

London City Airport Corporate Overview

Ownership

London City Airport is owned by two infrastructure funds:

- Global Infrastructure Partners (GIP): 75% (acquired interest in LCY since October 2006)
- Highstar Capital (Highstar): 25% (acquired interest in LCY since October 2008)

Global Infrastructure Partners (GIP) is an independent US \$5.6 billion fund that invests worldwide in infrastructure assets. GIP is backed by Credit Suisse and GE. Investors in GIP also comprise institutional investors in North America, Europe, Middle East and Asia, such as pension funds, insurance companies, sovereign wealth funds, financial institutions and high net worth individuals.

Highstar Capital is a private equity investment partnership formed to make controlling or influential minority investments in infrastructure related assets and businesses. In particular, Highstar will target investments in assets and businesses that provide essential products and services in the energy, transportation, waste management and water sectors. Highstar Capital currently manages over \$4.5 billion of capital commitments from leading institutional investors globally, including through its third generation private equity fund, Highstar Capital III.

Growth, investment and improvements under GIP

Since GIP's acquisition of LCY in 2006, GIP has supported a programme of investment, operational improvements and service innovations aimed at increasing capacity, efficiency and service quality.

Examples of growth, investment and improvements at LCY since GIP's ownership include:

Capital investment

A total of £58 million has been invested into LCY since 2006.

2006-2008:

- Construction of four new aircraft stands and a connecting pier to accommodate more and larger aircraft types, including the Airbus A318 and Embraer 170/190
- Expansion of departure lounge (phase one) to improve passenger experience, provide 250 more seats and new retail/catering outlets
- Refurbishment and upgrade of existing part of departure lounge (phase two) to include complimentary WiFi for all passengers
- Two new security channels to ensure minimal queues at peak times
- Installation of Common User Self Service (CUSS) kiosks
- Extension of the outbound baggage facility
- Recruitment of 89 additional security and ground staff

2009:

- Upgrade of the corporate Jet Centre facility
- A £7 million programme to reconfigure the terminal and increase the passenger search area has recently commenced

Airline developments

- In September 2009 British Airways commenced its first ever all-business service from LCY to New York JFK using two specially configured A318 aircraft with 32 fully flat bed seats and on board telecommunications. The service was given the prestigious Concorde flight numbers, marking it as BA's most premium service in operation
- At the end of 2008, British Airways Cityflyer announced its investment in 11 new Embraer 170 and 190 aircraft to replace its entire fleet at LCY, at a list price of US \$376 million
- At the end of 2007 Air France-KLM grew its operations at LCY through the acquisition of VLM Airlines. Air France-KLM now holds over 50% of all peak slots at LCY
- LCY has seen a total of 13 new destinations and four new airlines since its acquisition in 2006

Airport developments

- LCY published its Master Plan in 2006, outlining growth plans to 2030
- An interim planning application for an increase in movements was submitted in 2007. Permission was granted in 2009 for an increase in movements from 80,000 per annum to 120,000. The application was supported by London's Mayor Boris Johnson who recognised the airport's significant economic contribution to London
- Record passenger numbers in 2008 of 3.3 million – a 12% increase over the previous year
- Record passenger numbers in 2007 of 2.9 million – a 23% increase over the previous year

Punctuality

- 87% of scheduled traffic was on time in Q2 2009, versus 65% in Q2 2007, making LCY the most punctual airport in London in 2009
- Average delay was down from 16 minutes in Q2 2007 to 7 minutes in Q2 2009

Examples of service quality improvements

- Expanded and upgraded the departure lounge, providing complimentary WiFi and power sockets for passenger use
- Furnishings across the entire departure lounge similar to that of individual airline lounge at other airports
- LCY has implemented a no-queues security policy keeping any queues that do occur to a minimum
- 'Silent departure lounge' policy with no tannoy announcements or boarding calls
- Service promise of baggage delivery to carousel within ten minutes of landing
- Recruited additional security personnel to work in the new security channels
- Recruited additional ground staff to work on the new aircraft stands
- 61% passengers travel to the airport by Docklands Light Railway, the highest percentage of passengers using public transport at any airport in the UK
- Announced a £7 million redevelopment programme to increase the passenger search area and further expand the departure lounge

Awards

London City Airport is the only airport in Europe to hold an ERA Palme D'Or, a special distinction that is granted to airlines and airports for sustained excellence.

- Best UK Airport 2007, 2008 and 2009 – *Wanderlust* magazine
- Best UK Airport Diamond Award 2009 – *Buying Business Travel* magazine
- Business Superbrand 2008 and 2009 – only airport to hold this status
- Dedication to Staff Development & Training Award 2009 – Docklands Business Club
- ERA Airport Achievement Award 2008

Airlines and destinations

Air France-KLM (inc. CityJet and VLM)

Amsterdam
Antwerp
Dublin
Dundee
Edinburgh
Eindhoven
Geneva
Jersey
Luxembourg
Nantes
Paris
Rotterdam

Air Southwest

Newquay
Plymouth

Air One

Milan

Aer Arann

Isle of Man

Baboo

Geneva
Venice

British Airways

Amsterdam
Billund
Edinburgh
Frankfurt
Glasgow
Madrid
New York
Nice
Zurich

LuxAir

Luxembourg

Lufthansa

Dusseldorf
Frankfurt
Munich

SWISS

Basel
Geneva
Zurich

SAS

Copenhagen

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