out in the Planning Agreement.

GLOSSARY³

57 dB Contour

The 57 dB L^{Aeq, 16h} Average Mode summer day contour

66 dB Contour

The 66 dB L^{Aeq, 16h} Average Mode summer day contour

69 dB Contour

The 69 dB L^{Aeq, 16h} Average Mode summer day contour

Actual 57 dB Contour

The 57 dB Contour based on actual aircraft movements for the summer period (16 June to 15 September) in the calendar year immediately preceding the due date for submission of the Annual Performance Report

Actual 66 dB Contour

The 66 dB Contour based on actual aircraft movements for the summer period (16 June to 15 September) in the calendar year immediately preceding the due date for submission of the Annual Performance Report

Actual 69 dB Contour

The 69 dB Contour based on actual aircraft movements for the summer period (16 June to 15 September) in the calendar year immediately preceding the due date for submission of the Annual Performance Report

Air Quality Action Plan

An action plan for the management and mitigation of any air quality impacts affecting the local community within the vicinity of the Airport due to the operation of the Airport (including surface access by transport to and from the Airport) including:

- (a) Volatile Organic Compounds concentrations odours (known locally as "Airport smell"); and

- (b) fallout (known locally as "black smuts, deposits and oily films/patches on ponds"); and

- (c) ambient concentrations of fine particulates (PM10) and nitrogen oxides (NO_x)

Air Quality Measurement Programme

A programme to assess the potential air quality impacts of the Airport and to investigate anomalies in any resulting data and in comparison with any other measurements taken by LBN in the vicinity of the Site including:

- (a) the continued operation of the monitoring equipment for the purposes of a programme of monitoring of air quality in the vicinity of the Site in a manner which enables comparison of results with other monitoring stations run by the Council for PM₁₀ and NO₂ pollutants;
- (b) a network of passive diffusion tube samplers for NO₂ at locations in and around the Site including locations at Camel Road/Hartmann Road and Camel Road/Parker Street;
- (c) a monitoring initiative to investigate the effects of individual aircraft types;
- (d) a three month study to measure Volatile Organic Compounds concentrations and odours in and around the Site

Aircraft Categorisation

The categorisation of aircraft using the Airport according to airborne noise emitted by such aircraft

³ For guidance only – please see the Section 106 Planning Agreement for the precise legal meaning for some of these terms.

Aircraft Categorisation Review

A review of Aircraft Categorisation to reassess the methodology, categories, noise reference levels, noise factors and procedures for categorisation with the objective of providing further incentives for aircraft using the Airport to emit less noise

Aircraft Movement

The take-off or landing of an aircraft at the Airport other than for training positioning and/or evaluation

London City Airport Consultative Committee (LCACC)

The facility for users of the Airport, local authorities and persons concerned with the locality of the Site for consultation with respect to matters that relate to the management or administration of the Airport and affect those parties' interests

Annual Performance Report (APR)

An annual report to be submitted to the Council by 1 July in each calendar year which shall (to the extent required by the obligations in S106 Planning Agreement) report on the performance of and compliance with the terms of the S106 Planning Agreement in the preceding calendar year and shall include all the annual reporting requirements contained in the S106 Planning Agreement or as agreed with the Council from time to time

CO₂

Carbon Dioxide

dB (Decibel)

A measure of sound pressure level

Deposits Study

Technical investigation into the incidence and origins of black smuts deposits and oily deposits in the vicinity of the Site

First Tier Works

The First-Tier Scheme will bring eligible dwellings within the 57 dB LAeq,16h noise contour up to an agreed specified level of sound insulation. Residential premises with existing single-glazing will be offered secondary glazing or a contribution towards the cost of installing double-glazed windows which meet the Airport's sound insulation standards. Residential premises in general will also be offered sound attenuating ventilators to provide background ventilation without the need to open windows.

Further Inspection of Treated Premises All properties that have been treated under the Sound Insulation Scheme will be inspected on a ten yearly basis after initial installation of glazing elements, mechanical ventilation and/or modifications to external doors. Provided they have not been altered, rectification works will be carried out as necessary to ensure the sound insulation standard does not decline over time.

Ground Running

The ground running at any power setting of aircraft engines for testing or maintenance purposes

Ground Running Noise Limit

The noise level arising from Ground Running which shall not exceed the equivalent of 60dB LAeqT (where T shall be any period of 12 hours) free field as measured outside and at 1 metre from any existing residential premises in the vicinity of the Airport

Judicial Review

A procedure by which the High Court may review the reasonableness of decisions made by local authorities, the first Secretary of State or lower courts, for example a planning decision.

LBN

London Borough of Newham

LCY

London City Airport

Local Area

The local labour catchment area for the Airport comprising the London Boroughs of Newham, Tower Hamlets, Hackney, Waltham Forest, Redbridge, Lewisham, Southwark, Barking and Dagenham, Greenwich, Bexley, Havering and the area of Epping Forest District Council

L_{Aeq}

The A-weighted equivalent continuous sound pressure level which is a notional continuous level that, at a given position and over the defined time period, contains the same sound energy as the actual fluctuating sound that occurred at the given position over the same time period.

London Public Transport

Docklands Light Railway, buses, and Transport for London licensed Black Taxis.

Neighbouring Authority Agreements

Two individual binding agreements to be entered into by the Airport Companies - one with the London Borough of Greenwich and the other with the London Borough of Tower Hamlets - which shall include a commitment by the Airport Companies to comply with the obligations in the S106 Planning Agreement

Noise Contour

Noise contours connect points that have the same average noise exposure. The contours are generated using computer models, based on the known characteristics of aircraft noise generation and attenuation, and calibrated from noise measurement monitors on the ground.

Noise factor

A numerical factor applied to a noise source, dependent on the time, type or level of noise produced.

Noise Management Scheme

The noise management scheme formulated by the Airport and approved by the Council under the 1998 S106 Planning Agreement in consultation with the LCACC and which is operated continuously by the Airport in order to minimise noise disturbance from aircraft using the Airport including:

- (a) the combined monitoring of noise and track-keeping 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;
- (b) a system of incentives and penalties which shall include financial penalties (but not in the case of track-keeping infringements) as well as operational penalties in order to:
 - (i) minimise noise disturbance from aircraft using the Airport including any aircraft overhaul facility;
 - (ii) ensure that track-keeping is maintained by aircraft using the Airport;
 - (iii) control maximum noise levels of aircraft using the Airport;
- (c) a scheme to encourage airline operators to use quiet operating procedures when conducting aircraft operations and to observe air and ground noise abatement procedures;
- (d) 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;
- (e) regular meetings and consultation with the LCACC and such other statutory body or bodies as may be reasonably nominated by the Council

Noise Monitoring System

The continuous permanent system for monitoring noise at the Airport

NOMMS

A noise monitoring and mitigation strategy which is intended to improve and replace both the Noise Management Scheme and the Noise Monitoring System to provide a more robust system of noise monitoring and mitigation including the measurement and monitoring of ground based sources of noise as well as airborne noise and/or other measures agreed between LCY and the Council from time to time

Planning Permission

Formal approval sought from a council, often granted with conditions, authorising a proposed development to proceed.

PNdB

Perceived Noise Level; its measurement involves the analyses of the frequency spectra of noise events as well as the maximum level.

Predicted 57 dB Contour

The 57 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report

Predicted 66 dB Contour

The 66 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report

Predicted Reduced 57 dB Contour

The 57 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report but reduced to take into account likely cancellation of flights and other matters affecting numbers of Aircraft Movements by reference to historical data from the preceding five calendar years

Predicted Reduced 66 dB Contour

The 66 dB Contour based on forecast Aircraft Movements at the Airport for the summer period (16 June to 15 September) in the calendar year of the due date for submission of the Annual Performance Report but reduced to take into account likely cancellation of flights and other matters affecting numbers of Aircraft Movements by reference to historical data from the preceding five calendar years

Public Buildings

The following types of public buildings in noise sensitive community use and any other types of public building as agreed between the Airport Companies and the Council: schools (including but not limited to Britannia Village School) colleges doctors' surgeries health centres hospitals nursing homes (including old people's homes) community centres (but not those used only as social clubs) meeting halls village halls churches and other places of religious worship libraries children's and other day centres crèches and nurseries and including any parts of buildings authorised and used for such purposes

Purchase Scheme

A scheme pursuant to which the Airport Companies shall make a Purchase Offer for residential premises the external façade of which is situated within the Actual 69 dB Contour the terms of which shall (unless the prior written approval of the Council is obtained by the Airport Companies) be substantially in accordance with Part 14 of the Ninth Schedule

Section 106 (S106) Planning Agreement

A legal agreement under section 106 of the 1990 Town & Country Planning Act.

Sound Insulation Scheme

The Sound Insulation Scheme offers the communities living close to the Airport within the Scheme boundaries the opportunity to treat their homes and community buildings against noise. The scheme is split into two tiers depending on the level of aircraft noise. The scheme also includes an obligation to inspect previously treated premises and rectify any damage caused by reasonable wear and tear.

Second Tier Works

The Second-Tier Scheme will offer eligible properties within the 66 dB $L_{Aeq,16h}$ noise contour further treatment to bring the dwellings up to a higher standard of sound insulation. Most residential properties within the Second-Tier Scheme will have already been treated under the First-Tier scheme, and should already have secondary or double glazing as a minimum – the scheme will therefore offer secondary glazing to existing double glazed properties and/or contributions towards replacement high performance acoustic laminated glass, and sound attenuating ventilators.

Temporary Noise Monitoring Strategy

A temporary strategy to prevent the loss of noise monitoring data collection either through the failure of the Noise Monitoring System or due to external influences such as construction locally of new development or other noise-reflective surfaces and to ensure maintenance of the existing noise and track-keeping system until an alternative system is included in the NOMMS and approved by LBN

Travel Plan

A travel plan aims to promote sustainable travel choices (for example, cycling) as an alternative to single occupancy car journeys that may impact negatively on the environment, congestion and road safety.

AIRPORT CONTACTS

**London City Airport
City Aviation House
Royal Docks
London
E16 2PB**

Airport Development

Janet Goulton
020 7646 0530
janet@lcy.co.uk

Operations Policy, Planning and Environment

Gary Hodgetts
020 7646 0006
gary@lcy.co.uk

Adam Tally
020 7646 0200
Adam.Tally@lcy.co.uk

Valerie Collingwood
020 7646 0200
Valerie.Collingwood@lcy.co.uk

Community Relations

Elizabeth Hegarty
020 7646 0042
elizabeth@lcy.co.uk