



# RUNWAY NEWS

Summer 2011 • Edition 19



**WIN**  
two FREE  
return tickets to  
**JERSEY**

## FUN DAY SUCCESS

See page 6 for full article

## Please don't feed the swans

turn to page 3



### *Inside this issue:*

New award for Pret **p4**  
Jersey route is back **p5**

LCY encourages young  
people to get active **p7**

# Welcome

to the summer edition of Runway News, packed with Airport news and information on the London City Airport community engagement programme for you to enjoy.

Our annual community Fun Day was a huge success on 2 July at the Royals Business Park, with over 20,000 visitors. We are counting up the funds raised for our chosen charity, Richard House Children's Hospice, and will let you know the total in the next edition.

Some readers will be aware that, for safety reasons, the Airport with various wildlife organisations has had to relocate swans from the Royal Docks. For an update, see page 3.

Jersey, Scotland or Berne? Check out page 5 for details of our new routes and as always, stay updated by visiting [www.londoncityairport.com](http://www.londoncityairport.com) or follow us on Twitter or Facebook.



"Our Spring Edition competition winner was Tabatha Milligan from Thamesmead, who won return flight tickets to Deauville. Well Done!"

## Competition Time

### Win two FREE return tickets to Jersey from LCY

To enter, all you need to do is answer this question:

**Q: Which airline flies from LCY to Jersey?**

**A: a. SkyWork b. BA c. Blue Island**

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.

**Name:**..... **Contact number:**.....

**Address:**.....

**Email Address:**.....

*(Please include email address if you wish to be added to our mailing list, to receive the latest news and also to enter our regular competition).*

**Terms & Conditions:** Competition is not open to employees at London City Airport. Competition closes Friday 26 August 2011. All applicants must be over 18 years of age.

# Airport Update

## "Please Don't Feed the Birds"

Working with wildlife organisations and authorities including Natural England, Swan Lifeline, the Food & Environment Research Agency (FERA) and The Queen's Swan Marker, London City Airport staff have successfully helped to relocate more than 30 swans during May and June to a new location on the River Thames near Windsor. The number of swans congregating in the Royal Docks close to the Airport has increased in recent months to unmanageable levels. To ensure the safety and wellbeing of all of our neighbours, the travelling public and the swans themselves, and in accordance with CAA requirements, the swans were rescued and relocated during five separate trips by expert volunteers from the charity Swan Lifeline.

**The Airport is keen to avoid future flocks congregating in the Royal Docks area by reminding residents and visitors to the area that feeding the swans encourages them to settle, which due to their size and flying patterns, poses a serious safety threat to aircraft, their passengers, our neighbours, as well as to the swans themselves.**

Airport staff visited the swans in June in their new home with volunteers from Swan Lifeline. The swans have all received a full health check and are now regularly monitored by Swan Lifeline to ensure their wellbeing in their new home.



## LCY Welcomes New CFO



Patrick Burrows

Patrick Burrows became Chief Finance Officer responsible for all finance, legal and procurement matters at London City Airport in June.

Patrick previously spent 13 years at Tesco, where he gained a breadth of customer focused experience, holding finance director roles in parts of the business as diverse as UK Convenience and Tesco Thailand. He most recently held the position of Group Finance Director at New Look.

## Judicial Review Update

The Judicial Review process has concluded and the airport has maintained its 2009 planning approval.

# AirportUpdate

## Top of the league

The London City Airport Pret a Manger shop came top of "the Pret



Premiership" recently for having the best results in customer service as well as the best financial turnover.

Throughout the year Pret is judged under four different criteria

and by scoring points from these, Pret then creates an internal league called "the premiership". On 19 April Pret staff were invited to Chelsea Football Club to be presented with results for the first quarter of the year, where they came top of the league.



Artist impression of Panopolis

## Panopolis to be next arrival at LCY

Our latest food and drink outlet, due to open early July, will be located in the main terminal. 'Panopolis' will deliver a selection of baked products that take inspiration from around the globe.

This addition is part of the Airport's £7 million terminal improvements project which has seen the installation of the new first floor in the Terminal, a new staircase and six replacement security search lanes.

## On your marks... Get set... GO!

The Olympic Games are little more than a year away and businesses are starting to gear up now in preparation, London City Airport being no exception.

The Games last a little over two weeks and as a result of potential reduced road access and heavier public transport usage by Games visitors (particularly on the DLR for events at the Excel), LCY is planning for our staff and passengers. Walking, cycling and car sharing could play a large part in reducing the impact of the Games on the usual journeys of people who work and live in the area.

We will keep you up to date on the work we are doing around 2012 so you know what our plans are.

## Aelia arrives at LCY



Aelia has won a seven-year contract for the main Tax and Duty Free store and a luxury fashion and accessories store at LCY. Aelia's expertise and understanding of the desires of luxury shoppers, brings a fresh and appealing mix including brands such as Hugo Boss and Mont Blanc.

# AirlineNews



## Increased Services to Scotland



Responding to customer demand, British Airways has increased its routes between London City Airport and Scotland. BA CityFlyer will now operate five daily return services to Glasgow and eight to Edinburgh.

All inclusive one-way fares are available from £52 on [www.ba.com](http://www.ba.com)

Thanks to Blue Islands Airline, you can once again enjoy the old-world charm and tax free shopping of Jersey direct from East London.

Executive flights from London City Airport are available now with a standard fare of £85 one way, inclusive of taxes. Passengers can also enjoy complimentary refreshments onboard and use of a dedicated executive lounge at Jersey Airport.

The service operates twice daily, Monday to Friday, and once on Sunday.

Book online at [www.blueislands.com](http://www.blueislands.com) or call 0845 620 2122

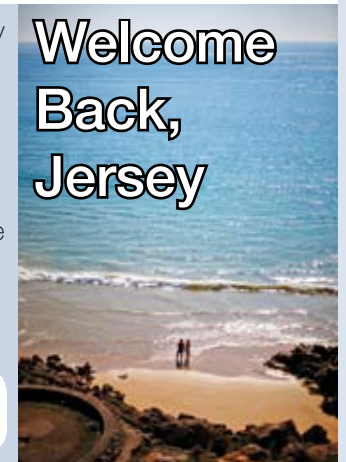


## Swiss Connection

From 5th September 2011, SkyWork Airlines will double its London City to Berne, Switzerland service to 12 flights a week. The airline will also fly to seven new destinations from Berne, including Milan, Amsterdam, Rome, Budapest, Vienna, Belgrade and Madrid.

Flights are available to book now at [www.skyworkairlines.ch](http://www.skyworkairlines.ch)

## Welcome Back, Jersey



# CommunityCorner

## Flying Start for BA

London City Airport was the finishing line for a group of amateur cyclists in June, when volunteers from British Airways completed a six-day bike ride that started at Edinburgh Airport, in order to raise a minimum of £10,000 for the British Airways Charity Campaign 'Flying Start'.

Flying Start supports Comic Relief as part of a global charity partnership.

One organisation benefitting from the work of Comic Relief is Fight for Peace, which have developed a prevention and rehabilitation model to confront the problem of youth crime in some of our local communities. As part of LCY's on-going support for Fight for Peace, five tickets for the World Boxing Championships, which took place at The O2 Arena on 21 May, were donated to the organisation.



## Fun Day Success

In its fifteenth year, the London City Airport's annual Fun Day proved to be its best one yet, and saw over 20,000 visitors!

Taking place at the Royals Business Park, Newham Dockside on Saturday 2 July 2011, the event featured the welcome return of the Air Show, which excited and thrilled the audience as talented pilots showcased their death-defying stunts and tricks in the skies above the Airport's runway.

The Fun Day was also the setting for the grand finale of 'East London's Got Talent' when seven acts performed live, with dance group SOX winning the prized first place.

There was a host of fun-filled activities and entertainment for everyone to enjoy and with the 2012 Olympics and Paralympics Games next year, all activities were linked to the theme, 'Sport in the Community'.



### Community Notice Board

Here's some information on the community programmes the Airport has engaged in during March – June 2011.

- The LCY Barnaby Bear Geography Programme was delivered to four classes (total 100 year-two students).
- 21 students undertook work experience at the Airport.

- LCY supported 40 organisations and events in Newham, Tower Hamlets and Greenwich

- 48 LCY staff collectively volunteered 229 hours delivering workshop talks to 900 students, raising their aspirations and participating in charity events.

- LCY donated hampers and flight tickets to 20 local organisations.

## World Cup Fever at Greenwich Festival



World Cup fever hit Greenwich at the end of May with the South London Special League's Special Girl's World Cup Festival, sponsored by London City Airport.

The annual event is aimed at providing competitive sport for people with disabilities in Greenwich at whatever level, with this year's festival focusing on girls.

16 teams of all ages and abilities took part at London Marathon Playing Fields with each team representing a different country.

London City Airport volunteers were on hand to help run the event and Nick Raynsford, MP for Greenwich and Woolwich, presented the overall winners of the tournament with their winner's cup and an official England shirt signed by the England Women's Football Squad.

For more information on the South London Special League visit [www.sl-sl.co.uk](http://www.sl-sl.co.uk)

## Cool Runnings

Students from Cubitt Town Junior School stayed cool to cross the finish line for their Fun Run recently, courtesy of London City Airport.

Pupils at the Isle of Dogs based school organised the Fun Run to raise funds for various charities selected by themselves. The run, which took place in Millwall Park, Tower Hamlets, saw 350 young people don their running shoes and aim for the finish line in aid of those less fortunate. To help the students in their challenge, London City Airport donated reusable water bottles to every student taking part.

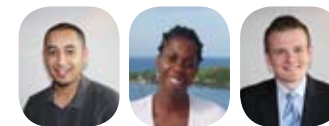
The Airport also donated a pair of flight tickets as a raffle prize for further fundraising endeavours by the pupils.



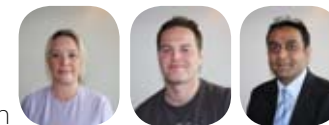
These projects are part of the Airport's health and wellbeing for work programme, which engages young people in sports and activities to encourage them to get active, aim high and achieve their goals for a positive future.

## Meet the New Community Ambassadors

LCY recruits Community Ambassadors from its staff to help deliver its Community Programmes on and off-site. The Ambassadors are a great asset to the Airport. As well as carrying out their normal day jobs, they commit between four to eight hours each month to local community projects.



Monir Khan Angela Matthew-Harris Mathew Blicharz



Mandy Shelvin Barry Daly Mayur Patel

## 30 Seconds with a Committee Member



### Introducing Dennis James, Consultative Committee Representative for Canning Town and Custom House.

Dennis has been a resident of Newham since 1999. Shortly after moving here he became a member of the Canning Town and Custom House Community Forum. After approximately one year Dennis was voted Vice Chair of the Forum.

Dennis has been a member of LCACC for the last 7 years representing the residents of Canning Town and Custom House. Being a member of the Committee means he is able to obtain information on the Airport and its operations which enables him to communicate and reassure residents and keep them informed about the Airport.

Dennis retired two years ago and is now able to devote more time to community issues, and is also a member of the Royal Docks Trust which keeps him busy and a great ambassador for the local community.

## London City Consultative Committee 5 April 2011



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 quarterly meeting includes an Airport Director's Report on developments at LCY, including changes to the route network, the number of flights and passenger numbers.

There is also a standing item on environmental issues including environmental complaints and other requirements of the s.106 Agreement.

This meeting saw Anna Gawthorpe, London City Airport's Airfield Operations Manager, deliver a presentation on airfield operations. Other matters discussed and updates included:

- Noise Action Plan
- York Aviation Study
- Judicial Review
- Passenger Issues
- Proposed London Cable car

**For further information about the Consultative Committee and to view minutes or contact your representative please visit, [www.lcacc.org](http://www.lcacc.org) or alternatively email the Committee Secretary, Stuart Innes [secretary@lcacc.org](mailto:secretary@lcacc.org)**

## Contact us:

### London City Airport

Royal Docks  
London E16 2PX

### Community Relations:

Elizabeth Hegarty  
020 7646 0042  
[elizabeth@lcy.co.uk](mailto:elizabeth@lcy.co.uk)

### Environment:

Valerie Collingwood  
020 7646 0200  
[Valerie.Collingwood@lcy.co.uk](mailto:Valerie.Collingwood@lcy.co.uk)

### Consultative Committee Secretary

Stuart Innes  
[secretary@lcacc.org](mailto:secretary@lcacc.org)

### Recruitment

Reed Specialist, 020 7517 3594



### In the next RUNWAY NEWS:

- University Prize Scheme
- "Airport Careers" Booklet Launch
- Fun Day fundraising figures
- New Routes

### Airport Operating Hours

Monday to Friday	0630 to 2200
Saturday	0630 to 1230
Sunday	1230 to 2200
Bank Holidays	0900 to 2200

The airport is closed on Christmas Day. The airfield may operate for up to 30 minutes past the closure times above in the event of unavoidable operational delay.