



RunwayNews

| Edition Fourteen | January 2010 |

Welcome



Elizabeth Hegarty, Community Relations Manager and Richard Gooding, CEO with the Employment Champion Award 2009.

Happy New Year to you all and welcome to the latest edition of London City Airport's (LCA) community newsletter, the first of 2010.

You will find this edition smaller than recent issues of Runway News as we plan to increase to quarterly in 2010. This will allow us to give more regular airport updates including on the Consultative Committee and community projects that LCA has initiated.

2009 saw the inception of our largest current community project "Take off into Work", which aids unemployed Newham residents into employment at the airport or elsewhere. Between March and December 2009, 65 people were successful in obtaining employment through Take off into Work, of which 28 were previously unemployed for a year or longer.

The East London Business Alliance recognised the success of this programme at their annual Employee Volunteer Awards, awarding LCA 'Employment Champion 2009'.

Finally, consultation on the LCA Draft Noise Action Plan closed on 15 January 2010 and I would like to take this opportunity to thank all those who took time to provide their comments on the document. For more information please see the Airport Update.

If you have any questions or comments on anything related to the airport or this newsletter, please do contact me on 020 7646 0042 or elizabeth@lcy.co.uk.

Elizabeth Hegarty,
Community Relations Manager

Airport Update

Noise Action Plan Update

Consultation on the LCA Draft Noise Action Plan closed on Friday 15 January 2010.

London City Airport drafted a Noise Action Plan in response to a directive published by the Department for Environment, Food and Rural Affairs (DEFRA). The directive requires airport operators to prepare draft noise action plans designed to manage noise issues arising from aircraft departing from and arriving at airports.

All responses received are being reviewed, prior to submission of the final draft plan to the Secretaries of State for Transport and Environment, Food and Rural Affairs, to be considered for adoption.

Thank you to all those who took part in the consultation. To view the draft Noise Action Plan, visit www.londoncityairport.com/noiseactionplan. The final Noise Action Plan will be posted online once adopted by the relevant authorities.



Car Hire Companies Re-Locate

London City Airport recently opened its new facility for onsite car hire companies Avis, Europcar, and Hertz. As part of the airport's £7 million terminal



LCA Car Hire facility

reconfiguration project, the car hire facility is now located adjacent to the terminal building. The car hire companies have extended their opening hours making their services more accessible to local residents and businesses outside the airport's operating hours:

Monday to Friday from 07.00 until 21.30; Saturday from 07.00 until 16.00; Sunday from 10.00 until 21.30.

Airport Update – (cont)

Sound Insulation Scheme

The London City Airport Sound Insulation Scheme forms an important part of our ongoing environmental programme. The scheme offers eligible residents living close to the airport within the scheme boundaries the opportunity to sound insulate their home from noise. This enables the airport to ensure that your living conditions are protected from the impact of the airport's operations. Since the scheme began in 1990 LCA has successfully sound insulated 2,300 homes and spent over £1.3 million on this scheme. The LCA Sound Insulation Scheme is triggered at a lower noise level than any other daytime airport noise scheme in the country (57dB)

and is monitored by the London Borough of Newham. Some local homes are not eligible as they were built after the airport's agreement with the Council and therefore building regulations required developers to install sound insulation during construction of the property.

For further information and to check your eligibility, please visit the London City Airport Consultative Committee website: www.lcacc.org/noise where a map and property list is available.

Alternatively please feel free to contact the Airport Environment Team on **020 7646 0200** or environment@londoncityairport.com

Police Beat Surgery

S018 Metropolitan Police based at North Woolwich Police Station and responsible for London City Airport are holding a Beat Surgery for local residents with concerns over local issues, anti social behaviour and parking. Residents will be able to report crime, give advice or mark personal property (mobile phones/ bicycles etc) with special fluid which in the event of theft or loss greatly assists police in returning it to its owner.

The first Beat Surgery took place on 25 January and the next will be on 24 February and 24 March. The mobile Police Unit will be situated at the airport from 1100 and then at the junction of Drew Road/Camel Road from 1230.

Helicopter Emergency Landings

During the holiday period London City Airport (LCA) was visited by Metropolitan Police helicopters on two separate occasions.

On Monday 28 December 2009 a Police helicopter was forced to make an emergency landing at LCA as the pilot of the helicopter declared a fuel emergency. The helicopter had planned to land at its base in Lippitts Hill, however due to poor visibility caused by fog, the helicopter required an alternative landing spot (LCA).

Another Police helicopter was forced to make an emergency landing at LCA due to a technical problem in the early hours of Friday 1 January 2010. The airport was closed when the helicopter landed and technicians attended the site to repair and depart the helicopter the following morning.

As part of the airport's planning conditions, helicopters are not permitted to land other than in a genuine emergency (such as those outlined above).

Competition Time

Win a car for the weekend with  London City Airport

To enter, all you need to do is answer the question below.

Complete your details, and post this form to Rupal Patel, London City Airport, City Aviation House, Royal Docks, London, E16 2PB, or hand your completed form in at the Information Desk in the Airport Terminal.

What are the Saturday opening hours of London City Airport's new car hire facility?

a. 0900 - 1700 b. 0630 - 1230 c. 0700 - 1600

Name.....

Address.....

Contact number.....

Terms & Conditions: Competition is not open to employees at London City Airport. Competition closes **Friday 19 February 2010**. All applicants need to be over 21 years of age and hold a full driving licence (for more than one year). Vehicle subject to availability.

Community Update

Disney Princesses on Ice Numeracy Competition

Lucky competition winners at the airport's Suite at The O2



London City Airport recently put local students' numeracy skills to the test in a competition to win tickets to watch Disney Princesses on Ice at the airport's Suite at The O2. Pupils from local schools Drew Primary (Newham), Britannia Village (Newham) Linton Mead Primary (Greenwich) and Old Palace

Primary (Tower Hamlets) were asked to complete a maths based quiz booklet and write about why they wanted to see the Disney themed ice show. The winning 18 entries each received two tickets for the show. In running competitions such as this one, the airport aims to engage children in developing basic skills.

New Books for Old Palace Primary

London City Airport recently purchased over 100 new reading books for Old Palace Primary's school library. The new selection of books now gives the pupils a wider, more up to date range of books to choose from, in order to encourage reading and engage the children with interesting topics such as pirates, dinosaurs and princesses! Literacy is a focus of the airport's Education



Kellie and Rupal with Old Palace pupils and their new books

Excellence Programme, with the objective to raise attainment and aspiration levels of students within the local area.

NewVic Annual Awards Evening

London City Airport Community Team recently attended the Newham Sixth Form College (NewVic) Annual Awards Evening 2009.

The event recognises and celebrates the outstanding academic and personal achievements of students at the local college in Plaistow. London City Airport has for many years sponsored both the Languages and Business Awards, to encourage students to excel in these areas.

Lucky Farhana Ibrahim won a pair of flight tickets to Madrid with £50 spending money for her achievement in A Level Spanish.



Rupal with Farhana Ibrahim

London City Airport attend World Travel Market



Elizabeth speaks to local students at World Travel Market

Elizabeth Hegarty from the Community Team recently took to the stage at the 'Future You' conference at the World Travel Market to talk to local students about careers at the airport and give advice on the skills needed to work in the travel industry. The annual travel event sees thousands of industry workers, students and travel enthusiasts gather at the Excel Centre London in November.

The 'Future You' conference aimed to give local students interested in a career in travel the chance to hear from industry experts on the opportunities within the travel industry and to learn top tips on how to take advantage of the opportunities offered.

Local Students Get a Taste for Hospitality

London City Airport together with one of its largest onsite partners Autogrill recently worked together to deliver a Hospitality Diploma Workshop for 12 local students from three Secondary Schools close to the airport. Ian Morris, Manager for Autogrill delivered a fantastic fun and informative workshop on hospitality and catering in an airport environment.



Hospitality Students with Ian Morris, Manager of Autogrill

The students, who are studying the Advanced Diploma in Hospitality had an opportunity to discuss and learn about the habits of business passengers, menu planning, costings, customer service and many more key areas linked to their course.

They also got to sample a few different dishes that are on offer to customers at London City Airport to get a real taste for hospitality!

London City Airport Consultative Committee

London City Airport's Consultative Committee Meeting, held at the airport once per quarter took place this month on 12 January 2009. The meeting included the Airport Director's Report on developments at the airport, including changes to the route network, number of flights and passenger numbers. A standing item on environmental issues including environmental complaints and other requirements of the Section 106 Agreement was also reported on. Attended by appointed community representatives, airport users and local Councillors, the Committee is a Forum to discuss the operation of the airport and its impact on passengers and local residents.

The following items were discussed at the recent meeting on 12 January 2010:

- Noise Action Plan
- Terminal Reconfiguration Project
- Community Report
- Committee Membership
- Planning Agreement
- Aircraft Fuelling

For further information about the Consultative Committee and to view minutes or contact your representative, please visit: www.lcacc.org or alternatively email Stuart Innes: secretary@lcacc.org.



Organisations Supported by LCA November and December 2009

Newham

Drew Primary School
Kingsmead Primary
St Lukes Primary School
Rokeby Primary School
Keir Hardie Primary School
Cumberland School
Plashet School
NewVic 6th Form College
Newham College
University of East London
Community Links
Britannia Village Community Centre
St Johns Community Centre
Ascension Church
London Borough of Newham
Richard House Hospice
Newham Workplace
East London Business Alliance
Community Food Enterprise
Woodman Centre

Tower Hamlets

Old Palace Primary School
Bishop Challenor Schools
Sir John Cass Foundation & Red Coat School
Bethnal Green Technology College
Morpeth College
Neighbours in Poplar
St Margaret's Settlement
Bangladeshi Parents and Carers Association
Tower Hamlets Education Business Partnership
Globe Town Pensioners

Greenwich

Linton Mead Primary School
Plumstead Manor School
Woolwich Polytechnic
Greenwich School of Management
Greenwich Education Business Partnership
Trust Thamesmead

Piles of Toys for ELBA Christmas Appeal

London City Airport recently appealed to staff for new toys to donate to the East London Business Alliance (ELBA) 2009 Toy Appeal which aims to provide children across East London with a new toy at Christmas. For many children, the donated toys are the only presents they will receive this year and as such, staff from across the airport gave generously and donated a range of presents from cuddly toys and craft sets to board games and sports balls! The toys collected were delivered to ELBA in December, and then distributed to children across all of the East London Boroughs in time for Christmas Day.



Kellie and Rupal with selection of the toys donated by airport staff

Airport Contacts

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