

# Annual Performance Report 2020

01 June 2021









# Chief Executive Foreword

Thank you for taking the time to read London City Airport's Annual Performance Report. This report provides a review of the airport's planning compliance in 2020 and how we delivered against our environmental and operational controls.

2020 was an incredibly challenging year for everyone, but the COVID-19 pandemic has had a particularly devastating impact on the airport and UK aviation industry. The public health crisis and the subsequent introduction of lockdowns, travel restrictions and border closures, resulted in an unprecedented fall in the number of passengers and aircraft using the airport.

There was an 82% reduction in passenger numbers compared to 2019, with a total of 905,326 passengers using the airport in 2020. Similarly, the airport handled 19,000 Air Transport Movements (ATMs) in 2020, a reduction of 77% compared with 83,000 ATMs in 2019.

These figures are comparable with other UK airports, but also reflect the fact that the airport temporarily closed for three months at the height of the first national lockdown in March 2020. During that period, efforts were focused on supporting staff and the local community, and the airfield was also on standby to assist the military and emergency services in mobilising the NHS Nightingale hospital at the nearby ExCel Centre.

The majority of the airport staff were furloughed as part of the Government's Job Retention Scheme to protect as many jobs as possible. Funding from the airport's Community Fund was however increased and expedited, with a total of £50,000 awarded to nine local food banks in East London. This helped to support vulnerable residents from Newham and the Local Area at the height of the pandemic in April 2020.

The airport also took the opportunity to invest in new health and safety measures to deliver a COVID-secure environment for staff, passengers and the local community upon re-opening in June 2020. These efforts were recognised when the airport was awarded the Airport Council International (ACI) Global Health Accreditation, becoming only the second UK airport to achieve that standard. We also ensured that these changes were communicated to Newham residents, so that local people understood the steps being taken to keep our staff and passengers safe and well.



Matt Grayson

However, the significantly reduced demand from passengers and airlines, and the slower than expected recovery in aviation, resulted in us having to take the very difficult and regrettable decision to restructure the business in September to safeguard the airport's recovery.

The restructuring process was conducted fairly, transparently, and considerately, and in consultation with our elected Staff Committee. We considered ways to avoid redundancies as far as possible, but many roles were, unfortunately, no longer viable in an environment where passenger numbers and flights were significantly down. Regrettably, the process resulted in approximately 40% of staff leaving the business in the autumn. The airport provided extensive support to staff throughout this period, and it is our sincere hope that many former employees will be able to return once demand has recovered.

Despite the airport having to temporarily pause the next phase of City Airport Development Programme (CADP1) construction works, critical airfield infrastructure was completed by the end of 2020, notably the full-length parallel taxiway and eight new aircraft stands. We also completed other related projects in 2020, such as the new immigration facilities, goods-in facilities, temporary outbound baggage facility and the airport's remote digital air traffic control tower, which became operational in January 2021.

As a result of the temporary suspension of the CADP1 works, it was agreed with the Local Planning authority (LPA) to suspend the construction-related monitoring and reporting requirements of the CADP1 permission in October 2020 following the pause in activity. The next phase of the CADP1 works, including the terminal extension, will be progressed once passenger demand has returned, and the speed and profile of aviation's recovery is better understood.

Nevertheless, this Annual Performance Report shows that, despite the considerable challenges we faced in 2020, there were no reported issues of non-compliance with our CADP1 permission, which is the fourth year in succession that the airport has reported full compliance. However, a number of controls were either suspended or deferred in 2020 with the agreement of the LPA and these are detailed in this report.

During the year, we continued to operate within all controls on noise and air quality, recording no breaches in 2020, albeit the substantially reduced flight operations meant that it was an anomalous year from a reporting and compliance perspective.

The airport and the LPA also agreed to make a number of changes to obligations either due to the operational impacts of the pandemic or revised government and health and safety guidance. Such changes included the temporary suspension of the airports Sound Insulation Scheme (SIS) from March to September 2020. Despite this, over 300 properties were still treated in a safe manner during the course of the year.

The airport remains committed to maintaining its strong environmental performance and a new Sustainability Roadmap will be published in 2021 which will include longer term aspirations for supporting the environment and the local community. The airport also intends to make progress with the ACI's Airport Carbon Accreditation scheme in the future, aiming to ultimately achieve Level 4 Carbon Neutrality status.

While restrictions and reduced passenger demand impacted the data, the airport continued to have the highest public transport use by passengers of any UK airport prior to the pandemic. We will continue to promote an increase in the use of public and sustainable transport modes by our passengers and staff, and a new car benefit scheme has recently been launched to help staff to lease newer and more sustainable vehicles prior to the introduction of the expanded ULEZ in October 2021.

While there was some growth in employment at the airport prior to the onset of the COVID-19 pandemic, the 3 month suspension of operations followed by the continued restrictions on travel for the remainder of the year, significantly reduced the availability of operational jobs and new job opportunities. The data for 2020 does not reflect the work by the airport in partnership with Our Newham Work to increase the number of employees and new recruits from Newham and the Local Area. The airport will continue to work hard to remove barriers to work and increase employment opportunities for local people in 2021 and beyond.

Despite the significant challenges caused by COVID-19 and social distancing rules, the airport continued to support its local communities via a dedicated programme of community investment, online work experience and volunteering. In 2020, the airport's Community Fund awarded £85,000 in grants to 24 local groups and charitable organisations in Newham and the Local Area, including Women's Talk and the Newham Foodbank.

The 2020 'STEM in Aviation' event was postponed due to COVID-19, but the 'Women in Aviation' programme engaged young people from local schools in Newham and the Local Area in online activities to raise awareness of STEM skills and help inspire the next generation of female leaders. Staff also volunteered to assist local food banks and deliver online careers talks to students. The airport's work with local schools and young people will continue in 2021, including via the launch of a new youth mentoring programme.

The temporary pause of the CADP1 works and postponement of the 2020 Royal Docks Meet the Buyer event meant there were less procurement opportunities for local businesses. However, the airport worked closely with local contractors and suppliers, spending £10.5 million with businesses from the Local Area.

Despite the uncertain environment for UK aviation, we remain very confident in the airport's ability to recover and return to growth. Passengers and airlines are gradually returning as restrictions ease and demand for travel increases ahead of the 2021 summer. Our comprehensive health and safety measures are also providing reassurance to passengers as they resume flying and the airport's speed and convenient location mean we are well placed to welcome back airlines and grow our passenger numbers again.

We believe the airport has a key role to play in reuniting friends and family, welcoming visitors to Newham, connecting local businesses to new opportunities, and providing a platform for more people to travel to, live and work in and invest in the Borough in the future.

As the airport recovers, we remain committed to our long-term vision for responsible and sustainable growth and delivering benefits for our employees, local communities and the environment. In this respect, we are keen to work in close partnership with the LPA in 2021 and beyond to support Newham's recovery and to maximise the airport's contribution to local economic development and employment.

Thank you again for taking the time to read the report.

**Robert Sinclair**  
Chief Executive Officer



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# 1

## Introduction



Michael Tomas

### 1.1

#### The CADP1 Permission

##### 1.1.1

The City Airport Development Programme (CADP1) planning permission is the current operational consent<sup>1</sup> at London City Airport (the airport) and includes a comprehensive set of controls including 97 conditions and over 100 Section 106 obligations (the Planning Agreement) covering a variety of issues such as operations; construction mitigation; environment; employment; surface access and a programme of regular reporting.

##### 1.1.2

The CADP1 permission was granted in July 2016 by the Secretaries of State for Communities and Local Government and Transport and allows for new airfield infrastructure, extended passenger facilities and up to 111,000 Air Transport Movements (ATMs) per year.

##### 1.1.3

Construction of the £500 million CADP1 investment commenced in 2017. In 2020 the airport reached a significant milestone by completing a new parallel taxiway, which will allow for more efficient use of the airfield; 8 new aircraft parking stands, which will accommodate more of the new generation of cleaner, quieter aircraft; as well as new baggage and immigration facilities, enhancing the airport's industry-leading passenger proposition.

<sup>1</sup> The previous permission and associated Planning Agreement fell away upon triggering the CADP1 permission in October 2017. The saved provisions from the 2009 Agreement are set out at Clause 10 of the new CADP1 S106 Planning Agreement



## 1.2 CADP1 APR Requirements

### 1.2.1

The CADP1 permission requires the submission of an Annual Performance Report (APR) to the Local Planning Authority (LPA) by 01 June each year in respect of performance and compliance with the CADP1 permission in the preceding calendar year. Reasonable endeavours to ensure publication on the website of the London City Airport Consultative Committee (LCACC) by 30 June are also required. The full reporting requirements for the APR under the CADP1 permission are listed at **Annex 1**.

### 1.2.2

As well as quarterly reporting of specific operational and noise performance data, the CADP1 permission requires a rolling programme of compliance meetings with the LPA to monitor and report planning compliance.

### 1.2.3

The quarterly reviews are supported by a number of technical working groups which meet more regularly to track progress on more detailed matters of compliance including environment & operations; surface access; construction; education and employment.

## 1.3 Impact of COVID-19 on the airport

### 1.3.1

2020 was an extraordinary year which had unprecedented and severe impacts on the airport and wider aviation industry. The onset of the COVID-19 pandemic caused a decrease in the number of passengers and aircraft using the airport. Such was the profound impact of the first national lockdown in March 2020, the airport temporarily suspended commercial operations for three months. During that time the airport supported the military and emergency services in their efforts to mobilise NHS Nightingale and took the opportunity to invest in COVID-secured measures for both staff and passengers within the terminal. These efforts were recognised by the Airport Council International (ACI) in awarding a Health Accreditation Certificate<sup>2</sup>.

### 1.3.2

The vast majority of staff were placed on furlough as part of the Government's Job Retention Scheme during the airport closure to protect as many jobs as possible. However, due to the significantly reduced level of airport operations, many remained on furlough for most of the year.



Michael Tomas

<sup>2</sup> Full details of the ACI's Health Accreditation Certificate can be found here:  
<https://media.londoncityairport.com/airport-health-accreditation/Agreement>  
are set out at Clause 10 of the new CADP1 S106 Planning Agreement

### 1.3.3

Upon restarting commercial operations in June 2020, the number of passengers and aircraft using the airport remained significantly below normal levels due to further government lockdowns and travel restrictions across the UK and internationally. Many onsite concessions still remain closed as of May 2021. The significant reduction in passenger numbers in 2020 compared to 2019 stood at over 82%, with even greater reductions of over 90% evident in 2021 to date due to the continued ban on international travel.

### 1.3.4

The slower than expected recovery in the UK aviation market and the reduced demand from passengers and airlines resulted in the airport taking the difficult decision to both pause the construction of CADP1 temporarily and to restructure the business in order to safeguard the future of the airport in the extremely difficult conditions which we continue to face (see section 3.3).

### 1.3.5

The next stage of the CADP1 build will include the delivery of the terminal extension and surface access upgrades. However, due to the profound impacts of the COVID-19 pandemic on passenger demand since its onset in March 2020, the airport took the decision to temporarily pause the build until passenger demand returns and the speed and profile of recovery from the pandemic is better understood.

## 1.4 COVID-19 and planning compliance

### 1.4.1

Following the onset of the COVID-19 pandemic, the Government published guidance relating to section 106 agreements attached to planning permissions and encouraged local authorities to consider the appropriateness of deferring certain obligations given the unprecedented circumstances. The guidance also noted that local authorities should take a pragmatic and proportionate approach to the enforcement of section 106 planning obligations during this period.

### 1.4.2

In this respect, the LPA used its discretion to review and agree to the suspension of a number of operational and construction controls throughout 2020 while the airport had either temporarily suspended commercial operations or operating at significantly reduced levels. Additionally, a number of financial contributions were deferred by a period of 12 months (see Section 6.1.2). A summary of the relevant controls and correspondence is provided at Annex 3 with specific details included in the relevant sections of this APR.

## 1.5 2020 Annual Performance Report

### 1.5.1

This APR details that in 2020, despite the significant operational challenges; suspension and deferral of a number of planning controls; and difficulties obtaining data due to government advice/restrictions due to the impacts of COVID-19, there were no reported issues of non-compliance with the CADP1 permission. This is the fourth year in succession that the airport has reported full compliance with the CADP1 permission, albeit the LPA did report a minor compliance issue relating to 2018 which the airport disputed and the matter has since been closed<sup>3</sup>.

### 1.5.2

The structure and reporting requirements of the 2020 APR were reviewed and agreed in writing with the LPA on 25 February 2020. It focusses on reporting key headlines across five themes:

- Environment (Section 2);
- Employment and Local Procurement (Section 3);
- Surface Access (Section 4);
- CADP1 Construction (Section 5); and
- Financial Contributions and Payments (Section 6).

### 1.5.3

This APR is available to download from the airport and consultative committee websites via the links below:

- <http://www.londoncityairport.com/aboutandcorporate/page/ourenvironment>
- <http://lcacc.org/meeting-papers-key-documents/airport-annual-performance-report/>

### 1.5.4

Additional information on the airport's ongoing community engagement programme can also be accessed via the following link:

- <http://www.londoncityairport.com/aboutandcorporate/page/communityprogrammes>

<sup>3</sup> The 2019 APR was considered and noted by the London Borough of Newham's Strategic Development Committee on 26 January 2021. The Planning Authority subsequently wrote to the airport to request that an addendum to the APR is published to clarify that during the course of 2019, they notified the airport of a breach of planning control that was alleged to have taken place in 2018. The airport disputed the alleged non-compliance, and the matter was subsequently closed, as set out at Clause 10 of the new CADP1 S106 Planning Agreement







# 2

## Environment

### 2.1 2020 Headlines

#### 2.1.1

**Aircraft Movements** – In 2020 the airport handled around 19,000 ATMs compared to 83,000 ATMs in 2019. All movements fell within the permissible movement limits and times. The effectiveness of the airport's existing noise controls, which are amongst the tightest of any European airport, continued to be reflected in the low number of complaints (30 per 1,000 aircraft movements) albeit against a reduced number of ATMs in 2020.

#### 2.1.2

**Aircraft Noise Categorisation Scheme (ANCS)** – The airport operates under a daytime noise quota count system, mirroring the approach adopted by other UK airports to control noise at night. London City is the only UK airport to use this method for daytime flights. A quota count is allocated to each aircraft based on certified noise levels. The quota count for 2020 was 3,832 against a limit of 22,000 with 742.5 in any one week. All aircraft operated within these limits in 2020. Further details on the new scheme are included below in Section 2.2.

#### 2.1.3

**Noise Management and Mitigation Strategy (NOMMS)** – The airport continued to operate a comprehensive suite of noise management and mitigation measures detailed in the NOMMS in 2020. Full details are included below in Section 2.3.

#### 2.1.4

**Incentives and Penalties Scheme (IPS)** – The IPS rewards improved aircraft noise performance and penalises poor noise performance. In 2020 due to reduced operations there were no penalties incurred by airlines however 14 credits were removed from airlines with noisy departures. A record £85,000 in community funding was distributed to not-for-profit organisations, charities and foodbanks in the locality throughout the year, especially during the peak of the COVID-19 pandemic. The most improved airline in 2020 was Aer Lingus who have since discontinued their services to the airport. Therefore, the airport will identify another partner to co-deliver the fund in the 2022 (see Section 2.4).

#### 2.1.5

**Sound Insulation Scheme (SIS) Performance** – The SIS installation was suspended from March 2020 to September 2020 due to the COVID-19 safety guidance. Despite the temporary suspension, over 300 properties were treated during the course of the year.

#### 2.1.6

**Air Quality** – In 2020 the airport continued to report air quality data in real time. There were no exceedances of the annual mean objectives for PM<sub>10</sub>, PM<sub>2.5</sub> or nitrogen dioxide (NO<sub>2</sub>).

#### 2.1.7

**Carbon Neutrality Accreditation** – As previously reported, the airport achieved the Airport Carbon Accreditation (ACA) Level 3+ Carbon Neutrality Accreditation in 2019<sup>4</sup> related to its previous year emissions. This means that the emissions that could not be completely eliminated by the airport were compensated through offsetting, therefore providing funds to other projects aimed at reducing overall carbon dioxide. The airport under the ACA scheme is required to submit a copy of its carbon footprint on an annual basis. Due to the impact of COVID-19, submission of 2019 was deferred by a year and all airports were exempted to submit their footprint for 2020. The airport remains committed to maintain and progress within the accreditation scheme in the future.

#### 2.1.8

**Environmental Strategies Reviews** – Five environmental strategies in relation to ground noise, air quality, sustainability and biodiversity were reviewed in 2020 and approved by the LPA<sup>5</sup>.

<sup>4</sup> Awarded December 2019 from the Airports Council International Airport under their Airport Carbon Accreditation Scheme.

<sup>5</sup> The five strategies are Condition 48: Ground Engine Running Strategy (20/02722/AOD); Condition 49: Ground Running and Testing Maintenance Strategy (20/02722/AOD); Condition 56: Sustainability & Biodiversity Strategy (21/00061/AOD); CADP1 Condition 57 Air Quality Monitoring Strategy (21/00061/AOD); Condition 58: Air Quality Management Strategy (21/00061/AOD)



## 2.2 Aircraft Noise Categorisation Scheme (ANCS) [Condition 18; 19]

### 2.2.1

The ANCS uses manufacturers' independently assessed noise certification data to categorise each aircraft that uses the airport, taking into account side-line, flyover and approach noise. The scheme ensures that no noisier aircraft than currently operate at the airport will be allowed to do so in the future and provides a more robust approach to categorising aircraft based on noise.

### 2.2.2

The ANCS noise quota count system, mirrors the approach adopted by other UK airports to control noise at night, but applies this to daytime operations. It requires a quota count (QC) to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each aircraft type, with a quota budget set at 22,000 per calendar year and 742.5 in any one week. All aircraft operated fully within these limits in 2020, and the quota count for 2020 was 3,832. Full details of quota count are provided in Annex 4.

### 2.2.3

It also introduced a quota count system, mirroring the approach adopted by other UK airports to control noise at night, but applies this to daytime operations. London City Airport was the first UK airport to adopt this method of noise control for daytime flights. This requires a quota count to be allocated to each aircraft based on certified noise levels. Performance against the quota budget is then calculated by multiplying the number of departures and arrivals by the respective QC score for each aircraft type, with a quota budget set at 22,000 per calendar year and 742.5 in any one week. All aircraft operated fully within these limits in 2019. Full details of quota count are provided in Annex 4.

## 2.3 Noise Management and Mitigation Scheme (NOMMS) [Condition 31; Appendix A, A.8]

### 2.3.1

NOMMS came into force on 18 August 2017 and was amended in March 2019 following a review with the LPA. It includes details of current schemes in place to manage and monitor aircraft noise such as:

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

### 2.3.2

A noise contour validation exercise was carried out in 2020 in line with the requirements of the NOMMS. This updated the contour methodology to use the new Aviation Environmental Design Tool (AEDT) software released by the Federal Aviation Administration (FAA) which replaced the integrated noise model (INM). The noise contour for 2020 is reported in the NOMMS at Appendix 2. This demonstrates that the airport operated within its contour area limit in 2020. It is expected to continue to do so in 2021, as the 57 dB contour is expected to be smaller than that in 2019 which also complied with the contour area limit.

### 2.3.3

NOMMS was temporarily suspended while the airport temporarily suspended commercial operations in Q2 2020, resulting in decrease in aircraft movements. A detailed report on the operation of NOMMS in 2020 is included at Annex 2.

## 2.4 Incentives and Penalties Scheme [Condition 18]

### 2.4.1

The Incentives and Penalties Scheme (IPS) is included as part of the NOMMS and includes:

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

#### 2.4.2

A Community Fund of £75,000 is available on an annual basis and is distributed via a Board of Trustees to local not for profit organisations and charities. It is delivered in partnership with the most improved airline each year. Despite the significant challenges caused by COVID-19 in 2020 the airport continued to support its local communities during the pandemic through community investment, on-line work experience and volunteering initiatives. The total funding available was increased to £85,000 to acknowledge the significant challenges faced in our local community during the first lockdown in Spring 2020. 24 East London organisations directly benefitted from the Fund over the course of the year with £50,000 paid to local food banks during the first lockdown in April. Further information on the fund can be found via the link below: <https://www.londoncityairport.com/corporate/responsible-growth/community-fund>

#### 2.4.3

The most improved airline in 2020 was Aer Lingus who discontinued services to the airport in 2020. Therefore, the airport will identify another partner in the delivery of the fund the year following the publication of the APR. Further details on the performance of the IPS and a related Community Report are included in Annexes 2 and 5.

## 2.5

### Ground Noise [Condition 44, para 4.3; Condition 51, para 4.1.2 and 5.1.1 & Condition 52]

#### 2.5.1

The ground running of aircraft engines is required for testing and maintenance purposes. There were no exceedances of the ground running noise limit for the 2020 calendar year. Details are included in the report on the operation of the NOMMS at Annex 2.

#### 2.5.2

The ground engine running strategy approved by the LPA under the CADP1 permission (Condition 48) provides annual summaries by airline and aircraft for Engine Run of Stand time (ERS); Taxi Time for Departures (TTD); Taxi Time for Arrivals (TTA); and Hold Time (HT). A summary of TTA; TTD; and ERS for 2020 is included at Annex 2 of this APR<sup>6</sup>.

#### 2.5.3

In January 2020 the LPA agreed that the previous ground running, testing and maintenance locations for high powered ground runs on stands 23/24 will move further east as the new CADP1 aircraft stands are brought into operation. This is required for operational safety on the new airfield and will not result in any additional noise impacts.

#### 2.5.4

The airport also reviewed the Ground Engine Running Strategy and Ground Running and Testing Maintenance Strategy which were approved under Conditions 48 and 49 of the CADP1 permission (ref. 20/02722/AOD) after three years in place.

## 2.6

### Air Quality [Condition 58, Box 1]

#### 2.6.1

The airport operates a comprehensive air quality monitoring network, with no recorded breaches since monitoring began in 2006. The airport uses Government's established set of air quality standards and objectives to protect human health which are for use by the local authorities as prescribed within the Air Quality Regulations, 2000, Statutory Instrument 928 (2000) and the Air Quality (England) (Amendment) Regulations 2002, Statutory Instrument (2002).

#### 2.6.2

The network comprises three onsite automatic monitoring stations, one located on the roof of City Aviation House (LCA-CAH) one to the north of Royal Albert Dock adjacent to the Newham Dockside building (LCA-ND) and one is adjacent to King George V House (LCA-KGV). These automatic sites are supplemented by a network of passive monitoring devices (nitrogen dioxide diffusion tubes) located at a further 16 sites in and around the airport boundary.

#### 2.6.3

The pollutants measured include nitrogen oxides (NO<sub>x</sub>), nitrogen dioxide (NO<sub>2</sub>), fine particulate matter (PM<sub>10</sub>) and, since the end of 2018, very fine particulate matter (PM<sub>2.5</sub>).

<sup>6</sup> Details in the Annex 2 NOMMS report (Section 5.2 and Appendix 4)



## 2.6.4

Ambient air quality is monitored continuously and shared in real time results online<sup>7</sup>. Our monitoring data shows that all concentrations are consistently well below the UK air quality objectives for all the pollutants monitored over the past 5 years. The annual mean NO<sub>2</sub> concentrations for 2014–2020 are shown in Figure 2.1 below.

## 2.6.5

In 2020, there were no exceedances of the annual mean objectives for PM<sub>10</sub>, PM<sub>2.5</sub> or nitrogen dioxide (NO<sub>2</sub>):

- The annual mean PM<sub>10</sub> concentrations at the onsite monitoring stations were 19.0 µg/m<sup>3</sup> and 15.1 µg/m<sup>3</sup>, well below the objective value of 40 µg/m<sup>3</sup>;
- There were just nine recorded exceedances of the PM<sub>10</sub> 24-hour mean objective of 50 µg/m<sup>3</sup> against a national target of 35 exceedances in a calendar year (none within the 'Very High' pollution band);
- The annual mean PM<sub>2.5</sub> concentration was 8.9 µg/m<sup>3</sup>, well below the national objective value of 25 µg/m<sup>3</sup> (none within the 'High' or 'Very High' pollution band; and
- The annual mean NO<sub>2</sub> concentrations at the two onsite monitoring stations were 20.9 µg/m<sup>3</sup> and 19.7 µg/m<sup>3</sup>, well below the objective value of 40 µg/m<sup>3</sup>. There were no exceedances of the 1-hour mean objective value (200 µg/m<sup>3</sup>) with all of the 1-hour mean concentrations falling within the "Low" pollution band.

## 2.6.6

Observed peaks of all pollutants measured correlated with that at other London background sites. This suggests that these occurrences were principally attributable to regional sources.

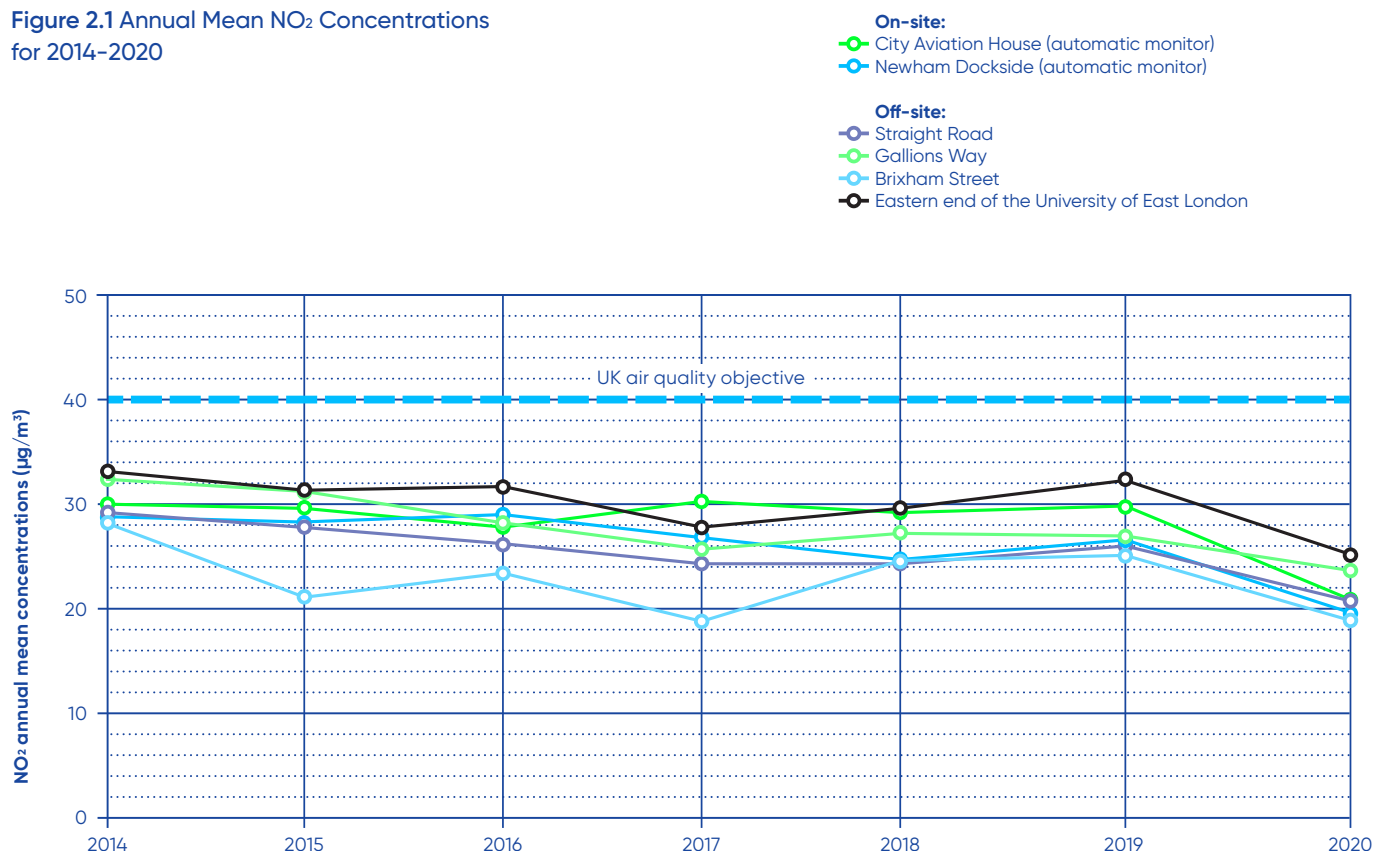
## 2.6.7

Quarterly air quality data was reported to the consultative committee and posted online throughout 2020. This data, together with other results for the full 2020 calendar year, are summarised in the Air Quality Monitoring Strategy: Annual Report 2020 which is included at Annex 7 to this report.

## 2.6.8

The airport also reviewed an Air Quality Monitoring Strategy and Air Quality Management Strategy which were approved in 2021 under Conditions 57 and 58 of the CADP1 permission (ref. 21/00061/AOD) after three years in place. The review process of these strategies was deferred due to the COVID-19 pandemic, and a revised timeline for the review and submission was agreed with the LPA's officers. A 2020 progress update against the targets set out in AQMS is included at Annex 6.

Figure 2.1 Annual Mean NO<sub>2</sub> Concentrations for 2014–2020



<sup>7</sup> <https://lcy.aqconsultants.co.uk/>

## 2.7

### CADP1 Sound Insulation Scheme and Purchase Scheme [S106 Schedule 9 & Annexures 2, 7 and 12]

#### 2.7.1

Under the CADP1 permission, the airport now operates an improved 3 tier Sound Insulation Scheme (SIS) offering sound insulation treatment to eligible residential properties within the 57 dB  $L_{Aeq,16h}$  (Tier 1) and 66 dB  $L_{Aeq,16h}$  (Tier 2) and a 63 dB  $L_{Aeq,16h}$  (Tier 3: Intermediate) noise contours. The Tier 1 lower threshold for eligibility remains the joint lowest daytime threshold in the UK.

The 3 tier scheme comprises:

#### 2.7.2

**Tier 1:** offers properties that are eligible under the scheme acoustic ventilation, and any existing single glazed properties are offered 100% of the cost for replacement standard thermal glazed windows or secondary glazing, whichever is preferred;

#### 2.7.3

**Tier 2:** offers improved secondary glazing or a 100% contribution towards high performance double glazing, together with acoustic ventilation. Second Tier properties are treated as a priority given their exposure to the higher levels of noise relative to the Tier 1 and 3 eligible properties; and

#### 2.7.4

**Tier 3: (intermediate):** offers secondary glazing and acoustic ventilation or, alternatively, a contribution of £3,000 towards high performance acoustic double glazing and acoustic ventilation.

#### 2.7.5

Those residents that would prefer the high-performance double-glazing option may choose to treat only one or two rooms, such as those most affected by aircraft noise, as opposed to all rooms.

#### 2.7.6

The eligibility contours are reviewed on an annual basis. Due to the significant reduction in the number of ATMs in 2020 compared to 2019, the eligibility contour was reduced commensurate with the reduced noise impacts. As a result, there are no new properties becoming eligible under the CADP1 3 tier SIS in this APR (see Section 2.9 and Annex 2 – Appendix 10).

#### 2.7.7

10 properties which previously had works carried out became eligible for re-inspection in 2020 (Annex 2, Appendix 9). Properties become eligible for reinspection 10 years after treatment, with replacements provided for any mechanical parts if they are no longer fit for purpose.

#### 2.7.8

The following Noise Contours are presented in Annex 2 of this report:

- Actual 54 dB (2020 actual contour)
- Actual 57 dB (2020 actual contour)
- Actual 63 dB (2020 actual contour)
- Actual 66 dB (2020 actual contour)
- Actual 69 dB (2020 actual contour)
- 1998 57 dB
- SIS First Tier Eligibility Boundary
- SIS Intermediate Tier Eligibility Boundary
- SIS Second Tier Eligibility Boundary

#### 2.7.9

Forecast contours for 2021 are also required to be published under the requirements of the CADP1 S106 agreement, however due to the continued uncertainty around international travel and further lockdowns it is not possible to include any meaningful forecast at this time. The forecast 2021 contours would only trigger the Sound Insulation Scheme if they were larger than the actual 2020 contours. It remains unlikely that this will be the case, in light of the uncertainty related to the restart of national and international travel. The airport will keep this under review and will update the forecast contours subject to advice from the government on the back of the outputs from the Global Travel Task Force. Consequently, it has been agreed with the LPA that it is not necessary to produce 2021 forecast contours as part of this APR but a forecast will be produced once travel restarts and will be published as an addendum to this APR.

## 2.8

### Extent of Noise Contour [Condition 33]

#### 2.8.1

CADP1 (Condition 33) requires that the 57 dB(A)  $L_{Aeq,16h}$  contour does not exceed 9.1 km<sup>2</sup>. During 2020 the contour area was 0.6 km<sup>2</sup>. The 2021 forecast contour has not yet been calculated (as explained above) but is expected to be well within the limit.



## 2.9 SIS Performance 2020 [S106 Schedule 9 & Annexures 2, 7 and 12]

### 2.9.1

Over 300 properties were treated during the course of 2020 despite temporary suspension due to the temporary suspension of commercial operations at the airport and government restrictions. As of May 2021, 80% of the re-inspections as identified in the 2019 APR were successfully treated. All properties that became eligible in previous years before 2020 and accepted works have now been treated<sup>8</sup>.

### 2.9.2

In the previous (2019) APR, 39 residential properties were originally identified as potentially eligible for reinspection because 10 years had elapsed since they were originally treated under the scheme.

### 2.9.3

In accordance with the procedures set out in the S106 Annexures 2, 7 and 12, letters indicating potential eligibility were sent to all properties on 28th July 2020, and a final reminder letter was sent on 3rd December 2020.

### 2.9.4

As mentioned, the treatment of properties was temporarily suspended from March 2020 to the end of September 2020. Despite the temporary suspension, 34 properties were treated in Tier 1 (increasing take up rates from previous years to 41%) with 25 properties refusing works. 8 properties were treated in Tier 3 (intermediate) and 30 properties identified in the 2019 APR for reinspection had their works completed. Where work are yet to be complete, this is due to permissions from the freeholder and/or not yet being granted, access not being granted or no response expressing interest in the scheme. All eligible properties that have expressed interest in the scheme and provide access will be treated in 2021.

### 2.9.5

No new public buildings were identified in the 2020 APR (and in APR 2019). From previous APRs, there were five public building identified as potentially eligible for treatment and interested in taking up the works (three in Tier 1 and two in Tier 3 (Intermediate). Works at Royal Docks Community School were completed in early 2021. The works for two of the remaining public buildings are currently ongoing, while works for the other two have been offered but dates are yet to be confirmed due to Covid related constraints. The programme for any works has been reviewed and works carried out in line with the circumstances and government guidance around the COVID-19 pandemic.

### 2.9.6

39 properties were identified for re-inspection in the 2019 APR. Letters were sent on 28th July 2020 and 3rd December 2020 notifying occupants, however no response has been received.

### 2.9.7

The airport held bi-weekly meetings with the LPA before the SIS suspension in March and monthly meetings with the officers since the restart of the installations in October 2020 to provide an update on SIS delivery. The LPA confirmed that the airport has fulfilled its compliance obligations with respect to previous years.

### 2.9.8

In September, November and December 2020 the airport published advertisements and information about the Sound Insulation Scheme in the following local newspapers: Newham & Stratford Recorder; Docklands & East London Advertiser; Wharf Life; South London Press & Mercury Paper Package and Greenwich info.

## 2.10 Neighbouring Authority Agreement (NAA) [S106 Schedule 9, part 9 & Annexures 13]

### 2.10.1

An NAA refers to a binding agreement to be entered into between the airport and any London Borough within whose administrative boundary the Actual 57dB Contour falls. The current relevant London Boroughs are London Borough of Tower Hamlets (LBTH) and Royal Borough of Greenwich (RBG).

### 2.10.2

A draft NAA with LBTH was agreed and submitted to the LPA in January 2020 for approval. The NAA is due for completion in 2021. Separately, the airport continues efforts to finalise the draft NAA with RBG.

<sup>8</sup> The airport has given LBN access to evidence confirming that the 2018-19 obligations (and Royal Docks Community School) have been fulfilled in March 2021; the Principal Aviation Officer has reviewed the information and raised no concerns or observations.

## 2.11 Sustainability and Biodiversity [Condition 56] [Condition 70]

### 2.11.1

Condition 56 of the CADP1 permission Sustainability and Biodiversity Strategy was reviewed after three years in place and was approved by the LPA in March 2021 (ref. 21/00061/AOD). This document covers the period from 2020 to 2023. The review process of these strategies was deferred due to the COVID-19 pandemic, and a revised timeline for the review and submission was agreed with LPA's officers.

### 2.11.2

A progress update against the initial targets in the Sustainability and Biodiversity Strategy is included at Annex 8. It also covers status update on some management and recycling waste targets as required by the Waste Management Strategy (Condition 70) (ref. 19/02559/AOD).

### 2.11.3

The Sustainability and Biodiversity Strategy will be reviewed in 2024.

## 2.12 Environment Complaints/ Enquiries [Condition 59]

### 2.12.1

The annual incidence of environmental complaints and enquiries relating to airport operations remained very low in 2020 at thirty complaints per thousand aircraft movements. The reduction in the total number of complaints may be attributable to the significant reduction in the number of aircrafts movements (19,000 in 2020 against 83,000 in 2019).

### 2.12.2

In 2020, a total of 564 complaints were received regarding the airport's operation from 51 complainants. 393 of these were received from 2 individuals (residing in Lewisham and Newham) and a further 75 received from 1 individual (in Havering). This was a decrease of 158 complaints compared to the previous year. Noise impacts associated with the airport operations were significantly lower in 2020 in line with the reduced number of movements.

### 2.12.3

In addition, 9 environmental complaints received in 2020 were not relating to the airport operations. 4 of these non-LCY complaints were regarding aircraft noise experienced during the hours when the airport does not operate. Another 2 were related to aircraft noise experienced over locations that were not under LCY's flight paths. 1 was related to air quality and a further 2 were low flying aircraft. Figure 2.2 shows a comparison between complaints and enquiries for 2020 and 2019. A breakdown of complaints by area has also been provided in Figure 2.3.

### 2.12.4

Of the 564 complaints received relating to the airport: 429 related to aircraft noise; 17 were related to flight paths; and 77 were related to aircraft frequency. The remainder related to other topics. Figure 2.6 shows a full breakdown of the types of complaint received.

### 2.12.5

All complaints have been investigated in accordance with the airport's environmental complaints procedure and reported in summary to the LPA. All complaints were reported within 15 days of receipt as required by CADP1 permission. The airport also reports environmental complaints and enquiries to the Airport Consultative Committee as part of the quarterly airport environment report.

### 2.12.6

Complaints and enquiries relating to construction are reported separately in Section 5.3.



Figure 2.2 Environmental Complaints and Enquiries 2020 v 2019

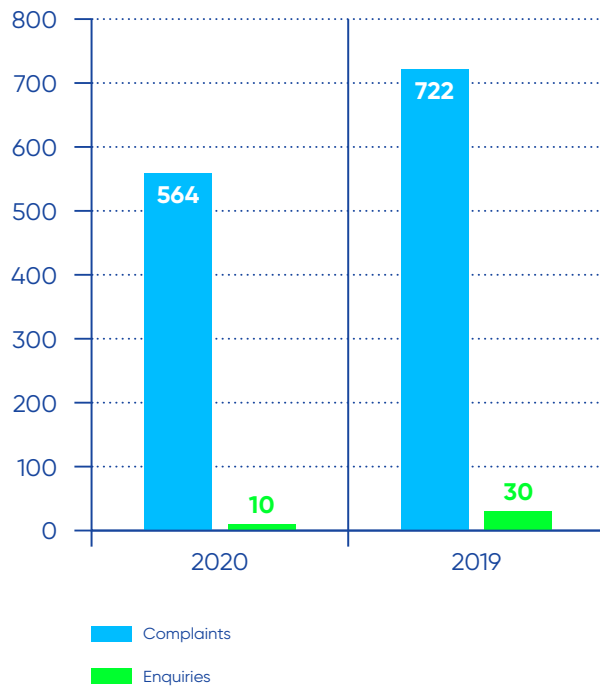


Figure 2.4 LCY 2020 Complaints Received (564 in total)

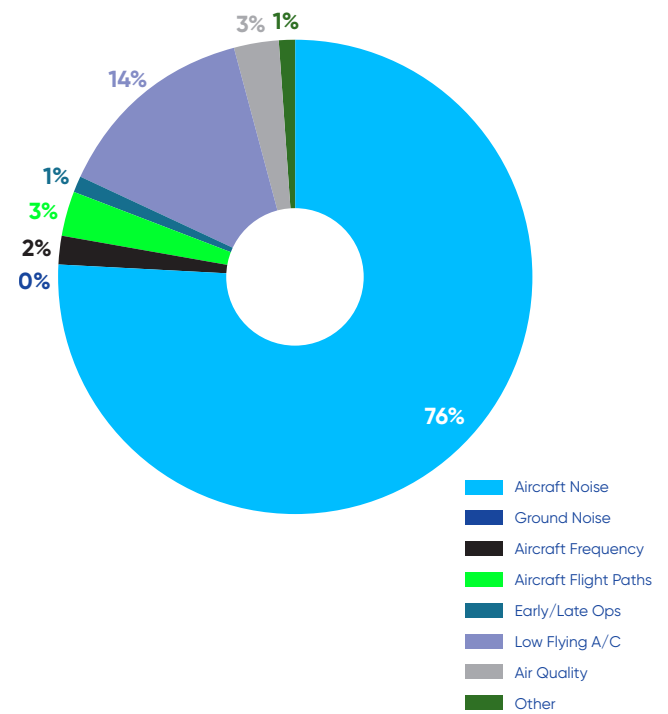
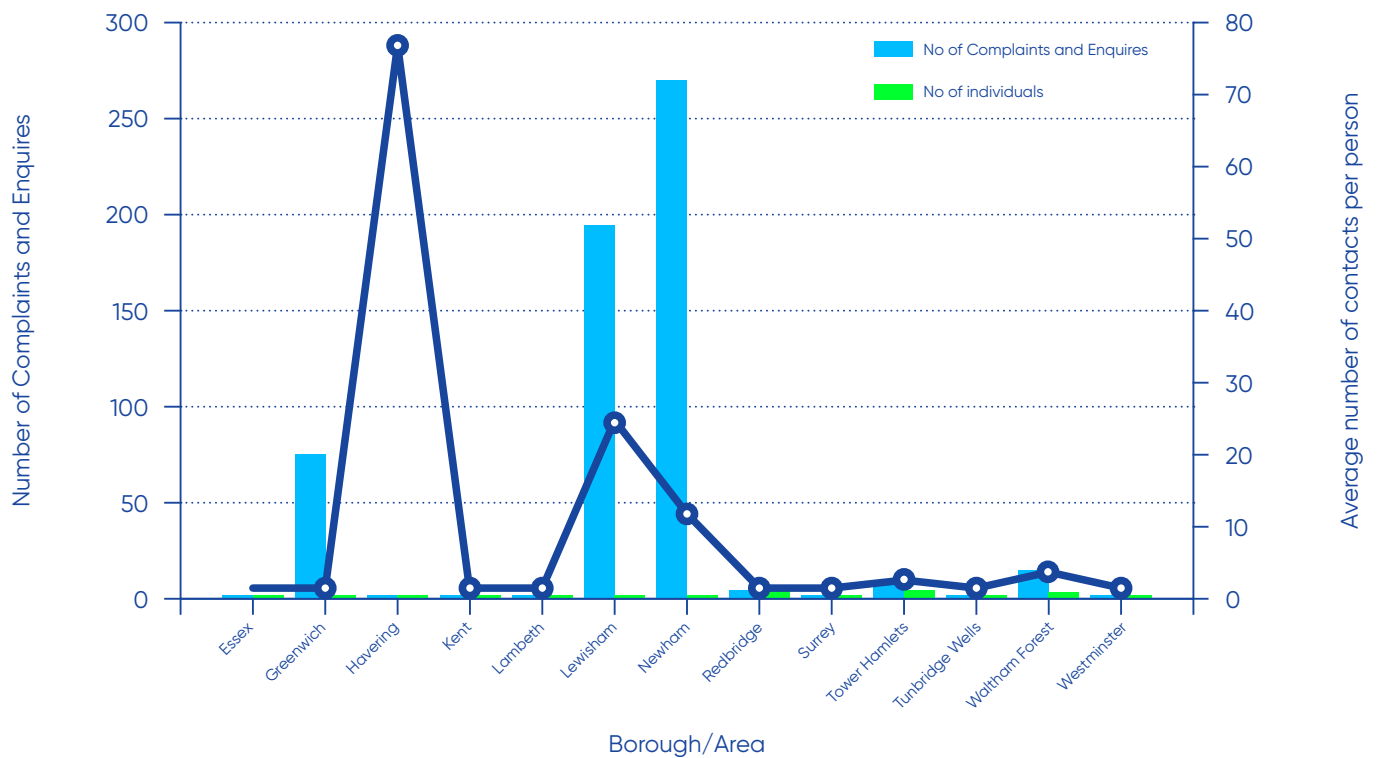


Figure 2.3 Number of Correspondents and Individuals by area









# 3 Employment, Local Procurement and Education

## 3.1 2020 Headlines

### 3.1.1

**Employment** – The total number of staff employed onsite at the airport in December 2020 was 1,636. This reflects a 27% reduction from 2019 and can be attributed to the severe impacts of the COVID-19 pandemic not just on the airport but also on the onsite concessions and airlines. While the vast majority of staff were initially placed on furlough under the governments job retention scheme during the three-month temporary suspension of commercial operations from March to June, the challenging circumstances and further lockdowns significantly reduced the prospects of returning to work and the availability of operational jobs / new job opportunities. As a result, airport and other onsite operators took the difficult decision to restructure their businesses to protect as many jobs as possible and safeguard the future of the airport and their operations at the airport in what continue to be extremely difficult conditions.

### 3.1.2

**New recruits** – Following the onset of COVID-19 in March 2020, recruitment was largely paused for the remainder of the year. However, the limited recruitment that did take place up to that point saw 25% of new recruits by the airport living in Newham with 69% living in the Local Area<sup>9</sup>. Of the onsite new recruits, 20% lived in Newham with 43% employees from the Local Area.

### 3.1.3

**Local Procurement** – Following the first two successful 'Royal Docks Meet the Buyer' events (RDMTB) in 2018 and 2019, the airport continued to collaborate with East London Business Place and local East London Chambers of Commerce to explore local procurement opportunities. The RDMTB event was postponed in 2020 due to the pandemic and will be reviewed in 2021 depending on government advice (see section 3.5).

### 3.1.4

**Employment Partnership Board (EPB)** – The EPB, with representatives from the LPA and the airport, met once in Q1 2020 before the pandemic and identified initiatives to increase employment opportunities for Newham residents, including additional resources at Newham Workplace, interview training and STEM focused education programmes (see Section 3.6). However, due to the COVID-19 impacts and suspension of commercial operations at the airport, the meeting was paused for the rest of 2020 as agreed with the LPA whilst no active recruitment was taking place at the airport.

### 3.1.5

**Take Off into Work (TOIW)** – Local residents were supported to gain employment at the airport through the TOIW scheme which has run for 11 years since 2009. A total of 19 Newham residents gained employment at the airport in 2020 as a result of TOIW scheme in various roles including Passenger Service Agents and Aviation Security Officer. There were an additional 5 new recruits in February 2020, however due to the pandemic they were unable to start working. They will be given start dates in June 2021. The airport has recruited a total of 812 Newham residents since the commencement of this programme (see details in Annex 10).

## 3.2 Onsite Employment [S106 Schedule 11, para 3.2]

### 3.2.1

The CADP1 S106 Agreement requires that all onsite employers use reasonable endeavours to ensure that at least 40% of new recruits for jobs advertised at the airport are residents of Newham and at least 70% are filled by residents living in the Local Area.

### 3.2.2

On 31 December 2020 there were:

- 37 employers operating on-site at LCY; a complete list of these is included at Annex 9 of this report.
- 1,636 employees working on-site (excluding CADP1 employees), equating to 1,444 full time equivalent (FTE) jobs.
- 20% of the newly recruited employees onsite lived in Newham, with 43% living in the Local Area.

<sup>9</sup> The "Local Area" is defined by the Planning 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

### 3.2.3

Given the complexity around staff being on furlough, it is difficult to provide fully accurate onsite recruitment figures for 2020. Considering the temporary suspension of commercial operations at the airport in Q2, onsite recruitment was on pause and almost all recruitment in 2020 occurred in Q1 before onset of pandemic. However, the Q1 2020 figures broadly reflect 2019 annual averages.

### 3.2.4

There are 28 other contractors and sub-contractors working at the airport on a regular basis, but these are not based on-site and are therefore not included in the figures reported above. These organisations include IT, communications, advertising installers, maintenance, project management and others.

## 3.3 LCY Employees [S106 Schedule 11, para 3.2]

### 3.3.1

The airport is committed to use reasonable endeavours to ensure that at least 70% of its new recruits for jobs advertised are residents of the Local Area, including 50% of the new recruits are residents of Newham. The targets for new recruits from Newham represent a 15% increase over the previous targets in the 2009 Planning Agreement.

### 3.3.2

In 2020:

- The number of LCY employees dropped by 26% over 2020 to 532, equating to 493 Full Time Equivalent (FTE) jobs due to the reduced availability of opportunities onsite and the restructuring of the business to safeguard the future of the airport in light of the impacts of COVID-19. With a view to safeguarding as many jobs as possible, many employees remained on furlough for most of the year and after considering a range of options, numerous employees were retained on a part time basis.
- Up to the pause in recruitment from Q1 onwards, 25% of the employees recruited by LCY lived in Newham. The number of new LCY recruits from the Local Area was slightly up by 3 percentage points in 2019 at 69%. The 2020 new recruit figures were not reflective of a typical year and are not considered to reflect the continued work by the airport in partnership with Newham Workplace to increase the number of new recruits from the borough.
- Even though recruitment was limited in 2020, some of the challenges to local recruitment that were identified include the lengthy security and background checks, certain roles requiring drivers licence, and the basic employability skills for candidates. The airports HR team and Our Newham Work continue to work jointly to identify opportunities to remove these barriers going forward and increase the number of new recruits from Newham and locally. While new jobs were extremely low in 2020, of those that were

recruited in Q1, the majority (85%) were filled were in front line services including jobs in airside operations, security, customer service and baggage handling. The remaining 15% of jobs were split across the Customer Service, Building Services and Fire Station.

### 3.3.3

One new recruit secured a management role (level 3) in 2020.

## 3.4 City Airport Development Supply Chain Opportunities [S106 Schedule 11, para 3.2]

### 3.4.1

The CADP1 S106 Agreement requires that all CADP1 contractors use reasonable endeavours to ensure that at least 40% of new recruits for jobs which related to the construction of CADP1 are residents in Newham.

### 3.4.2

In 2020, the number of opportunities were very limited due to construction being impacted by the lockdowns and the difficult decision to temporarily pause the construction of the new terminal following completion of airfield. There was no change to the number of contractors as compared to 2019. A total of 10 main contractors employed over 1,000 staff throughout 2020. A list of the contractors is included in Annex 9.

### 3.4.3

Due to the construction being impacted by the lockdown, no new CADP1 construction recruits were reported after Q2 2020. Prior to Q2, a series of actions were taken to prioritise construction supply chain opportunities for local contractors including appointment of contractors' employment champions.

## 3.5 CADP1 Procurement & Contractors [S106 Schedule 11, para 3.2]

### 3.5.1

In 2020, a total of 24 contractors were awarded contracts as part of CADP1. A total of 4% have offices in Newham and 8% in the Local Area. Although the 'Royal Docks Meet the Buyer (RDMTB) event' was postponed in 2020, it is hoped that subject to restrictions being eased during 2021 it will be possible to hold an event in either late 2021 or early 2022. Despite the postponement of the event in 2020, the airport continued to work closely with local contractors and suppliers, as evidenced in spending £10.5 million with businesses in the Local Area in 2020.



## 3.6 Community Engagement & Opportunities

### 3.6.1

The airport is a responsible and inclusive business, that ensures local communities benefit from its presence through a variety of activities stemming from four key objectives:

- recruiting people from local areas into jobs available at the airport wherever possible;
- creating pathways into employment for East Londoners through awareness raising and skills training;
- raising aspirations of young people through education programmes with a focus on Science Technology, Engineering and Math's (STEM) to address a skills gap and a diversity within the aviation industry; and
- investing in community partnerships with a particular focus on stronger, safer and healthier communities.

### 3.6.2

A total of 30 East London students participated in Work Experience Placements at the airport, during which they undertook a virtual project set to them by the Facilities Management department. This allowed them to work as a team, solve problems and gain knowledge about the airport and the world of work.

### 3.6.3

The airport initiated various bespoke Science, technology, engineering, and mathematics (STEM) education programmes with partners in East London prior to the onset of COVID-19. Due to the pandemic the airport had to postpone our flagship 'STEM in Aviation' programme, which usually hosts up to 500 students and various businesses showcasing STEM within the Aviation Industry. Moreover, the airport continued some other community supporting initiatives including the 'Women in Aviation Programme'. In addition, a number of community partnerships were initiated and sponsored including the Royal Greenwich Business Awards.



## 3.7 Employer's Forum [S106 Schedule 11, para 1.2 & 1.4]

### 3.7.1

The CADP1 S106 Agreement requires LCY to hold the Employer's Forum twice per calendar year. However due to the pandemic this was not possible in 2020 with most companies not operating and/or staff being on furlough for most of the year. It was agreed by the LPA and LCY representatives to postpone these meetings until government guidelines were relaxed and such initiatives were able to continue.

### 3.7.2

The bi-annual meetings will be picked up in 2021 to understand how we can provide young people with the right skills to better their future and increase employment in the borough. Instead of the employer's forum, the airport continued to liaise regularly with the Council officers on the airport's employment situation throughout 2020.

## 3.8 2021 Employment, Local Procurement Initiatives

### 3.8.1

The airport and the LPA will recommence the bi-annual EPB as well as through quarterly technical employment working groups in 2021 to support the upskilling of Newham residents to increase their success in obtaining roles at the airport. The joint initiatives established through the EPB in 2021 include:

- Newham Workplace will continue to be invited to forums where supply chain partners are present to promote recruitment services offered by the LPA and encourage contractors to use reasonable endeavours to recruit Newham residents;
- Our Newham Work representatives has also been offered to attend project once per week; and
- Continue to publicise how to access opportunities via Quarterly 'Inside E16' newsletter which reaches 9,000 Newham residents as well as being available online.



North Woolwich

DLR

TOWER TRANSPORT

BJII DV



# 4

## Surface Access

### 4.1 2020 Headlines

#### 4.1.1

**High Public Transport Use** – While restrictions and reduced passenger demand impacted availability of data following the onset of the COVID-19 pandemic, prior to that the airport continued to have the highest public transport use by passengers of any UK airport. In Q1 2020, 75% of passengers travelled to the airport by DLR, bus and Black Taxi. Our focus as we recover from the pandemic is to promote a further increase in the use of public and sustainable transport by our staff and passengers.

#### 4.1.2

**Cycling Facilities** – The airport continued to support the cycle hire scheme, increase staff cycle parking facilities and invest in new cycle and walking infrastructure.

#### 4.1.3

**Staff Commute** – In line with government advice during the COVID-19 pandemic, staff continued to work from home with essential operational staff only at the airport. The staff car sharing scheme, Liftshare, was temporarily suspended due to COVID-19 safety guidance.

#### 4.1.4

**CADP1 Construction Logistics** – When construction was active, the airport's Delivery Partner ensured that barges were used to move equipment and materials where possible. This removed approximately 111 heavy goods vehicles (HGVs) from Hartmann Road and the local highway network as part of our continued commitment to reducing impacts on the local community and reducing CO<sub>2</sub> emissions (see Section 4.3). The number of HGVs reduced significantly from 2019 due to the completion of the airfield piling and decking works in March 2020.

### 4.2 Surface Access Modes

#### 4.2.1

The 2020 passenger mode share performance is set out in **Table 4.1** alongside the previous years for comparison. In terms of 2020 data, the data for the full year is incomplete and should be used as indicative only. Q2 and Q3 data is not available due to CAA's (Civil Aviation Authority) resourcing issues impacted by COVID-19 that this is due to an increase in passengers from the surrounding local boroughs using the airport in 2019.

#### 4.2.2

Despite the unavailable Q2/3 data, Q1 data is provided, prior to the onset of COVID-19. It reflects a similar mode splits to 2019's average.

#### 4.2.3

A high level snapback survey was carried out in Q4 2020 by the CAA as a substitute to previous more comprehensive surveys due to COVID-19 restrictions. The Q4 data partially shows the passenger travel mode splits during the COVID-19 recovery period. With significantly reduced passenger numbers, and the reduced sample size of the survey, it is too early to identify trends of passenger travel during the COVID-19 recovery period. However, the data shows that less passengers chose to use DLR and more chose to use private cars and car rental services.

<sup>10</sup> Source: ASQ, an independent provider of the Quarterly Passenger Survey

\*Please note the figures are subject to rounding.

\*\*Total taxi use is presented using CAA data split of modes'.

Table 4.1 Summary passenger travel statistics<sup>10</sup>

Mode	2020 Q4 (%)	2020 Q1 (%)	2019 (%)
DLR	59	64	64
Bus	0	1	1
Black Taxi**	4	10	8
Minicab**	6	6	8
Ride Sharing / Transport as a service (e.g. Uber)**	14	9	7
Private Car (+Car Rental)	11(2)	8	9
Other / Transfer	3	1	3

## 4.2.4

Public and private mode share is shown in Table 4.2. The options presented in the table are reported in line with the previous APR reporting and also the London Mayor's Transport Strategy (MTS) target modes. This shows that including the Black Taxis shows the public transport share can be reported at 75% for the pre-COVID period in Q1 2020, with a slight increase from the 2019 averages. However, as expected, a decrease in public transport use has been recorded since the onset of the COVID-19 pandemic.

Table 4.2 Sustainable, Public and Private modes share

Mode	2020 Q4 (%)	2020 Q1 (%)	2019 (%)
Total public transport (incl. Black Taxis)	63	75	73
Public transport (not incl. Black Taxis)	59	65	65
Private transport (Black Taxi excl.)	36	24	27
Private Transport (Black Taxi incl.)	40	34	35

## 4.2.5

The National Planning Policy Framework (NPPF)<sup>11</sup> acknowledges use of electric vehicles (including Black Taxis) and multiple occupancy of vehicles as additional modes of sustainable travel. With that in mind, the airport will look to expand data collection to ensure that all modes are appropriately reflected in future mode share statistics given their important role in reducing CO<sub>2</sub> emissions.

## 4.2.6

The airport undertook the most recent staff survey in November 2019. There was no update to the staff survey in 2020 due to the vast majority of staff either being furloughed or working from home. The previously reported survey results are included in Table 4.3 below and will be updated when staff return to the airport in more significant numbers.

Table 4.3 Summary staff travel statistics

Mode	2019(%)	2016(%)
DLR	27	29
Taxi / Mini Cab	0	1
Car	56	57
Car with Passenger	2	1
Bus	7	6
Walk	3	2
Cycle	3	3
Motorbike	1	1
Other	0	1

## 4.2.7

The survey carried out at the end of 2019 showed a slight drop in overall public transport use, possibly attributable to lack of early morning DLR services. This comes from the direct question in the survey that asked what would help staff make their journey greener, with earlier availability of DLR coming top. Despite the pandemic affecting the number of staff working onsite, operational staff with an early start time showed support for earlier DLR services. The top answers, in descending order, for the survey were as follows:

1. Earlier DLR;
2. Availability of car sharing;
3. Improvement to cycle routes;
4. Access to bus service; and
5. Journey planning information.

## 4.2.8

This list was a positive confirmation of areas that had been identified in the travel plan as areas to target in the period to 2022.

<sup>11</sup> Source: NPPF, Annex 2. 'Any efficient, safe and accessible means of transport with overall low impact on the environment, including walking and cycling, low and ultra-low emission vehicles, car sharing and public transport.'



## 4.3 Construction Traffic Management (Condition 60)

### 4.3.1

The construction team has continued to make use of the dock for moving material. The piling work for the new aircraft stands and taxiway was carried out by barge, supply of concrete, pile casings and reinforcement, as well as general construction material which has removed HGVs from Hartmann Road and from the wider area. This work was fully completed in March 2020, and the nature of the work moves to smaller packages of work that do not require large scale removal / delivery and the location of the works are difficult to reach directly by barge.

### 4.3.2

The airport estimates that this has saved approximately 111 HGV from being used, the equivalent to 222 trips along Hartmann Road and in the wider area were removed due to the use of barges.

### 4.3.3

As set out in the previous APR, bidders for the individual works contracts who demonstrate a robust methodology to maximise the use of the River Thames will receive a higher overall score in the process of procurement of services of contractors. To supplement this, the airport and its contractors also operate a Construction Environmental Management Plan (Condition 88), Construction Logistics Plan (as part of Condition 88) (ref. 18/01312/AOD) and the Traffic Management plans (Condition 77) (ref. 18/00741/AOD).

## 4.4 Airport Transport Forum (ATF)

### 4.4.1

The ATF met twice in 2020 via remote means in September and December. The forum discussed that some measures and timescales outlined in the airport's Travel Plan would need to be reviewed given the significant short-term impacts of COVID-19. The airport was committed to set out new priorities to react to the COVID-19 recovery by providing passengers with a safe and comfortable journey travelling to and from the airport. Additionally, the forum also discussed strategies for the growth in the Royal Docks, including the airport's masterplan and Greater London Authority's (GLA) Royal Docks Opportunity Area Planning Framework.

## 4.5 2021 Surface Access Initiatives

### 4.5.1

The airport continues to work closely with a wide range of stakeholders, including the Airport Transport Forum members, the LPA, TfL and the DLR. Three strategic priorities have been identified to help with the COVID-19 recovery process:

- Facilitate more sustainable means of travel
- Work with the LPA on the Royal Docks Cycle hire scheme (Brompton Bike/Lime)
- Develop a new link to the proposed cycle and walking route for the Royal Docks
- Work with GLA's Royal Docks Team to support landscaping upgrade works at the Connaught Bridge to improve walkability between the airport and Excel/Newham Dockside
- Ensure the provision of 68 cycle stands – 20 public

#### Electric Vehicles / Charging Points

- Review electric charging pending delivery of CADP1
- Develop interim strategy for charging points in 2021
- Finalise power supplier strategy with the UK Power Network Service (UKPNS)

#### DLR / Elizabeth Line

- Review with DLR on the number of DLR station staff presence once passenger levels increase
- Work with LB Tower Hamlets and Canary Wharf Group to analyse the opportunities of improving walking experience between Canary Wharf Elizabeth Line Station and Poplar DLR station

### 4.5.2

Additional priorities for the airport's staff include:

#### ULEZ extension preparation

- TfL will introduce the expanded Ultra Low Emissions Zone (ULEZ) on 25 October 2021 where the airport is within the extended boundary
- Communications to staff, business partners and passengers to inform them of changes
- Develop interim strategy for electric charging points in 2021 ahead of extension
- Upgrade of airside fleet, including busses to ensure ULEZ compliance
- Analyse further incentives/schemes to facilitate shift to ULEZ-compliant vehicles/EVs

#### LCY employees travelling to work

- Review flexible working policy
- Review staff parking permit availability while considering the need of private vehicles during COVID-19 pandemic
- Ensure the provision of 68 cycle stands – 48 staff
- Analyse the opportunities of the electric car ownership scheme







# 5

## CADP1 Construction

### 5.1 2020 Headlines

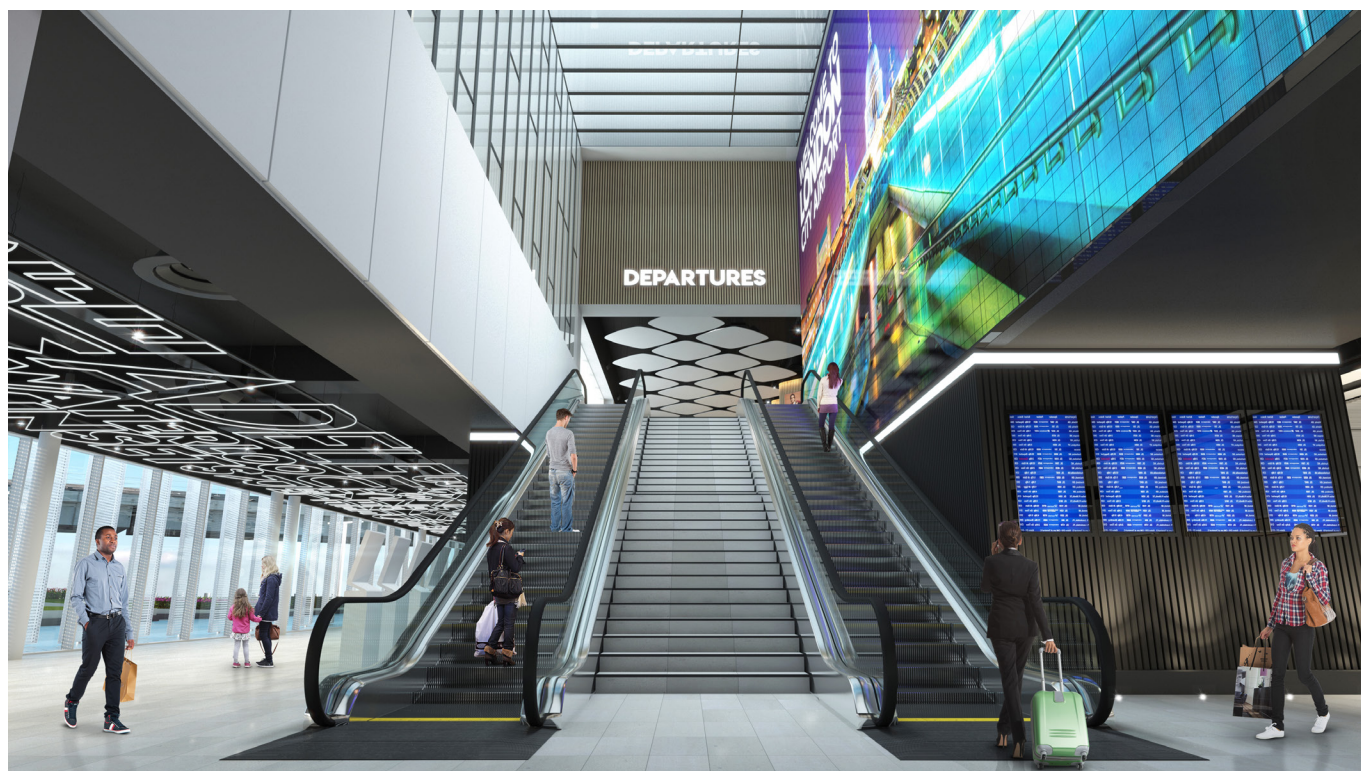
#### 5.1.1

**CADP1 Construction** – construction of CADP1 continued in 2020 with the main focus on completion of all piling and the deck over KGV Dock (all piling works were completed on 12 March 2020). The aircraft stands and parallel taxiway have also been delivered in 2020. Other works in 2020 included immigration facilities, goods-in facilities and out bound baggage facility.

#### 5.1.2

**CADP1 Milestones** achieved in 2020 include:

- **Piling and Decking** – A total of 984 piles were installed (completed 12 March 2020).
- **Temporary Noise Barriers** were erected to enable the use of the new stands 25/26.
- **Temporary Immigration Facilities & Goods-in Facilities** Immigration E-gates installation within the building by UK border Force commenced in November 2020.
- **Temporary Outbound Baggage** facilities were erected in September 2020 to facilitate operation of terminals before the CADP1 full completion.
- **Eastern Energy Centre** works started in November 2019 and the building was completed in August 2020.
- **Digital Air Traffic Control Tower (DATCT)** – Construction and fit out were completed and testing commenced in September 2020. It has been operational since the end of January 2021.





### 5.1.3

**CADP1 Temporary Pause** – due to the profound impacts of the COVID-19 pandemic on passenger demand since its onset in March 2020, the airport took the decision to temporarily pause the programme until passenger demand returns and the speed and profile of recovery from the pandemic is better understood.

### 5.1.4

**Impact of CADP1 Pause on Planning Requirements** – The LPA confirmed the temporary suspension of the construction related monitoring and reporting requirements of the CADP1 permission when construction was paused in October 2020.

## 5.2 CADP1 Construction Mitigations

### 5.2.1

The airport has deployed 4 construction noise monitors at the southern site boundary and 6 noise meters within each construction work site to measure construction noise levels to assess compliance with the LPA approved noise criteria. The noise monitors are linked to a dedicated webserver, enabling site specific noise criteria to be set, with trigger alerts sent to the construction team, should a breach of the aforementioned criteria occur.

### 5.2.2

The airport has continued to provide weekly and monthly construction noise and vibration reports to the LPA on an ongoing basis until October 2020. Access to a web-based noise monitoring system has also been made available to the LPA with a traffic light alert system and historic data showing whether limits are being approached. It was agreed with the LPA to remove all monitoring equipment by end of October 2020 in conjunction with the temporary suspensions of the CADP1 construction.

### 5.2.3

Section 61 consents<sup>12</sup> were agreed with Newham Council under the Control of Pollution Act to ensure construction works were carried out in accordance with Best Practical Means (BPM) and that appropriate noise mitigation measures were deployed throughout the works. The current Section 61 consent covers CADP1 works until January 2021.

### 5.2.4

As per planning condition 82, the airport provided confirmation of installation of the 280 marine piles over a maximum 32 separate weeks. Piles were phased over a period from July 2018 through to the March 2020 using multiple barge mounted rigs.

### 5.2.5

The final monthly construction meeting with the LPA took place on 08th October with no material or outstanding compliance issues raised.

## 5.3 Construction Complaints/ Enquiries

### 5.3.1

In 2020, the airport received only 6 construction related complaints, a significant decrease of 85% from 2019. This is largely because of the completed piling works in March 2020. In accordance with our construction complaints procedure the airport acknowledges complaints within 2 days and shares the results of an investigation within 7 working days.

### 5.3.2

Community members can contact the airport either through [community@londoncityairport.com](mailto:community@londoncityairport.com) or through our 24hours contact line: 020 3858 0261. Despite the temporary pause of the CADP1 construction, the airport actively aims to engage with our neighbours either through community meetings or on an individual basis to hear about their concerns and to find solutions to address the complaints raised where feasible.

<sup>12</sup> Section 61 of the Control of Pollution Act 1974 is referred to when a construction or demolition firm applies to the local authority for consent to carry out works, which are likely to have a significant impact on the neighbourhood due to its generation of noise and vibration.

# 6

## Financial Contributions & Payments

### 6.1 2020 Headlines

#### 6.1.1

The airport paid over £772,000 of financial contributions to the LPA and Transport for London (TfL) in 2020 under the CADP1 S106 Agreement. These are listed below.

- Development Management Contribution to LBN – £55,898.12 paid in January 2020 [Part 4, Schedule 14]
- Annual Monitoring Contribution to LBN – £134,293.37 paid in July 2020 [Part 3, Schedule 14]
- Community Recreation Contribution to LBN – £279,490.62 paid in January 2020 [Part 8.1 (a) of Schedule 5]
- Walking and Cycling Contribution to LBN – £111,796.25 paid in January 2020 [Part 6.1 of Schedule 5]
- Environmental Health Monitoring Contribution to LBN – £78,900.80 paid in October 2020 [Part 5.1 of Schedule 13]
- Station Staff (DLR Station Management Contribution) to TfL – £111,667.94 paid in January 2020 [Part 2.1(a) of Schedule 5]

#### 6.1.2

A proposal was approved by the LPA to modify the CADP1 Planning Obligations, pursuant to section 106A (1)(b) of the Town and Country Planning Act 1990, to permit the deferral of an instalment of the Employment Contribution and the Education Contribution, which were due in October 2020, by a period of 12 months. As a consequence, all subsequent instalments will be deferred by the same period.

### 6.2 Claims under Planning Agreement Compensation Schemes [S106 Annexures 3, 4, 6, 8, 9]

#### 6.2.1

The Value Compensation Scheme (VCS); Noise Insulation Payments Scheme (NIPS) and 69dB Purchase Scheme were all operated in 2020. Second generation VCS and NIPS schemes became operational under the CADP1 permission when triggered in October 2017. The schemes are available to download from the airport's website at the link below:

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

#### 6.2.2

There were no claims under any of the compensation schemes in 2020.



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

Tel: 020 7646 0000  
[LondonCityAirport.com](http://LondonCityAirport.com)

