

JANUARY 2015

London City Airport
Get closer.

DELIVERING FOR OUR COMMUNITY



INTRODUCTION

2014 was a year of significant achievements both for London City and East London. In 2014 we saw the official opening of the Queen Elizabeth Park in Stratford, we welcomed the Tour de France to our streets and we have seen our young people continue to excel across schools, colleges and universities.

London City has also celebrated a year of records. We welcomed around 3.65 million passengers, breaking busiest day records, not once, but twice. New partnerships were also forged; in April we opened a world first, the Bloomberg Hub and in October, Flybe started operations, making LCY the engine room for UK regional connectivity.

The future is bright and we are hopeful that with growth, our City Airport Development Programme (CADP) will lead to the doubling of our existing £750 million contribution to the UK economy as well as connect London direct to new markets as far east as Moscow, as far south as Dubai and as far west as Boston.

But the real benefit of growth, as I see it, will be the jobs that are created. LCY already has an exemplary record in employing local people. Over 70% of our staff come from within 5 miles of the airport and 30% from Newham itself. One of the key pipelines is the airport's award winning Take Off Into Work Programme which, this year, has placed 70 local people into jobs across our campus – a phenomenal result.

Moving forward CADP will create 1500 new jobs over the next 7 years, and a further 500 construction jobs. I believe that a successful business is a locally resourced one, and, should we be given permission to grow, I want to work with partners in East London to create as many pathways as possible into these opportunities.

LCY's commitment to East London is to

- Help young people achieve educational excellence
- Create pathways into employment
- Invest in our local community
- Be a beacon business for sustainability

These commitments are at the core of our business, but what we do differently is engage compassionately and creatively with local schools, churches, community centres, sports clubs and many more besides.

"We listen to what our communities tell us. We value their input. And it is this simple but fundamental relationship which makes us not just a good neighbour, but an involved one."

Indeed, as reflected in the bar graph opposite, LCY has invested across a range of areas in 2014, but what unites all of our investments is a desire to make a real difference to the lives of East Londoners.

If I could pick out one highlight for the year it would be the launch of the "Your Royal Docks" Key Stage 2 schools module. This local history project was the result of LCY staff working creatively with schools and the Museum of London Docklands on a product that blended with the new national curriculum and brought the history of a unique part of London, as well as its potential, to life for school children.

My aspiration for the year ahead is to continue the good work we are delivering across communities, build new partnerships and create experiences and opportunities that will inspire East Londoners.

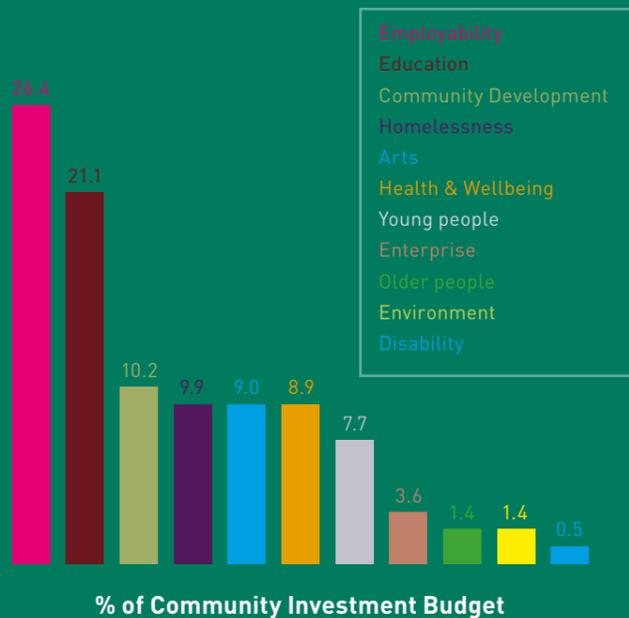
I hope you enjoy reading about our role in the community and if you'd like to work with us please don't hesitate to get in touch.

Yours sincerely,



Declan Collier, CEO

January 2015



PATHWAYS INTO EMPLOYMENT

LCY provides pathways into employment for local people through bespoke programmes designed to raise awareness, upskill and secure opportunities.

Take Off Into Work

In 2009, London City Airport launched its award winning employability programme Take off into Work (TOIW) and its aim was to help support local people into employment at LCY.

TOIW, which is run in partnership by the airport's CSR team, ELBA (East London Business Alliance) and Newham Workplace, looks to up skill, train and place Newham residents into a variety of different roles across the airport and since 2009 it has helped over 450 local residents get into work.

2014 results:

- A record breaking 70 local people have found work at LCY through the scheme in 2014.

"Take Off Into Work was really beneficial as it helped me develop my interpersonal skills, allowed me to gain good listening skills and become a better team player"

Kashim Uddin, HR Officer, LCY



Ramp Academy

The Ramp Academy is an aviation industry training and recruitment programme developed in conjunction with Newham Workplace. Course participants learn the job of an airport Ramp Services Agent, providing a springboard for career development at LCY and into the wider aviation industry. The course covers different aspects of ground aviation operations and airfield safety to prepare them for the role of handling the safe and efficient arrival and departure of aircraft. There is classroom-based training as well as plenty of on-the-job training and valuable work experience.

2014 results:

- 12 Newham residents were successfully selected for the programme and are now working at LCY.

"Workplace was developed to ensure local people benefit from local jobs and local regeneration. It's a place where employers can place their vacancies to recruit quality staff. I am delighted Workplace has been able to help London City Airport find the right recruits for the Ramp Academy."

Councillor Terry Paul, Mayoral Advisor - Skills and Adult Learning – London Borough of Newham

Work Experience Programme

The work experience programme consists of a 5 day placement which runs throughout the months of March and November. There are a variety of departments to choose from which include; Customer Service Centre, Finance, Facilities Management Engineering, Aelia Tax and Duty-free store, Health and Safety and the airport's Jet Centre. It is open to people aged 16+ who live in one of 5 boroughs: Newham, Tower Hamlets, Greenwich, Bexley and Barking & Dagenham.

The programme has been designed to give local people the opportunity to come to the airport to strengthen their employment and education skills which will improve their chances of gaining employment in the future, whether in the aviation industry, or elsewhere.

2014 results:

- 50 people from the local area have participated in Work Experience this year

"The work experience was amazing, I had so much fun and I had the opportunity to work with British Airways staff on replacing the brake unit on an A318. I also went on a runway inspection which was scary and exciting!"

Joshua Geere, Newham College of Education

EDUCATION EXCELLENCE

LCY is committed to raising levels of aspiration amongst local young people by engaging them creatively through a range of activities including tours, tailored education programmes, partnership working and careers awareness days.

Your Royal Docks

Age: KS2 (7-11)

This resource was developed in partnership by LCY, local schools and the Museum of London Docklands. It's available for Key Stage 2 teachers to use towards building a history module for their classes. The pack focuses on the history of the Royal Docks, including the crucial role they played in connecting London to the world in the 19th & early 20th Centuries, life and work in the Victorian Royal Docks and during WW2, and the deindustrialisation of the area. It also gets the students thinking about change and regeneration going on now and into the future.

2014 results:

The pack can be viewed and downloaded here:

<http://www.londoncityairport.com/aboutandcorporate/page/londons-royal-docks>

- 6 schools confirmed use 14/15 academic year
- 450+ students will receive lessons from the pack
- More local schools will use the pack in 2015



An introduction to LCY tours of the terminal

Age: Reception (4-5) – Year 6 (10-11)

Local primary school classes are invited to come to the airport to take part in an educational tour. Staff and students have the opportunity to witness terminal operations and see the range of different services available landside. To round the visit off, they are taken to a landside viewing area where they see aircraft take-offs and landings.

2014 results:

- 12 primary schools and nurseries visited LCY
- We welcomed 519 students

"All staff at London City Airport were very welcoming and accommodating to the needs of our year group. The day was well organised and our classes thoroughly enjoyed all activities. The staff at the airport made sure our visit was both enjoyable and educational. Thank you and we look forward to arranging more class visits to London City Airport."

Year 3 staff, Salisbury Primary School

West Ham United schools partnership

Age: Year 6 (10-11)

London City Airport has entered into a 3 year partnership with West Ham in support of their new Bobby Moore schools programme, which aims to raise the aspiration levels of school children in Newham and surrounding boroughs.

Using the legacy of Bobby Moore and the power of the Club, the programme will seek to inspire students to live healthy and successful lives. Every Year 6 student in Newham borough will visit the club for a West Ham matchday experience, and there will be opportunities to engage with West Ham via roadshows and football festivals. Each school in the borough will be offered targeted intervention over a 10 week period to year 6 students who are struggling with their Maths and English, and for the wider year group there will be an assembly about Bobby Moore and a Healthy Lifestyles workshop.

2014 results:

- First 5 schools have participated in the programme: Drew Primary, Gallions Primary, Upton Cross Primary, St Edwards Catholic Primary School, Selwyn Primary School
- The ambition is to engage with 40 schools in Newham over the next 3 years.



SECONDARY SCHOOLS



LCY Enterprise Module

Age: Year 7 (11-12)

A module of 8 lessons designed to introduce Year 7 students to the commercial business of London City Airport.

The module includes lessons on setting up an airport, airport careers and jobs, and planning for the future, and ends with a marketing-based assessment task. This module has been designed and piloted in partnership with Oasis Academy Silvertown, and students have had chances to visit the airport and hear presentations from members of staff in different departments across the campus. In 2015 the airport plans to adapt and offer this resource to schools across East London.

2014 results:

- 1 class has participated in the module
- Will engage with 80 pupils over the course of 2014/15

'On behalf of Oasis Academy Silvertown I'd like to thank the CSR team and their colleagues at London City Airport who have been instrumental in helping our students learn about enterprise the right way – through experiencing a complex and successful business first hand. Our curriculum is designed to make the most of the opportunities for our young people in and around the Royal Docks – and London City Airport is their focus for learning about enterprise. Through the programme our students really get 'under the skin' and learn about the business case for opening LCY – and get to grips with the day to day complexities of running an international airport. It has been a real eye-opener for our students – and has generated some real reflection and a greater insight into what enterprise really means.'

Charles Claxton, Principal of Oasis Academy Silvertown



LCY Innovation Workshop

Age: 16+

LCY has developed a STEM (Science, Technology, Engineering and Maths) focussed workshop based on the work of our Continuous Improvement (CI) team. This workshop provides students with a variety of challenging real life scenarios based around ramp turnaround, connecting with passengers and the journey proposition. The workshop, which has been trialled at Newham Collegiate Sixth Form College (NCS6), tested the students' ability to work as part of a team to come up with innovative solutions and introduced them to real life solutions the airport's CI team are hoping to implement.

2014 results:

- 1 class of 20 from NCS6 has participated in the workshop

Career Awareness Initiatives

Age: 13+

LCY participates and supports Newham Education Business Partnership with their BOSS day initiatives. BOSS days are designed, through various exercises and sessions to raise student's awareness of the LCY recruitment process and roles within the airport. In addition, LCY works specifically with individual schools on tailored initiatives and this year worked with Rokeby school on a careers event for their pupils.

LCY has also attended a number of Careers Fairs across East London, including Skills London at ExCeL as well as other events in Greenwich, Redbridge, Tower Hamlets and Havering.

2014 results:

- Engaged 6500 students and local people through career awareness initiatives in 2014.

Working with University Students

LCY continues to support local students with their university studies through the University Prize Scheme (UPS). In 2014, UPS provided 9 local students from Newham, Greenwich and Tower Hamlets with £18,000 in financial support along with work experience during the summer in departments ranging from continuous improvement, customer service and airfield operations.

Alongside this the airport offers bespoke visits for university students studying topics related to aviation.

Case Study: London School of Business and Finance

20 mature students studying hospitality and tourism management at LSBF's vocational school visited the airport and received talks from managers about airport operations, the passenger experience and LCY's terminal concessions. The visit gave the students a real life case study to use in their university assignments and a deeper awareness of airport careers.

"The students have made excellent comments and both of our lecturers were also extremely positive about the knowledge the students have gained from your speakers. It is indeed going to inspire them, and motivate them into considering future careers in the airport and airline sector!"

Academic Programme Leader, LSBF

COMMUNITY INVESTMENT

LCY prides itself on being a good neighbour and a neighbour that can help promote, support, champion and elevate local good causes across a number of areas including health, sports, the arts, community engagement and empowerment.

Richard House

LCY has a long standing commitment to Richard House Children's Hospice, raising over £750k in our 17 years of partnership. 2014 was an outstanding year which featured a football tournament, a 2015 LCY calendar and a staff cycle to Rotterdam.

2014 results:

- £48,000, in total, was raised for Richard House
- £28,000 was raised through the cycle challenge
- £750 was raised via the staff football tournament
- £9,000 through foreign coin collection in the terminal



Royal Docks Community Market

Throughout 2014, LCY has been working closely with community partners in the Royal Docks around creating a sustainable community market on Pier Parade. The community market initiative is a true example of community partnership with the council, businesses and passionate local people coming together to provide a service that will make a discernible difference to the area. LCY has contributed expertise, designed and funded promotional collateral and invested in hardware that will help the market become a sustainable feature of the area going forward.

2014 results:

- 3 market days have been held, in July, September and November, attracting hundreds of residents and visitors alike.

Stephen Timms Summer School

The summer school gave local Newham students an opportunity to broaden their understanding of national, local and regional politics. It also offered the students the experience of visiting Sky News and the House of Commons as well as practical hands on experience working for local charities.

"London City Airport plays a key role in my constituency, and across Newham more widely, in engaging local young people and providing pathways into work. For example, in the summer of 2014, LCY helped support my inaugural Summer School programme which gave young people from the borough the opportunity to gain a unique insight into politics at national, local and grassroots levels"

Stephen Timms MP for East Ham



Community Internship

In 2014, in partnership with the University of East London, LCY started an initiative which would provide tangible work experience to a local university graduate by directly helping a local community organisation. The community initiative that benefited from a 3 month LCY financed internship was the nearby Docklands Equestrian Centre.

Fred Turuka was selected following an interview process and his challenge was to create a social media and marketing platform for the Equestrian Centre which would enhance their fundraising campaign.

Fred revitalised the DEC's online presence by updating the website with current content, including fixing their location on Google maps, creating a fresh and active Facebook page for the centre, and setting up a DEC e-mail account for enquiries. He worked with centre staff to advance enterprising activity and created eye-catching advertising materials to promote the centre's events around Halloween and Christmas. Fred also got to know the centre organically by 'mucking in' and supporting with much needed ground maintenance.



Greenwich and Docklands International Festival (GDIF)

GDIF is a world class international outdoor arts festival that hosts events in Greenwich, Tower Hamlets and Newham. It's firmly rooted in East and South-East London and provides opportunity for local people to become part of the 10 day festival through volunteering. In 2014 LCY was delighted to sponsor the 110 GDIF volunteers who were a credit to the event and their communities.



28
HAMPERS
(to various community partners)

85
BAGS OF LOST ITEMS
DONATED
(to Richard House)

18x
LARGE BUCKETS
OF FOOD
(to Food Bank)

Volunteering

The airport and its staff are passionate about their local communities and give up their own time to volunteer towards a mixture of skills sharing and physical projects over the course of the year.

This year, 58 of LCY's staff have volunteered 605 hours of their time to support a range of community activities, including manning stands at jobs fairs, careers speed networking with secondary school students, presenting to university groups on their specialism and supporting community volunteering projects.

From across the business we gave up

605 hrs
of our time to share their skills and manpower for the benefit of local charities and community organisations.

58 employees

Volunteer Week

In June the airport ran its first Volunteer Week during the UK's National Volunteers' Week, and took on the challenge of completing 5 projects in 5 days.

The five projects included:

- Re-painting the community hall at local Ascension Church.
- Working with Gasworks Dock Partnership to build a cold frame that will germinate plants for their sensory garden.
- Rejuvenating the ASTA Centre's outdoor play area and garden.
- Exploring ideas for income-generation at the Docklands Equestrian Centre.
- Organising a fun day for elderly members of Neighbours in Poplar's LinkAge Hub, involving yoga and bingo.

"The members had a fantastic time; it's always nice for our older folk to see new people who are willing to give them time. It isn't every day that they get entertainment."

Neighbours in Poplar

"Aside from the great access to talented business people this is probably the first meeting I have attended with the board that was focused entirely on planning rather than fire-fighting, which was incredibly beneficial and great to have it facilitated by a 3rd party."

Docklands Equestrian Centre



SUSTAINABILITY & ENVIRONMENT

LCY is conscious of its unique context and does all it can to be a good neighbour to its closest communities. The airport also aspires to be an industry leader in sustainability.

2014 has been a year of real achievement at LCY. The business has taken significant strides to reduce carbon emissions, raise recycling rates, improve air quality and in identifying new, more cost effective and environmentally sound practices. Additionally, LCY continues, with the local council, to monitor and police noise levels as well as offering one of the most generous sound insulation programmes in the UK.

One of the biggest successes of the year was the achievement of Level Two ACI Carbon Accreditation Status. LCY is only the fifth UK airport to achieve this result. This followed on from being awarded Level One status in 2013 and has been achieved by taking measures like installing LED lighting on our concourse, upgrading air handling units in the terminal and replacing diesel powered Ground Power units with Fixed Electrical Ground Power units on our aircraft stands.

This further demonstrates the airport's commitment to managing and reducing its carbon footprint. The ambition is to achieve Level Three Carbon Accreditation status in 2015 and reduce overall carbon emissions by 20% by 2020.

Other notable achievements include:

Energy

- Passenger carbon emissions have decreased by 6% in the last year.
- LCY has committed to a target to save 20%kg of CO2 per passenger by 2020. It is known as the 2020 carbon objective.
- LCY has also installed Fixed Electrical Ground Power at 7 of its stands in 2014 to reduce on site emissions by directly replacing the need for Mobile Ground Power Units which rely on diesel as a source of fuel.

Waste

- LCY now recycles 50% of all waste generated on site and is also a zero landfill company as all general waste is processed for Waste 2 Energy.
- LCY now has new recycling bins in the terminal areas and in the gate lounges, which will increase recycling levels even further.

Environmental Management

- LCY has implemented measures to recover spent aircraft de-icing fluid by collecting it via specialist equipment in order to enhance environmental protection at the airport. LCY established an objective of improving its environmental performance and this is tangible proof of success and commitment to delivering on its established objectives.
- In 2015 LCY will be seeking to become an ISO 14001 accredited organisation by having its Environmental Management System certified to the international standard.

2015 AND BEYOND

LCY is investing in East London and is committed to being a catalyst for the area's future success. Moving forward, we want to build on the successes featured in this document and look at new and interesting initiatives that will benefit local people and further cement our position as an international business with a local heart.

In 2015 we will launch:

- A university visits fund: grant funding that is available for local schools so they can raise levels of aspiration for year 9 and 10 students by taking them to visit the UK's Russell Group universities.
- A Royal Docks Industry Day: a day event where local businesses around the Royal Docks will tell local students about their work and their future before setting them a challenge about how they would promote the Royal Docks as a world class destination.
- A new partnership with Newham All Star Sports Academy which will support the creation of the borough's first youth wheelchair basketball team.

If you'd like to stay in touch with the airport's CSR team please follow us at @lcylocal or sign up to our bi-monthly e-bulletins by following this link: <http://www.londoncityairport.com/aboutandcorporate/page/consultationandcommunication>

Alternatively you can contact the team here:



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